

GENERAL "B" AND TANDEM OPERATING PRACTICES

1. **Order of appearance.** At a position where calls are not connected to your telephone set automatically, answer signals in order of appearance as far as possible. If you do not know the order of appearance, work across your position from left to right answering waiting calls as you come to them and if you have two rows of trunks, work across the position first on one row, then on the other.

2. Order not understood.

a. **Straightforward Trunk.** Say, "**What number, please?**" or "**What office, please?**" If you still do not understand the order, connect the trunk with the reorder signal.

b. **Call Circuit.** Wait for the order to be passed a second or a third time, if necessary. If you still do not understand the order assign a trunk and connect it with your supervisor.

SUPERVISOR: Obtain the order from the calling party and if it is for a number in your office, tell the "B" operator to establish connection. If it is for a number in another office, say, "**I'm sorry. You've been connected with the wrong office. Will you make your call again, please?**"

If there is evidence of trouble in transmission, such as difficulty in hearing the customer or a noisy circuit, report the trouble.

3. **Two orders received at the same time.** Say, "**Select another trunk, please?**" and connect the trunk to the reorder signal unless the call is disconnected before you can do so. If the reorder signal is not provided cut out and proceed with other work, watching for a signal to disconnect.

Note: On a call circuit trunk proceed as in Sec. 19, 3.

4. No order received when you are connected to a trunk.

a. **"B" Position.** Try to obtain an order and if you receive one, proceed with the call. If you do not, connect the trunk to the reorder signal except in the following cases.

(1) **Call Indicator Trunk.** Proceed as for the same condition in Section 15 or 17 for automatic display or key display call indicator positions, respectively.

(2) **Call Announcer Trunk—Automatic Listening Position.** Connect the trunk to your supervisor.
SUPERVISOR: If the trouble is on call announcer trunks only, tell the operator to continue to challenge to obtain orders. Report the trouble at once.

b. **Tandem Position.** Wait on the trunk five seconds without challenging, then connect the trunk to the reorder signal. On a call indicator position, however, proceed as for the same condition in Sec. 17, 4.

c. If it is necessary to take the action in "a" or "b" on several successive calls, notify your supervisor.

SUPERVISOR:

(1) **Dial Office.** Call the chief operator in the originating office for a test of the trunks and report any trouble found.

(2) **Manual Office.**

(a) **Automatic Listening Position.** Report the trouble. If the operator is unable to obtain orders arrange for emergency operation.

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4. Continued

- (b) Key Listening Position. Group the position with an adjacent position. If, however, you wish to keep it in service, operate the emergency key and tell the operator to challenge on all calls. If the trouble continues, group the position with an adjacent position. In any case, report the trouble.
- (c) Jack Listening Position. Operate the emergency key and tell the operator to use the emergency listening jack.

5. **No order tone on a connection which should have it.** Challenge if you do not receive an order. At a manual tandem position, if you secure the order from a customer, tell him you will give him his operator and connect the trunk to the reorder signal.

If you do not hear the order tone on several successive calls, notify your supervisor telling her whether or not it has been necessary to challenge to obtain orders.

SUPERVISOR: See "4c, Sr."

6. **Call for a number in an office which you do not serve.** (Wrong office call)

- a. If you receive the order from an operator, immediately say, "Wrong office."
- b. If you receive the order from a customer, say, "I'm sorry. You've been connected with the wrong office. Will you make your call again, please?"
- c. If you receive the order as a display on tandem call indicator, connect the trunk with your supervisor. **SUPERVISOR:** Obtain the called number from the calling party and if possible have the operator establish connection, otherwise ask the customer to make his call again.

7. **Order passed incorrectly.**

- a. If the calling operator passes the office name only and you need the number as well, say, "Beacon, what number, please?"
- b. If the calling operator passes the line number only and you need the office name as well, say, "5678, what office, please?"
- c. If the calling operator passes both the called office name and number and you need only the office name, say, "I will give you Beacon," naming the called office, and proceed with the call.

8. **Order corrected by the customer.**

- a. If the calling operator repeats the corrected order, say, "Right," and proceed with the call. In a dial office correct the setting up of the number if possible.
- b. If the calling operator does not acknowledge the correction, repeat the order to the customer, add "I beg your pardon," and proceed with the call. In a dial office correct the setting up of the number if possible. As an exception, at a dial tandem position if you connect the trunk to the reorder signal as in Sec. 11, 5b(1) do not say anything to the customer.

