

**STATE TELEPHONE  
SYSTEM SERVICES**

## CALL TRACER (Customer Originating Trace)

Provides security by allowing convenient tracing of harassing, threatening, or obscene calls, by recording the traced number at the Telephone Company's central office. An automatic trace is initiated once the activation code is dialed prior to receiving any intervening calls.

To activate:

- Hang up from call.
- Prior to receiving another call, lift handset and dial #57.

You will hear a telephone company announcement that will prompt you to dial a "1" to complete the trace.

The network will notify the Telephone Company of the calling number, the time the call was received and the time the trace was activated. You are required to contact law enforcement/Capitol Police, for further action. You will not be provided the traced number. This feature is available on a cost per use basis. Calls that are successfully traced are \$6.50 per call.

## THE MISSOURI STATE TELECOMMUNICATIONS SYSTEMS

The Missouri State Telecommunications Systems is an ETN or Electronic Tandem Network with locations in Jefferson City, Brookfield, California, Cape Girardeau, Carthage, Chillicothe, Clinton, Columbia, Farmington, Festus, Fulton, Hannibal, Harvester, Hillsboro, Independence, Joplin, Kansas City, Kirksville, Lebanona, Lees Summit, Maryville, NeoshoNevada, New Madrid, Poplar Bluff, Rolla, St. Charles, St. Joseph, St. Louis, Sedalia, Sikeston, Springfield, Warrensburg, Warsaw, and Webster Groves.

The network service at the locations is provided by leasing a portion of the local telephone companies central office equipment, which then supplies dial tone and communication paths to state agency subscriber stations. The central office provides the switching equipment required to route state agency calls to the most cost effective leased facilities and also provides the billing information on all calls originating in that area. Dialing from a location is accomplished by 9 + seven digit number for local calls, and 8 + ten digit number for all non-local calls.

Access to more costly facilities, namely WATS and/or toll, can be restricted at the station level. This provides management with the flexibility to further control telecommunication costs.

## RESTRICTION LEVEL      CALLING RANGE

0 .....	Deny origination
1 .....	A
2 .....	A B
5 .....	A B C
6 .....	A B C D
7*.....	A B C D

### A - INTRA-SYSTEM CALLS

#### Jefferson City, Chillicothe, Kansas City, Lees Summit and St. Louis

Last Number of Exchange + Four Digit Number  
(EXAMPLE: In the 751 exchange -  
1 + XXXX)

#### - Poplar Bluff

Last three digit number  
(EXAMPLE: In Poplar Bluff dial 800 to call  
290-5800)

#### All Others

Last four digit number  
(EXAMPLE: In Joplin, dial 2400 to call  
629-2400)

### B - TOLL FREE LOCAL CALLING AREA EXCHANGES

- All Cities except Kansas City and Lees Summit  
9 + Seven Digit Number  
(EXAMPLE: 9 + 498 - XXXX)

#### Kansas City and Lees Summit

8+ Area Code + Seven Digit Number  
(EXAMPLE: 8+816+763+ XXXX)

- OPERATOR ASSISTED (0+)

9 + 0 + Area Code + Seven Digit Number  
(EXAMPLE: 9 + 0 + 816-275-XXXX)

- TOLL FREE NUMBERS

8 + Toll Free NPA + Seven Digit Number  
(EXAMPLE: 8 + 800-392-XXXX)

- LONG DISTANCE INFORMATION

8 + Area Code + 555-1212  
(EXAMPLE: 8+ 816-555-1212)

### C - ALL MISSOURI, ALL CONTINENTAL UNITED STATES EXCHANGES, HAWAII, ALASKA, CANADA, AND PUERTO RICO

8 + Area Code + Seven Digit Number  
(EXAMPLE: 8 + 703-444-XXXX)

### D - TOLL OVERFLOW & INTERNATIONAL \*\*

8 + Area Code + Seven Digit Number  
(EXAMPLE: 8 + 703-445-XXXX)

9 + 011 + Country Code + City Routing Code + Local Number  
(EXAMPLE: 9 + 011 + 44 + 71 + 7 digit local number)

- \* Calls to network locations made from a level 7 (FAX or Data Line) will be routed over WATS rather than over the network backbone facilities.
- \*\* Indicates calls will be routed over telephone company facilities and will incur a TOLL charge.

## DIALING INSTRUCTIONS

### CALLING RANGE A

Access from one state telephone to another within a city; available to levels 1, 2, 5, 6, and 7.

To call a station from another station, dial the last three, four or five digits - depending on the originating city.

#### EXAMPLE:

To call the Governor's Office (751-3222) from another 751/522/526 station, dial 1-3222.

### CALLING RANGE B

Access to TOLL FREE LOCAL CALLING AREA EXCHANGES, LONG DISTANCE INFORMATION, TOLL FREE NUMBERS, OPERATOR ASSISTED (0+), EMERGENCY (911); available to levels 2, 5, 6, AND 7.

