

Frequently Asked Questions
Office Switching Systems
Legend

Q. How do I use Account Codes to keep track of calls ?

A. Use Account Code Entry to enter account codes (developed by accounting or administrative personnel) for outside calls, both incoming and outgoing. These codes appear on Station Message Detailed Recording (SMDR) reports, along with other call information, and are used for billing or cost accounting to identify outgoing calls with a project, client, or department. You can enter an account code before or during a call or not at all. You can also change, correct, or cancel an account code while the call is in progress.

Forced Account Code Entry is similar, but affects only outgoing calls and requires a caller to enter an account code before placing an outside call. You can change or correct an account code while a call is in progress, but you cannot cancel it.

To enter, change, or correct an account code during a call, activate the feature and enter the account code. Only the person who enters the account code hears the tones generated by dialing the account code number. To cancel an account code (when permitted), activate the feature and exit without entering a code.

With Forced Account Code Entry, if you try to make an outside call without entering an account code, the following occurs:

- If you select an outside line on an **SA** button (by dialing a dialout code) or on an **ICOM** button (by dialing the Idle Line Access code) without entering an account code, the call is blocked. Depending on the type of telephone used, this may be indicated by the programmed Account Code Entry button flashing, the **SA** button going to the off/idle state, or an intercept tone.
- If you try to make an outside call on a personal line **oPool** button without entering an account code, there is no dial tone.

Q. What are Auto Dial buttons and how do I use them?

A. Use Auto Dial buttons for one-touch dialing of frequently called telephone numbers. Two types of Auto Dial buttons can be programmed:

- **Inside Auto Dial.** This button automatically dials any extension or group extension in the system such as a co-worker, calling group, fax machine, or voice mail system. An operator can also program inside Auto Dial buttons for park zone extension numbers. When an inside Auto Dial button is programmed, the user can see the status of the extension associated with the button; the green LED next to the button is on when a person at the extension is on a call, when Do Not Disturb is on, or when the extension is forced idle for centralized telephone programming or system programming XE "Auto-Dial: Inside Auto Dial
- **Outside Auto Dial.** This button automatically dials frequently called telephone numbers, as well as account codes, long distance company access codes, bank access codes, or emergency contact numbers.

Q. What kind of alarm indicators do I have on the Legend ?

A. Alarms provide either a visible or audible indication when the system detects a problem that needs immediate attention.

- **Alarm Button.** A programmed button on DirectLine Consoles (DLCs) and a factoryset button on Queued Call Consoles (QCCs). It alerts the operator to problems detected by the system software. The red LED next to the **Alarm** button on the operator console turns on when the system detects a problem (such as a problem with one of the trunks or some other system error) that requires immediate attention. It remains on until the problem is corrected.
- **Maintenance Alert.** An alert device such as a bell or strobe light connected to the line or trunk designated as a maintenance alarm jack. The device rings or lights when the system detects a problem that requires immediate attention.
- The red LED on the processor module turns on when the system detects a problem that requires immediate attention. It remains lit until the problem is corrected.
- The red LED on certain modules turns on when the system detects a module-related problem, for example, a loss-of-service alarm on the 100D module.

Q. Can I have the Legend call me for appointment reminders ?

A. If you have a display phone, you can use your phone as an alarm clock and set it to beep at a particular time to remind you of an appointment, meeting, or other important event. Until canceled, the alarm sounds every day at the set time.

Each MLX telephone and analog multiline display telephone has a timer to time calls, meetings, breaks, or other events. When activated, the timer appears at the top of the display, next to the date, and starts counting. It counts to 59 minutes and 59 seconds, then resets to zero and continues counting.

To Set the Alarm

To set the alarm on an MLX display telephone, follow the procedure below:

1. Press the **Menu** button.
2. Select **Alarm Clock [AlClk]**. If this feature is not displayed, press the **More** button. The display shows the alarm status (On/Off) and the time set.
3. For English-language operation, dial a 4-digit time from 0100 to 1259 and select **a.m./p.m.** to switch the display from A.M. to P.M. or back again. For French or Spanish-language operation, dial a 4-digit time from 0000 to 2359. If you make an error, select **Reset** and redial.
4. Select **On**.
5. Press the **Home** button. A bell appears on the Home screen.

To set the alarm on an analog multiline telephone, follow the procedure below:

1. Press the **Set** button. **ALARM Off** begins to flash.
2. Press the **Fwd** button. **ALARM On** begins to flash.
3. Press **Set. Hour** and **am/pm** begin to flash.
4. Press **Fwd** or **Rev** until the setting you want appears on the display.
5. Press **Set. Minutes** begins to flash
6. Press **Fwd** or **Rev** until the setting you want appears on the display.
7. Press the **Exit** button. A bell appears on the display next to the date.

To Cancel the Alarm

To cancel the alarm on an MLX display telephone, follow the procedure below:

1. Press the **Menu** button.
2. Select **Alarm Clock [AlClk]**. If this feature is not displayed, press the **More** button.
3. Select **Off**.
4. Press the **Home** button. The bell disappears from the Home screen.