9. **Order received from a customer.** Whenever it is apparent that a customer has passed the order, acknowledge it with "Thank you" or some other suitable phrase before proceeding with the call.

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10. Obtaining the order when necessary.

- a. You are in on the Trunk. Whenever the practice provides for obtaining the order or if you have forgotten it but you are still in on the trunk, say, "What number, please?" or "What office, please?" and when you receive the order acknowledge it.
- b. You are not in on the Trunk. Use the procedure provided for the particular type of position you occupy.

11. Order received as a cut-off.

a. Dial Office.

- (1) If an operator passes the order, proceed as on a regular call, disregarding the word "cut-off" in the order.
- (2) If a calling party reports a cut-off, say for example, "I'm sorry. There's some trouble on your connection. Will you signal your operator, please?"

b. Manual Office.

- (1) If an operator passes the order, proceed as follows.
 - (a) If the call is for a line which is not one of an underlined group, try to establish the connection, but if the called line is busy, connect the trunk with your supervisor or the verifying operator as locally directed. If, however, you have been directed to do so, establish connection to the called line although it is busy.

SUPERVISOR: Listen on the line.

 - [1] If conversation is proceeding satisfactorily, remove your plug from the jack and report to the calling operator, first signaling her if necessary, "Beacon 5678, busy."
 - [2] If conversation is not proceeding satisfactorily or if there is no conversation, say, "I beg your pardon. Were you cut off?"
 - [a] If the customer wishes to regain connection, say, "One moment, please?" Substitute an idle trunk plug for the supervisor's cord, using a nonworking trunk if one is available. Report to the calling operator, first signaling her if necessary, "Here's your party." When she acknowledges the report, substitute the trunk on which you are talking to her for the trunk on which you are holding the called line.
 - [b] If the customer says that he was not cut off or that he does not wish the connection reestablished, give a busy report as in "[1]," telling the calling operator if the party called does not desire connection.
 - [c] If you receive no answer and feel sure there is no one on the line, tell the operator to test the line again.

If the line is not busy, tell the operator to establish connection.
If it is busy, try to ascertain where it is being held and see if it is available for restoration of the connection. If it is not available, give a busy report as in "[1]."
 - (b) If the called line is one of an underlined group, test the particular line called and if it is busy, test the remaining lines of the group in the regular way, and if you find a line which is clear, establish connection. If all lines of the group are busy, connect the trunk with your supervisor or the verifying operator as locally directed.

SUPERVISOR: Report to the calling operator, first signaling her if necessary, "Beacon 5678, P.B.X."

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11. Continued

(2) If the calling party reports a cut-off on a straightforward trunk connection, proceed as follows.

(a) If the calling party gives the number from which he was cut off, say, "I'm sorry. **One moment, please?**" and proceed as in "(1)," but do not establish connection to the called line if it is busy. **SUPERVISOR:** Determine the condition on the called line, proceeding in general as in "(1)(a) Sr. or (b) Sr." and give an appropriate report to the calling party if you can not reestablish connection. If the calling party insists on connection, flash or ask him to flash the calling operator and report the cut-off. In the case of a call dialed by the customer, however, make a delayed call ticket and agree to call him later. Then reach the originating office and pass the details of the request. If you think the delay in establishing connection will affect the charge, signal the "A" operator and report the cut-off to her.

(b) If the calling party does not give the number from which he was cut off, try to obtain it. If he gives the number, acknowledge it and then proceed as in "(1)," but do not establish connection to the called line if it is busy. If he does not then give the number, say, "**One moment, please?**" and connect the trunk with your supervisor.

SUPERVISOR: If the call has been referred to you because the line is busy, proceed as in "(a), Sr." If the calling party does not know the number from which he was cut off, try to obtain it.

[1] If he can not give the number, explain that you have no means of determining from whom he was cut off and therefore you will not be able to restore the connection. If it seems desirable, try to obtain the listed name and address of the desired party and obtain the number from Information, proceeding in general as for "A" supervisors, Div. A, Sec. 12, 1, Sr.

[2] If he gives the desired number, determine if the line is busy and if it is not busy, tell the operator to establish connection. If it is busy, proceed as in "(a), Sr."