To call a local number from a state station, dial 9+ the seven digit local number or dial 8+ area code + seven digit local number.

To dial a toll operator assisted (0+) call from a state station, dial 9 + 0 + the area code + the seven digit number. When the operator answers, give the necessary credit card, collect, or third party information.

To dial an toll free number from a state station, dial 8 + toll free NPA + the seven digit number.

To dial long distance information from a station, dial 8 + area code + 555-1212.

To dial emergency 911 from a state station, dial 9 + 911.

#### EXAMPLE:

To call the Jefferson City Police Department (634-6400) from a 751/522/526 station, dial 9 + 634-6400.

### CALLING RANGE C

Access to ALL MISSOURI EXCHANGES, ALL CONTINENTAL UNITED STATES EXCHANGES,

PUERTO RICO, HAWAII, ALASKA, AND CANADA; available to levels 5, 6, and 7.

To call a number in this calling range from a state station, dial 8 + the area code + the seven digit number.

#### EXAMPLE:

To call the White House (202-456-1414), dial 8 + 202 + 456-1414.

### CALLING RANGE D

Access to TOLL overflow and INTERNATIONAL calling available to levels 6 and 7.

To dial a TOLL call from a state station, dial 8 + the area code + the seven digit number. If all network facilities are busy, the caller will hear a tone and the call will be routed to TOLL facilities.

To dial an INTERNATIONAL call from a state station, dial 9 + 011 + country code + city routing code + local telephone number.

#### EXAMPLE:

To place a (TOLL overflow) call to Whitehorse Yukon Canada Police Department (403-667-5555) dial 8 + 403 + 667-5555.

To place an INTERNATIONAL call to London England (011-44-71-XXX-XXXX) dial 9 + 011 + 44 + 71 + XXX-XXXX.

#### NOTE:

TOLL and INTERNATIONAL calls are routed over telephone company facilities and will incur a TOLL charge.

### CALLING FROM A STATE NUMBER: (Except Columbia - See Below)

State Operator/State Information..... 0 or (573) 751-2000

\* Local Directory Assistance (Cost Per Call)..... 9-411  
..... or 8+ XXX+555+1212

Emergency Call..... 9-911

Intra System Calls ..... Chillicothe, Jefferson City, Kansas City, Lees Summit, St. Louis - Last Five Digits  
..... Poplar Bluff - Last Three Digits  
..... All other cities - Last Four Digits

Local Call..... 9 + Seven Digit Number  
Kansas City and Lees Summit 8+ Area Code + Seven Digit number

Network Locations ..... 8 + Area Code +

.....Seven Digit Number

Long Distance (within state)..... 8 + Area Code +  
.....Seven Digit Number

Long Distance (outside state)..... 8 + Area Code +  
.....Seven Digit Number

Long Distance (Directory Asst.) ..... 8 + Area Code + 555-1212  
(Cost Per Call)

Credit Card - Third Party - Collect ..... 9 + 0 + Area Code +  
.....Seven Digit Number

\*\*Toll Free Number... 8 + Toll Free NPA + Seven Digit Number

International Calls..... 9 + 011 + Country Code + City Code +  
.....Telephone Number

**WHEN IN DOUBT, DIAL "0" OR (573) 751-2000 FOR STATE OPERATOR ASSISTANCE**

\*In Fulton, dial as 9 + 1 + 411  
\*\*In Fulton, dial 9 + 1 + Toll Free NPA + Seven Digit Number

**COLUMBIA**

Station to Station  
2 + Four Digit Station Number

\*Local Directory Assistance  
9 + 1 + 411

Local Calls  
9 + Seven Digit Number

Network Calls/Long Distance  
81 + Area Code + Seven Digit Number

Long Distance (Directory Assistance)  
81 + Area Code + 555-1212

Toll Free Numbers  
9 + 1 + Toll Free NPA + Seven Digit Number

Credit Card - Third Party - Collect  
9 + 0 + Area Code + Seven Digit Number

\*There is a directory assistance charge associated with these calls.

**DIRECTORY UPDATES**

Agency Telecommunications Coordinators should be notified of directory additions, deletions and changes. Telecommunications Coordinators should send updates to the following:

OA-Division of Information Services  
Truman Building, Room 280  
P.O. Box 809  
Jefferson City, Missouri 65102  
ATTN: Directory Coordinator

**SERVICE ORDERS**

Telephone changes may be obtained through the OA-Division of Information Services. Change requests must have an authorized signature of agency directors or designated telecommunications coordinators only. It is important that changes in required telephone service be planned well in advance to avoid unnecessary costs and the limitations of inadequate, temporary service.

