

## "WHO YA GONNA CALL?"

Have a problem at work that needs fixing? The Office of the CIO-Network Services can respond to a variety of agency needs, but only if we know about them! To help you get to us faster, we've put together a list of "popular" problems/questions with numbers to call to get the quickest response.

AMERICANS WITH DISABILITIES ACT--Information.....	402-471-3678
or Toll Free.....	800-643-3723
ART DISPLAY - Reservations, Information, etc.	
Governor's Mansion .....	402-471-3466
Lincoln State Office Building .....	402-471-0427
BILLING QUESTIONS	
SBD Building Work Orders .....	402-471-0412
Motor Pool.....	402-471-2897
Office Space.....	402-471-0424
Office Supply Bureau .....	402-471-2412
Parking Charges .....	402-471-0427
Postage.....	402-471-2887
Printing/Copying.....	402-471-2887
Telephone .....	402-471-4414
CLEANING/CUSTODIAL - Floors, Restrooms, Offices, Trash, etc. ....	402-471-0412
CLOSED CIRCUIT TELEVISION .....	402-471-2761
CONFERENCE ROOMS - Reservations, Set-Ups, etc.	
Lincoln State Office Building .....	402-471-0418
Video .....	402-471-4130
COPY SERVICES - Status of Jobs, Copier Supplies.....	402-471-2901
ELEVATORS - Problems, Malfunctions, etc.....	402-471-2400
FACSIMILE SERVICE - Sending & receiving Services for Agencies	
Lincoln State Office Building .....	402-471-2901
Norfolk.....	402-370-3194
North Platte .....	308-535-8175
Omaha .....	402-595-2217
Scottsbluff .....	308-632-1313
INTERNET ACCESS.....	402-471-2047
LEASES, BUILDINGS - Rates, Space, Reviews, Billings, etc.....	402-471-0422
LOST AND FOUND - Capitol Complex (State Patrol) .....	402-471-2400
MAIL - Interoffice, Outgoing, Presort Services .....	402-471-2293
MAINTENANCE, BUILDING – Workorders (i.e., electrical, plumbing, carpentry, grounds, janitorial, furniture/furnishing moves, etc.) Nebraska State Office Building, Transportation Services Bureau, Rogers, Ferguson House, Governor's Mansion, Crime and State Lab, Executive Building, 501 S. 14th Building NSOB Staff Assistant .....	402-471-0412

<b>MOTOR VEHICLES</b>	
Broken or Stalled (State Vehicles Only).....	402-471-2381
Lincoln Area 7:30 AM to 5:00 PM CST Monday-Friday	
Fleet Questions.....	402-471-2897
Rentals	
Lincoln.....	402-471-2391
North Platte.....	308-535-8118
Omaha.....	402-595-2116
Scottsbluff.....	308-632-1300
<b>NETWORK COMMUNICATIONS SERVICE</b> .....	402-471-2047
<b>NURSES STATION</b> .....	402-471-2217
<b>OFFICE SUPPLY BUREAU - Item Availability, Order Status</b> .....	402-471-2412
<b>PAGERS</b> .....	402-471-2761
<b>PARKING - Rates, Waiting Lists, etc.</b> .....	402-471-0427
<b>PERSONNEL</b>	
Job Information Line.....	402-471-2200
<b>PRINT SHOP - Order Status, Estimates, Photo ID's</b> .....	402-471-2826
<b>PURCHASING - Buying Products, Order Status</b> .....	402-471-2401
<b>RADIO</b> .....	402-471-3719
<b>RECEIVING DOCKS</b>	
Capitol.....	402-471-3542
Lincoln State Office Building.....	402-471-4586
<b>RECYCLING - Purchase and Disposal of Products</b> .....	402-471-2431
<b>RESERVATION-LESS CONFERENCE SERVICE</b> .....	402-471-2761
<b>RISK MANAGEMENT</b> .....	402-471-2551
<b>SECURITY - Capitol Complex (State Patrol)</b> .....	402-471-2400
<b>SPACE PLANNING/REMODELING</b> .....	402-471-8350
<b>SURPLUS LAND/VACANT BUILDINGS</b> .....	402-471-3191
<b>SURPLUS PROPERTY - Obtaining &amp; Disposal, Inventory,</b>	
Auctions.....	402-471-3896
<b>TELEPHONES</b>	
Billings.....	402-471-4135
Cellular Phones.....	402-471-2761
Directories.....	402-471-2761
Interpreter Information.....	402-471-2761
Service - Changes, New, Disconnect.....	402-471-2761
System Replacement/Technical Consulting.....	402-471-3720/7890
<b>TEMPERATURE - Too hot/too cold</b>	
Nebraska State Office Building, Transportation Services Bureau, Rogers	
Building, Whitehall, Ferguson House, Governor's Mansion, Crime and	
State Lab, Executive Building, 501 S. 14th Building	
NSOB Staff Assistant.....	402-471-0412
<b>VIDEO CONFERENCING</b> .....	402-471-4130
<b>VOICE MAIL</b> .....	402-471-2761
<b>WIRE AND CABLE - Run new service, change existing cable</b> .....	402-471-3851
<b>STATE CAPITOL COMMISSION NUMBERS:</b>	
Capitol Tours.....	402-471-0448
Event Requests/Art Displays/Facility Use Permits.....	402-471-0449
Work Requests.....	402-471-6691
(i.e. electrical, plumbing, carpentry, grounds, janitorial,	
hot/cold calls, furniture/furnishing moves, etc.)	

## GENERAL TELEPHONE INSTRUCTIONS

Give people who might be calling you from outside the State Centrex system your complete 10-digit telephone number. If your calling prefix is 471 or 472 you may call other State agencies using the same prefix by dialing the last 5 digits. If your calling prefix is 479, other State agencies will need to dial your entire 10-digit telephone number, and you will need to dial 10 digits to reach other State agencies.

Plan your conversation. Jot down the things you want to talk about and/or the questions you want to ask. You'll save time and you won't forget something you wanted to say.

Answer promptly--by the end of the first ring.

Identify yourself on both incoming and outgoing calls.

Check your online directory for the correct telephone number. Be sure to use the correct area code when dialing outside your area code. See map on page 5.

Report changes in personnel, addresses and/or telephone numbers PROMPTLY to the Operator and to the Office of the CIO-Network Services at 402-471-2761.

### NEBRASKA RELAY SYSTEM:

This two-way communication service for Nebraskans with speech/hearing impairments is available 24 hours a day, and can be accessed by TDD or by voice. All calls are confidential; no records are kept. TDD users call the Relay by TDD at:

711

A Nebraska Relay System operator will answer by typing:

NEBRASKA RELAY OPERATOR -- MAY I HAVE YOUR TELEPHONE NUMBER BEGINNING WITH THE AREA CODE FIRST.

Have the following information ready for the Nebraska Relay System operator:

1. The area code and telephone number you are calling from.
2. The area code and telephone number you would like to call.
3. If the call is long distance, give your name and how you will pay for the call.

Hearing users call the Relay by phone at:

711

Have the same information ready for the Relay operator as listed above. There will be no charge for local calls or call set-up time.

EMERGENCIES -- TDD users should continue to summon emergency help as in the past. Nebraska Relay System operators do not have local emergency numbers. The Relay assumes no responsibility for any failure to forward emergency calls.

For more information about the Nebraska Relay System contact:

TDD .....800-833-7352  
Voice.....800-833-0920

## **LONG DISTANCE SERVICE:**

The State telephone network is provided for OFFICIAL STATE BUSINESS ONLY. Personal long distance calls are clearly contrary to provisions of State Law. State Statute 81-1120.27 states: The facilities of the State's telecommunications systems are provided for the conduct of state business. In addition, the state's telecommunications systems, cellular telephones, electronic handheld devices, or computers may be used by state employees and officials for emails, text messaging, local calls, and long-distance calls to children at home, teachers, doctors, day care centers, baby sitters, family members, or others to inform them of unexpected schedule changes, and for other essential personal business. Any such use for essential personal business shall be kept to a minimum and shall not interfere with the conduct of state business. A state employee or official shall be responsible for payment or reimbursement of charges, if any, that directly result from any such communication. The Department of Administrative Services may establish procedures for reimbursement of charges pursuant to this section.

Section 49-14,101.01(4) of the Nebraska Political Accountability and Disclosure Act provides that no public official or public employee shall use or authorize the use of personnel, resources, property or funds under his or her official care and control other than in accordance with law. Therefore, misuse of the state telephone system could constitute a violation of section 49-14,101.01(2). A violation could result in a civil penalty of up to \$2,000 or it could result in criminal prosecution. These consequences would be in addition to any disciplinary action taken by the employee's agency.

## **NETCOMM--DIRECT DISTANCE DIAL:**

All direct distance dialed calls placed through the Lincoln Centrex are automatically routed on NeTcomm facilities. NeTcomm is a highly specialized telecommunications system offering substantial economies to the State of Nebraska.

## **TOLL--DIRECT DISTANCE DIAL:**

DDD over the regular toll network should be used only in emergencies or if NeTcomm facilities are not accessible. NeTcomm offers substantial savings compared to the regular toll network. Individual agency heads determine those individuals within his or her agency who should have access to the regular toll network.

## **LANGUAGE LINE:**

Language interpretation for telecommunication services is available. Contact the Office of the CIO-Network Services at 402-471-2761 for details.

## **CALLING CARD--411 DIRECTORY ASSISTANCE:**

When using your State of Nebraska Windstream Calling Card to reach 411 directory assistance, dial into the toll free network number as shown on your card. Enter your card number and PIN. When prompted to enter your designation number dial 402-471-1411, instead of 411. Your call will route to the State Operator who will be able to assist you with your request. Your Agency will be billed a \$1.25 surcharge plus the current State calling card rate for each Directory Assistance call.