12. Order received as "Disregard marking."

a. **Dial Office.** Say "Dial office" and unless the signal for the call goes out immediately, connect the trunk with the reorder signal.

b. **Manual Office.** Establish connection disregarding the multiple marking.

13. Use of transmitter cut-in key. Where such a key is provided, be sure that it is operated when you talk to an operator or customer, holding it operated during your conversation if you use the nonlocking position.

14. Connecting a trunk with the reorder signal.

a. **Dial Office.**

(1) "B" Board. Set up the number locally designated for the reorder signal. On a key listening position, first operate the listening key if it has not already been operated.

(2) Tandem Board. Operate the reorder key.

b. **Manual Office.** Plug into a reorder jack provided for use with the type of trunk involved.

Exception: If the trunk is a tandem completing trunk, connect it with your supervisor instead of the reorder signal unless you are locally directed to use the reorder signal on such calls.

SUPERVISOR:

(1) If no order was received when it could be expected or if the operator did not understand the order, try to obtain it, signaling the "A" operator if necessary. If you can not obtain an order, cover the trunk signal or signals with a lamp shield and report the condition to the tandem supervisor.

On a key display temporarily straightforward position, however, proceed as in Sec. 17, 3b, Sr.

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14. Continued

- (2) If the operator has forgotten the order, obtain it from the calling party and tell the operator to establish connection.
- (3) Dial Office—Key Listening Position. If the operator reports trunks busy, signal the calling operator and give her the report.

Note: If your position is not equipped for the reorder signal, in all cases where the practice calls for its use, connect the trunk to your supervisor.

15. **Connecting a trunk to the proper jack for busy back, reorder signal, etc.** In connecting a trunk to a jack such as the busy back, trunks busy back, reorder signal, or intercepting trunk, always use a jack designated for the type of incoming trunk involved.

16. **Cutting out when no connection is to be established. (Clearing the signal)** If you are not to establish connection on a trunk but wish to cut out, do so as follows. On a toll switching trunk, however, clear the signal as in Sec. 3, 11.

a. **Dial Office.**

- (1) Call Distributing Position. If the link lamp has not gone out, connect the trunk to the reorder signal.
- (2) Key Listening Position. If the trunk and busy signals have not gone out, connect the trunk to the reorder signal.
- (3) Position Distributing Position. If the link lamp has not gone out, connect the trunk to the reorder signal.

b. **Manual Office.** Take the next call in the regular way.

17. **No disconnect signal received on a trunk which has been up about thirty minutes.** If you are at a position at which you can notice such a condition, notify your supervisor.

SUPERVISOR:

- a. **Dial Key Listening "B" Board.** Call the supervisor in the office at the originating end of the trunk and ask her to verify that it is still in use.
- b. **Manual "B" or Tandem Board.** Listen on the called line or trunk. If conversation is in progress take no action, but if you do not hear conversation challenge.
 - (1) If you find the line is being held, take no further action.
 - (2) If you receive no response, disconnect, reporting the trouble if the trunk signal neither lights nor flashes.
If the trunk signal lights or flashes but you receive no order, report the trunk to the originating office.
 - (3) If the called party is trying to make a call, tell him to hang up for a moment and when he does so, disconnect and observe the signal as in "(2)."

18. **No order received for a long interval.** First see that your telephone set is plugged in properly. Then determine that your telephone set is operating properly by tapping the sleeve of an idle trunk plug with the tip of another plug. If you do not hear the busy test, plug your telephone set into the duplicate telephone set jacks and repeat the test. If you still can not hear the busy test or if you hear the busy test but still no orders are received, notify your supervisor.

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18. Continued

SUPERVISOR:

- a. Check the proper setting of all keys for the grouping arrangement being used and make sure that the operator is plugged in at the proper position.
- b. Plug in with the operator and tap the sleeve of an idle trunk plug with the tip of another plug.
 - (1) If you hear the busy test but the operator does not hear it, provide her with another telephone set. See that the position is covered or grouped with an adjacent position if conditions permit, while the operator's set is being changed. Report the set which is in trouble.
 - (2) If you do not hear the busy test, remove the operator's plug from the jack and repeat the test. If you still do not hear the busy test, report the trouble.
- c. If the trunk group comes from a dial office or from a dial tandem, reach that office, see if the group has been made busy, and if not, test several trunks with that office. Report any trouble found.