**751, 522, AND 526 STATION CUSTOMER GUIDE**  
**GENERAL NOTES**

The switchhook "FLASH" is a very important part of the telephone system. The switchhook "FLASH" tells the system you wish to activate one of the special features. To "FLASH," depress the switchhook for about 1 second. "FLASHING" the switchhook too rapidly has no effect, and "FLASHING" the switchhook too long may cause disconnection.

You must have a special dial tone in order to use a feature. To obtain the special dial tone "FLASH" as indicated above.

If you hear a recording or error tone (fast busy or a recording) after attempting a feature, it could mean one of the following:

- You are prevented by the class of service on your line from accessing the feature or number requested.
- The feature is not available due to the condition of your line - for example, you have attempted to retrieve a call with CALL PICKUP and another party already has retrieved the call.
- The access code you have dialed is in error. (Check the feature instructions)

Whatever the reason - merely "FLASH" twice to return to original party or to attempt the feature again.

Check with the Telecommunications Coordinator or counselor for level restriction and features which are available to you.

When transferring to, adding on, or consulting with another 751/522/526 customer, be sure to dial the 5 digit station number.

You must depress the switchhook for at least 3 seconds to disconnect completely from the call you were on, or attempting. If you have not completely disconnected before placing another call, you may experience a temporary loss of dial tone.

Be sure to remain on the line until you receive the CONFIRMATION Tone\* indicating the system has accepted the codes for the feature. If you hang up before the tone, the system will not accept the feature.

## STANDARD FEATURES

### INTERNAL CALLING

Dial the 3, 4, or 5 digit extension number (depends on location)

Local Calls: Dial 9 + Local Number (7 digits)

Non-Local Calls: Dial 8 + Area Code + 7 digits

To Call the State Operator: Dial 0 or 751-2000

To Report Network Problems and Adds, Moves, and Changes: Please contact your Telecommunications Coordinator.

### TAP/SWITCHHOOK

To activate a code, many features require that you signal the telephone system by performing a switchhook flash. Whenever a switchhook flash is required, the instructions will read "Flash tap/switchhook". If your telephone is equipped with a flash button, press that button. If your telephone is not equipped with a flash button, press the switchhook button in the handset cradle.

### CALL TRANSFER

Allows the transfer of a call to another extension.

To activate:

- Flash tap/switchhook, listen for special dial tone.
- Dial third party.
- Announce call.

If you encounter a busy, no answer or refusal to accept transfer:

- Flash tap/switchhook twice to return to original caller.

### HOLD-CONSULTATION

Permits a private consultation with destination prior to transferring a call or establishing a three-party conference.

During an established call:

- Flash tap/switchhook, listen for special dial tone.
- Dial third party.
- Consult.
- If you encounter a busy or no answer in attempting a consultation.
- Flash tap/switchhook twice to return to original party.

### RING AGAIN

Upon encountering a busy extension number, this feature allows the caller to be notified (by ringing) when the busy extension becomes idle and to be automatically placed in a Ring Again mode.

To activate when busy tone is heard:

- Flash tap/switchhook, listen for special dial tone.
- Dial \*80, listen for confirmation tone.

When busy extension becomes idle, your telephone will ring. To initiate ring again:

- Lift handset.

The call is placed automatically and the formerly busy telephone rings.

To cancel Ring Again:

- Lift handset.
- Dial \*80, listen for confirmation tone.

Ring Again will automatically be canceled if the calling extension does not answer the recall within the programmed time out period.

NOTE: You may have one ring again active at a particular time, placing a second will cancel the first.

### BLOCKING CALLER ID

To block the display of your number to receiving party:

- Dial \*67 before each call.

### PICKUP - CALL

Allows you to answer incoming calls ringing at another telephone within your defined call pickup group.

To answer a ringing telephone:

- Lift handset.
- Dial \*76.

### PICKUP - DIRECTED CALL

Allows you to answer incoming calls ringing at any other telephone.

- Lift handset.
- Dial \*83.
- Dial extension number that is ringing.

### CALL FORWARD (ALL CALLS)

Allows you to redirect all incoming calls automatically to another extension number.

To activate:

- Lift handset.
- Dial \*72, listen for special dial tone.
- Dial extension number to which calls are to be forwarded, listen for confirmation tone.

To cancel:

- Lift handset.
- Dial \*73, listen for confirmation tone.

### LAST NUMBER REDIAL

Allows redial of the last called internal or external number (maximum of 24 digits)

- Lift handset.
- Dial ##.

### CALL PARK

Allows you to park one call against your extension number and retrieve that call from any telephone.

To activate:

- Flash tap/switchhook, listen for special dial tone.
- Dial \*78, listen for confirmation tone.

To retrieve parked call:

- Lift handset.
- Dial \*79, listen for confirmation tone.
- Dial the extension number against which the call is parked.

