

INSTRUCTIONS
for operating
PRIVATE BRANCH EXCHANGE
SWITCHBOARDS

(Cordless Type)

When Connected with a Dial Central Office

(Step-by-Step)



“Our Voice Tells the Story”

THE BELL TELEPHONE COMPANY OF PENNSYLVANIA
AND ASSOCIATED COMPANIES

INSTRUCTIONS *for* OPERATING *Private Branch Exchange* *Switchboards*

(Cordless Type)

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THE BELL TELEPHONE COMPANY OF PENNSYLVANIA
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A Word to the Subscriber

THE Private Branch Exchange should be an asset to your business.

Whether it is or not depends first of all upon the attendant who handles the switchboard.

But the users of the service—the persons at the extension stations—also have a responsibility.

This pamphlet serves a double purpose.

It contains suggestions to telephone users.

Each of your employes who uses a telephone (including switchboard attendants) should read them.

It also contains instructions for the operation of the switchboard.

The attendants should become thoroughly familiar with them.

Two points should be carefully considered in private branch exchange operation:

1. Attendants should not be assigned other duties which will interfere in any way with their switchboard work.
2. At least one person in addition to the regular attendant should be thoroughly familiar with the operation of the switchboard.

This Company, through its "Private Branch Exchange Bureau," is ready and anxious at all times to aid its private branch exchange subscribers in solving their telephone problems. This bureau is also prepared to assist in procuring competent, permanent or temporary attendants.

Any assistance that may be necessary in the nature of instruction or supervision will gladly be given.

The Telephone Company conducts a course in Enunciation as applied to telephone operating, and will be glad to have your attendants participate in this course. Arrangements can be made by calling the Private Branch Exchange Bureau.

To Attendants and Extension Users

YOUR first consideration in everything you do is the success of the business with which you are connected.

Did you ever consider how much you can do in the way of creating a favorable impression on customers or prospective customers by your manner of using the telephone?

This applies to every person who uses a telephone.

It is a fact that many firms have established a reputation for courteous, prompt, and efficient business methods because the people who answer their telephones give that impression.

How can you help your firm and thereby help yourself in this respect?

The Voice

When you are talking face to face with anybody the tone of voice is not so important.

For your appearance, the smile on your face, your gestures convey much more than the manner of your speech.

But all of that is missing in a conversation over the telephone.

The voice and the voice alone must carry your personality to the individual with whom you are talking.

A sharp word said with a smile when face to face does not carry the sting that the same word carries over the telephone.

How can you develop a telephone voice—the kind that will make people feel that they are glad they talked with you?

In the first place you must have an Anxious-to-Serve Spirit. If you approach every telephone call with the idea of service to the person calling, you will have gone a long way.

Then you must speak clearly, distinctly, and close to the transmitter. Loudness of speech is not necessary. As a matter of fact, a clear voice is better than a loud one.

When giving or repeating a telephone number or the name of a person wanted, speak slowly and distinctly. Always allow the other party an opportunity to correct your repetition.

Pronounce each digit separately, pausing slightly between the hundreds and tens, according to the following examples:

1478 as "*One Four (pause) Seven Eight?*"
4356J as "*Four Three (pause) Five Six J?*"
1050 as "*One Oh (pause) Five Oh?*"
3600 as "*Three Six (pause) Hundred?*"
4000 as "*Four Thousand?*"

To Attendants in Particular

There are a number of considerations which should always be before you when operating the switchboard.

Accuracy and Speed are the two essential features of good telephone service.

Inaccurate operation of your private branch exchange switchboard causes annoyance to your patrons, wasted time and effort on the part of your extension users and yourself, and consequent unnecessary expense to your concern.

Speed in establishing telephone connections may be secured without sacrificing accuracy, if the operating instructions are adhered to closely. The following will contribute to a uniformly speedy and accurate grade of service:

1. Close attention to the work of operating the switchboard.
2. Answering signals in the order of their appearance.

It goes without saying that accuracy and speed without a courteous and anxious-to-serve spirit will not bring good service—that is, the kind of service you want to give and the kind which will please the people you serve.

If you have the desire to serve and then join with that accuracy, speed and a clear speaking voice, you will be a 100 per cent attendant.

You will get some very direct benefits from the proper use of your voice:

1. You will acquire increased accuracy and speed in operating. For clear speaking lessens misunderstandings. And errors take time for correction.
2. You will do your work more easily and with less fatigue. For the proper use of the voice saves strain on the vocal cords.
3. The people you serve will have a higher regard for you and thus will make your work more enjoyable.

A clear speaking voice utilizes the full tone which goes with a smile; it creates a pleasing impression of your service and of yourself. Pleasant relations result between you and your telephone users and that makes your work easier and makes for better service.

Personal conversations from the switchboard interfere with good telephone operation.

To Extension Users in Particular

When Your Bell Rings

Answer promptly. Don't keep the calling party waiting.

Answer with the name of your department and your own name. Each firm has its own rules in this regard. The important thing is to identify yourself to the calling party without delay.

Here is a good system:

Your bell rings. You answer:

"Rug Department. Mr. Baker speaking."

The calling party should answer:

"This is Mr. Wood of Curtis and Sons. I'd like to talk with Mr. White."

