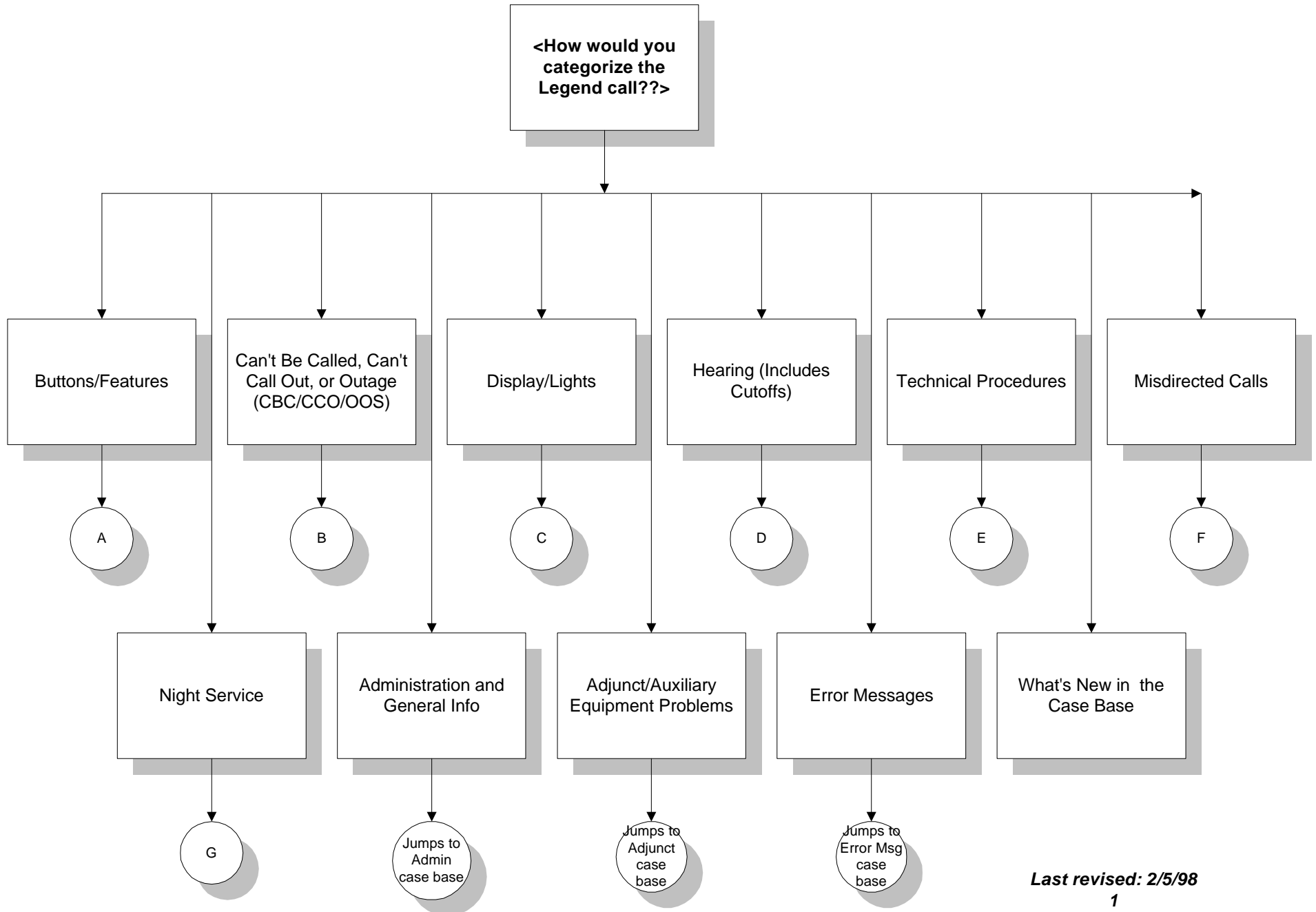


Legend Case Base Structure



Last revised: 2/5/98

A

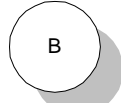
Buttons/Features →

**<Which feature/
button are you
having the trouble
with??>**

- Account Code Entry/Forced Account Code Entry
- Alarm
- Alarm Clock
- Allowed/Disallowed Lists
- Authorization Code
- Auto Answer All
- Auto Answer Intercom
- Auto/Speed Dial (Personal or System)
- Automatic Line Selection
- Barge-In
- Callback (Auto, Selective, Cancel Selective)
- Camp-On
- Call Waiting
- Caller ID
- Conference
- Coverage
- Destination (QCC console only)
- Direct Voice Mail
- Disallowed Lists
- Directories
- Do Not Disturb (DND)
- Drop
- DSS (Direct Station Selector) Button
- Extension Status
- Feature Button
- Forced Release (QCC console only)
- Forward/Follow Me (Inside, Outside, Remote)
- Group Calling
- Headset Options
- HFAI (Hands Free Answer on Intercom)
- Hold
- Hotline
- Intercom
- Join (QCC console only)

Features/
Buttons
Continued

- Language Choices