You may originate or receive additional calls while a call is parked against your extension number.

### **SPEED CALL - SHORT LIST**

The short lists consists of a maximum of 10 stored numbers with assigned speed location codes (0 - 9).

To program:

- Lift handset.
- Dial \*74, listen for special dial tone.
- Dial speed dial digit (0 - 9)
- Dial number to be stored (up to 24 digits)

NOTE: Include external access code(s) plus telephone number.

- Dial #, listen for confirmation tone.

To activate:

- Lift handset.
- Dial \*.
- Dial programmed speed dial digit (0 - 9).
- Dial #.

### **SPEED CALL - LONG LIST**

The long list consisting of a maximum of 66 stored numbers with assigned speed location codes of (00 - 65) may be dedicated to an individual or group of users. If the long list is utilized by a group, only the designated "speed call controller" may revise its contents.

To program:

- Lift handset.
- Dial \*75, listen for special dial tone.
- Dial speed dial digits (00 - 65).
- Dial number to be stored (up to 24 digits).

NOTE: Include external access code(s) plus telephone number.

- Dial #, listen for confirmation tone.

To activate:

- Lift handset.
- Dial \*.
- Dial programmed speed dial (00 - 65).

Changes to speed calling list are made by overwriting the existing number. Each extension may have a maximum of one short and one long list.

### **HOLD PERMANENT**

To activate:

- Ask the caller to hold.
- FLASH the switchhook 1 second (Calling party is placed on hold).
- Dial \*77.
- Hang up.

NOTE: You cannot originate or receive calls while a caller is on permanent hold. Your telephone will ring as a reminder of a held call.

To retrieve:

- Lift handset.

### **HOLD - CALL**

To activate:

- Ask the caller to hold.
- FLASH the switchhook 1 second (calling party is placed on hold).
- Special dial tone is heard.\*

Dial \*82.

- Listen for CONFIRMATION tone.
- Dial a third party.

To retrieve:

- Dial \*82. You are connected to the original party or
- Hang up. Your original party will ring your telephone.

EXAMPLE: When a customer needs to consult privately, while keeping caller on hold, and then return to original caller, this standard feature can be used.

### **CONFERENCE THREE-PARTY**

To establish a three party conference while on a call:

To activate:

- FLASH the switchhook 1 second.
- Special dial tone is heard.\*
- Dial the desired five digit station, 9 + seven digit number, or 8 + ten digit number.
- Announce the conference.
- FLASH the switchhook 1 second and the three party conference is established.

EXAMPLE: You call someone in St. Louis to arrange a meeting. During the conversation it is decided you need another person to attend the meeting. Rather than place several calls to arrange the meeting, you could use this standard feature to establish a conference call, and confirm all the details in one call.

NOTE: In case of misdial, busy, or no answer, FLASH the switchhook twice to return to original caller.

### CONFERENCE SIX-PARTY

Allows a customer to establish a conference with a maximum of six parties.

To activate:

- Lift handset.
- Dial directory or extension number of the first conferee. When the party answers, announce conference.
- FLASH tap/switchhook, listen for special dial tone.
- Dial \*71 to conference.

To add each additional conferee:

- FLASH tap/switchhook, listen for special dial tone.
- Dial directory or extension number of conferee. When the party answers, announce conference.
- FLASH tap/switchhook, listen for special dial tone.
- Dial \*71 to conference.

Should you encounter a busy, no answer or a party is unable to join the conference:

- FLASH tap/switchhook twice and dial \*81 to disconnect from the busy, no answer or the party unable to join the conference.
  - Dial \*71 to return to the conference
- Or
- Dial directory or extension number of new conferee.

Only the originator may add parties to the conference.

EXAMPLE: You are needing to speak to several people and it is not possible to arrange a meeting. You call the parties using the Conference Six-Party feature.

NOTE: Be sure that outside party being called can be accessed by your level restriction.

At least one 751/522/526 conferee must remain in the conference or the conference is dropped.

In case of misdial, busy, or no answer, FLASH the switchhook twice and dial \*81 to disconnect from the busy, no answer or the party unable to join the conference, dial \*71 to return to original caller.

The maximum number, including yourself, allowed on a conference is six.

If the originator of the conference drops out, they cannot reenter the conference.

If the originator of the conference drops out, no additional conferees may be added.

### CONFERENCE OVER SIX-PARTY

To set up conferences with more than six conferees, call the State Operator (0 or 751-2000). The maximum number of conferees in an operator established conference is 30 parties.

### CALL WAITING

When a call waiting tone\* (one burst of tone) is heard, proceed with one of the following:

- Complete your call.
- Hang up.
- The new call will automatically ring your telephone or
- Ask your party to hold.
- FLASH switchhook 1 second (original party is placed on hold).
- You are connected to the second party.
- To alternate between the two parties FLASH the switchhook.