You then ask the calling party to hold the line while you get Mr. White. Next call Mr. White and tell him who is calling. He goes to the telephone and, knowing who is calling, can greet him with the refreshingly courteous, **"Good morning, Mr. Wood."**

Requesting Attendant to Dial

When requesting the attendant to dial, always give her the telephone number of the person desired. If you make a call by name at a time when the attendant is busy with other calls, or when a substitute attendant is operating the board, it interferes with the service of yourself and others. Attendants are often too busy to look up numbers in the directory, and the practice of calling "Information" for listed numbers results in loss of time.

If You Wish to Dial

If you wish to dial a number, call your attendant and say, **"Central office, please?"** She will connect you with a trunk to the central office. Then wait until you hear the dial tone before starting to dial.

If you wish to dial another central office number after you have finished a conversation, hang up your receiver for at least a second. This will release the first connection. Then remove your receiver, wait for the dial tone and, when it is heard, dial the new number, or if your attendant answers, ask her to connect you with the central office.

Your attention is directed to the sections in this pamphlet concerning "Dialing Instructions" and "Some Dialing Precautions."

Remain at Telephone for Answer

After placing a call, do not hang up the receiver until the connection is completed or until you are satisfied that the called party will not answer or until you are requested by the operator to hang up. Failure to do this causes confusion to the attendant, delay in establishing connections, unnecessary use of trunk lines, and results in the person called being kept waiting unnecessarily after answering a call.

After giving a number to the attendant, or after dialing a number yourself, do not, under any circumstances, move the receiver hook, attempt to signal the attendant, or hang up your receiver unless the operator instructs you to, or you desire to abandon the call. Such action will release the connection, and, in case you still desire the number, it will be necessary to originate a new call.

If the called number has been changed or disconnected, you will be connected with a central office operator who will ask you for the called number, and will then advise you as to the status of the number. If you are given a new number, hang up the receiver for at least a second, in order to clear the first connection. Then remove the receiver and give the number to the attendant, or dial the new number after hearing the dial tone.

Transferring Calls

On an *incoming* call from the central office, *you may* signal the attendant to have the call transferred to another extension.

On an *outgoing* call, *you cannot* signal the attendant to transfer the call without releasing the connection to the central office.

The most effective way to attract the attention of the attendant is to move the receiver hook up and down slowly (about once per second). Do this three or four times and then pause for a response by the attendant. If an answer is not received promptly, repeat the operation until a reply is received.

When Absent from Office

Always let the attendant know the number of the telephone at which you may be reached when absent from your office for any length of time so that she may properly direct your calls.

Working Together

With the subscriber, the telephone user, the switchboard attendant and the Telephone Company—all of these—working together harmoniously, a high grade of telephone service—the kind that will be an asset to your business—is bound to result.

