

Overview

This document introduces the State of Kansas Telephone and Voicemail Systems and gives instructions for the most commonly used features.

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Telephone

Calls to another State Employee / Agency

To call someone from your work phone that is also a State of Kansas employee, dial the last five digits of the phone number (prefix plus their four-digit phone number).

Phone Number	Dial
291-XXXX	1-XXXX
296-XXXX	6-XXXX
368-XXXX	8-XXXX

Local Outside Calls

To make a local outside phone call, you press 9 plus the 7-digit phone number (example: 92221133).

NOTE: There is a fee every time Information is called for local and long distance phone numbers. **Please check the Phone Book first!**

Business Long Distance Calls

This feature gives access to the special long distance lines for the State of Kansas. **PERSONAL LONG DISTANCE CALLS MAY NOT BE MADE ON THE STATE PHONE LINES.**

Step	Action	Result
1.	Pick up receiver, at dial tone press #8	Dial tone
2.	Dial area code then number – do not dial “1”.	

Personal Long Distance Calls

Personal long distance calls may not be made on the state phone lines. The following are options to placing long distance calls during work hours.

Step	Option
1.	Use your personal long distance calling card and follow the instructions on how it is accessed. Remember to dial “9” to get an outside line.
2.	Dial 9-0-area code and number and an operator will come on the line and ask how you want the call charged. Either collect or billed to your home phone.
3.	If for some reason a personal call does get charged to your work phone number, it is to be reported to the Accounting Unit (296-1298) and when the bill arrives, you will be notified of the charge.

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Telephone (continued)

KANS-AN Calling Cards

The instructions below should be followed to use touch-tone access to the KANS-AN system. These instructions are also printed on the KANS-AN calling card.

Step	Action
1.	Dial 1-800-503-2801 – listen for the prompt
2.	Dial the 14-digit authorization code. This is the number on the card.
3.	Dial the 10-digit number you wish to call (do not dial 0 or 1 before dialing area code)

Other Phone Features

Below are the more commonly used phone features.

Dial	Action
9	Outside Local Line
#8	Long Distance Line
Flash	Transferring a Call
Flash then press Flash again	Gets a caller back from a non-connected transfer
Flash then press Flash again	3-Way Conference Call
Hold	Puts caller on Hold
#12	Call Pick-Up (for your unit)
#14 then dial the number	Forwards all your calls to the number entered after the #14 code
#15	Cancels Call Forward

State of Kansas Voice Mail System – CISCO Unity

Introduction

If this is the first time accessing the Voice Mail System, all shaded instructions need to be completed.

All phones have a message indicator that displays when new messages have been received.

Accessing the voicemail box

Step	Action
1.	Dial the State of Kansas Voicemail System <ul style="list-style-type: none">Internally (your office phone): 62100 or #41Externally: 296-2100 then press * and your mailbox number (5-digit phone number) followed by #
2.	Enter your PIN (if first time enrollment, default PIN is 258852)

Voice Mail Setup:

Record name, greeting and create new PIN

Step	Action
1.	Access the Voice Mail System.
2.	Listen to the instructions to record your name, your greeting and create a new PIN (minimum 4 digits)
3.	After you have finished the setup steps, just hang up. No specific key entry is required to exit.

Quick Access from your Office Phone

Step	Action
1.	Dial 62100 or #41 from your office phone
2.	Enter your PIN followed by #

Access outside the Office

Step	Action
1.	Dial 296-2100
2.	As soon as the voice mail narrator speaks, press *
3.	Enter your 5-digit phone extension followed by #
4.	Enter your PIN followed by #

Continued on next page

Voice Mail System (continued)

Change Personal Greeting

This feature is what callers will hear when they first get your voice mail. To change it:

Step	Action
1.	Access the Voice Mail System
2.	Press 4 1 to change your greeting
3.	After Unity plays your current greeting (if you do not want to listen to the greeting, press # to skip it), press 1 to rerecord it.

Change your Name

This feature will leave your name imprint when a call is placed to another person with access to the voice mail system. To change it:

Step	Action
1.	Access the Voice Mail System
2.	Press 4 3 2 to change your name
3.	Say your name, then press #
4.	To save it, press *

Retrieve Messages

Step	Action								
1.	Access the Voice Mail System								
2.	Interact with the message(s). The features are below: <table border="1" data-bbox="594 1186 1349 1350"><thead><tr><th>Press</th><th>Result</th></tr></thead><tbody><tr><td>5</td><td>Listen to messages</td></tr><tr><td>3</td><td>Erase the message</td></tr><tr><td>7</td><td>Save the message</td></tr></tbody></table>	Press	Result	5	Listen to messages	3	Erase the message	7	Save the message
Press	Result								
5	Listen to messages								
3	Erase the message								
7	Save the message								
3.	Hang up to exit voice mail								

Reply to a Message

Step	Action
1.	Access the Voice Mail System
2.	Press 5 to listen to messages
3.	Press 17 at any point to reply to the message while listening
4.	Record your reply, followed by #
5.	Press # to send the reply

Voice Mail System (continued)

Leaving Messages Directly in the Voicemail Box

To record a message directly into a person's voice mailbox. This could be used when it is not required that you speak directly to the person.

Step	Action
1.	Access the Voice Mail System
2.	Press 6
3.	Record a message, followed by #
4.	Enter the extension (5-digit phone number), followed by #
5.	To add an extension, press 91
6.	Press # to send the message

Voice Mail System - Quick Reference

Introduction This table is a quick list of the most commonly used functions both on the phone system and on voicemail.

Quick Reference List	
Phone System	
Dial	Action
9	Outside Local Line
#8	Long Distance Line
Flash	Transferring a Call
Flash + Flash	Gets a caller back from a non-connected transfer
Hold	Puts caller on Hold
#12	Call Pick-Up (for your unit)
#14 + number	Forwards all your calls to the number entered after the #14 code
#15	Cancel Call Forward
Voice Mail – Most Commonly Used	
Dial	Action
	During/after a message:
3	Erase message
5	Listen to next message
7	Save message
13	Forward a message
17	Reply to a message
	Main Menu:
3	Review old messages
4	Change setup options
4 1	Change greetings
4 3 1	Change your PIN
4 4	Change transfer settings
4 1 2	Turn alternate greeting on/off
4 2 1	Change message notification
6	Send a message
0	Help