EXAMPLE: You are engaged in conversation and you hear call waiting tone (one burst of tone). You would choose one of the options mentioned above to respond.

### REMOTE CALL FORWARDING (CFRA)

CFRA permits customers who are traveling, to activate, change, or deactivate call forwarding from anywhere with a touch tone phone.

EXAMPLE: You are traveling and realize that you forgot to forward your telephone. You may access CFRA and forward your calls, without either going into the office or having a coworker forward it.

NOTE: This is an **optional feature**. Check with your Telecommunications Coordinator or Counselor to see if this feature is available to you.

TO USE REMOTE CALL FORWARD YOUR STATION MUST HAVE A CALL FORWARD FEATURE ASSIGNED TO IT. There are two types of call forward available, call forward internal (CFI), and call forward universal (CFU). CFI allows forwarding to another 751/522/526 number only. CFU allows forwarding to 751/522/526 as well as any other telephone number. If you forward to a long distance number, your station will be billed the usage for calls that are forwarded from your station.

The instructions for using this feature are:

**Initial set up: (MUST BE DONE FROM BASE PHONE)**

Subscribers are **required** to change their PIN before using CFRA

- Lift handset.
- Dial CFRA feature access code \*97.
- Hear switch announcement prompting you to enter feature code.
- Dial \*98#.

- Hear switch announcement “Call forwarding remote access”.
- Another announcement prompts you to enter your PIN number.
- Dial 1234#.
- Hear prompt to enter new PIN number.
- Dial new PIN number followed by #.
- Hear confirmation announcement after successful input of PIN number, then caller drops to a busy signal.

To change the PIN, after the initial set up: **(MUST BE DONE FROM BASE PHONE)**

- Lift handset.
- Dial CFRA feature access code \*97.
- Hear switch announcement prompting you to enter feature code.
- Dial \*98#.
- Hear switch announcement “Call forwarding remote access”.
- Hear announcement prompting you to enter your current PIN number.
- Dial PIN number followed by #.

Hear prompt to enter new PIN number.

- Dial new four digit PIN number followed by #, it must be different than the current PIN number.
- Hear prompt to re-enter new pin number.
- Dial new Pin number followed by #.
- Hear confirmation announcement after successful input of PIN number, then caller drops to a busy signal.

You may activate or deactivate CFRA from any other touch tone state number by:

- Lift handset.
- Dial \*98#.
- You will hear a prompt from the switch to enter your 5 digit number followed by the 4 digit PIN number.
- Dial the 5 digit telephone number of the telephone to be forwarded, followed by the 4 digit PIN number and #.
- You will be asked to enter a code to either activate or deactivate call forwarding. **\*72# activates, \*73# deactivates.**
- If you are activating forwarding, the switch will ask you to enter the number you wish to forward to.
- Dial the number to forward by #.
- The switch will repeat the number to be forwarded to.
- The switch will then give you the option to confirm by pressing 1, or press 2 to forward to a different destination, or hang up to cancel the command.
- Caller hears confirmation recording.

You may activate or deactivate CFRA from **ANY** touch tone phone by:

- Lift handset.

- Dial (573) 526-2255.
- You will hear a prompt from the switch to enter your 5 digit number followed by the 4 digit PIN number.
- Dial the 5 digit telephone number of the telephone to be forwarded, followed by the 4 digit PIN number and #.
- You will be asked to enter a code to either activate or deactivate call forwarding. **\*72# activates \*73 deactivates.**
- If you are activating forwarding, the switch will ask you to enter the number you wish to forward to.
- Dial the number to forward to followed by #.
- The switch will repeat the number to be forwarded to.
- The switch will then give you the option to confirm by pressing 1, or press 2 to forward to a different destination, or hang up to cancel the command.
- Caller will either hear a confirmation recording or drop to a busy signal.

### CALL FORWARD NO ANSWER

This feature allows incoming calls to your station to be automatically routed to a predetermined five digit station number when the telephone is not answered within a given length of time. The length of time can be programmed on a station by station basis.

EXAMPLE: Your telephone has been programmed for Call Forward No Answer. When you are out of the office your calls are forwarded to a preprogrammed number after a designated number of seconds.

SPECIAL NOTE: This is an **optional feature**. Check with your Telecommunications Coordinator or Counselor to see if this feature is available to you.

If you have this feature, you may also have Call Forwarding All Calls and, or Call Forward Busy.

Call Forward No Answer is automatically canceled when Call Forwarding All Calls is activated.

If the Call Forward No Answer is not working properly, check to see if the number that the calls are forwarded to has been changed, or is out of order.

### CALL FORWARD BUSY

This feature allows incoming calls to your station to be automatically routed to a predetermined five digit station number when your line is busy.