Private Branch Exchange Switchboard

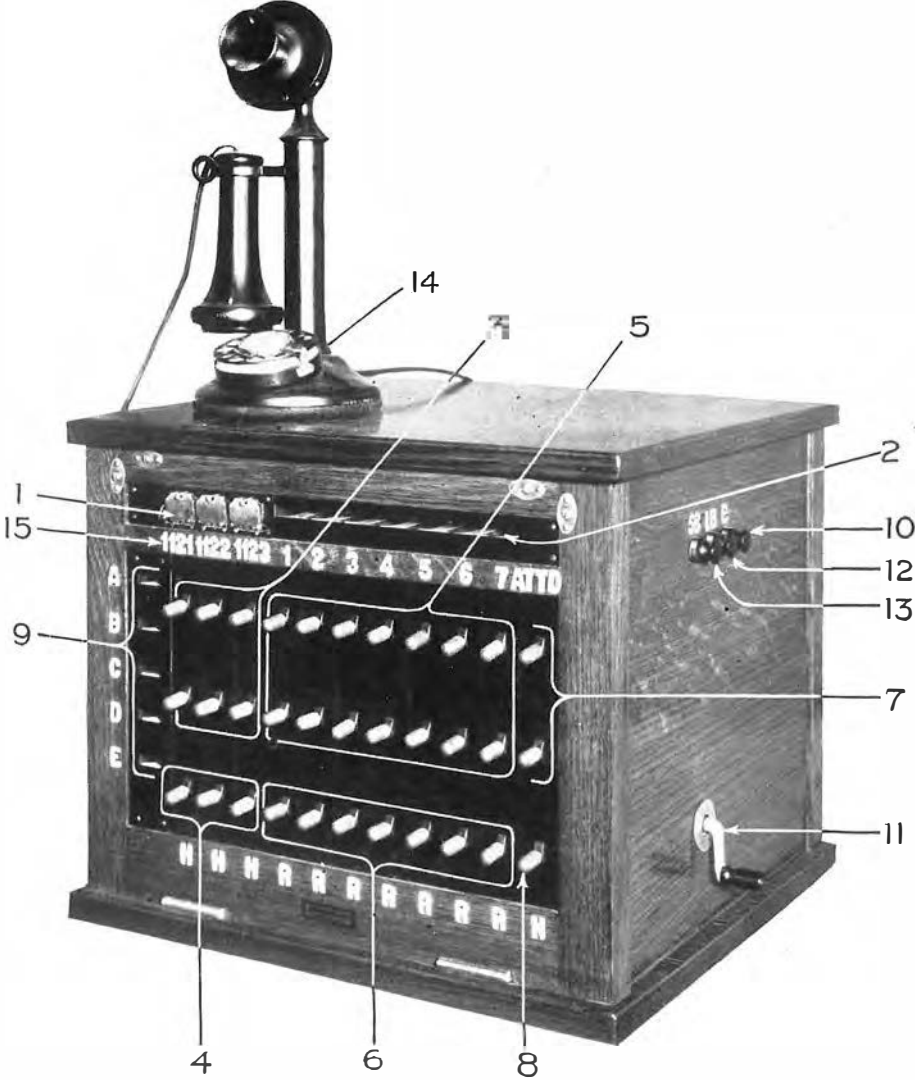


Figure 1

Description of Switchboard

1. **Trunk signals.**
2. **Extension signals.**
3. **Connecting keys for trunks**—When operated either up or down.
4. **Connecting keys for trunks**—When operated up.
Holding keys for trunks—When operated down.
5. **Connecting keys for extensions**—When operated either up or down.
6. **Connecting keys for extensions**—When operated up.
Ringing keys for extensions—When operated down.
7. **Attendant's listening or talking keys**—When operated either up or down.
8. **Attendant's listening or talking key**—When operated up.
Night key—When operated down.
9. **Supervisory signals**—Five in number and lettered A, B, C, D and E, corresponding to the five positions in which connections can be made, as described in this pamphlet.
10. **Hand generator key**—This key must be pushed in whenever it is necessary to use the hand generator ("11").
11. **Hand generator.**
12. **Line buzzer key**—This key ("LB") controls the buzzer which operates in connection with the trunk and extension signals.
13. **Supervisory buzzer key**—This key ("SB") controls the buzzer which operates in connection with the supervisory signals.
14. **Attendant's telephone with dial.**
15. **Call numbers of trunks (1121, 1122 and 1123) and numbers of extensions (1, 2, 3, 4, 5, 6 and 7)**—If desired, the names of persons reached at the various extensions may be shown instead of the extension numbers.

Instructions to Attendants

Answering a Call from an Extension Station



Figure 2
Extension No. 1 is Calling

An extension signal is operated at your switchboard if the receiver is removed from the hook at the extension.

In Figure 2, the white signal appears for extension No. 1, indicating that someone is calling from that telephone.



Figure 3
Answering Call from Extension No. 1

To Answer Such a Call

1. Operate one of the connecting keys beneath the extension signal. A key may be raised or lowered in any row provided that another key is not already in the same position. This will restore the extension signal.

At the same time operate the attendant's key into the same position.

Figure 3 shows the keys in position "A" used to answer a call.

2. Say, "**Number, please?**" or, if you know the name of the person calling, say, for example, "**Yes Mr. Jones?**" Use a questioning tone as though expecting a reply.
3. Obtain the telephone number, name of person or department desired and repeat it distinctly.

Completing an Extension to Extension Call

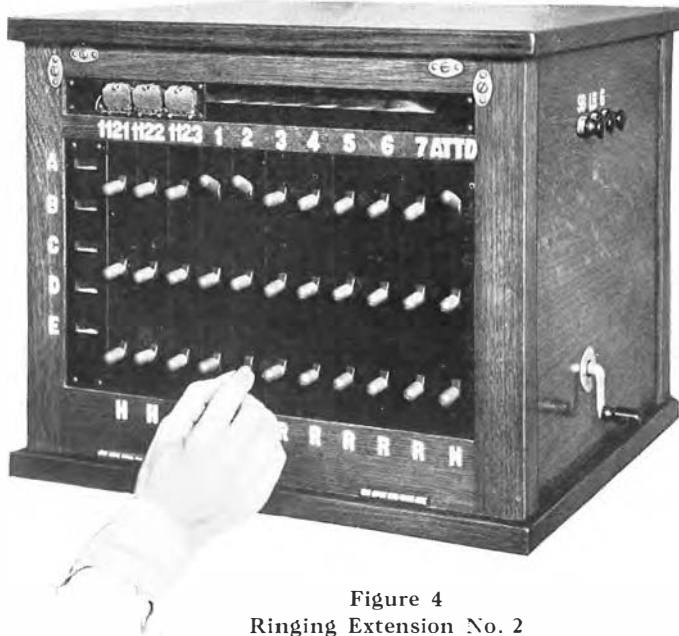


Figure 4
Ringing Extension No. 2

If the calling extension requests connection with another extension, operate the connecting key, beneath the called extension signal, into the same position as the one used for answering the call.

Ring the called extension by depressing the ringing key ("R") in the bottom row below the called extension signal.

Unless it is necessary to work on another call, keep the attendant's key operated so that you will know when the called extension answers. If an answer is not received promptly, continue to ring at intervals of 10 seconds. In each case, ring steadily for 2 seconds. Always listen on the connection before ringing, in order to determine if the called station has answered.

When an answer is received, immediately restore the attendant's key.

For example: You have answered a call from extension No. 1, as shown in Figure 3, and the calling party has requested connection with extension No. 2. The connection is established and No. 2 is rung, as shown in Figure 4.

Completing an Extension to Central Office Call Dialing by Attendant



Figure 5

Attendant's Key and Key for Trunk No. 1123 Operated while Attendant is Dialing. Extension No. 3 Has Receiver off Hook Waiting to be Connected with Trunk after Attendant Dials

If the calling extension requests you to dial a number, keep the receiver off the hook and the attendant's key operated. Restore the extension key. This will cause the extension signal to reappear. Operate the connecting key, beneath the signal of the highest numbered idle trunk, into the same position as the attendant's key.

