Multiple Level Precedence and Preemption (MLPP) Operation

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Notice

Every effort was made to ensure that the information in this document was complete and accurate at the time of printing. However, information is subject to change.

Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as information regarding support for this product, while under warranty, is available through the following Web site: http://www.avaya.com/support.

Preventing Toll Fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, in the United States and Canada, call the Technical Service Center's Toll Fraud Intervention Hotline at 1-800-643-2353.

How to Get Help

For additional support telephone numbers, go to the Avaya support Web site: http://www.avaya.com/support. If you are:

- Within the United States, click the *Escalation Management* link. Then click the appropriate link for the type of support you need.
- Outside the United States, click the *Escalation Management* link. Then click the *International Services* link that includes telephone numbers for the international Centers of Excellence.

Providing Telecommunications Security

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure:

- Your Avaya-provided telecommunications systems and their interfaces
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

TCP/IP Facilities

Customers may experience differences in product performance, reliability and security depending upon network configurations/design and topologies, even when the product performs as warranted.

Standards Compliance

Avaya Inc. is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by Avaya Inc. The correction of interference caused by such unauthorized modifications, substitution or attachment will be the responsibility of the user. Pursuant to Part 15 of the Federal Communications Commission (FCC) Rules, the user is cautioned that changes or modifications not expressly approved by Avaya Inc. could void the user's authority to operate this equipment.

Product Safety Standards

This product complies with and conforms to the following international Product Safety standards as applicable:

Safety of Information Technology Equipment, IEC 60950, 3rd Edition including all relevant national deviations as listed in Compliance with IEC for Electrical Equipment (IECEE) CB-96A.

Safety of Information Technology Equipment, CAN/CSA-C22.2 No. 60950-00 / UL 60950, 3rd Edition

Safety Requirements for Customer Equipment, ACA Technical Standard (TS) 001 - 1997

One or more of the following Mexican national standards, as applicable: NOM 001 SCFI 1993, NOM SCFI 016 1993, NOM 019 SCFI 1998

The equipment described in this document may contain Class 1 LASER Device(s). These devices comply with the following standards:

- EN 60825-1, Edition 1.1, 1998-01
- 21 CFR 1040.10 and CFR 1040.11.

The LASER devices operate within the following parameters:

- Maximum power output: -5 dBm to -8 dBm
- Center Wavelength: 1310 nm to 1360 nm

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Klass 1 Laser Apparat

Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposures. Contact your Avaya representative for more laser product information.

Electromagnetic Compatibility (EMC) Standards

This product complies with and conforms to the following international EMC standards and all relevant national deviations:

Limits and Methods of Measurement of Radio Interference of Information Technology Equipment, CISPR 22:1997 and EN55022:1998.

Information Technology Equipment – Immunity Characteristics – Limits and Methods of Measurement, CISPR 24:1997 and EN55024:1998, including:

- Electrostatic Discharge (ESD) IEC 61000-4-2
- Radiated Immunity IEC 61000-4-3
- Electrical Fast Transient IEC 61000-4-4
- Lightning Effects IEC 61000-4-5
- Conducted Immunity IEC 61000-4-6
- Mains Frequency Magnetic Field IEC 61000-4-8
- Voltage Dips and Variations IEC 61000-4-11
- Powerline Harmonics IEC 61000-3-2
- Voltage Fluctuations and Flicker IEC 61000-3-3

Federal Communications Commission Statement

Part 15:

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Part 68: Answer-Supervision Signaling

Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- answered by the called station,
- answered by the attendant, or
- routed to a recorded announcement that can be administered by the customer premises equipment (CPE) user.

This equipment returns answer-supervision signals on all direct inward dialed (DID) calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered.
- A busy tone is received.
- A reorder tone is received.

Avaya attests that this registered equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

REN Number

For MCC1, SCC1, CMC1, G600, and G650 Media Gateways:

This equipment complies with Part 68 of the FCC rules. On either the rear or inside the front cover of this equipment is a label that contains, among other information, the FCC registration number, and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

For G350 and G700 Media Gateways:

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the rear of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. The digits represented by ## are the ringer equivalence number (REN) without a decimal point (for example, 03 is a REN of 0.3). If requested, this number must be provided to the telephone company.