- Last Number Dial
- Messaging
- Mute
- Night Service
- Notify
- Paging (Loudspeaker, Group/Speakerphone)
- Park
- Personal Line
- Personalized Ringing
- Pickup
- Pool Button
- Position Busy
- Privacy
- Recall
- Release (QCC console only)
- Reminder Service
- Ringing/Idle Line Preference
- Ringing Options
- Saved Number Dial
- Send/Remove Message
- Signal/Notify
- Source (QCC console only)
- Speed Dial (Personal or System)
- Speaker
- Start (QCC console only)
- Switchhook
- Shared System Access (SSA) Button
- System Access (SA) Button
- Timer
- Transfer
- Voice Announce to Busy
- Volume



Can't Be Called,
Can't Call Out,
or Outage-Either Telephones or Lines
(CBC/CCO/OOS)

<What best describes the Can't Call Out trouble??>

- Can't Break Dial Tone (CBDT)
- No Dial Tone/Dead Air
- Gets Wrong Number
- Regular Busy Signal
- Fast Busy Signal
- Receives Message
- Wave Off

CCO

**<Is this a CBC, CCO,
or Outage
trouble??>**

CBC

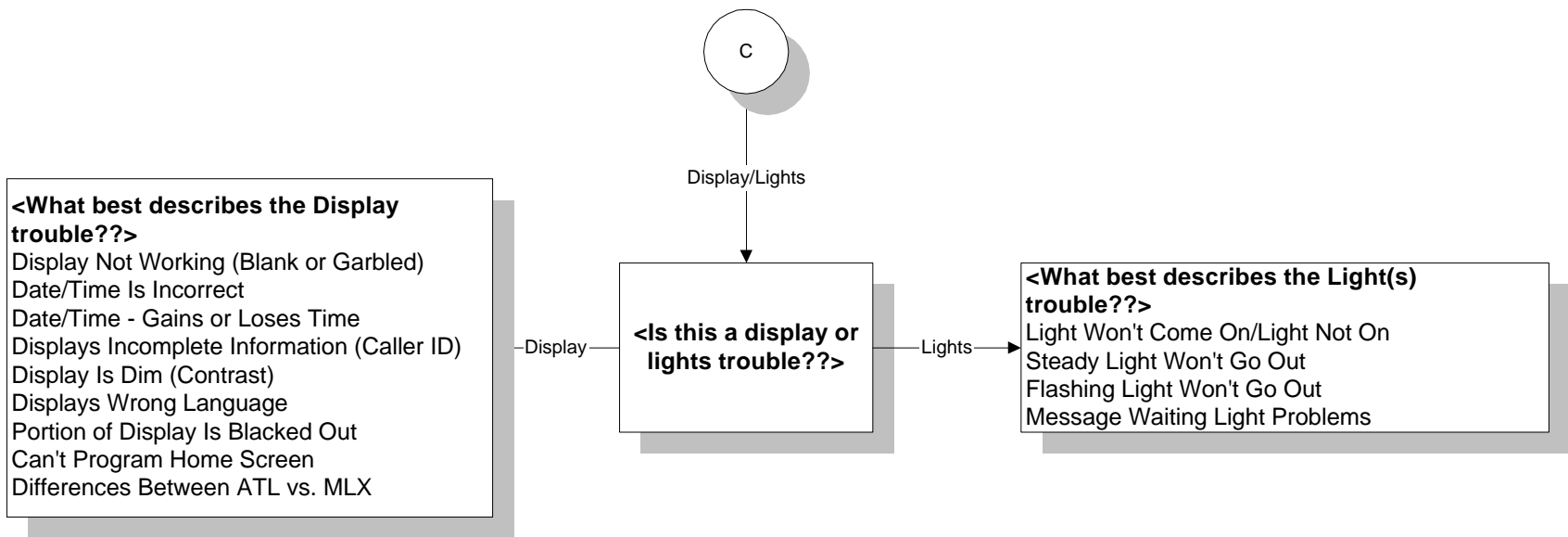
<What best describes the Can't Be Called trouble??>