SPECIAL NOTES: This is an **optional feature**. Check with your Telecommunications Coordinator or Counselor to see if this feature is available to you.

If you have this feature, you may also have Call Forwarding All Calls and, or Call Forward No Answer.

Call Forward Busy is automatically canceled when Call Forward All Calls is activated.

### **CALLER ID**

This feature allows you to see the calling number before you answer the telephone.

- When you receive a call, wait until your telephone completes the first ringing signal.
- The telephone number of the person calling you will automatically appear on your display screen before the second ring.
- The number will remain on the screen until you or the caller hangs up.

**SPECIAL NOTES:** This feature is an **optional feature**. Check with your Telecommunications Coordinator or Counselor to see if this feature is available to you.

You must have a display telephone, or add-on for caller ID.

You may see a “P” for private call, or “O” for outside of area. Private calls have had their identity blocked by the caller dialing \*67 prior to dialing. Outside calls are calls from telephone numbers that are not connected to the Jefferson City telephone switch.

### **AUTO CALL RETURN**

This feature will redial the last caller to your telephone line, even if you did not answer the call.

- Pick up handset, listen for dial tone.
- Dial #69.
- Listen to the recorded instructions giving you the date, time, and telephone number of your last caller. Dial “1” if you want to return the call.

If the number that called you is busy:

- Hang up.
- Your telephone will keep trying the line for up to 30 minutes.
- A special callback ring alerts you if the line becomes free.
- Pick up handset to automatically place the call.

To cancel:

- Dial #89.
- Listen for confirmation tone and hang up.

**SPECIAL NOTES:** This feature is an optional feature. Check with your Telecommunications Coordinator or Counselor to see if this feature is available to you.

Does not work on Toll Free and 900 numbers, or numbers that are not connected to the Jefferson City telephone switch.

### **REPEAT DIALING PLUS**

This feature allows your telephone line to keep redialing a busy number, and notify you when the line is free.

- When you hear a busy signal, flash switchhook.
- Listen for special dial tone (If you have already hung up, pick up handset and listen for regular dial tone).
- Dial #66.
- Hang up. Your telephone line will check the number for up to 30 minutes.
- A special callback ring alerts you if the line becomes free.
- Pick up the handset to automatically place the call.

To cancel:

- Lift handset, listen for regular dial tone.
- Press #86.
- Listen for confirmation tone.

**SPECIAL NOTES:** This feature is an **optional feature**.

Check with your Telecommunications Coordinator or Counselor to see if this feature is available to you. Does not work on toll free and 900 numbers, or numbers that are not connected to the Jefferson City switch. Repeat dialing plus can check as many as 31 busy lines at once. To know what call is being completed, you must subscribe to Caller ID.

### **SPECIAL TONES**

A special-interrupted ring indicates an incoming call from another 751/522/526 customer.  
(EXAMPLE: ring-pause-ring-pause)

A double-interrupted ring indicates an incoming external call.  
(EXAMPLE: ring-ring-pause-ring-ring-pause)

A CALL WAITING Tone is a single tone heard during a call which indicates that a call is waiting.

A recording usually indicates that you have made an error as stated in the General Notes or Station Customer Guide.

The Special Dial Tone is an interrupted dial tone.

A CONFIRMATION Tone is two bursts of dial tone.

### **VOICE MAIL MESSAGE SERVICES PROVIDES THE FOLLOWING APPLICATIONS:**

**Voice Mail** - the ability for the caller to leave a comprehensive, recorded voice message and for the called party to store, forward and retrieve the voice message. These functions can be completed remotely.

**Telephone Answering** - the ability for the caller to leave a voice message when the called party's line is not answered, forwarded to voice mail, or busy.

**Electronic Bulletin Board** - the ability to have special information mailboxes for services like on-line directories, state parks information, tax information, etc.

**Automated Attendant** - is an enhancement of voice messaging which gives the ability to automatically direct and connect callers via a voice menu set. This allows a caller to reach any extension by pushing the appropriate buttons on a touch-tone phone.

**Interactive Voice Response (IVR)** - the ability to use a phone as a terminal. IVR can be used for simple data entry and retrieval such as school registration and bank balances or advanced data access on a host computer. This function is a highly specialized and customized product and requires a stand-alone piece of hardware and software. Voice messaging is NOT required to use IVR. Consulting services will work with each agency on its application and propose a system, including pricing.

### WHAT PRODUCTS ARE AVAILABLE?

**Subscription Service** offers voice mailboxes and automated attendant through the State Network in the following Sprint/United Telephone Company serving areas: **Jefferson City, Lebanon, Rolla, and Warrensburg.** Voice mailboxes provide voice mail, telephone answering, and electronic bulletin board. Voice mailboxes are available in two sizes:

- Level 1  
(20 messages/20 minutes capacity - 2 minutes maximum per message)
- Level 2  
(30 messages/30 minutes capacity - 3 minute maximum per message) A paging feature is available on this level.
- Automated Attendant has a number of features/options. Pricing depends on the agency's specific needs and is based on a per port charge.

