

## ESTABLISHING CONNECTION

1. **Dial "B" position.** Set up the line number on your keyset observing the following rules.
  - a. On a ten-button keyset, operate the keys corresponding to the digits in their proper order.
  - b. On a forty-button keyset, set up each digit of the line number in its proper column, the thousands digit in the left hand column, and so on to the units digit in the right hand column.
  
2. **Dial tandem position.** Set up the called number or service code on your keyset observing the following rules.
  - a. On a seventy-button keyset.
    - (1) The numerical part of the number always goes as far to the right of the keyset as possible and must always consist of at least four digits. If it is less than four digits, zeros are prefixed so that one key is depressed in each full numerical column. Similarly if the number has five digits the first digit is set up in the right hand column of the code keys and the remaining digits in the four numerical columns in order, except that if the first digit is "1," it is set up in the short numerical column.
    - (2) The office code, either letters of the office name or an arbitrary assignment, is set up on the three columns of code keys as far to the right as the numerical part of the number permits. Thus a three letter code will occupy all three columns but a two letter code is set up on the second and third columns of the code keys if it is followed by a four digit number but on the first and second columns if the third is used for the first digit of a five digit number.
    - (3) Bureau or desk codes such as Repair Service or Information are set up by starting in the first column of the code keys.
    - (4) If an order contains a rural line ringing code, ignore it in setting up the number.
    - (5) After you have completed setting up the office code and the numerical keys as required, operate a key in the short column at the right of the keyset to start selection. On a call with a party line letter, operate the correspondingly designated key; otherwise the start key.
  - b. On a ten-button keyset. Set up the digits of the line number and station designation, of the office code and line number and station designation, or of the service code, according to your routing directions. Operate the keys in their proper order. When the units key has been depressed, operate the start key if the routing directions specify its use.
  
3. **Manual "B" position.**
  - a. **Local Multiple Connection.** Proceed in general as for an "A" operator when she establishes a local multiple connection, except as follows.
    - (1) If the line is clear, plug in, ringing if necessary as in "6."
    - (2) If the line is busy, connect the trunk with a busy back jack.
    - (3) If the line is out of order or if a plugging-up cord is in the jack of the called line, connect the trunk with the trouble operator.
    - (4) If the called station is affected by multiple marking, proceed as for an intercepted call.
    - (5) If the ringing signal on a manual ringing trunk goes out immediately after plugging into a jack, disconnect and proceed as follows.

May 1, 1940.

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**3. Continued**

- (a) If the line is not one of an underlined group, again test the line. If the line does not test busy, again plug in and if the ringing signal lights, ring in the regular way. If it still does not light, do not ring but allow the trunk to remain up and notify your supervisor.

**SUPERVISOR:** Listen on the called line at an adjacent section. If it is clear, tell the operator to ring. Then follow up the call to see if an answer is received. Report the line and trunk.

If conversation is in progress and the connection is apparently not doubled, take no further action. If the connection is apparently doubled, disconnect the trunk and give a busy report to the calling party.

- (b) If the line is one of an underlined group, try to establish connection to another line of the group.

**Exception:** On a call received over a jack ended trunk, if locally directed to do so, give oral busy and intercepting reports as for an "A" operator establishing a local multiple connection.

- b. Dial Trunk Connection. Proceed in general as for an "A" operator when she establishes a dial trunk connection by the dial cord method, except as follows.

- (1) If you are delayed by the start dialing signal and other calls are waiting, disconnect the trunk cord and dial cord, and connect the trunk cord with the reorder signal.

- (2) Automatic Listening Position Arranged to Release a Trunk When You Plug It into the Multiple. Do not operate the release key, but as soon as you understand the order, operate the dial key and then proceed with the call.

If it is necessary to correct your dialing, operate the dial key and hold it operated until you have disconnected the trunk and dial cords. Then proceed as on a new call.

- (3) Automatic Listening Position Arranged to Release a Trunk Only on the Operation of a Release Key. Do not operate the release key to take another call until after the last pull of the dial.

- c. Ringdown Trunk Connection. Select an idle trunk to the called office and if you find one which tests clear, plug in. If, however, all the trunks test busy or out of order, refer the case to your supervisor.

**SUPERVISOR:** Report to the calling operator, "**Beacon trunks busy**" or "**Beacon trunks out of order,**" first signaling her if necessary.

If all ringdown trunks of a group are out of order and you have not previously been advised of the condition, report it to your chief operator and be guided by her directions. If necessary, tell the operator to report "**Beacon trunks out of order**" on all calls for the office in trouble instead of accepting orders.

- 4. Manual tandem position.** Select an idle trunk to the called office.

- a. Incoming Trunk Straightforward. If a trunk is clear, plug in. If all trunks to the called office are busy, connect the incoming trunk with a trunks busy back jack.

- b. Incoming Trunk Call Indicator. Proceed in general as for an "A" operator establishing a trunk connection.

- (1) After passing the order, if no immediate report or request is received from the "B" operator, operate the release key and consider the connection established.

- (2) If all trunks to the called office are busy connect the tandem trunk with a trunks busy back jack, or if you are locally directed to do so, refer the call to your supervisor.

**SUPERVISOR:** Explain that the circuits are busy, and if you find you are dealing with a customer, ask him to make his call a little later.

**ESTABLISHING CONNECTION—Continued**

**4. Continued**

- (3) If you do not hear the order tone or the "B" operator's challenge within ten seconds after you have plugged into a trunk, disconnect and select another trunk. If you then do not hear the order tone or the "B" operator's challenge within ten seconds and there are calls waiting, operate the release key and proceed with your work. Report the first trunk to your supervisor.

*SUPERVISOR:* Test the trunk and if it is out of order, report it and arrange to have it made busy.

If there are frequent delays in reaching a particular office, report the case to your chief operator.

- (4) If the "B" operator says "No signal," disconnect and select another trunk as on a new call. Report the first trunk to your supervisor.

*SUPERVISOR:* See "(3), Sr."

- (5) If the "B" operator says, "Position OD," disconnect and select another trunk in another part of the group. If no other trunk is available, dispose of the call as in "(2)."

- (6) If the "B" operator says, "Trunks 2 to 6 OD," disconnect and select a trunk other than trunks 2 to 6 if one is available. If no other trunk in the group is available, dispose of the call as in "(2)."

**5. Miscellaneous conditions.** For other types of connections and occurrences on existing connections see Sec. 2.

**6. Ringing the called station.** Ring as provided for the type of incoming trunk involved.

a. **Manual Ringing Trunk.** Ring after plugging into the line and proceed in general as for "A" operators as in Div. A, Sec. 25, 5a.

b. **Mechanically Locking Key Trunk.** Operate the proper key before plugging into the called line or trunk.

c. **Electrically Locking Key Trunk.** Operate the proper key immediately after plugging into the called line or trunk.

d. **Call Indicator Trunk (Including Temporary Straightforward or Call Circuit).** When master ringing keys are to be used, operate the proper ringing key before plugging into a jack per line party line if the call is for any station other than the first one on the line.

e. **Machine Ringing No. 11 Trunk.** Operate the proper ringing key before plugging in.