



Enterprise Edge Central Answering Position User Card

The Central Answering Position (CAP)

Why use the CAP?

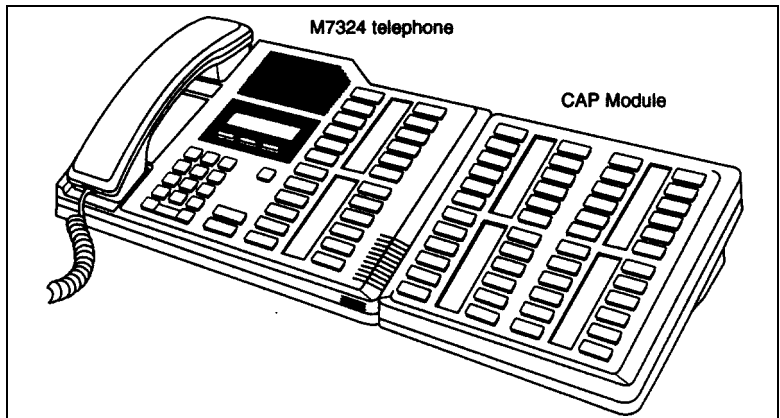
The Enterprise Edge Central Answering Position (CAP) consists of an Enterprise Edge M7324 Telephone and one or two Enterprise Edge CAP modules. The CAP allows you to:

- answer calls made from outside your Enterprise Edge system
- check the busy/not busy or Do Not Disturb status of the telephones in your Enterprise Edge system
- transfer calls to your co-workers' telephones
- use many more features and autodial numbers with one-touch access

What is a CAP module?

A CAP module is an add-on device which provides 48 extra memory or line buttons for the M7324 Telephone. A CAP module is connected to the side of the M7324; a second CAP module can be connected to the first CAP module. See the Enterprise Edge Central Answering Position Installer Card for instructions on installation. When two CAP modules are connected to an Enterprise Edge M7324 Telephone, they provide a total of 96 extra memory or line buttons for the M7324 Telephone.

Enterprise Edge M7324 Telephone with one CAP module attached



By pressing a ringing line button on your CAP module and lifting the handset, you can answer a call made from outside your Enterprise Edge system. Pressing the appropriate programmed memory button allows you to automatically dial an internal or external number, or use a feature.

Note: A headset may be plugged into the bottom of the M7324 Telephone when Handsfree has been administered.

Checking the pre-assigned CAP module buttons

About pre-assigned buttons

When one or two CAP modules are first plugged into your telephone, each CAP module button is pre-assigned either to select a line or dial an internal number.

If you have been assigned up to 8 lines, you can select them by pressing the buttons in the left-hand column of your M7324 Telephone. Remaining lines are assigned to buttons on the CAP module(s), beginning at the top left-hand corner of the first CAP module and moving down.

After lines are assigned, any remaining buttons on your CAP module(s) become Internal Autodial buttons, starting with the lowest default internal number. These internal numbers can be between two and seven digits. The numbering length is controlled in programming.

Note: In order for lines to be automatically assigned to buttons on your CAP module, your telephone must first be designated as a CAP in programming.

Checking the pre-assigned CAP module buttons

1. Replace the handset.
 2. Press * 0 .
 3. Press the buttons you want to check and read the display.
 4. Ensure that you label all pre-assigned line buttons and Internal Autodial buttons correctly in the space provided beside each button.
 5. Press when you are finished.
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Customising your CAP module

You can program any of the buttons on your CAP module that do not select lines. These buttons can be programmed to automatically dial internal or external numbers. You can also program features onto CAP module buttons. If you want more line buttons programmed, see your System Administrator.

Your CAP module will be most effective if you use it along with the Call Park, Transfer, Conference/Transfer, Camp-On, Message, or Voice Call features.

Make sure that these features are programmed on your CAP module by following the steps presented in this card.

Programming CAP module buttons

Programming CAP module buttons

External Autodial

1. Replace the handset.
2. Press * .
3. Press a CAP module button.
4. Dial the external number.
5. Press **OK** to store the number.
6. Label your new button.

Erasing memory buttons

1. Replace the handset.
2. Press * .
3. Press the memory button you want to erase.
4. Press **OK** to erase the button.

Moving external line buttons

1. Replace the handset.
2. Press * .
3. Press the line button that you want to move.
4. Press the memory button on your telephone or CAP module to which you want the line moved.
5. Label your new button.

Internal Autodial

1. Replace the handset.
2. Press * .
3. Press a CAP module button.
4. Dial the internal number.
5. Label your new button.

Features

1. Replace the handset.
2. Press * .
3. Press a CAP module button.
4. Press and the feature code.
5. Label your new button.

Monitoring Internal Autodial indicators

It is important that you pay attention to the indicators beside the Internal Autodial buttons on your CAP module. This tells you the status of an Enterprise Edge telephone when you answer an external call.

An indicator appears:

- when the telephone is active on an internal or external line
OR
- when the telephone is using the Do Not Disturb feature

No indicator appears:

- when the telephone is idle
OR
- when the telephone is ringing
OR
- when the telephone has one or more calls on hold, but is not connected to any active calls

The status of an Enterprise Edge telephone cannot be monitored by your CAP module if an Internal Autodial button has not been programmed.

Answering and transferring a call

Answering and transferring a call

Most of the telephone calls which you deal with should involve the following procedures:

1. Answer a call made from outside the Enterprise Edge system.
2. Determine whom the call is for.
3. Check the status of the destination Enterprise Edge telephone on the CAP module.
4. If the indicator is OFF, transfer the call to that telephone.
OR
If the indicator is ON, use the Send Message, Ring Again on Busy, or Camp-On feature.

Note: If your telephone has been assigned as a CAP in programming, you can send up to 30 messages. If your telephone has not been assigned as a CAP, you can send up to four messages.

Other Enterprise Edge documents

Please be sure to read your Enterprise Edge M7324 User Card and your Enterprise Edge Prime Telephone User Card (if applicable). They contain information which should help you to use Enterprise Edge features more effectively with your CAP.

Installation Notes

Installing the CAP The Enterprise Edge Station Auxiliary Power Supply is required to operate the CAP module.

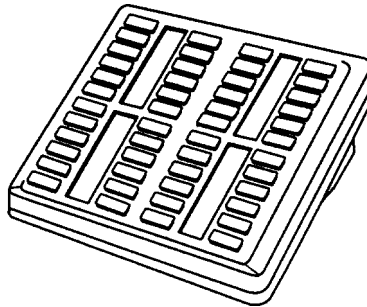
Initialising the CAP You must initialise each CAP module individually during the first ten seconds after powering up to establish the default setting for the programmable memory buttons.

Once a module is initialised, the programming is retained regardless if it is moved or a second CAP module is connected to it.

If the CAP module indicators have stopped flashing, unplug the module and then reconnect it. The indicators should turn on and flash for ten seconds.

To initialise the CAP module:

While the CAP indicators are flashing, simultaneously press the two buttons on the lower left side and the lower right side of the CAP module.



The indicators turn on one at a time in sequence, beginning at the lower right corner of the module. The indicators then turn off. After all the indicators turn off, the CAP module is initialised and ready to use.