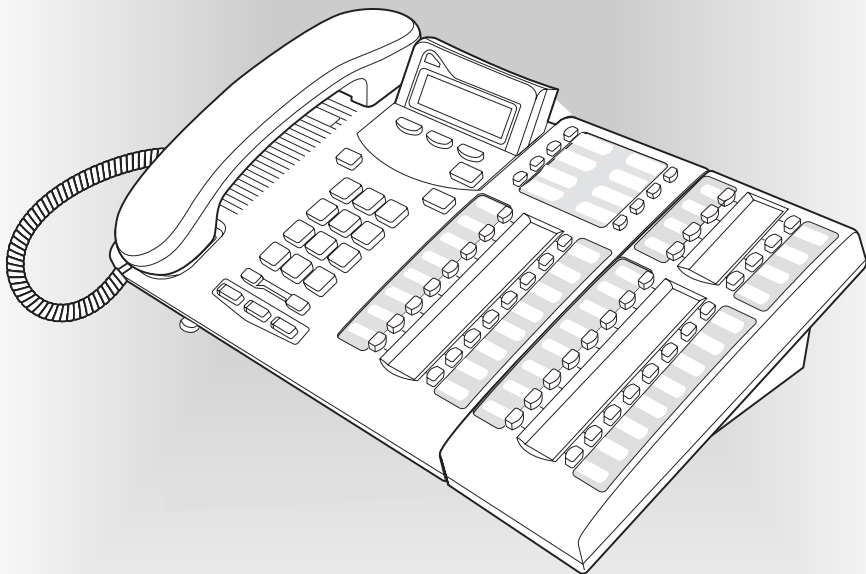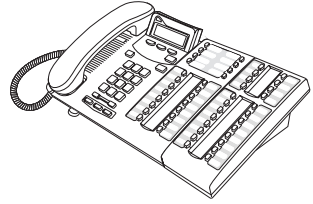# NØRTEL
NETWORKS™

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Central Answering Position (CAP)
User Guide

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The Central Answering Position (CAP)

The Central Answering Position (CAP) consists of a T7316E telephone and one to nine T24 Key Indicator Modules.
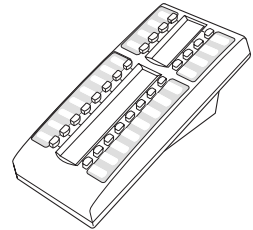
The CAP allows you to:

- answer incoming calls and transfer them to your co-worker's telephones,
- check the busy/not busy or Do Not Disturb status of the telephones in your system,
- use many more features and autodial numbers with one-touch access.

The T24 Key Indicator Module (KIM)

The T24 Key Indicator Module (KIM) is an add-on device that provides 24 extra memory or line buttons for the T7316E telephone.

A KIM is connected to the side of the T7316E telephone; up to eight more KIMs can be connected to the first KIM.

Refer to the T*24 KIM Installation Card* for installation instructions.

The enhanced CAP

Your system administrator must assign your CAP as an enhanced CAP/ KIM in system programming to have external line, target line and hunt group appearances on your KIM buttons.

If you want more line buttons programmed on your CAP or more information on using Hunt groups, see your system administrator.

Customizing your CAP

Before you start answering or making calls on your CAP, you need to customize your CAP to help you manage your calls your more efficiently. Customizing consists of:

- Programming memory buttons
- Moving lines from the T7316E telephone buttons to KIM buttons on enhanced CAPs
- Labelling buttons on your CAP (T7316E telephone and KIM)

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Programming memory buttons

The default for KIM memory buttons is blank. You can program memory buttons on the KIM to your personal preference with internal and external autodial numbers or features to give you touch dialing or feature activation.

Tip: Internal autodial numbers can be automatically assigned to KIM memory buttons when a coldstart is performed. Refer to the "KIM coldstarts" section in this guide for more information.

Your CAP will be most effective if you use it along with these features:

- Camp-On (🕑 8 2)
- Transfer (🕑 7 0)
- Priority Call (🕑 6 9)

Make sure that features are programmed on your T7316E telephone or KIM by following the steps below for programming memory buttons.

Internal autodial

1. Press 🕑 ✱ 2 .
2. Press a memory button.
3. Dial the extension number.
4. Press OK to store the number.

External autodial

1. Press 🕑 ✱ 1 .
2. Press a memory button.
3. Dial the external number.
4. Press OK to store the number.

Features

1. Press 🕑 ✱ 3 .
2. Press a memory button.
3. Press 🕑 and enter the feature code.
4. Press OK to store the feature code.

How to erase memory buttons

1. Press 🕑 ✱ 1 .
2. Press a memory button.
3. Press OK to erase the button.

Moving line buttons

If you have an enhanced CAP you can move external lines, target line and hunt group appearances from the buttons on the T7316E telephone to buttons on your KIM.

