

SENDER MONITOR POSITION — COIN METHOD OF OPERATION LINK TYPE PANEL OFFICES

1. GENERAL

1.01 This section outlines the procedure to be followed by the sender monitor in answering coin signals that appear at the sender monitor board. This section is applicable to the subscriber link type offices having the sender supervisory lamps and make-busy jacks at the sender monitor board in the switchroom. The section is arranged as follows:

1. GENERAL
2. METHOD OF ANSWERING COIN CONTROL SIGNALS
3. METHOD OF ANSWERING SENDER SUPERVISORY LAMP SIGNALS
4. METHOD OF ANSWERING PLUGGING-UP LINES
5. METHOD OF ANSWERING PERMANENT SIGNALS
6. REPORTS

1.02 This section has been reissued to change the method of handling permanent signals, and to revise the method of answering coin control signals so that it agrees with the local operating practices in effect at the switchboard sender monitor position.

1.03 The methods of operating the sender monitor board in connection with voltmeter testing, the method of handling emergency calls, etc., are covered in Section 215-233-301.

1.04 The sender monitor in talking with a subscriber or patron should appreciate the importance of giving the proper instructions and should always be courteous, tactful and concise, in order that the subscriber or patron will be thoroughly satisfied with the service given.

2. METHOD OF ANSWERING COIN CONTROL SIGNALS

2.01 Each coin control circuit is provided with a lamp, a talking jack for answering the lamp signals, and a release jack for releasing the coin control circuit.

2.02 The coin control lamp will light steadily, if after the coin control circuit attempts to return a coin, the line tests grounded, indicating a stuck coin or a false ground. The coin control lamp will flash in the event that the coin control

circuit finds no coin ground on the line when attempting to collect a coin, or if after an attempt to collect a coin, the line tests grounded.

(A) Coin Control Signal Flashes (Failure to Collect Coin)

2.03 Select an idle talking cord, operate the listening key and plug into the answering jack. (If tone is heard, proceed according to 2.26 to 2.28.) Answer with "What number, please?" or "What number are you calling, please?" as locally instructed.

Reply is Received

2.04 If you find that the calling party is attempting to make a call, say, "May I have your number, please?" When the number is obtained, repeat it and add, "Thank you." Then depress the return key twice, noting whether or not the coin pilot signal lights on each depression of the key.

2.05 If the coin pilot signal lighted the first time and not the second time, observe the cord supervisory signal.

2.06 If the cord supervisory signal is lighted, disconnect and momentarily insert the plug of the cord into the release jack of the coin control circuit. If the coin control circuit releases take no further action.

2.07 If the coin control circuit does not release hold the connection by plugging an idle cord into the answering jack. Then report the trouble, specifying the coin control circuit number and the line number. If, while you are holding the connection, the cord supervisory signal goes out or flashes, proceed according to 2.31 and 2.32.

2.08 If the cord supervisory signal is not lighted, say, "Will you try the call again, please?"

2.09 If the calling party hangs up, disconnect and momentarily insert the plug of the cord into the release jack of the coin control circuit. If the circuit does not release, proceed according to 2.07.

2.10 If the calling party requests you to return his money, say, "I have returned your money. Will you look in the return slot, please?" If the calling party claims that he did not receive the money arrange a refund as provided for special

service operators. When the calling party hangs up, disconnect and momentarily insert the plug of the cord into the release jack of the coin control circuit. If the circuit does not release, proceed according to 2.07.

2.11 If the coin pilot signal lighted both times, say, "Has your coin been returned?" If the calling party states that it was returned, say, "I am sorry, there is some trouble on this line. Will you use another telephone, please?" If the calling party states that the coin was not returned, arrange a refund as provided for special service operators. Then say, "I am sorry, there is some trouble on this line. Will you use another telephone, please?"

2.12 When the calling party hangs up, disconnect and momentarily insert the plug of the cord into the release jack of the coin control circuit. If the coin control circuit releases report the trouble, specifying the coin control circuit number and the line number. If the coin control circuit does not release, proceed as in 2.07.

2.13 If the coin pilot signal does not light either time, say, "Will you try the call again, please?" and proceed as in 2.09 and 2.10. If the calling party reports that he has been cutoff, say, "May I have your number, please?" When the number is obtained, repeat it and add, "Thank you." Then depress the return key and say, "Will you call the operator, please? She will be glad to assist you." When the calling party hangs up, disconnect and momentarily insert the plug of the cord into the release jack of the coin control circuit. If the circuit does not release, proceed according to 2.07.

Reply Not Received

2.14 If no reply is received, observe the cord supervisory signal. If the cord supervisory signal is lighted, depress the collect key twice, noting whether or not the coin pilot signal lights on each depression of the key.

2.15 If the coin pilot signal lighted the first time and not the second time, disconnect and momentarily insert the plug of the cord into the release jack of the coin control circuit. If the coin control circuit releases take no further action.

2.16 If the coin control circuit does not release hold the connection by plugging an idle cord into the answering jack. Then report the trouble, specifying the coin control circuit number. If, while you are holding the connection, the cord supervisory signal goes out or flashes, proceed according to 2.31 and 2.32.