## LINCOLN CENTREX

### DIALING INSTRUCTIONS

Agencies having auxiliary switchboards require an additional digit be dialed to access the Centrex System. Additionally, standard features; including call transfer, consultation, three-party conference and ten-party conference, may not function in the same manner as outlined below.

State of Nebraska Main Number .....	402-471-2311
State Operator .....	Dial 0
Local Directory Assistance (40¢ per call) .....	9-411
Repair Service .....	9-611
Long Distance Directory Assistance.....	(Area Code) 555-1212

### EMERGENCIES

Fire-Ambulance-Police.....	9-911
State Patrol.....	1-4545
Or.....	1-402-471-4545
State Patrol--Governor's Mansion .....	1-2645
State Capitol Security, State Patrol	
Capitol .....	1-2400
State Office Building .....	1-2400

**GIVE:** Nature of emergency  
Building  
Room number  
Your name  
Your telephone number

### EXTENDED AREA SERVICE

State agencies will continue to call the following nineteen Lincoln telephone exchange locations at no charge to the agency if dialed by using 9+402+PREFIX+NUMBER; i.e.; 9-402-665-1234. IF YOU DIAL THESE PREFIXES WITH THE 1 PLUS AREA CODE, YOU WILL BE CHARGED FOR LONG DISTANCE CALLS: i.e.; 9-1-402-665-1234.

665 Ceresco	780 Palmyra	781 Eagle	782 Bennet
783 Raymond	784 Valparaiso	785 Davey	786 Waverly
787 Hallam	788 Panama	789 Greenwood	791 Firth
792 Hickman	794 Martell	795 Pleasant	796 Malcolm
797 Denton	798 Cortland	Dale	799 Douglas

**DIRECT IN DIAL**--Outside callers can reach you directly by dialing 402+ your complete 7-digit number.

### DISTINCTIVE RINGING ON INCOMING CALLS:

Two rings for an outside (Non-Centrex) call.  
One ring for a Centrex call.

### TO CALL ANOTHER STATE CENTREX NUMBER:

If you have a 471-XXXX Centrex number, you can dial the 5-digit station number, 1-XXXX, to call another 471 Centrex number.

If you have a 479-XXXX Centrex number and wish to call a 471-XXXX number, you may dial the 5-digit station number, 1-XXXX.

If you are calling a 479-XXXX Centrex number from any State 471-XXXX Centrex line you must dial 9-402-479-XXXX.

**TO CALL A UNIVERSITY OF NEBRASKA--LINCOLN CENTREX NUMBER:**

Dial the 5-digit station number (2-XXXX) – See 471 instructions.

**TO CALL A LINCOLN NUMBER:**

Dial 9; listen for dial tone; dial desired 10-digit number.

**TO CALL DISTANT LOCATIONS WITHIN AREA 402 (NeTcomm):**

Dial 9-1-402 and the desired number.

**TO CALL DISTANT LOCATIONS OUTSIDE AREA 402 (NeTcomm):**

Dial 9-1

Dial the area code and the desired number.

**TO CALL ALASKA, HAWAII, CANADA, MEXICO (area code 905 & 706), BERMUDA, PUERTO RICO, VIRGIN ISLANDS, AND CARIBBEAN ISLANDS:**

Dial 9-1

Dial the area code and the desired number.

NOTE: Call will be billed at toll rates.

**TO PLACE A DIRECT DIALED INTERNATIONAL CALL:**

Dial 9; listen for dial tone.

Dial 011; dial the Country Code.

Dial the City Code, dial the desired number.

NOTE: Call will be billed at international toll rates.

**TO PLACE AN OPERATOR ASSISTED INTERNATIONAL CALL:**

Dial 0 for an Operator, then request a Windstream International Operator.

NOTE: Call will be billed at international toll rates.

**TO DIAL A DIRECT DIALED CALLING CARD CALL FROM A LINCOLN CENTREX STATION:**

Dial 9 & the 800 access number printed on the calling card.

Follow instructions provided with the calling card you are using.

**TO OBTAIN TELEPHONE COMPANY OPERATOR ASSISTANCE FOR CREDIT CARD CALLS, COLLECT CALLS, THIRD NUMBER CALLS, PREPAID CALL-BACKS OR OTHER SERVICES:**

Dial 0 for the State operator. Explain the requirement for a telephone company operator's assistance. An appropriate trunk connecting the user directly to the telephone company operator will be provided.

## LINCOLN DMS100 CENTREX FEATURES

### CALL HOLD

#### TO ACTIVATE:

- Flash/Link.
- Listen for special dial tone.
- Dial 53.
- Listen for double beep confirmation.

**NOTE:** Do not hang up phone, you may place a second call or set receiver down.

#### TO RETRIEVE:

- Flash/Link.
- Dial 53 or hang up receiver and system will call you back.

### CONSULTATION HOLD

Allows the station user, while on an established call, to place the original call on hold and consult privately with a third party without the assistance of the attendant, then return to the original call.

#### TO USE:

- Flash/Link.
- Listen for special dial tone.
- Dial number.
- Consult privately.
- Allow consulted party to hang up.
- You will be automatically reconnected with original party.

### CALL TRANSFER

Allows a station to transfer a call to another number or to the attendant.

#### TO USE:

- Flash/Link.
- Listen for special dial tone.
- Dial number to transfer to.
- Hang on to announce call then hang up OR wait for at least one full ring then hang up.
- Call is transferred.

**NOTE:** If the number is busy or doesn't answer, flash/link twice to be reconnected with party.

### 3-WAY CONFERENCE CALL

Permits a station to establish a three-party call without the assistance of an attendant.

#### TO ACTIVATE:

- Flash/Link.

- Listen for special dial tone.
- Dial number of third party.
- Wait for answer.
- Flash/Link.
- All three parties are connected.

**NOTE:** If number is busy or doesn't answer, flash twice to be reconnected with original party.

### **CALL PICKUP**

Allows a station to answer calls that come in to other stations within the same group.

#### **TO USE:**

- Hear another phone in your group ringing, lift handset.
- Dial \*52.
- Answer call.

### **DIRECTED CALL PICKUP**

Allows a station to answer calls that come in to another specific station with the same group.

#### **TO USE:**

- Hear another phone ringing.
- Lift handset, dial 57.
- Listen for special dial tone.
- Dial number of extension that is ringing (1-XXXX).
- Answer call.

### **CALL FORWARD UNIVERSAL**

Allows a station's incoming calls to be forwarded to another location.

#### **TO ACTIVATE:**

- Lift handset.
- Dial 590.
- Listen for feature dial tone.
- Dial number to forward to (9 plus the number if external or 1-XXXX / 2-XXXX internal).
- Listen for double beep confirmation.
- Hang up.

#### **TO CANCEL:**

- Lift handset.
- Dial 55.
- Listen for double beep confirmation.
- Hang up.

## **RING AGAIN**

Allows a station to be notified, after encountering a busy number when the busy number becomes idle. The station is rung and the call is placed automatically when the station user lifts the receiver.

### **TO ACTIVATE:**

- Dialed number is busy (must be a Lincoln Centrex 1-XXXX or 2-XXXX).
- Flash/Link.
- Dial 58.
- Listen for double beep confirmation.
- Hang up.

### **TO RESPOND:**

- Hear one long followed by two short bursts of ringing.
- Lift handset.
- Other party is automatically rung.

### **TO CANCEL:**

- Lift handset.
- Dial 58.
- Listen for double beep confirmation.
- Feature is canceled.

## **LAST NUMBER REDIAL**

Allows a station to dial the last number inputted without keying in all the digits.

### **TO USE:**

- To redial last number dialed, lift handset.
- Press # key.
- Number will automatically be redialed.

## **SPEED CALL SHORT**

Allows a station user access to a programmed list of frequently called numbers by dialing a 1 or 2 digit code instead of the complete number.

### **TO PROGRAM:**

- Lift handset.
- Dial 598.
- Listen for special dial tone.
- Dial a 2, 3, 4, 5, 6, 7, 8, or 9 followed by the number you wish to program.
- Listen for double beep confirmation.
- Hang up.

### **TO USE:**

- Dial 4 plus 2, 3, 4, 5, 6, 7, 8, or 9 corresponding to number programmed.
- Number is automatically rung.

**TO ERASE:**

- Lift handset.
- Dial 598.
- Listen for special dial tone.
- Dial 2, 3, 4, 5, 6, 7, 8, or 9.
- Press \* key.
- Number is erased.

**SPEED CALL LONG**

Allows a station user access to a programmed list of frequently called numbers by dialing a 2-digit code instead of the complete number. Available are 30, 50 and 70 number lists.

**TO PROGRAM:**

- Lift handset.
- Dial 593.
- Listen for special dial tone.
- Dial a 2-digit code (00-69) followed by the number you wish to program.
- Listen for double beep confirmation
- Hang up.

**TO USE:**

Dial 3 or \* plus the 2-digit code (00-69) corresponding to the number programmed. Number is automatically rung.

**TO ERASE:**

- Lift handset.
- Dial 593.
- Listen for special dial tone.
- Dial 2-digit code (00-69).
- Press \* key.
- Number is erased.

**CALL PARK**

Allows a station to "park" or hold one call against its own extension number. The parked call can be retrieved from any station by dialing the appropriate code and the number against which the call is parked.

**TO PARK:**

- Flash/Link.
- Listen for special dial tone.
- Dial 51.
- Listen for double beep confirmation.
- Hang up.

## TO RETRIEVE:

- Lift handset of any phone.
- Dial 56.
- Listen for special dial tone.
- Dial number call is parked at.
- Answer call.

