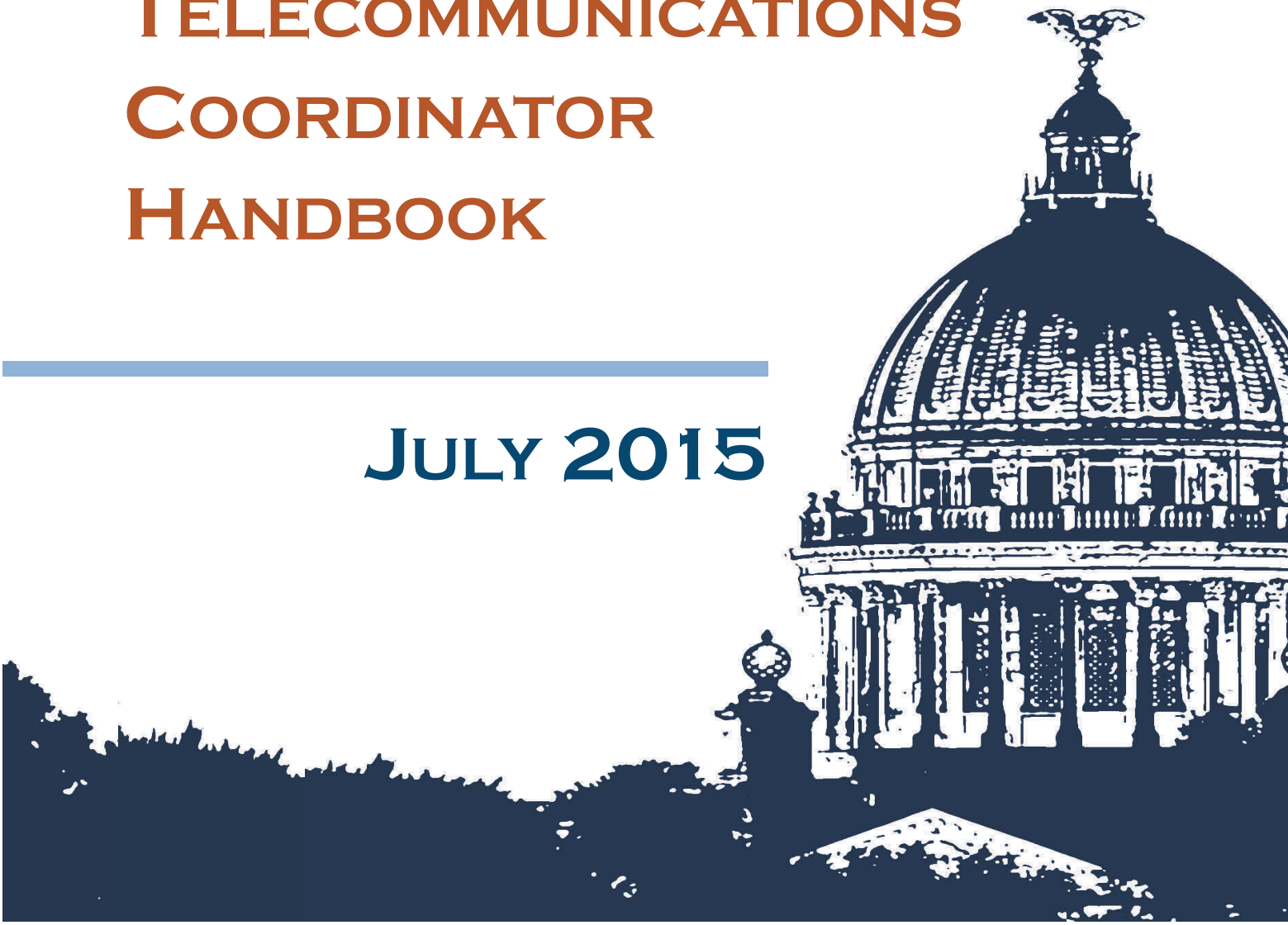
Mississippi Department of
Information Technology Services

Telecommunications Coordinator Handbook

July 2015



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PURPOSE

The purpose of this handbook is to provide the State Government Telecommunications Coordinators with the basic information about the telecommunications services provided by ITS and the procedures for requesting these services to meet the agency's telecommunications needs.

TELECOM SERVICES

The Telecom Services Division, Information Technology Services, is the voice, video, and data network service provider for state government. Telecommunications services are provided to agencies in the Capitol Complex, greater Jackson area, and throughout the state through approved contracts or by direct management and administration of these services. Volume purchasing and agencies can achieve on their own. All rates and services comply with federal regulations as established by OMB-A87.

The primary goal of the Telecom Services Division is to provide consistent, reliable telecommunications services statewide that meets or exceeds customer expectations. The Telecom Services Customer Support Representative team works closely with agency Telecommunications Coordinators to assure accurate and timely processing of service requests.

SPECIFIC RESPONSIBILITIES OF TELECOM SERVICES:

- Provide reliable telecommunications services and customer support.
- Assist Telecom Coordinators in maintaining up-to-date records for agency communications, employees, equipment and services.
- Monitor agency use of telecommunications services for the specific purpose of identifying products and services that may enhance productivity.
- Coordinate disconnects, installations, and moves of voice and data lines as well as the maintenance of telephone equipment.
- Provide access to local and long distance calling facilities using authorization codes, calling cards and unrestricted facilities.
- Provide conferencing services, consulting, directory assistance, a state government directory, toll-free services, training and voicemail which features a web client.
- Provide the installation, maintenance, testing and certification of data cabling for LAN applications.
- Coordinate the provision of Centrex and Business services through AT&T to agencies statewide.

CUSTOMER SERVICE AND SUPPORT:

- Service order processing
- Statewide bill management
- Custom billing and vendor bill audits
- Call Center and Automated Call Distribution (ACD)
- Network Operations Center/Help Desk: 24x7x365
- Telecommunications troubleshooting and repair
- Telecommunications training and consulting
- State telephone directory (on-line and printed)

Telecom Services Roles and Responsibilities

Customer & Vendor Billing

Vickie Coghlan
Assistant Director

Debbie Britt
MySoft Project Manager

Jessie Cheeks
MySoft Report Writer, Systems Programmer

Tara King
AT&T and Vendor Bill Consultant

Susan Lightsey
Customer and Vendor Bill Analyst, Billing Helpdesk

Stacy Walker
MySoft Chief Systems Programmer, Customer Invoice Administrator

Major duties include:

- Verify and process voice and data related vendor bills monthly to ensure accuracy of state inventory and charges
- Remedy billing disputes with contracted vendors
- Process and rate Telecommunications Services bill to agency customers based on inventory and customer usage
- Analyze cost allocation and recovery models for functional business areas
- Track and report monthly revenue and expenses
- Create monthly financial and inventory summary reports for upper management
- Receive and remedy customer issues related to Telecommunications bill (charges, cost centers, etc.)
- Identify and migrate vendor bill data from agency customers to ITS billing system
- Use, manage and modify MySoft Telecommunications Management System for better customer service (user interfaces, web access, electronic billing, agency reports, etc.)
- Work to improve processes and communications across functional areas

Customer Support

Terri Heidelberg
Customer Service Manager

Shirley Brown
Customer Service Representative

Libby Dugas
Customer Service Representative

Helen Fowler
Customer Service Representative

Kem Johnson
Customer Service Representative

Kim Marbury
Customer Service Representative

Lori Rutland
Customer Service Representative

Greg Wilkins
Customer Service Representative

MAJOR DUTIES INCLUDE:

- Provide customer service and act as single point of contact for telecommunications requests (Capitol Complex and remote office locations from initial customer inquiry through completion)
- Migrate telecommunications services found outside of the state contract to Telecom Services management
- Migrate legacy phone systems and voice related services at remote office locations to Centrex (PBX, KTS, ESSX, etc.)
- Provide training on Capitol Complex and Centrex telephone systems
- Voice and data network consulting
- Audio/web/event teleconferencing support
- Routine customer station reviews (inventory/bill verification)
- Call Center administration for ACD groups and CMS reporting
- Bureau of Buildings project management (station reviews, set deployment, feature programming, training and follow-up visits)
- City/County voice and data service migrations to RFP 4000 Contract
- Manage state telephone directory updates
- Migrate agency customers from ITS paper billing to online billing system
- Work to improve processes and communications across functional areas
- Updates to state telephone directory and ITS website

DATA NETWORK

Brian Norwood
Assistant Director

Foster Fowler
Data Network Engineer

Evan Prisock
Data Network Engineer

Cam Proctor
Data Network Engineer

John Schulz
Data Network Engineer

Kent Tolbert
Voice Network Engineer

Tammie Johnson
Network Project Manager

Lisa Kuyrkendall
Network Project Manager

MAJOR DUTIES INCLUDE:

- Administration of State data network (MPLS, Internet, Frame Relay, MetroE)
- Administration of Capitol Complex fiber network (Core, Distribution, Access)
- Administration of Computer Center access to production servers (Nexus, FCOE, etc.)
- Process customer service requests for data connectivity (Capitol Complex, data center and statewide services) from initial request through order completion
- Network security (Firewalls, IPS, MARS, VPN, IP Sec.)
- Project management and consulting for large network migrations
- Project management and consulting for voice gateway installs across state data network
- Other services (DNS, Mail Relay, Spectrum, IP address management)
- Statewide data network inventory (circuits, equipment, maintenance, etc.)
- Administration of IP voice communications infrastructure (VoIP situations, Gateways, Servers, SIP migration) for Capitol Complex and remote systems
- Work with approved vendors to ensure voice and data systems are current with technology
- Security remediation to reduce vulnerabilities and compliance with state security policy
- Work to improve processes and communications across functional areas

Voice Networks

Dennis Bledsoe
Assistant Director

Robert Hungerford
Capitol Complex Installation Supervisor

Joey Baldwyn
Installer

Jimmy Craig
Installer (Trouble Tickets and Cable Locates)

Paul Newman
Installer

Jerry Roden
Installer

Chris Thornton
Installer

Timika Franklin
Voice Network Administrator

Robin Steen
Voice Network Administrator
Backup Installer

Mike Voorhis
Voice Network Administrator

Major duties include:

- Routine administration of Capitol Complex voice infrastructure – MACs (S8710, voice mail)
- Routine administration for Mental Health facilities – MACs (PBX and voice mail management)
- Statewide voice systems administration (Centrex – Customer Control, Business lines, ISDN, etc.)
- Management of vendor maintenance for voice systems (Capitol Complex, stand alone systems)
- Access to local service, toll free, long distance, authorization codes, etc.
- Assist with station reviews, projects, call centers, and training
- Work to improve processes and communications across functional areas
- Provide design and layout for cabling plant infrastructure for voice and data projects within the Capitol Complex
- Cabling and installation for voice and data (MACs within the Capitol Complex and other state owned buildings
- Physical management of Capitol Complex fiber network and copper facilities
- BoB project management (cabling and installation)
- Troubleshooting telephones and cable plant associated with Avaya phone system in Capitol Complex

Service Center

David Richards
Service Center Manager

Major duties include:

- Data Network and telephone issues
- Domain Name System requests
- Open Systems requests and issues
- Mainframe requests and problems

TELECOMMUNICATIONS COORDINATOR

ROLE & RESPONSIBILITIES

Telecommunications Coordinators serve as the single point of contact designated by a State agency to interface with ITS Telecom Services on all telecommunications needs for the agency. Telecom Services considers the Telecom Coordinator or agency contact person to be the agency's official voice on all requests for telecommunications products and services. This individual must have sufficient agency knowledge and authority to fulfill the responsibilities defined under "Specific Responsibilities of a Telecommunications Coordinator" (see below). It is strongly suggested that each agency designate a Telecom Coordinator backup who is equally knowledgeable of their telecommunications needs and can take over the primary contact person's duties in their absence.

SPECIFIC RESPONSIBILITIES OF A TELECOMMUNICATIONS COORDINATOR:

- Understand and clearly convey to Telecom Services the agency's communications needs.
- Review all communications requests within his/her agency to ensure compliance with Telecom Services and agency guidelines.
- Determine user needs and approve requests for service and equipment that are in compliance with established guidelines.
- Coordinate with Telecom Services on all telecommunications projects and services including:
  - Earliest possible notification of major projects, moves and changes
  - Submission of plans and due dates related to the project
  - Submission of completed service request forms
- Monitor services and expenditures to eliminate unnecessary costs including expedites.
- Assist Telecom Services in maintaining up-to-date records of agency communications, employees, equipment and services.
- Monitor the agency's use of telecommunications services for the specific purpose of identifying products and services not being used.
- Verify all adds, moves, and changes ensuring proper completion of services before the service technician leaves the premises; and notify Telecom Services immediately when a service request has not been properly processed.
- Obtain a copy of the service order form from the service technician at the time the work is completed; verify work item and hours worked and sign the service order form; and keep the service order form on file in your agency for future verification of billed costs.
- Verify that funds are available before forwarding service requests to Telecom Services.
- Verify all agency and employee listings for the State Government Telephone Directory and provide changes to Telecom Services.

How to Place a Service Order

Starting on page 55 there are examples of the two different service requests forms as well as the programming template forms for the telephone sets. An electronic version of these forms can be found on the ITS web page at: http://www.its.ms.gov/Services/Pages/Customer-Support.aspx.

- Determine which request form to submit by the type service needed.
- Make sure that the Agency/Telecom Coordinator/Site Contact portion of the form is completely filled out. It is very important that the Cost Center information be correct.
- Provide a complete description of the work being requested.
- Include the set template form when requesting a new set or changes to an existing set.
- On new line installs make sure that the dialing restrictions are indicated. For example: if authorization codes are used by the agency, then mark “Restrict”.
- Prior to requesting a name change on the display for an existing number, determine if the number has voicemail. If the existing number has voicemail then in the “Description of work requested” section be sure and ask for the name on the voicemail to be changed.

If assistance is needed when completing a request form, please contact the Telecom Services Customer Support Representatives at 601-432-8033. Requests may be submitted via email to telecomrequest@its.ms.gov or by fax to 601-432-8100.

Who to Call

The Department of Information Technology Services, Telecom Services has numerous departments and personnel to provide support to its customers. Please contact the appropriate department listed below for assistance.

For questions concerning	Contact Information
Service requests including: voicemail, toll free numbers, authorization codes, conferencing information, training, and data network	601-432-8033 (Telephone) 601-432-8100 (Fax) telecomrequest@its.ms.gov
Troubles with Data Network (MPLS), facilities, Mainframe, Open Systems, and telephones	601-432-8080 (Telephone) 866-850-5173 (Toll Free) service.center@its.ms.gov
Business Class DSL trouble (AT&T)	866-297-5143 (Toll Free)
Telephone bill inquiries and reports, Bill Analysis	601-432-8210 (Telephone) vsbilling@its.ms.gov
State Directory Assistance State Government Operator	601-359-1000 (Telephone)
On-line State Government Telephone Directory Updates	601-432-8033 (Telephone) telecomrequest@its.ms.gov

ALL service requests must be submitted on the appropriate service request forms (See Forms Section) and signed by the appropriate authorized representative. Service request may be submitted in any of the following manners:

Telecommunications Services General Contact Information

Email Address	telecomrequest@its.ms.gov
Fax Number	601-432-8100
Mailing Address	Information Technology Services Telecom Services 3771 Eastwood Drive Jackson, Mississippi 39211

Repair Services

All trouble reports are to be submitted through our Service Center that operates 24/7/365. To report a trouble call 601-432-8080 or call toll free at 866-850-5173. You may also reach our service desk via email: service.center@its.ms.gov.

Service Center Checklist:

- Agency Name
- Agency Telecom Coordinator's name and telephone number
- Telephone number of line experiencing trouble
- Physical Location
  - Address
  - Building Name
  - Office, Room, and/or Suite Number
  - Jack number if available
- On-site contact person and telephone number
- Description of the problem including type of set

Note: Depending on the type of system or trouble, other information may be required when reporting troubles for Centrex, Tone Commanders, circuits, telephone sets, etc.

Trouble Shooting

What To Do When:

Bad handset or handset cord, report to Service Center

- When a telephone line has static or is cutting off when the handset is moved
- When a single line telephone is dead using the handset but has dial tone using the speaker phone
- When a multi-line telephone is dead and the buttons have lights

Cancel Send All Calls or SAC

- Cancel SAC by getting dial tone and pressing #3
  - *When a telephone is not ringing on the set and calls are covering immediately to a designated location such as a receptionist or voicemail, more than likely the SAC feature has been activated*

Cancel Call Forward

- Cancel Call Forward by getting dial tone and pressing #2
  - *When a telephone is not ringing on the set and not covering to the designated location such as a receptionist or voicemail it has more than likely been forwarded.*

Check the dialing mode on a single line telephone and set to tone instead of pulse

- When the telephone extension that is in a call pickup group stops working
- When entering voice mailbox password and system states password is invalid
- When dialing a long distance number and system does not accept authorization code
- When dialing an outside call and reaching the operator or the wrong number
- When dialing a 10-digit extension and reaching the operator or the wrong number

Capitol Complex Services

Avaya Aura Messaging

Avaya Aura Messaging (AM) is a unified messaging solution that provides a single-point of access to voice, fax, and text messages. Messages can be accessed using the Telephone User Interface (TUI) or the Web Access.

The telephone user interface allows you to dial into your mailbox from any telephone. The text-to-speech feature converts text messages and fax subjects, so you can listen to them as conveniently as you can to voice messages. Fax and text messages can be printed.

The AM Web Access allows you to create, send, forward, reply, retrieve, and listen to voice, fax, and text messages from your desktop computer. Message headers indicate the type of message (voice, fax, or text), the sender name, and the message subject, allowing you to easily select a message and quickly act on it.

Avaya Aura Features

- Internet access to AM Web Access via your PC inside the Capitol Complex
- Use the URL https://vmail.its.ms.gov to access the AM Web Access.
- Text-to-speech Playback
- Text messages and fax subjects are converted to speech and can be listened to via the telephone or local player.
- Extended Absence Greeting
- Record and use an extended absence greeting when you're away from the workplace for an extended period of time. When it is active, it overrides the personal greeting and remains active until you deactivate it. Callers are forced to listen to the Extended Absence Greeting, it cannot be bypassed by pressing #. When you login your mailbox, the system prompts you to either retain it or deactivate it.
- Text Message
- Type and send a text message.
- Notify Me
- Setup an outcalling notification schedule and have the system notify you via blackberry, pager or telephone.
- Call Me
- The system makes notification calls to the telephone numbers in your designated phone list when callers leave messages that meet certain criteria.

