

AUTOMATIC DISPLAY CALL INDICATOR POSITIONS

1. **Trunk signal flashes on an idle trunk and number properly displayed.** Read the order, operate a 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 a release key, if you are to ring.

2. **Order displayed, no flashing trunk signal.** Operate a release key and if a trunk signal lights, establish connection to the number which was displayed. If a trunk signal does not light, notify your supervisor.
SUPERVISOR: Report the trouble. If you know the trunk finder group and whether it is a home or a team call, give this information.

3. **No display or incomplete display, trunk signal flashing.** Operate the listening key and try to obtain the order.

a. If you receive an order, operate the emergency release or ringing reset key depending on the position equipment, and proceed with the call. Notify your supervisor.

SUPERVISOR: Determine whether the trouble occurs on other trunks or not, and report it, giving such information as you have. If the trouble occurs on several trunks arrange for emergency operation.

b. If you do not receive an order, operate the emergency release key, or the ringing reset key and then the release key, depending on the position equipment. Refer the case to your supervisor if the trunk signal does not go out.

SUPERVISOR: Try to obtain the order from the calling party. If you succeed, have the operator establish connection. In either event, investigate the trouble as in "a, Sr."

Note: On a position equipped with a positional nonlocking listening key, hold the key operated until you have obtained the order.

4. **Release key operated, display does not disappear.** Operate the release key or the proper ringing key again, except that if two release keys are provided, operate the other one. If the display does not then disappear, operate the emergency release key, if provided. If it still does not disappear, notify your supervisor.

SUPERVISOR: Arrange for emergency operation and report the trouble.

5. **Pilot signal lighted, does not change to flash, no display.** Operate a release key and if you do not then receive an order, operate the other release key on your position, if provided. If you still receive no order, operate the emergency release key, if provided. If you still receive no order, notify your supervisor.

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

6. **Excessive display.** If two or more digits are displayed in a block, as for example, in the hundreds block, or two or more letters are displayed in the letters block, refer the case to your supervisor.

SUPERVISOR: Obtain the order from the calling party, tell the operator to establish connection, and then proceed as in "3a, Sr."

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7. **Four zeros displayed.** If zeros appear in the thousands, hundreds, tens, and units blocks regardless of what else may be displayed, connect the trunk with the test jack unless otherwise locally directed. If, however, the test jack is busy, connect the trunk with a busy back jack.

8. **Order forgotten and you are not in on the trunk.**

a. **Machine Ringing No. 11 Board.** Cut in on the trunk by holding the listening key operated until you have disposed of any call connected to your telephone set, and obtain the order.

b. **Other Boards.** Connect the trunk with your supervisor.

SUPERVISOR: Obtain the order from the calling party and tell the operator to establish connection.

9. **Signal received on an established connection.**

a. If the trunk signal lights, disconnect the trunk. On a mechanically locking key trunk, operate the front ringing key if it is not already operated.

b. If the trunk signal flashes, disconnect the trunk and proceed as on a new call.

10. **Teamwork.**

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

b. If you receive an oral order, look for a team call in the adjacent automatic listening position. When you locate it, operate a release key on the automatic listening position and proceed with the call.

11. **Emergency operation.**

SUPERVISOR:

a. If a sequence emergency key is provided and the trouble seems to be of such a nature that you can still receive orders and establish connections on the position, prepare the position for emergency operation by using this key in accordance with the directions prepared for your office as on an automatic listening position in Sec. 14, 12.

b. Where the trouble on a trunk or group is not relieved by the operation of any release key, or where there is trouble in the position equipment itself which interferes with the operation of the position, operate the position emergency key and arrange to have the trunk groups operated from adjacent positions, being sure that the splitting keys on the position in trouble and on adjacent positions are set in accordance with the directions prepared for such grouping in your office.

c. After the position emergency key has been operated, if the trunk groups of the position in trouble still can not be operated, restore the key, arrange to have the group or groups of trunks affected made busy, and check the setting of the splitting keys.

12. **Use of make busy keys.**

SUPERVISOR:

a. To divert calls from the trunks in a specific group or subgroup terminating on a certain call indicator position, operate the proper make busy key located at this position.

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12. Continued

- b. See that calls that are waiting in the trunk group that has just been made busy, receive prompt attention. If no trouble interferes with the accurate display of numbers on the position on which these calls are waiting, these calls can be disposed of at that position. If there is trouble which interferes with the accurate display of numbers on the position, proceed in accordance with the nature of the trouble.
- c. Notify the operator when any of the trunks on her position have been made busy.
- d. To divert all incoming calls to the night call indicator positions, operate all make busy keys on all call indicator positions other than the night call indicator positions.
- e. After operating a make busy key and as soon as all connections have been taken down which were established on the group when the make busy key was operated, or which were established after the make busy key was operated, restore the key for a few seconds and then return it to the operated position. This is necessary in order to release certain apparatus which would otherwise be held up indefinitely.
- f. To release for service call indicator trunks which have been made busy by operating a make busy key, restore the key.

13. Caution against flashing back.

SUPERVISOR: Do not flash back on a call received over a call indicator trunk unless you know that the call is coming from an operator in the calling office, but give any necessary directions to the calling party on the assumption that no "A" operator is accessible on the connection.