## DIRECTED CALL PARK

Allows a station to "park" or hold one call against any extension number. The parked call can be retrieved from any station by dialing the appropriate code and the number against which the call is parked.

## TO PARK:

- Flash/Link.
- Listen for special dial tone.
- Dial 54.
- Dial extension number to park call against.
- Listen for double beep confirmation.
- Hang up.

## TO RETRIEVE:

- Lift handset of any phone.
- Dial 56.
- Listen for special dial tone.
- Dial number call is parked at.
- Answer call.

## CALL TRACE

**THIS SERVICE WILL NOT WORK IF YOUR AGENCY UTILIZES A PBX. ADDITIONALLY, IF YOU HAVE A LIFE-THREATENING SITUATION, YOU SHOULD ALSO NOTIFY SECURITY AND/OR THE LOCAL POLICE DEPARTMENT IMMEDIATELY.**

Call Trace is available to State Centrex users. This service enables you to create a record of harassing and/or threatening calls you may receive. You do not need to sign up for Call Trace service. The charges for use will appear on your regular monthly agency telephone bill.

## TO USE:

- Hang up from the call.
- Immediately lift the receiver and dial \*57 (or 1157 from a rotary phone).
- Stay on the line and follow the instructions given.

If the trace is successful, the name and number of the last caller will be forwarded to the telephone company security center. At the same time you will receive a recorded announcement to inform you that the trace has been successful, and a \$1.00 charge will be added to your telephone bill. The recording will also instruct you that if the situation is life threatening to call the local police.

After your telephone has recorded two successful traces that originated from the same telephone number, the telephone company can initiate deterrent action. At the State's request, the telephone company will send a letter to the calling party. Under no circumstances will you be given the name or telephone number of the person who called.

For further information on this service, please contact the Office of the CIO-Network Services at 402-471-2761.

### **10-PARTY CONFERENCE CALL**

Permits a station to establish a ten-party call without the assistance of an attendant.

Note: If you dial a participant and reach voice mail, busy signal, or misdial, you have the option to release that call following these steps ... flash/link, flash/link, 509, flash/link (to get dial tone) then dial the next caller.

#### **TO USE:**

- Lift handset.
- Dial first participant.
- Ask them to wait on line.
- Flash/Link.
- Listen for special dial tone.
- Dial 508.
- Flash/Link.
- Listen for special dial tone.
- Dial second participant.
- Ask them to wait on line.
- Flash/Link.
- Dial 508.
- Flash/Link.
- Listen for special dial tone.
- Dial next participant.
- Request they hold.
- Continue until all parties are added.
- Flash/Link.
- Dial 508.
- Conference is in session.

### **OCAL DIAL IN MEET ME BRIDGE**

#### **TO USE:**

- Call the State operator at 402-471-9997. Ask to reserve a date and time for the "State Local Dial in Conference Bridge".
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Inform participants to dial 402-471-6000 at the pre-arranged conference time.
- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference call.

### **UNL TOLL FREE MEET ME BRIDGE (secure)**

This bridge is available in the event that other State bridges are already reserved.

#### **TO USE:**

- Call the State operator at 402-472-3711. Ask to reserve a date and time for the "UNL Toll Free Conference Bridge".
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Operator will assign a security passcode.
- Inform participants to dial 877-229-1563 at the pre-arranged conference time.
- Provide participants with the conference passcode.
- Up to 45 participants.
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference call.

#### **OPERATOR ASSISTED CONFERENCE BRIDGE (ultra secure)**

- Call the State operator at 402-472-3711. Ask to reserve a date and time for the "Operator Assisted Conference Bridge"
- Give the conference operator your Agency, name, telephone number and the telephone number you want the conference billed to.
- Give the operator the names and telephone numbers of those attending the conference.
- The operator will conference in each party at the scheduled time.
- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference call.

**\*\*\*FLASH/LINK--**Depress flash/link key or depress hookswitch and release.

**\*\*\*SPECIAL DIAL TONE--**After depressing the flash/link key or hookswitch, dial tone interrupted quickly 3 times, then resumed.

**\*\*\*DOUBLE BEEP CONFIRMATION--**Two short beeps after activation of a feature indicates successful activation.

## **CENTREX FEATURES FOR LINCOLN REGIONAL CENTER**

### **4-DIGIT DIALING**

#### **TO USE:**

- For all 479-XXXX campus numbers simply dial the last four digits.

### **EXTERNAL DIALING**

#### **TO USE:**

- Dial 9 + 1 + area code + number.

### **CALL HOLD**

#### **TO ACTIVATE:**

- Flash/Link.
- Listen for special dial tone.
- Dial 63.
- Listen for double beep confirmation.

**NOTE:** Do not hang up phone, you may place a second call or set receiver down.

#### **TO RETRIEVE:**

- Flash/Link.
- Dial 63 or hang up receiver and system will call you back.

### **CONSULTATION HOLD**

Allows the station user, while on an established call, to place the original call on hold and consult privately with a third party without the assistance of the attendant, then return to the original call.

#### **TO USE:**

- Flash/Link.
- Listen for special dial tone.
- Dial number.
- Consult privately.
- Allow consulted party to hang up.
- You will be automatically reconnected with original party.

### **CALL TRANSFER**

Allows a station to transfer a call to another number or to the attendant.

#### **TO USE:**

- Flash/Link.
- Listen for special dial tone.
- Dial number to transfer to.

- Hang on to announce call then hang up OR wait for at least one full ring then hang up.
- Call is transferred.

**NOTE:** If the number is busy or doesn't answer, flash/link twice to be reconnected with party.

### **3-WAY CONFERENCE CALL**

Permits a station to establish a three-party call without the assistance of an attendant.

#### **TO ACTIVATE:**

- Flash/Link.
- Listen for special dial tone.
- Dial number of third party.
- Wait for answer.
- Flash/Link.
- All three parties are connected.

**NOTE:** If number is busy or doesn't answer, flash twice to be reconnected with original party.

### **CALL PICKUP**

Allows a station to answer calls that come in to other stations within the same group.

#### **TO USE:**

- Hear another phone in your group ringing, lift handset.
- Dial 62.
- Answer call.

### **CALL FORWARD UNIVERSAL**

Allows a station's incoming calls to be forwarded to another location.

#### **TO ACTIVATE:**

- Lift handset.
- Dial 690.
- Listen for feature dial tone.
- Dial number to forward to (9 + number if external or XXXX).
- Listen for double beep confirmation.
- Hang up.

#### **TO CANCEL:**

- Lift handset.
- Dial 65.
- Listen for double beep confirmation.
- Hang up.

## **RING AGAIN**

Allows a station to be notified, after encountering a busy number when the busy number becomes idle. The station is rung and the call is placed automatically when the station user lifts the receiver.

### **TO ACTIVATE:**

- Dialed number is busy (must be a Lincoln Regional Center campus Centrex XXXX).
- Flash/Link.
- Dial 68.
- Listen for double beep confirmation.
- Hang up.

### **TO RESPOND:**

- Hear one long followed by two short bursts of ringing.
- Lift handset.
- Other party is automatically rung.

### **TO CANCEL:**

- Lift handset.
- Dial 68.
- Listen for double beep confirmation.
- Feature is canceled.

## **LAST NUMBER REDIAL**

Allows a station to dial the last number inputted without keying in all the digits.

### **TO USE:**

- To redial last number dialed, lift handset.
- Press # key twice.
- Number will automatically be redialed.

## **SPEED CALL**

Allows a station user access to a programmed list of frequently called numbers by dialing a 1 or 2 digit code instead of the complete number.

### **TO PROGRAM:**

- Lift handset.
- Dial 693.
- Listen for special dial tone.
- Dial code to program (00 – 49) followed by the number you wish to program.
- Listen for double beep confirmation.
- Hang up.

**TO USE:**

- Dial 3 or \* + corresponding number programmed (00 – 49).
- Number is automatically rung.

**TO ERASE:**

- Lift handset.
- Dial 693.
- Listen for special dial tone.
- Dial code you wish to delete (00 – 49).
- Press \* key.
- Listen for double beep confirmation
- Number is erased.

**10-PARTY CONFERENCE CALL**

Permits a station to establish a ten-party call without the assistance of an attendant.

**TO USE:**

- Lift handset.
- Dial first participant.
- Ask them to wait on line.
- Flash/Link.
- Listen for special dial tone.
- Dial 608.
- Flash/Link.
- Listen for special dial tone.
- Dial second participant.
- Ask them to wait on line.
- Flash/Link.
- Dial 608.
- Flash/Link.
- Listen for special dial tone.
- Dial next participant.
- Request they hold.
- Continue until all parties are added.
- Flash/Link.
- Dial 608.
- Conference is in session.

**ALLIANCE/BRIDGEPORT/BROKEN BOW  
CHADRON/GRAND ISLAND  
McCOOK/NORTH PLATTE/SIDNEY  
GENERAL TELEPHONE INSTRUCTIONS**

The Centrex System is a consolidated switching point for Nebraska's Network Telecommunications Service (NeTcomm). NeTcomm services are managed by the Office of the CIO-Network Services. Inquiries regarding NeTcomm may be directed to the Office of the CIO-Network Services—402-471-2761.

**LONG DISTANCE SERVICE:**

The State telephone network is provided for OFFICIAL STATE BUSINESS ONLY. Personal long distance calls are clearly contrary to provisions of State law. For exact language of the law, as well as a definition of the legal sanctions, please refer to page 12 under LONG DISTANCE SERVICE.

**NETCOMM--DIRECT DISTANCE DIAL (DDD):**

All DDD calls placed by dialing 9-1 are automatically routed on NeTcomm facilities. NeTcomm is a highly specialized telecommunications system offering substantial economies to the State of Nebraska.