19. Trunk disconnected in error.

- a. Dial "B" Board. Cut in and refer the call to the originating operator by saying for example, "I'm sorry. There's some trouble on your connection. Will you signal your operator, please?"
- b. Manual "B" Board.
 - (1) If you know the number to which the trunk was connected, reestablish the connection.
 - (2) If you do not know the number to which the trunk was connected, refer the case to your supervisor.
SUPERVISOR: See "11b(2)(b), Sr."
- c. Manual Tandem Board.
 - (1) Straightforward Trunk. Connect the trunk with the reorder signal.
 - (2) Call Indicator Trunk. Connect the trunk with your supervisor.
SUPERVISOR: Try to obtain the called number from the calling party. If you can not obtain it, explain the situation to him as in "11b(2)(b), Sr. [1]." If you do obtain it, tell the tandem operator to disconnect the trunk from your line, to turn down the plug in the socket of the trunk, and to disregard the trunk signal temporarily. Connect the single-ended cord associated with your circuit to an idle trunk to the called office and reach the desired station as provided for "A" operators in restoring connections. When you reach the desired station, announce the call and then tell the tandem operator to connect the trunk on which the calling party is waiting to a multiple of the trunk on which you have reached the called station and start conversation. If you think the delay in establishing connection will affect the charge, reach the "A" operator and report the situation to her.

20. Intercepted calls.

- a. Dial Office. If the order is for a number of digits greater than or less than the number required by the numbering scheme of the called office, or if it has a station designation, connect the trunk to the intercepting operator.
- b. Manual Office.
 - (1) Connect the trunk with the intercepting operator on such calls as the following:
 - Call given with a station designation, called line not a party line.
 - Call given without a station designation, called line a party line.
 - Call for a party line station, incorrect form of station designation given.

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20. Continued

Call for a number for which there is no corresponding multiple jack.

Order given with office name and no corresponding multiple jack for the number in that office.

Called line or station marked to indicate reference to intercepting operator.

Signal received on specially designated trunk from the "A" board for transfer to the intercepting operator.

- (2) Connect the trunk with the trouble operator if there is a signal plug in the called line designating a line in trouble.
- (3) Establishing Connection with the Intercepting Operator.
 - (a) Multiple Intercepting Trunks. (No Loop Back) Test for an idle trunk. When you find one, plug in but do not ring if you are at a manual ringing position, unless locally directed to do so.
 - (b) Multiple Intercepting Trunks. (Loop Back) Test for an idle trunk in the proper subgroup described below. When you find one, plug in but do not ring if you are at a manual ringing position, unless locally directed to do so.
 - [1] Single Position. Use the subgroup designated for use on your position. If all trunks in this subgroup are busy, use the subgroup of an adjacent occupied position.
 - [2] Grouped Positions. Use any subgroup designated for use at any position which you are operating except a split position at your left.
 - (c) Individual Position Intercepting Trunks. Plug into an idle trunk on your own or an adjacent position as specified in "(b)[1] or [2]" but if you are at a manual ringing position, do not ring unless locally directed to do so.
- (4) Order Received from the Intercepting Operator. Acknowledge the order and proceed in accordance with it. In doing so, observe the following points where they apply.
 - (a) No. 1 Board—Automatic Display Call Indicator or Temporarily Straightforward Position. Operate a release key before establishing connection.
 - (b) No. 11 Machine Ringing Board. Operate the listening key, disconnect from the intercepting trunk jack, and operate the release key. On a call indicator position operate the ringing reset key. Then proceed with the call.
 - (c) Key Display Call Indicator or Temporarily Straightforward Position in a Jack per Line Office. Disconnect from the intercepting trunk jack and plug the trunk cord into an auxiliary trunk jack. Take up the completing trunk cord associated with this jack, operate the corresponding display key and the proper master ringing key when necessary, then test the jack of the line named in the intercepting operator's order and if it is clear plug in. If it is busy connect the incoming trunk to the busy back jack.
 - (d) If the trunk plugged into the intercepting trunk is on an adjacent position, establish connection with this trunk, testing the line with a cord from your own position, or pass the order to the adjacent operator.
 - (e) If the station mentioned in the order is affected by multiple marking and the intercepting operator did not tell you to disregard the marking, do not establish connection but notify your supervisor.

SUPERVISOR: Check the status of the station with the intercepting operator and report any discrepancy in marking to your chief operator. Tell the operator to establish connection if it is proper to do so.

