

# CORD SWITCHBOARD SERVICE

**Manual Non Multiple Types 550-551-560**



Illinois Bell Telephone

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SERVICE — ILLINOIS BELL TELEPHONE COMPANY

### TO PRIVATE SWITCHBOARD MANAGERS

Efficient and courteous telephone switchboard service is an effective way of influencing customer opinion of your company.

People who call you on the telephone judge your organization. The reception they receive from switchboard attendants and each extension user is important to the present and future success of your business.

The Telephone Company, knowing the value of good switchboard service, is eager to help you get the greatest benefit from your telephone facilities.

This booklet explains the operation and other important features of private switchboard service. You will find in it many useful suggestions for improving telephone efficiency and courtesy.

I'll be glad to talk over any telephone problems with you or your switchboard attendant. Just call me on 727-\_\_\_\_\_. Outside Chicago ask to speak to the Telephone Company chief operator. She'll refer your call to me.

Sincerely,

*Your P. B. X. Consultant*

# HOW TO HELP YOUR EXTENSION USERS GIVE BETTER TELEPHONE SERVICE



Every day more and more business is conducted by telephone. It's a fast, economical way of doing business.

On the next few pages are some suggestions to help you and your extension users make telephone contacts work successfully for your company.



## Identify Yourself

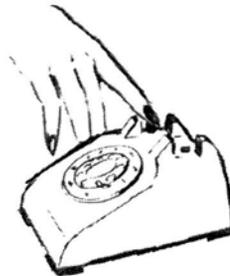
Make it easier for the caller by answering with a name or department. For example: "*Mr. Johnson*" or "*Service Department, Johnson speaking.*"

When answering someone else's phone, it's a businesslike courtesy to use that person's name as well as your own. For example: "*Mr. Roberts' office, Mr. Johnson.*"



## Answer Promptly

Callers don't like to be kept waiting. A prompt answer after the first ring will help to build a reputation of courteous efficiency for your firm.



## Be Friendly

If it's necessary to leave the line, ask permission — the caller may prefer to call back. Before leaving the line you might say: "*Would you mind waiting while I look up that information?*"

## How to Transfer Calls

Explain why the call is to be transferred. Be sure the caller is willing—perhaps he'd rather be called back.

Signal the attendant by moving the plunger up and down s-l-o-w-l-y. When the attendant answers, ask her to transfer the call to the desired extension. Be sure the attendant is given complete information to avoid asking the calling party to repeat. Wait for the attendant to acknowledge instructions.

### Be Tactful With Questions

When answering someone else's telephone, your extension users will build good will by using phrases like: "May I tell him who's calling?" or "If you'll leave your name and telephone number, I'll have him call you when he returns."

An abrupt "Who's calling?" often implies that the called party will talk only to certain people.

### Complete Message Memos

Messages should be complete and legible; showing names of persons called and calling, date and time, and caller's number if he wants to be called back.

### How to Place Your Outside Local Calls

Outside calls will be completed faster if the extension user asks for an outside line, then makes the call himself.

When doubtful of the number, it will be quicker if you check your personal telephone number list or the telephone directory.

If an extension is equipped with a dial, always wait for the dial tone

before dialing; then dial the telephone number.

For full information, check the front pages of the telephone directory.

### How to Place Out-of-Town Calls

A handy list of telephone numbers will make it possible to place calls by number and save time.

Place calls on a station-to-station basis whenever possible. It will save time and money.

Wait until the Telephone Company operator says "Your number, please," then give the company's listed telephone number unless otherwise directed. If the call is delayed, offer your name or extension number to speed the call's completion. Stay at your phone or leave word where you can be reached so the person you are calling won't have to wait. When you stay on the line on out-of-town calls, you can receive reports directly or give information that might be needed to speed completion.

Staying on the line and being ready to talk when the phone is answered is becoming an everyday courtesy practiced by more and more telephone users. It's not polite to "knock on someone's door" and then run away.



# **PRIVATE SWITCHBOARD SERVICES**

**These services are offered to switchboard managers without charge.**

## **Service Advisers or Consultants**

Your PBX Service Adviser or Consultant is a telephone businesswoman experienced with private switchboard operation in various types of business. She is available on request to discuss with you the important aspects of switchboard service, train new switchboard attendants, and counsel experienced attendants.

Your PBX Service Adviser or Consultant is available at your convenience. In Chicago, call 727-1438 or 727-2392. Outside Chicago call the telephone operator and ask to speak to the chief operator.

The Service Advisers and Consultants from time to time conduct group meetings for switchboard attendants. These gatherings provide opportunities for the attendants to discuss the common objectives of their work and benefit from informal training. Demonstrations and training films are presented, and visits are made to central offices. Switchboard managers are urged to provide opportunities for their attendants to participate in these meetings as they are invaluable in sustaining the attendants' enthusiasm in their work.

## **Switchboard Attendant Placement Service**

A private switchboard attendant Placement Service is maintained by the Telephone Company, in Chicago, to assist Chicago employers in finding suitable switchboard attendants. This bureau maintains a list of applicants of proved ability and endeavors to match their qualifications with the requirements of the job. The applicants' operating ability is further developed, after placement, by visits of the PBX Service Adviser or Consultant. Outside Chicago, the PBX Consultants main-

tain a list of applicants for PBX attendant work and assist employers in finding such help. Final decisions regarding employment are arranged, of course, between employers and applicants.

If you need a switchboard attendant for regular or for temporary work in Chicago, you are invited to call the Placement Service, 727-3012. Outside Chicago call the telephone operator and ask to speak to the chief operator. There is no charge for this service either to employers or to applicants.

## **Switchboard Attendant Training**

The Telephone Company will train, free of charge, any of your present employees who may be selected to operate the switchboard, or will provide advanced training for experienced switchboard attendants. In Chicago this training is conducted at a specially equipped private switchboard Training School at 65 E. South Water St., or call 727-3019. Outside Chicago the training is given at your switchboard by the PBX Consultant. In either case the initial training is followed up on the job by subsequent visits.

## **Other Telephone Company Services**

Please consult the Telephone Company business office regarding telephone bills, contemplated changes or moves of your equipment (well in advance of actual needs), for surveys on the adequacy of your present telephone system, and for suggestions in solving communications problems with the most economical and flexible equipment arrangements.

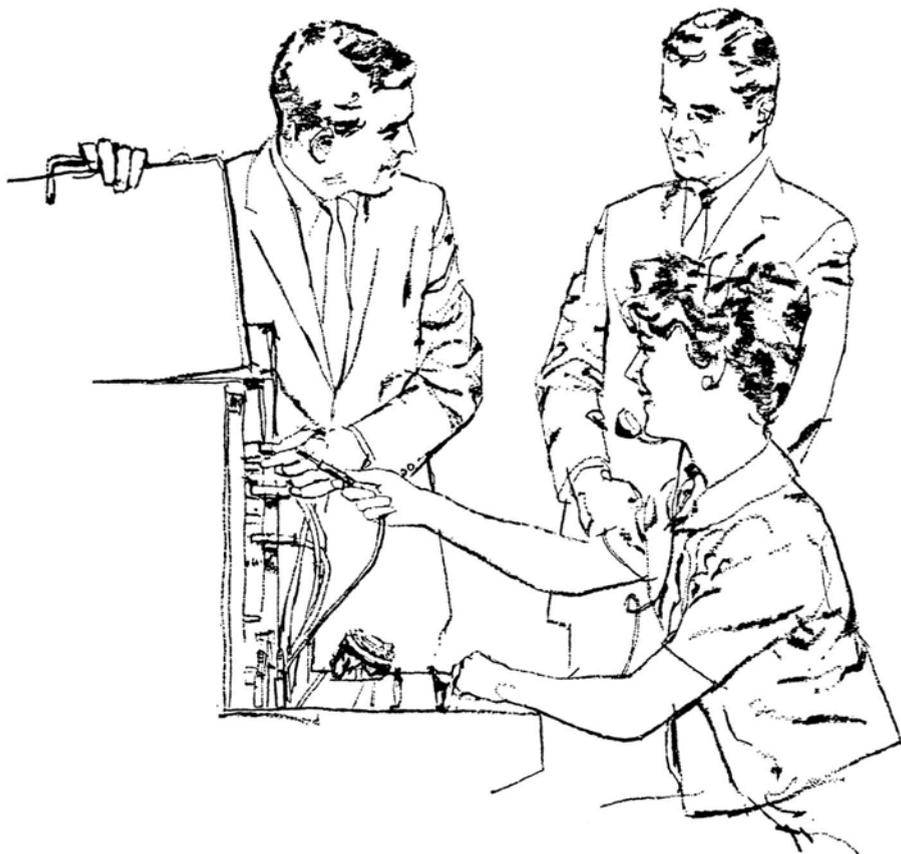
Another available service provides training programs for extension users in the effective and courteous use of the telephone. To obtain this service,

call your PBX Service Adviser or Consultant. These programs may be supplemented by the use of appropriate Telephone Company motion pictures.

Switchboard managers in many instances obtain economies and improved telephone service by the use of supplementary equipment, such as tie trunks to branch offices or important customers, night switching arrangements, code calling or loud speaker paging systems, and conference equipment. Speed of extension answering is often improved by key equipments, secretarial systems, or loud bells, gongs, horns, or flashing lamp signals in noisy loca-

tions. Many types of telephone instruments also are available—for the hard of hearing, for use out-of-doors, in elevators or explosive atmospheres, as well as mobile radio-telephones for trucks and other vehicles. The business office will gladly arrange to have a representative call to discuss applications of any of these facilities, and a wide range of other standard equipment.

Your PBX Service Adviser or Consultant will be glad to help in directing any communications problem to appropriate Telephone Company representatives for solution.