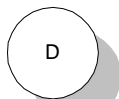
- Caller Gets Recorded Message
- Caller Gets Regular Busy
- Caller Gets Fast Busy
- Caller Gets Ring No Answer
- Caller Gets Wave Off
- Caller Gets Wrong Destination
- Receiver Gets 1 Ring only
- Voice Messaging/Calling Group Can't Be Called

Outage

<What best describes the Outage trouble??>

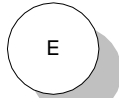
- T1/DS1/BRI
- Dead Phone Set
- System-Wide Outage
- Operator Console/Switchboard Outage
- Power Failure Jack Not Working
- All Outside Lines/Trunks
- One or More Lines Out of Service, But Not All





Hearing (Includes Cutoffs)

- <What best describes the Hearing trouble??>**
- Can't Be Heard
 - Can't Hear Other Party
 - Crosstalk
 - Echo on Line or Trunk
 - Gets Cut Off from Call
 - Low Volume on Transfer or Conference
 - Problem Hearing when Using Speakerphone
 - Problem Hearing when Using Headset
 - Radio Music (RFI, Radio Frequency Interference)
 - Static, Noise, or Interference
 - Stutter Dial Tone
 - Other

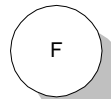


Technical Procedures



<What best describes the technical procedure??>

- Adding Carrier Power
- Backups
- Calculating Unit Load
- Changing Feature Module
- Changing Processor
- Circuit Pack Hot Swap
- Installation
- Monitor in SPM Menu
- Phantom Boards
- Renumbering Boards
- Restorals
- SMDR (Station Message Detail Recording)
- SPM (Software Program Maintenance)/Remote Access
- T1 Testing
- Upgrades
- Wiring
- Other



Misdirected Calls



<What best describes the Misdirected trouble??>

Receives Wrong Calls

Calls are covering to wrong place

Calls Go to Wrong Agent/Station

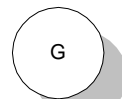
Calls Go to Wrong Operator, Doesn't Return, Returns When Shouldn't

Calls Return When Should Go to Voicemail

Dial 0 and Goes to Wrong Place

Receives Calls from Voicemail

Transferred Calls Go to Wrong Place



Night Service



<What best describes the Night Service trouble??>
Night Svc station not ringing
Night Svc rings when not suppose to
Night Svc forwards to wrong place
Night Svc rings wrong place
Night Svc goes to Mbx instead of AA
Night Svc plays wrong greeting
Night Svc calls disconnecting
Can't turn on/off
Other