

RADIO — ADMINISTRATION
PERSONAL RADIO SERVICES
35 MC BELLBOY — RECORDS AND REPORTS

1. GENERAL

1.01 This practice describes and explains the activity records needed for Bellboy Personal Signaling Service.

1.02 *Reason for Reissue:* To include the information formerly in the Addendum to Issue 1 covering a revision of the warranty instructions.

1.03 Some new terms are used. This is what they mean.

Bellboy — A pocket-sized transistor radio receiver.

Trade-In — The location where a customer takes his Bellboy if he is having difficulty.

Service Location — The place where Bellboy receivers are stocked and tuned.

1.04 Here is a list of the forms used to keep records on Bellboy service.

- (a) Bellboy Trade-In Form E-4724
- (b) Subscriber Equipment Card Form E-4765
- (c) Bellboy Trouble Analysis Card Form E-4723
- (d) Bellboy Trouble Analysis Guide Form E-4726
- (e) Trouble Summary Form E-4725
- (f) Bellboy Repair Ticket Form E-4601
- (g) Stock Transmittal and Control Form E-4766

1.05 All found troubles, trouble reports, or information calls concerning Bellboy Personal Signaling Service should be excluded from the Exchange Maintenance Plan.

2. BELLBOY TRADE-IN FORM E-4724

2.01 Bellboy Trade-In Form E-4724 is about 3" x 5" in size. It is provided in pads of 25.

2.02 This form is used at the Bellboy Trade-In Location. It is used each time a Bellboy is exchanged, or when service is terminated.

2.03 The person making the exchange should fill in Bellboy Trade-In Form E-4724. Like this:

BELLBOY TRADE-IN		E-4724
		DATE <u>7-1-59</u>
BILLING NO.	<u>CL5-3421</u>	
NAME	<u>R.M. SMITH</u>	
CUSTOMERS OLD REC. CODE NO.	<u>2468</u>	CUSTOMERS NEW REC. CODE NO. <u>3739</u>
CUSTOMER COMMENT		
<input type="checkbox"/> FALSE TRIGGER	<input type="checkbox"/> LOST, STOLEN	
<input checked="" type="checkbox"/> DOESN'T TRIGGER	<input type="checkbox"/> OTHER	
<input type="checkbox"/> DEFECTIVE SWITCH	_____	
<input type="checkbox"/> NO SIGNAL	_____	
<input type="checkbox"/> DAMAGED COVER	_____	
<input type="checkbox"/> DISCONNECT SERVICE		
CAUSE _____		

DATE _____		
CODE (CIRCLE ONE)		
1 - ADJ. SENSITIVITY	5 - OTHER	
2 - REPLACE DECODER	6 - FOUND OK	
3 - REPLACE BATT.	7 - CUST. ACTION	
4 - REPLACE COMPONENT	8 - LAND STA. TBL.	

2.04 The partially completed form is then placed under the clip of the defective Bellboy. Send the Bellboy and the Trade-In Form to the Bellboy Service Location.

2.05 After the Bellboy is repaired, the rest of the Trade-In Form should be filled in. Like this:

BELLBOY TRADE-IN		E-4724
DATE <u>7-1-59</u>		
BILLING NO. <u>CL5-3421</u>		
NAME <u>R.M. SMITH</u>		
CUSTOMERS OLD REC. CODE NO. <u>2468</u>	CUSTOMERS NEW REC. CODE NO. <u>3739</u>	
CUSTOMER COMMENT		
<input type="checkbox"/> FALSE TRIGGER	<input type="checkbox"/> LOST, STOLEN	
<input checked="" type="checkbox"/> DOESN'T TRIGGER	<input type="checkbox"/> OTHER	
<input type="checkbox"/> DEFECTIVE SWITCH	_____	
<input type="checkbox"/> NO SIGNAL	_____	
<input type="checkbox"/> DAMAGED COVER	_____	
<input type="checkbox"/> DISCONNECT SERVICE	_____	
CAUSE <u>DEFECTIVE DECODER</u>		
<u>REPLACED WITH</u>		
<u>2745</u>		
DATE <u>7-13-59</u>		
CODE (CIRCLE ONE)		
1 - ADJ. SENSITIVITY	5 - OTHER	
<input checked="" type="radio"/> 2 - REPLACE DECODER	6 - FOUND OK	
3 - REPLACE BATT.	7 - CUST. ACTION	
4 - REPLACE COMPONENT	8 - LAND STA. TBL.	