## TO PRIVATE SWITCHBOARD ATTENDANTS

This booklet explains the principal operating features of a nonmultiple cord switchboard in dial or manual central office areas.

A private branch exchange (PBX) switchboard is an essential distributing center where the telephone calls, both incoming and outgoing as well as those within the organization, are connected promptly and accurately to their proper destinations.

The quality of the telephone service given to members of your organization and the persons who call your company depends upon the operating methods and equipment arrangements at your private switchboard as well as in our central offices. Therefore, we who operate the central offices and you who operate the private switchboard have a joint responsibility for giving good telephone service. To assure that this service is fast, accurate, dependable, and courteous, your operating methods and ours must be co-ordinated. This booklet is offered with that in mind.

Private switchboard operating is a skill offering many satisfactions when well performed. A good private switchboard attendant furnishes an essential service in a manner that is pleasing, cheerful, and responsive to the caller's point of view. This is accomplished by bearing in mind the following objec-

tives of switchboard work. These notes summarize the essentials of good switchboard service—the friendly, personal interest in each call which reflects understanding, sincerity, and a helpfulness beyond the caller's expectation.

**Recall Signals (Flashes)** indicate that callers need assistance and require prompt answering. A recall should be answered in preference to a new call.

**Plugging in.** Plug in to answer calls only when the talking key is operated, and speak immediately. When you plug in to answer a call, the ringing signal which is heard by the caller stops. If you do not speak immediately, the caller may abandon his call.

**Reports on Delayed Calls.** When a call is delayed because of a busy, a slow answer, or paging a called person, it is important to give reports every 30 seconds to keep the caller informed. Say, for example, "*Mr. Smith's extension is still busy,*" or "*I'm ringing (trying to locate, or paging) Mr. Smith for you.*" Excessive delays in completing calls to certain extensions or departments may require management attention.

**Prompt Answering** is an appreciated courtesy and helps build a reputation for efficiency. Give the answering phrase clearly and without haste.

**Acknowledgments.** Unless a report can be given immediately, every request should be acknowledged with "Thank you," "Yes, sir," "Surely" or some other indication to the caller that his request is understood. Question doubtful orders and acknowledge courteously when they are made clear.

**Accuracy** is fundamental to good telephone service. It prevents wrong numbers, double connections, cut-offs, and incorrect reports.

**Disconnect Promptly** to release equipment for new calls. When in doubt whether a signal is a disconnect or a slow answer, challenge with "Waiting?" Take down cords while handling other calls, in so far as possible. Trace cords by hand as well as by eye, and remove plugs by the shell without disturbing others in adjacent jacks.

**Long Distance Calls** go through faster when placed by telephone number and when the extension user holds the line until an answer or report is received.

**Prompt Extension Answering** is essential to good service. It satisfies the caller and releases your attention for other calls. Ring two full seconds every five seconds to help make this possible.

**Pleasing Telephone Habits** make good service even better. Let callers finish their requests, or acknowledge your reports, before you leave the line. On delayed calls a memorandum will eliminate the need for asking the caller to repeat unnecessarily.

**Voice and Manner.** Every telephone call is your opportunity to give a favorable impression of yourself and your organization. It is most convincing to speak distinctly in a natural tone of voice, close to the transmitter and with no suggestion of haste.

A friendly and attentive manner is both courteous and businesslike. You

wish your voice and your manner to be messengers of good will that will gain a pleasant response. Since you are not face to face with your listeners, an alert manner and a pleasing tone of voice are your only means of making a good impression. Your smile and gestures cannot be seen at the other end of the line, but you can put a tone, or "sparkle" in your voice that will serve equally well.

This doesn't mean conforming to a pattern or changing the voice simply because it differs from others. Anyone speaking distinctly in a natural tone of voice can convey a feeling of interest and helpfulness, through being patient, sympathetic, willing to listen, and eager to understand and to help. The objective is to develop these qualities in a way that is natural to each individual, giving a service which carries with it the little attentions and courtesies that become habits and build good will.

A clear, pleasant voice and a friendly and attentive manner are as much a part of good telephone service as accuracy and speed in operating.

**The Correct Way to Pass a Telephone Number.** To pass a telephone number which includes an office name and numeral, give the office name with the accent generally on the first syllable, pause slightly, emphasize the office numeral, the hundreds digit and use a questioning tone on the last two digits as shown in the following illustrations:

Pilgrim 4-19 03  
Frontier 7-37 95  
Lorraine 9-55 79

To pass an "All-Number" call, give the first three digits, pause, slight emphasis on the hundreds digits, and a questioning tone on the last two digits, for example:

727-94 11  
321-2 thousand

If you include the area code when

passing the call, give the area code first, for example:

Area Code 216-529-9900.

Passing telephone numbers in this way makes the work easier by reducing requests for repetition.

**Passing and Repeating Names.** In passing or repeating a name which may be misunderstood, spell it if this appears desirable, or give the significant letters. In spelling a name, verify any letter about which there may be a doubt with a name or word which is readily understood, as in the following list:

### Identifying Words

“A” for “Alice”

B	Bertha	N	Nelly
C	Charles	O	Oliver
D	David	P	Peter
E	Edward	Q	Quaker
F	Frank	R	Robert
G	George	S	Samuel
H	Henry	T	Thomas
I	Ida	U	Utah
J	James	V	Victor
K	Kate	W	William
L	Louis	X	X-ray
M	Mary	Y	Young
	Z		Zebra

### Telephone Pronunciation

<i>Number or Letter</i>	<i>Sounded As</i>	<i>Principal Sound</i>
0	OH	Long O
1	WUN	Strong W and N
2	TOO	Strong T and long OO
3	TH-R-EE	Strong R and a long EE
4	FO-ER	Long O and strong R
5	FI-IV	Long I changing to short and a strong V
6	SIKS	Strong S and KS
7	SEV-EN	Strong S and V and a well sounded EN
8	ATE	Long A and a strong T
9	NI-EN	Strong N, a long I, and a mild emphasis on EN
10	TEN	Strong T and N
J	JAY	Strong J and long AY
M	EM	Strong E and strong M
R	AHR	Broad AH and strong R
W	DUBBLE-YOO	Full value given to each syllable
F	EF	Short E and strong F
Y	WI	Strong W and long I
X	EKS	Short E and strong KS

### Extension Users

The telephone habits of your extension users play an important part in good over-all service. To give the best possible service to your firm's customers, it is suggested that you enlist your extension users' co-operation in handling calls properly. It is further suggested that you bring to the attention of your management any conditions which interfere with satisfactory service, such as slow answers at certain extensions, excessively busy ex-

tensions, or faulty extension user practices.

It is important that you have well trained relief attendants so there will be no interruption in the good service you are giving. We will assist you by training without charge anyone in your organization who may be selected for this work.

Remember that your PBX Service Adviser or Consultant is always available to answer questions, or to consult with you regarding telephone service

and the proper operation of the switchboard. She is ready to help you at any time upon request.

### **Emergency Calls**

To report a fire, or to call the police or an ambulance, dial or call the operator and say, "*I want to report a fire,*" or "*I want to call the police,*" or "*I want an ambulance.*" If you have to leave the switchboard before the desired emergency department answers, tell the operator the address where help is wanted and any other details needed to be sure the emergency is correctly understood.

If you prefer, you may place the call by number. If the called line is busy, however, dial or call the operator and tell her that you wish to report a fire or to call the police or an ambulance.

On a call from an extension when it is evident that the calling person wants to report an emergency, connect the caller to the central office, as above, and remain on the connection to help pass any needed information.

### **Use the Directory**

Consult the telephone directory for numbers you do not know, unless you are reasonably certain that the number was added since the directory was published. You nearly always save time by looking up numbers in the directory rather than by calling Information. Call Information only for numbers not listed in the directory, giving the Information operator the name and address, and if appropriate, the business of the desired person.

### **Maintain Lists of Telephone Numbers**

It is desirable to keep readily available a list of frequently called numbers. New or changed numbers obtained from Information or reported by an operator should be added to the list.

It is a good plan to maintain a list of officials and employees of your com-

pany, including the home telephone numbers of some individuals who should be reached in connection with important calls or emergencies that may require prompt action.

It is also desirable to keep a list of extension numbers arranged by location, and of alternate persons who may talk for each other on business matters, for immediate reference in completing important incoming calls.

### **Night Service**

Any time your switchboard is unattended, whether or not night connections are established, the battery, buzzer, and generator (BAT, BUZ, and GEN) keys should be turned to the "Off" position.

If telephone service is required in your firm at night, establish and release night connections as described in this booklet on page 26.

### **Secrecy of Communication**

Telephone service is vital to the affairs of the nation. The users of the service expect, *and the law requires*, that telephone communications be kept secret. This policy is not new, it has always been an essential part of telephone work.

It is in violation of the Federal law for any unauthorized person to interfere with telephone calls or other messages and divulge or publish any information regarding the usage of the service or the nature of conversations.

As a specific reminder, the following two points must be scrupulously observed.

1. No connection should be monitored beyond the requirements for its proper supervision.
2. Except as it may be necessary to inform supervisors of telephonic conditions requiring their attention, no discussion is permitted of:

Connections established.  
The nature of conversations.  
Telephone arrangements.  
Ticket record of calls.

## Equipment Out of Order

Switchboard or extension equipment out of order should be reported promptly to the Telephone Company "Repair Service." Before reporting a false signal on an extension line, hold the line on an idle cord for several minutes, challenging from time to time. If the signal remains lighted, arrange for someone to visit the extension to be sure the receiver is not off the hook.

When reporting an extension out of order, give the extension jack number, which appears to the right of the jack. When reporting a trunk out of order, give the trunk telephone number.

If the regular ringing current fails, extensions may be rung by use of the hand generator crank, if provided. Put the GEN key in "Hand" (or "Off") position. To ring an extension, turn the crank to the right while operating the cord ringing key.

