AVAYA communication

DEFINITY® Enterprise Communications Server (ECS)

Release 6

Multiple Level Precedence and Preemption (MLPP) Operation

555-230-799
Comcode 108279142
Issue 1
July 1998

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About This Document

This document provides user operation procedures for the DEFINITY® Enterprise Communications Server (ECS) Multiple Level Precedence and Preemption (MLPP) features. The MLPP features provide users the ability to interface and operate in a Defense System Network (DSN). The MLPP features include:

- Announcements for Precedence Calling
- Dual Homing
- End Office Access Line Hunting
- Line Load Control
- Precedence Calling
- Precedence Call Waiting
- Precedence Routing
- Preemption
- Worldwide Numbering and Dialing Plan (WNDP).

Audience

This document is intended for station users of the MLPP features on the DEFINITY ECS.

It is recommended that all station users have a copy of this document. If station users do not receive the entire document, photocopy the quick-reference card at the end of this document distribute it to all of your station users. In addition, the system administrator and attendant console users should have copies of this document so they can answer questions about feature operation.

Organization

This document is organized into the following sections:

- "Introduction" contains a brief overview of the MLPP features.
- "Operation" contains complete user operation procedures for the MLPP features.
- "Quick-Reference Card" contains a brief recap of the MLPP user operation procedures. This card has duplicate procedures on both sides of the card. One side is designed for users that wish to hang the card on a wall; the other side is designed for users that wish to stand the folded card next to their telephone.

Conventions

The following conventions are used in this document:

- The term "off-hook" means any of the following: pick up the handset, press the speakerphone button, or turn on a headset.
- The term "on-hook" means any of the following: hang up the handset, press the speakerphone button, or turn off a headset.
- In the user operation section, many procedures require the use of feature dial access codes. Since each system has different feature dial access codes, these procedures contain blank lines where users can fill in the feature dial access codes. If you are making photocopies of the procedures for your users, fill in the feature dial access codes *before* you make photocopies.

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Introduction

The MLPP features allow users to request priority processing of their calls during critical situations. This section provides a high-level look at these features.

Precedence Calling

Precedence Calling is the centerpiece of the MLPP features. Precedence Calling allows users, on a call-by-call basis, to select a level of priority for each call based on their need and importance. The call receives higher-priority routing, whether the call is local or going around the world. Users may access five levels of precedence when placing calls:

- Flash Override (the highest precedence level)
- Flash
- Immediate
- Priority
- Routine (the default, and lowest precedence level)

Each station user is administered with a maximum precedence level (the more important the user, the higher the precedence level). Users cannot originate calls at precedence levels higher than their maximum administered level.

Precedence Routing

When precedence calls are destined for other switches in a network, the Precedence Routing feature is used to route the calls. The Precedence Routing feature routes calls based on three main criteria:

- Routing based on the destination number
- Routing based on the precedence level
- Routing based on the time of day.

These routing criteria are administrable and can be changed as required. Two related features are Dual Homing and End Office Access Line Hunting.

Precedence Call Waiting

After a precedence call is routed, the called party may already be busy on another call. Precedence Call Waiting allows the caller to “camp on” to the called party’s line and wait for them to answer the call. The caller hears a special ringback tone and the called party hears a call waiting tone. As soon as the called party hangs up on their current call, the call rings on the called party’s station with priority three-burst ringing.

Preemption

Preemption works with Precedence Routing to further extend the call routing capabilities of the MLPP features. Preemption, when allowed through administration, can actually tear down an existing, lower-priority call, in order to complete a more important precedence call.

When this occurs, the callers on the existing call hear a tone indicating that the call is about to be preempted; they have three seconds to end the call before the call is automatically disconnected. After the call is disconnected, the preempted facility (usually a trunk) is then used for the preempting call.

Announcements for Precedence Calling

In certain situations, precedence calls are blocked because of unavailable resources or improper use. When this occurs, recorded announcements are used to identify what went wrong. The announcements used for MLPP include:

- Blocked precedence call
- Unauthorized precedence level attempted
- Service interruption prevented call completion
- Busy, not equipped for Preemption or Precedence Call Waiting.

Line Load Control

Line Load Control is a feature that restricts a predefined set of station users from originating calls during a crisis or emergency. Through administration, users are assigned to a Line Load Control level based on their relative importance.