**Purchase - Lease/Purchase** systems can include all of the features available in the subscription service plus Interactive Voice Response. These stand-alone systems can interact with the subscription service. They can be sized, configured, and priced according to the agency's needs.

### VOICE MAIL REFERENCE GUIDE:

**These are the steps to follow to begin using your new voice mail service.**

First, write a greeting to record for your mailbox. An appropriate greeting would be similar to the following, "Hello, this is \_\_\_\_\_ I am not able to answer my telephone right now; but if you will leave your name, telephone number and a brief message, I will get back with you as soon as I can. Thank you."

Second, decide on your confidential 4-digit passcode number that you will use to identify yourself to the voice

mailbox to retrieve your messages. Choose any number combination easy for you to remember except for 0000 and 1234. **Please remember your passcode!**

### VOICE MAIL TELEPHONE NUMBER

Cape Girardeau	573-290-5585
Carthage	417-359-1599
Farmington	573-218-6000
Jefferson City	573-526-6245
Joplin	417-629-3381
Kansas City	816-889-3500
Lebanon	417-588-4449
Nevada	417-448-1399
Poplar Bluff	573-840-9494
Rolla	573-368-2150
Sedalia	660-530-5995
Sikeston	573-472-6600
Springfield	417-895-1350
St. Joseph	816-271-4189
St. Louis (301 Numbers)	314-301-1555
St. Louis (340 Numbers)	314-340-7756
St. Louis (416 Numbers)	314-416-2999
St. Louis (512 Numbers)	314-512-7888
St. Louis (877 Numbers)	314-877-2910
Warrensburg	660-429-6770

### ENTERING YOUR MAILBOX

#### Inside the Office

1. Dial \*90 if there are new messages (listen for stutter dial tone)  
Dial \_\_\_\_\_ (See Voice Mail telephone number for your area) if there are no new messages.
2. Enter your passcode.

#### Outside the Office

1. Dial Voice Mail Telephone Number for your area.
2. Enter your mailbox number  
(Usually the same as your seven digit telephone number)
3. Press
4. Enter your passcode.

#### If phone is forwarded to voice mail:

1. Dial office telephone number.
2. Press
3. Enter passcode.

### EXITING YOUR MAILBOX

There are three ways to exit the system:

1. Press  to exit and hang up.

2. Press **WXY 9** + **WXY 9** to send your message and return to the message center.

3. Press **OPER 0** to return to the attendant operator.

## PLAYING A MESSAGE

- Enter your mail box (see “**Entering Your Mailbox**”)

- Press **PRS 7** to Play the current message.

Listen to the message.

- Press: **ABC 2**   **GHI 4**   **JKL 5**   **DEF 3**

TO ANSWER  
THE  
MESSAGE

TO GIVE  
THE  
MESSAGE  
TO  
ANOTHER  
USER

TO KEEP  
THE  
MESSAGE

TO  
DISCARD  
THE  
MESSAGE

RECORD  
YOUR  
ANSWER

ENTER THE  
MAILBOX  
NUMBER  
THE  
MESSAGE IS  
GOING TO

RECORD  
ADDITIONAL  
COMMENTS

- Reminder: Always answer **ABC 2** or give **GHI 4** a message before keeping **JKL 5** or discarding **DEF 3**

After recording your answer or your comments, you may press:

**PRS 7**   **DEF 3**   **ABC 2**   **MNO 6**   **WXY 9**

TO REVIEW  
YOUR  
RECORDING

TO  
DISCARD  
AND  
RECORD  
AGAIN

TO APPEND  
TO YOUR  
RECORDING

TO ACTIVATE  
MESSAGE  
ADDRESSING  
OPTIONS

TO SEND  
YOUR  
RECORDING  
AND EXIT

- If you have answered a message or given it to another user, press:

**JKL 5**

TO KEEP  
THE  
MESSAGE

**DEF 3**

TO  
DISCARD  
THE  
MESSAGE

- Reminder: When playing a message, press:

**\***

TO MOVE  
BACKWARDS  
5 SECONDS

**#**

TO MOVE  
FORWARD 5  
SECONDS

**1**

TO PAUSE 30  
SECONDS:  
PRESS ANY  
OTHER KEY  
TO RESUME

- Reminder: Always press **WXY 9** to exit the system.

## MAKING A MESSAGE

- Enter your mailbox (see “**Entering Your Mailbox**”).

- Press **MNO 6** to make a new message.

- Enter the mailbox number of the person to whom the message will be sent

To make a message for one or more mailboxes or distribution lists follow this procedure.