Water and other liquids, such as in flower vases, coffee, tea, milk, and other beverages, should be kept off and away from the switchboard. Liquid spilled on the switchboard may cause an out of order condition that will seriously interrupt telephone service.

## Contacting the Telephone Company

Report service irregularities on individual calls to the "Operator." Recurring service difficulties should be referred to the chief operator.

Your PBX Service Adviser or Consultant is always available at your convenience to discuss the operation of your switchboard, service problems, or the training of new switchboard attendants. In Chicago, call 727-1438 or 727-2392. Outside Chicago, consult the chief operator.

Consult the Business Office when additional equipment is required or whenever it is necessary to discuss bills or other business matters. See the al-

phabetical directory for the number of your Business Office.

## Switchboard Materials

Various materials are available which help to make switchboard operating easier and more accurate. A few such items are listed on this page as a matter of information. Your PBX Service Adviser or Consultant is available on request to discuss these materials or any other conditions affecting the switchboard, and may suggest their use as the need develops.

**Telephone Directories.** Alphabetical, Classified, Suburban and out-of-town directories.

**Switchboard Bulletins**, such as a list of Chicago and Suburban exchange names, and various service reminders.

**Colored Signal Plugs** may be inserted in jacks to indicate various conditions, such as line out of order, transfer calls, extension user not available, line being held for a delayed call, etc.

**Cord Clips.** Attached to a cord on an established connection, a clip serves as a reminder that some special action is required at the end of conversation before the cord is disconnected.

**Dialing Tools** for easier use of the switchboard dial.

**Key Sleeves** to indicate the status of individual connections, and as a guide in cord rotation.

**Keyshelf Busy Memo** for the notation of details on delayed calls.

**Cord Trouble Caps** to prevent the use of cord pairs which have become out of order.

**Various Instructional Leaflets** for PBX attendants and extension users, which are made available from time to time.

## Telephone Company Service Calls (In Chicago)

	YOU DIAL
Central Office Operator.....	<i>Operator</i>
Long Distance .....	<i>211</i>
Information .....	<i>411</i>
Repair Service .....	<i>611</i>
Business Office .....	<i>See Alphabetical Directory</i>

(There is no charge for the above calls.)

PBX Service Adviser or Consultant.....	<i>727-1438 or 727-2392</i>
Time of Day.....	<i>CA 8-8000</i>
Weather Forecast .....	<i>WE 4-1212</i>

## Telephone Company Service Calls (Outside Chicago).

Consult the front pages of your telephone directory.

## OUT-OF-TOWN CALLS

Except on calls to near-by points, *Day rates*, or *Night-and-Sunday rates*, apply to each class of call depending upon the time of day at the calling point when connection is established. Night-and-Sunday rates are lower than Day rates.

**Day Rates:** Between 4:30 a.m. and 6 p.m., except Sundays and Thanksgiving, Christmas and New Year's Day.

**Night-and-Sunday Rates:** Between 6 p.m. and 4:30 a.m., all day Sundays, and Thanksgiving, Christmas and New Year's Day.

### Station-to-Station Calls

A station-to-station call is one on which the calling party will talk with anyone who answers the telephone. A station rate will apply to outgoing extension dialed calls from areas that have Direct Distance Dialing. This also applies to extension calls placed with the Long Distance Operator if the called extension is reached directly and does not require completion by a PBX attendant. A station-to-station call becomes chargeable the moment anyone at the called station answers.

### Person-to-Person Calls

A person-to-person call is one on which the calling person wishes to reach a particular person or an acceptable alternate, an extension, department, or office that is reached through a PBX attendant. Calls on which it is necessary to make advance appointment arrangements to talk to a particular person, or anyone at a particular telephone, are classified as person-to-person calls.

These calls are chargeable only from the time the desired person or extension answers, and the rates are higher than station-to-station rates. If an answer is received from a called station, but the desired individual or extension is not reached, no charge is made.

### Direct Distance Dialing (DDD)

Direct Distance Dialing is a time-saving service whereby you dial many of your long distance calls almost as easily as you dial local calls. Station-to-station calls are the only calls you can dial direct.

Before dialing, you will need the Area Code for the city you wish to reach and the correct telephone num-

ber. (The country is divided into about 110 areas.) Make a memo of these numbers so you can dial without hesitating between pulls of the dial. For example, to call Boston, you would dial 617 243-2438. The first three digits are the Area Code for Boston; the next three are the exchange number and the last four are the telephone or extension number.

It's easy to dial DDD calls. Your Service Adviser or Consultant will let you know when Direct Distance Dialing becomes effective in your city. She will also explain how calls are charged.

DDD customers can dial the Area Code plus 555-1212 to reach information centers in many places throughout the country. It's a free call. Check your local directory for more information.

### **Collect Call Service**

Charges may be reversed on either station-to-station or person-to-person calls at the request of the calling person, and with the approval of the called person or station. Collect person and station calls to points outside of Illinois, and person calls within Illinois take the same rate as paid calls. Collect station calls to points within Illinois take a slightly higher rate than paid calls.

### **Sequence Service**

Sequence service enables a caller to place, at one time, several out-of-town calls on which he wishes to talk. Sequence calls may be placed by telephone, or if many calls are involved, a detailed list may be sent to the Telephone Company Business Office in advance. If you expect to require the same list of calls frequently, you may arrange to have it kept on file in the Long Distance Office so that you can refer to it when requesting the service. Your PBX Service Adviser or Consultant, or the Long Distance Chief Operator will be glad to suggest the most satisfactory arrangement.

### **Conference Service**

Conference service permits simultaneous connection between three or more persons in the same, or in different cities, so that they may talk with each other at the same time. To place a conference call, reach Long Distance in the regular way and ask for the "Conference Operator." Conference service is more fully described on page 26.

### **HANDLING OUT-OF-TOWN CALLS**

Station-to-station calls to near-by points which you cannot dial direct should be given to the *local operator*, and all other out-of-town calls, including all person-to-person and collect calls, should be given to the *Long Distance operator*. For specific directions consult the front pages of the telephone directory.

### **Placing Out-of-Town Calls**

On out-of-town calls, ask the extension user to hold the line, and connect him to the telephone company operator so that he can give his call to her directly. She will then attempt to complete the call while the extension user is at the telephone.

If you are to keep a record of out-of-town calls, ask the extension user to give you the details for your record. If this is not practicable, you may remain on the connection and record the details as they are given to the operator by the extension user.

If you are required to place out-of-town calls for extension users, obtain the necessary details, ask the extension user to hold the line, and while he is listening, pass the details accurately to the telephone company operator. If the extension user hangs up before being connected or receiving a report on his call, better service will result if you remain on the line to receive reports and to ring back the calling extension when the call is ready. On a station-to-station call it is well to announce the

name of your city to the person answering in order to speed connection to the desired individual, or to an alternate if the called person is not immediately available.

The fastest and best possible out-of-town service will be obtained if each extension user gives his calls to the telephone company operator directly, and then holds the line. By holding the line, your extension user will be able to:

Give the telephone operator additional information the moment it may be needed.

Receive reports directly and thus avoid misunderstanding. If there is a report of delay, he can give his name or extension number and thus speed completion of the call later, if the operator is going to call back.

Name an acceptable alternate immediately, if the desired person is not available.

Talk as soon as the called party answers, thereby extending an expected courtesy to the person called.

Save money when the called party answers, by not using chargeable time in being off the line.

Help all service at your switchboard by avoiding extra work for you, and by making use of circuits as soon as they are ready.

### **Passing Orders to the Operator**

Out-of-town calls can be completed faster when the details of the call are given to the operator in the following order:

1. Area Code if known (or called place). Under certain conditions when an Area Code is given, the Long Distance operator may also request the called place.
2. The called number, and on person-to-person calls the name of the desired person, or add "collect" if you want to reverse the charges.

Note: When a call requires special handling, such as "Credit Card,"

"Bill to a third number," "Special billing number," etc., give this information to the Long Distance operator before passing the details of the call.

3. Give your number, unless otherwise directed, only when the operator asks for it.

If you request "time and charge" on an outgoing Long Distance call, disconnect promptly upon appearance of the disconnect signal. The Long Distance operator will call you when she is ready to quote the charge. However, if you request "time and charge" on a call to a near-by point handled by the local operator, or on an incoming collect call, immediately operate the talking key when the disconnect signal appears and stay on the line until the charge is quoted.

Give your number only when the operator asks for it. (Give the number listed in the telephone directory for your firm, unless otherwise directed.) This enables the operator to make an immediate attempt to reach the called station, and then obtain your number while waiting for an answer.

This method of placing orders is illustrated in the following examples:

### **Station-to-Station Calls**

EXAMPLE: Area Code 216, Cherry 1-2345

EXAMPLE: Paterson, New Jersey, Anyone at Hansen and Company, 999 Market Street

EXAMPLE: Atlanta, Georgia, 529-9900, collect call.

Give your listed number, unless otherwise directed, when it is requested by the operator.

### **Person-to-Person Calls**

EXAMPLE: Area Code 216, Cherry 1-2345, Miss F. B. Carson

EXAMPLE: Atlantic City, New Jersey, Mrs. Mary A. Warren, 241 Prospect Avenue



### **A LONG DISTANCE SWITCHBOARD**

Long Distance calls between many points are dialed direct to the called telephone with an operator's dialing keyset, as shown by the first operator. This method makes Long Distance calling about as fast as local service.

**EXAMPLE:** Credit Card call. My card number is \_\_\_\_\_.  
Atlanta, Georgia. 529-9900.  
Frank Brown

Give your listed number, unless otherwise directed, when it is requested by the operator.