Wait for the dial tone and then proceed to dial the number in accordance with the dialing instructions in this pamphlet.

For example: You have answered a call from extension No. 3 by using the connecting key in position "B." The calling party has requested you to dial a number. Restore the extension key and, as trunk No. 1123 is idle, operate that trunk key into the same position as the attendant's key. Dial the number after hearing the dial tone. Figure 5 shows the arrangement of the keys *while dialing*.

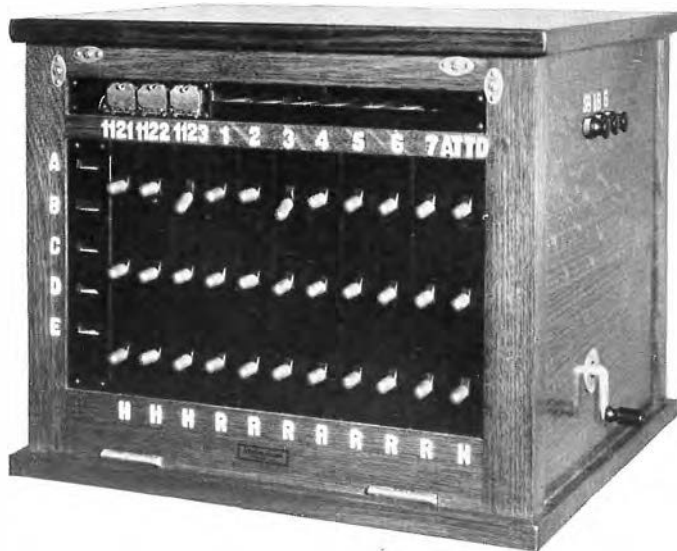


Figure 6

Extension No. 3 Connected with Trunk No. 1123
after Attendant Finishes Dialing

When the dial returns to normal, after you have dialed the last figure (or party line letter, if there is one) of the number desired, operate the extension key. This connects the extension with the trunk.

Then listen for the ringing signal or the busy signal. If the ringing signal is heard, restore the attendant's key and do not listen on the connection again unless signaled. If the busy signal is heard, report to the calling party that the number called is busy.

Figure 6 shows the connection established from extension No. 3 to trunk No. 1123 after you have dialed and heard the ringing signal.

On some calls, the calling party may hang up after requesting you to dial a number, and expect you to call him back when you have obtained the number. In such a case, keep your receiver off the hook and the attendant's key operated until you have dialed the number, as previously described.

When you work on another call before the desired number answers, hold the central office trunk by using key "H" as described in this pamphlet under "Trunk Line Holding Keys."

Listen on the trunk connection at frequent intervals so that you will know when the called number answers. Then ring the calling party, state that you have secured the number, and establish the connection.

Completing an Extension to Central Office Call Dialing by Extension

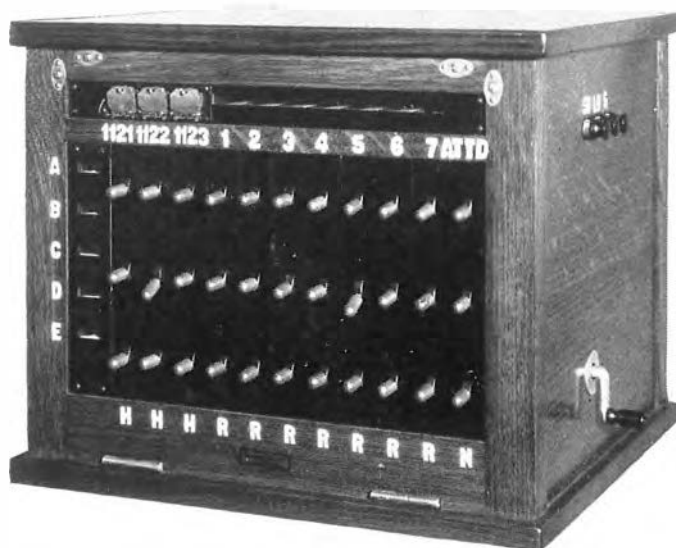


Figure 7

Extension No. 5 Connected with Trunk No. 1122 Permitting
Extension No. 5 to Dial.

If the calling extension wishes to dial a number, immediately restore the attendant's key. Then operate the connecting key, beneath the signal of the highest numbered idle trunk, into the same position as the one used for answering the extension.

The calling party can then dial the number after hearing the dial tone.

Note: The supervisory signal may flutter rapidly while the calling party is dialing. This is easily distinguished from a recall signal and should be disregarded.

Figure 7 shows the arrangement of keys in position "D," permitting extension No. 5 to dial a number when connected with trunk No. 1122.