- Enter the mailbox number or distribution list number. Continue to add mailbox numbers or distribution lists numbers. If you incorrectly enter a number press **\*** to cancel the entry.

- Press **#** to end your list and begin recording your message.

- If you dial incorrectly (hear the wrong name), press

**DEF 3**

+

**WXY 9**

to cancel the message.

Record your message (following the beep).

- Press:

**PRS 7**

TO REVIEW  
YOU  
RECORDING

**DEF 3**

TO  
DISCARD  
THE  
MESSAGE  
AND  
RE-RECORD

**ABC 2**

TO APPEND  
TO YOUR  
RECORDING

**MNO 6**

TO ACTIVATE  
MESSAGE  
ADDRESSING  
OPTIONS

**WXY 9**

TO SEND  
RECORDING  
AND EXIT

- Reminder: You may pause for 30 seconds each time you press **1** to resume recording hit any other key.

- Reminder: Your message will not be sent until you press **WXY 9** to exit.

- **Reminder:** When making a message for a distribution list, enter the 2-digit distribution list number in place of the mailbox number.
- **Reminder:** Mailbox numbers are usually the same as a user's seven digit telephone number.

### MESSAGE ADDRESSING OPTIONS

- The message addressing menu allows you to request several options for your message. The options are confidential, request a return receipt or urgent.
- Enter your mailbox (see **"Entering Your Mailbox"**).
- Make, give or answer a message.
- Press 

MNO
6

 to access **m**essage addressing options.  
You may choose one or more of the following options.
- Press 

PRS
7

 to activate receipt; press 

PRS
7

 again to cancel receipt.
- Press 

ABC
2

 to mark **c**onfidential; press 

ABC
2

 again to cancel **c**onfidential.
- Press 

TUV
8

 to mark **u**rgent; press 

TUV
8

 again to cancel **u**rgent.
- Press 

WXY
9

 to **e**xit message addressing options.
- Press 

WXY
9

 to **s**end your recording and **e**xit.

### USER OPTIONS

- Enter your mailbox (see **"Entering Your Mailbox"**).
- Press 

TUV
8

 for User options.
- User options include:
  - Record your **G**reeting  
(See Flow chart for greetings).  

GHI
4
  - Record your **N**ame.  

MNO
6
- Press 

PRS
7

 to **P**lay all members on the list.

- Set your **P**asscode. 

PRS
7
- Make distribution **L**ists. 

JKL
5
- Activate user **T**utorial. 

TUV
8

### CREATING A DISTRIBUTION LIST

- Enter your mailbox (see **"Entering Your Mailbox"**)
- Press 

TUV
8

 for User options.
- Press 

JKL
5

 to create or modify a **L**ist.
- Enter the list number (number 01 to 09).
- Press 

MNO
6

 to **n**ame your list;
  - Record a list name.
  - Press 

WXY
9

 to save the name.
- Press 

ABC
2

 to **A**dd each member to the list.
  - Enter the mailbox number for the person to be added.
  - Repeat 

ABC
2

 plus mailbox numbers for each name to be added.
- Press 

WXY
9

 to save your entries and exit to main menu.

### MODIFYING A DISTRIBUTION LIST

- Enter your mailbox (see **"Entering Your Mailbox"**).
- Press 

TUV
8

 for User options.
- Press 

JKL
5

 to create or modify a **L**ist.
- Press list number (number 01-09) to change.

Press 

ABC
2

DEF
3

TO ADD A MEMBER      TO DROPA MEMBER

- Enter the mailbox number of member to add or drop.

Repeat 

ABC
2

 or 

DEF
3

 if required.  
menu.

- Press 

WXY
9

 to save changes and exit to the main

## CONDITIONAL GREETINGS VOICE MAIL MAIN MENU

<p>P to Play the first unplayed/saved message  M to Make a new message  Press U to change User Options  X to eXit the system  O to return to the attendant</p>
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↓  
Press U  
Sub-Menu

<p>User Options  Press G to change your Greeting  N to change your Name  P to change your Passcode  L to change a distribution List  T to activate the Tutorial  X to eXit user options</p>
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↓  
Press G  
Sub-Menu

<p>Press C to change your Conditional personal greeting  P to change your Primary personal greeting  E to Enable a different greeting  X to eXit to the main menu</p>
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Press C  
Sub-Menu

(Be prepared to put in all three greetings)

<p>Press B to change your Busy greeting  F to change your Forward greeting  N to change your No answer greeting  X to eXit to the previous menu</p>
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Press E  
Sub-Menu

<p>Press C to enable your <b>CONDITIONAL PERSONAL GREETING</b>  G to enable the <b>GENERAL GREETINGS</b> (not recommended)  P to enable <b>PRIMARY PERSONAL GREETINGS</b>  X to eXit to the previous menu</p>
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