#### **List of Frequently Called Numbers**

You have undoubtedly noticed that faster service is possible when out-of-town calls are placed by number. You will find it helpful to keep a list of the telephone numbers of frequently called

out-of-town persons and firms where it will be available when calls are placed. It is also advisable for extension users to maintain their own lists. The faster service saves your time and releases your trunk lines sooner for other calls.

If it is necessary to place a call by name and address because the telephone number is not known, add the number to the list as soon as you learn it from the operator. Correct the list when you learn that one of the numbers has been changed.

## DELAYED CALLS

When out-of-town calls cannot be completed on the Telephone Company operator's first attempt, and are not canceled, subsequent attempts to complete the call may or may not be made, depending upon the report received. Generally, she will ask if you wish to cancel the call and place it again later.

If the operator specifies that she will make an attempt to complete the call later and the extension user has placed the call, he should identify himself by name or extension number. This makes it possible for her to reach him when the call is ready. Should further reports not be required until the called person or station answers, the Telephone Company operator should be so informed.

Similarly, if you place out-of-town calls for extension users, the Telephone Company operator may give subsequent reports to you. Pass on promptly to the extension user all subsequent reports you receive, and request the extension user to notify you where he can be reached if he leaves his office or extension while his call is still active.

If it is necessary to request a report on a call that is still active, you may say, for example, "*May I have a report on my call to Area Code 414, Orchard 2-9900, Mr. Brown?*" Give your number when it is requested by the Long Distance operator.

When the operator reports, "Ready on your call to (called place)," and the calling extension user is available, acknowledge and reach him as soon as possible. When he answers, say that you are ready on his call to (called place) and cut out of the connection as soon as conversation starts.

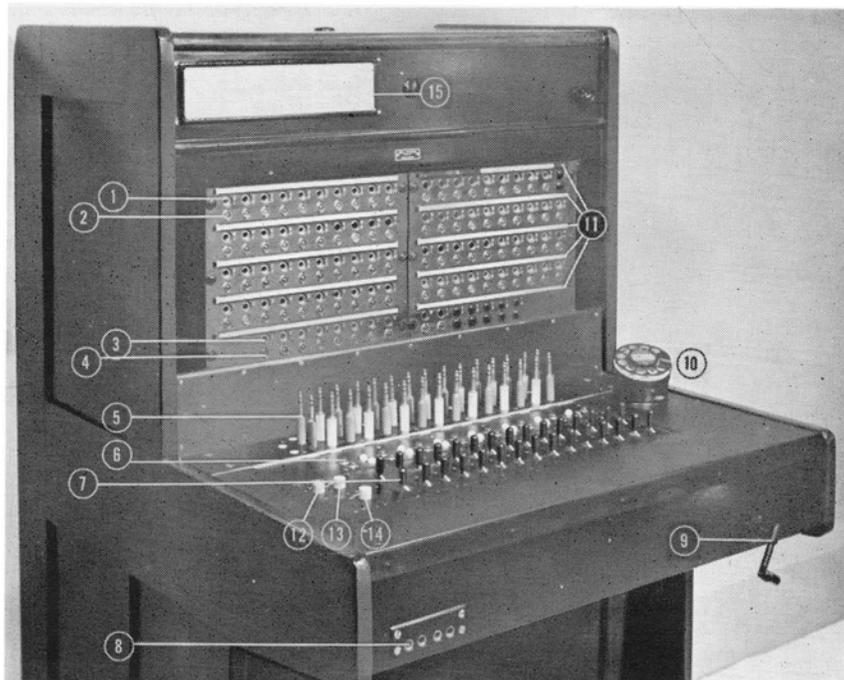
### Leave Word Calls

If the calling extension user is not available when the Long Distance operator is ready with his call, she

will try the call again when the calling extension user is expected. If the calling extension user becomes available before the expected time, ask him to hold the line, then reach the Long Distance operator and say, "*Will you try my call to Area Code 414, ORchard 2-9900, Mr. John Brown.*" The Long Distance operator will make an immediate attempt to complete the call while the calling extension user remains at the telephone. Give your listed number, unless otherwise directed, when it is requested by the Long Distance operator.

Similarly, if the called person cannot be reached for an incoming person-to-person call, the originating Long Distance operator may leave word for him with you, or whoever answers his extension, saying, "*Please have Mr. J. S. Allen call operator 45 in Detroit, Mich., and ask for Sherwin 3-9900.*" She may also leave the name and extension number of the person who called, if she has that information.

If the called extension does not answer, the Long Distance operator will not leave word. At the direction of the calling person, she may try to reach the called extension later. However, if you are able to report when the called person is expected, the Long Distance operator may leave word, as mentioned above, in which case, send a memorandum to the desk of the person called. When he is ready to call back, he should reach Long Distance and ask the operator for "*Area Code 313, if known (or called city and state), Operator 45,*" and when Detroit operator 45 answers, say, "*This is Main 5-1234, Mr. J. S. Allen.*" He should also give her the telephone number of the person who called and the name and extension number, if known. The Detroit operator will then try the call while your extension user holds the line. The advantage of this plan is that it will speed completion of these calls. It will, in addition, give you more time to handle other calls.



## **DESCRIPTION OF THE SWITCHBOARD**

The switchboard pictured here illustrates the general appearance of a type 550, 551, or 560 cord board. While these switchboard types differ slightly in arrangement, the operating parts are similar.

- 1. Extension Jacks** — located in the upper front of the switchboard, and connected to extension telephones.
- 2. Extension Line Signals** — lamps located directly below each extension jack which light when an extension user lifts his receiver.
- 3. Trunk Jacks** — located below the extension jacks, and connected to the telephone central office trunk lines.
- 4. Trunk Line Signals** — lamps directly below each trunk jack which light when an incoming call is connected to the trunk at the central office.
- 5. Connecting Cords** — arranged in pairs, one cord of a pair behind the other, for making connections between jacks.  
 Front cords are used to answer **trunk signals** or to complete calls answered with the back cords.  
 Back cords are used to answer **extension signals** or to complete calls answered with the front cords.
- 6. Cord Supervisory Lamps** — arranged in pairs in front of associated cord pairs.  
 Front lamp is associated with the front cord.  
 Back lamp is associated with the back cord.
- 7. Cord Keys** — arranged in pairs in front of the supervisory signals, and associated with the cord pairs.  
 Front keys are used as talk-

ing and ringing keys.

Back keys are used for ringing, through dialing, and night connections.

8. **Attendant's Set Jack.** The attendant's set plug inserted in this jack connects the attendant's set with the cord circuits.
9. **Hand Generator Crank**—used only in case of failure of the regular ringing current.
10. **Dial.** A dial is provided if the switchboard is in a dial area or has dial tie trunks.
11. **Designation Strips** — paper strips above the jacks, indicating the

name or number assigned to each jack.

12. **Generator Key** supplies current to the ringing keys from the central office, or, in emergencies, from the hand generator, for ringing extension telephones.
13. **Battery Key** controls the battery current used for talking and for lighting the switchboard lamps.
14. **Buzzer Key** controls a buzzer which may be used to attract attention when a lamp is lighted on the switchboard.
15. **Chart.** Condensed operating instructions.

## **OPERATING THE SWITCHBOARD**

Before you operate the switchboard, see that the plug of your telephone set is inserted in the attendant's set jack. Be sure that the receiver and transmitter are properly adjusted, with the transmitter about one-half inch from the lips.

When a call signal lights, push the front key of an idle pair of cords away from you to the talking position. This connects your set to the cord pair to be used on the call. Be sure that only one talking key is operated at a time.

When connecting a cord to a jack, seat the cord plug firmly in the jack in one continuous motion in order to avoid unnecessary clicks in the receiver.

Use the cord pairs from left to right on successive calls. This will generally indicate the order in which calls were established, which is helpful in giving progress reports and subsequent rings.

If you receive no response to your answering phrase when you plug in, repeat your phrase. Disconnect only when you are sure there is no one on the line.

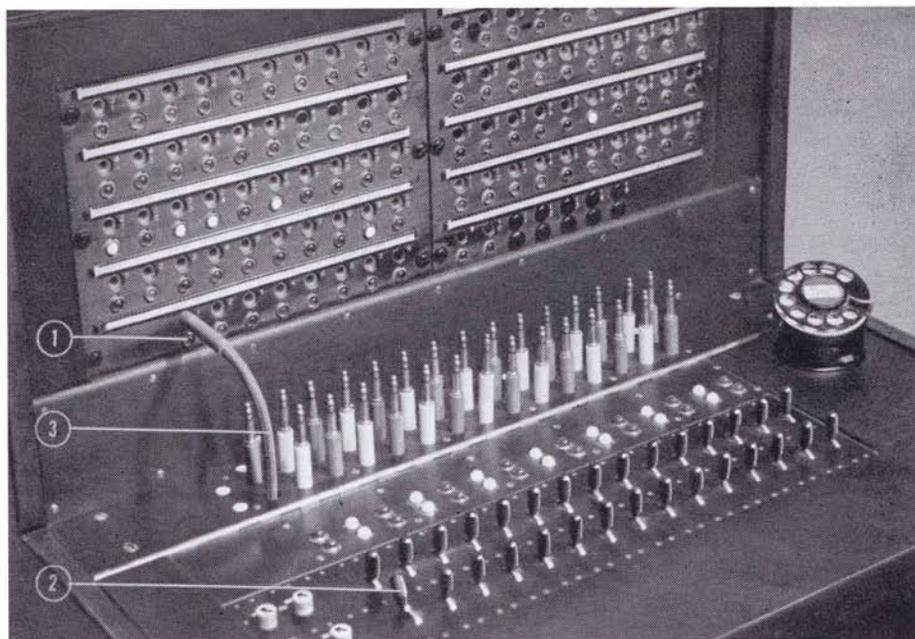
## **ORDER OF ATTENTION TO SIGNALS**

The first responsibility in operating a switchboard is giving proper attention to signals.