21. Miscellaneous calls and orders.

- a. Emergency Calls. See Gen. Div., Sec. 3.
- b. Calls for Subscribers Passed by Name. If you know the number or have it on your bulletin, proceed

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21. Continued

in the regular way; if you do not, say "**What number, please?**" or proceed as locally directed. This will include calls for telegraph companies, commercial time announcement services, etc.

- c. **Official Calls Passed by Name, Title, or Number.** Establish connection if your routing directions permit, say "**Wrong office**" if they do not, or follow local directions for the particular call involved. These calls will include calls for the "A" supervisor, chief operator, Information, intercepting operator, Repair Service, trouble operator, verifying operator, and other local desks.
- d. **Calls for Long Distance.** Proceed as in "c."
- e. **Calls for Rural Lines.** In general advise the originating operator if you are to connect her to a rural operator instead of ringing the station yourself, by saying for example, "**I'll give you Rural.**"

22. Night operation. During the hours locally specified the following general modifications apply.

- a. **Straightforward trunk.** Repeat the order and wait for an acknowledgment.
 - (1) If you receive an acknowledgment, proceed with the call.
 - (2) If the calling operator or party corrects your repetition, repeat the corrected order and again wait for an acknowledgment before proceeding with the call.
 - (3) If you receive no acknowledgment, say, "**Is that Beacon 5678?**" If you receive an acknowledgment or the calling party indicates that the number is correct, proceed with the call.
If you receive no acknowledgment whatsoever, connect the trunk to the reorder signal.

Note: On a dial tandem board you may set up the number before receiving an acknowledgment of your repetition but do not operate the start key until you have received it.
- b. **Call Announcer Trunk.** Say "**Is that Beacon 5678?**" or "**Are you calling Beacon 5678?**" and then proceed as in "a(1), (2) or (3)."
- c. **Tandem Call Indicator Position.** Pass the called office name and number, listen carefully for the "B" operator's repetition of the order, and acknowledge it.
- d. **Call Circuit.** Proceed as in "a" except that if you do not receive an acknowledgment, do not assign a trunk.

23. Supervisor's calls.

a. Dial Office.

- (1) If you are to notify your supervisor of some condition or if an explanation is necessary, operate the supervisor's key. When the supervisor comes to your position, briefly explain the case to her and then proceed in accordance with her directions.
- (2) If you are to connect a trunk to your supervisor, set up the prescribed number.
Note 1: Key Listening Position. If you have cut out from the trunk, operate the listening key before you set up the number. If subsequently she directs you to connect to a number, operate the disconnect key on the trunk concerned and when the trunk signal lights set up the required number. If necessary, place a sleeve over the disconnect key of the trunk concerned while the trunk is connected to the supervisor.
Note 2: Call Distributing Position. If locally directed, set up the number for the chief operator's desk instead of the supervisor.

b. Manual Office.

- (1) If you are to notify your supervisor of some condition or if an explanation is necessary, test your supervisor's section jack with the trunk plug you are using.

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23. Continued

- (a) If the line is clear, plug in with the supervisor's cord and ring. When the supervisor comes to your position, briefly explain the case to her and proceed in accordance with her directions.
 - (b) If the line is busy, make two or three attempts at ten second intervals. If it is still busy, proceed in accordance with local directions.
 - (2) If you are to connect a trunk to your supervisor, test your supervisor's division jack with the trunk plug you are using.
 - (a) If the line is clear, plug in and where necessary ring.
 - (b) If the line is busy, make two or three attempts at ten second intervals. If it is still busy, connect the trunk with an adjacent supervisor or the verifying operator as locally directed.
- Note:** Where it is necessary to ring, if locally directed operate the ringing key before plugging in.

SUPERVISOR: Answer calls promptly and make conversation as brief as the circumstances will permit. Answer a section signal (white pilot) by going to the section where the signal is lighted and locating the calling operator. Answer a division signal (red or green pilot) at the position indicated in "(1) or (2)" following, and say, "**This is the supervisor, Miss Jones,**" adding if necessary "**May I help you?**" or "**What number did you call, please?**" While talking over the circuit, stand away from the switchboard.