Text messaging, notify me and call me schedules are only accessible through the Web Access.

Aura Messaging (AM) Mailbox Initialization

Aura Messaging Telephone Number inside the Capitol Complex: 96400

Aura Messaging Telephone Number outside of the Capitol Complex: 601-359-6400

Login

From your office extension

- Dial the AM Telephone Number 601-359-6400 (hear system generated name)
- Enter your password and press [#]

From a different office extension

- Dial the AM Telephone Number 601-359-6400
- Press [*][#] when the AM answers
- Enter your mailbox number (same as your 10-digit extension)
- Enter your password and press [#]

From a phone outside the system

- Dial the AM Telephone Number 601-359-6400
- Press [#] when the MM answers
- Enter your mailbox number
- Enter your password and press [#]

Initial Mailbox Setup

MM will walk you through a tutorial to initialize your mailbox. You will change your password and record your name.

- Write down new password to be entered when system prompts you to change it.
- Passwords Requirements:
  - Must be 8 to 15 digits
  - Cannot begin with zero (0)
  - Cannot be the mailbox number
  - Cannot be repetitive numbers such as 1111, 1212, etc

1. Dial into the AM using the steps above.
2. Enter your temporary password when prompted (temporary password is 96400).
3. MM will prompt you to create your new password.
4. Record your name or accept the system generated name. The MM will play your system generated name and you will be prompted to accept it or record your name
5. Record and activate your personal greeting. Select Option three and follow the prompts.

Broadcast Message

Broadcast Messaging is a mass calling technology that allows a voice message to be sent to all voicemail subscribers at once. Please contact the ITS Telecom Services CSR Team at (601-432-8033) for help with Broadcast Messaging. **Note:** Broadcast messages are sent instantaneously.

Holiday Announcement Board Recording Instructions

1. Dial 879 and the 5-digit announcement number
2. Delete the current recording, press 3.
3. Hang up and redial 879 and the 5-digit announcement number.
4. Press 1 to record the announcement. Once you are finished recording, press #.
5. Press 2 to replay your recording.
6. To delete and redo the recording, press 3 and follow steps 3 and 4. (Allow 30 seconds for announcement to update.)

Call Center

A Call Center is a facility that answers inbound telephone calls. A typical call center consists of a trained staff to respond to customer inquiries. These call centers are equipped with state of the art telephony and computing technologies, which assist the agent to handle calls and provide correct information.

When a customer calls the agency to access its services, the call is received by the call center. The call center agent responds by providing information, products or services. These teams of agents respond to a large number of calls a day, ranging from technical help, order processing, servicing and billing accounts.

Center Vu Supervisor

Center Vu Supervisor is a database, administration, and reporting application designed for enterprises that receive a large volume of telephone calls and have complex contact center operations. Working in conjunction with CMS, the Call Management System Supervisor client provides comprehensive administration and reporting capabilities using a familiar Microsoft Windows interface.

With CMS customers can view live, real-time information and see the immediate results of their adjustments. They can also use historical reports to analyze trends, establish performance benchmarks, and plan new marketing or customer service campaigns. Supervisors have access to real-time and historical reports to help them effectively manage the performance of their personnel. Extensive reporting of exceptions allows managers to quickly identify areas requiring immediate attention.

Call Center Instructions

To Log-In to the Call Center and start receiving calls:

1. Press the LOGIN button on your telephone.
2. The light or arrow (depending on type set) beside the LOGIN and AUX-WORK button will come on.
   This allows you to receive internal and external (non-call center) calls.
3. Press the AUTO-IN button on your telephone. It will light up or arrow (depending on type set) and the light or arrow beside the AUX-WORK button will go off.
4. You will now start receiving calling within the Call Center.

To Log-out of the Call Center:

1. Press the LOG-OUT button. The light or arrow (depending on type set) will go off.
2. You are now logged out the Call Center.

Aux-Work Button

This button keeps your logged into the system, but tells the system not to send Call Center calls to your telephone until you press the AUTO-IN button. **NOTE:** This feature is typically used during breaks and lunch.

Q-CALLS

This buttons allows you to view the number of calls holding in queue and the length of time the longest call has been holding.

Manual Codes – For Your Information Only

- 890+10-DIGIT AGENT NUMBER – LOG IN
- 891 – AUX WORK
- 892 – AUTO IN
- 898 – LOG OUT

Additional Information on Call Center calls and Agent calls

- If you are not logged into Aux Work, you will not receive calls to your station number
- If you walk away from your desk and the system sends a call to your phone and you don't answer, the system will log you out of the call center.
- If you are talking to someone that came through the call center, you will still be able to receive a call directly on your telephone.
- The system will send only one call center call at a time.
- If you have busy indicators on your telephone, you can only use the button to call the employee, it will not go to their coverage path. In order to send a call to their voicemail, you will have to dial the 10-digit agent number.
- If you are not logged in (aux-work), you will not be able to make long distance calls.

EC 500 Extension to Cellular

EC500 Extension to Cellular (EC500) is a mobility solution that enables you to receive business calls where you are, not where your desk is. Welcome to being connected wherever you are! Instead of being tied to your desk waiting for a call, with EC500, calls to your office number are extended to your cell phone, allowing you to receive work-related calls wherever you are and whenever you need to.

EC500 is ideal for anyone who conducts business on the go — field service personnel, physicians, attorneys, engineers, operations staff, consultants, and other mobile professionals. Even telecommuters working in their home offices can use EC500 to make the transition from office to home transparent to callers. With EC500, incoming calls to your office number reach you on the road, at another location, or even walking around the workplace. This “one number reachability” means you can respond immediately to urgent business matters. When you can’t respond, your work station voice mail picks up your messages. In addition, if you have a call in progress on your cellphone from your work desk number, the call can be switched back to your desk phone with the push of a button.

EC500 works with any type of wireless/cellular service. You control your availability by enabling or disabling EC500 as needed. Whether connected to EC500 or not, your cell phone still operates as it always has. You still receive personal calls on your cell phone, because personal calls come in through your standard cellular number and service provider.

Requirements:

1. Digital/Multi-line 24, 64, 94, 96 Series telephones ONLY.
   NOTE: EC 500 is not compatible with 84 Series digital/multi-line telephones or analog/single line sets.
2. Two (2) programmable buttons on a multi-line telephone are required to add EC 500 features
   - One button is used to forward the extension to the cell phone when you will be out of the office.
   - The second button can be used for extended cellular which is used to forward a call already in progress from the extension to the cell phone so that you can leave your office while continuing your call.
3. Employee telephone extension and cellular telephone number.

Disclaimer: If you use EC 500 with a State Government issued cellular telephone, you must comply with your agency’s acceptable use policy and State Legislation that it is used for business purposes only.

Basic Feature Quick Reference Guide

The following features are system default features and can be used regardless of type set:

1. **Call forward** — Redirects your calls to another telephone
   - To activate, Press *2 and enter 10-digit extension
   - To deactivate, Press #2
2. **Send All Calls** — Redirects your call to your coverage point
   - To activate, Press *3
   - To deactivate, Press #3
3. **Call Pickup** — Allows users to retrieve their calls at another extension. Must be in same CPU group and in hearing distance of phone ringing.
   - To use, Press #4
4. **Priority Call** — *1, Overrides a Call-forward and SAC.
5. **Call Park** — *009, Cancel Call Park - #

Additional Services

Memory Call

Voice Mail Flat Rate Service (Octel)

With Memory Call Voice Mail Flat Rate Service, your voice messages are saved in a mailbox when your line is busy or you can't answer. You can pick up your messages from any touch-tone phone. You can also be notified of messages by pager or phone.

Set Up a Mailbox

Write down a greeting that you want callers to hear and time it. The greeting can be up to 90 seconds. Then just take your time and follow the friendly voice instructions.

1. Dial your Memory Call access number.
   NOTE: If you're not at your own phone, when the service answers, press [*] and enter your mailbox number. (Your mailbox number is your 10 digit phone number.)
2. Enter your temporary password and press [#].
   NOTE: Temporary password is either your 7 digit phone number, no area code or 10 digit phone number.
3. Enter your new 4- to 15-digit password and press [#].
4. Record your mailbox name and press [#].
5. Record your personal greeting and press [#].
   You're now at the main menu.

Mailbox Highlights

- Callers can leave messages up to 2 minutes long.
- Your mailbox holds up to 30 new and saved voice messages. When your mailbox is full, callers are asked to call again.
- New messages are stored for 14 days and then erased automatically.
- Saved messages are stored for 7 days.

Do I Have Messages?

When you pick up your phone and hear short tones, you have messages. If you're at another touch-tone phone, dial your access number and log into your mailbox. You'll hear how many new and saved messages you have and how to review them.

You can also arrange to have a light or display attached to your phone. When you receive a message the visual signal goes on. Once you listen to your messages, the light or display goes off.
You can set up your message notification schedules so you'll be alerted to new messages as they are left in your mailbox.

Go to the Main Menu

All Memory Call activities begin at the main menu.

1. Dial the access number.
   If you're calling from your own phone, move to Step 2.
   If you're calling from another phone, when the service answers, press [*] and enter your mailbox number.
2. Enter your password

Main Menu

To	Press
Review messages.	1
Send messages. (If available)	2
Check receipt of sent messages. (If available)	3
Go to Personal Options to change greetings or password or set up Message Notification.	4
Exit from the Memory Call service.	*

Playback Keys (Use these keys while listening to a voice message)

To	Press
Rewind the message 10 seconds.	1
Rewind to the beginning of the message.	11
Pause the message 20 seconds. (Press 2 to resume.)	2
Fast forward the message 10 seconds.	3
Fast forward to the end of the message.	33
Quick erase a message.	337
Slow down the message.	4
Hear the time and date a message was left.	5
Speed up the message.	6
Return the volume to normal.	8
Increase the volume of the message.	9
Skip to next message.	#
Skip to saved messages.	##
Stop reviewing the message.	*

USE THESE KEYS ONCE YOU'VE HEARD THE MESSAGE:

To	Press
Erase the message. (Once you erase a message, it can't be retrieved.)	7
Reply to the message (If available).	8
Save the message.	9
Go to More Options.	0
Replay the entire message.	4
Hear the "message envelope" (the date and time the message was sent, the sender, and the length of the message).	5
Send a copy of the message to another Memory Call subscriber.	6

REPLY TO A MESSAGE

If you receive a message from another Memory Call subscriber, you may be able to reply directly to that person's mailbox without having to hang up. If this option is available, follow the voice instructions to reply.

SEND VOICE MESSAGES

Record and send a message to another Memory Call subscriber mailbox.

1. Press [2] from the main menu.
2. Record your message and press [#].
3. Enter the destination mailbox number.
4. Press [0] to choose a delivery option (optional).

To	Press
Mark the message private.	1
Mark the message urgent.	2
Request message confirmation.	3
Mark the message for future delivery. (You'll be asked to schedule the time and date.)	4

5. Press [#] to send the message.
    - Repeat Steps 3-5 to add more destinations.
    - Press [*] if no more destinations.
6. Press [*] to return to the main menu.

The Personal Options Menu (Option 4 on the Main Menu)

To	Press
Turn Message Notification on/off	1
Select Administrative options	2
Change greetings and name	3
Establish or change notification schedules	4

Message Notification

With the Memory Call service, you can set up your mailbox to let you know when you have new messages. You'll be notified by local telephone or pager. There are 2 regular schedules and a temporary schedule. You may wish to use the first schedule for notification to your pager or telephone number during business hours, and use the second schedule for another number, perhaps your home, for notification after hours and weekends. You can also choose to be alerted to urgent messages only.

First set up a schedule for notification. You have these choices.

- Schedule 1 can be used for pager or telephone
- Schedule 2 is for telephone notification only
- The temporary schedule overrides both schedules for the number of days you specify; for example, on holidays

Set up your pager and telephone notification schedules

- At the main menu, press [4][4]
- Press [1] for pager schedule (pager or telephone)
- Press [2] for second schedule (telephone only)
- Press [3] for temporary schedule (telephone only)

Follow the voice instructions to set up the notification schedule. Listen to all options before making your selections. The information you entered will be repeated to give you an opportunity to confirm or change .You can now turn notification on or off. Your schedules will stay as you set them until you change or cancel them.

NOTE: Turn notification on or off

- At the main menu, press [4] for Personal Options
- Press [1] and listen to the voice instructions

When new messages are left in your mailbox, you'll be called at the phone number you specified in your schedule or receive a pager notification. If you're called at a telephone number, you'll hear a recorded announcement. If the line is busy or you don't answer, the MemoryCall service tries 3 more times at 20-minute intervals. If you use pager notification, when you receive a new message, a digital pager displays a series of 7's and a tone pager beeps. Voice pagers are not compatible with the MemoryCall service.

Urgent Message Delivery Option

You can tell selected callers how to mark their message as "urgent." When they finish recording a message, they should press [1][1][2].

Passwords

Your password is important and private — not even AT&T knows it. If you forget it, AT&T will reset your mailbox, but all messages will be lost.

Tips

- Your callers can skip your greeting by pressing #
- Record an extended absence greeting to let your callers know you won't be available for a while. Callers can't press # and skip this greeting. You can also use this feature to make sure callers can hear your entire greeting
- You can set up your voice mail so callers can speak to someone else, such as a receptionist or secretary. Just give AT&T the phone number of the person who will answer. Then change your greeting to include: "Press 0 to speak to…."
- You can record any greeting, just as long as it's less than 90 seconds. Here are some sample greetings to help get you going.

Sample Greetings

Standard Voice Mail Greetings

"This is (name) with (agency). I'm currently unable to take your call. Please leave your name, phone number, and a brief message, and I will contact you as soon as possible. Thank you."

"This is (name) with (agency). I'm sorry I cannot take your call right now. Please leave a detailed message at the tone along with your name and phone number. I will return your call as soon as possible. Thank you."

"This is (name) with (agency). I'm currently away from my desk and unable to take your call. Please leave your name, phone number, and a message and I will call you back. For immediate assistance, press 0 to speak with the receptionist. Thank you."

Extended Voice Mail Greetings

"Hello, this is (name). I'm unable to answer the telephone call. I am out of the office from (day) to (day) and will not be checking my voice mail. If you require immediate assistance, press 0, or leave a message and I will contact you when I return. Thanks."

This is (name). I will be out of the office (day) to (day). If you need assistance, press 0, or leave a message and I will contact you when I return. Thanks."

Memory Call Access Numbers

City	Access #	City	Access #
Amory/Aberdeen	662 256-1125	Jackson (987/364/713) Meadowbrook	601 982-1191
Ashland	662 224-3164	Jackson (992) N. Rankin	601 992-4732
Batesville	662 561-4171	Laurel	601 425-2292
Biloxi-Edgewater	228 385-1314	Louisville	662 773-4488
Biloxi-Main/D'Iberville	228 374-0001	Lucedale	601 947-2270
Booneville	662 728-8842	Madison	601 856-6144
Brandon	601 825-3072	Magnolia	601-684-1187
Brookhaven	601 823-6636	McComb	601-684-1187
Canton	601 859-7773	Meridian	601 482-2373
Clarksdale	662 624-8522	New Albany	662 538-5520
Clinton	601 924-1005	Ocean Springs	228 875-2556
Collins	601 765-0027	Oxford	662 234-0557
Columbia	601 736-6448	Pascagoula	228 475-0536
Columbus	662 241-4589	Pearl	601 932-5580
Corinth	662 286-3390	Philadelphia	601 656-7707
Eupora	662 258-5311	Picayune	601 798-7791
Greenville	662 378-2077	Pontotoc	662 488-4044
Greenwood	662 453-6776	Quitman	601 659-3440
Gulfport-Edgewater (897 prefix)	228 385-1314	Senatobia	662 233-2776
Gulfport-Lyman	228-832-8966	Starkville	662 320-3853
Gulfport-Main	228 868-0198	Tupelo	662 680-2667
Hattiesburg-Main	601 296-6693	Vicksburg	601 619-0150
Hattiesburg-West	601 296-6499	Waynesboro	601 659-3440
Hernando	662 449-5298	West Point	662 494-6227
Holly Springs	662 551-1333	Wiggins	601 928-1714
Iuka	662 423-1646	Yazoo City	662 751-1844
Jackson (354/961) Capitol-Pearl	601 354-4050		
Jackson (371/372/373) Belvedere	601 372-6011		
Jackson (939) Pearl	601 932-5580		
Jackson (957) Ridgewood	601 957-5266		

CENTREX

Centrex is a voice communications system that uses the power of AT&T Central office to provide internal and external communication service to business. Centrex is a type of phone service offered by local exchange carriers that provide PBX like functions to a group of users without the need of premises based equipment. Despite having individual single line phones connected to the central office, users are able to dial each other by extensions, transfer calls, etc. Below is a list of locations that currently have Centrex service and the dialing patterns required to utilize the phone system:

CITY NODE	DIAL OUT ACCESS #	CFV ACTIVATE	CFV DE-ACTIVATE	CALL HOLD	CALL PICK-UP
ABERDEEN	9	*72	*73	*168	*99
BATESVILLE	9	*72	*73	*168	*99
BILOXI -EDGE	8	#72	#73	#76	#95
BILOXI-MAIN	8	*72	*73	*168	*99
BOONEVILLE	8	*72	*73	*168	*99
BRANDON	9	*72	*73	*168	*99
BROOKHAVEN	9	*72	*73	*168	*99
CANTON	8	*72	*73	*168	*99
CARTHAGE	8	*72	*73	*168	*99
CLARKSDALE	9	*72	*73	*168	*99
CLEVELAND	9	*72	*73	*168	*99
COLLINS	9	*72	*73	*168	*99
COLUMBUS	*7	#72	#73	#76	#95
COLUMBUS-CC	*7	#72	#73	#76	#96
COLUMBIA	9	*72	*73	*168	*99
CORINTH	9	*72	*73	*168	*99
DEKALB	8	*72	*73	*168	*99
D'IBERVILLE	9	*72	*73	*168	*99
EUPORA	9	*72	*73	*168	*99
FOREST	8	*72	*73	*168	*99
GREENVILLE	8	*72	*73	*168	*99
GREENWOOD	8	*72	*73	*76	*77
GRENADA	9	*72	*73	*168	*99
GULFPORT-MAIN	8	#72	#73	#76	#95
GULFPORT-LYMAN	8	#72	#73	#76	#95
HATTIESBURG-MAIN	8	#72	#73	#76	#95
HATTIESBURG-WEST	8	#72	#73	#76	#95