Signals of the same type should be answered in the order of their appearance. When signals of different types appear on the switchboard at the same time, however, some require more immediate attention than others. The following is a guide to the order in which they should be answered.

**FIRST: Recall Signals.** A recall signal indicates that your assistance is required on an existing call and should be answered in preference to a new call.

**SECOND: Reports on Delayed Calls.** Give reports on delayed calls when they are due (every 30 seconds) to callers waiting for connection to busy extensions or to extensions slow in answering. There is no signal to indicate when reports are due, but failure to give them may discourage callers from waiting, resulting in unfavorable reaction, abandoned calls, and lost business.



### ANSWERING AN INCOMING CALL

An incoming call lights a trunk signal (1). Push a front key (2) forward. Plug corresponding front cord (3) into the trunk jack (4) and answer immediately.

**THIRD: Incoming Signals.** It is only courteous to answer as promptly as possible persons who are trying to reach your firm.

**FOURTH: Extension Signals.** These calls, from members of your own organization rather than customers, are next in order of importance.

**FIFTH: Disconnect Signals.** Release cords promptly when a disconnect signal appears, but don't let this interfere with answering recalls or new calls. Connections should be released as an overlap operation in so far as possible, that is, while you are doing some other work.

### INCOMING CALLS (Trunk Signals)

When a trunk signal lights, indicating an incoming call, push the front key of an idle pair of cords forward to

the talking position. Pick up the front cord and plug into the trunk jack. Seat the plug firmly in the jack in one motion.

Here is an important rule: Plug in to answer calls after the talking key is operated, and speak immediately. When you plug in to answer a call, the ringing signal which is heard by the caller stops. If you do not speak immediately, the caller may abandon his call. If he immediately calls again, he may momentarily use two of your trunks for the one call. In most cases the calling person is charged for the call when the plug is inserted in the jack.

### Answering Incoming Calls

Answer incoming calls with your firm name, "*Smith, Jones and Company,*" your telephone number, "*Main 5-1234,*" or some equally identifying phrase. Long names may be shortened

by omitting initials or business designations. Choose an answering phrase that will not be mistaken for that of any other firm.

### **Acknowledging the Order**

If you understand the order, acknowledge it with *"Thank you,"* or *"Yes, sir."* Repeat the order if in doubt. If you know that the called extension is busy or the desired person is not available, you may acknowledge the order by giving this information immediately.

If you do not understand the order, ask to have it repeated or question the calling person, *"Is that Mr. Smith?"* or *"Did you say Extension 5?"* Request more details if they are needed to establish the connection. If you then understand the order, acknowledge with *"Thank you."*

If for any reason you intended to connect the caller to an extension other than the one requested—for example, if the order is indefinite or you cannot be sure what department is required—tell the calling person what individual or department may be able to help him before establishing connection.

Keep a list of persons and companies from whom you are authorized to accept charges on incoming collect toll calls and accept the charges promptly. If the call is from a person you are not sure is entitled to such service, refer the matter to someone in your firm who can pass on such expenditures.

### **Establishing Connection**

While you are accepting and acknowledging the order, pick up the back cord of the pair used in answering. If the called extension is not busy, insert the plug of this cord in the jack of the called extension, restore the talking key, and ring. The back cord supervisory lamp will light when you

plug into the extension jack and remain lighted until the called extension answers.

### **Ringng**

Start to ring immediately after plugging in. To ring the extension on the back cord, pull the associated back key toward you. See page 19.

Ring steadily for two full seconds, pause about five seconds, then ring again for two full seconds. Continue to ring at these intervals until an answer is received, as indicated by the back supervisory lamp going out, or until it is evident that no answer is likely to be received.

### **Delay in Establishing Connection**

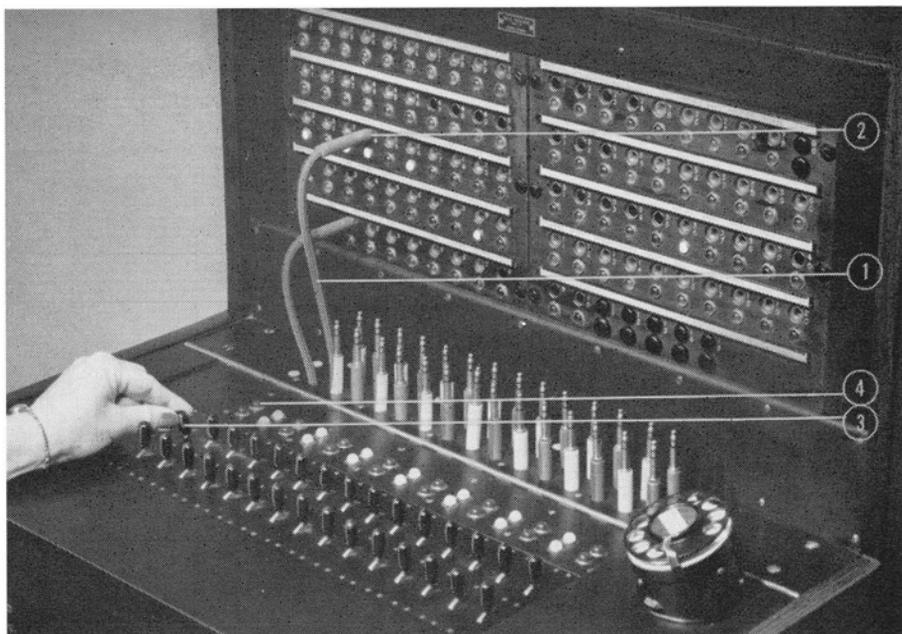
If the called extension is slow in answering, give the calling person a report on the delayed call every thirty seconds as described in later paragraphs.

If the called extension is busy when you attempt to establish connection, you may say, for example, *"Mr. Smith's extension is busy now. Do you wish to wait?"*

If the calling person wishes to wait, make a note of the cord pair and the name or extension number of the called person. Keep a memo pad at your switchboard to record such information. Make frequent attempts to obtain the line and establish connection as soon as it becomes available. Every 30 seconds, give the calling person a report on the delayed call while he is waiting, as described in later paragraphs.

In establishing connection after a delay, cut in and say, *"Thank you for waiting. I will ring Mr. Smith's extension now."*

If your firm receives many out-of-town calls, it is well to follow a method that will help you recognize them. To help you to do this, use the following



### ESTABLISHING AN INCOMING CALL

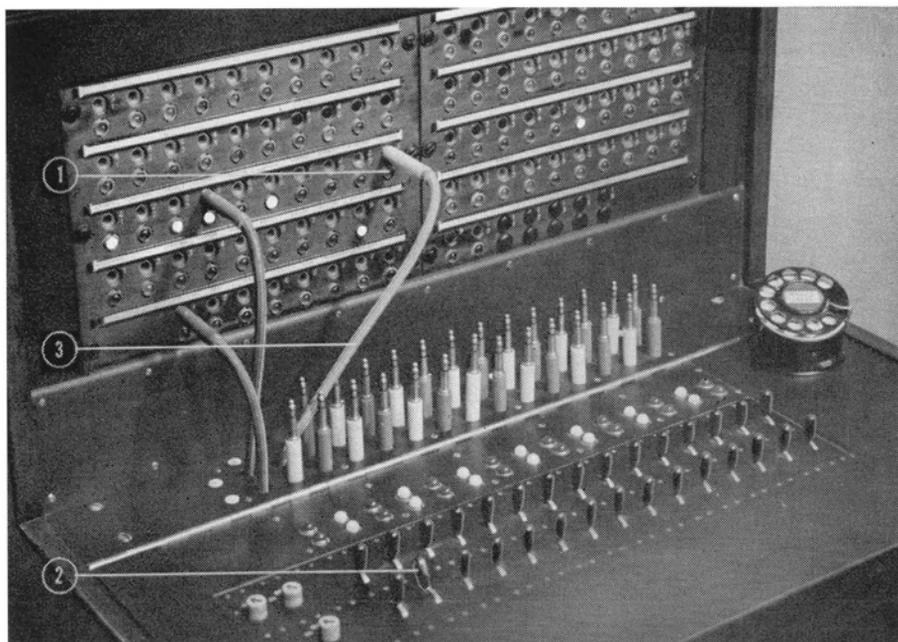
Insert associated back cord (1) in jack of called extension (2). Restore the front key, and ring by pulling the back key (3) toward you. Back cord supervisory lamp (4) lights when you plug in, and goes out when called extension answers.

phrase instead of the busy report suggested above:

*"Mr. Smith's extension is busy. Do you care to leave your number?"*

If in response to this question the calling person gives an out-of-town number or mentions that he is talking Long Distance, inform him that you will attempt to complete the call as soon as possible. One way to do this is to ring an extension located close to the one called, requesting the person who answers to tell the desired individual that you have a toll call waiting for him. Mention the calling place and person, if you know them. For this purpose it is helpful to keep a list of extension numbers arranged according to location. You will also find useful a list of alternate persons who can talk for each other on business matters, so if the requested person is unavailable you can suggest another.

**Incoming "Leave Word" Calls.** If the called person cannot be reached for an incoming person-to-person call, the originating Long Distance operator will leave word for him with you, or whoever answers his extension, saying, *"Please have Mr. J. S. Allen call operator 45 in Detroit, Michigan and ask for Sherwin 3-9900."* She may also leave the name and extension number of the person who called, if she has that information. If the called extension is not answered, make a memorandum of the information mentioned above as left by the originating Long Distance operator and send it to the desk of the person called. When he is ready to call back, he should reach Long Distance and ask the operator for — *"Detroit, Michigan (or Area Code, if known) Operator 45,"* and when Detroit Operator 45 answers, say — *"This is Main 5-1234, Mr. J. S. Allen."* He should



### ANSWERING AN EXTENSION CALL

Extension user lifting receiver lights extension line signal (1). Push front key of an idle cord pair forward (2). Plug the back cord (3) into extension jack, and answer. NOTE: First cord pair is busy on a completed connection.

also give her the telephone number of the person who called and the name and extension number, if known. The Detroit operator will then try to put the call through immediately. The advantage of the plan outlined above is that it will speed completion of these calls. It will, in addition, give you more time to handle other calls.

