

INSPECTIONS ON STATION VISITS

1. GENERAL

1.01 This section covers the inspection of station apparatus, inside wiring, drop and block wires, etc., to be made by installers and repairmen when visiting residential and business stations.

1.02 This practice is reissued to cover the final test by installers and repairmen.

Note: Marginal arrows have been omitted due to the extensiveness of the changes.

1.03 The section may also be used while making routine inspections of public telephone stations, hotel room stations, or other stations not frequently visited.

1.04 The complete inspection comprises:

- (a) Inspection of station apparatus, inside wiring, protector and drop or block wires.
- (b) Performing tests with the test desk when assistance is needed.

1.05 The trouble or service order work necessitating the visit should be cleared or completed and inspected before requesting a final test with the test deskman.

1.06 All resident station equipment and associated wiring should also be inspected even though a visit is required only to one main station. On business service visits only the affected station need be inspected.

1.07 All trouble clearances should be completed during the initial visit if possible. Should the workman be unable to make the necessary repairs or changes, he should advise the test deskman, dispatcher or a supervisor of his need for assistance, or that additional programmed maintenance work is required and should be scheduled for a later date.

1.08 All defects should be repaired in accordance with Bell System Practices.

1.09 The employee should use good judgment as to the appearance of the telephone equipment in relation to its surroundings. For example, a telephone in a workshop might need to look only moderately good, however, one in an attractive office would normally be expected to present a more well-kept appearance.

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1.10 Foreign attachments should be cared for in accordance with local instructions. Do not do anything that would interfere with the use of the Hush-A-Phone, Shoulder Rests, Memo Pads, etc. Where any foreign attachment seems questionable, conditions should be reported to the test desk. (See Plant Practices Field Administration Section "Foreign Attachments").

2. INSPECTIONS OF STATION EQUIPMENT

2.01 The items requiring attention during a station visit are as follows:

2.02 TRANSMITTER

- (a) Replace or clean a transmitter cap presenting a poor appearance.
- (b) Listen for a noisy transmitter unit using the common battery supplied to the telephone set. "Frying" or static heard while tapping the unit may indicate a defective carbon granule unit.

2.03 RECEIVER

Replace or clean a receiver cap presenting a poor appearance.

2.04 NUMBER CARD OR INSTRUCTION CARD

- (a) Observe the general legibility of the number or instruction card, and the condition of the cellulose acetate window or glass and frame; check for the proper type card and the correct telephone number.
- (b) Replace any parts found defective or missing and tighten loose frame screws. Missing, illegible, adhesive-backed, pencil-written or soiled number cards and instruction cards shall be replaced.

2.05 DIAL OR APPARATUS BLANK

- (a) Wipe dirty number plates with a clean cloth. Replace the number plate if it is badly marred or missing, or if the enamel is chipped or worn.
- (b) Check that the dial is mounted securely and operates freely without excessive noise.
- (c) Replace bent finger wheels or finger wheels having badly worn finishes. If the finger stop is bent, bend it back to its proper shape or replace it. See that the finger stop is tight.
- (d) Test the speed of the dial and adjust or replace if necessary (Refer to BSP Section "Station Dials").
- (e) Where an apparatus blank is furnished, see that it is in proper condition and is securely fastened.
- (f) TOUCH-TONE ® telephone buttons should be cleaned if dirty, or replaced if worn.

2.06 CORDS (HAND SET AND MOUNTING CORDS)

- (a) Straighten twisted cords and replace those that are defective, damaged, frayed, or excessively soiled.
- (b) Observe that the stay cords and hooks are properly fastened.
- (c) Test the cords for noise and cutouts by shaking the cord while listening with the hand set off-hook.

2.07 KEYS

- (a) Inspect keys for secure mounting and for proper operation.
- (b) Replace broken or missing parts or screws, and tighten loose handles, buttons or screws.
- (c) Replace designation cards found missing or illegible.

2.08 STATION SETS

- (a) Inspect the line wire, inside wire and cord connections. Tighten terminal connectors found loose and correct any conditions likely to introduce trouble.
- (b) Check the operation of the switchhook for sticking or binding. Ascertain that there are no excessive clicks in the receiver during this inspection.
- (c) Tighten loose components in the set.
- (d) In subscriber sets equipped with ringing relays, check that the relay armature does not bind against the sides of the relay and that it moves freely on its pivots. Make checks, adjustments and tests of the ringer as outlined in the BSP Section covering "Ringers General Maintenance and Ringing Tests".
- (e) Observe the location of the station set with respect to possible damage from moisture. If conditions warrant a change of location, proceed after reviewing the conditions with the customer.