For example, if a situation occurs that threatens national defense, station users in the defense department will not be restricted from originating calls, but stations in the accounting department will be restricted. When the crisis is over, the system can be returned to normal operation through an administration change.

Operation

This section describes the user operation procedures for the MLPP features. This section also describes related feature considerations that do not directly affect user operation procedures, but still affect user understanding of the MLPP features. This section includes:

- Placing Calls
  - Precedence Dialing
  - WNDP Dialing
- Answering Calls
  - Incoming Precedence Calls
  - Precedence Call Waiting Calls
  - Preemption Calls
- Feature Considerations
  - Recorded Announcements
  - Line Load Control
- Call Progress Tones
- Ringing Patterns

Placing Calls

Depending on how your system is set up, you will use one of two methods for placing precedence calls:

- Precedence dialing
- WNDP dialing

Both of these procedures are presented in this section. Check with your administrator to determine which procedure you should use.

Precedence Dialing

To place calls using Precedence Calling, do the following:

1. Go off-hook

   Dial tone is heard.

2. Dial the Precedence Calling dial access code _____.

   Dial tone is heard.

3. Dial the precedence level digit (these are the standard Precedence Calling digits; your system may use a different set of digits):

   - 0 — Flash Override
   - 1 — Flash
   - 2 — Immediate
   - 3 — Priority
   - 4 — Routine

   NOTE:
   You cannot use a precedence level higher than authorized for your telephone. If you use a level that is too high, you will hear a recorded announcement or intercept tone (siren tone).

4. Dial the DSN number you wish to call.

   The call is placed using the precedence level requested.

5. Go on-hook when finished with the call.

WNDP Dialing

To place calls using WNDP, do the following:

1. Go off-hook

   Dial tone is heard.

2. Dial the WNDP dial access code; there are different access codes for each precedence level:

   _____ Flash override

   _____ Flash

   _____ Immediate

   _____ Priority

   _____ Routine

   NOTE:
   You cannot use a precedence level higher than authorized for your station. If you use a level that is too high, you will hear a recorded announcement or intercept tone (siren tone).

3. Optionally, you can dial 1, followed by a Route Digit _____. Check with your administrator to see if you need to use a route digit.

4. Dial the DSN number you wish to call.

   The call is placed using the precedence level requested.

5. Go on-hook when finished with the call.

Answering Calls

In most cases, you have three types of calls to answer: incoming precedence calls, Precedence Call Waiting calls, and Preemption calls. This section shows you how to answer these types of calls.

Incoming Precedence Calls

Answering incoming precedence calls is as easy as picking up your handset, pressing the speaker button, or pressing the on button on your headset. If the call is a precedence call with a level higher than Routine, you hear priority, three-burst ringing and your display shows a call purpose indicator to identify the level of precedence for that call. This information will help you process the calls more effectively. These indicators display on the right end of the display.

- FO — Flash Override
- FL — Flash
- IM — Immediate
- PR — Priority

NOTE:
Routine level precedence calls do not have a special display.

Precedence Call Waiting Calls

Precedence Call Waiting allows incoming precedence calls to “camp on” to your line. When this happens, you will hear tones that indicate that this new call is waiting to be answered. Without hanging up on your current call, you can answer the waiting call and then toggle back and forth between the two calls.

Depending on how the incoming call was originated, standard Call Waiting or Precedence Call Waiting is applied to the call. You will hear different tones for the different types of Call Waiting (see “Call Progress Tones” on Page 13).

To place the current call on hold and answer a Call Waiting call using an analog single-line station, do the following:

1. After hearing the Call Waiting tone, press the Flash button, the Recall button, or press the switchhook for one second.

   You hear recall dial tone.

2. Dial the Hold feature access code _____.

   You are connected to the waiting call.

3. To toggle between the two calls, repeat Steps 1 and 2.
4. When finished with the call, go on-hook.

To answer a Call Waiting call without holding the current call, do the following:

1. After hearing the Call Waiting tone, hang up on your current call.

   Your telephone rings with 3-burst ringing and the call purpose indicator displays on your telephone.
2. Answer the new call.
3. When finished with the call, go on-hook.

Preemption Calls

Preemption allows callers with higher precedence to disconnect an active call so that their call can be completed. The person placing the call receives no indication that they are preempting an active call, but the callers being disconnected will hear a special tone.