2.06 The trouble found should be entered on the following forms at the Bellboy Service Location.

- Bellboy Trouble Analysis Card Form E-4723.
- Bellboy Trouble Analysis Guide Form E-4726.

2.07 File the Bellboy Trade-In Form by months.

2.08 A flow chart of service handling procedures is attached. See Fig. 1.

3. BELLBOY TROUBLE ANALYSIS CARD FORM E-4723

3.01 Bellboy Trouble Analysis Card Form E-4723 is about 3-1/2" x 8" in size. See Fig. 2.

3.02 This card makes it easy to maintain a Bellboy trouble history. It's a stroke record.

3.03 Both sides of the card are the same so it can be used for a four-year period.

3.04 Use the card at the Bellboy Service Location.

3.05 Make out a card for each Bellboy when you receive it from the supplier. Make these entries:

- Receiver code number (upper right corner of the card).
- Receiver code number and date (in spaces provided).
- Year.

3.06 When a service order is received, make or delete the following entries:

Install Order

- Enter the billed telephone number (for use as a cross reference).

Disconnect Order

- Delete the billed telephone number.

3.07 Stroke trouble entries by code (1 through 8), month, and year. This can be taken directly from Bellboy Trade-In Form E-4724.

- Change or erase the billing number as necessary.
- If the decoder is changed (this will usually change the receiver code number), erase the code number in the upper right corner of the card and record the new number. Then cross out the old receiver code number and date and record the new number and date in the next space. See Fig. 2.

3.08 File the cards as shown in Fig. 3 for effective stock control. The cards are grouped as follows:

- Bellboys in service.
- Bellboys at the Trade-In Location.
- Bellboys in plant stock at the service location.
- Bellboys being repaired. Include those returned to Bogen, Western Electric or held for tuning adjustments.

4. SUBSCRIBER EQUIPMENT CARD FORM E-4765

- 4.01** Subscriber equipment card Form E-4765 is about 3-1/2" x 8". See Fig. 4.
- 4.02** Use the card at the Bellboy Service Location as a subscriber equipment record.
- 4.03** Use the card as follows:
- (a) Make out the card when a service order is received for a Bellboy.
 - (b) Make the following entries on the card:
 - (1) Billed telephone number.
 - (2) Name.
 - (3) Address.
 - (4) Service date.
 - (5) Service order number.
 - (6) Receiver code number and date.
 - (c) File the card by billed telephone number. See Fig. 5.
- 4.04** When the customer exchanges his receiver because of trouble, the receiver code number and date must be changed. Cross out the old number and date, and enter the new number and date in the next space. See Fig. 4. This information is taken directly from Bellboy Trade-In Form E-4724. *Do not* enter receiver troubles on this card.
- 4.05** When a subscriber disconnects Bellboy Personal Signaling Service, enter the service order and date on Form E-4765. Retain the card in accordance with local practices.

5. BELLBOY TROUBLE ANALYSIS GUIDE FORM E-4726

- 5.01** Bellboy Trouble Analysis Guide Form E-4726 is 8-1/2" x 11" in size. See Fig. 6.
- 5.02** The form should be used at the Bellboy Service Location to analyze trouble trends for corrective action when needed.
- 5.03** Stroke troubles by code and month directly from Bellboy Trade-In Form E-4724. See Fig. 6.
- 5.04** The "EXP" column is for developing a trouble expectancy for each type of found trouble.

6. BELLBOY TROUBLE SUMMARY FORM E-4725

- 6.01** Bellboy Trouble Summary Form E-4725 is intended for use as a quarterly summary of receiver and land station troubles. However, it can be used locally for any period desired. See Fig. 7.
- 6.02** The form can also be used as a daily stroke record to accumulate data for the quarterly Trouble Summary.
- 6.03 Receiver Trouble:**
- (a) The receiver trouble data for codes 1 through 8 can be taken directly from Bellboy Trade-In Form E-4724.
- 6.04 Land Station Trouble:**
- (a) The land station trouble data for codes 12 through 23 should be obtained from the forces maintaining the land station equipment.
 - (b) Out-of-service trouble is any trouble which is reported, indicated by alarm, or found in any other manner which results in an interruption or serious impairment of land station operation.
 - (c) Count one for each case of out-of-service trouble regardless of the number of reports or alarms received.
 - (d) Came clear troubles are those which, after tests, indicate the land station is out of service, and which come clear either before or during investigation.
 - (e) In the remarks space Line 25 enter the following:
 - (1) The time in minutes and hours the land station was out of service during each trouble.
 - (2) Any supplementary information which will help interpret results or be of general interest.
- 6.05** A copy of the form is attached for instruction. See Fig. 7.
- 6.06** One copy of Form E-4725 for each calendar quarter for each Company should be forwarded to:
- Plant Results Engineer
American Telephone and Telegraph Co.
195 Broadway
New York 7, New York

