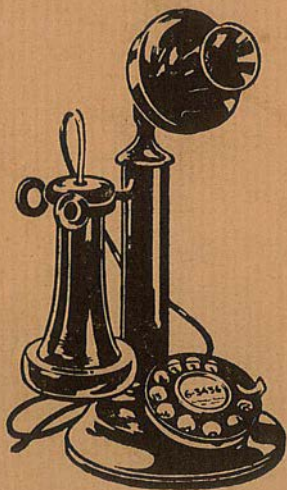


# The DIAL TELEPHONE

IN NEW HAVEN



This little book  
will introduce  
you to dial tele-  
phone service  
and show you  
how easy it is to  
dial your calls.

L999

How to Use the  
**Dial Telephone**  
in New Haven



ISSUED BY  
THE SOUTHERN NEW ENGLAND  
TELEPHONE COMPANY  
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## INTRODUCTION

THERE is very little difference between the use of a dial telephone and of any other telephone. Essentially the same operations are followed. With a dial telephone you pass the call by dialing the desired number rather than by giving it to an operator.

THE accuracy of service with a dial telephone depends to a large extent upon how you use the instrument. Therefore it is important that you understand the correct procedure to follow in dialing a number.

THIS booklet has been prepared for your use in becoming acquainted with correct dial telephone usage and we suggest that, after you have read it, you keep the booklet for future reference. Instructions in the use of the dial telephone are also given in your Telephone Directory.

# How to use the DIAL TELEPHONE

## *Consult the Directory*

BEFORE making a local call, first look in the latest issue of the directory for the correct number, and note carefully all the figures of the number, and the party line letter, if any.



### *For example:*

Osborne John R r 976 Whitney Av .....	5-4728
Osgood N G msn cont 12 James Hmdr. ....	2-0145
Osterman Anna r Bethany .....	Colony 3426-2
Oviatt Acetylene Co 197 George .....	3-2071
Owens R C groc & mts 792 Campbell Av WH. .	9-0075
Packtor A C r 273 Main EH .....	4-1212-J
Page Victor R MD r 374 Edwards .....	6-4123
Putnam Ross jwlr 78 Church .....	7-4321

If the person or firm you want is not listed in the directory, dial 113 (Information) and ask for the number, giving the name and address of the person or firm desired.

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### *Listen for the Dial Tone—*

THIS is a steady humming sound that will be heard in the receiver as soon as the equipment is ready for your call.

This tone, which should be heard almost immediately after removing the receiver, corresponds to the operator's "Number, please?" in non-dial service. Do not begin to dial until you hear this tone.



### *Then Dial the Desired Number*

SUPPOSE the number which you wish to call is listed in the directory or has been given to you by "Information" as 3-1630.

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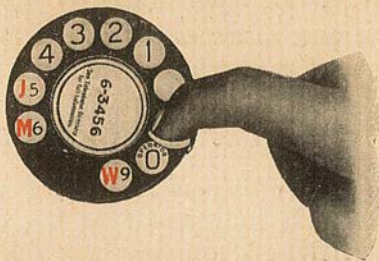
As soon as the dial tone is heard, place your finger firmly in the opening of the dial through which the figure 3 is seen.

STARTING  
TO DIAL  
THE  
FIGURE 3



TURN the dial around to the right until your finger strikes the finger stop.

THE DIAL  
PULLED  
AROUND  
TO THE  
FINGER  
STOP



*Remove your finger from the opening and without touching the dial allow it to return to its normal position.*

PROCEED in the same way to dial each of the four remaining figures, 1, 6, 3 and 0.

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## *Wait for the "Ringing" or "Busy" Signal*

You should hear either the "Ringing" signal or the "Busy" signal within a short interval after you have completed dialing.