2.09 DIRECTORIES

Observe that proper directories are provided, that they are current issues, and are not badly worn.

2.10 INSIDE WIRE

- (a) Inspect the condition of the inside wire where it is accessible. If the wire is not properly or securely fastened, rerun or fasten as required. If the insulation is defective or damaged, repair or replace. Where inadequate clearance from electric light wires, conduits, bell wiring, radio wiring, etc. exists, correct as specified in BSP Section 461-200-201, "Separations Wire and Cable".

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- (b) Observe the location of the wiring with respect to possible damage from moisture, mechanical injury or other causes. As required, change, repair, or report in accordance with local instructions.
- (c) Inspect the connecting block for proper mounting, and tight connections.
- (d) Inspect the station ground wiring for irregularities, or exposure to possible damage from surrounding objects. Repair, or provide a new ground connection, as required. Also place ground tag if required.

2.11 PROTECTOR

- (a) Observe the location of the protector with respect to possible damage due to moisture or mechanical surrounding objects and accessibility for making unauthorized telephone calls. If conditions warrant, change its location, correct or report the situation in accordance with local instructions.
- (b) Examine the protector mounting. Replace broken, defective or excessively corroded units.
- (c) Inspect and test the fuses utilizing test set on station side of mounting. Replace if broken or noisy when tapped while listening to dial tone. Fuses should be mounted so that the slots in the fuse are facing the protector base.
- (d) Remove protector blocks. Replace those of improper type, broken, defective, or badly pitted. Clean those that are dirty. In placing carbon blocks check for firm seating in the mounting. Replace protector caps that are defective or missing. Check that the cap is screwed on tightly.
- (e) Examine the line and inside wire connections. Tighten those found loose. Test for proper grounding at the protector using the test set connected between the ring of the station line and the ground terminal.
- (f) Where conversion to the fuseless type protector is deemed necessary, refer to BSP Section entitled "Station Protection".

2.12 DROP AND BLOCK WIRES (VISUAL INSPECTION FROM THE GROUND)

- (a) Inspect the drop or block wire for at least the first two spans from the station premises. Where deteriorated or damaged, replace, repair, or report in accordance with local instructions. Observe that the wires are properly and securely supported.
- (b) Where there is inadequate clearance from trees, electric light and power wires, cable or fixtures, or other objects which may cause injury to the insulation of the wires, trim out, reroute wires, place guards, or report in accordance with local instructions. Observe possible exposure to power wires that require addition of a protector.

3. PUBLIC TELEPHONE STATIONS

3.01 At public telephone stations, in addition to the items covered in Part 1 of this section, the following items of equipment should be included.

3.02 COIN COLLECTOR

- (a) Inspect the coin collector. If the finish is marred, worn or dirty, it should be cared for in accordance with local instructions. If the coin collector is not securely mounted, refasten, or report in accordance with local instructions.
- (b) Make sure lower housing of coin collector is properly grounded.
- (c) Make the checks, adjustments and tests of the coin collector as outlined in the section covering Coin Collectors. Refer to "Coin Telephone Maintenance Check" Handbooks, Section 506-900-501.

3.03 BOOTHS - INDOOR

- (a) Where the finish of the booth is badly marred or worn, or is dirty, it should be cared for in accordance with local instructions. Observe that there are no projecting nails, screws, or other parts.
- (b) Open and close the door to see that it operates properly, and without squeaking.
- (c) Inspect the floor covering and tread. Straighten bent tread and fasten that which is found loose. Where floor covering is worn, replacement or repairs should be made in accordance with local instructions.
- (d) Inspect the side and door glass and replace that which is found broken or cracked.
- (e) See that the lights are in satisfactory condition and operate properly.
- (f) Observe the general condition of the booth lining.

OUTDOOR

- (a) Make sure the booth approach is safe. (Refer dangerous booth surfaces and conditions to supervisor).
- (b) Remove loose dirt and objectionable material. Sharp edges and burrs on exposed surfaces should be filed.
- (c) Door frames should not be broken or cracked. The door should close easily and remain closed. Make necessary repairs or adjustments in accordance with local instructions.
- (d) Broken glass should be replaced.
- (e) Observe that the light is operating.
- (f) Make an inspection to determine that ground requirements are met on all outdoor booths. Report to immediate supervisor all situations where booth is not grounded properly.