**CENTREX  
DIALING INSTRUCTIONS**

Agencies having auxiliary switchboards may require an additional digit be dialed to access the NeTcomm system for long distance calls.

Repair Service ..... 9-1-800-954-1211

**EMERGENCIES**

Fire-Ambulance-Police ..... 9-911  
 State Patrol (Chadron) ..... 9-1-308-632-1211  
 State Patrol (Grand Island) ..... 6000 or 9-1-308-385-6000  
 State Patrol (North Platte) ..... 9-1-308-535-8047

- GIVE:** Nature of emergency  
 Building  
 Room number  
 Your name  
 Your telephone number

**TO CALL LOCAL NUMBERS OUTSIDE THE STATE CENTREX:**

Dial 9, and the local number.

**TO CALL OTHER STATIONS ON THE CENTREX SYSTEM:**

Dial the 4-digit station number.

**TO CALL WITHIN AREA 308 (NETCOMM):**

Dial 9-1-308, and the desired number.

**TO CALL LOCATIONS OUTSIDE AREA 308 (NETCOMM):**

Dial 9-1, the area code, and the desired number.

**TO CALL TOLL FREE 800 NUMBERS:**

Dial 9-1-8XX and the desired number.

**TO DIAL A CALLING CARD CALL FROM A STATE CENTREX STATION:**

Dial 9-1; listen for dial tone.  
Follow instructions provided with the calling card you are using.

**DIRECTORY ASSISTANCE**

Local Directory Assistance (\$1.25 Per Call) ..... 9-411  
Long Distance Directory Assistance (\$1.25 Per Call) ..... 9-1-Area Code-555-1212  
800 Directory Assistance ..... 9-1-800-555-1212

**DMS100 CENTREX FEATURES**

**CALL HOLD**

**TO ACTIVATE:**

- Flash/Link.
- Listen for special dial tone.
- Dial \*4.
- Listen for double beep confirmation.

**NOTE:** Do not hang up phone, you may place a second call or set receiver down.

**TO RETRIEVE:**

- Flash/Link once if while you still have dial tone, twice if dial tone has stopped.

**CONSULTATION HOLD**

Allows the station user, while on an established call, to place the original call to hold and consult privately with a third party without the assistance of the attendant, then return to the original call.

**TO USE:**

- Flash/Link.
- Listen for special dial tone.
- Dial number.
- Consult privately.
- Allow consulted party to hang up.
- You will be automatically reconnected with original party.

## CALL TRANSFER

Allows a station to transfer a call to another number or to the attendant.

### TO USE:

- Flash/Link.
- Listen for special dial tone.
- Dial number to transfer to.
- Hang on to announce call then hang up OR wait for at least one full ring then hang up.
- Call is transfer.

**NOTE:** If the number is busy or doesn't answer, flash/link twice to be reconnected with party.

## 3-WAY CONFERENCE CALL

Permits a station to establish a three-party call without the assistance of an attendant.

### TO ACTIVATE:

- Flash/Link.
- Listen for special dial tone.
- Dial number of the third party.
- Wait for answer.
- Flash/Link.
- All three parties are connected.

**NOTE:** If number is busy or doesn't answer, flash/link twice to be reconnected with original party.

## CALL PICKUP

Allows a station to answer calls that come in to other stations within the same group.

### TO USE:

- Hear another phone in your group ringing, lift handset.
- Dial \*9.
- Answer call.

## DIRECTED CALL PICKUP

Allows a station to answer calls that come in to another specific station with the same group.

### TO USE:

- Hear another phone ringing.
- Lift handset, dial \*67.
- Listen for special dial tone.
- Dial number of extension that is ringing (XXXX).
- Answer call.

## **CALL FORWARD UNIVERSAL**

Allows a station's incoming calls to be forwarded to another location.

### **TO ACTIVATE:**

- Lift handset.
- Dial \*72.
- Listen for feature dial tone.
- Dial number to forward to (9 plus the number if external or XXXX if internal)
- Listen for double beep confirmation.
- Hang up.

### **TO CANCEL:**

- Lift handset.
- Dial \*73.
- Listen for double beep confirmation.
- Hang up.

## **AUTOMATIC CALL BACK**

Allows a station to be notified, after encountering a busy number when the busy number becomes idle. The station is rung and the call is placed automatically when the station user lifts the receiver.

### **TO ACTIVATE:**

- Dialed number is busy (must be a Centrex number).
- Flash/Link.
- Dial \*82
- Listen for double beep confirmation.
- Hang up.

### **TO RESPOND:**

- Hear one long followed by two short bursts of ringing.
- Lift handset.
- Other party is automatically rung.

### **TO CANCEL:**

- Lift handset.
- Dial \*0.
- Listen for double beep confirmation.
- Feature is canceled.

## **SPEED CALL 6 NUMBER LIST**

Allows a station user access to a programmed list of frequently called numbers by dialing a code instead of the complete number.

**TO PROGRAM:**

- Lift handset.
- Dial \*74.
- Listen for special dial tone.
- Dial a 2, 3, 4, 5, 6, 7 followed by the number you wish to program.
- Listen for double beep confirmation.
- Hang up.

**TO USE:**

- Dial 2, 3, 4, 5, 6, 7.
- Programmed number is automatically dialed.

**SPEED CALL  
30 NUMBER LIST**

Allows a station user access to a programmed list of frequently called numbers by dialing a code instead of the complete number.

**TO PROGRAM:**

- Lift handset.
- Dial \*75.
- Listen for special dial tone.
- Dial a 20-----49, followed by the number you wish to program.
- Listen for the double beep confirmation.
- Hang up.

**TO USE:**

- Dial 20-----49.
- Programmed number is automatically dialed.

**LAST NUMBER REDIAL**

Allows a station to dial the last number inputted without keying in all the digits.

**TO USE:**

- To Redial last number dialed, lift handset.
- Press # key.
- Number will automatically be redialed.

**CALL TRACE**

**THIS SERVICE WILL NOT WORK IF YOUR AGENCY UTILIZES A PBX. ADDITIONALLY, IF YOU HAVE A LIFE-THREATENING SITUATION, YOU SHOULD ALSO NOTIFY SECURITY AND/OR THE LOCAL POLICE DEPARTMENT IMMEDIATELY.**

Call Trace is available to State Centrex users. This service enables you to create a record of harassing and/or threatening calls you may receive. You do not need to sign up for Call Trace service. The charges for use will appear on your regular monthly agency telephone bill.

**TO USE:**

- Hang up from the call.
- Immediately lift the receiver and dial \*57 (or 1157 from a rotary phone).
- Stay on the line and follow the instructions given.

If the trace is successful, the name and number of the last caller will be forwarded to the telephone company security center. At the same time you will receive a recorded announcement to inform you that the trace has been successful, and a \$1.00 charge will be added to your telephone bill. The recording will also instruct you that if the situation is life threatening to call the local police.

After your telephone has recorded two successful traces that originated from the same telephone number, the telephone company can initiate deterrent action. At the State's request, the telephone company will send a letter to the calling party. Under no circumstances will you be given the name or telephone number of the person who called.

For further information on this service, please contact the Office of the CIO-Network Services 402-471-2761.

**6-PARTY CONFERENCE CALL**

Permits a station to establish a six-party call without the assistance of an attendant.

**TO USE:**

- Lift handset.
- Dial first party.
- Ask them to wait on the line.
- Flash/Link.
- Listen for special dial tone.
- Dial \*61.
- Flash/Link.
- Listen for special dial tone.
- Dial second party.
- Ask them to wait on the line.
- Flash/Link.
- Listen for special dial tone.
- Dial \*61.
- Flash/Link.
- Listen for special dial tone
- Dial next participant
- Continue until all parties are added.
- All parties are now connected.

**STATE TOLL FREE MEET ME BRIDGE****TO USE:**

- Call the State operator at 402-471-9997. Ask to reserve a date and time for the "State Toll Free Conference Bridge".
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Inform participants to call 888-866-4213 (471-6000 if calling from Lincoln) at the pre-arranged conference time.

- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference call.

### **TOLL DIAL IN MEET ME BRIDGE**

#### **TO USE:**

- Call the State operator at 402-471-9997. Ask to reserve a date and time for the "State Local Dial in Conference Bridge".
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Inform participants to dial 402-471-6000 at the pre-arranged conference time.
- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference.

### **UNL TOLL FREE MEET ME BRIDGE (secure)**

This bridge is available in the event that other State bridges are already reserved.

#### **TO USE:**

- Call the State operator at 402-472-3711. Ask to reserve a date and time for the "UNL Toll Free Conference Bridge".
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Operator will assign a security passcode.
- Inform participants to dial 877-229-1563 at the pre-arranged conference time.
- Provide participants with the conference passcode.
- Up to 45 participants.
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference.

### **OPERATOR ASSISTED CONFERENCE BRIDGE (ultra secure)**

- Call the State operator at 402-472-3711. Ask to reserve a date and time for the "Operator Assisted Conference Bridge"
- Give the conference operator your Agency, name, telephone number and the telephone number you want the conference billed to.
- Give the operator the names and telephone numbers of those attending the conference.
- The operator will conference in each party at the scheduled time.
- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference.

**\*\*\*FLASH/LINK--**Depress flash/link key or depress hookswitch and release.

**\*\*\*SPECIAL DIAL TONE--**After depressing flask/link key or the hookswitch, dial tone is interrupted 3 times, then resumed.