City Node	Dial Out Access #	CFV Activate	CFV De-Activate	Call Hold	Call Pick-up
HAZLEHURST	9	*72	*73	*168	*99
HERNANDO	8	*72	*73	*168	*99
HOLLY SPRINGS	9	*72	*73	*168	*99
HOUSTON	8	*72	*73	*168	*99
IUKA	9	*72	*73	*168	*99
JACKSON-CAPITOL/PEARL	9	#111	#116	#7	*7 *99
JACKSON MEADOWBROOK	9	72	73	*7	*2
JACKSON PEARL CITY-MEMA	9	*72	*73	*168	*99
JACKSON PEARL	9	*72	*73	*168	*99
KOSCIUSKO	8	*72	*73	*168	*99
LAUREL	9	*72	*73	*168	*99
LOUISVILLE	8	*72	*73	*168	*99
LUCEDALE	8	*72	*73	*168	*99
MADISON	8	*72	*73	*168	*99
MAGEE	8	*72	*73	*168	*99
MAGNOLIA	9	*72	*73	*168	*99
MCCOMB	8	*72	*73	#76 *76	*77
MENDENHALL	9	*72	*73	*168	*99
MERIDIAN	8	#72	#73	#76	#95
MORTON	9	#72	#73	*168	*99
NATCHEZ	9	*72	*73	*168	*99
NEW ALBANY	9	*72	*73	*168	*99
NEWTON-HICKORY	9	*72	*73	*168	*99
OXFORD	8	#72	#73	#76	#95
PHILADELPHIA	9	*72	*73	*168	*99
PICAYUNE	9	#72*72	#73*73	*168	*170
PONTOTOC	9	*72	*73	*168	*99
PURVIS	9	*72	*73	*168	*99
RAYMOND	9	*72	*73	*168	*99
SENATOBIA	9	*72	*73	*168	*99
STARKVILLE	8	#72	#73	#76	#77
STARKVILLE	8	#72	#73	#76	#77
TUNICA	9	*72	*73	*168	*99
TUPELO	8	#72	#73	#76	#95

City Node	Dial Out Access #	CFV Activate	CFV De-Activate	Call Hold	Call Pick-up
VICKSBURG	9	*72	*73	*168	*99
WAYNESBORO	9	*72	*73	*168	*99
WEST POINT	9	*72	*73	*168	*99
WIGGINS	8	*72	*73	*168	*99
WINONA	9	*72	*73	*168	*99
YAZOO CITY	9	*72	*73	*168	*99

Business Class DSL/Uverse IP DSL

Asymmetric Digital subscriber line (DSL) is a broadband Internet connection delivered through existing telephone lines to residential and office buildings. It enables faster data transmission over copper telephone lines than a conventional voice band modem can provide. DSL does this by utilizing frequencies that are not used by a voice telephone. DSL technology uses multiple frequencies that allow you to use the same telephone line to make regular phone calls and access the Internet. Special DSL filters split the frequencies in phone lines into two bands. The higher frequency is reserved for the DSL modem, and the lower frequency is used to make telephone calls.

At the telephone exchange the line generally terminates at a DSLAM where another frequency splitter separates the voice band signal for the conventional phone network. Data carried by the ADSL is typically routed over the telephone company's data network and eventually reaches a conventional internet network.

DSL Speeds

- 1.5Mbps /256Kbps
- 3.0Mbps/384Kbps
- 6.0Mbps /512 Kbps

Uverse Broadband Dynamic and Static IP

- 768Kbps/384Kbps (Dynamic)
- 1.5M/384Kbps
- 3M/512Kbps
- 5M/768Kbps
- 12M/1M
- 18M/1.5M
- 24M/3M
- 45M/6M
- 75M/8M

Equipment

- Modem is a device used to connect a single computer
- Router is a device used to connect up to 4 standalone PC's or network multiples computers
  **See AT&T Service request form to order service.*

** $100.00 one-time Professional Installation Charge for Uverse IP DSL*

Disclaimer: Requested service and/or requested speed may not be available in all locations. Customer is responsible for reporting all troubles directly to AT&T.
For Business Class DSL dial 1-866-297-5143.
For Uverse IP DSL dial 1-800-288-2020, *press 1 for DSL Broadband, press* 2 *for Technical Assistance, then 3 for New/Existing Trouble.*

Conferencing Services

SERVICE	COST PER MINUTE PER PARTICIPANT*
Reservationless Toll-Free Conferencing	$.07
Passcode Toll-Free	$.10
Toll-Free Meet-Me (Operator Assisted)	$.17
Operator Dial-out	$.07
Operator Dial-out (international)	$.07 plus outbound rate for particular country
Document Sharing/Web Conferencing	$.17 (includes audio)
Universal Service Fund may apply on InterState usage (9.9%)	

*Pricing effective September 2013

Reservationless conferencing is a flexible and cost-effective conferencing solution that is secure and easy to use. It's an automated service that gives you total control and allows you to meet anytime, anywhere. You will dial the same toll-free number and room number every time without having to schedule the call in advance. You can host a meeting anytime with up to 125 participants. To begin the conference call, simply dial the Reservationless toll-free number and room number; the conference call is active after the moderator dials in and enters the Personal Identification Number (PIN). The moderator does not have to remain on the line throughout the duration of the call, but must dial into the conference to establish it.

Passcode conferencing provides an automated service that allows you to schedule a call in advance by speaking to a reservationist. Each time a call is scheduled, a new access number and passcode will be provided to you.

Operator Assisted conferencing is designed to specifically handle calls that require enhanced services as well as a more personal touch, from a live conference coordinator. Some enhanced features include: full time conference coordinator monitoring, digital replay of conference, cassette/cd recording of conference, sub-conferencing, electronic polling, and managed question and answer session. Additional fees are applied for the enhanced features.

Operator Dial-out conferencing is prescheduled via a toll-free number. You supply Qwest with a participant list, including names and telephone numbers and the operator calls the participants and places them into the conference.

Document Sharing integrates audio and web conferencing, enabling you to share your presentations and applications over the Internet.

Setting Up An Account: To request an account, email telecomrequest@its.ms.gov with the following information:

- Moderator Name
- Moderator Email Address
- Moderator Telephone Number
- Division Name
- Billing Cost Center

Toll Free Services

Toll Free Service allows calls to be completed to a location without a charge to the caller. The caller dials a number in the format 8XX-XXX-XXXX and the call is routed and billed to the called party. The toll free service can be nationwide or restricted to calls placed from within Mississippi, and can optionally exclude calls placed from the local calling area of the Toll Free number.

Billing Rates $.03/minute intrastate/interstate Cost + $0.25/call international

When submitting a Toll Free request, please allow 7-14 days for completion of the order. Please include the physical address of the 10-digit ring to number.

When requesting a vanity number, there's no guarantee it is available. Please submit 10 to 20 numbers for a vanity number.

Data Network Services

The following types of data network services are currently available. The primary use of MPLS-based services is for connectivity to the State Data Center, intra-agency connectivity, inter-agency connectivity and secure access to and from the Internet. Telecom Services will work with your agency on the design and implementation of the appropriate type of connectivity based on the network requirements. Requests for VPN, Firewall and DNS services associated with the state network will be assigned to a Data Network Engineer for implementation.

- MPLS-based DSL
- MPLS-based Frame Relay
- MPLS-based Fiber-Based Services
- VPN Services
- Firewall Services
- Domain Name Services (DNS)

Requests for MPLS-based services should be submitted via email to: telecomrequest@its.ms.gov

Requests for VPN, Firewall and DNS services should be submitted to: service.center@its.ms.gov

Business class or commodity DSL is also available under contract, but is not intended for mission critical, intra-agency connectivity. Commodity DSL services are considered "best effort" and are not supported by Telecom Services Network Operations Center or the AT&T State Government Account Team. Agencies should contact Telecom Services to submit requests for service or to request an exemption.

FY2015 Telecom Services Rates

Voice Communications

Long Distance	
In State and Out of State	$.03 per min
International, 3rd Party, Collect	Cost +$.25
Capitol Campus	
Analog lines	$13.00 per line
Analog w/Caller-ID	$17.00 per line
Digital lines	$27.00 per line
Voice Mail	$5.00 per box
Centrex Service	
Centrex lines	$25.00 per line
Long Distance	$.03 per min
Business Lines (additional cost for features)	
Economy	$37.60
Regular	$41.60
Toll Free / 800	$.03 per min
International Incoming	cost + $.25
Installations	$55.00 per hour
Programming	$55.00 per hour

Programming Charges

Programming Description	**Billed Rate**
Per Part Programming Charge	
PRG 2410	$16.50
PRG 2420	$27.50
PRG 6408	$16.50
PRG 6416	$27.50
PRG 6424	$55.00
PRG 8410	$27.50
PRG 8434 PRG 9620 PRG 9640 PRG 9650	$55.00 $16.50 $27.50 $27.50
PRG Add on Mod	$27.50
PRG Change Feature	$5.50/feature
BCMS Reports	
VDN	$11.00
Split	$11.00
Agent 1–10	$27.50
Agent 11-20	$55.00
Agent 21-30	$82.50
Agent 31-40	$110.00
Agent 41-50	$137.50
Per Hour Programming Charge	$55.00 per hour

Technician Charges

Technician Charges Description	Billed Rate
Per Item Technician Charges	
TECH-DIN (data install new Jack)	$137.50
TECH-DIR (Data Install Reused Jack)	$110.00
TECH-DMN (Data Move New Jack)	$137.50
TECH-DMR (Data Move Reused Jack)	$110.00
TECH-TCC (Tele Cord Change)	$15.00
TECH-TIC (Tele Install Change)	$55.00
TECH-TIN (Tele Install New Jack)	$110.00
TECH-TIR (Tele install reused Jack)	$55.00
TECH-TMN (Tele Move New Jack)	$110.00
TECH-TMR (Tele Move Reused Jack)	$55.00
Per Hour Technician Charge	$55.00 per hour

Station Equipment Maintenance Charge

Description of Equipment	Billed Monthly Rate
Cap Complex 10 Button Set - 8410	$0.00
Cap Complex 34 Button Set - 8434	$0.00
Cap Complex 8 Button Set - 6408	$0.00
Cap Complex 16 Button Set - 6416	$0.00
Cap Complex 24 Button Set - 6424	$0.00
Cap Complex Add on Module	$0.00
Cap Complex 12 Button Set - 2410	$0.00
Cap Complex 24 Button Set – 2420 Cap Complex 9620 Cap Complex 9640 & 9650	$0.00 $0.00 $0.00
Cortelco single line w/display CID	one-time-charge Request quote
Polycom Conference Sets	
Analog Basic/no mics/no display	one-time-charge Request quote
Digital w/display supports mics	one-time-charge Request quote
(mics not included)	
Extended mics	one-time-charge Request quote

**Effective November 1, 2014, customer will purchase telephones. If ITS provides the telephone(s), a one-time-charge for the purchase of the telephone will be billed on the invoice.*

Call Center Charges

Call Center Monthly Charges	Billed Rate
Centre Vu Supervisor Monthly	$65.00
Agent Login	$1.00
Announcement	$6.00
Music Report	$7.50
SPL/SK Que	$6.00
VDN	$13.00
Vector	$5.00
Vector Music Step	$3.00
Queues	$3.00

Telecommunications Glossary

Abbreviated Dialing
A feature that permits the calling party to dial the destination telephone number with fewer than the normal digits. Abbreviated Dialing numbers must be set up before using them. Speed Dialing is a typical example of Abbreviated Dialing.

Agent
A customer service person whose job is to handle outgoing or incoming telephone calls, for example, an agent in an ACD group.

Agent ID
A 10-digit number assigned to identify an ACD agent. Agents use this number when logging in for service. It is not associated with any particular telephone set.

Auto Attendant
A device or a feature of some voicemail systems that answers a call and lets the caller route their call to a specific extension or group

Auto Callback
A feature that allows internal users who place an internal call to a busy or unanswered telephone to be called back automatically when the telephone becomes idle.

Automatic Call Distribution (ACD)
A switch feature that permits incoming calls to terminate to the most-idle telephone in a group of telephones.

Authorization Code
A seven digit numeric code that must be entered to dial long distance numbers to control telephone billing. Authorization codes can protect against telephone abuse and is a way to track calls back to the person or project originating the calls.

Auto-dial (AD)
This feature is used on a multi button set and allows a customer to key in frequently dialed number on a button that will dial the number for you.

Auto In
An ACD work mode that makes the agent available to receive calls and allows the agent to receive a new ACD call immediately after disconnecting.

Automatic Incoming Call Display
Enhances the display feature by providing automatic identification of incoming calls. Calls are displayed for 30 seconds before redisplaying the information associated with the currently active call.

Billing
Invoice sent to the customer with itemized charges and backup that is associated with each charge.

Bridged Call Appearance
The appearance of a telephone primary extension number at another telephone allowing the call to be handled from more than one telephone. Telephones with bridged appearances must have a primary extension assigned.

Busy Indicator (BI)
This features is used on a multi-line set and it allows a customer to see if a station is active or to speed dial the user.

Button-View (BtnVu)
Allows multi-appearance users to verify numbers and features programmed on the buttons.

Calling Card
A physical object, often in the form of a wallet-sized card made of plastic or paper, which contains contractual information as to using postpaid or prepaid long distance services from the calling card provider.

Call Center
Call Center is a functional area within an organization that exists solely to answer inbound or place outbound telephone calls.

Call Coverage
Provides automatic redirection of calls to alternate answering positions in a call coverage path based on specified criteria. A coverage path can have up to six points of coverage. Forwarded calls are redirected to the coverage path. Redirect notification (ring-ping) can be set on a per station basis.

- Single coverage paths direct inside and outside calls to the same coverage points.
- Dual coverage paths provide separate coverage for different types of calls.
- Send All Calls (SAC) sends all calls to coverage immediately.

Call Forward
A feature that allows users to redirect calls to another extension. This feature overrides call coverage.

Caller ID
Caller identification is an optional telephone service that provides a receiving telephone device with the phone number of the originating caller, which can be displayed to the destination person prior to receiving the call.

Call Management System (CMS)
A software product used by customers receiving large volume of calls that are processed through the ACD feature of the switch. The CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature.

Call Park
Allows users to put a call on hold at their telephone, and retrieve the call from another telephone within the system. The call can be picked up from any phone within the 2 minute threshold.

Call Pick-Up (#4)
Allows anyone within a specified pickup group to answer at their own telephone, a call that is ringing at another extension within the group.

Call Vectoring
The dynamic fine-tuning of call handling to balance call loads based on time of day, day of week, holidays, number of agents, number of waiting calls, time in queue, and much more.

Central Office (CO)
Central Office (CO) is the local switching facility of a telephone company to which telephones are connected. Central Office is a common carrier switching center in which trunks and loops are terminated and switched.

Centrex
Centrex is central office exchange service, a type of PBX service in which switching occurs at a local telephone station instead of at the company premises. Typically, the telephone company owns and manages all the communications equipment necessary to implement the PBX and then sells various services to the company. With Centrex, there is no onsite switching at the customer premise and all customer connections go back to the Central Office of the service provider.

Circuit
The physical connection of channels, conductors and equipment between two given points, includes both transmitting and receiving capabilities

Conference Bridge
A telecommunications service which permits callers from several diverse locations to be connected together for a conference call. Users dial a toll-free number and enter a room number to access the conference bridge.

Conference Call
Allows multi-appearance users to conference up to six parties on a call (including yourself) so you can discuss a 6-way discussion. Single-line users can also have six parties on a conference call, with the assistance from other users.

Cord
Handset cord - the curly cord that goes from the phone to the handset
Wall Mount cord - the flat cord between the wall jack and the phone.

Cost Center
A three digit code used to identify a department or other functional unit within the agency to which cost are to be allocated for products and services rendered.

Coverage Answer Group
Consists of a group of up to eight telephones used to handle redirected calls. All telephones ring simultaneously allowing anyone in the group to answer the call. Once the call is answered, the temporary bridge with the other telephones is dropped.

Dial Tone
The tone that is heard when accessing an outside line.

Direct Inward Dial (DID)
A feature that enables callers to dial directly into an extension on a PBX and not use an auto-attendant. Dialing a number to reach a specific person or department. That call would only ring at the specified phone.

Digital Subscriber Line (DSL)
Digital Subscriber Line is the medium for transferring data over regular telephone lines and can be used to connect to the Internet.

Extension Number
Four, five or ten digit number that identifies a phone or other voice or data equipment connected to the system.

Fax/Modem Line
Telephone line installed for the use of a modem or facsimile machine.

Forced Busy
The caller receives a forced busy signal when the call center is too busy to handle incoming calls.

Greetings
Messages that play to callers depending on the service selected and the time of day.

Handsfree
Talking on the phone without picking up the handset. You may have handsfree on intercom but not on an outside line. A true speakerphone can communicate on an outside line without lifting the handset.

Hold
To temporarily leave a phone call without disconnecting. You can return to the call at any time.

Hot Line (Ring-down)
The user of a single line telephone can automatically connect to a preassigned destination when the user goes off-hook.

Hunt Group
Routes calls directed to a busy telephone to other telephones in a predetermined group.

Incoming Call
A telephone call that was originated by a remote party from the local switch and that is directed toward a party on the switch.

Intercoms
An internal communications system which allows you to dial another phone in your building. It provides a dedicated talking path between two multi appearance telephones sending priority ringing.

- Automatic intercoms - allow users to depress a button and access the dedicated talking path.
- Dial intercoms - allow users to depress a button and dial a 1 or 2-digit number and access the dedicated talking path.

Jack
A receptacle used in conjunction with a plug to make electrical contact between communication circuits. Jacks and their associated plugs are used in a variety of connecting hardware applications including cross connects, interconnects, information outlets, and equipment connections. Jacks are used to connect cords or lines to a telephone system.

Last Number Dial
Allows users to automatically redial the last dialed number.