Answering an Incoming Call from the Central Office

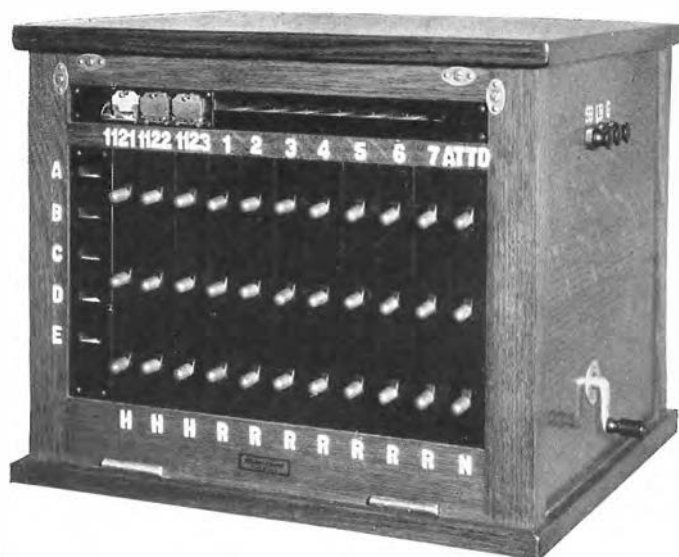


Figure 8
Incoming Call on Trunk No. 1121

A trunk signal is operated at your switchboard if a trunk is selected at the central office on an incoming call to your private branch exchange.

In Figure 8, the signal for trunk No. 1121 is down, indicating that someone is calling on that line.

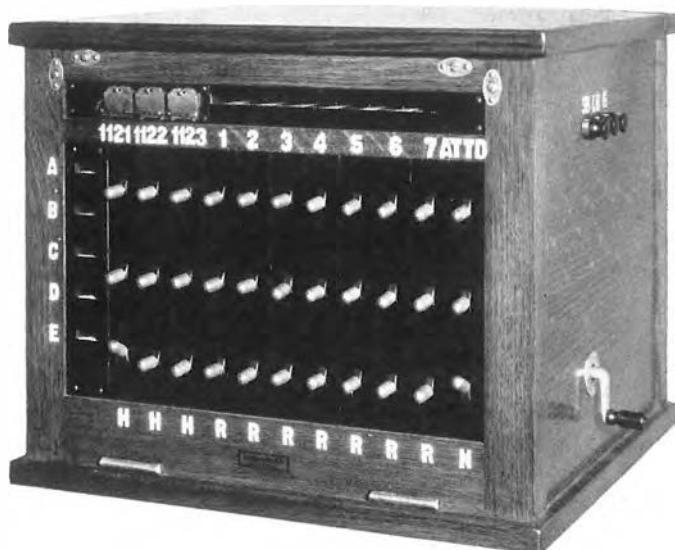


Figure 9

Answering Call on Trunk No. 1121. Trunk Signal Restored

To Answer such a Call

1. Operate one of the connecting keys beneath the trunk signal. A key may be raised or lowered in any row provided that another key is not already in the same position.
At the same time operate the attendant's key into the same position. Restore the trunk signal by carefully pushing it back into place with your finger.
Figure 9 shows the keys in position "E" being used to answer a call.
2. Say, for example, "**J. H. Smith?**" or "**John Doe and Company?**" giving your firm name.
Be careful to answer each call with the idea of service to the person calling. Remember that you are the first person in your concern with whom the calling party speaks. Your success as a private branch exchange attendant depends very largely upon the impressions created by your voice and manner of speaking when answering these calls.
3. Obtain the extension number, name of person or department desired, and repeat it distinctly.

Completing an Incoming Call from the Central Office to an Extension



Figure 10
Ringing Extension No. 7

If the calling party requests connection with an extension, operate the connecting key, beneath the called extension signal, into the same position as the trunk key used for answering the call. Ring that extension by depressing the ringing key ("R") in the bottom row below the called extension signal.

When the called extension answers, immediately restore the attendant's key.

For example: You have answered a call from trunk No. 1121 as shown in Figure 9, and the calling party has requested connection with extension No. 7. No. 7 is rung, as shown in Figure 10.

If it becomes necessary for you to work on another call before the desired extension answers, be sure to restore the attendant's key. When you do this, the corresponding supervisory signal will be operated and will remain operated until the extension answers.

Note: In the previous examples of establishing connections with extensions, the instructions specify that the connecting key for the called extension should be operated before ringing. This rule should be followed, except where a key in position "E" is used, in which case the connecting key is also the ringing key. The ringing key should first be depressed to ring the called extension, and then immediately raised to establish the connection.

Switchboard with all Possible Connections Made

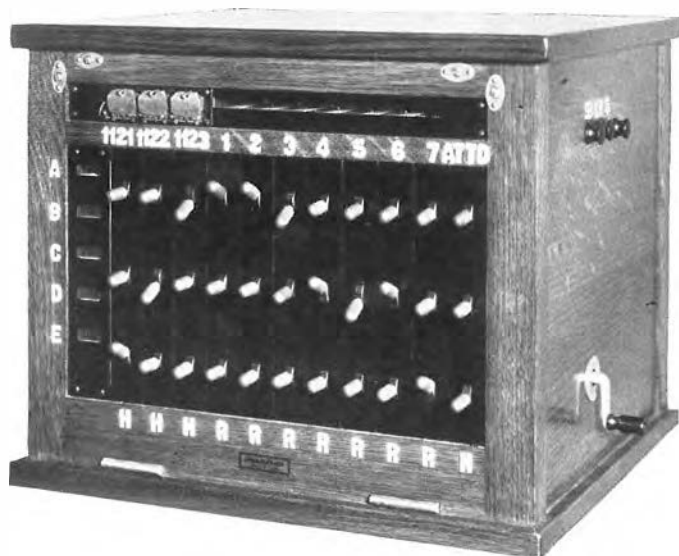


Figure 11

All Trunks and all Stations in Use

Five separate connections are possible at the same time. For example, in Figure 11:

- “A” position—2 keys *raised* in the top row. Extension No. 1 is connected with extension No. 2.
- “B” position—2 keys *lowered* in the top row. Extension No. 3 is connected with trunk No. 1123.
- “C” position—2 keys *raised* in the middle row. Extension No. 4 is connected with extension No. 6.
- “D” position—2 keys *lowered* in the middle row. Extension No. 5 is connected with trunk No. 1122.
- “E” position—2 keys *raised* in the bottom row. Extension No. 7 is connected with trunk No. 1121.