6.07 One copy of Form E-4725 for the calendar year should also be forwarded to the Plant Results Engineer.

6.08 It is requested that each report reach the Plant Results Engineer by the 20th of the month following the close of the quarter. Annual reports should reach the Plant Results Engineer by the end of January.

7. BELLBOY REPAIR TICKET FORM E-4601

7.01 Bellboy Repair Ticket Form E-4601 is used to return receivers to either Bogen or Western Electric for repair.

7.02 The ticket is divided into two sections. Telephone Company personnel fill in the top section. Like this:

BELLBOY REPAIR TICKET	
FROM OHIO BELL TELEPHONE CO. 566 W. TOWN ST. COLUMBUS, OHIO	DATE 7-1-59
TROUBLE REPORTED DOESN'T TRIGGER	REC. CODE 2468
TROUBLE FOUND, WORK DONE, PARTS REPLACED	NEW REC. CODE
	DATE

RMN 1-46784

7.03 The Stromberg-Carlson or Western Electric personnel fill in the bottom section. Like this:

BELLBOY REPAIR TICKET	
FROM OHIO BELL TELEPHONE CO. 566 W. TOWN ST. COLUMBUS, OHIO	DATE 7-1-59
TROUBLE REPORTED DOESN'T TRIGGER	REC. CODE 2468
TROUBLE FOUND, WORK DONE, PARTS REPLACED DEFECTIVE DECODER REPLACED WITH 2745	NEW REC. CODE 2745
	DATE 7-13-59

RMN 1-46784

7.04 Tie the ticket around the clip on the receiver, and slip it under the clip.

7.05 When you return receivers for repair, use a standard Requisition and Returned Material Notice. If the receivers are still covered by the warranty, see Paragraph 7.10; add the following note on both the Requisition and Returned Material Notice:

“Repair and return under one year warranty.
See RMN or Req.”

7.06 Any number of receivers can be returned on any Requisition and Returned Material Notice. However, you will have to list the receiver code numbers on the Returned Material Notice. **Do not** mix receivers under warranty with those beyond the warranty on the same Requisition and Returned Material Notice.

7.07 Where you ship the receivers depends on who makes the repairs.

- (a) If Western Electric makes the repairs, ship the receivers using normal methods.
- (b) If Bogen makes the repairs ship the receivers directly to:

Bogen Communications Division
Paramus, New Jersey

7.08 Be sure to include the shipping copy of the RMN with the receivers being returned.

7.09 Send the requisition and the Returned Material Notice to the Western Electric Distributing House in the usual way. (Be sure to keep the originator's copy.)

7.10 Warranty Period:

- (a) The manufacturer's one year warranty period is divided into two six month intervals.

1st 6 months — full warranty on parts and labor.

2nd 6 months — full warranty on parts but a service charge on each receiver returned.

The expiration date of the warranty is stamped on the antenna coil form and the decoder.

- (b) The warranty period starts when the receiver is shipped from the manufacturer.

- (c) Here is the code used to stamp the dates:

RECEIVER SHIPPED	DATE STAMPED
June 1958	7-59 (July 1959)
August 1959	9-60 (Sept. 1960)

- (d) The date stamped is 13 months after the shipping date. This allows one month for shipping and handling.

8. STOCK TRANSMITTAL AND CONTROL FORM E-4766

8.01 Stock Transmittal and Control Form E-4766 is 8-1/2" x 11" in size. See Fig. 8.

8.02 It is intended for use at the Bellboy Service and Trade-In Locations.

8.03 Use the form to:

- (a) Transmit receivers to the Bellboy Trade-In Location.
- (b) Control the location of receivers not in service.
- (c) Verify the use of receivers at the Trade-In Location.

8.04 When Bellboys are taken from stock, prepare Form E-4766 in duplicate. List the date, receiver code number and person or location receiving the set. See Fig. 8.