Least Occupied Agent (LOA)

Can distribute calls evenly across all available agents, balancing the workload among agents with few skills and agent with many skills. Previous routing algorithms penalized agents with multiple skills with a higher volume of calls. LOA uses agent occupancy, rather than position in an idle agent queue, to determine which agent to select when a call arrives and one or more agents are available.

Long Distance

Any telephone call to a location outside the local service area. Also called toll call or trunk call.

Manual Exclusion (Privacy)

A feature used to keep other users with whom you have a bridged call appearance from listening in on an existing call.

Master Billing

A process of including multiple cost centers on a single invoice. This is accomplished by creating a "master/bill to" code to which all of the individual cost centers are assigned. The backup is sorted and subtotaled for each cost center to allow invoice separation into divisions for reconciliation but still allow ease of payment of the single invoice.

Memory Call

A family of central office based voice messaging services from AT&T.

Message Waiting

An indicator that notifies users that a message is waiting in their voice mailbox or another user (usually a secretary or receptionist) has turned the light on.

Music on Hold

Background music heard when a call is placed on hold.

Multi-line Set

Telephone set that handles multiple telephone calls. Digital telephone.

Multiple Music/Audio Sources

Delivers music or customized announcements to callers while they are in queue, helping to make the waiting time more productive or entertaining. You can provide information about products, services, and other call center applications, offer public service information, or play music.

Multiple Split Queuing

Directs a call to several splits at the same time, so that the first available agent can take the call. It can help you handle your busiest periods with greater ease so you can provide faster service to your callers.

Outgoing call

A telephone call that was originated by a party associated with the local switch and that is directed toward a remote party.

Paging

Upon dialing an appropriate code, any station may make a paging announcement through all of the loudspeakers and other phones.

Port

The physical interface between a telecommunications device and a circuit.

- Analog Port – Dedicated space for a single line telephone.
- Digital Port – Dedicated space for a multi-line telephone.

Priority Calling

Allows users to signal a busy telephone or call an idle telephone with distinctive 3-burst ringing. From a single appearance terminal to answer, flash, get dial tone, #7 to answer, hang up to return to the original caller, phone rings. Priority calling is used to override SAC.

Queue Call

A holding area for calls waiting to be answered in the order in which they were received. The order can be based on queue priority followed by time in queue; a higher priority call is serviced before a lower priority call regardless of time in queue.

Ringer Cutoff

Allows the user of a multi-appearance telephone to turn certain audible ringing signals on and off. Callers will continue to receive ringing on intercom and priority calls. Ring-ping notification is heard also.

Redirect-on-No-Answer

Can automatically re-route calls to different locations when they are unanswered at the original split, to help ensure that the calls will be answered and their needs met.

Remote Logout of Agents

Allows a select set of users to log out an agent using a feature access code.

Send All Calls

This feature allows a customer to immediately route calls to their coverage point.

Service Observe

A feature that provides the compatibility to automatically record data about completed calls, incomplete calls and abnormal calls for the purpose of qualitative supervision of call traffic conditions.

Single Line Set

A telephone set that handles only one telephone extension. Analog telephone.

Speakerphone

A Feature which allows that operator to converse with another party either inside the system or outside without picking up the handset.

Speed Dial

A function available on many telephone systems allowing the user to place a call by pressing a reduced number of keys. This function is particularly useful for phone users who dial certain numbers on a regular basis. In most cases, the user stores these numbers in the phone's memory for future use. The speed dial numbers are usually accessed by pressing a pre-determined key or keys on the phone, followed by a one or two-digit code which the user assigns to each number; however for ease of use, on many systems a call may be placed by pressing and holding one key on the numeric keypad.

Soft Keys
Phone buttons, usually under a LCD display, which change functions. The button function would be displayed in the LCD.

Station
An extension station is one connected “behind” a PBX or key system.

Switch
Equipment that makes, breaks, or changes the connections between telephone lines in order to establish, terminate, or change a telephone call.

Switch feature
A service provided by the switch that can be invoked by a program or by manual telephone activity

Switch Hook
A Switch Hook, also called hook switch, is a plunger or switch where a telephone handset sits when the telephone is on hook, or hung up. When the handset is lifted, the switch hook goes up and the telephone if off hook.

Telecommunication
The transmission and reception of audio, video, data, and other intelligence by wire, radio, light, and other electronic or electromagnetic system.

Toll Free
Long distance telephone calls for which the called party instead of the calling party pays.

Touch Tone
The tones that are generated when dialing out or pressing a number on the dial pad.

Transfer
Transferring calls usually puts the caller on exclusive hold and rings the phone it was transferred to.

Uniform Call Distributor
The feature that accepts incoming calls and distributes them equally among agents in a call center.

Vector
A vector is a set of commands that define the processing of a call.

Vector Directory Number (VDN)
An internal telephone number that directs calls to a specific vector.

Virtual Routing
Helps you balance call loads among your locations by analyzing demand and directing each call to the location best able to handle it, based on call volume, waiting time in queue, or the time of day.

VDN Observing on Agent Answer
Allows a supervisor to start observing a call to the VDN when the call is delivered to the agent station. The observer will not hear the call during vector processing (announcement, music, etc.).

Voice Call

A telephone call established for the purpose of transmitting voice rather than data communications.

Voice Mail (VM)

A service that provides a telephone customer with an electronic storage mailbox that can answer and store incoming voice messages. Voice mail systems use interactive voice response (IVR) technology to prompt callers and customers through the options available from voice mailbox systems. Voice mail systems offer advanced features not available from standard answering machines including message forwarding to other mailboxes, time of day recording and routing, special announcement and other features.

SERVICE REQUEST FORMS

Telecom Services has provided a copy of all service order request forms including the Capitol Complex service request form, the AT&T service order request form as well as telephone programming sheets to assist you when placing a service request. These forms can also be accessed on the ITS website at www.its.ms.gov.

Capitol Complex/Remote Site - Service Order Request Form | **2014**

Page 1

mississippi department of Information Technology Services
3771 Eastwood Drive | Jackson, Mississippi 39211-6381

FAX 601-432-8100
EMAIL telecomrequest@its.ms.gov

AUTHORIZED AGENCY/TELECOM COORDINATOR & SITE CONTACT			
AGENCY NAME:		TODAY'S DATE:	10/22/2014
Service requests are only accepted from authorized agency Telecom Contacts.			
TELECOM CONTACT NAME:		ON-SITE CONTACT NAME: *Complete if the On-site contact person is someone other than the authorized Telecom Contact.*	
TELECOM CONTACT PHONE #:		ON-SITE CONTACT PHONE #:	
TELECOM CONTACT EMAIL:		ON-SITE CONTACT BUILDING: ROOM #:	

SERVICE ORDER REQUEST			
EXISTING # REQUESTING WORK:	NEW # REQUESTED: ☐ YES ☐ NO *If Yes, See Telephone & Materials section below to select type set.*	COST CENTER: *Important info regarding Cost Center* • Required for New Services; • See Billing Cost Center Change Request • See New Cost Center Request	DUE DATE: *Allow 7-10 business days for normal processing.* EXPEDITE REQUEST: ☐ YES ☐ NO *By Selecting "Yes" you agree to accept responsibility for related expedite fees.* REQUESTED EXPEDITE DUE DATE:
EMPLOYEE LAST NAME:		EMPLOYEE FIRST NAME:	

DESCRIPTION OF WORK REQUESTED:

Report Troubles to the ITS Service Center at 601-432-8080 or Service.Center@its.ms.gov.

LOCATIONS:

Moves, Adds & Changes

CURRENT LOCATION				NEW LOCATION			
BUILDING:	FLOOR:	ROOM/OFC:	JACK #:	BUILDING:	FLOOR:	ROOM/OFC:	JACK #:

Dialing Parameters

Local Only: ☐ Yes ☐ No
Long Distance: ☐ Restrict ☐ Un-restrict

Authorization Code Required: ☐ Yes ☐ No
If yes, complete AUTH CODE section below.

Call Pickup Group (CPU) Options:

Call Pickup Group (CPU) Required?
☐ Yes
☐ No

Add to Existing CPU with:
(List 1 or 2 telephone numbers in existing CPU group#)

New CPU Group:
(List all telephone #'s)

Remove Ext. from CPU Group:

Voice Mail

Voicemail ☐ Yes ☐ No
Voicemail Attendant/0-Option Ext.

Important info regarding Voicemail Attendant

- *Caller gets voicemail & presses "0" to speak to an alternate answering position.*
- *A Voicemail Attendant is required & it cannot be the same as the telephone that voicemail is being added.*
- *If not provided, your agency's main number will be programmed as the Attendant.*

Call Coverage Options

Call Coverage Required:
☐ Yes ☐ No

Number of Rings:
☐ 2 ☐ 4 ☐ 6
☐ 3 ☐ 5

If number of rings not selected, 3 rings will be programmed which is the standard.

Cover Points:
1st
2nd
3rd
4th
5th
6th

Telephones & Materials

Telephone Set Requested: *Please select a telephone if installing or changing set type.*

Analog/Single Line Telephone:

- Single Line:
  ☐ ITS to provide set
  ☐ Agency to provide set
- Single Line w/Caller ID:
  ☐ ITS to provide set
  ☐ Agency to provide set

*A one-time charge will apply for single line sets provided by ITS and includes no warranty or maintenance.***

Digital/ Multi Line Telephone:

- **2400 Series**
  ☐ 2410 (12 Btn) ☐ 2420 (24 Btn)
  ☐ 24 Series Exp module
- **6400 Series**
  ☐ 6408 (8) ☐ 6416 (16)
  ☐ 6424 (24)
  ☐ 64 Series Exp module (24)
- **8400 Series**
  ☐ 8410 (10) ☐ 8434 (34)
  ☐ 84 Series Exp module
- **9400 Series**
  ☐ 9404 (12) ☐ 9408 (24)
  ☐ 94 Series Exp module
- **VoIP Series**
  Only Available to existing users
  ☐ 9620 ☐ 9640 ☐ 9650
  ☐ VoIP Series Exp module

If requesting a Multi-line set, please submit a completed programming sheet with the request.

Conference Telephone:

☐ Analog
☐ Digital

A one-time charge will apply for all Conference sets.

Materials:

Telephone Cords
☐ Handset Cord(s)
☐ Wall Mount Cord(s)
Size:
Type Set:
Qty:

Data Cable
☐ Install, Qty
☐ Move:
Floor:
Room:
Qty:

:Fiber: ☐ Multi-mode ☐ Single-mode
On-site Contact:
Point A Location:
Phone #:
Point B Location:

Employee Authorization Code Request

☐ Assign Authorization Code ☐ Deactivate Authorization Code

Employee Last Name:	Employee First Name:	
Employee Telephone #:	Auth Code (Deactivation ONLY):	Cost Center: *Required for new Auth Codes*

Conference Bridge Request

Moderator Last Name:	Moderator First Name:
Moderator Telephone#:	Moderator Email:
Dept/Division:	Cost Center: *Required for new Conference Bridge Account*

Billing Cost Center Change Request

Employee Last Name:	Employee First Name:	
Check all that apply & Provide numbers ☐ Telephone Number ☐ Auth Code ☐ Conference Acct	Current Cost Center:	New Cost Center:

New Cost Center Request

Agency:	Department/Division:
☐ Cost Center/Bill To *Creates new invoice #.* Name for new Cost Center: Contact Name: Bill To Address: List names & ACE logins for staff who will access invoice: 1. 2. 3. 4.	☐ New Cost Center Name for new Cost Center: Bill to Contact: Address: Existing Bill To #: *See invoice to find Bill To #.*

Add/Remove Online Telecom Users

☐ Add Online User ☐ Remove Online User

User names & ACE Logins: 1. 3..
2. 4.

Cost Centers:

Agency Head/Authorized
Telecom Coordinator Signature: _____ Date: 10/22/2014

mississippi department of Information Technology Services
3771 Eastwood Drive | Jackson, Mississippi 39211-6381

FAX 601-432-8100
EMAIL telecomrequest@its.ms.gov

AUTHORIZED AGENCY/TELECOM COORDINATOR & SITE CONTACT

AGENCY NAME:		TODAY'S DATE:	10/21/2014

Service requests are only accepted from authorized agency contacts.

TELECOM CONTACT NAME:		TELECOM CONTACT PHONE #:	
TELECOM CONTACT EMAIL:			
ON-SITE CONTACT NAME:		ALTERNATE ON-SITE CONTACT NAME:	
OFFICE PHONE #:		OFFICE PHONE #:	
CELL PHONE #:		CELL PHONE #	
EMAIL:		EMAIL:	

ON-SITE CONTACT AVAILABILITY: ☐ 8:00 AM – 5:00 PM ☐ 8:00 AM – 12:00 PM ☐ 1:00 PM – 5:00 PM

REQUESTED DUE DATE:
Allow 7-10 business days for normal processing.

EXPEDITE REQUEST: ☐ YES ☐ NO
By Selecting "Yes" you agree to accept responsibility for related expedite fees.

AT&T INSTALL REQUEST

COST CENTER:
Important info regarding Cost Center

- Required for New Services
- If changing cost center, see Billing Cost Center Change Request section
- If new cost center requested, see New Cost Center Request section

NEW # REQUESTED: ☐ YES ☐ NO

IF YES, SELECT SERVICE TYPE: ☐ BUSINESS LINE ☐ CENTREX LINE

LINE TERMINATION: ☐ TAG AT D-MARC ☐ RUN TO JACK
If you have a phone system & the line needs to run through the system, your vendor will handle the inside wiring & jacks. Also, conduit is your agency's responsibility.

☐ RESTRICT TO AUTHORIZATION CODES ☐ UN-RESTRICT

EXISTING NUMBER AT LOCATION:

DESCRIPTION OF WORK REQUESTED: *Report AT&T troubles to the ITS Service Center at 601-432-8080 or Service.Center@its.ms.gov*

FEATURES

MEMORY CALL: ☐ YES ☐ NO IF YES, 0-OPTION: *Caller gets voicemail & presses "0" to speak to alternate answering position.*
HUNT GROUP: ☐ YES ☐ NO IF YES, LIST #'S:
CPU GROUP: ☐ YES ☐ NO IF YES, LIST #'S:
CALLER ID: ☐ YES ☐ NO CALL FORWARD/BUSY: ☐ YES ☐ NO IF YES, LIST #:
CALL FORWARD/DON'T ANSWER: ☐ YES ☐ NO IF YES, LIST #:

AT&T Disconnect or Move

☐ Disconnect	☐ Move
Numbers to disconnect:	Numbers to move:
	Dual Service ☐ Yes ☐ No *Based on availability.*

Existing Address:	New Address:
	Existing # at New Address:

DSL Request

☐ Install	☐ Change	☐ Disconnect
New Number Install w/DSL: ☐ Yes ☐ No Existing # for DSL: Equipment: ☐ Modem ☐ Router ☐ Provide own equipment Speed: ☐ 1.5 Meg ☐ 3 Meg ☐ 6 Meg IP Static Address: ☐ Yes, Qty: ☐ No ☐ Professional Installation ☐ Self-Installation	Speed: ☐ 1.5 Meg ☐ 3 Meg ☐ 6 Meg Existing # for DSL:	☐ DSL Only ☐ Phone # and DSL Existing # for DSL:

Service Address:	Service Address:
Shipping Address:	

Uverse Request

☐ Install	☐ Change	☐ Disconnect
New Number Install w/Uverse: ☐ Yes ☐ No Existing # for Uverse: Equipment: ☐ Modem ☐ Router Broadband Static IP Speed: ☐ 1.5 Meg ☐ 3 Meg ☐ 6 Meg ☐ 12 Meg ☐ 18 Meg Broadband Dynamic IP Speed: ☐ 768 Kbps ☐ 1.5 Meg ☐ 3 Meg ☐ 6 Meg ☐ 12 Meg ☐ 18 Meg *Broadband Static IP – Internet Gateway- $100 One Time Charge (Required when ordering Static or Dynamic IP)*	☐ Upgrade ☐ Downgrade IP Type: ☐ Static ☐ Dynamic IP Speed: ☐ 768 Kbps ☐ 1.5 Meg ☐ 3 Meg ☐ 6 Meg ☐ 12 Meg ☐ 18 Meg Existing # for Uverse:	☐ Uverse Only ☐ Phone # and Uverse Existing # for Uverse:

Service Address:	Service Address:

UVERSE REQUEST-CONTINUED

SHIPPING ADDRESS:

TOLL FREE REQUEST

☐ INSTALL

VANITY # REQUESTED: ☐ YES ☐ NO

If YES, see VANITY # section below

LOCAL POINT-TO #:

LOCAL POINT-TO # PHYSICAL ADDRESS:

TOLL FREE BLOCKING:

☐ MISSISSIPPI ONLY

☐ NATIONWIDE (50 STATE + CANADA)

REQUESTED DUE DATE:

Allow 7-10 business days for normal processing.

☐ CHANGE

TOLL FREE # :

NEW POINT #:

NEW POINT # PHYSICAL ADDRESS:

NEW TOLL FREE BLOCKING:

☐ MISSISSIPPI ONLY

☐ NATIONWIDE (50 STATES + CANADA)

REQUESTED DUE DATE:

Allow 7-10 business days for normal processing.

☐ DISCONNECT

TOLL FREE # :

LOCAL POINT TO #:

REQUESTED DUE DATE:

VANITY # OPTIONS *(Please provide a minimum of 10 variations):*

1. 2. 3. 4. 5.

6. 7. 8. 9. 10.

BILLING COST CENTER CHANGE REQUEST

EMPLOYEE LAST NAME:

EMPLOYEE FIRST NAME:

Check all that apply.

☐ TELEPHONE NUMBER:

☐ AUTHORIZATION CODE:

☐ CONFERENCE ACCOUNT:

CURRENT COST CENTER:

NEW COST CENTER:

New Cost Center Request

Agency:	Department/Division:
☐ Separate Invoice *If separate invoice, complete information below.* Name for new Cost Center: Mailing Address: Contact Name: List names & ACE logins for staff who can have access to invoice: 1. 2. 3. 4.	☐ Master Bill *If master bill, complete information below.* Name for new Cost Center: Mailing Address: Contact Name: Master Bill #: *Refer to an old invoice to find Master Bill Invoice #.*

Add/Remove Online Telecom Users

☐ Add Online User ☐ Remove Online User

User names & ACE Logins: 1. 2.

3. 4.