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3.04 DIRECTORY SHELVES AND HANGERS

- (a) Inspect the directory hangers, tables or shelves for general condition and appearance.

3.05 SIGNS

- (a) Inspect to see that signs are provided, that they are properly located and are in good condition.
- (b) Check with the subscriber to see that he is supplied with "Temporarily Out-of-Service" signs.

4. OBSERVANCE AND REPORTING OF DEFECTIVE PLANT CONDITIONS

4.01 An inspection of cable terminals shall be made when:

- (a) It is necessary to visit a cable terminal during the course of work.
- (b) The cable terminal is located on or near the premises so that little additional time is required.

4.02 CABLE TERMINALS

- (a) See that the terminal is properly and securely mounted.
- (b) Inspect the cover or door of the terminal and repair or report those found defective.
- (c) Brush out interior of terminal and remove foreign material.
- (d) If the face plate of the cable terminal is not damp, brush off with a Brush Tool Water "B".
- (e) In outside terminals of 26 pair or less, turn down the top nuts on unused binding posts until they are finger tight.
- (f) Check the binding posts or fuses of the line being worked on to see that the connections are tight.
- (g) See that wires in the terminals are properly run and terminated.
- (h) Report cases of poor or incorrect stenciling or other conditions requiring correction, which cannot be taken care of at the time.
- (i) Make "T" Zone inspection.

4.03 POLE ITEMS

- (a) Inspect the condition of the balcony or pole seat.
- (b) Inspect the pole steps. Repair or replace those missing or defective.

4.04 OTHER PLANT

Apart from the inspection of station equipment and wiring and cable terminals, employees should continually be on the alert to observe conditions which do not appear to be in accordance with standard practices. Conditions such as power hazards, tree interference

with wires or cables, broken or leaning poles, loose or improperly supported wires or cables, missing cable rings, etc., which cannot be economically handled, should be reported in accordance with local instructions.

5. FINAL TEST

5.01 After the installer-repairman has completed his work the following tests shall be made:

- (a) Verification of line - per local instructions.
- (b) Ringing test (from each set) See Paragraph 2.08(d).
- (c) Dial speed test (from each set) See Paragraph 2.05(d).
- (d) Balance Test - check for noise, crosstalk or inductive interference.
- (e) When appropriate, call local testboard for ANI Test.

6. REPORTED TROUBLES FOUND OK BY REPAIRMEN

6.01 A complete inspection should be made whether or not an actual trouble is found and cleared.

6.02 Where inspection and investigation have disclosed no defects which may have caused the trouble reported, the repairman should:

- (a) Advise the subscriber that a careful inspection of the telephone has been made and that it is in satisfactory working condition.
- (b) Attempt to obtain further information from the subscriber as to the nature of the trouble experienced, the stations involved when the trouble was noticed, the frequency of the trouble and the time of day when troubles are experienced. If this information makes further investigation advisable, either at that station or elsewhere, the test deskman should be consulted and his instructions followed.
- (c) Request the subscriber to notify Repair Service immediately if further difficulty is experienced.

7. VERIFICATION OF STATION EQUIPMENT

7.01 Station equipment shall be verified as specified in the BSP Section "Verification of Station Equipment on Installation and Repair Visits".

8. PLANT MERCHANDISING BY INSTALLATION AND REPAIR FORCES

8.01 It is the responsibility of each employee to acquaint the customer with the services best suited to his specific needs.

9. INSTRUCTIONS TO SUBSCRIBERS

9.01 Whenever possible the workman should diplomatically make inquiry to ascertain that the subscriber fully understands

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how to use the equipment and how to make various kinds of calls. If it is evident that the subscriber does not know how to use the equipment, is unacquainted with the functions of the dial tone, audible ring or busy tone, or is unfamiliar with the subject matter covered in the information pages of the directory, the workman will tactfully explain these items, demonstrating where possible, and directing attention to the proper directory pages on which the item is covered.

9.02 The workman should, whenever appropriate, tactfully advise the subscriber with reference to keeping the telephone instrument in a neat condition. Usually this may best be done by demonstrating how to untwist the hand set and mounting cords; by explaining how the dial number plate, the transmitter cap, receiver cap, and other parts may be suitably cleaned, without causing trouble in the instrument, by means of a dry clean cloth.