It is impossible to connect two trunks with each other, or one extension with two trunks.

Use Keys in Rotation

When starting to operate the switchboard, it is desirable to use position "A" for the first call handled; position "B" for the second call; and then positions "C," "D" and "E" successively. On the sixth call, use position "A" again, if the keys in that position are idle, and so on in rotation.

Line Buzzer

In Figure 11, the key marked "LB" is pushed in, so that the buzzer will sound whenever a call is received from the central office, or from an extension station. This sound directs your attention to the fact that a call should be answered and it will continue to sound until you answer the signal.

In order to prevent slow answers, this key should remain pushed in, unless you are sitting at the switchboard continually and giving close attention to the operating work.

Supervisory Buzzer

In Figure 11, the key marked "SB" is pushed in so that the buzzer will sound whenever a disconnect signal appears, or when the receiver hook at an extension is worked up and down. This sound directs your attention to the fact that a conversation has been finished, or that an extension is signaling, and it will continue to sound until you disconnect, or answer the recall signal.

In order to prevent slow disconnections and slow answers to recall signals, this key should remain pushed in, unless you are sitting at the switchboard continually and giving close attention to the operating work.

Hand Generator

If ringing power fails at a switchboard supplied with this power from the central office, key "G" should be pushed in and left in that position until the trouble has been cleared. The proper ringing key should then be operated while the hand generator is turned briskly. When the ringing power is again available, the generator key should be pulled out at once.

Disconnecting

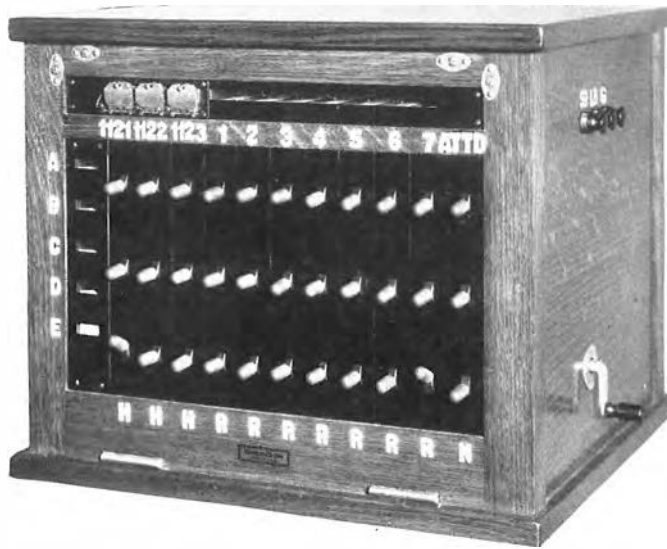


Figure 12
Disconnect Signal Appears for Position "E"

A white supervisory signal ("A," "B," "C," "D" or "E") appears at the left of the switchboard:

1. When both extension users hang up on an extension to extension call.
2. When the extension user hangs up on a trunk call.

In Figure 12 the white supervisory signal "E" shows that extension No. 7 has hung up on a call from trunk No. 1121.

When this occurs, the connecting keys in the corresponding position should be restored immediately.

It is imperative that prompt disconnection be made at the private branch exchange on trunk calls, as hanging up the receiver at the extension will release the connection and another call may be connected to the same trunk and extension.

Recall Signals

When, on an established connection, the receiver hook is moved up and down at an extension, the supervisory signal will alternately appear and disappear. When this occurs, operate the attendant's key into the same position, say, "Yes, please?" or "Yes, Mr. Jones?" and proceed as requested.

Transferring Calls

On an *outgoing* trunk call, the connection to the central office will be released if the receiver hook at the extension is worked up and down.

On an *incoming* trunk call, the extension user may signal the attendant without disturbing the connection.

The attendant's key must be in the operated position when transferring an inward trunk call from one extension to another; otherwise, the connection to the central office will be released.

Called Extension Busy

If the called extension is busy on an incoming trunk call, request the calling party to hold the line, saying, for example, **"The Rug Department is busy. Will you hold the line, please?"**

If the calling party does not reply, or indicates that he will not wait, disconnect at once.

If he does reply and indicates his desire to wait, carefully observe the called line and advise the calling party, at intervals of 30 seconds as long as the station is in use, that the called station is still busy, saying, **"The Rug Department is still busy."**

When the called station is disengaged, say, **"You may have the Rug Department now,"** and establish the connection.

When working on other calls while waiting for the called station to become disengaged, hold the incoming trunk by using the holding key as described in this pamphlet under "Trunk Line Holding Keys."

Called Extension Slow in Answering

If you are unable to get a prompt answer from the called station, supervise the connection every 30 seconds by saying, for example, **"The Rug Department has not answered. Will you wait?"**

If no response is received from the calling party when you supervise in this manner, or if he indicates that he will not wait, disconnect at once.