Cost Centers:

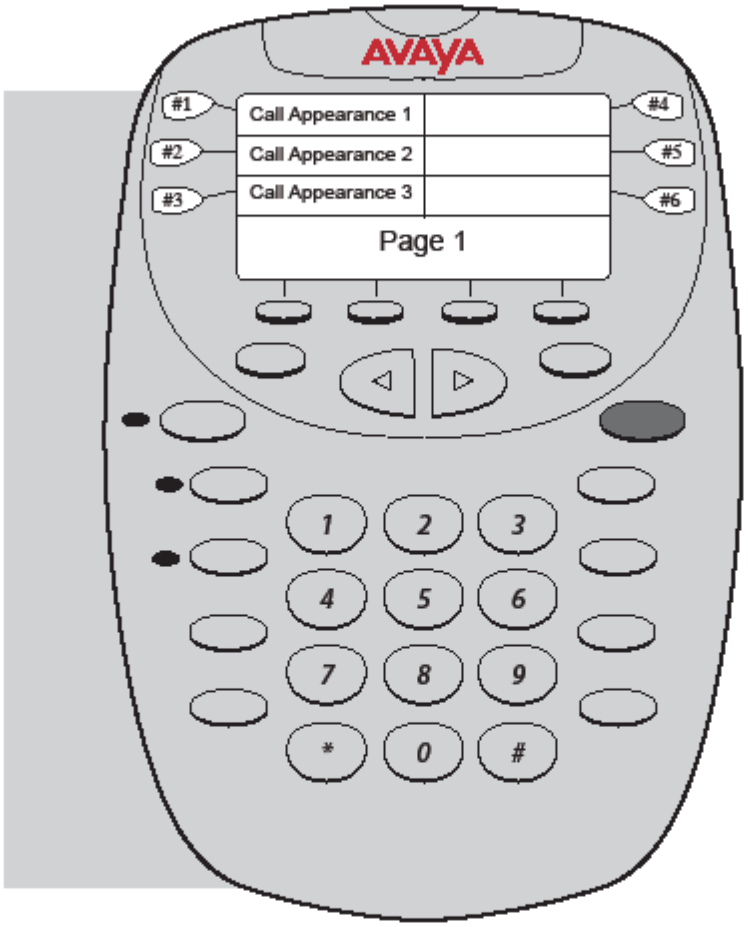
Agency Head/Authorized
Telecom Coordinator Signature: _____ Date: 10/21/2014

2410

Auto-dial button program template

Employee Display Name: _____

Telephone Number: _____



INSTRUCTIONS: Please enter your name and telephone number in the appropriate blanks. You may enter up to 9 Busy Indicator (BI) numbers.

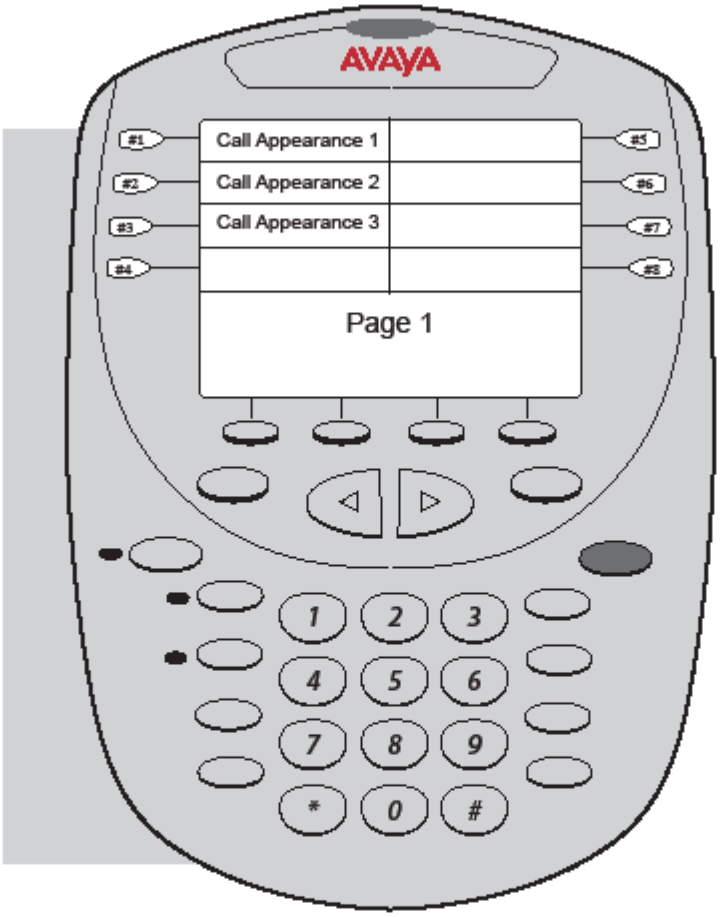
Rev. 9-2009

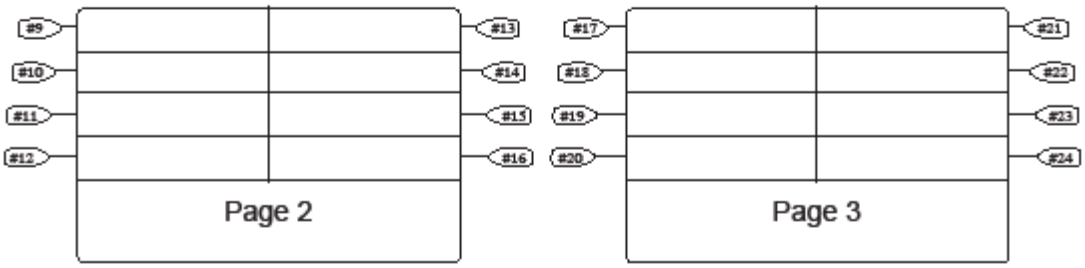
2420

Auto-dial button program template

Employee Display Name: _____

Telephone Number: _____





INSTRUCTIONS: Please enter your name and telephone number in the appropriate blanks. You may enter up to 21 Busy Indicator (BI) numbers.

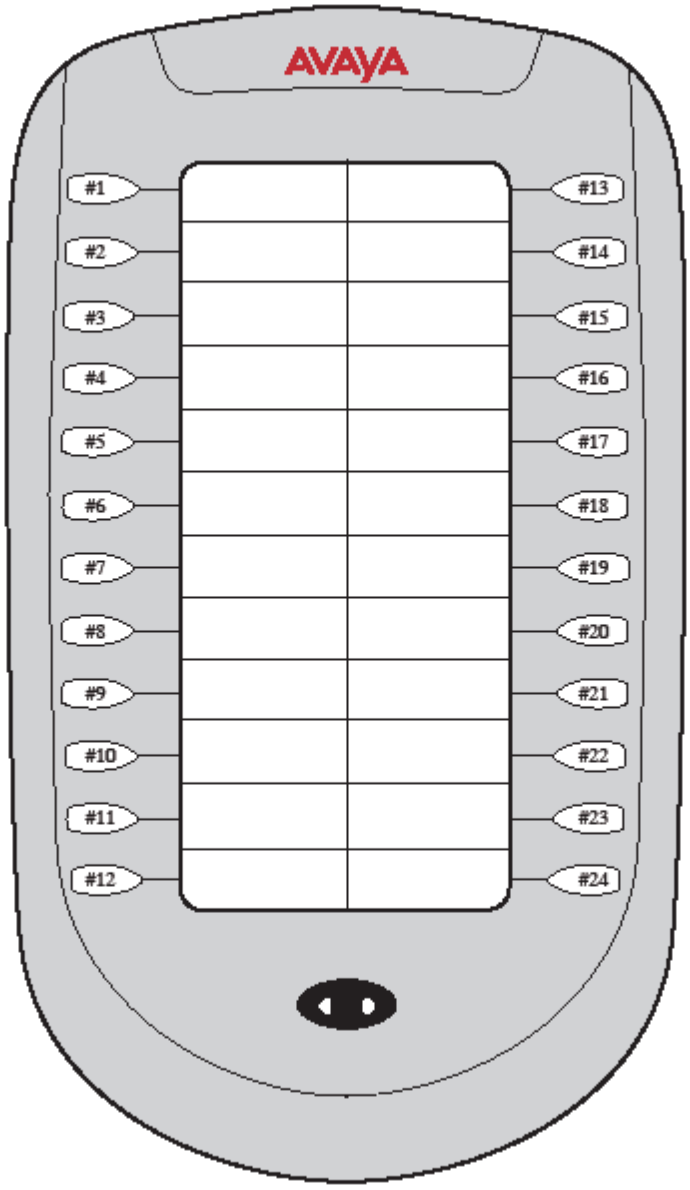
Rev. 9-2009

2420-XM Expansion Module

Auto-dial button program template

Employee Name: _____

Telephone Number: _____

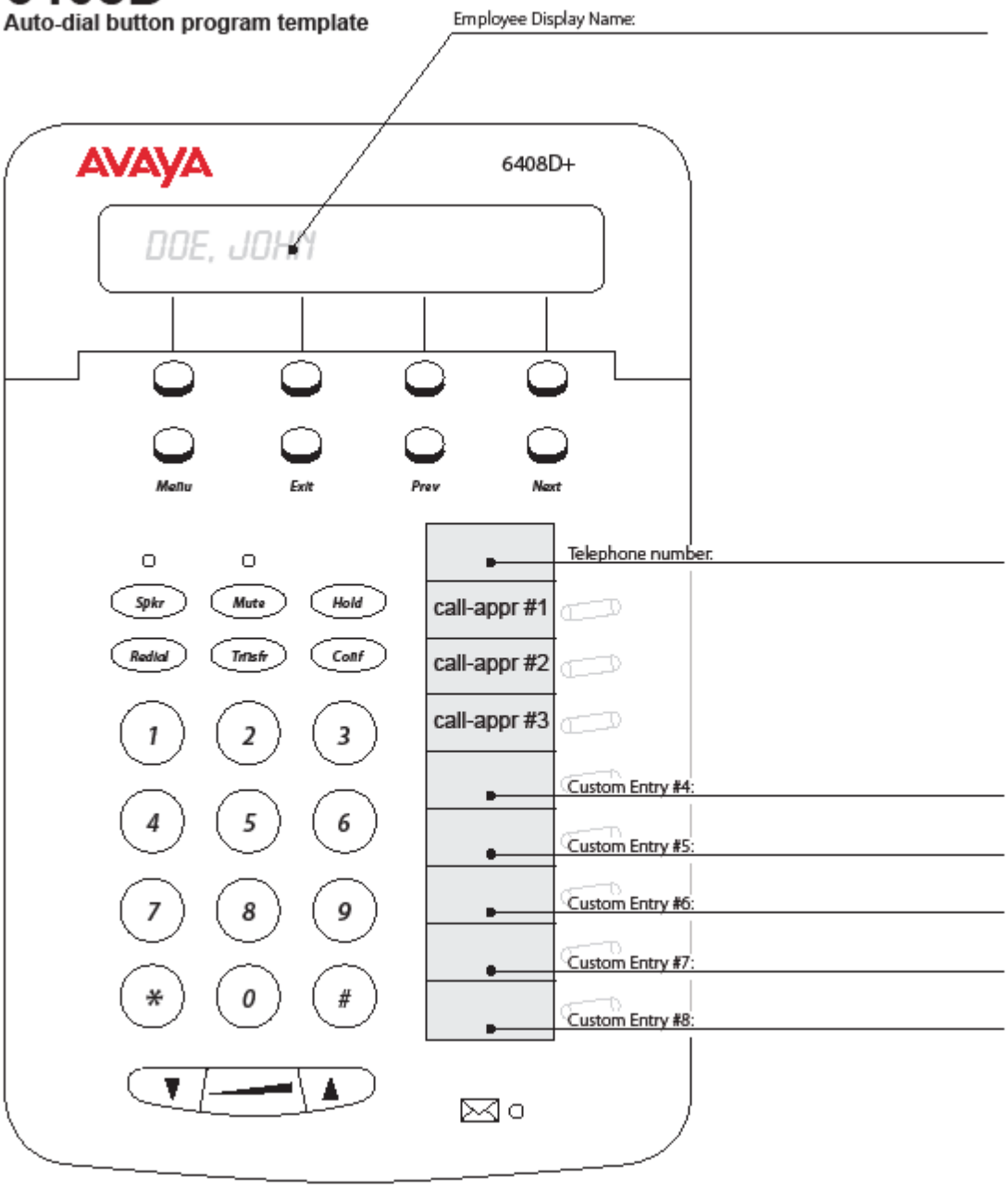


INSTRUCTIONS: Please enter your name and telephone number in the appropriate blanks. You may enter up to 24 Busy Indicator (BI) numbers.

Rev. 9-2009

6408D+

Auto-dial button program template

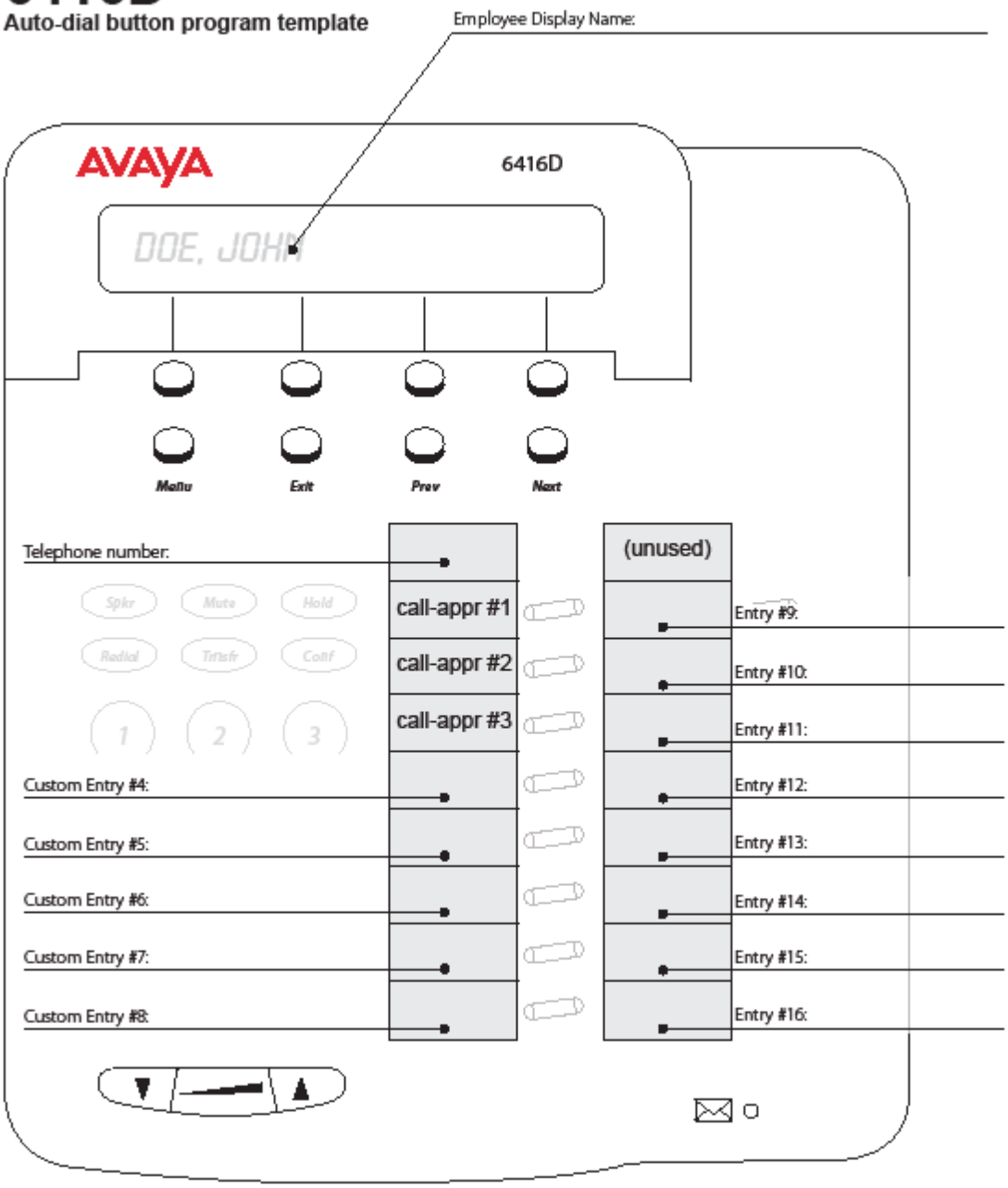


INSTRUCTIONS: Please enter your name and telephone number in the appropriate blanks. You may enter up to five speed-dial numbers.

Rev. 9-2009

6416D

Auto-dial button program template



INSTRUCTIONS: Please enter your name and telephone number in the appropriate blanks. You may enter up to 13 auto-dial numbers.