#### Reports on Delayed Calls

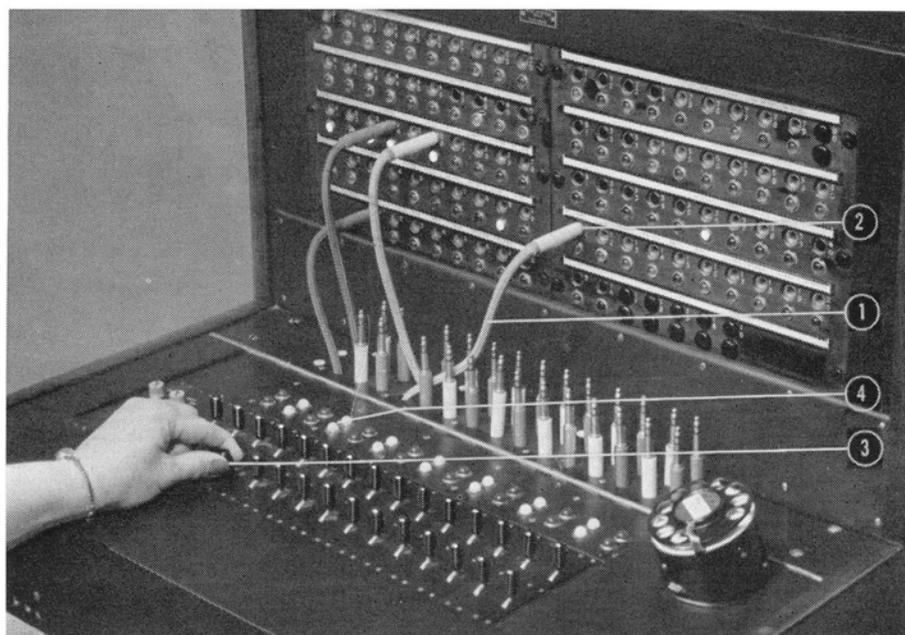
When completion of a call is delayed due to a busy, a slow answer, or paging a called person, it is important to give reports every 30 seconds to keep the caller informed. The calling person cannot hear you ring an extension telephone, so reports are required not only as an act of courtesy, but to encourage the calling person to wait. Such reports also allow the calling per-

son to change the order if there is a prolonged delay.

Every 30 seconds push the talking key forward to the talking position and say, for example, "*Mr. Smith's extension is still busy,*" or "*I'm ringing (trying to locate, or paging) Mr. Smith for you.*"

If it seems advisable, ask, "*Will you talk with anyone else?*" or if you know someone else who can handle the call, suggest the other person to the calling party. If the calling party agrees to talk to the person you suggest, establish the connection with the back cord of the pair used in answering. If you are required to announce the call to the alternate party, however, do so with the back cord of an idle pair before establishing the connection.

The calling person may be unwilling to have his call transferred to



### ESTABLISHING AN EXTENSION-TO-EXTENSION (INTEROFFICE) CALL

Insert the front cord (1) in called extension jack (2). Ring the called extension by pulling the front key (3) toward you. Front cord supervisory lamp (4) lights when you plug in, and goes out when called extension answers.

someone else. In this case offer to take a message or say, *"If you will give me your name and telephone number, I'll tell Mr. Smith you called."* Record any information obtained and bring it promptly to the attention of the desired individual.

At the end of one minute, if the called extension has not answered and the calling person has not requested or accepted an offer to be connected with anyone else, give a "don't answer" report.

If you receive no response to a report on a delayed call and it appears that the calling person may have hung up, follow the report with *"Are you waiting?"* If there is still no response, disconnect.

Excessive delays in completing calls to certain extensions or departments may require management attention.

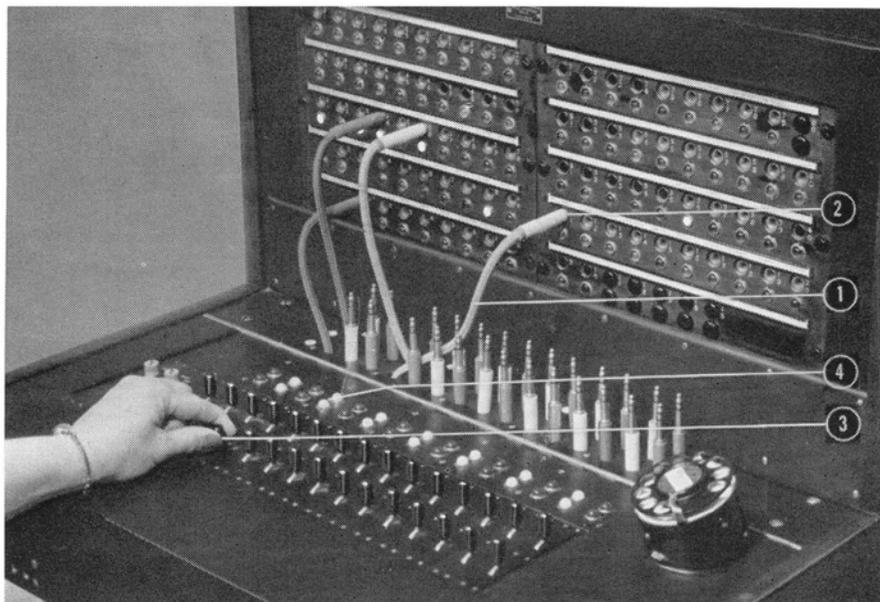
### CALLS FROM EXTENSIONS

An extension user lifting the receiver of his telephone causes an extension line signal to light on the switchboard.

When an extension line signal lights, push the front key of an idle pair of cords forward to the talking position. Pick up the back cord and plug it into the extension jack. Seat the plug firmly in the jack in one motion. See page 20.

#### Answering Calls from Extensions

Calls from extensions may be answered in several ways. If the call is from an extension ordinarily used by one individual whose name you know, you may say, *"Yes, Mr. Smith?"* On most calls, however, the expression, *"Yes, please?"* is used. It is best not



### **ESTABLISHING AN EXTENSION-TO-CENTRAL OFFICE (OUTGOING) CALL PLACED BY EXTENSION USER**

Restore front key (1) and push the back key (2) to the through dialing position, which permits extension user to dial. (Operation of back key is not required in manual central office area.) Insert the front cord (3) in highest numbered idle central office trunk (4). NOTE: First cord pair is busy on another connection.

to answer with "Operator" since the extension user may confuse your answer with that of a central office operator.

#### **Acknowledging the Order**

If you understand the order, acknowledge with "Thank you," or "Yes, sir." Repeat the order if in doubt. If you do not understand the order, ask to have it repeated or question the calling person, "Is that South 2-5678?" or "Did you say Extension 45?" If the order is repeated and you then understand it, acknowledge with "Thank you."

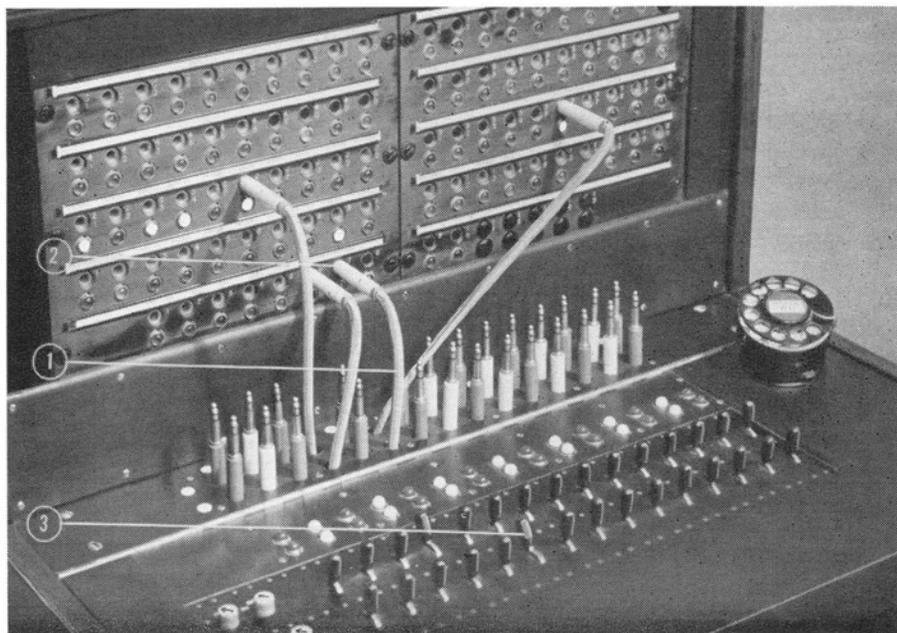
On a request for an outside telephone number, if it is apparent that the extension user doesn't know that he should place local calls himself, say, "I'll give you an outside line," as you connect him to the central office trunk.

#### **Establishing Connection**

While you are accepting and acknowledging the order, pick up the front cord of the pair used in answering.

**Extension-to-Extension (Inter-office) Call.** If the call is for another local extension, plug the front cord into the jack of the called extension if it is not busy, restore the talking key, and ring. Ring the called extension on the front cord by pulling the front key toward you at intervals as described under "Ringing" on page 18. The front cord supervisory lamp will light when you plug into the called extension jack and remain lighted until the called extension answers. See page 21.

