

INSPECTIONS ON STATION VISITS TESTING

1.00 GENERAL

1.01 This section is issued to outline the tests of station equipment that shall be made when making station installation or repair visits.

1.02 The tests described are those that can be made by the field employee without the assistance of the test desk.

1.03 Proper completion of these tests before calling the service order or test desk will relieve the test center forces of unnecessary work and leave them free to make the tests that can only be made from the test center.

1.04 It is recognized that all offices do not have the central office equipment necessary for all of the tests described in this section, and that the method of making the tests may vary in different exchanges. Other Sections describe the method of making a number of these tests with the equipment available in most of the offices. In all cases local instructions will cover the test equipment available and method of operation.

2.00 TESTS

2.01 The following tests shall be completed as outlined in Part 1.

2.02 Right Line Verification: Dial the number of the station under test, if busy tone is heard it is a good indication that all cable and central office connections are properly made.

2.03 Ringer Test (Party Position): This test of the station ringer will determine its proper operation and that it is properly connected for the assigned party position.

2.04 Dial Speed: With this test the speed of the dial may be checked as covered in the other Section entitled Station Dials-Maintenance.

2.05 Quiet Line: (Noise Observation Test-if available) When the code assigned to this test has been dialed the station is then connected in the central office to a balanced termination that makes any noise from the line, cords or loose connections very apparent.

2.06 Induction or Crosstalk Test-Multi-line Installation: To test for cross-talk, dial "Busy Back" tone on one of the lines involved and listen on the other for presence of tone.

3.00 FAULT LOCATION TEST

3.01 When dispatched on station or outside plant trouble attempt, with the aid of the test meter or test set, to locate and clear the trouble before calling the test center.

4.00 FINAL TESTS

4.01 When the requirements of the tests described in Par. 2 have been satisfactorily met request the service order or test desk to call back. This call by the test center shall be made by dialing the station through the central office multiple. When the field employee receives the ring and answers both he and the test center employee should observe the quality of transmission.

4.02 The field employee will then cooperate in any further tests the test center may require.

5.00 REPORTED TROUBLES FOUND OK

5.01 A complete inspection should be made regardless of whether or not actual trouble is found and cleared.

5.02 Where the inspection and investigation has disclosed no defects which may have been responsible for the trouble reported:

(a) Advise the subscriber that a careful inspection of the telephone has been made and it has been found to be in satisfactory working condition.

(b) Attempt to obtain further information from the subscriber as to the nature of the trouble experienced, the particular stations with which connected when the trouble was noticed, the telephone number called or the calling telephone number, the frequency of the trouble and the time of day when troubles are experienced. If the information obtained from the subscriber discloses any clues as to the possibility of existing or intermittent trouble either in that particular station or elsewhere, the test desk should be advised and their instructions followed.

(c) Request the subscriber to notify Repair Service immediately if any further difficulty is experienced.

(d) Some troubles may be cleared by observing the customer's manipulation of the dial or handling of the instrument. You may request that the customer dial the number with which trouble has been experienced to check the operation of a telephone set that otherwise has tested to be all right.

6.00 SUBSCRIBER'S USE OF TELEPHONE

6.01 Whenever possible you should diplomatically make inquiry to ascertain if the subscriber fully understands how to use the equipment and to make the various kinds of calls. If it is evident 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, tactfully explain the particular items on which the subscriber is uninformed, demonstrating in so far as possible and directing attention to the proper directory pages, where the item is covered.

6.02 Whenever it appears appropriate, tactfully advise the subscriber in the care of the telephone instrument. Usually this may best be done by demonstrating how to untwist the handset or mounting cord. Also by showing how the telephone may be kept clean by wiping it with a clean dry cloth.