- (1) **Dial Office.** To answer a signal, proceed as follows.
 - (a) Section Signal. On key listening positions, insert and remove your plug in the supervisor's jacks. On other positions operate the release key.
 - (b) Red Division Signal. Plug into any appearance of the supervisor's jacks in the division where the signal appears.
 - (c) Green Division Signal. Plug into a set of jacks in the division concerned at a position which is provided with a trouble desk key.
 - [1] Position or Call Distributing "B" Position. Hold the trouble desk key operated while you are plugging in.
 - [2] Key Listening "B" or Tandem Position. Operate the trouble desk key momentarily after you have plugged in.

To originate a call, reach the "A" operator by plugging into the supervisor's jacks. On a key listening position, however, use an appearance of the jacks that is provided with an outgoing call key and operate this key to signal the "A" operator. To call the chief switchman's desk, use an appearance of the jacks that is provided with a trouble desk key, and proceed as in "(c)[1] or [2]."
- (2) **Manual Office.** In answering a signal proceed as follows, but to originate a call proceed as locally directed.
 - (a) When you answer a section signal, locate the operator calling you and disconnect the cord from the supervisor's jack.
 - (b) When you answer a division signal, plug into a set of supervisor's jacks in the division where the signal appears.
- (3) If a signal lights while your set is connected to your supervisor's jacks, when you are ready to take the call, disconnect and proceed as on a new call.
- (4) Where a flashing key is provided, if you are connected with the customer and wish to speak with the "A" operator not in his hearing, signal the "A" operator and say, "**Beacon supervisor. Split cords.**"

24. Combined and grouped positions. In operating combined positions or several grouped positions, proceed in general as for the type of position involved as covered in other sections, but be guided also by the following special practices where they apply.

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24. Continued

- a. Automatic Listening or Display Positions or Both. In releasing, follow the rule below which has been specified for your office.
- (1) Use any release key in the bailiwick.
 - (2) Use the release or ringing key on the position at which you are plugged in.
 - (3) Use the release key on the position showing the display or a flashing release key pilot.
 - (4) In case of trouble calling for the use of the positional listening or the emergency release key, use the key on the position where the display normally would appear or where the release key normally would be effective.
 - (5) When the operation of the other release key is called for, operate all release keys in the bailiwick, then if necessary all the emergency release keys.
- b. Automatic Listening or Display Positions with Key Listening or Display Positions.
- (1) To switch from automatic to key trunks, operate a key on a waiting trunk, then the release key, then finish establishing the automatic trunk connection. Omit the operation of the release key if locally directed.
 - (2) To switch from key to automatic trunks, finish establishing the key trunk connection, and the waiting call on the automatic trunk will be connected to your telephone set.
- c. Key Listening or Display Positions or Both.
- (1) If all positions in a bailiwick are manual ringing, in taking a call on a position other than call indicator temporarily straightforward, plug the trunk up in the multiple before taking a second call on some other position. It is unnecessary to observe this precaution between successive calls on the same position or between successive calls on different call indicator temporarily straightforward positions.
 - (2) If both temporarily straightforward and call indicator positions are involved, all the straightforward trunks work as though they were all on one position and all the call indicator trunks work as though they were all on one position, so that the operation of a trunk key on a trunk of one type will not disconnect a trunk of the other type from your telephone set. When master ringing keys must be used on a call, use the master key on the position on which the trunk is located.
 - (3) On dial "B" positions, use the keyset on the position where the trunk signal appeared.
- d. Call Distributing and Key Listening Dial "B" Positions. Operate the transfer key when the call distributing signal lights and you are prepared to accept orders on call distributing trunks. Restore the transfer key and dispose of any call distributing call then in progress when you wish to accept orders on the key listening trunks.
- e. Call Circuit with Other Types of Positions. Generally a call circuit pilot is provided and lights when a call is waiting on a call circuit which is grouped or combined with another type of position.
- (1) Automatic Listening or Automatic Display Positions. The call circuit call will be connected to your telephone set in sequence and the pilot will flash when you are connected.
To take a call on an automatic trunk after a call on a call circuit, operate a release key on the position to which the call circuit is connected as soon as you assign a trunk. You will remain connected to the call circuit until you operate the release key.
While handling calls on a call circuit, if no calls appear on automatic trunks for an unreasonably long interval, operate the release key frequently.