For all media gateways:

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in devices not ringing in response to an incoming call. In most, but not all areas, the sum of RENs should not exceed 5.0. To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

REN is not required for some types of analog or digital facilities.

Means of Connection

Connection of this equipment to the telephone network is shown in the following tables.

For MCC1, SCC1, CMC1, G600, and G650 Media Gateways:

Manufacturer's Port Identifier	FIC Code	SOC/REN/ A.S. Code	Network Jacks
Off premises station	OL13C	9.0F	RJ2GX, RJ21X, RJ11C
DID trunk	02RV2-T	0.0B	RJ2GX, RJ21X
CO trunk	02GS2	0.3A	RJ21X
	02LS2	0.3A	RJ21X
Tie trunk	TL31M	9.0F	RJ2GX
Basic Rate Interface	02IS5	6.0F, 6.0Y	RJ49C
1.544 digital interface	04DU9-BN	6.0F	RJ48C, RJ48M
	04DU9-IKN	6.0F	RJ48C, RJ48M
	04DU9-ISN	6.0F	RJ48C, RJ48M
120A4 channel service unit	04DU9-DN	6.0Y	RJ48C

For G350 and G700 Media Gateways:

Manufacturer's Port Identifier	FIC Code	SOC/REN/ A.S. Code	Network Jacks
Ground Start CO trunk	02GS2	1.0A	RJ11C
DID trunk	02RV2-T	AS.0	RJ11C
Loop Start CO trunk	02LS2	0.5A	RJ11C
1.544 digital interface	04DU9-BN	6.0Y	RJ48C
	04DU9-DN	6.0Y	RJ48C
	04DU9-IKN	6.0Y	RJ48C
	04DU9-ISN	6.0Y	RJ48C
Basic Rate Interface	02IS5	6.0F	RJ49C

For all media gateways:

If the terminal equipment (for example, the media server or media gateway) causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact the Technical Service Center at 1-800-242- 2121 or contact your local Avaya representative. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. It is recommended that repairs be performed by Avaya certified technicians.

The equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

This equipment, if it uses a telephone receiver, is hearing aid compatible.

Canadian Department of Communications (DOC) Interference Information

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Declarations of Conformity

United States FCC Part 68 Supplier's Declaration of Conformity (SDoC)

Avaya Inc. in the United States of America hereby certifies that the equipment described in this document and bearing a TIA TSB-168 label identification number complies with the FCC's Rules and Regulations 47 CFR Part 68, and the Administrative Council on Terminal Attachments (ACTA) adopted technical criteria.

Avaya further asserts that Avaya handset-equipped terminal equipment described in this document complies with Paragraph 68.316 of the FCC Rules and Regulations defining Hearing Aid Compatibility and is deemed compatible with hearing aids.

Copies of SDoCs signed by the Responsible Party in the U. S. can be obtained by contacting your local sales representative and are available on the following Web site: http://www.avaya.com/support.

All Avaya media servers and media gateways are compliant with FCC Part 68, but many have been registered with the FCC before the SDoC process was available. A list of all Avaya registered products may be found at: http://www.part68.org by conducting a search using "Avaya" as manufacturer.

European Union Declarations of Conformity

CE

Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformité Europeénne*) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC) and Low Voltage Directive (73/23/EEC). This equipment has been certified to meet CTR3 Basic Rate Interface (BRI) and CTR4 Primary Rate Interface (PRI) and subsets thereof in CTR12 and CTR13, as applicable.

Copies of these Declarations of Conformity (DoCs) can be obtained by contacting your local sales representative and are available on the following Web site: http://www.avaya.com/support.

Japan

This is a Class A product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may occur, in which case, the user may be required to take corrective actions.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＡ情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

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Attention: Avaya Account Management

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Contents

About this document

This document provides user operation procedures for the Avaya Communication Manager Release 2.0 (R2.0) Multiple Level Precedence and Preemption (MLPP) features. The MLPP features provide users the ability to interface and operate in a Defense Switched 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.