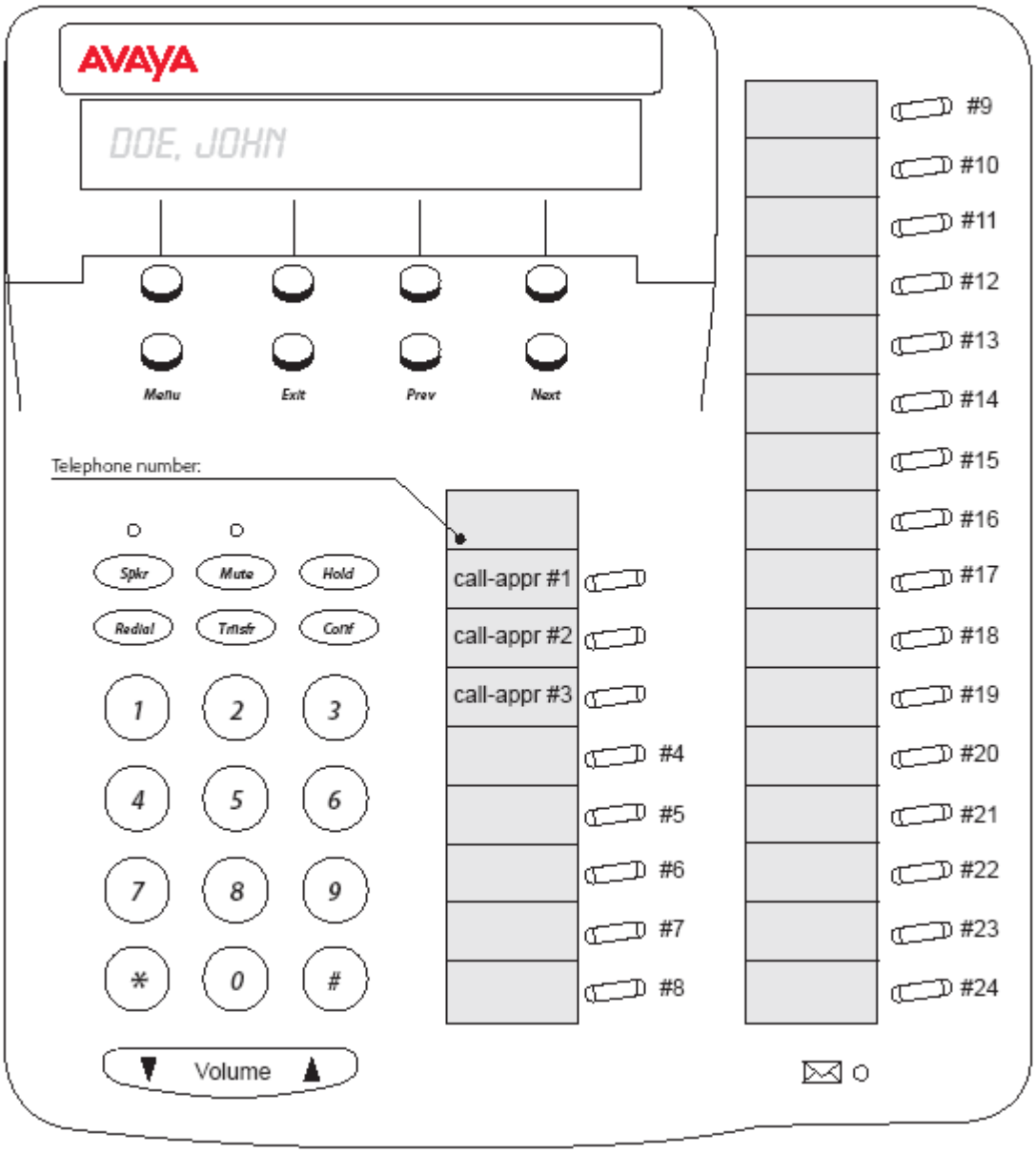
Rev. 9-2009

6424D+

Auto-dial button program template

Employee Display Name: _____

Telephone Number: _____



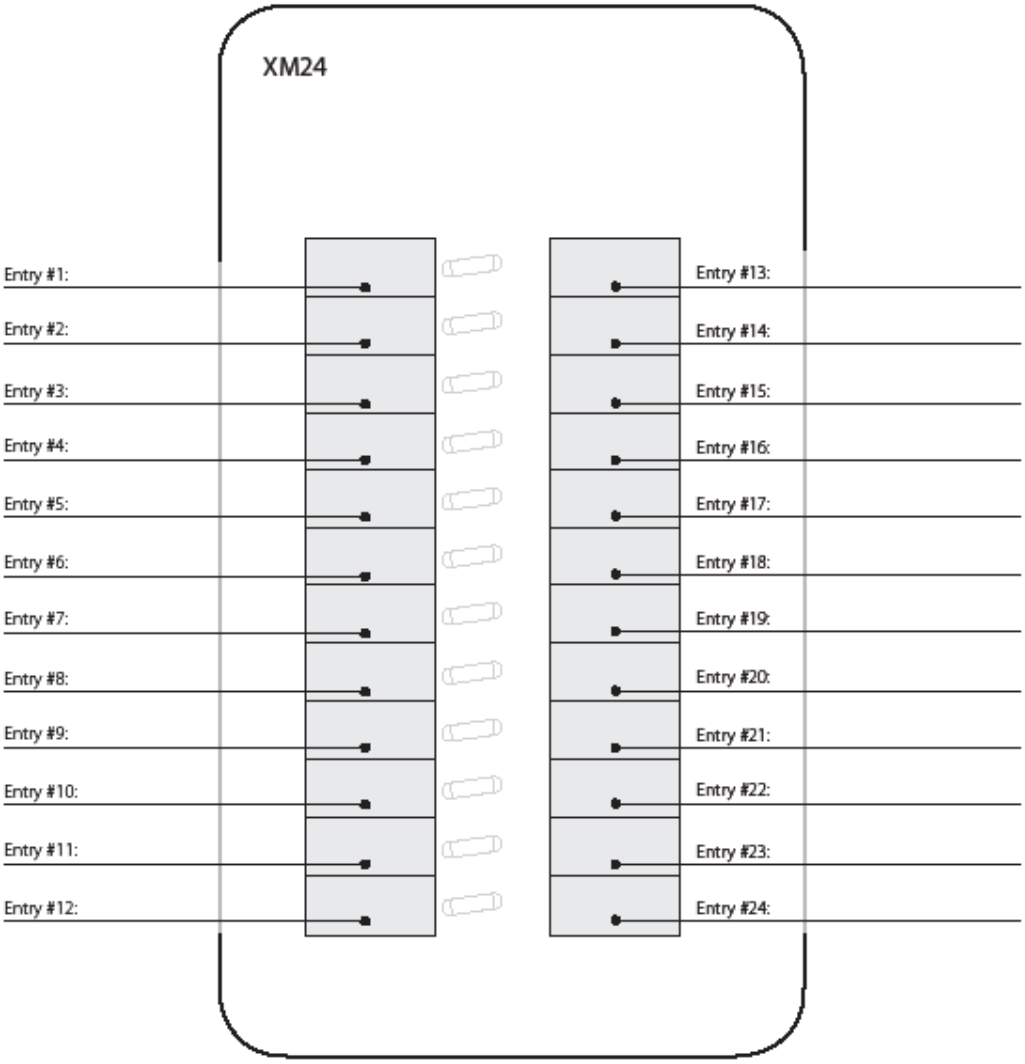
INSTRUCTIONS: Please enter your name and telephone number in the appropriate blanks. You may enter up to 21 Busy Indicator (BI) numbers.

Rev. 9-2009

XM24 Expansion Module
Auto-dial button program template

Employee Name: _____

Telephone Number: _____



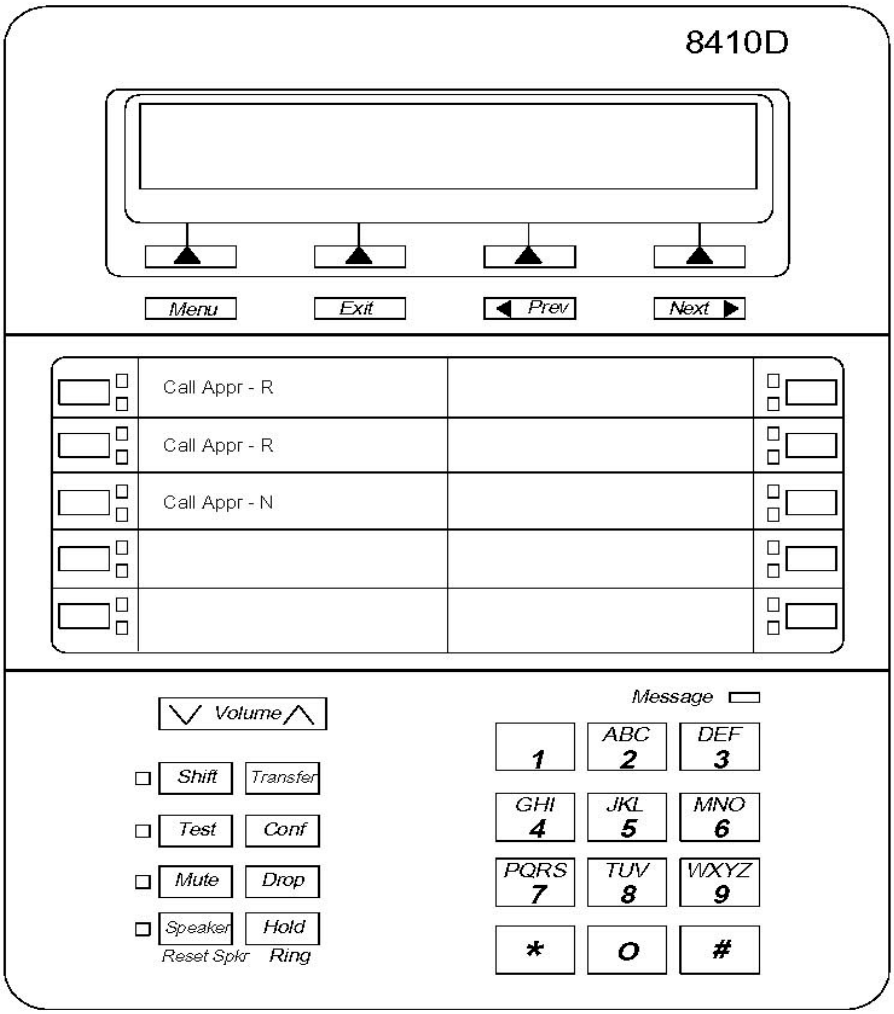
INSTRUCTIONS: Please enter your name and telephone number in the appropriate blanks. You may enter up to 24 auto-dial numbers.

Rev. 9-2009

8410D

Auto-dial button program template

Employee Name:_____ Phone Number:_____



The 8410D Voice Terminal

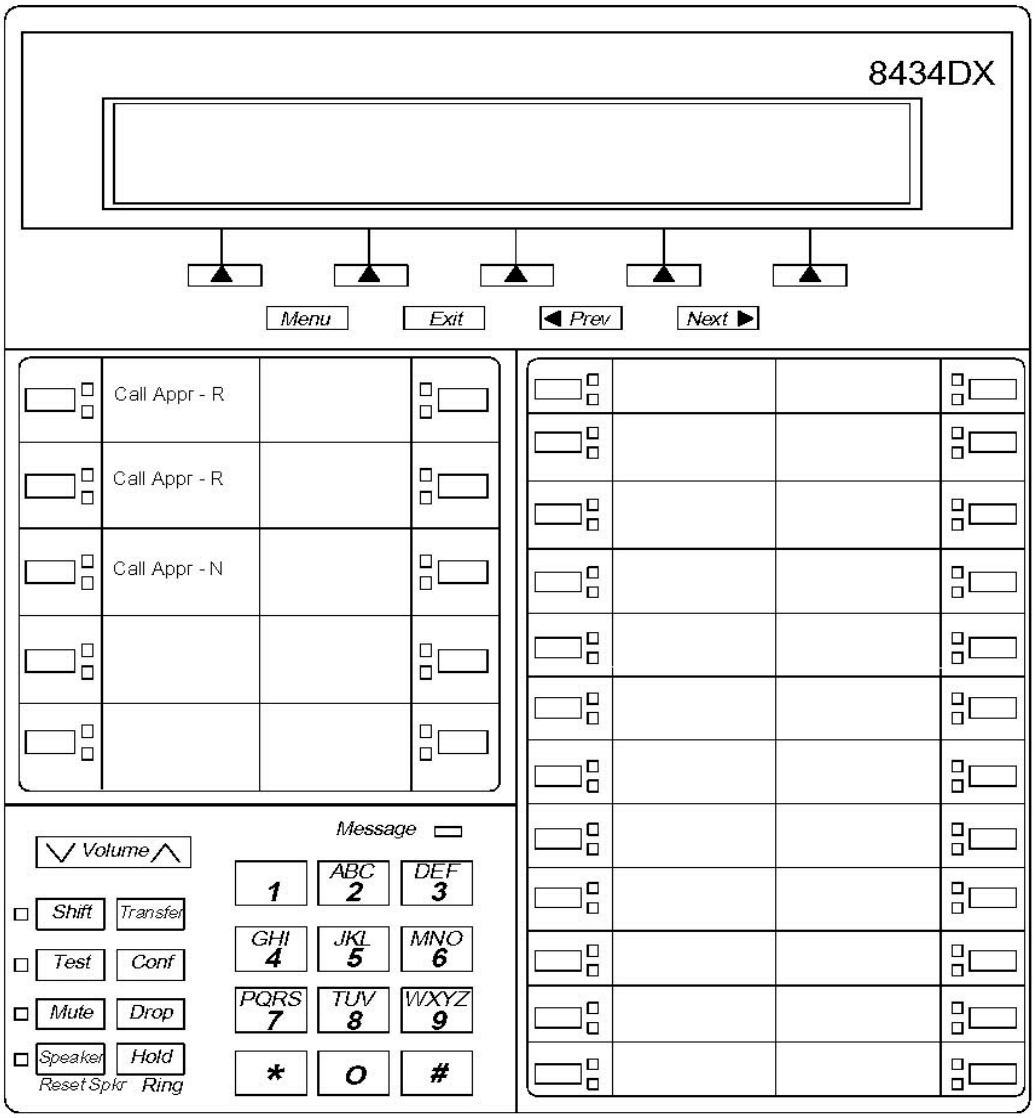
Agency:_____ Cost Center:_____

Telecom Contact:_____ Date:_____

8434DX

Auto-dial button program template

Employee Name:_____ Phone Number:_____



The 8434 and 8434DX Voice Terminal

Agency:_____ Cost Center:_____

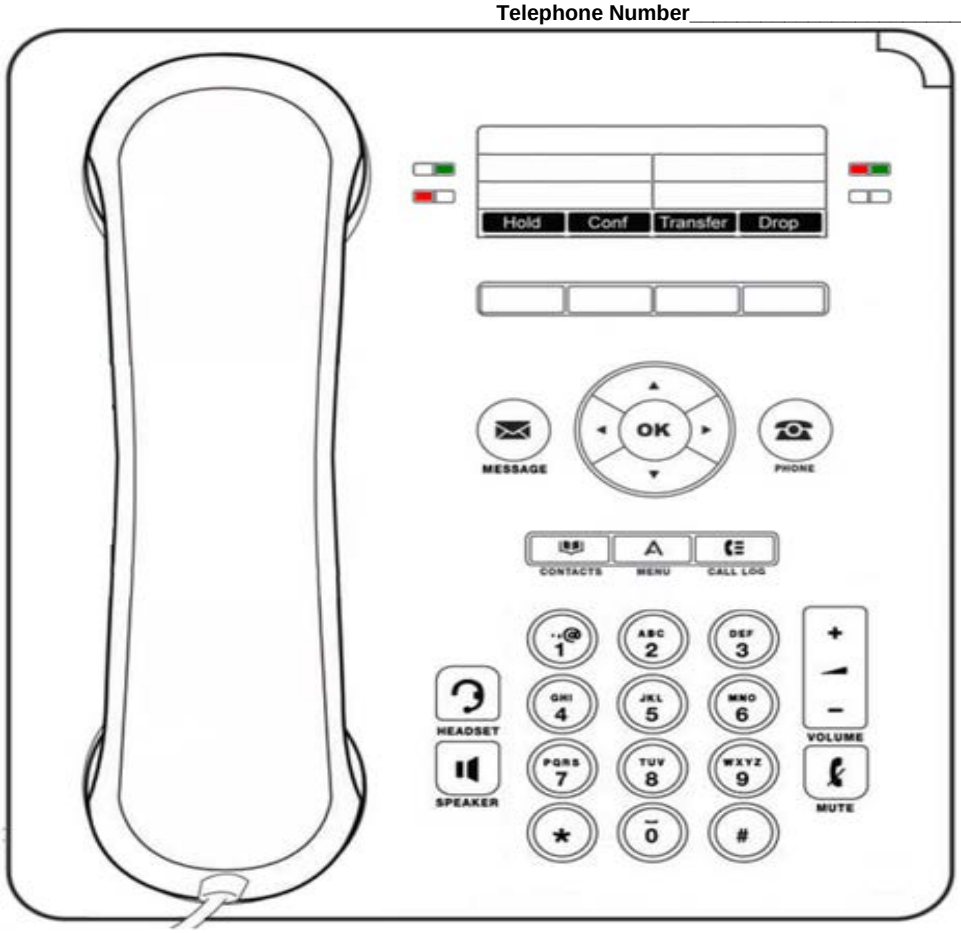
Telecom Contact:_____ Date:_____

9404

Auto-dial program template

Employee Display Name_____

Telephone Number_____



Instructions: Please enter the names and telephone numbers in the appropriate blanks. You may enter up to 9 busy indicator (BI) numbers.

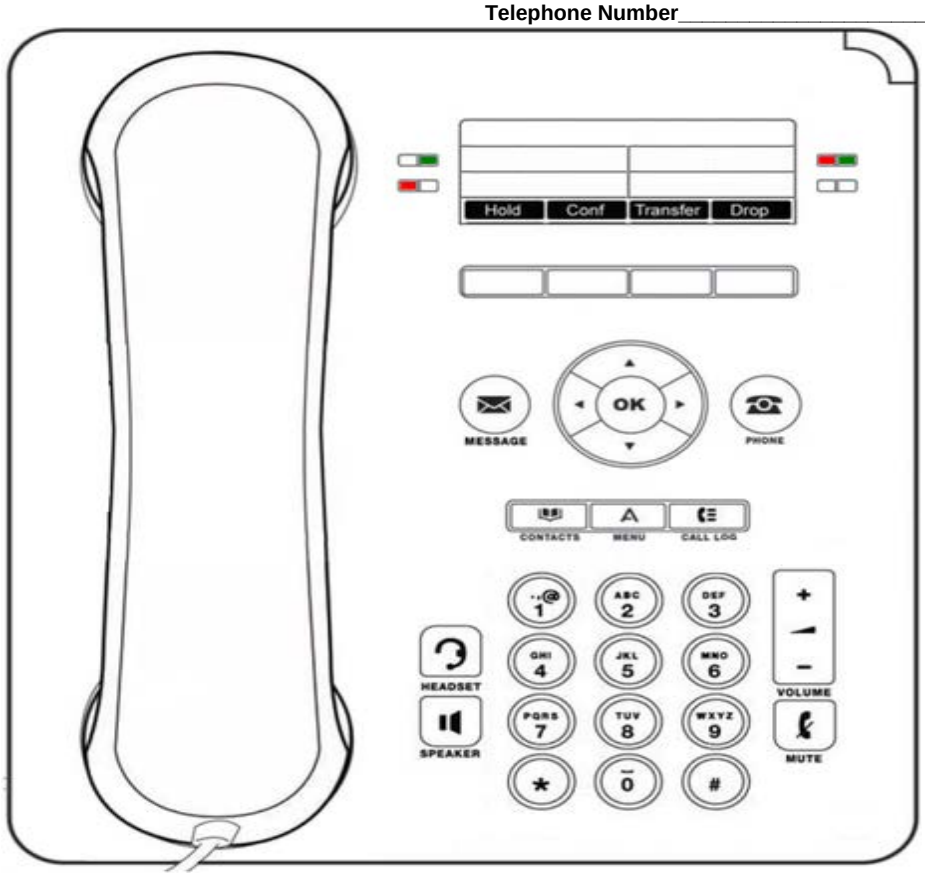
1	Call Appearance	**3**	Call Appearance
2	Call Appearance	**4**	
5		**7**	
6		**8**	
9		**11**	
10		**12**	

9408

Auto-dial program template

Employee Display Name_____

Telephone Number_____



Instructions: Please enter the names and telephone numbers in the appropriate blanks. You may enter up to 21 busy indicator (BI) numbers.

