



34th Street

Evelyn Cobian	ext. #1853
David Kresowaty	ext. #1830
Ken Piech	ext. #1842

**3. Possible connection problems and their solutions:**

Busy signal – you did not log off from your last fair hearing properly (\*\*7) and are “locked out” of digital taping - call designated staff member; they will call Albany to have you “reset”.

Ring no answer – call designated staff member, they will call Albany to make the adjustments to the digital taping software necessary to correct the problem.

Connected but not recording – Be sure your telephone is completely plugged in and the “hands free” arrow is lit. It is possible to connect but have no sound audible if you don’t have the speakerphone activated. Do not pick up or hang up the handset; you risk disconnecting the call, resulting in a “lock out”.

Any other connection problems – call designated staff member and be ready to describe the problem. You may be instructed to access digital taping through the back up method described in the Instructions for Upstate Administrative Law Judges, a subsequent section of this document.

For TELEPHONE HEARINGS, see special instructions in Section 7 regarding the order of connecting and disconnecting digital taping and the conferenced-in appellant.

**4. Once you are connected:**

Prior to starting the fair hearing, you need to enter \*\*9 and the fair hearing number. This is a very important step because it allows easy audio record retrieval in the event of a need to review the record or litigation. Without the \*\*9, digital taping does not recognize you are entering a fair hearing number and without a fair hearing number we may never be able to locate the audio record.

Note: If you are going to speak the fair hearing number, please say it before or after you key it in on the key pad of the telephone – you can’t hear anything spoken above the beeps as you enter the fair hearing number.

**5. During the Fair Hearing:**

You should hear a beep tone every 14 seconds to indicate you are still connected to digital taping. Please listen for at least 30 seconds as the beep tone is fairly low in volume. If you are disconnected during a fair hearing, call your designated staff member and be ready to describe the events leading up to the connection problem.

Note: Bumping the telephone may result in disconnection!

## 6. End of the Fair Hearing:

At the conclusion of the fair hearing, \*\*7 must be entered prior to disconnecting the call. This tells digital taping you are finished. If you fail to enter \*\*7 prior to disconnecting the call, you will be “locked out” and must call to be reset.

### The Step-by-Step Guide to Dialing into Digital Taping from NYC Locations

- 1) Press your main line button.
- 2) Press your pre-programmed Autodial button.
- 3) Press the green “hands free” button for speakerphone.
- 4) Listen for connection, then enter \*\*9.
- 5) Enter the hearing number. For telephone hearings, see Section #7 for additional special instructions.
- 6) Start hearing.
- 7) When completed, press \*\*7 and hang up

## 7. Special Instructions for TELEPHONE HEARINGS in NYC Locations

- a. Execute the first five steps from the “Step-by-Step Guide” for dialing into digital taping above then press the Call/Trans or Trans/Conf button. You will hear a dial tone and the main line will have a flashing arrow.
- b. Dial Appellant’s telephone number (using 9-1(area code, then telephone number). After reaching the Appellant...
- c. Press Call/Trans again. The message on the telephone will say “conference” and your main line arrow will no longer be flashing. You will be connected to both Appellant and digital taping.
- d. To end the call, FIRST press the Call/Trans button to terminate the conference call, THEN press \*\*7 to disconnect from Digital Taping. This also applies when you reach an answering machine or voice-mail.

**Privacy blocker**-- Dial 16791 then the number-- for example, 16791(718)290-8468, this will block the client from retrieving your phone number from caller ID. However, if the client has a privacy blocker, you will not get through and must then dial direct.

Summary: dial into digital taping first, then conference in the client. When finished, end the conference prior to \*\*7 to avoid locking up digital taping with appellant’s phone or answering machine.

**INSTRUCTIONS FOR UPSTATE ADMINISTRATIVE LAW JUDGES**

1. Each ALJ connects to digital taping from a speaker telephone in the hearing room. For all digitally recorded hearings, the letter “D” must be marked on the file folder label under tape digits.
2. To connect, dial the toll-free number dedicated exclusively to access digital taping: 1-866-552-3010. The back up general OTDA toll-free number: 1-800-343-8859, should be used only if there is a problem with the dedicated toll-free number.
3. Enter your five-digit extension number. Your extension is the last five digits of the direct dial (not toll-free) telephone number used to connect to digital taping.

