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## Daylight Saving Time: Programming Telecommunications Systems

The Daylight Saving Time change will occur at 2:00 a.m. Sunday, November 2, 2008. Systems must be manually set to make the adjustment from standard time.

Attached are instructions to program time changes on various systems:

1. **Prostar Electronic Key System**
2. **Comdial Electronic Key System**
3. **Norstar Electronic Key System**
4. **Iwatsu/Omega Electronic Key System**
5. **Northcom Electronic Key System**
6. **Toshiba 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.

**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 an electronic key system that is not specifically referenced above and do not have instructions to change the time, this will 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.