**\*\*\*DOUBLE BEEP CONFIRMATION--**Two short beeps after activation of a feature.

**BRIDGEPORT  
GENERAL TELEPHONE INSTRUCTIONS  
(See Alliance - Page 26)**

**BROKEN BOW  
GENERAL TELEPHONE INSTRUCTIONS  
(See Alliance - Page 26)**

**CHADRON  
GENERAL TELEPHONE INSTRUCTIONS  
(See Alliance - Page 26)**

**FREMONT/NORFOLK/WAYNE  
GENERAL TELEPHONE INSTRUCTIONS**

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**LONG DISTANCE SERVICE:**

The State telephone network is provided for OFFICIAL STATE BUSINESS ONLY. Personal long distance calls are clearly contrary to provisions of State law. For exact language of the law, as well as a definition of the legal sanctions, please refer to page 12 under LONG DISTANCE SERVICE.

**NETCOMM--DIRECT DISTANCE DIAL (DDD):**

All DDD calls placed by dialing 9-1 are automatically routed on NeTcomm facilities. NeTcomm is a highly specialized telecommunications system offering substantial economies to the State of Nebraska.

**CENTREX  
DIALING INSTRUCTIONS**

Agencies having auxiliary switchboards require an additional digit be dialed to access the NeTcomm system for long distance calls.

Repair Service ..... 9-1-800-457-8210

**EMERGENCIES**

Fire-Ambulance-Police..... 9-911  
State Patrol (Fremont) ..... 9-1-402-331-3333  
State Patrol (Norfolk) .....3456 or 9-1-402-370-3456  
State Patrol (Wayne)..... 9-1-402-370-3456

**GIVE:** Nature of emergency  
Building  
Room number  
Your name  
Your telephone number

**TO CALL LOCAL NUMBERS OUTSIDE THE STATE CENTREX:**

Dial 9, and the local number.

**TO CALL OTHER STATIONS ON THE CENTREX SYSTEM:**

Dial the 4-digit station number.

**TO CALL WITHIN AREA 402 (NETCOMM):**

Dial 9-1-402 and the desired number.

**TO CALL LOCATIONS OUTSIDE AREA 402 (NETCOMM):**

Dial 9-1, the area code, and the desired number.

**TO CALL TOLL FREE 800 NUMBERS:**

Dial 9-1-8XX and the desired number.

**TO DIAL A CALLING CARD CALL FROM A STATE CENTREX STATION:**

Dial 9-1; listen for dial tone.

Follow instructions provided with the calling card you are using.

**DIRECTORY ASSISTANCE**

Local Directory Assistance (\$1.25 Per Call) .....	9-411
Long Distance Directory Assistance (\$1.25 Per Call) .....	9-1-Area Code-555-1212
800 Directory Assistance .....	9-1-800-555-1212

**DMS100 CENTREX FEATURES**

**CALL HOLD**

**TO ACTIVATE:**

- Flash/Link.
- Listen for special dial tone.
- Dial \*4.
- Listen for double beep confirmation.

**NOTE:** Do not hang up phone, you may place a second call or set receiver down.

**TO RETRIEVE:**

- Flash/Link once if you still have dial tone, twice if dial tone has stopped.

**CONSULTATION HOLD**

Allows the station user, while on an established call, to place the original call to hold and consult privately with a third party without the assistance of the attendant, then return to the original call.

**TO USE:**

- Flash/Link.
- Listen for special dial tone.
- Dial number.
- Consult privately.
- Allow consulted party to hang up.
- You will be automatically reconnected with original party.

## CALL TRANSFER

Allows a station to transfer a call to another number or to the attendant.

### TO USE:

- Flash/Link.
- Listen for special dial tone.
- Dial number to transfer to.
- Hang on to announce call then hang up OR wait for at least one full ring then hang up.
- Call is transferred.

**NOTE:** If the number is busy or doesn't answer, flash/link twice to be reconnected with party.

## 3-WAY CONFERENCE CALL

Permits a station to establish a three-party call without the assistance of an attendant.

### TO ACTIVATE:

- Flash/Link.
- Listen for special dial tone.
- Dial number of the third party.
- Wait for answer.
- Flash/Link.
- All three parties are connected.

**NOTE:** If number is busy or doesn't answer, flash/link twice to be reconnected with original party.

## CALL PICKUP

Allows a station to answer calls that come in to other stations within the same group.

### TO USE:

- Hear another phone in your group ringing, lift handset.
- Dial \*9.
- Answer call.

## DIRECTED CALL PICKUP

Allows a station to answer calls that come in to another specific station with the same group.

### TO USE:

- Hear another phone ringing.
- Lift handset, dial \*67.
- Listen for special dial tone.
- Dial number of extension that is ringing (XXXX).
- Answer call.

## **CALL FORWARD UNIVERSAL**

Allows a station's incoming calls to be forwarded to another location.

### **TO ACTIVATE:**

- Lift handset.
- Dial \*72.
- Listen for feature dial tone.
- Dial number to forward to (9 plus the number if external or XXXX if internal)
- Listen for double beep confirmation.
- Hang up.

### **TO CANCEL:**

- Lift handset.
- Dial \*73.
- Listen for double beep confirmation.
- Hang up.

## **AUTOMATIC CALL BACK**

Allows a station to be notified, after encountering a busy number when the busy number becomes idle. The station is rung and the call is placed automatically when the station user lifts the receiver.

### **TO ACTIVATE:**

- Dialed number is busy (must be a Centrex number).
- Flash/Link.
- Dial \*82
- Listen for double beep confirmation.
- Hang up.

### **TO RESPOND:**

- Hear one long followed by two short bursts of ringing.
- Lift handset.
- Other party is automatically rung.

### **TO CANCEL:**

- Lift handset.
- Dial \*0.
- Listen for double beep confirmation.
- Feature is cancelled.

## **SPEED CALL 6 NUMBER LIST**

Allows a station user access to a programmed list of frequently called numbers by dialing a code instead of the complete number.

**TO PROGRAM:**

- Lift handset.
- Dial \*74.
- Listen for special dial tone.
- Dial a 2, 3, 4, 5, 6, 7 followed by the number you wish to program.
- Listen for double beep confirmation.
- Hang up.

**TO USE:**

- Dial 2, 3, 4, 5, 6, 7.
- Programmed number is automatically dialed.

**SPEED CALL  
30 NUMBER LIST**

Allows a station user access to a programmed list of frequently called numbers by dialing a code instead of the complete number.

**TO PROGRAM:**

- Lift handset.
- Dial \*75.
- Listen for special dial tone.
- Dial a 20-----49, followed by the number you wish to program.
- Listen for the double beep confirmation.
- Hang up.

**TO USE:**

- Dial 20-----49.
- Programmed number is automatically dialed.

**LAST NUMBER REDIAL**

Allows a station to dial the last number inputted without keying in all the digits.

**TO USE:**

- To redial last number dialed, lift handset.
- Press # key.
- Number will automatically be redialed.

**CALL TRACE**

**THIS SERVICE WILL NOT WORK IF YOUR AGENCY UTILIZES A PBX.  
ADDITIONALLY, IF YOU HAVE A LIFE-THREATENING SITUATION, YOU SHOULD  
ALSO NOTIFY SECURITY AND/OR THE LOCAL POLICE DEPARTMENT  
IMMEDIATELY.**

Call Trace is available to State Centrex users. This service enables you to create a record of harassing and/or threatening calls you may receive. You do not need to sign up for Call Trace service. The charges for use will appear on your regular monthly agency telephone bill.

**TO USE:**

- Hang up from the call.
- Immediately lift the receiver and dial \*57 (or 1157 from a rotary phone).
- Stay on the line and follow the instructions given.

If the trace is successful, the name and number of the last caller will be forwarded to the telephone company security center. At the same time you will receive a recorded announcement to inform you that the trace has been successful, and a \$1.00 charge will be added to your telephone bill. The recording will also instruct you that if the situation is life threatening to call the local police.

After your telephone has recorded two successful traces that originated from the same telephone number, the telephone company can initiate deterrent action. At the State's request, the telephone company will send a letter to the calling party. Under no circumstances will you be given the name or telephone number of the person who called.

For further information on this service, please contact the Office of the CIO-Network Services at 402-471-2761.

**6-PARTY CONFERENCE CALL**

Permits a station to establish a six-party call without the assistance of an attendant.

**TO USE:**

- Lift handset.
- Dial first party.
- Ask them to wait on the line.
- Flash/Link.
- Listen for special dial tone.
- Dial \*61.
- Flash/Link.
- Listen for special dial tone
- Dial second party.
- Ask them to wait on the line.
- Flash/Link.
- Listen for special dial tone.
- Dial \*61.
- Flash/Link
- Listen for special dial tone
- Dial next participant
- Continue until all parties are added.
- All parties are now connected.

**STATE TOLL FREE MEET ME BRIDGE****TO USE:**

- Call the State operator at 402-471-9997. Ask to reserve a date and time for the "State Toll Free Conference Bridge".
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Inform participants to call 888-866-4213 (471-6000 if calling from Lincoln) at the pre-arranged conference time.

- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference call.

### **TOLL DIAL IN MEET ME BRIDGE**

#### **TO USE:**

- Call the State operator at 402-471-9997. Ask to reserve a date and time for the "State Local Dial in Conference Bridge".
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Inform participants to dial 402-471-6000 at the pre-arranged conference time.
- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference.

### **UNL TOLL FREE MEET ME BRIDGE (secure)**

This bridge is available in the event that other State bridges are already reserved.

#### **TO USE:**

- Call the State operator at 402-472-3711. Ask to reserve a date and time for the "UNL Toll Free Conference Bridge".
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Operator will assign a security passcode.
- Inform participants to dial 877-229-1563 at the pre-arranged conference time.
- Provide participants with the conference passcode.
- Up to 45 participants.
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference.