If the called extension is busy, give a busy report, and unless requested by the calling person, it is not necessary to try to complete the call later.



### ESTABLISHING AN EXTENSION-TO-CENTRAL OFFICE (OUTGOING) CALL PLACED BY PBX ATTENDANT

Insert the front cord (1) in the highest numbered idle central office trunk (2). Leave the front key (3) in talking position while dialing or giving order to the central office operator. NOTE: Fourth cord pair is busy on call which extension user dialed.

**Extension-to-Central Office (Outgoing) Calls.** To obtain faster service all outside calls should be placed directly by the extension users. However, if you are instructed to place Long Distance calls, or local calls for certain extension users such as officials of your company, you may place such calls from the switchboard. If the switchboard is served from a dial central office, all calls from extension telephones not equipped with dials must be dialed at the switchboard.

**Extension-to-Central Office (Outgoing) Call Placed by Extension User.** If the switchboard is served from a dial central office, acknowledge the order for an outside line, restore the talking key, push the back key away from you (through dialing position) and plug the front cord into the highest num-

bered idle central office trunk. The extension user will dial the number. Leave the back key in the through dialing position until you disconnect the cord. While the extension user is dialing, the supervisory lamps may flicker.

If the switchboard is served from a manual central office, it is not necessary to operate the back key to the through dialing position. Simply restore the talking key and immediately plug the front cord into the highest numbered idle central office trunk.

**Extension-to-Central Office (Outgoing) Call Placed by PBX Attendant.** When you are to place the call, ask the extension user to hold the line and plug the front cord into the highest numbered idle central office trunk. Remain on the connection with the talking key operated in order to dial or give the

order to the central office operator. See page 23.

If the switchboard is served from a dial central office, listen for dial tone, then, in Chicago, dial two letters and five figures or the seven figures of the telephone number. Dial as above both for local numbers and for any near-by points specified in the front pages of the telephone directory, which may be dialed direct. At switchboards located outside Chicago, consult the front pages of the telephone directory for the proper letters and figures to dial for local numbers, and for the proper method of reaching near-by points.

If, when dialing, your finger slips or some other mistake is made, remove and reinsert the cord in the trunk jack, listen for dial tone, and dial the entire telephone number again.

After dialing the last figure, be sure that the dial has returned to normal before you restore the talking key.

If the switchboard is served from a manual office, pass the order as soon as the operator answers and remain on the connection until she has acknowledged the call.

## **HANDLING ESTABLISHED CONNECTIONS**

### **Recall Signals**

An extension user moving his telephone switchhook up and down while connected with an incoming central office or interoffice call will cause the associated cord supervisory lamp to flash on and off to attract your attention.

It is therefore important to keep a close watch on the supervisory lamps. Do not allow memorandum pads or other objects to hide the supervisory signals.

Answer a recall signal (flashing supervisory lamp) promptly, as it means that the person on the corresponding cords needs your assistance. A recall should be answered in preference to a new call. Operate the talking

key (front key away from you), and answer with "Yes, please?" or "Yes, Mr. Smith?" Attempt to carry out immediately any request received.

### **Request to Transfer a Call**

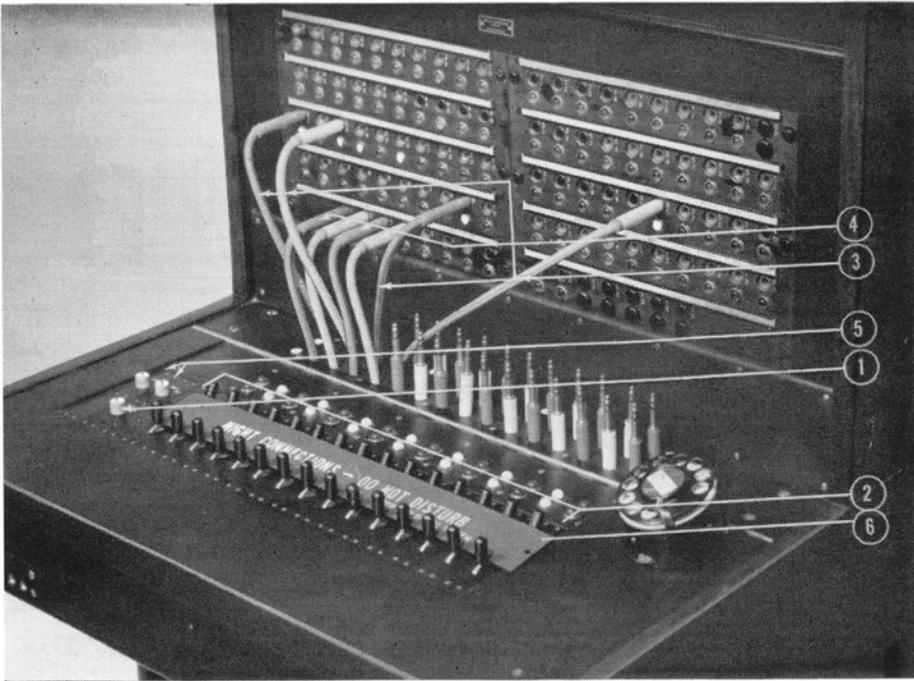
If you are requested to transfer a call, acknowledge the request and, with the front key in the talking position, remove the proper cord from the extension jack. Insert the cord in the jack of the desired extension if it is not busy, and ring. It is important to **KEEP THE TALKING KEY OPERATED** until the cord is disconnected from the original extension jack to avoid a possible cutoff.

If the desired extension is busy, report this to the calling person and proceed as on a new call to a busy extension. When the transfer involves an incoming call, give frequent reports to the caller and be governed by any change in instructions you may receive.

In a dial area, an outgoing call from an extension to the central office ordinarily is controlled by the extension switchhook. If the extension user moves the switchhook up and down, or moves the dial, the connection may be cut off. On outgoing calls, therefore, the extension user cannot flash you to ask you to transfer the call. In such cases he should leave his receiver off the hook and use another extension to request the transfer. When transferring a call of this kind, be especially careful to operate the talking key of the affected cord pair, and then restore the back key to normal position, if it is operated, before removing the back cord from the original extension jack.

### **Recalling the Central Office Operator**

If for any reason it becomes necessary to recall the central office or Long Distance operator, operate the talking key, then remove and reinsert the plug in the trunk jack about once a second until the operator answers.



## NIGHT CONNECTIONS

### Disconnecting

When an extension user replaces his receiver on the switchhook, the associated cord supervisory lamp will light steadily. This indicates that conversation has finished and the cords should be disconnected.

**1. When the back supervisory lamp lights steadily** on a trunk-to-extension connection, disconnect the front cord and then the back cord. Restore the back key to normal if it is operated. (Disconnect signals are not received from trunks.)

**NOTE:** If the front supervisory lamp lights momentarily before you disconnect, it is caused by a new incoming call. Disconnect the back cord and answer with your regular answering phrase.

**2. When both supervisory lamps light steadily** on an extension-to-extension connection, disconnect the front cord and then the back cord.

Slow extension answers should not be mistaken for disconnect signals. If you are in doubt, before disconnecting operate the talking key and challenge with "Waiting?" If no reply is received, repeat the challenge before disconnecting.

Likewise, disconnect signals should not be mistaken for slow extension answers. Some conversations are very short and it is necessary to watch closely to see the supervisory lamp go out when the called extension answers. Without this close attention you may unnecessarily re-ring the extension telephone.

Disconnect as soon as possible after the signal is received without interfering with other work.

Grasp the shell of the plug rather than the cord in disconnecting to avoid cord trouble.

Trace cords by hand as well as by eye to avoid cutoffs on other connections. Be careful not to disturb plugs in adjacent jacks.

## NIGHT CONNECTIONS

Any time the switchboard is unattended, such as at night or over week ends or holidays, the battery, buzzer, and generator keys (BAT, BUZ, and GEN) should be turned to the "Off" position, whether or not night connections are established. On switchboards equipped with push button type switches, turn them off by pulling the switches out.

Night connections provide a means for answering incoming calls and for making outgoing calls at certain extension telephones while the switchboard is unattended. As many extension telephones may be connected for night service as there are central office trunks in the switchboard. Additional extensions may be given night service by using special equipment.

In a dial area, only extensions equipped with dials may obtain outgoing night service.

Before leaving the switchboard, establish any night connections that may be required, following closely any special instructions of your PBX Service Adviser or Consultant.

Keep a list at your switchboard showing the extensions used for night service and the number of the trunk to be connected with each.

It is important that the steps of establishing and releasing night connections be followed in proper sequence to avoid service difficulties or false signals in the central office which might put the trunks involved out of service.

### Establishing Night Connections

1. Turn the buzzer key (1) to the "Off" position.

2. Push all back keys (2) away from you.
3. Insert a back cord (3) in the jack of each extension to receive night service.
4. Insert the corresponding front cords (4) in the particular trunk jacks specified, beginning with the lowest-numbered trunk.
5. Turn the battery and generator keys (5) to the "Off" position.
6. With all front keys in the normal position, insert the "Do Not Disturb" locking plate (6) between the two rows of keys.