8.05 Send the duplicate copy of the form with the Bellboy. Keep the original for stock control.

8.06 When a Bellboy is used enter the disposition and date in the appropriate column on the original of the form, e.g., service order, trade-in date, return by. This gives you a running record of the location of Bellboys for stock control purposes.

8.07 As the Bellboys are “traded” at the Trade-In Location, entries should be made in the appropriate column. When all Bellboys have been used, the duplicate of the form should be returned to the Bellboy Service Location. The original and duplicate of the form should be compared. Any differences should be investigated and corrected.

BELLBOY PERSONAL SIGNALING SERVICE
SERVICE HANDLING PROCEDURE

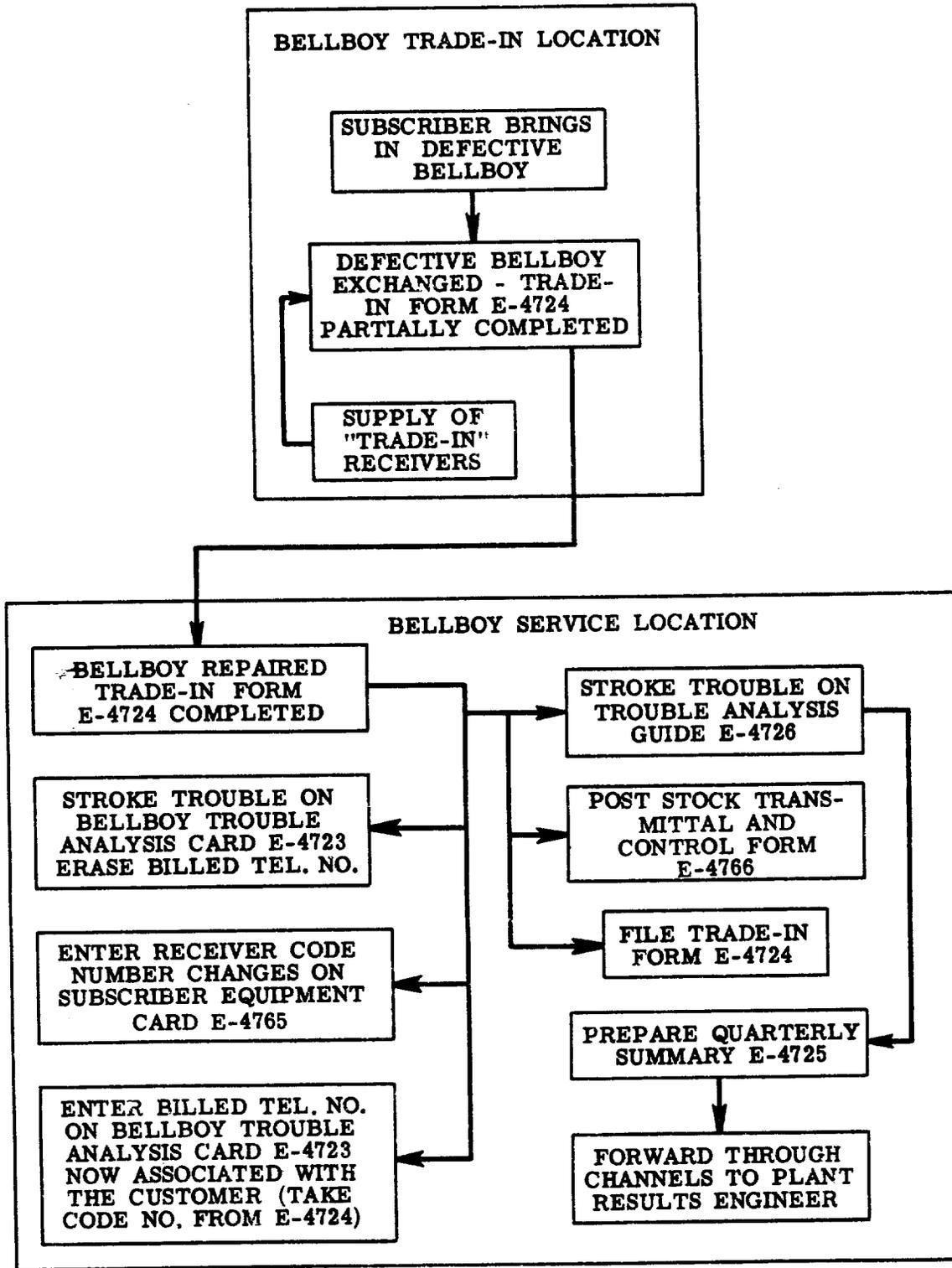


Fig. 1

BPSS		E-4723										
BILLED TEL NO.		RECEIVER CODE NO. 2745										
REC. CODE NO.	2468 2745											
DATE	6-9-59 7-13-59											
REC. CODE NO.												
DATE												
YEAR	BELLBOY TROUBLE ANALYSIS CARD											
	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
1												
2												
3												
4												
5												
6												
7												
8												
9												
1												
2												
3												
4												
5												
6												
7												
8												
9												
1959												
1960												

