

AUTOMATIC LISTENING POSITIONS

1. **Trunk signal flashes on an idle trunk and order received.** If you understand the order, operate the release key and proceed with the call.

Note: On boards with positional ringing keys such as the machine ringing No. 11 board, operate the proper ringing key instead of the release key, if you are to ring.

2. **Order received, no flashing trunk signal.** Say, "No signal" and operate the release key. If, however, the "A" operator is not in on the trunk, say to the calling party, "Will you signal your operator, please?" When the operator answers, say, "No signal" and operate the release key.

If the above condition occurs on several successive calls, notify your supervisor.

SUPERVISOR: Arrange for emergency operation and report the trouble.

3. **Lighted trunk signal on an idle trunk, no flashing trunk signal.** If there are one or more lighted trunk signals on your position but none of the signals begins to flash and you do not receive an order, operate the release key. If there is still no flashing trunk signal, notify your supervisor.

SUPERVISOR: Arrange for emergency operation and report the trouble.

4. **Lighted trunk signal on an idle trunk does not change to flashing signal.** If you notice a lighted trunk signal on an idle trunk which is not connected to your set in sequence when others are, plug the trunk into a listening jack, obtain the order, and proceed with the call. Notify your supervisor.

Note: On boards with listening keys per trunk such as the machine ringing No. 11 board, cut in by holding the listening key on that trunk operated until you dispose of any call connected to your telephone set, obtain the order, and proceed with the call.

SUPERVISOR: After conversation, test the trunk with the originating office and report any trouble found. If the trunk signal remains lighted, cover it with a lamp shield.

5. **Pilot signal lighted, does not change to flash and no order received.** (Call indicator temporarily straightforward) Operate the release key and if you do not then receive an order, operate the other release key. If you still receive no order, operate the emergency release key. If you still receive no order, refer the case to your supervisor.

SUPERVISOR: Arrange for emergency operation and report the trouble. If still no orders are received, discontinue emergency operation and arrange to have the trunks associated with the pilot signal made busy at the originating end.

6. **Release key operated, trunk signal continues to flash.** (Call indicator temporarily straightforward) Operate the other release key. If the trunk signal continues to flash, operate the emergency release key. If the signal still flashes, refer the case to your supervisor.

SUPERVISOR: Arrange for emergency operation and report the trouble.

7. **Abandoned call tone heard when you are connected to a trunk.** (Machine ringing No. 11 board) Operate the release key and if the trunk signal goes out, take no further action. If, however, you receive an order, proceed with the call.

8. **Incomplete or excessive order received.** (Call announcer) Proceed as for a no order condition in Sec. 2, 4.

AUTOMATIC LISTENING POSITIONS—Continued

9. Order forgotten and you are not in on the trunk.

- a. Position Provided with Listening Jack. Plug the trunk into a listening jack and obtain the order.
- b. Machine Ringing No. 11 Board. Cut in on the trunk as in "4N" and obtain the order.
- c. Other Positions. Connect the trunk with the reorder signal.

10. Signal received on an established connection.

- a. If the trunk signal lights, disconnect the trunk. On a mechanically locking key trunk, then operate the front ringing key if it is not already operated.
- b. If the trunk signal flashes, proceed as follows.
 - (1) If you receive an order, disconnect and proceed as on a new call.
 - (2) If you hear apparently satisfactory conversation, proceed as follows.
 - (a) "B" Position. Quickly remove and reinsert the trunk plug in the called line and, if necessary, operate the release key.
 - (b) Tandem Position. Operate the release key.
 - (3) If you do not receive an order and do not hear conversation, proceed as for a no order condition in Sec. 2, 4, except that if you receive an order for the number to which the trunk is already connected, remove and reinsert the trunk plug in the called line and if necessary operate the proper ringing key.

Note: On a call announcer trunk, if you are locally directed to do so, disconnect as soon as the trunk signal flashes and proceed as on a new call.

11. Teamwork. (Call indicator temporarily straightforward)

- a. If you receive an order and no trunk signal is flashing on your position, look for a team call on the adjacent position to right and left. When you locate it, operate a release key on the position on which the team call appeared and proceed with the call.
- b. If a display appears on your position, look for a team call in the nearest trunk group of the adjacent call indicator position and when you locate it, read the order, operate a release key on the position on which the display appeared, and proceed with the call.

12. Emergency operation.

SUPERVISOR:

- a. If it is desirable and possible to do so, group the position in trouble with an adjacent position in accordance with directions prepared for your office. If this does not clear the trouble, proceed as in "b."
- b. If it is not advisable to group the position with another position but it is possible to use it, use the emergency keys in accordance with directions prepared for your office for emergency operation and tell the operator to answer lighted trunk signals in accordance with the jack listening or key listening method depending on the position equipment. If the position is to be operated without order tone, also tell the operator to challenge on each call to obtain the order. To establish connection to the intercepting operator where the loop back method is in effect, tell the operator to use the intercepting trunks on an adjacent occupied position instead of the intercepting trunks associated with the position which is out of order.

13. Routine test of listening jacks.

SUPERVISOR: See that each listening jack is tested each day during a period of light traffic by having it used on a few calls. During such tests, arrange for emergency operation.

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