1. Press 🕑 ✱ 8 1 .
2. Press the line button on your T7316E telephone that you want to move.
3. Press the KIM memory button that you want to move the line to.
4. Press 📞 . The line button now appears on your KIM.
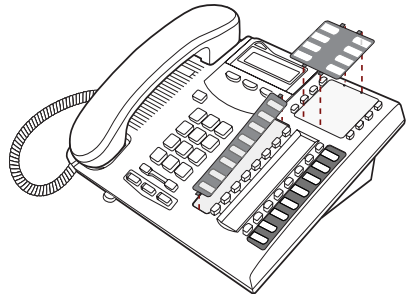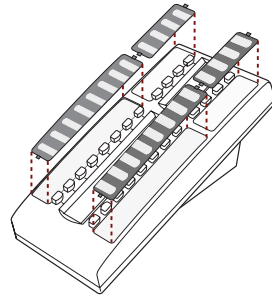
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Button labels

Use the four button label strips on the KIM to show what is programmed on the buttons. Spare button label strips are provided with your KIM.

Use the three button label strips on the T7316E telephone to show what is programmed on the buttons. Spare button label strips are provided with your telephone.

How to label your buttons

1. Remove plastic lens and button label strips from the KIM and telephone.

2. Press ⌨ ✴ 0 .

3. Press each button on the KIM and read the display.

4. Write the name of each button on the appropriate KIM button label strip.

5. Press each button on the telephone and read the display.

6. Write the name of each button on the appropriate telephone button label strip.

7. Press ⌨ when finished.

8. Insert the button label strips back on the KIM and telephone.

9. Insert the plastic lens, matching the tabs on the lens with the notches on the KIM and telephone.

Tip: Use the Desktop Assistant application to customize button label strips. Go to www.nortelnetworks.com and download the Desktop Assistant application to your personal computer.

Monitoring telephones in your system

It is important that you pay attention to the different types of indicators beside the internal autodial buttons on your KIM. This tells you the status of a telephone extension when you answer an external call.

The following indicators will appear beside your KIM's internal autodial button when:

(▲ the telephone extension is on an internal or external call.

▲ the Do Not disturb (DND) feature is activated at the telephone extension.

↪ the Call Forward feature is activated at the telephone extension.

Answering and transferring a call

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

1. Answer a call.
2. Determine whom the call is for.
3. Check the status of the telephone extension on your KIM.
4. If the indicator is OFF, transfer the call to the telephone extension.
   OR
   If the (▲ indicator appears, your co-worker is busy on another call, you can use the following features:
   - Camp-on (⌨ 8 2): allows you to transfer the call to the telephone extension even if all its lines are busy
   - Ring Again (⌨ 2): signals you to call back when the telephone extension is available.
   - Priority Call (⌨ 6 9): lets you interrupt your co-worker current call.
   OR
   If the ▲ (DND) indicator appears, take a message, or transfer the call directly to the telephone extension's voice mailbox (if applicable)
   OR
   If the ↪ indicator appears, transfer the call to the telephone extension. The call is automatically forwarded to another internal or external number.

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KIM coldstarts

When a coldstart is performed internal autodial numbers are assigned in ascending order starting on the top left button (button 01) on the KIM.
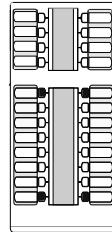
You can coldstart one KIM on your CAP or all KIMs on your CAP depending on your preference. A coldstart must be performed during the first ten seconds after powering up a KIM.

Note: If you have an enhanced CAP, performing a coldstart on your KIM can affect line button assignments on your T7316E telephone.

For both types of coldstarts

1. Unplug the T7316E telephone line cord, then reconnect it to power up.

2. **To coldstart an individual KIM**
   While the indicators are flashing on the individual KIM, simultaneously press the top two and the bottom two buttons on the lower button set of the KIM, as shown in the illustration.
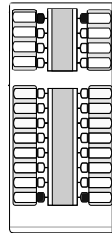
   OR

   To coldstart all KIMs
   While the indicators are flashing on the first KIM, (next to the telephone) simultaneously press the top two buttons and the bottom two buttons on the KIM, as shown in the illustration.

3. At the beginning of the coldstart, indicators beside each KIM button will briefly flash starting at the bottom right button.

4. When the KIM coldstart is completed, the T7316E telephone display automatically returns to the time and date.

Other documents

Read the *Telephone Feature Card* for more information on using telephone features. This card lists all of the available features that can be used on your CAP.

Read your T7316E *Telephone User Card*. This card contains information on all the buttons on your telephone including the Audio cluster buttons (Handsfree, Mute and Headset).

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