To set the alarm on an analog multiline telephone, follow the procedure below:

1. Press the **Set** button. **ALARM On** begins to flash.
2. Press the **Fwd** button. **ALARM Off** begins to flash.
3. Press the **Exit** button. The bell disappears from the display.

Q. If I have a restricted phone, can I be permitted to call selected long distance numbers ?

A. Used in conjunction with calling restrictions (outward and toll), an Allowed List is a list of numbers that the caller is allowed to dial, despite restrictions. For example, an Allowed List assigned to an outward-restricted extension can allow calls to specific local numbers, such as emergency (911) or toll numbers. For toll-restricted extensions, an assigned Allowed List can allow calls to specific area codes and/or exchanges needed for daily tasks.

A Disallowed List is a list of local or toll numbers that the telephone user is not allowed to dial, even if the extension is otherwise unrestricted. Disallowed Lists can be used as an alternative to or in conjunction with calling restrictions.

Both Allowed Lists and Disallowed Lists are assigned to individual extensions.

Allowed and Disallowed Lists can also be used in conjunction with Remote Access to restrict calls made through the system from remote locations. In this case, Allowed and Disallowed Lists can be assigned to either specific remote access barrier codes or (if barrier codes are not used) to specific types of trunks (all tie/DID and all non-tie/non-DID trunks).

When an Allowed List is assigned to a barrier code or remote access trunks, the remote access user using that code can dial specific numbers included in the list. When a Disallowed List is assigned to a barrier code, the remote access user using that code cannot reach the specific numbers included in the list.

If barrier codes are not used for remote access, then Allowed and Disallowed Lists for remote access users can be assigned to all tie/DID trunks and all no tie/non-DID trunks.

A Night Service Allowed List can be programmed with up to 10 numbers that anyone can dial without having to enter a Night Service password. For additional information, see "Night Service."

Q. Can I route my local calls over my regular lines and my long distance calls over my T-1 without dialing special pool numbers?

A. How ARS works.

A user with inside dial tone on an SA button dials the ARS Access Code (usually 9) and is connected to ARS. Then the user dials a call. If the telephone is restricted or toll-restricted and the number dialed is not on the Allowed List, or if the number dialed is on the Disallowed List, the user receives a system error tone. Otherwise, ARS compares the number dialed with information in the tables. All tables are available for use at first. Tables are then eliminated from possible use on the call, one by one, until the best table is selected.

Once the table is selected, ARS chooses the appropriate subpattern and checks restrictions, eliminating from consideration any routes with restriction levels higher than the telephone's. Any remaining eligible routes are scanned from the beginning of the list. The first eligible route that is not busy is selected.

Automatic Route Selection (ARS) is available only in Hybrid/PBX mode. ARS allows outgoing calls to be dynamically routed over selected trunk facilities after dialing an ARS access code (usually 9). This enables the system to select the least expensive route for each call.

Programmable lists, called *tables*, indicate the desired routes (line/trunk facilities) for specified area codes and/or exchanges. There is a different ARS table for each type of call (local, toll, special number, etc.). The tables are chosen according to the telephone number digits that are dialed by the user. Each ARS table has a particular trunk pool that it routes calls to.

A table contains some or all of the following types of information:

- **Table Type.** Indicates how to interpret the information in the table. Table types are Area Code, Local Exchange, 6-Digit, 1 + 7, Dial 0, Special Numbers (N11), Default Toll, and Default Local. Details for each table type are discussed later in this section.
- **Digit Strings.** 3-digit entries in the table, typically area codes or exchanges. Dialed digits are compared to the stored digits. A match should occur in only one table and cause selection of the routes specified in that table.
- **Subpattern.** An array of up to six routes. There are two subpatterns for all tables except the Special Numbers (N11) and Dial 0 tables. The subpattern selected depends on the time of day that the call is made, and the start time associated with each subpattern. (The start time for Subpattern A is specified as the stop time for Subpattern B.) The Special Numbers (N11) Table always uses the main pool and thus has neither subpatterns nor routes. The Dial 0 Table has no subpatterns and only one route.
- **Routes.** A structure that defines possible trunks to be used in a preferred order, usually based on lowest cost and the telephone user's privilege level or Facility Restriction Level (FRL). Routes cannot be programmed for the Special Numbers (N11) Table. A route contains the following types of information.
- **Pool.** A group of trunks that are to be used for this route. A pool must be programmed before any other route information.
- **Facility Restriction Level (FRL).** A value from 0 to 6 associated with the route. (0 is the least restrictive and 6 is the most restrictive value for routes.) In order to use the route, a caller (according to extension or remote access barrier code/trunk) must have an FRL that is equal to or greater than the FRL of a route.
- **Absorbed Digits.** The number (0 to 11) of user-dialed digits that ARS absorbs (*does not* dial out) on this route. Digits are absorbed starting with the first user-dialed digit.
- **System-Prefixed Digits.** A string of up to 20 digits (0–9, *, and Pause) that ARS dials out on this route *before* dialing any remaining user-dialed digits.