NORTEL
NETWORKS

**Enterprise Edge
CAPN
User Card**

The Central Answering Position (CAPN)
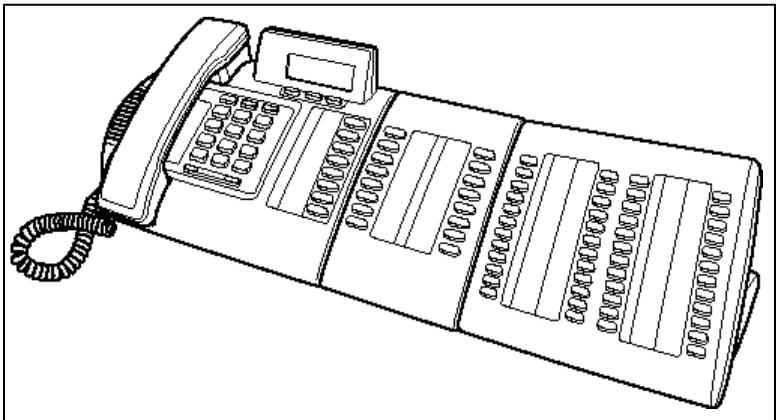
Why use the
CAPN?

The Enterprise Edge Central Answering Position (CAPN) consists of an
Enterprise Edge M7324N Telephone and one or two Enterprise Edge
CAPN modules. The CAPN 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 CAPN
module?

A CAPN module is an add-on device which provides 48 extra memory or
line buttons for the M7324N Telephone. A CAPN module is connected to
the side of the M7324N; a second CAPN module can be connected to the
first CAPN module. See the Enterprise Edge Central Answering Position
Installer Card for instructions on installation. When two CAPN modules
are connected to an Enterprise Edge M7324N Telephone, they provide a
total of 96 extra memory or line buttons for the M7324N Telephone.

Enterprise Edge M7324N Telephone with one CAPN module attached.

By pressing a ringing line button on your CAPN 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 M7324N
Telephone when Handsfree has been administered.

Checking the pre-assigned CAPN module buttons

About pre-assigned buttons	When one or two CAPN modules are first plugged into your telephone, each CAPN 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 M7324N Telephone. Remaining lines are assigned to buttons on the CAPN module(s), beginning at the top left-hand corner of the first CAPN module and moving down.
	After lines are assigned, any remaining buttons on your CAPN 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 CAPN module, your telephone must first be designated as a CAPN in programming.
Checking the pre-assigned CAPN module buttons	1. Replace the handset.
	2. Press $\boxed{F_x}$ $\boxed{*}$ $\boxed{0}$.
	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 $\boxed{F_x}$ when you are finished.
Customising your CAPN module	You can program any of the buttons on your CAPN module that do not select lines. These buttons can be programmed to automatically dial internal or external numbers. You can also program features onto CAPN module buttons. If you want more line buttons programmed, see your System Administrator.
	Your CAPN 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 CAPN module by following the steps presented in this card.

Programming CAPN module buttons

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

Internal Autodial
1. Replace the handset.
2. Press F_x $*$ 2 .
3. Press a CAPN module button.
4. Dial the internal number.
5. Label your new button.

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

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

Moving external line buttons
1. Replace the handset.
2. Press F_x $*$ 1 .
3. Press the line button that you want to move.
4. Press the memory button on your telephone or CAPN module to which you want the line moved.
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 CAPN 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 CAPN 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 CAPN 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 CAPN in programming, you can send up to 30 messages. If your telephone has not been assigned as a CAPN, you can send up to four messages.

Other Enterprise Edge documents

Please be sure to read your Enterprise Edge M7324N 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 CAPN.

Installation Notes

Installing the
CAPN

The Enterprise Edge Station Auxiliary Power Supply is required to operate the CAPN module.
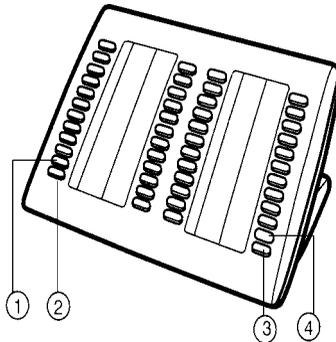
Initialising the
CAPN

You must initialise each CAPN 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 CAPN module is connected to it.

If the CAPN 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 CAPN module:
While the CAPN indicators are flashing, simultaneously press the two buttons on the lower left side and the lower right side of the CAPN 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 CAPN module is initialised and ready to use.