

10 Digit Dialing Procedures

The following will take effect Monday, June 17:

- 9-0 will no longer be required when making a local call (rather than dialing 9-0, Area Code-XXX-XXXX you will dial Area Code-XXX-XXXX)
- 10-digits **will be** required when making a station-to-station call (rather than dialing 5-digits you will dial Area Code-XXX-XXXX)
- 9-0 will no longer be required when making a long distance call (rather than dialing 9-0, 1+Area Code-XXX-XXXX you will dial 1+Area Code-XXX-XXXX)
- 9-0 will no longer be required when dialing 911
- For those agencies utilizing call centers, each agent will need to log back in to their respective call center
- Auto/Speed Dials will not be converted as part of the migration. The only ones that will need to be reprogrammed are 5-digit extensions. If you have external numbers programmed in your Auto/Speed Dial, those will still work. See below for how to reprogram your Auto/Speed Dial buttons for multi-line phones
- For those agencies using paging, the access codes will change so that you will only have to dial 5-digits. More information will be provided to the affected agencies prior to the migration.
- For those employees using the Modular Messaging web client, you will have to change your mailbox and extension numbers
- For those agencies utilizing voicemail outcall notification to call a 5-digit number, the affected users will need to edit the outcall number making it 10-digits.
- For those agencies that have announcements in their call centers that say, "If you know your parties 5-digit extension, press x.", the announcement will need to be re-recorded
- For individuals with a 2400 or 9600 series multi-line phone will have to reprogram their address book if they have 5-digit numbers stored

The following items will be converted as part of the migration process:

- Call pick up groups, coverage paths, intercom groups, abbreviated dial lists, etc.
- Busy indicators
- Voicemail outcall notification set up to ring a cell phone, you will not have to remove the 9-0.

How to Program Auto/Speed Dials

- Get Dial Tone and dial *0
- Press the button you want/need to re-program
- Enter the 10-digit number, unless it's long distance don't forget the 1-area code-number
- Press the button again to save the number

Editing Speed Dial Entries for 2400 Series Phone

- From the Home screen, press the SpDial softkey
- Press the Edit softkey
- 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
- Using dial pad, edit the Name
- When finished, press the feature button to the left of the Number field
- Using dial pad, edit the number
- When done with changes, press the Save softkey

Editing Contact Entries for 9600 Series Phone

- Press the Contacts button
- Using the arrows, highlight the number you need to edit
- Press the More button
- Press the Edit button
- Using the arrows, go to the number field and use the dial pad to edit the Number
- When done with changes, press Save or OK