If the calling party requests you to ring the station again, continue to do so at intervals of 10 seconds.

If no answer is received at the end of two minutes, proceed as outlined below under "Called Extension Does Not Answer."

When working on other calls while waiting for the called station to answer, hold the incoming trunk by using the holding key as described in this pamphlet under "Trunk Line Holding Keys."

Called Extension Does Not Answer

If no answer has been received at the end of two minutes, give a don't answer report to the calling party and offer to connect him with some other department, or person, who is able to transact business for the one desired, saying, for example, **"I am sorry, the Rug Department does not answer now. Shall I connect you with the Interior Decorating Department?"**

If connection is made with a station other than the one desired, notify the station reached of your inability to reach the station originally requested.

Trunk Line Holding Keys

In order to work on other calls, it may be necessary at times for you to temporarily leave a trunk with which your telephone is connected.

In such a case, unless the trunk is connected to an extension with the receiver off, the holding key ("H") below the trunk signal must be pushed down in order to hold the trunk until you are able to return to it. Otherwise, the trunk will be released to the central office.

The trunk key originally used on the call must be restored immediately after operating key "H."

When leaving a trunk connection, *key "H" must be pushed down before the attendant's key is restored.*

When returning to the trunk connection, *the attendant's key must be operated before the "H" key is restored.*

Some of the conditions under which the holding key may be used are as follows:

1. For holding an incoming trunk while you endeavor to locate a called party at one or more extensions.
2. For holding an incoming trunk when the called extension is busy.
3. For holding an outgoing trunk while you are reaching a central office number after an extension requests you to dial and hangs up expecting you to call him back when you obtain the number.

Caution: Great care should be taken that the holding keys and attendant's keys are in the normal position when not in use.

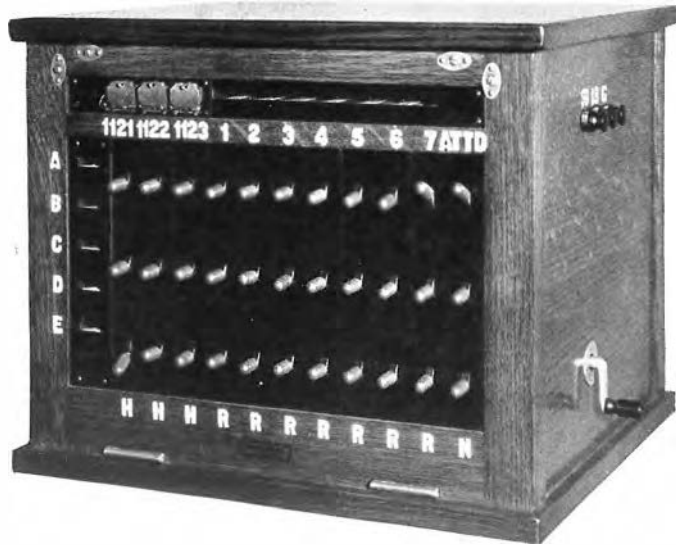


Figure 13

Holding Key Operated for Trunk No. 1121. Attendant Connected with Extension No. 7

For example: An incoming call has been received on trunk No. 1121 and answered in the usual way, as shown in Figure 9. Mr. White is wanted but is absent from his office and you believe he may be reached at extension No. 7.

Hold trunk No. 1121 by depressing key "H." Call extension No. 7 in the usual manner and advise that Mr. Wood is calling Mr. White.

Figure 13 shows the arrangement of the keys for holding trunk No. 1121 while you are talking with extension No. 7.

When Mr. White is ready to talk, make the connection by raising the connecting key beneath trunk No. 1121 into position "A." Next restore key "H" and then the attendant's key to normal.

Note: In the above example, a trunk key was operated into position "E" to originally answer the call on trunk No. 1121. The same key was depressed into the "H" position to hold the call. If a key had been operated into position A, B, C or D to originally answer the call, that key should have been restored to normal immediately after operating key "H" and before calling extension No. 7.

Night Connections

An extension may have central office service at night, or at any other time when the switchboard is not attended. When this is desired connect the extension with a trunk by means of the connecting keys. Then pull out the "LB" and "SB" keys, and depress the "N" key, in order to prevent operation of the buzzer and signals.

Only those extensions which are equipped with dials can have outward night service.



Figure 14
Extensions No. 1 and No. 4 Connected with Trunks for Night Service

Figure 14 shows extension No. 1 connected with trunk No. 1121 and extension No. 4 connected with trunk No. 1122, using the connecting keys in positions "A" and "C." The "N," "SB" and "LB" keys are arranged properly for night service.

It is advisable to have the trunk number under which the private branch exchange is listed connected with an extension which can always be reached at night, because calling parties who are not familiar with special arrangements for night service will generally call the listed number.

When releasing night connections, first restore the "N" key. Then push in the "LB" and "SB" keys and restore the connecting keys. It is important to do this in the order mentioned so as to avoid operating the trunk equipment at the central office. Care should be taken to avoid interfering with any connections on which conversation is taking place. If a connection is not busy, the supervisory signal will be operated when you restore the "N" key.

INSTRUCTIONS TO ATTENDANTS

Equipment Trouble

Report promptly any equipment trouble to the Repair Department at the central office. To do this, dial the code for Repair Department given in the telephone directory. No letters should be used in dialing this number.