1	Call Appearance	**5**	
2	Call Appearance	**6**	
3	Call Appearance	**7**	
4		**8**	
9		**13**	
10		**14**	
11		**15**	
12		**16**	
17		**21**	
18		**22**	
19		**23**	
20		**24**	

9611

Button Program Template

Employee Display Name_____

Telephone Number_____

1		9	
2		10	
3		11	
4		12	
5		13	
6		14	
7		15	
8		16	
		17	
		18	
		19	
		20	
		21	
		22	
		23	
		24	

Instructions: Please enter the names and telephone numbers in the appropriate blanks. You may enter up to 21 Busy Indicator (BI)/auto dial numbers.

9620

Button Program Template

Employee Display Name_____

Telephone Number_____

1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	

Instructions: Please enter the names and telephone numbers in the appropriate blanks. You may enter up to 9 Busy Indicator (BI)/auto dial numbers.

9640

Button Program Template

Employee Display Name_____

Telephone Number_____

1	
2	
3	
18	
19	
20	

4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	
21	
22	
23	
24	

Instructions: Please enter the names and telephone numberss in the appropriate blanks. You may enter up to 21 Busy Indicator (BI)/auto dial numbers.

9641

Button Program Template

Employee Display Name_____

Telephone Number_____

1	
2	
3	
5	
6	

4			
8		7	
10		9	
12		11	
14		13	
16		15	
18		17	
20		19	
22		21	
24		23	

Instructions: Please enter your name and telephone number in the appropriate blanks. You may enter up to 21 Busy Indicator (BI)/auto dial numbers.

9650

Button Program Template

Employee Display Name_____

Telephone Number_____

1	
2	
3	
17	
18	
19	

4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
20	
21	
22	
23	
24	

Instructions: Please enter the names and telephone numberss in the appropriate blanks. You may enter up to 21 Busy Indicator (BI)/auto dial numbers.

Set Instruction Guides

2400 Series Instruction Guide

2410 (12 Buttons) 2420 (24 Buttons)

1. **Display, Call Appearance and Feature buttons:** Call Appearance Keys allow the user to handle multiple calls and the display shows call information. Details on system features (allocated by your System Administrator) can also be displayed. See Call Appearance Keys and Overview of the Functions Keys

2. **Message lamp:** Lit when the user has voicemail messages. Can also be set to flash when the phone is ringing.

3. ◄ ► **Previous/Next Page:** Move through the different pages of the call handling, speed dials and call log screens. Also used to move the cursor during data entry.

4. ✉ **Messages:** Access the user's mailbox.

5. **Call Handling Buttons:** Hold: Place call on hold, retrieve held call. See Hold • Transfer: Transfer call. See Transfer • Conference: Conference held calls. See Conference • Drop: Drop call. See Clearing a Call • Redial: Redial last number dialed. See Redial

6. **Dial pad:** Standard 12-button pad for dialing telephone numbers.

7. ▼ ▲ **Volume Controls:** Adjust the speaker, handset, headset, or ringer volume depending on which is currently in use

8. **Mute:** Turns the microphone on/off. When in use, the associated light is on and the caller cannot hear you.

9. **Headset:** Switches from handset to headset. The light associated with this button turns on when the headset is active.

10. **Speaker:** Access the speakerphone. The light associated with this button turns on when the speakerphone is active.

11. **Exit:** Returns you to the main call handling screen

12. **Softkeys:** Used to navigate to or initiate certain features, such as Speed Dial or Call Log, as well as control certain actions within the features. These keys correspond to the text prompts in the display screen immediately above them. See Overview of Speed Dials, Overview of the Call Log, Options and Overview of Label Changing.

Status Icons

The icons displayed on the call appearance/feature buttons of your 2400 telephone are explained in the following table. These icons replace the functionality of the green LEDs and equivalent flash rates.

Status Icons	
Icon	Definition
Ringing	An incoming call is waiting to be answered.
Active	The call you are currently handling
On hold	A call currently on hold
On soft hold	A call put on hold during a transfer or conference.
Feature active	Feature on left side of the display currently is active.
Feature active	Feature on right side of the display currently is active.

2400 Series Voice Terminal Instructions

Answer a Call

When a call arrives at your 2400 Digital Telephone, you hear a ringing tone and a blinking bell icon appears on the associated call appearance. In addition, call identification information is displayed.

To answer an incoming call, do one of the following:

- If not active on another call, answer the call using your handset, headset, or speakerphone.
- If active on a call already, place the active call on hold and then answer the incoming call.

Make a Call

To dial internally and locally:

1. Dial the area code (either 601 or 769)
2. Dial the 7-digit telephone number (ex. 601 + 354-3333)

Dialing long distance:

1. Dial 1 and the 10-digit telephone number (ex. 1 + area code + telephone number)
2. Wait for confirmation tone (3 beeps and steady dial tone)
3. Dial your 7-digit authorization code

To have the 2400 telephone make a call automatically, do one of the following:

- Press Redial to have the phone dial the last number that you dialed
- Access the Call Log and initiate a call to a specific entry.
- Access the Speed Dial List in your personal directory and initiate call to a specific entry.

Hold

1. To put call on hold, press red Hold button. Call stays on hold until you can return to it.
2. To return to held call, press the call appearance button of the held call.

Speakerphone

1. To make or answer call without lifting the handset, press the Speaker button.
2. Place or answer the call.
3. Adjust the speaker volume if needed by pressing the volume control arrow buttons.
4. Press Speaker button again to end the call.

Transfer

1. While on a call, press the Transfer button. The caller is put on “soft-hold.”
2. When you hear a dial tone, dial the number to which you want to transfer the call.
3. Do one of the following:
4. To transfer without announcing it, press the Transfer button again and hang up.
   a. Transfer is complete.
5. To announce the call before transferring it, wait for the called party to answer.
   a. Go to step 4.
6. When the called party answers, announce the call.
7. Press Transfer again and hang up to complete the transfer

Conference

The conference feature allows you to conference multiple parties on a call (maximum 6 including self).
To add another party to a call:

1. Press the Conference button. The caller is put on “soft-hold.”
2. When you hear a dial tone, dial the number of the person you want to add.
3. Wait for an answer.
4. Press the Conference button again to add the new party to the call.
5. Repeat steps 1-4 for each party you want to conference into the call, maximum of 5 additional callers.

To add a held call to an active call:

1. Place all calls on HOLD.
2. Press the Conference button then press caller on HOLD, all calls will be joined together.

To add a new incoming call to an active conference call:

1. When your phone rings, put the conference call on hold and answer the new incoming call.
2. After answering the incoming call, press the Conference button then press the line that is holding. All calls will be joined together.

Drop

To remove the last participant added from the conference call:
Press the Drop button

Redial

Press the Redial button to redial a previously dialed number.

Send All Calls

1. Dial *3 or press the SAC button (while on-hook) if it’s programmed on your phone. All calls will be sent to your cover path.
2. To cancel, dial #3 or press the Send Call button again if it’s programmed on your phone.

Call Forwarding All Calls

1. Dial *2 or press the Call Forward button.
2. When you hear a dial tone, dial the extension or outside number, don't forget to dial 90+area code, where the calls will be sent temporarily.
3. When you hear the confirmation tone, hang up.
4. To cancel, dial #2 or press the call forward button again.

Call Pickup

To answer another ringing phone:

1. Dial #4 or press your Call Pickup button.

Call Park

To PARK a call:

1. With the caller on the line, press Transfer, dial *9, press TRANSFER again
2. To Retrieve a PARKED call: Dial #9 and the extension number where the call was parked

Programming Speed Dial Buttons

To manually PROGRAM speed dial (SD) buttons programmed as buttons:

1. Lift the handset to get dial tone or use the speakerphone
2. Dial *0
3. Press the SD button to be programmed
4. Dial the telephone number (if a local telephone number, dial area + number; if long distance, dial 1 + area code + number)
5. Press the same AD button again, then hang up

Adding Speed Dial Entries

You can store up to 48 personal speed dial entries on a 2410 and 104 personal speed dial entries on a 2420.

To add speed dial entries to your personal directory:

1. From the Home screen, Press the SpDial softkey.
2. Press the Add softkey.
3. Using the dial pad, enter the name for your speed dial entry. You can enter up to 13 characters. By default, the first letter you enter appears in uppercase and the following characters appear in lowercase.

Note: You can use the Case softkey to switch between uppercase and lowercase. You can use the Space key to insert a space between first and last names. After you enter a space, the next character will be an uppercase letter, and the following characters will appear in lowercase.

4. When you are done, press the feature button to the left of the Number field to advance to that field.
5. Using dial pad, enter the telephone number.
6. Press the Save softkey to add the information. (Press the Cancel softkey to exit without saving.)
7. Repeat steps 2-6 for additional entries.
8. To exit the speed dial application, press the Exit button to return to the Home page.

Note: The Name/Number entry is added to Speed Dial list in alphabetical order by Name.

Making Calls from a Speed Dial

1. From the Home screen, press the SpDial softkey.
2. Press the feature button for the entry you want to call. (Use the Left/Right arrow keys to cycle to other pages)

Editing Speed Dial Entries

1. From the Home screen, press the SpDial softkey.
2. Press the Edit softkey.
3. Press the feature button corresponding to the entry you want to edit.

Note: To move to the end of any text displayed on the Name line, press the button to the right of the line. To move to the beginning of any text, press the button to the left of the line. Press the feature button to the right of Insert Mode so that you can backspace without erasing characters during text entry.

4. Using dial pad, edit the Name.
5. When finished, press the feature button to the left of the Number field.
6. Using dial pad, edit the number.
7. When done with changes, press the Save softkey.

Deleting Speed Dial Entries

1. From Home screen, press the SpDial softkey
2. Press the Delete softkey.
3. Press feature button corresponding to entry to be deleted.
4. The “Delete this entry?” prompt is displayed. Press the Yes softkey to delete.

Viewing the Call Log

1. From the Home screen, press the Log softkey.
2. Use left/right arrow buttons to scroll through the Call Log Summary pages.
3. To view information about a specific entry, press the button corresponding to the entry.

Making Calls from the Call Log

1. From the Home screen, press the Log softkey.
2. Use left/right arrow buttons to scroll through the Call Log Summary pages.
3. When you locate an entry you want to call, press the button corresponding to the entry.
4. Press the Call softkey to make the call.

Saving a Call Log Entry to Your Speed Dial List

1. From the Home screen, press the Log softkey.
2. Use left/right arrow buttons to scroll through the Call Log pages.
3. When you locate the entry to be saved, press the button corresponding to the entry.
4. Press the Save softkey.
5. Do one of the following;
    a. To save entry as shown, press the Save softkey.
    b. To edit, press the button to the left of the Number line twice. Then enter your changes. When you are done entering changes, press the Save softkey.

Personal Settings/ Options

To access the personal options application:

1. Step 1 is to press any softkey at the bottom of your Home screen.
2. Step 2 is to press the Options softkey from the Home screen.
3. To select an option, press the feature button for the desired option
4. To return to the Home screen, press the Exit button.

Ring Pattern

1. Press the Ring Pattern feature button.
2. Use the arrow keys to cycle through the eight ringing patterns.
3. Press the Save softkey if you want to save the pattern that you just selected.

Display Contrast

1. Press the Contrast button
2. Use the arrow key to adjust the level of contrast. The display shows the contrast level for the EU24 module also.
3. Press the Done softkey to return to the Options screen.

Call Log Setup

You can program the 2400 to log any or all of these call types:

1. Answered (incoming)
2. Unanswered (incoming)
3. Outgoing

To specify the call types you want to appear in the Call Log:

1. From the Home screen, press the Option softkey.
2. Press the Log Setup feature button.
3. Press the appropriate button on the right side of the display.
4. Press the Save softkey. You will hear confirmation tone, and you are returned to the Options screen.

Note: If you press the Save softkey to change settings, all entries that do not match the call types you have just specified will be deleted from the call log.

Visual Ring

When you enable this option, the telephone rings and the lamp above the AVAYA logo flashes when an incoming call arrives.

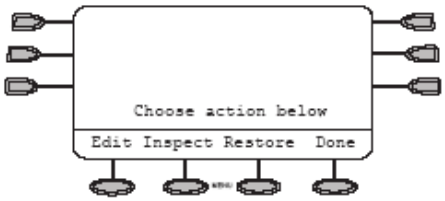
1. Press the Visual Ring feature button.
2. Press the Yes/No softkey to indicate whether you want Visual Ring enabled.
3. Press the Save softkey.

Label Screen

The Label screen, which is accessed by pressing the Label softkey at the Home screen, allows you to:

1. Customize the labels for the call appearance/feature buttons programmed on the telephone.
2. View the system labels for the call appearance/features buttons programmed on the telephone.
3. Erase the labels you modified for the call appearance/feature buttons and restore the system labels from the telephone.

Working in the Label Screen



Note: When you manage the labels of your call appearance/feature buttons, the softkeys displayed at the bottom of the screen change to reflect the activities you can perform.

Note: Whenever you change the labels of call appearance/feature buttons in the Label Select screen, you cannot use the telephone dial pad for dialing.

Editing Labels

You can change the labels of the call appearance/feature button on your telephone. These new labels are stored in your 2400 series telephone.

To edit call appearance/feature button labels

1. If the softkey labels are not displayed, press any softkey button to display the softkey labels.
2. From the Home screen, press the Label softkey.
3. Press the Edit softkey.
   The Label Select screen appears.

Note: You can use ◀ and ▶ to locate the label you want to edit.

4. Press the feature button on the 2400 series telephone that corresponds to the label you want to edit.

The Label Edit screen appears. The New Label field displays the current customized label (if any), and the System Label field displays the system label. If you have not yet changed the system label, a cursor appears next to the New Label field. If you selected a call appearance, a letter (such as “a”) and a space appear next to the New Label field. You can delete the letter and space by pressing backspace feature button twice. If you have already changed the system label, a cursor appears after the last letter of the information displayed in the New Label field.

5. Using the dial pad, edit the label. You can enter up to 13 characters. By default, the first letter you enter appears in uppercase, and the following characters appear in lowercase.

Note: You can use the Case softkey to switch between uppercase and lowercase. You can use the Space softkey to insert a space between words. If you are entering special characters, you can use the * (star key) to cycle through the period and star characters. You can use the # (pound key) to cycle through the hyphen and pound characters. You can use the Backspace feature button to delete the character to the left of the cursor. You can use the Clear feature button to delete all the characters in the field. Use ◀ to move the cursor to the left without erasing characters. Use ▶ to move the cursor to the right without erasing characters.

Note: If you want to restore the system label, press the Clear feature button to delete all the characters in the field. Leave this field blank, and see Step 6.

6. When you finish making changes, perform one of the following steps:
   - To save your entries and return to the Label Select screen, press the Save softkey.
   - To return to the Label Select screen without saving your entries, press the Cancel softkey.
   - To return to page 1 of the Home screen without saving your entries, press Exit .
7. Repeat Steps 3 through 5 to edit more labels.

Viewing the System Labels

You can view the system labels for the call appearance/feature buttons on the telephone.

To view the system labels

1. From the Home screen, press the Label softkey
2. The Label screen appears.
3. Press the Inspect softkey.
4. The Label Inspect screen appears. This screen displays the system labels for the telephone.
5. Use and to scroll through the Label Inspect screen pages on the telephone.
6. Perform one of the following steps:
7. To return to the Label screen, press the Done softkey.
8. To return to page 1 of the Home screen, press Exit .

Restoring the System Labels

You can delete the custom labels you created for the call appearance/feature buttons and restore the system labels from the call processing system.

Note: This procedure restores the system labels for all the call appearances/feature buttons. If you want to restore the system label for one call appearance/feature button, delete the label for that button. See Editing Labels.

To restore the system labels

1. From the Home screen, press the Label softkey.
   The Label screen appears.
2. Press the Restore softkey.
   The Label Restore screen appears.
3. Press the Erase softkey.
   The Confirm Erase prompt appears.
4. Perform one or the following steps:
   - To erase the custom labels and restore the system labels, press the Erase softkey.
   - To return to the Label screen without erasing the custom labels and restoring the system labels, press the Cancel softkey.
   - To return to page 1 of the Home screen without erasing the custom labels and restoring the system labels, press Exit .

Voice Mail (Getting Messages)

Your message lamp turns on when a caller has left a message for you. Press the envelope icon to retrieve your messages and follow the prompts.