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 on page 9 contains a brief overview of the MLPP features.
- Operation on page 11 contains complete user operation procedures for the MLPP features.
- MLPP Quick-Reference Card at the end of the document 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 want to hang the card on a wall. The other side is designed for users that want 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.

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. Non-MLPP calls are treated as routine level precedence calls.

Precedence Routing

When precedence calls are destined for other communication servers 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. Depending on the type of telephone being used, the called party can put the current call on hold and answer the call, or the called party must hang up on their current call to answer the incoming call.

Preemption

Preemption works with Precedence Routing to further extend the call routing capabilities of the MLPP features. Preemption, when allowed through administration, can actually disconnect an existing, lower-priority call, in order to complete a more important precedence call. Even non-MLPP calls are treated as routine level precedence calls, and can be preempted.

When this occurs, the callers on the existing call hear a tone indicating that the call is about to be preempted. The callers have three seconds to end the call before the call is automatically disconnected. After the existing call is disconnected, the new call is placed using preempted facility.

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
- Vacant code

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. When an emergency occurs, the administrator manually enables the feature to restrict calling by users of lower importance. When the emergency is over, the administrator manually disables the feature.

For example, if a security emergency occurs, station users who are responsible for managing the crisis will not be restricted from originating calls, but other station users (for example, in the accounting department) will be restricted. When the crisis is over, the system can be returned to normal operation by the administrator.

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:

The user operation described in this section applies to all telephones supported on the system, including analog telephones, Basic Rate Interface (BRI) telephones (including National ISDN BRI telephones), Digital Communications Protocol (DCP) telephones, and Internet Protocol (IP) hardphones and softphones.

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, but they can never be used simultaneously. 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 want to call.

   The call is placed using the precedence level requested.

WNDP Dialing

With WNDP dialing, you can place both voice and data calls.

Voice calls

To place voice 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 Route Digit 0 for voice calls or Route Digit 5 for voice hotline calls. Check with your administrator to see if you need to use a route digit.
4. Dial the DSN number you want to call.

   The call is placed using the precedence level requested.

Data calls

To place data 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. Dial 1, followed by Route Digit 1 for data calls or Route Digit 6 for data hotline calls.
4. Dial the DSN number you want to call.

   The call is placed using the precedence level requested.
5. When the data call is answered, press the DATA button on the telephone.

   NOTE:
   Placing data calls over H.323 IP trunks is not supported. If you are placing data calls and having problems connecting or staying connected, contact your system administrator concerning this problem.

WNDP Emergency 911 dialing

When dialing calls to the emergency 911 number, check with your administrator for instructions.

The most typical way to place emergency 911 calls is as follows:

1. Go off-hook

   Dial tone is heard.
2. Dial 911. Either wait for the short interdigit timer or press #. For easier access, you can program 911# on a Abbreviated Dialing button.

   The call is placed to the emergency service agency. Depending on how emergency dialing is administered, this could be a firehouse on the base that handles emergency calls.
3. Go on-hook when finished with the call.

If the system has the Automatic Route Selection (ARS) feature, you can place emergency calls as follows:

1. Go off-hook

   Dial tone is heard.

2. Dial the ARS dial access code _____.

   Dial tone is heard.

3. Dial the emergency service agency number (for example, 911).

   The call is placed to the emergency service agency.

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

If the system has the WNDP feature, you can place emergency calls as follows:

1. Go off-hook

   Dial tone is heard.

2. Dial one of the WNDP dial access codes _____.

   NOTE:
   The precedence level of the WNDP dial access code should not be higher than the precedence level of your station. If the dialed precedence level is higher, the call is not allowed.

   Dial tone is heard.

3. Dial the emergency service agency number (for example, 911).

   The call is placed to the emergency service agency.

4. 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.

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 19).

The user operation for answering Precedence Call Waiting calls depends on the type of telephone you are using.

- Multiappearance telephone
- Analog single-appearance telephone
- Non-analog single-appearance telephone

Multiappearance telephone

With a multiappearance telephone, Precedence Call Waiting will not occur until all appearances are busy. Until all appearances are busy, an incoming call will ring on an idle appearance.

