



Telecommunications Bulletin

Customer Solution Center (CSC)

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Daylight Saving Time: Programming Telecommunications Systems

The Daylight Saving Time change has been moved back this year and will occur Sunday, November 4, 2007. With the alteration to the normal time change, systems will need to be manually set to accomplish the change.

Attached are instructions to program time changes on various systems:

1. Prostar Electronic Key System
2. Comdial Electronic Key System

Note: The Prostar and Comdial systems are "manufacture discontinued" and the time change is not covered under preventative maintenance. If your agency is unable to complete the programming, you must open a trouble ticket to dispatch a vendor technician to your designated site. This service call will be billed on a "Time and Material" basis.

3. Norstar Electronic Key System
4. Iwatsu/Omega Electronic Key System
5. Northcom Electronic Key System
6. Toshiba Electronic Key System

Note: The Norstar, Iwatsu/Omega, Northcom, and Toshiba systems are covered under the State's maintenance agreement. If your agency is unable to complete the programming, you must open a trouble ticket to dispatch a vendor technician to your designated site. There is NO charge for assistance in setting the time change on this equipment.

If you have any electronic key system not referenced above and do not have instructions to change the time, this will also require a trouble ticket for vendor resolution. Please be advised, the time change programming has been completed on many PBX and IVR systems, or your agency has been contacted to schedule a date for the programming change. If your agency experiences any problems, a trouble ticket should be opened to resolve the issue. You may open trouble tickets by calling:

Customer Solution Center
800-366-8768

(In Springfield: 217-524-4784)

If you have not been contacted regarding the programming of your PBX, ACD, or Voice Mail, or if you have other questions regarding the time change, its impact on your telecommunications equipment, or programming your systems, please do not hesitate to contact your CMS Communications Systems Specialist.