**For NYC ALJs:**

Your extension is the last five digits visible on the monitor when you press your preprogrammed digital tape button.

**4. Possible connection problems and their solutions:**

Busy signal – you did not log off from your last fair hearing properly (\*\*7) and are “locked out” of digital taping - call Albany 518-474-3265 to be “reset”.

Ring no answer – call Albany (518-474-3265), they make the adjustments to the digital taping software necessary to correct the problem.

Connected but not recording – Be sure your telephone is completely plugged in and the “hands free” arrow is lit. It is possible to connect but have no audible sound if you don’t have the speakerphone activated. Do not pick up or hang up the handset; you risk disconnecting the call, resulting in a “lock out”.

**5. Once you are connected:**

Prior to starting the fair hearing you need to enter \*\*9 and the fair hearing number. This is a very important step because it allows easy audio record retrieval in the event of a need to review the record or litigation. Without the \*\*9, digital taping does not recognize you are entering a fair hearing number and without a fair hearing number we may never be able to locate the audio record.

Note: If you are going to speak the fair hearing number please say it before or after you key it in on the key pad of the telephone – you can’t hear anything spoken above the beeps as you enter the fair hearing number.

## 6. **During the Fair Hearing:**

You should hear a beep tone every 14 seconds to indicate you are still connected to digital taping. Please listen for at least 30 seconds as the beep tone is fairly low in volume. If you are disconnected during a fair hearing call Albany, 518-474-3265 and be ready to describe the events leading up to the connection problem.

Note: Bumping the telephone may result in disconnection!

## 7. **End of the Fair Hearing:**

At the conclusion of the fair hearing, \*\*7 must be entered prior to disconnecting the call. This tells digital taping you are finished. If you fail to enter \*\*7 prior to disconnecting the call, you will be “locked out.”

### **Step-by-Step Guide to Dialing into Digital Taping from Upstate Locations**

- 1) Get an outside telephone line then dial 1-866 552-3010.
- 2) Enter your 5-digit extension and listen for the connection.
- 3) Enter \*\*9 then the fair hearing number. For Telephone Hearings see additional special instructions below.
- 4) Start hearing.
- 5) When completed, press \*\*7 and hang up.

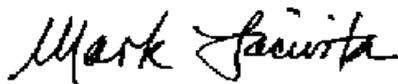
## 8. **Special Instructions for TELEPHONE HEARINGS in Upstate Locations**

- a. Follow direction of local district staff regarding conferencing abilities of the telephone being used in the hearing room.
- b. Execute the first three steps from the “Step-by-Step Guide” for dialing into digital taping above.
- c. Conference in the Appellant and proceed with the hearing.
- d. To end the call, unless otherwise instructed by LDSS staff, disconnect the Appellant first then enter \*\*7 to disconnect digital taping. This also applies when you reach an answering machine or voice-mail.

Please note: Conferencing capabilities will vary district to district.

All ALJs should be prepared to utilize the necessary equipment, (cassette recorder and numbered cassette tapes) to successfully complete a fair hearing record at any location. In no event should an ALJ revert to cassette tape recording without receiving authorization to proceed on cassette tape. NYC ALJs should contact the designated staff outlined in #2 of the INSTRUCTIONS FOR NYC ALJs, above. Upstate ALJs should contact Albany at (518) 474-3265. Once authorization is given to proceed on cassette tape, it is important that the ALJ write the cassette tape number and digits on the file folder.

If there are any questions with respect to this transmittal, to address problems not outlined in this document, or to obtain copies of specific audio records, please contact Audrey Maurer at (518) 474-3265 or via email at [Audrey.maurer@dfa.state.ny.us](mailto:Audrey.maurer@dfa.state.ny.us).



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Mark Lacivita, Director of Administration  
Office of Administrative Hearings