To answer a Precedence Call Waiting call when using a multiappearance telephone:

1. After hearing the Precedence Call Waiting tone, decide if you want to answer the incoming call. If you want to answer the call, you must drop one of your other calls. If you do not want to answer the call, the call will go to your coverage point for Routine precedence calls or to the attendant console or night station for calls above Routine precedence.
2. Select the call appearance of the call you want to drop. Inform the caller that you must end the call.
3. Press the Drop button.

   The new call is immediately connected to the call appearance.

Analog single-appearance telephone

To answer a Precedence Call Waiting call when using an analog single-appearance telephone:

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 CAS Remote Hold/Answer Hold-Unhold feature access code _____.

   You are connected to the waiting call.
3. To toggle between the two calls, repeat Steps 1 and 2.

Non-analog single-appearance telephone

To answer a Call Waiting call when using a non-analog single-appearance telephone:

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.

When calls are preempted

Preemption allows callers with higher precedence to disconnect an active call so that their call can be completed when there are no idle facilities available. The person placing the call receives no indication that they are preempting an active call, but the users on the call being preempted 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 the reason you were preempted from your previous call.
- If a precedence call does not immediately ring at your telephone, your call was preempted by a higher-precedence call for another reason. 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.

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
```

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c=Douglas, Gen. Mac    84523              FL
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```
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 several 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 precedence level of the current call. 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).

- "Your call cannot be completed as dialed. Please consult your directory and call again or ask your operator for assistance. This is a recording."

  The "vacant code" announcement is heard when a precedence call is placed to an unassigned extension number. If an announcement extension is not assigned, the caller hears 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. If you are on a call and attempt to conference or transfer the call, the attempt is denied.

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. This tone is 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

Tone	Description	Pattern
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 want to call.

WNDP Dialing (Voice or Data Calls)

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 (0 for voice, 1 for data, 5 for voice hotline, or 6 for data hotline).
4. Dial the DSN number you want to call.
5. When a data call is answered, press the DATA button on the telephone.

Answering Precedence Call Waiting Calls

To answer a Precedence Call Waiting call when using a multiappearance telephone:

1. After hearing the Precedence Call Waiting tone, decide if you want to answer the incoming call. If you want to answer the call, you must drop one of your other calls. If you do not want to answer the call, the call will go to your coverage point for Routine precedence calls or to the attendant console or night station for calls above Routine precedence.
2. Select the call appearance of the call you want to drop. Inform the caller that you must end the call.
3. Press the Drop button or the switchhook.

To answer a Precedence Call Waiting call when using an analog single-appearance telephone:

1. After hearing the Precedence Call Waiting tone, press the Flash button, the Recall button, or press the switchhook for one second.
2. Dial the CAS Remote Hold/Answer Hold-Unhold feature access code _____.
3. To toggle between the two calls, repeat Steps 1 and 2.

To answer a Call Waiting call when using a non-analog single-appearance telephone:

1. After hearing the Precedence Call Waiting tone, hang up on your current call.
2. Answer the new call.

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.

Answering Precedence Call Waiting Calls

To answer a Precedence Call Waiting call when using a multiappearance telephone:

1. After hearing the Precedence Call Waiting tone, decide if you want to answer the incoming call. If you want to answer the call, you must drop one of your other calls. If you do not want to answer the call, the call will go to your coverage point for Routine precedence calls or to the attendant console or night station for calls above Routine precedence.
2. Select the call appearance of the call you want to drop. Inform the caller that you must end the call.
3. Press the Drop button or the switchhook.

To answer a Precedence Call Waiting call when using an analog single-appearance telephone:

1. After hearing the Precedence Call Waiting tone, press the Flash button, the Recall button, or press the switchhook for one second.
2. Dial the CAS Remote Hold/Answer Hold-Unhold feature access code _____.
3. To toggle between the two calls, repeat Steps 1 and 2.

To answer a Call Waiting call when using a non-analog single-appearance telephone:

1. After hearing the Precedence Call Waiting tone, hang up on your current call.
2. Answer the new call.

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.

Fold

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 want to call.

WNDP Dialing (Voice or Data Calls)

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 (0 for voice, 1 for data, 5 for voice hotline, or 6 for data hotline).
4. Dial the DSN number you want to call.
5. When a data call is answered, press the DATA button on the telephone.