### *The "Ringing" Signal*

*The "ringing" signal is an intermittent "burr-rr-ing" sound the same as heard over a non-dial telephone. This signal, heard at intervals after you have completed dialing, indicates that the bell at the called telephone is ringing. If you receive no answer after hearing this signal repeated for a reasonable time you will understand that there is no one within hearing distance to answer.*

### *The "Busy" Signal*

*The "busy" signal is a rapid "buzz-buzz" sound. It indicates that the called line is busy. When you hear this signal, hang up the receiver and call later.*

IF you do not hear either the "ringing" signal or the "busy" signal within half a minute, hang up the receiver for a few seconds, then remove it, and dial the complete num-

ber again. If the same condition is encountered, hang up the receiver for a few seconds, then remove it, dial "Operator" and report the condition to her.

### *Hang up the Receiver when your Call is Finished*

To disconnect your telephone from the telephone you called, hang up your receiver.

If you wish to make a second call immediately after having finished the first, it is necessary to hang up your receiver for a few seconds to give the central office mechanism time to break the first connection.

### *If You Make an Error While Dialing*

IF, before the dialing is completed, you find you have made an error, or if your finger slips out of the opening before you have pulled the dial around to the finger stop, hang up the receiver for a few seconds.

Then take the receiver off, listen for the dial tone, and after hearing it, dial the complete number again.

## *To Call a Number Ending in a Party Line Letter*

SUPPOSE you wish to call 6-3456-W. Dial each figure of the number, as just described, then immediately dial the red party line letter W, which appears in the same opening as the figure 9.

## *How to Call "Colony" Numbers*

To call numbers listed in the Directory with the name prefix "Colony" as for instance, "Colony 3426-2."

Osborne John R r 976 Whitney Av .....	5-4728
Osgood N G msn cont 12 James Hndr. ....	2-0145
Osterman Anna r Bethany .....	Colony 3426-2
Oviatt Acetylene Co 197 George .....	3-2071
Owens R C groc & mts 792 Campbell Av WH. .	9-0075
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Putnam Ross jwlr 78 Church .....	7-4321

DIAL "116" and when the operator answers, give her the name prefix "Colony" and then the desired number as listed, in the usual way.

## *How to Call the Operator*

TELEPHONE operators are on duty, ready to assist you at any time. If you need assistance in obtaining a connection because

you lack knowledge of how to dial or because of repeated failures to hear either the ringing or busy signal, you can reach an operator by removing the receiver from the hook, listening for the dial tone, placing your finger in the last opening of the dial, marked "Operator," turning it around to the finger stop and then releasing it. An operator will answer.

### *The Use of Party Line and Extension Telephones*

WHEN making a call from a party line or extension telephone, always listen in the receiver before you begin to dial to make sure that the line is not being used.

*If you hear the dial tone*, proceed to dial the desired number.

IF you do *not* hear the dial tone, but hear successive clicks in your receiver, indicating that another party on your line is dialing, wait until the dialing stops, then inform the other party that you have interfered with his call, and hang up your receiver.

If, while you are dialing, you hear another party come in on the line, or hear successive clicks in your receiver, indicating that some other party on the line is also dialing, stop dialing, tell the other party that the line is in use and ask him to hang up. When he does so (indicated by a sharp click in your receiver), hang up your own receiver for a few seconds, then remove it and dial the complete number again.

### *To Call Another Party on Your Line*

IF your telephone is on a party line and you wish to call another party on your line, it is necessary to dial *a code number* and *not the number listed in the directory*. The names of the other parties on your line, with corresponding code numbers, appear on a card which will be sent to you.

AFTER dialing *the party code number*, replace your receiver on the hook. Your bell and the bell of the party you are calling will then ring until the called party answers. When your bell stops ringing, indicating that the called party has answered, lift the receiver from the hook and begin conversation.

IF your bell does not stop ringing after a reasonable period, it means that the called party does not answer. Remove your receiver from the hook for a few seconds and then replace it. This will stop the ringing of your bell and disconnect you from the called party's telephone.