### **OPERATOR ASSISTED CONFERENCE BRIDGE (ultra secure)**

- Call the State operator at 402-472-3711. Ask to reserve a date and time for the "Operator Assisted Conference Bridge"
- Give the conference operator your Agency, name, telephone number and the telephone number you want the conference billed to.
- Give the operator the names and telephone numbers of those attending the conference.
- The operator will conference in each party at the scheduled time.
- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference.

**\*\*\*FLASH/LINK--**Depress flash/link key or depress hookswitch and release.

**\*\*\*SPECIAL DIAL TONE--**After depressing flask/link key or the hookswitch, dial tone is interrupted 3 times, then resumed.

**\*\*\*DOUBLE BEEP CONFIRMATION--**Two short beeps after activation of a feature.

**GERING/SCOTTSSLUFF  
GENERAL TELEPHONE INSTRUCTIONS**

The Centrex System is a consolidated switching point for Nebraska's Network Telecommunications Service (NeTcomm). NeTcomm services are managed by the Office of the CIO-Network Services. Inquiries regarding NeTcomm may be directed to the Office of the CIO-Network Services—402-471-2761.

**DIRECT INWARD DIAL (DID):**

The Centrex System allows outside callers to reach any station directly. Please give outside callers your complete 10-digit telephone number.

**LONG DISTANCE SERVICE:**

The State telephone network is provided for OFFICIAL STATE BUSINESS ONLY. Personal long distance calls are clearly contrary to provisions of State law. For exact language of the law, as well as a definition of the legal sanctions, please refer to page 12 under LONG DISTANCE SERVICE.

**NETCOMM--DIRECT DISTANCE DIAL (DDD):**

All DDD calls placed by dialing 9-1 are automatically routed on NeTcomm facilities. NeTcomm is a highly specialized telecommunications system offering substantial economies to the State of Nebraska.

**GERING/SCOTTSSLUFF CENTREX  
DIALING INSTRUCTIONS**

Agencies having auxiliary switchboards require an additional digit be dialed to access the NeTcomm system for long distance calls.

Scottsbluff State Office Building main number.....1300 OR 632-1300  
Repair Service.....9-633-5000

**EMERGENCIES**

Fire .....9-632-4141  
Ambulance .....9-635-1411  
Police .....9-632-7176  
State Patrol.....9-632-1211

**GIVE:** Nature of emergency  
Building  
Room number  
Your name  
Your telephone number

**TO CALL LOCAL NUMBERS OUTSIDE THE CENTREX SYSTEM:**

Dial 9, and the telephone number.

**TO CALL OTHER STATIONS ON THE CENTREX SYSTEM:**

Dial the 4-digit station number.

**TO CALL OTHER LOCATIONS WITHIN THE 308 AREA (NETCOMM):**

Dial 9-1-308 and the desired number.

**TO CALL LOCATIONS OUTSIDE THE 308 AREA (NETCOMM):**

Dial 9-1, the area code, and the desired number.

**TO CALL TOLL FREE 800 NUMBERS:**

Dial 9-1-8XX and the desired number.

**TO DIAL A CALLING CARD CALL FROM A STATE CENTREX STATION:**

Dial 9-1; listen for dial tone.

Follow instructions provided with the calling card you are using.

**DIRECTORY ASSISTANCE**

Local Directory Assistance (\$1.00 Per Call) .....	9-411
Long Distance Directory Assistance (\$1.00 Per Call)....	9-1-AREA CODE-555-1212
800 Directory Assistance (\$1.00 per call).....	9-1-800-555-1212

**GERING/SCOTTSBLUFF DMS100 CENTREX FEATURES**

**CONSULTATION HOLD**

Allows the station user, while on an established call, to place the original call on hold and consult privately with a third party without the assistance of the attendant, then return to the original call.

**TO USE:**

- Flash/Link.
- Listen for special dial tone.
- Dial number.
- Consult privately.
- Allow consulted party to hang up.
- You will be automatically reconnected with original party.

**CALL TRANSFER**

Allows a station to transfer a call to another number or to the attendant.

**TO USE:**

- Flash/Link.
- Listen for special dial tone.
- Dial number to transfer to.
- Hang on to announce call then hang up OR

- Wait for at least one full ring then hang up.
- Call is transferred.

**NOTE:** If the number is busy or doesn't answer, flash/link twice to be reconnected with party.

### **3-WAY CONFERENCE CALL**

Permits a station to establish a three-party call without the assistance of an attendant.

#### **TO ACTIVATE:**

- Flash/Link.
- Listen for special dial tone.
- Dial number of third party.
- Wait for answer.
- Flash/Link.
- All three parties are connected.

**NOTE:** If number is busy or doesn't answer, flash/link twice to be reconnected with original party.

### **CALL PICKUP**

Allows a station to answer calls that come in to other stations within the same group.

#### **TO USE:**

- Hear another phone in your group ringing, lift handset.
- Dial \*11.
- Answer call.

### **CALL FORWARD UNIVERSAL**

Allows a station's incoming calls to be forwarded to another location.

#### **TO ACTIVATE:**

- Lift handset.
- Dial \*72.
- Listen for feature dial tone.
- Dial number to forward to (9 plus the number if external)
- There will be a courtesy call to the forwarding line. The call forwarding will be activated once the courtesy call is answered. If you are not able to answer the courtesy call, you can activate the call service by dialing \*72 again.

#### **TO CANCEL:**

- Lift handset.
- Dial \*73.
- Listen for double beep confirmation.
- Hang up.

## **SPEED CALL**

Allows a station user access to a programmed list of frequently called numbers by dialing a 1 or 2 digit code instead of a complete number. The codes used are 2-9 for a short list and 20-49 for a long list of programmed numbers.

### **TO PROGRAM A SHORT LIST:**

- Lift handset.
- Dial \*74.
- Listen for special dial tone.
- Dial a 2, 3, 4, 5, 6, 7, 8, or 9 followed by the number you wish to program.
- Listen for confirmation tone and then dial tone.

### **TO PROGRAM A LONG LIST:**

- Lift handset.
- Dial \*75.
- Listen for special dial tone.
- Dial a 20-----49, followed by the number you wish to program.
- Listen for confirmation tone and then dial tone.

### **TO USE:**

- Lift handset.
- Dial 1 or 2 digit code.
- Dial # or wait four seconds.
- Number will automatically be dialed.

## **CALL TRACE**

This service allows a subscriber to request a trace of the incoming call. This information is provided to the Service Provider, not to the subscriber, and may then be passed on to an appropriate authority.

### **TO USE:**

- Hang up from the call.
- Immediately lift receiver and dial \*57.
- Stay on line and follow instructions. If two-stage call tracing is configured, press 1 to activate the trace.

## **STATE TOLL FREE MEET ME BRIDGE**

### **TO USE:**

- Call the State operator at 402-471-9997. Ask to reserve a date and time for the "State Toll Free Conference Bridge".
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Inform participants to call 888-866-4213 (471-6000 if calling from Lincoln) at the pre-arranged conference time.
- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference call.

## TOLL DIAL IN MEET ME BRIDGE

### TO USE:

- Call the State operator at 402-471-9997. Ask to reserve a date and time for the “State Local Dial in Conference Bridge”.
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Inform participants to dial 402-471-6000 at the pre-arranged conference time.
- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference call.

### UNL TOLL FREE MEET ME BRIDGE (secure)

This bridge is available in the event that other State bridges are already reserved.

### TO USE:

- Call the State operator at 402-472-3711. Ask to reserve a date and time for the “UNL Toll Free Conference Bridge”.
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Operator will assign a security passcode.
- Inform participants to dial 877-229-1563 at the pre-arranged conference time.
- Provide participants with the conference passcode.
- Up to 45 participants.
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference call.

### OPERATOR ASSISTED CONFERENCE BRIDGE (ultra secure)

- Call the State operator at 402-472-3711. Ask to reserve a date and time for the “Operator Assisted Conference Bridge”
- Give the conference operator your Agency, name, telephone number and the telephone number you want the conference billed to.
- Give the operator the names and telephone numbers of those attending the conference.
- The operator will conference in each party at the scheduled time.
- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference call.

\*\*\***FLASH/LINK**--Depress flash/link key or depress hookswitch and release.

\*\*\***SPECIAL DIAL TONE**--After depressing flash/link key or hookswitch, dial tone interrupted quickly 3 times, then resumed.

\*\*\***DOUBLE BEEP CONFIRMATION**--Two short beeps after activation of a feature indicating successful activation.

**GRAND ISLAND  
GENERAL TELEPHONE INSTRUCTIONS  
(See Alliance - Page 26)**

**KEARNEY  
GENERAL TELEPHONE INSTRUCTIONS**

The Kearney Centrex System is a consolidated switching point for Nebraska's Network Telecommunications Service (NeTcomm). NeTcomm services are managed by the Office of the CIO-Network Services. Inquiries regarding NeTcomm may be directed to the Office of the CIO-Network Services—402-471-2761.

**DIRECT INWARD DIAL (DID):**

The Kearney Centrex allows outside callers to reach any station directly. Please give outside callers your complete 7-digit telephone number.

**LONG DISTANCE SERVICE:**

The State telephone network is provided for OFFICIAL STATE BUSINESS ONLY. Personal long distance calls are clearly contrary to provisions of State law. For exact language of the law, as well as a definition of the legal sanctions, please refer to page 12 under LONG DISTANCE SERVICE.

**NETCOMM--DIRECT DISTANCE DIAL (DDD):**

All DDD calls placed by dialing 9-1 are automatically routed on NeTcomm facilities. NeTcomm is a highly specialized telecommunications system offering substantial economies to the State of Nebraska.

**KEARNEY CENTREX  
DIALING INSTRUCTIONS**

Agencies having auxiliary switchboards require an additional digit be dialed to access the the NeTcomm system for long distance calls.