BPSS		E-4723										
BILLED TEL NO. CL5-3421		RECEIVER CODE NO. 3739										
REC. CODE NO.	3739											
DATE	6-5-59											
REC. CODE NO.												
DATE												
YEAR	BELLBOY TROUBLE ANALYSIS CARD											
	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
1												
2												
3												
4												
5												
6												
7												
8												
9												
1												
2												
3												
4												
5												
6												
7												
8												
9												
1959												
1960												

Fig. 2 - Bellboy Trouble Analysis Card Showing Entries Made When a Bellboy Is Exchanged Because of Trouble - Refer to Trade-in Form E-4724 (Part 2)

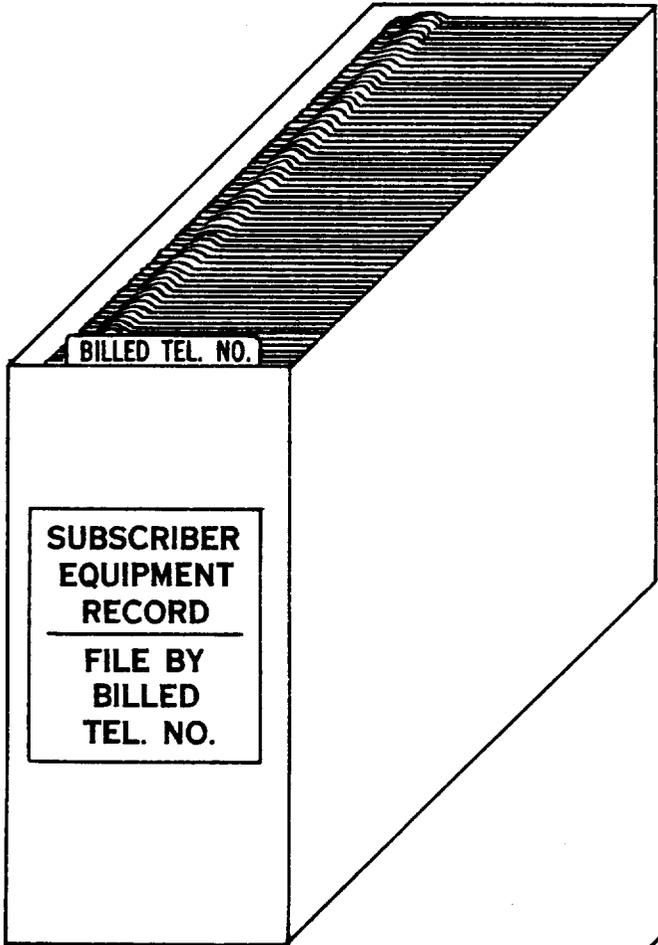


Fig. 5

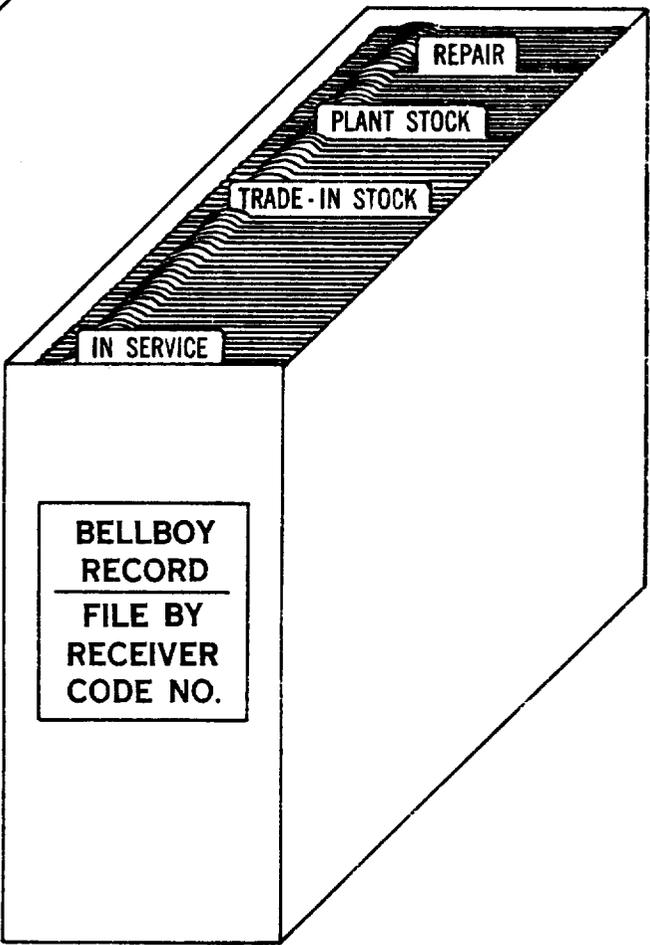


Fig. 3

BPSS		E-4765	
		BILLED TEL NO. CH5-3421	
NAME R.M. SMITH			
ADDRESS 421 N. DWYER			
SERV. DATE 6-11-59		ORDER NO. I-1460	
REC. CODE NO.	2468 3739		
DATE	6-11-59 7-1-59		
REC. CODE NO.			
DATE			
REC. CODE NO.			
DATE			
REC. CODE NO.			
DATE			
REC. CODE NO.			
DATE			
REC. CODE NO.			
DATE			
REC. CODE NO.			
DATE			
REC. CODE NO.			
DATE			
REC. CODE NO.			
DATE			
SUBSCRIBER EQUIPMENT CARD			

Fig. 4

BELLBOY PERSONAL SIGNALING SERVICE
TROUBLE ANALYSIS GUIDE

CITY MADISON

DATE JULY TO _____

TROUBLE CODE	TROUBLE FOUND	EXP	POSTED TROUBLE DATA (MONTHLY)														
			JULY	AUG	SEPT												
1	ADJUST SENSITIVITY		 	 	 												
2	REPLACE DECODER																
3	REPLACE BATTERY (TBL)																