6400 Series Instruction Guide

6408 (8 Buttons) 6416 (16 Buttons) 6424 (24 Buttons)

To see how an autodial is programmed, so you can label your telephone:

1. Press the MENU button (located below the display) to see available features
2. Press the arrow (softkey) below BtnVu
3. Press the auto dial button (programmed number is shown in the display)
4. Repeat step c until view is complete
5. To end, press EXIT button

To dial internally and locally:

1. Dial the area code (either 601 or 769)
2. Dial the 7-digit telephone number (ex. 601 + 354-3333)

Dialing long distance:

1. Dial 1 and the 10-digit telephone number (ex. 1 + area code + telephone number)
2. Wait for confirmation tone (3 beeps and steady dial tone)
3. Dial your 7-digit authorization code

Volume button:

1. Press the VOLUME (up or down arrow, longer slender button below the dial pad) to control the ringer volume
2. Lift the handset and press the VOLUME arrows to control the handset volume
3. Press the speaker button and the VOLUME arrows to control the speakerphone volume

Transfer a call:

1. With the caller on the line, press the TRANSFER button
2. Dial the telephone number you are transferring to
3. Press the TRANSFER button again
4. Hang up

To transfer a call after announcing caller:

1. With the caller on the line, press the TRANSFER button
2. Dial the telephone number you are transferring to
3. Stay on the line until the party answers and announce the caller
4. Press the TRANSFER button again
5. Hang up

To conference a call (up to 6 people, including self):

1. With the caller on the line, press the CONFERENCE button
2. Dial the telephone number to add to the conference
3. Press the CONFERENCE button again (Repeat steps until all conferees are added)

To use the redial button:

Press the REDIAL button to call the last number dialed

To drop a caller from a conference call or for return dial tone:

1. Press the MENU button (located below the display) to see available features
2. Press the arrow (softkey) below DROP to disconnect the last person added to the conference
3. Press the DROP button for return dial tone

To use the hold button:

1. Press the HOLD button, hang up the handset
2. To retrieve caller, lift handset, press the button with the blinking light

To select a ring pattern (8 patterns):

1. Leave handset in cradle and press the conference button (you will see RING written below CONF button)
2. Press the RING button (each time it is pressed, a different pattern is heard)
3. To select desired pattern, allow ringing to timeout

To use softkeys:

1. Press the MENU button to see available features in display window
2. Press the NEXT or PREV button to scroll the feature list
3. Press the KEY below the feature abbreviation to select the feature (When the feature is active, an arrow appears above the feature name. If the feature, such as call forwarding, requires you to dial a telephone number, you will temporarily see the digits you are dialing, rather than the arrow above the feature name.)
4. Press the EXIT button when finished to clear the features from the display

The system default features are:

Drop (Drop)	Program [*0] (Prog)
Send All Calls (SAC)	Ringer Off (RngOf)
Call-forward (CFrwd)	Call Park (CPark)
Call Pickup (CPkup)	Auto Callback (AutCB)
Button View (BtnVu)	Priority (PCall)
Inspect (Inspt)	Timer

To manually program automatic dial (AD) buttons:

1. Lift the handset to get dial tone or use the speakerphone
2. Dial *0
3. Press the AD button to be programmed
4. Dial the telephone number (if a local telephone number, dial area code + phone number; if a long distance number, dial 1 + area code + phone number)
5. Press the same AD button again, then hang up

To call pickup a ringing telephone in your group:

1. Lift the handset and dial #4 or,
2. Press CPkup within the softkey features

To activate call forward:

Lift the handset and dial *2 (or press CFrwd within the softkey features) + the telephone number to redirect your calls to

To cancel Call Forward:

Lift the handset and dial #2 (or press CFrwd within the softkey features)

To activate Send All Calls:

Lift the handset and dial *3 (or press SAC within the softkey features)

To cancel Send All Calls:

Lift the handset and dial #3 (or press SAC within the softkey features)

To Park a call:

With the caller on the line, press Transfer, CPARK within the softkey features and Transfer again (or press TRANSFER, dial *9, press TRANSFER again)

To Retrieve a Parked call:

Dial #9 and the extension number where the call was parked

8400 Series Instruction Guide

8410 (10 Buttons) 8434 (34 Buttons)

To dial internally and locally:

1. Dial the area code (either 601 or 769)
2. Dial the 7-digit telephone number (ex. 601-354-3333)

Dialing long distance:

1. Dial 1 and the 10-digit telephone number (ex. 1 + area code + telephone number)
2. Wait for confirmation tone (3 beeps and steady dial tone)
3. Dial your 7-digit authorization code

To use the Volume button:

1. Press the Volume (up or down arrow) to control the ringer volume
2. Lift the handset and press the Volume (up or down arrow) to control the handset volume
3. Press the speaker button and press the Volume (up or down arrow) to control the speaker volume

To Transfer a call:

1. With the caller on the line, press TRANSFER button
2. Dial the number you are transferring to
3. Press TRANSFER button again
4. Hang up

To Transfer a call and announce caller:

1. With the caller on the line, press TRANSFER button
2. Dial number transferring to
3. Stay on the line until party answers
4. Announce caller
5. Press TRANSFER button
6. Hangup

To Conference a call (up to 6 people, including self):

1. With the caller on the line, press CONFERENCE button
2. Dial number to add to conference
3. Press CONFERENCE button (Repeat steps until all conferees added)

To use the Drop button:

When conference call is complete, press DROP button and the *last* party brought into the conference will be dropped.

To use the Hold Button:

1. Press HOLD button, then hang-up the handset.
2. To retrieve caller, press appearance with blinking light, the caller is back on the line.

To select a Ring Pattern (8 patterns):

Press RING button (each time it is depressed, you hear a different ring pattern)

To use Softkeys:

1. Press MENU to see available features
2. Press NEXT or PREV to scroll feature list
3. Press the softkey below the feature abbreviation to select the feature. When the feature is active, an arrow appears above the feature name. (If the feature requires you to dial a telephone number or extension, such as call forwarding, you will temporarily see the digits you are dialing, rather than the arrow above the feature name.)
4. Press Exit, when finished, to clear feature list from display

The system default features are:

- Date-Time(TmDay)
- Call-forward(CFrwd)
- View
- Last Number Dialed (Last)
- Send All Calls (SAC)
- Call Pickup (CPkup)
- Inspect
- Auto Callback (AutCB)
- Priority (PCall)
- Timer
- Call Park (CPark)
- Exclusion

To program Speed Dialing (AD) buttons:

1. Lift the handset and get dial tone or use speaker, dial *0
2. Press AD button to be programmed
3. Dial number (if a local phone number, dial 90+Area code + number (no spaces); if internal number, dial 5 digit extension number)
4. Press the same AD button again, then hangup

To Call Pickup a ringing telephone in your group:

Lift the handset and dial- #4 (or press CPkup within the softkey features)

To activate Call Forward:

Lift the handset and dial- *2 (or press CFrwd within the softkey features) + the number you want to send your calls to

To cancel Call Forward:

Lift the handset and dial- #2 (or press CFrwd within the softkey features)

To activate Send All Calls (SAC):

Lift the handset and dial- *3 (or press SAC within the softkey features)

To cancel Send All Calls (SAC)

Lift the handset and dial- #3 (or press SAC within the softkey features)

To Park a call:

With the caller on the line, press CPark from the softkey features (or press TRANSFER, dial *9, press TRANSFER again) and hang up

To use Automatic Callback:

Dial extension, if no answer or busy, press AutCB from the softkey features

To cancel Automatic Callback:

Press AutCB button again

NOTE: In the event of a power failure, if there is a flashing light on your telephone, you will need to reset the speaker by pressing shift, then by pressing speaker.

9400 Series Instruction Guide

9404 (12 Buttons) 9408 (24 Buttons)

Prompt Line View the prompt line to see helpful information, such as when you can use the right or left navigation arrows to view alternate screens or menus

Call Appearances The number of lines available to make or receive calls (call appearances) depend on how your system is administered. Press the line button to initiate or answer a call.

Lines The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. Lines also indicate if a feature is enabled or disabled in the Feature view.

Softkeys Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces.

Message Press the Message button to connect directly to your voicemail system.

Navigation Arrows Use the right and left navigation arrows to navigate between menus or to move the cursor during text input. Use the Up and Down navigation arrows to move from one line to another.

Phone Press Phone to view and manage your calls.

Contacts Press Contacts to view the entries in your Contacts list.

History Press History to view the history of your outgoing, incoming and missed calls.

Home Press Home to configure settings, access clock, calculator, or log out

Volume Press Volume to adjust the volume of the handset, headset, speaker, and ringer.

Headset Press Headset to use headset if it is connected

Mute Press Mute to mute a call in progress. To take a call off Mute, press Mute again.

Scrolling and navigation

A navigation icon appears in the phone display to indicate that you can scroll to more options or information. Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the Title Line or to move the cursor right or left when entering text.

The softkey labels will change according to the options available for the selected line. The OK button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the OK button places a call to that person.

Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, log out. When you press the Home button, you see Settings, if your menu is customized, lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press Speaker to answer using the speakerphone, or press Headset to answer using the headset.
- If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press Answer or OK**.** If you are on another call and the telephone does automatically display the incoming call, you can press Ans Hold to automatically put the first call on Hold when you answer the new call. Alternately, you can press Ans Drop to automatically drop the first call when you answer the new call.

To dial internally and locally:

1. Dial the area code (either 601 or 769)
2. Dial the 7-digit telephone number (ex. 601-354-3333)

Dialing long distance:

1. Dial 1 and the 10-digit telephone number (ex. 1 + area code + telephone number)
2. Wait for confirmation tone (3 beeps and steady dial tone)
3. Dial your 7-digit authorization code

For individuals that cannot receive a call directly to their desk, please ask your agency's Telecommunications Coordinator for you internal 10-digit number.

Putting a call on hold

1. Press Phone to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press Hold.
4. Press Resume or the line button of the held call to retrieve the call.

Transferring a call

1. From the Phone screen, if the call to be transferred is not already active (highlighted), select the line on which the call to be transferred appears.
2. Press Transfer.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press Complete or OK

Setting up a conference call

1. From the Phone screen, select your active call.
2. Press Conf**.**
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. When the person answers, press Join or OK to add the person to the existing call.
5. Press Add and repeat these steps to add another person to the conference call.
6. Press Drop at any time to drop the last person added to the conference call.

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Press Conf, or Add if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press Resume to take the call off hold.
5. Press Join to add the person to the conference call.

Dropping a person from a conference call

1. From the Phone screen, select your active call.
2. Press Details.
3. Select the person you want to drop.
4. Press Drop.

Accessing the Features menu

1. From the Phone screen, scroll right to access the Features menu.
2. Scroll down to see the features that have been administered for your extension.

Send All Calls

1. From the Phone screen, dial *3 to send calls immediately to your coverage.
2. From the Phone screen, dial #3 to cancel calls immediately to your coverage.

Forward Calls

1. From the Phone screen, dial *2 to forward calls to a number other than your coverage.
2. From the Phone screen, dial #2 to cancel call being forwarded.

Call Pickup

1. From the Phone screen, dial #4 to pick up a call on someone else's phone that is a part of your call pickup group.

Call Park

1. To park a call on your number so you can retrieve it on a different phone, press TRANSFER, dial *009 then press COMPLETE
2. To retrieve the call you parked on your number, get dial tone and dial #9 and the 10-digit number you parked the call on

Programming Speed Dial Buttons

1. To manually PROGRAM speed dial (SD) buttons programmed as buttons:
2. Lift the handset to get dial tone or use the speakerphone
3. Dial *0 and wait for dial tone
4. Press the SD button to be programmed
5. Dial the telephone number (If it's long distance, don't forget 1+area code+number)
6. Press the same AD button again, then hang up

Searching for a contact

1. Press Contacts.
2. Using the dialpad, start typing the name for which you want to search.
3. Press Call to call the person or press More then Edit to edit contact information.

Calling a person from the contacts list

1. Press the Contacts button.
2. Select the person or primary number you want to call.
3. Locate the contact you want by starting to type the person's name as it is listed.
4. Press Call or OK.

Adding a new contact

1. Press Contacts.
2. Press New if this is your first contact list entry, or press More then New if you already have entries in your contact list.
3. Enter the name using the dialpad.
4. Select the next field.
5. Enter the 10-digit number and press Primary if applicable (don't forget 1+area code+ number for long distance)
6. Select the next field.
7. Select the type of number entered (general,work, mobile, home).
8. If you have another number for this contact, scroll down and repeat Steps 5 - 7.
9. Press Save or OK.

Editing a contact

Press Contacts.

1. Search for and select the contact you want to edit.
2. Press More > Edit.
3. Choose the field you want to edit.
4. Use the dialpad and softkeys to make changes to the contact information.
5. Press Save or OK.

Adding an entry from the call history to your contacts list

1. Press History.
2. Select the number you want to add to your Contacts list.
3. Press +Contact.
4. Edit the name and telephone number, if necessary.
5. Press Save.

9600 Series Instruction Guide

9620 (12 Buttons) 9640 (24 Buttons) 9641 (24 Buttons)

9650 (24 Buttons)

Answer a Call

When a call arrives at your telephone, you hear a ringing tone and a bell icon appears on the associated call appearance. In addition, call identification information is displayed.

To answer an incoming call, do one of the following:

- If not active on another call, answer the call using your handset, headset, or speakerphone.
- If active on a call already, press either the Answer Hold, Answer Drop or Ignore button using the softkeys below the option.

To dial internally and locally:

1. Dial the area code (either 601 or 769)
2. Dial the 7-digit telephone number (ex. 601-354-3333)

Dialing long distance:

1. Dial 1 and the 10-digit telephone number (ex. 1 + area code + telephone number)
2. Wait for confirmation tone (3 beeps and steady dial tone)
3. Dial your 7-digit authorization code

To have the telephone make a call automatically, do one of the following:

- Press Redial to have the phone dial the last number that you dialed
- Access the Call Log and initiate a call to a specific entry.
- Access the Contact List in your personal directory and initiate call to a specific entry

Hold

1. To put call on hold, press Hold button using softkeys. Call stays on hold until you can return to it.
2. To return to held call, make sure the appearance you want to go back into is highlighted, then press the OK button or using the softkey press the Resume button.

Speakerphone

1. To make or answer call without lifting the handset, press the Speaker button.
2. Place or answer the call.
3. Adjust the speaker volume if needed by pressing the volume control arrow buttons.
4. Press Speaker button again to end the call.

Transfer

1. While on a call, press the Transfer button by using the softkeys and the caller will be placed on “soft-hold.”
2. When you hear a dial tone, dial the number to which you want to transfer the call.
3. Do one of the following:
4. To transfer without announcing it, press the Complete button and hang up.
5. Transfer is complete.
6. To announce the call before transferring it, wait for the called party to answer.
7. When the called party answers, announce the call.
8. Press Complete and hang up to complete the transfer

Conference

The conference feature allows you to conference multiple parties on a call (maximum 6 including self).

To add another party to a call:

1. Press the ADD button. The caller is put on “soft-hold.”
2. When you hear a dial tone, dial the number of the person you want to add.
3. Wait for an answer.
4. Press the JOIN button again to add the new party to the call.
5. To add additional people, press the Add button.

To add a held call to an active call:

1. Place all calls on HOLD.
2. Press the Conference button, go back to the 1st caller you placed on hold and press RESUME, then press JOIN and all calls will be joined together.

To add a new incoming call to an active conference call:

1. When your phone rings, put the conference call on hold and answer the new incoming call.
2. After answering the incoming call, press the Conference button then press the line that is holding. All calls will be joined together.

Drop

To remove the last participant added from the conference call:

1. Press the Drop button

Redial

To redial a previously dialed number:

1. Press the Redial button.

Send All Calls

1. Dial *3 or o press the SAC button (while on-hook) if it’s programmed on your phone. All calls will be sent to your cover path.
2. To cancel, dial #3 or press the Send Call button again if it’s programmed on your phone.

Call Forwarding All Calls

1. Dial *2 or press the Call Forward button.
2. When you hear a dial tone, dial the extension or outside number, don’t forget to dial 90+area code, where the calls will be sent temporarily.
3. When you hear the confirmation tone, hang up.
4. To cancel, dial #2 or press the call forward button again.

Call Pickup

To answer another ringing phone:

1. Dial #4 or press your Call Pickup button.

To PARK a call:

1. With the caller on the line, press Transfer, dial *9, press TRANSFER again
2. To Retrieve a PARKED call: Dial #9 and the extension number where the call was parked

Programming Speed Dial Buttons

To manually PROGRAM speed dial (SD) buttons programmed as buttons:

1. Lift the handset to get dial tone or use the speakerphone
2. Dial *0
3. Highlight the SD button to be programmed and press the OK button
4. Dial the telephone number (if an outside telephone number, dial 90+ area code+number; if an internal ext., dial 5-digits)
5. Press the OK button again or press # then hang up

Single Line Set Instruction Guide

To Dial Internally and Locally:

1. Dial the area code (either 601 or 769)
2. Dial the 7-digit telephone number (ex. 601-354-3333)

Dialing Long Listance:

1. Dial 1 and the 10-digit telephone number (ex. 1 + area code + telephone number)
2. Wait for confirmation tone (3 beeps and steady dial tone)
3. Dial your 7-digit authorization code

To Transfer a Call:

1. With the caller on the line, press the FLASH button
2. Dial the telephone number you are transferring to and wait for it to ring
3. Hang up

To Transfer a call and announce caller:

1. With the caller on the line, press the FLASH button
2. Dial the telephone number you are transferring to
3. Stay on the line until the party answers and announce the caller
4. Hang up

To Conference a call (3 people, including self):

1. With the caller on the line, press the FLASH button
2. Dial the telephone number and wait for the party to answer
3. Press the FLASH button
   - If party does not answer or if you receive a busy signal, press the FLASH button twice to disconnect the third party.
   - With the assistance from other capitol complex single line users within the conference call, a 6 party conference can be established. Each of the single line users can add a party.

Hold Button:

1. Press the HOLD button, hang up the handset
2. To retrieve the caller, lift the handset

Volume Button

1. Press VOLUME button to increase the loudness of the handset receiver
2. Volume will automatically reset to normal when hanging up the receiver

Redial Button

Press REDIAL to call the last number dialed

Pause Button

Used to program a 3 second delay in when programming speed dials

Mute Button

Used to disable the microphones on the handset and speakerphone.

Call Pickup:

Allows you to retrieve your call a ringing telephone in pickup group:
Lift the handset and dial #4

To activate Call Forward:
Lift the handset and dial *2 and the telephone number to redirect your calls to

To cancel Call Forward:
Lift the handset and dial #2

To activate Send All Calls:
Lift the handset and dial *3

To cancel Send All Calls:
Lift the handset and dial #3

To Park a Call:
With the caller on the line, press the FLASH button, dial *9

To Retrieve a Parked Call:
Lift the handset and dial #9 and the extension number that the call was parked on.

To Program Autodial (Speed Dial) Buttons:
1. Leave handset in cradle
2. Press and hold PROG button until red light above the MUTE button comes on
3. Dial number to be stored (if programming an outside number, area code + number)
4. Press AUTO/LOWER (Store/Memory) button
5. Press button you want to store number on
6. You will hear a long beep and the light above the MUTE button will go out

Tips Regarding Panasonic Sets: The two main things to do whenever your Panasonic acts up are to try replacing the batteries and also to find the switch (at the back or on the side) that says “tone/pulse” and make sure it is always on tone. Pulse doesn’t work correctly with our telephone system.

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