When preempted, you should hang up immediately. One of two things will occur:

- If you receive a precedence call immediately after hanging up, this new call was probably the reason you were preempted from your previous call.
- If a new call does not ring at your telephone, your call was preempted by a higher-precedence call for another user. You can try to reestablish your old call, but it may fail if there are other higher-precedence calls using all facilities in the system.

A typical call preemption occurs as follows:

1. While on an active call, you and everyone else active on your call hears preemption tone (a loud, high-pitched tone that lasts for 3 seconds).
2. As soon as you hear the tone, hang up. Even if you do not hang up, you will be disconnected from the call after 3 seconds.

   If the preempting call was intended for you, your telephone rings immediately with priority ringing.
3. Answer the incoming call.
4. Go on-hook when finished with the call.

Display Indicators

Incoming precedence calls to attendant consoles or display telephones show special call purpose indicators to identify the level of precedence for that call. This information will help you process the calls more effectively. These indicators display on the right end of the display.

- FO — Flash Override
- FL — Flash
- IM — Immediate
- PR — Priority

NOTE:
Routine level precedence calls do not have a special display.

The following examples show how the precedence level is displayed.

```
a=Jackson, Andrew      84523              FO
```

```
c=Douglas, Gen. Mac    84523              FL
```

```
a=Connally, Maj. Diane 84733              IM
```

```
a=Smith, PFC John      83535              PR
```

Feature Considerations

The following features do not have user operation procedures, but directly affect your ability to use the MLPP feature set. These features include:

- Recorded Announcements
- Line Load Control (LLC).

Recorded Announcements

There are four recorded announcements you may hear when placing precedence calls or using the Precedence Calling features:

- "Equal or higher precedence calls have prevented completion of your call. Please hang up and try again."

  The "blocked precedence call" announcement is heard when the system attempts to preempt an existing call with a precedence level higher than Routine precedence that is also equal to or lower than the current call's precedence level. If an announcement extension is not assigned, you hear reorder tone (fast busy).

- "The precedence used is not authorized for your line. Please use an authorized precedence or ask your operator for assistance."

  The "unauthorized precedence level attempted" announcement is heard when you attempt to place a precedence call using a precedence level that is higher than authorized by your administrator. If an announcement extension is not assigned, you hear intercept tone (siren tone).

- "A service disruption has prevented the completion of your call. Please wait 30 seconds and try again. In case of emergency, call your operator."

  The "service interruption prevented call completion" announcement is heard when a service interruption prevents your precedence call from being completed. If no announcement extension is assigned, you hear reorder tone (fast busy).

- "The number you have dialed is busy and not equipped for preemption or Precedence Call Waiting."

  The "busy, not equipped for Preemption or Precedence Call Waiting" announcement is heard when you place a precedence call to a busy line, and the line does not have Precedence Call Waiting or is not preemptable. If no announcement extension is assigned, you hear reorder tone (fast busy).

NOTE:
The wordings shown here are only recommended versions; the exact wording may vary as set up by your administrator.

Line Load Control

Your system administrator has the ability to control access to the telephone system by blocking predefined groups of users from originating telephone calls (you are not restricted from receiving calls). This is usually done only in critical or emergency situations to ensure that higher-level users have access to telephone resources. This ability is called Line Load Control (LLC).

LLC can be applied at any time without warning. If you are active on a call, the call is not disturbed. As soon as you go on-hook, you will not be able to originate any calls. When you go off-hook, you will hear reorder tone (fast busy). If this happens, all you can do is try again later to place your call.

Call Progress Tones

Call Progress Tones are sounds that you hear when placing calls. The following table describes the call progress tones.