If the dial at an extension is out of order, report the trouble to the Repair Department. If the switchboard dial is out of order, connect an idle trunk with an extension equipped with a dial which is in working condition. Dial the Repair Department from the extension and report the trouble. If no extension is equipped with a dial, operate the connecting key for a trunk and the attendant's key into the same position. This will connect you with a central office maintenance employe. Report the trouble to him. An extension user, or an attendant, should not attempt to dial any numbers from a telephone while the dial is out of order.

If it comes to your attention that two incoming calls have been connected on one trunk in error, it indicates that there is some equipment trouble which should be reported at once to the Repair Department. In the meantime, unless the trunk involved is the highest numbered one on your board, advise the calling parties who may be connected on that trunk that it is out of order and to call the next higher number. For example, if a double connection occurs on trunk No. 1121, instruct the calling parties to call 1122.

Service Difficulties

Report any trouble with the service to the "Operator," giving as definite information as possible. To do this, dial "Operator."

Out-of-Town Calls

1. How to make an out-of-town call

Consult the general information pages in the front of the telephone directory for complete information regarding the various classes of out-of-town calls and the method of making such calls.

You will obtain faster service, if you furnish the long distance operator with the telephone number of the party desired at the time the call is placed.

2. Obtaining elapsed time or charges

If you know when placing a call that the time or charges will be required, notify the local or long distance

INSTRUCTIONS TO ATTENDANTS

operator, as the case may be, when giving her your call that you want the time or charges quoted at the end of conversation.

If you have not requested this in advance, signal the operator immediately after the conversation is finished. If the operator does not answer, you will know that the central office trunk has been disconnected, and it will be necessary for you to originate a new call for the local or long distance operator.

3. Completion of call

When the long distance operator calls back to complete a call, the person originating the call should be immediately connected on the line. The practice of attendants verifying that the connection has been made with the correct called person or number frequently results in additional time being charged.

The charge on a call begins as soon as anyone at either station speaks to and receives a response of any nature from anyone at the other station.

Dialing Instructions

To call a central office number, for example **2-1234**, proceed as follows:

Operate the keys as indicated in Figure 5, and keep the receiver off the hook.

Then listen for the dial tone. This is a steady humming sound indicating that the apparatus is ready to receive a call. If you do not hear the dial tone within a few seconds, disconnect from the trunk, connect with another trunk, if one is available, and listen again. If no other trunk is available, disconnect from the trunk for at least a second. Then reconnect with it and listen again.

Do not start to dial until the dial tone is heard.

After hearing the dial tone, place your finger in the hole over the figure **"2."** Turn the dial until your finger strikes the finger stop. Lift the finger and allow the dial to turn back. Perform this operation for each of the remaining figures **1, 2, 3 and 4**. Or, if the desired number contains only four figures (for example, **3456**), dial each of the four figures **3, 4, 5 and 6** in the manner just described. If the number includes a party line letter, dial that letter following the last figure of the number. A few seconds later, if the called

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number is not busy, you will hear the ringing signal. This is an intermittent burr-r-ing which indicates that the called line is being rung.

If the called number is busy, a rapid buzz-buzz sound will be heard.

All telephone numbers within the local area (except the special codes for Long Distance, Repair Department, Information, etc.) are made up of four or five figures, followed in some cases by a party line letter. When dialing a number it is necessary to dial each of the figures, and the party line letter if there is one. If you are requested to dial any number containing less than four or more than five figures (except the special codes for Long Distance, etc.), understand that it is incorrect and consult the telephone directory or call Information for the correct number.

The telephone directory shows special codes that have been assigned for use in calling certain central office employees, such as Long Distance, Information and Repair Department. No letters should be used in dialing these numbers.



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Emergency Calls

To make an emergency call, such as to report a fire or summon the police, dial the proper number of the Fire Department, Police Department, etc., as shown in the front of the telephone directory or, if you do not know the number and are unable to look it up in the directory, dial "Operator." If you dial the operator, explain the situation to her, giving the nature and location of the emergency and she will assist you. When the conditions are such that the dial cannot be seen, place your finger through the first opening on the dial plate below the finger stop and pull the dial around until your finger strikes the stop; then release the dial and let it return. This will connect you with the central office operator.

Some Dialing Precautions

Mistakes in dialing may result in calls being intercepted by central office employees, may cause wrong numbers to be rung, or may result in connections being cut off. Following are some of the dialing errors of most frequent occurrence. These are given for your information in avoiding mistakes and also to enable you to assist others who dial calls from extensions:

1. Failure to wait until the dial tone is heard.
2. Failure to take the receiver off the hook before dialing.
3. Failure to dial each figure of the number.
4. Failure to let the dial restore to normal after each pull.
5. Touching the receiver hook while dialing.
6. Moving the dial or the receiver hook after dialing.
7. Touching the dial while it is turning back.
8. Incorrectly or incompletely dialing a figure or party line letter. When you notice that such an error has been made, disconnect from the trunk and connect with another idle trunk, if one is available. After the dial tone is heard, dial the complete number again. If no other trunk is available, disconnect *for at least a second*, then reconnect with the same trunk and, after the dial tone is heard, dial the complete number again.
9. Be careful to keep the attendant's key operated when working on a call and do not operate another attendant's key at the same time until the dial has returned to normal, following the dialing of the last figure or party line letter of the number on the first call.