4	REPLACE COMPONENT																
	TRANSISTOR																
	RESISTOR																
	CAPACITOR																
	OTHER																
5	OTHER																
6	FOUND OK		 	 	 												
7	CUSTOMER ACTION																
8	LAND STA. TROUBLE																
SELECTED ITEMS FOR STUDY																	

Fig. 6

BELLBOY PERSONAL SIGNALING SERVICE
TROUBLE SUMMARY

E-4725

CODE	RECEIVER TROUBLE CLASSIFICATION	RECEIVER TROUBLE		MISCELLANEOUS DATA					
		A TOTAL	B PER STA. COL. A ÷ COL. E	TYPE SYSTEM	E NUMBER OF STATIONS	F NUMBER OF SYSTEMS			
1	ADJUST SENSITIVITY	44	.36				24	PER SIG. SERV.	126
2	REPLACE DECODER	5	.04						
3	REPLACE BATTERY (TBL.)	2	.02	25 REMARKS TRANS OUT 1/4 HR ENCODER OUT 1 HR					
4	REPLACE COMPONENT	13	.10						
5	OTHER	4	.03						
6	FOUND OK	28	.22						
7	CUSTOMER ACTION	3	.02						
8	LAND STATION TROUBLE	2	.02						
9									
10									
11	TOTAL REPORTS (LINE 1 THRU 10)	101	PER STATION L11 COL. A ÷ L24 COL. E .81						
LAND STATION TROUBLE CLASSIFICATION		OUT OF SERVICE TROUBLE							
		C TOTAL	D PER SYSTEM COL. C ÷ COL. F						
12	TRANSMITTER	1	1.0						
13	ENCODER-TONE GENERATOR	1	1.0						
14	REGISTER CIRCUIT								
15	TRANSMITTER CONTROL CIRCUIT								
16	SIGNALING CONTROL CIRCUIT								
17	STATION IDENTIFIER								
18	LAND LINE FAILURE								
19	OTHER								
20									
21	TOTAL OUT OF SERVICE TROUBLE (LINE 12 THRU 20)	2	XXXX						
22	CAME CLEAR	1	1.0	CITY	AREA				
23	TOTAL REPORTS (LINE 21 + 22)	3	3.0	DISTRICT	COMPANY				
				DIVISION	PERIOD 3rd QTR 1959				

Fig. 7