*Note: Each party on a dial party line has an individual number in the directory. If you do not know the code number of the party on your line whom you wish to call, and have mislaid your party line code card, dial "Operator" and give her the telephone number listed in the directory, telling her you are calling another party on your line.*

### *How to Make Out-of-Town Calls*

*If the number is known and you will talk with anyone who answers at that number, DIAL "OPERATOR." When she answers, give her the name of the place and the telephone number desired and the number of the telephone you are using. Remain with the receiver at your ear until the called party answers or the operator reports.*

*If the number is not known, it may be secured by dialing 113, "Information."*

*If you wish to talk with a particular person* DIAL 110. This will connect you with the toll operator. Give her the details of your call the same as you are doing at present, and the number of the telephone you are using.

### *To Call "Information"*

If you wish to obtain a telephone number not listed in the directory, DIAL 113 and give the operator the name and address of the person desired.

### *For Repair Service*

DIAL 114 to report your telephone out of order, using another telephone if necessary. Explain clearly what your trouble is. The Repair Department will see that it is promptly corrected.

### *To Call the Business Office*

DIAL 6-9221 during business hours, to make inquiries about contracts, service bills, adjustment of accounts, etc., or to report any difficulty that has not been cleared up within a reasonable time.

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## *To Make a Call From a Dial Pay Station Telephone*

REMOVE the receiver, deposit a coin and then listen for the dial tone. As soon as you hear the dial tone, dial the desired number, or "Operator." *The coin should be deposited before you begin dialing.* If for any reason the call is not completed or is one for which no charge is made (such as calls to "Operator" for assistance, Information, Repair Service, Toll Operator or Telephone Company) your deposit will be returned.

## *Incoming Calls*

INCOMING calls should be answered as promptly as possible by announcing your number or name.

IF you obtain no response upon answering a call, and you hear the dial tone, it means that there is no one connected with your line and that any connection which may have been established has been released; in which case, hang up your receiver.

## *How to Make Emergency Calls*

To make an emergency call, such as to report a fire, to summon the police or an am-

balance, it is only necessary to dial "Operator." *However, the fastest service will be obtained by dialing the fire or police number.* For your convenience as well as protection, a space for inserting YOUR fire and police emergency numbers will be provided on the front cover of the next issue of the telephone directory. If you dial the operator, be sure to give her your telephone number, street address and the city, town or community from which you are calling.

### *How to Make an Emergency Call When You Cannot See the Dial*

To make an emergency call when you cannot see the dial, remove the receiver, listen for the dial tone and then place your finger in the first opening in the dial directly below the finger stop and turn the dial around until your finger strikes the stop. Release the dial and let it return to its normal position. An operator will answer. Explain the situation, giving her your telephone number, street address and the details of your call so that she can assist you. Do not hang up your receiver until you are sure that your message is understood.

## SERVICE AND EMERGENCY CALLS

### *For Dial Subscribers*

OPERATOR.....DIAL "OPERATOR"

(To obtain assistance on a call you are unable to complete yourself.)

BUSINESS OFFICE.....DIAL 6-9221

(To make inquiries about contracts, service bills, adjustment of accounts, directory listings, and similar matters.)

### OUT OF TOWN CALLS

Quicker service can be furnished on all classes of toll calls if the number is given to the operator.

Numbers may be obtained from "Information" by dialing 113.

If you know the number and will talk with anyone who answers at that number.....

DIAL "OPERATOR"

If you wish to talk with a particular person.....

DIAL 110

(Give the operator the details of your call in the same manner as at present.)

INFORMATION.....DIAL 113

(To obtain a number not listed in the directory.)

REPAIR SERVICE.....DIAL 114

(To report a telephone out of order.)

COLONY NUMBERS.....DIAL 116

(To call subscribers listed in the directory with  
the name prefix "Colony".)

FIRE DEPARTMENT.....DIAL.....\*

OR "OPERATOR"

POLICE DEPARTMENT.....DIAL.....\*

OR "OPERATOR"

\* (Insert your fire and police numbers)

*Be sure to give street address and Town or  
District where help is needed.*

2-9-97

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