Repair Service ..... 9-1-800-483-1000

**EMERGENCIES**

Fire-Ambulance-Police ..... 9-911  
State Patrol..... 9-1-308-385-6000

**GIVE:** Nature of emergency  
Building  
Room number  
Your name  
Your telephone number

**TO CALL UNIVERSITY OF NE KEARNEY OR STATE CENTREX STATIONS:**

Dial the 4-digit station number.

**TO CALL OTHER LOCATIONS WITHIN THE 308 AREA (NETCOMM):**

Dial 9-1-308 and the desired number.

**TO CALL LOCATIONS OUTSIDE THE 308 AREA (NETCOMM):**

Dial 9-1, the area code, and the desired number.

**TO CALL TOLL FREE 800 NUMBERS:**

Dial 9-1-8XX and the desired number.

**TO DIAL A CALLING CARD CALL FROM A STATE CENTREX STATION:**

Dial 9-1; listen for dial tone.

Follow instructions provided with the calling card you are using.

**DIRECTORY ASSISTANCE**

Local Directory Assistance (60¢ Per Call) .....	9-411
Long Distance Directory Assistance (60¢ Per Call).....	9-1-AREA CODE-555-1212
800 Directory Assistance .....	9-1-800-555-1212

**KEARNEY DMS100 CENTREX FEATURES**

**CALL HOLD**

**TO ACTIVATE:**

- Flash/Link.
- Listen for special dial tone.
- Dial #87
- Listen for double beep confirmation.
- Hang Up.

**TO RETRIEVE:**

Lift handset.

**CONSULTATION HOLD**

Allows the station user, while on an established call, to place the original call to hold and consult privately with a third party without the assistance of the attendant, then return to the original call.

**TO USE:**

- Flash/Link.
- Listen for special dial tone.
- Dial number.
- Consult privately.
- Allow consulted party to hang up.
- You will be automatically reconnected with original party.

**CALL TRANSFER**

Allows a station to transfer a call to another number or to the attendant.

**TO USE:**

- Flash/Link.
- Listen for special dial tone.
- Dial number to transfer to.
- Hang on to announce call then hang up OR wait for at least one full ring then hang up.
- Call is transferred.

**NOTE:** If the number is busy or doesn't answer, flash/link twice to be reconnected with party.

**3-WAY CONFERENCE CALL**

Permits a station to establish a three-party call without the assistance of an attendant.

**TO ACTIVATE:**

- Flash/Link.
- Listen for special dial tone.
- Dial number of the third party.
- Wait for answer.
- Flash/Link.
- All three parties are connected.

**NOTE:** If number is busy or doesn't answer, flash/link twice to be reconnected with original party.

**CALL PICKUP**

Allows a station to answer calls that come in to other stations within the same group.

**TO USE:**

- Hear another phone in your group ringing, lift handset.
- Dial \*99.
- Answer call.

**CALL FORWARD UNIVERSAL**

Allows a station's incoming calls to be forwarded to another location.

**TO ACTIVATE:**

- Lift handset.
- Dial \*72.
- Listen for feature dial tone.
- Dial number to forward to (9 plus the number if external or XXXX if internal)
- Listen for double beep confirmation.
- Hang up.

**TO CANCEL:**

- Lift handset.
- Dial \*73.

- Listen for double beep confirmation.
- Hang up.

### **RING AGAIN**

Allows a station to be notified, after encountering a busy number when the busy number becomes idle. The station is rung and the call is placed automatically when the station user lifts the receiver.

#### **TO ACTIVATE:**

- Dialed number is busy (must be a Kearney Centrex number).
- Flash/Link.
- Dial #80.
- Listen for double beep confirmation.
- Hang up.

#### **TO RESPOND:**

- Hear one long followed by two short bursts of ringing.
- Lift handset.
- Other party is automatically rung.

#### **TO CANCEL:**

- Lift handset.
- Dial #80.
- Listen for double beep confirmation.
- Feature is canceled.

### **SPEED CALL 10 NUMBER LIST**

Allows a station user access to a programmed list of frequently called numbers by dialing a code instead of the complete number.

#### **TO PROGRAM:**

- Lift handset.
- Dial \*74.
- Listen for special dial tone.
- Dial a 0, 1, 2, 3, 4, 5, 6, 7, 8, 9 followed by the number you wish to program.
- Listen for double beep confirmation.
- Hang up.

#### **TO USE:**

- Dial \* 0, 1, 2, 3, 4, 5, 6, 7, 8, 9.
- Programmed number is automatically dialed.

## **SPEED CALL 30 NUMBER LIST**

Allows a station user access to a programmed list of frequently called numbers by dialing a code instead of the complete number.

### **TO PROGRAM:**

- Lift handset.
- Dial \*75.
- Listen for special dial tone.
- Dial a 00-----29, followed by the number you wish to program.
- Listen for the double beep confirmation.
- Dial #.
- Hang up.

### **TO USE:**

- Dial \* and the assigned two digit number.
- Programmed number is automatically dialed.

## **CALL PARK**

### **TO PARK:**

- Flash/Link.
- Listen for special dial tone.
- Dial #84.
- Listen for double beep confirmation.
- Hang up.

### **TO RETRIEVE:**

- Lift handset.
- Dial #86.
- Listen for special dial tone.
- Dial 4 digit number where call is parked.
- Answer call.

## **LAST NUMBER REDIAL**

- Lift handset.
- Dial ##.

## **CALL TRACE**

- After receiving call, hang up.
- Lift handset and listen for dial tone.
- Dial \*57 and follow voice recorded instructions

## **6-PARTY CONFERENCE CALL**

Permits a station to establish a six-party call without the assistance of an attendant.

**TO USE:**

- Lift handset.
- Dial first party.
- Ask them to wait on the line.
- Flash/Link.
- Listen for special dial tone.
- Dial \*61.
- Flash/Link.
- Listen for special dial tone.
- Dial second party.
- Ask them to wait on the line.
- Flash/Link.
- Listen for special dial tone
- Dial \*61.
- Flash/Link.
- Listen for special dial tone.
- Dial next participant.
- Continue until all parties are added.
- All parties are now connected.

**STATE TOLL FREE MEET ME BRIDGE**

**TO USE:**

- Call the State operator at 402-471-9997. Ask to reserve a date and time for the "State Toll Free Conference Bridge".
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Inform participants to call 888-866-4213 (471-6000 if calling from Lincoln) at the pre-arranged conference time.
- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference call.

**TOLL DIAL IN MEET ME BRIDGE**

**TO USE:**

- Call the State operator at 402-471-9997. Ask to reserve a date and time for the "State Local Dial in Conference Bridge".
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Inform participants to dial 402-471-6000 at the pre-arranged conference time.
- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference call.

**UNL TOLL FREE MEET ME BRIDGE (secure)**

This bridge is available in the event that other State bridges are already reserved.

## **TO USE:**

- Call the State operator at 402-472-3711. Ask to reserve a date and time for the "UNL Toll Free Conference Bridge".
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Operator will assign a security passcode.
- Inform participants to dial 877-229-1563 at the pre-arranged conference time.
- Provide participants with the conference passcode.
- Up to 45 participants.
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference call.

## **OPERATOR ASSISTED CONFERENCE BRIDGE (ultra secure)**

- Call the State operator at 402-472-3711. Ask to reserve a date and time for the "Operator Assisted Conference Bridge"
- Give the conference operator your Agency, name, telephone number and the telephone number you want the conference billed to.
- Give the operator the names and telephone numbers of those attending the conference.
- The operator will conference in each party at the scheduled time.
- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference.

**\*\*\*FLASH/LINK--**Depress flash/link key or depress hookswitch and release.

**\*\*\*SPECIAL DIAL TONE--**After depressing the flash/link key or hookswitch, dial tone is interrupted 3 times, then resumed.

**\*\*\*DOUBLE BEEP CONFIRMATION--**Two short beeps after activation of a feature.

**McCOOK**  
**GENERAL TELEPHONE INSTRUCTIONS**  
**(See Alliance - Page 26)**

**NORFOLK  
GENERAL TELEPHONE INSTRUCTIONS  
(See Fremont - Page 36)**

**NORTH PLATTE  
GENERAL TELEPHONE INSTRUCTIONS  
(See Alliance - Page 26)**

**OMAHA  
GENERAL TELEPHONE INSTRUCTIONS**

The Omaha Centrex is a consolidated switching point for Nebraska's Network Telecommunications Service (NeTcomm). NeTcomm services are managed by the Office of the CIO-Network Services. Inquiries regarding NeTcomm may be directed to the Office of the CIO-Network Services—402-471-2761.

**DIRECT INWARD DIAL (DID):**

The Omaha Centrex allows outside callers to reach any station directly. Please give outside callers your complete 10-digit telephone number.

**LONG DISTANCE SERVICE:**

The State telephone network is provided for OFFICIAL STATE BUSINESS ONLY. Personal long distance calls are clearly contrary to provisions of State law. For exact language of the law, as well as a definition of the legal sanctions, please refer to page 12 under LONG DISTANCE SERVICE.

**NETCOMM--DIRECT DISTANCE DIAL (DDD):**

All DDD calls placed by dialing 9-1 are automatically routed on NeTcomm facilities. NeTcomm is a highly specialized telecommunications system offering substantial economies to the State of Nebraska.

**OMAHA CENTREX  
DIALING INSTRUCTIONS**

Agencies having auxiliary switchboards require an additional digit be dialed to access the NeTcomm system for long distance calls.