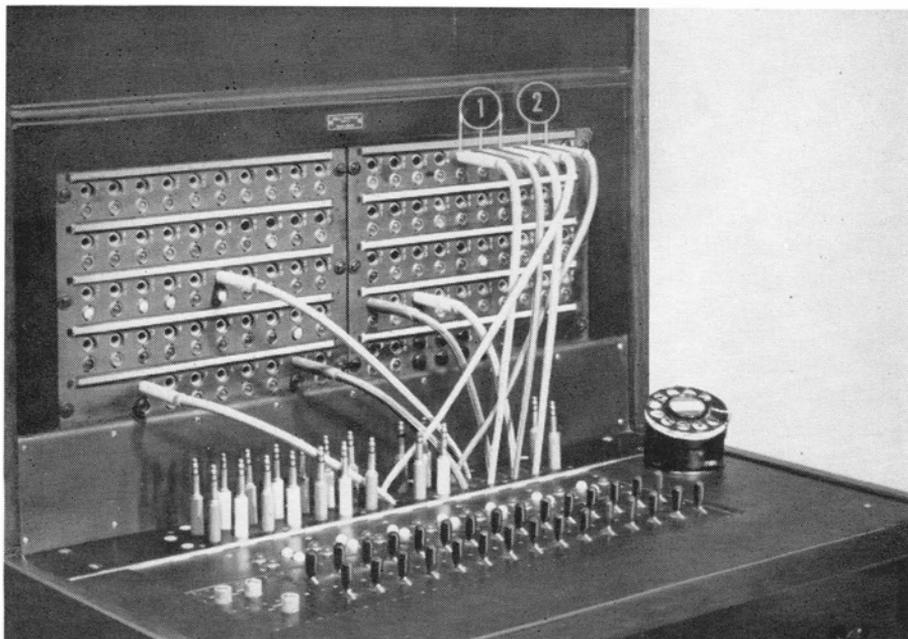
### Releasing Night Connections

1. Restore the battery and generator keys to the "On" position.
2. Release each connection on which a disconnect signal appears, first the front cord, then the back cord.
3. Remove the "Do Not Disturb" locking plate and restore the back keys of cord pairs on which there are no established connections.
4. Restore the buzzer key to the "On" position.

## CONFERENCE CALLS

Conference calls provide a convenient service which permits three, or more, persons in the same city, or in distant cities, to "get together" for a discussion by telephone. Each person connected on a conference call can listen and talk to the others. Conference calls placed with the Long Distance "Conference Operator" may also be arranged, if desired, so only one person can talk while the others can only listen.

Conference calls may be placed with the Long Distance "Conference Operator," or, if PBX conference jacks are provided on your switchboard, these jacks may be used for establishing conference calls.



### CONFERENCE CALL

A five jack conference connection with three extensions (1) and two trunks (2). Trunk jacks (2) may be used for extensions also.

To place a call with the "Conference Operator," reach Long Distance in the regular way and ask for the "Conference Operator."

To establish a call on PBX conference jacks, follow the method suggested below. If a conference call exceeds the capacity of your PBX conference jacks, call the Long Distance "Conference Operator."

#### PBX Conference Circuit

Most commonly installed on cord switchboards is the five-jack PBX conference circuit. This circuit permits simultaneous conversations between up to five extensions, or four extensions and one trunk, or three extensions and two trunks. The first three jacks on the left of the group are "extension" jacks for the connection of extensions only. The two jacks on the right are "trunk or extension" jacks for the connection of either trunks or extensions.

Four-jack PBX conference circuits, containing only one "trunk" jack, are sometimes installed. These operate in the same manner as the five-jack circuit.

#### Using the PBX Conference Circuit

On receiving a request for a conference call from an extension or trunk, say, "*With whom do you wish to hold the conference, please?*" Make a memorandum of the details and ask the calling person to wait. Connect the other cord of the pair used in answering to a conference jack, using a "trunk or extension" jack if the request was received on a trunk, and restore the talking key. See above.

To connect another person to the conference circuit, reach the desired extension or central office number in the usual way with the proper cord of an idle pair. When the called person answers, say for example, "*Will you*

*hold the line for a conference with Mr. Jones, please?"* Connect the other cord of the same pair to an idle conference jack, using a "trunk" jack if the person called was reached on a trunk, and restore the talking key.

Proceed in this manner until all desired persons are connected. Before closing the talking key on the last connection, start conversation by saying, *"Ready with your conference, Mr. Jones."* The front keys are left in the normal position (upright) during the conference.

As each extension user hangs up, disconnect the cords on which a disconnect signal is received. When all extension cords have been disconnected, challenge on the trunk cords with, *"Are you waiting?"* and release them if no response is received. (Disconnect signals are not received on cords connected to trunks.)

## Conference Call Suggestions

The following suggestions may be helpful to extension users in making conference calls:

1. It is often desirable to notify the persons involved in advance to permit them to assemble any material needed for the discussion.
2. Local and Long Distance calls should be placed by telephone number to speed connection.
3. One person should assume the role of conference leader, announcing himself and the purpose of the conference. A roll call is helpful, especially if more than four or five people are involved.
4. Each person should announce himself before making a remark. In so far as possible, remarks and questions should be directed to individuals to avoid several persons answering at once.



# WHERE TO FIND IT . . .

## HOW TO HELP YOUR EXTENSION USERS

.....	1
Prompt Answering .....	1
Identifying Yourself .....	1
Friendliness .....	1
Transferring Calls .....	1
Being Tactful .....	2
Completing Memos .....	2
How to Place Local Calls.....	2
How to Place Out of Town Calls....	2

## PRIVATE SWITCHBOARD SERVICES

.....	3
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# SUGGESTED PHRASES

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## Answering Incoming Trunk Calls

*"Jones and Company."*

*"This is Main 1-9970."*

*"You may have Mr. Smith's extension (or Extension 25) now."*

*"Mr. Smith's extension is still busy. Will you talk with anyone else?"*

*"If you will leave your name and number, I'll tell Mr. Smith you called."*

*"Thank you for waiting."*

## Answering Calls from Extensions

*"Yes, please?"*

*"Yes, Mr. Smith?"*

## Asking an Extension User to Dial His Call

*"I'll give you a line. Will you dial the number, please?"*

## If Order Is Not Understood

*"What name (or department or extension), please?"*

*"What number, please?"*

## Handling Long Distance Calls

*"I'll give you Long Distance."*

*"On your call to Boston, will you hold the line, please?"*

*"Ready on your call to Omaha."*

## Acknowledging Orders

*"Thank you."*

*"Yes, sir."*

*"All right, sir."*

*"I'll try to locate him."*

*"Surely."*

## When Leaving a Connection Momentarily

*"One moment, please?"*

## Connection Delayed by Busy Extension or Slow Answer by Extension User

*"Mr. Smith's extension (or Extension 25) is busy. Do you wish to wait?"*

*"Mr. Smith's extension is still busy."*

*"I'm ringing Mr. Smith's extension."*

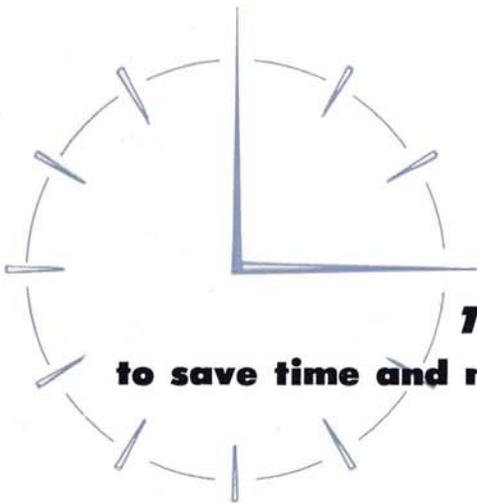
*"I'm trying to locate Mr. Smith."*

## Answering Recall Signals

*"Yes, please?"*

*"Yes, Mr. Smith?"*

Whatever phrases are used, it is important that they be brief and that they convey the intended thought clearly and courteously.



**THE COURTEOUS WAY...**  
**to save time and money for your company**

### **call by number**

- ... it's quicker — especially if you keep a convenient list of numbers you call.

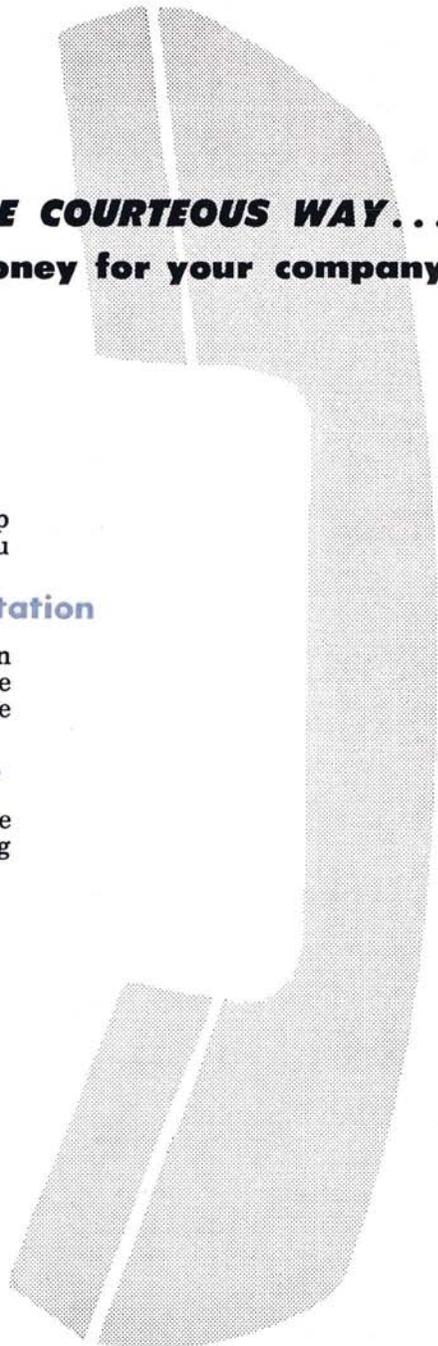
### **call station-to-station**

- ... a study of your calls will show in most instances that station calls are completed more quickly — and the rate is lower.

### **stay on the line**

- ... it's a business courtesy to be on the line when the person you're calling answers.

**"THE COST IS SMALL  
WHEREVER YOU CALL"**



**ILLINOIS BELL TELEPHONE COMPANY**

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