2.17 If the coin pilot signal lighted both times, ring for one minute.

If a reply is received, say, "I am sorry, there is some trouble on this line. May I have your number, please?" When the number is obtained, repeat it and add, "Thank you." When the calling party hangs up, disconnect and momentarily insert the plug of the cord into the release jack of the coin control circuit. If the coin control circuit releases report the trouble, specifying the coin control circuit number and the line number. If the coin control circuit does not release, proceed as in 2.16, including in the report, the line number.

2.18 If a reply is not received, do not remove the cord from the answering jack or release the circuit. Have the line traced and when the line number is obtained, report the trouble, specifying the coin control circuit number and the line number. If, while you are holding the connection, the cord supervisory signal goes out or flashes, proceed according to 2.31 and 2.32.

2.19 If the coin pilot signal does not light either time, disconnect and momentarily insert the plug of the cord into the release jack of the coin control circuit. If the coin control circuit releases, take no further action. If the circuit does not release, proceed according to 2.16.

2.20 If the cord supervisory signal is not lighted, repeat the answering phrase. If a reply is received, proceed as in 2.04 to 2.13. If a reply is not received, depress the collect key twice and proceed as in 2.15 to 2.19.

(B) Coin Control Signal Lights Steadily (Failure to Return Coin)

2.21 Select an idle talking cord, operate the listening key and plug into the answering jack. (If tone is heard, proceed according to 2.26 to 2.28.) Answer with "What number, please?" or "What number are you calling, please?" as locally instructed.

Reply Received

2.22 If you find that the calling party is trying to make a call or is waiting for the return of his deposit, proceed as provided in 2.04 to 2.13.

Reply Not Received

2.23 If no reply is received, observe the cord supervisory signal.

2.24 If the cord supervisory signal is lighted, depress the return key twice noting whether or not the coin pilot signal lights on each depression of the key. Then proceed as provided in 2.15 to 2.19.

2.25 If the cord supervisory signal is not lighted, repeat the answering phrase. If a reply is received, proceed as in 2.04 to 2.13. If a reply is not received, depress the collect key twice, note whether the coin pilot signal lights on each depression of the key and proceed as provided in 2.15 to 2.19.

(C) Miscellaneous Signals

Tone Heard When Answering a Signal

2.26 If a tone is heard when answering a signal on a coin control circuit, it indicates that the circuit is being tested.

2.27 If the signal is flashing, operate the coin collect key or if the signal is steady, operate the coin return key, and observe the cord supervisory signal. If the cord supervisory signal is lighted, disconnect and momentarily insert the plug of the cord into the release jack of the coin control circuit. If the cord supervisory signal is not lighted, do not remove the cord from the answering jack until the cord supervisory signal lights. Then disconnect and momentarily insert the plug of the cord into the release jack of the coin control circuit.

2.28 It will not be necessary to record any information on the running record of the coin control circuits, when it is found that the coin control circuit is being tested.

Repairman On The Line

2.29 If a repairman is found on the line, proceed in accordance with his instructions.

Service Observer On The Line

2.30 If upon answering a signal on a coin control circuit, it is found that the service observer is connected to the circuit, remove the talking cord from the jack and insert a red shield into the talking jack. Remove the shield as soon as the lamp is extinguished.

Signals On Connections Being Held

2.31 If, while holding a connection on a cord, the cord supervisory signal goes out or flashes, listen in and say, "Operator?" If a customer is found on the line, depress the return key. Then proceed

as follows. If you know the line number, say, "I am sorry, there is some trouble on this line. Will you use another telephone, please?" If you do not know the line number, say, "I am sorry, there is some trouble on this line. May I have your number, please." When the number is obtained, repeat it and add, "Thank you." Then say, "Will you use another telephone, please?" If the calling party requests the return of the coin which he claims to have deposited, arrange a refund as provided for special service operators.

2.32 When the calling party hangs up, disconnect and momentarily insert the plug of the cord into the release jack of the coin control circuit. If the coin control circuit releases take no further action except, if the case was previously reported without a line number, again report the trouble, specifying the line number. If the coin control circuit does not release, hold the coin control circuit until you are instructed to release it.

3. METHOD OF ANSWERING SENDER SUPERVISORY LAMP SIGNALS

3.01 The method of handling coin sender supervisory lamp signals is the same as that described for non-coin sender supervisory lamp signals in Section 215-233-301, except that whenever an answer is received an attempt should be made to return the calling party's money (if deposited), by operating the return key twice and proceeding in accordance with 2.10.

4. METHOD OF ANSWERING PLUGGING-UP LINES

4.01 The method of handling coin lines connected to plugging-up lines is similar to the method described in Section 215-233-301 for non-coin lines, except that on outgoing calls an attempt should be made to return the calling party's money (if deposited), by operating the return key twice and proceeding in accordance with 2.10.

5. METHOD OF ANSWERING PERMANENT SIGNALS

5.01 The method to be used in answering permanent signals on coin lines, is described in Section 215-233-301.

6. REPORTS

6.01 The records required of the sender monitor should be entered on the proper forms.