Repair Service ..... 9-1-800-457-8210

**EMERGENCIES**

Fire-Ambulance-Police ..... 9-911  
State Patrol.....9-331-3333  
Security--State Office Building .....595-2116

**GIVE:** Nature of emergency  
Building  
Room number  
Your name  
Your telephone number

**4-DIGIT DIALING**

**TO USE:**

- For all 595-XXXX numbers for State Government dial the last 4 digits of the telephone number.

## LOCAL CALLS

### TO USE:

- Dial 9 and the local telephone number. EXAMPLE: 9-402-331-3333.

## LONG DISTANCE

### TO USE:

- Dial 9 - 1 - (area code) - 7 digit number. EXAMPLE: 9-1-308-534-6780 or 9-1-800-555-1212.

### TO DIAL A CALLING CARD CALL FROM A STATE CENTREX STATION:

Dial 9-1; listen for dial tone.

Follow instructions provided with the calling card you are using.

## DIRECTORY ASSISTANCE

Local Directory Assistance (\$1.25 Per Call).....	9-411
Long Distance Directory Assistance (\$1.25 Per Call).....	9-1-AREA CODE-555-1212
800 Directory Assistance .....	9-1-800-555-1212

## OMAHA CENTREX FEATURES

### CALL HOLD

#### TO USE:

- Flash/Link.
- Listen for special dial tone.
- Dial \*4.
- Listen for double beep confirmation.

**NOTE:** Do not hang up phone, you may place a second call or set the handset down.

#### TO RETRIEVE:

- Hang up handset and phone will ring in 2-4 seconds.
- Pickup handset and speak to your original caller.

### CONSULTATION HOLD

Allows the station user, while on an established call, to place the original call on hold and consult privately with a third party without the assistance of the attendant, then return to the original call.

#### TO USE:

- Flash/Link.
- Listen for special dial tone.
- Dial number.
- Consult privately.

- Allow consulted party to hang up.
- You will be automatically connected with original party.

### **CALL TRANSFER**

Allows a station to transfer a call to another number or to the attendant.

#### **TO USE:**

- Flash/Link.
- Listen for special dial tone.
- Dial number to transfer call to.
- Announce call OR  
Wait for at least one full ring then hang up.
- Call is transferred.

**NOTE:** If the number does not answer, flash/link twice to be connected with original party.

### **3-WAY CONFERENCE**

Permits a station to establish a three-party call without the assistance of an attendant.

#### **TO USE:**

- Flash/Link.
- Listen for special dial tone.
- Dial number to third party.
- Wait for answer.
- Flash/Link.
- All three parties are connected.

**NOTE:** If number does not answer, flash/link once to be connected to original party.

### **CALL PICKUP**

Allows a station to answer calls that come in to other stations within the same group.

#### **TO USE:**

- Hear another phone in your group ringing, lift handset.
- Dial \*9.
- Answer call.

### **DIRECTED CALL PICKUP**

Allows a station to answer calls that come into a specific station within the same group.

#### **TO USE:**

- Hear another phone ringing.
- Lift handset.
- Dial \*58
- Listen for special dial tone.

- Dial number of extension that is ringing (XXXX).
- Answer call.

### **CALL FORWARD VARIABLE**

Allows a station's incoming calls to be forwarded to another location.

#### **TO USE:**

- Lift handset.
- Dial \*72.
- Listen for dial tone.
- Dial number to forward calls to (9 and the number if external).
- Listen for double beep confirmation.
- Hang up.

#### **TO CANCEL:**

- Lift handset.
- Dial \*73.
- Listen for double beep confirmation.
- Hang up.

### **AUTOMATIC CALL BACK**

Allows a station to be notified, after encountering a busy number when the busy number becomes idle. The station is rung and the call is placed automatically when the station user lifts the receiver.

#### **TO USE:**

- Dialed number is busy (must be Omaha State Centrex number).
- Flash/Link.
- Dial \*8.
- Listen for double beep confirmation.
- Hang up.

#### **TO RESPOND:**

- Hear 3 short bursts of ringing tone.
- Lift handset.
- Other party is automatically rung.

#### **TO CANCEL:**

- Lift handset.
- Dial \*0.
- Listen for double beep confirmation.
- Feature is cancelled.

### **SPEED CALL 6 NUMBER LIST**

Allows a station user access to a programmed list of frequently called numbers by dialing a code instead of the complete number.

**TO PROGRAM:**

- Lift handset.
- Dial \*74.
- Listen for special dial tone.
- Dial a 2, 3, 4, 5, 6, or 7 followed by the number you wish to program.
- Listen for the double beep confirmation.
- Hang up.

**TO USE:**

- Dial 2, 3, 4, 5, 6, OR 7.
- Programmed number is automatically dialed.

**SPEED CALL  
30 NUMBER LIST**

Allows a station user access to a programmed list of frequently called numbers by dialing a code instead of the complete number.

**TO PROGRAM:**

- Lift handset dial.
- Dial \*75.
- Listen for special dial tone.
- Dial 20-----49.
- Dial the number you wish to program.
- Listen for double beep confirmation.
- Hang up.

**TO USE:**

- Lift handset.
- Dial 20-----49.
- Programmed number is automatically dialed.

**CALL TRACE**

**THIS SERVICE WILL NOT WORK IF YOUR AGENCY UTILIZES A PBX.  
ADDITIONALLY, IF YOU HAVE A LIFE-THREATENING SITUATION, YOU SHOULD  
ALSO NOTIFY SECURITY AND POSSIBLY THE LOCAL POLICE DEPARTMENT  
IMMEDIATELY.**

Call Trace is available to State Centrex users. This service enables you to create a record of harassing and/or threatening calls you may receive. You do not need to sign up for Call Trace service. The charges for use will appear on your regular monthly agency telephone bill.

**TO USE:**

- Hang up from the call.
- Immediately lift the receiver and dial \*57.
- Stay on the line and follow the instructions given.

If the trace is successful, the name and number of the last caller will be forwarded to the telephone company security center. At the same time you will receive a recorded announcement to inform you that the trace has been successful, and a \$1.00 charge will be added to your telephone bill. The recording will also instruct you that if the situation is life threatening to call the local police.

After your telephone has recorded three successful traces that originated from the same telephone number, the telephone company can initiate deterrent action. At the State's request, the telephone company will send a letter to the calling party or given the trace information to the local police. Under no circumstances will you be given the name or telephone number of the person who called.

For further information on this service, please contact the Office of the CIO-Network Services at 402-471-2761.

### **6-PARTY CONFERENCE CALL**

Permits a station to establish a six-party call without the assistance of an attendant.

#### **TO USE:**

- Lift handset.
- Dial first party.
- Ask them to wait on the line.
- Flash/Link.
- Listen for special dial tone.
- Dial \*61.
- Flash/Link.
- Listen for special dial tone.
- Dial second party.
- Ask them to wait on the line.
- Flash/Link.
- Listen for special dial tone.
- Dial \*61.
- Flash/Link.
- Listen for special dial tone.
- Dial next participant.
- Continue until all parties are added.
- All parties are now connected.

### **STATE TOLL FREE MEET ME BRIDGE**

#### **TO USE:**

- Call the State operator at 402-471-9997. Ask to reserve a date and time for the "State Toll Free Conference Bridge".
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Inform participants to call 888-866-4213 (471-6000 if calling from Lincoln) at the pre-arranged conference time.
- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) or [www.cio.nebraska.gov/network\\_serv/voice/confcall.html](http://www.cio.nebraska.gov/network_serv/voice/confcall.html) and select Conference Calling for cost of conference call.

## TOLL DIAL IN MEET ME BRIDGE

### TO USE:

- Call the State operator at 402-471-9997. Ask to reserve a date and time for the "State Local Dial in Conference Bridge".
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Inform participants to dial 402-471-6000 at the pre-arranged conference time.
- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) or [www.cio.nebraska.gov/network\\_serv/voice/confcall.html](http://www.cio.nebraska.gov/network_serv/voice/confcall.html) and select Conference Calling for cost of conference call.

### UNL TOLL FREE MEET ME BRIDGE (secure)

This bridge is available in the event that other State bridges are already reserved.

### TO USE:

- Call the State operator at 402-472-3711. Ask to reserve a date and time for the "UNL Toll Free Conference Bridge".
- Give the conference operator your Agency, name, telephone number, and the telephone number that you want the conference billed to.
- Operator will assign a security passcode.
- Inform participants to dial 877-229-1563 at the pre-arranged conference time.
- Provide participants with the conference passcode.
- Up to 45 participants.
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference call.

### OPERATOR ASSISTED CONFERENCE BRIDGE (ultra secure)

- Call the State operator at 402-472-3711. Ask to reserve a date and time for the "Operator Assisted Conference Bridge"
- Give the conference operator your Agency, name, telephone number and the telephone number you want the conference billed to.
- Give the operator the names and telephone numbers of those attending the conference.
- The operator will conference in each party at the scheduled time.
- Up to 45 participants
- Reference [www.cio.nebraska.gov/network\\_serv/voice/voice.html](http://www.cio.nebraska.gov/network_serv/voice/voice.html) for cost of conference call.

\*\*\***FLASH/LINK**--Depress flash/link key or depress hookswitch and release.

\*\*\***SPECIAL DIAL TONE**--After depressing the flash/link key or hookswitch, dial tone is interrupted 3 times, then resumed.

\*\*\***DOUBLE BEEP CONFIRMATION**--Two short beeps after activation of a feature.

**SCOTTSBLUFF  
GENERAL TELEPHONE INSTRUCTIONS  
(See Gering - Page 43)**

**SIDNEY**  
**GENERAL TELEPHONE INSTRUCTIONS**  
**(See Alliance - Page 26)**

**WAYNE**  
**GENERAL TELEPHONE INSTRUCTIONS**  
**(See Fremont - Page 36)**