Tone	Description	Pattern
Busy	The tone heard when the person you are calling is busy.	0.5 sec on, 0.5 sec off; repeated
Call Waiting	The tone heard when you are on a call on a single-line set, someone else calls you, and standard Call Waiting is applied to the call.	0.2 sec on, silence or 0.2 sec on, 0.2 sec off, 0.2 sec on, silence
Call Waiting ringback	The tone heard when you are calling someone that is active on a call, and standard Call Waiting is applied.	0.9 sec on, 0.2 sec off, 2.9 sec off; repeated
Confirmation	The three-burst tone heard after successfully using a feature access code.	0.1 sec on, 0.1 sec off; repeated three times followed by silence
Dial	The tone heard when you go off-hook.	Continuous
Intercept	The two-level tone heard when a call or feature access code is not accepted; also known as siren tone.	0.25 sec on (440 Hz), 0.25 sec off (620 Hz); repeated
Precedence Call Waiting	The tone heard when you are on a call, someone else calls you, and Precedence Call Waiting is applied to the call.	0.1 sec on, 0.05 sec off, 0.1 sec on, 0.05 sec off, 0.1 sec on; repeated every 10 seconds or until timeout occurs
Precedence Call Waiting ringback *and* Precedence Calling ringback	The tone heard when you are calling someone that is active on a call, and Precedence Call Waiting is applied, *and* the special ringing tone heard after placing a precedence call.	1.65 sec on, 0.35 sec off; repeated
Preemption Warning	The tone heard by all parties on a call that is about to be preempted.	Mixed 440 Hz and 620 Hz tone for 3 seconds
Reorder	The fast busy tone heard when calling facilities are not available or are out of order.	0.25 sec on, 0.25 sec off: repeated
Ringback	The normal ringing tone heard after you dial a telephone number not using Precedence Calling.	1 sec on, 3 sec off; repeated

Ringing Patterns

Different ringing patterns are used to represent different features. The following table describes the ringing patterns you will hear on your station.

Ringing	Description	Pattern
Normal	The ringing heard for an incoming call.	Single-burst for internal calls; two-burst for external calls
Precedence	The ringing heard for incoming calls with a special precedence level.	Three-burst
Priority	The ringing heard when the caller uses Priority Calling.	Three-burst

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MLPP Quick-Reference Card

DSN Number _____
Commercial Number _____
Maximum Precedence Level _____

Precedence Dialing

1. Go off-hook
2. Dial the Precedence Calling dial access code _____.
3. Dial the precedence level digit:
   0 - Flash Override
   1 - Flash
   2 - Immediate
   3 - Priority
   4 - Routine
4. Dial the DSN number you wish to call.
5. Go on-hook when finished with the call.

WNDP Dialing

1. Go off-hook
2. Dial the WNDP dial access code:
   _____ Flash override
   _____ Flash
   _____ Immediate
   _____ Priority
   _____ Routine
3. Optionally, you can dial 1, followed by a Route Code digit _____.
4. Dial the DSN number you wish to call.
5. Go on-hook when finished with the call.

Answering Precedence Call Waiting Calls

To place the current call on hold and answer a Call Waiting call using an analog single-line station, do the following:

1. After hearing the Call Waiting tone, press the Flash button, the Recall button, or press the switch-hook for one second.
2. Dial the Hold feature access code _____.
3. To toggle between the two calls, repeat Steps 1 and 2.
4. When finished with the call, go on-hook.

To answer a Call Waiting call without holding the current call, do the following:

1. After hearing the Call Waiting tone, hang up on your current call.
2. Answer the new call.
3. When finished with the call, go on-hook.

Answering Preemption Calls

1. While on an active call, you and everyone else active on your call hears preemption tone (a loud, high-pitched tone that lasts for 3 seconds).
2. As soon as you hear the tone, hang up. Even if you do not hang up, you will be disconnected from the call after 3 seconds.
3. If the new preempting call rings on your telephone, answer the incoming call.
4. Go on-hook when finished with the call.

MLPP Quick-Reference Card

DSN Number _____
Commercial Number

_____
Maximum Precedence Level

_____

Precedence Dialing

1. Go off-hook
2. Dial the Precedence Calling dial access code _____.
3. Dial the precedence level digit:
   0 - Flash Override
   1 - Flash
   2 - Immediate
   3 - Priority
   4 - Routine
4. Dial the DSN number you wish to call.
5. Go on-hook when finished with the call.

WNDP Dialing

1. Go off-hook
2. Dial the WNDP dial access code:
   _____ Flash override
   _____ Flash
   _____ Immediate
   _____ Priority
   _____ Routine
3. Optionally, you can dial 1, followed by a Route Code digit _____.
4. Dial the DSN number you wish to call.
5. Go on-hook when finished with the call.

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Answering Precedence Call Waiting Calls

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2. As soon as you hear the tone, hang up. Even if you do not hang up, you will be disconnected from the call after 3 seconds.
3. If the new preempting call rings on your telephone, answer the incoming call.
4. Go on-hook when finished with the call.