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SUPERVISOR:

- (a) On a combined automatic listening and call circuit position, if the call circuit becomes out of order, establish an emergency call circuit in the regular way. Tell the operator that whenever the trunk signal associated with the trunk on which the emergency call circuit is established is lighted, a call circuit call is waiting and she should answer by operating the emergency call circuit key, holding it operated until she has received an order and assigned a trunk.
 - (b) On a combined automatic listening and call circuit position, if the automatic listening sequence fails, operate the emergency key for emergency operation.
Tell the operator that a lighted trunk signal on a straightforward trunk indicates a waiting call and that she should answer according to the jack listening or key listening method as locally directed.
Also tell the operator that a lighted call circuit pilot signal indicates a waiting call circuit call and that she should answer by operating the emergency call circuit key, holding it operated until she has received an order and assigned a trunk.
 - (c) Whenever you arrange for emergency call circuit operation, operate the by-pass key at the call indicator or temporarily straightforward position to which the call circuit is connected.
 - (2) Key Listening or Key Display Positions. To take a call on a call circuit after a call on a key trunk, plug the key trunk into the multiple.
To take a call on a key trunk after a call on a call circuit, operate the key on a waiting key trunk after assigning a trunk on the call circuit.
 - (3) Key Listening or Display and Automatic Listening or Display Positions. Proceed as in "(1)," "(2)," or "b" except that to take a call on a key trunk after a call on a call circuit, operate a release key on the position to which the call circuit is connected and then the key on the waiting key trunk after you assign a trunk on the call circuit. If a call is also waiting on an automatic trunk, it is possible that it will be connected to your telephone set before the one on the key trunk.
 - (4) Jack Listening Positions. You are connected with the call circuit except while you have a trunk in the listening jack.
- f. Jack Listening Positions. Use the listening jack on the position at which you are plugged in, except that if jack listening positions only are grouped, use the most convenient jack if the listening jacks are multiplied.
- (1) Key Listening Straightforward, Including Temporarily Straightforward Trunks. Plug a key listening trunk on which you have a call into the multiple before taking a call on a jack listening trunk, and disconnect from the listening jack before operating a key on a key listening trunk.
 - (2) Key Display Call Indicator. You may plug a trunk into the listening jack while establishing connection on a call indicator trunk. Be sure you have the order on a jack listening trunk before operating a key on a call waiting on a call indicator trunk.
 - (3) Call Circuit. An order may be received on the call circuit at any time when you do not have a trunk connected to the listening jack.
- g. "A" Positions.
- (1) Do not try to be cut in on a connection on an "A" position and on a "B" trunk at the same time. When a "B" call has been connected to your telephone set, be careful to obtain the order on it before answering a signal or cutting in on a connection on the "A" position.
 - (2) Call Distributing or Position Distributing Dial "B" Trunks. A waiting incoming call will light the call distributing signal. When you are ready to answer, operate the transfer key. When you wish to return to connections on the "A" position, restore the transfer key and dispose of any call in progress at the time.

GENERAL "B" AND TANDEM OPERATING PRACTICES—Continued

24. Continued

h. Caution on Use of Listening Key on Split Call Indicator Positions. If a call indicator position with positional listening key is split and it becomes necessary to obtain the number orally on a trunk on that position, use the listening key on the position on which the display should appear. If, however, a key display position is split in the middle, do not use the listening key but refer the call to your supervisor.
SUPERVISOR: See Sec. 17, 4e, Sr.

i. Caution in the Operation of Splitting Keys.

SUPERVISOR: In so far as possible when regrouping bailiwicks, operate a splitting key when there is no call in the process of completion in the bailiwick from which the trunks are to be transferred.

In case the conditions are such as to necessitate operating a splitting key at a time when a call is in the process of completion, tell the operator from whose bailiwick the trunks are to be transferred to test the called line with a trunk within her new bailiwick.

25. Trouble in reaching an office.

SUPERVISOR: If you have been notified that calls to a specified office can not be completed because of call indicator trouble, trunk trouble, or other trouble, tell your operators to report "Beacon trunks out of order" on all calls for that office.

26. A supervisor asks you to interrupt conversation on a line for an urgent call.

SUPERVISOR: Cut in on the line called and interrupt conversation, explaining that you have a call for the line, that the calling party is very anxious to reach the called station, and ask the customers if they will release the line for this call. If a customer requests the name of the calling party, give it to him if he is at the desired station, first obtaining the name if you do not know it. If the customer at the called station will accept the incoming call or agrees to release the line, ask him to hang up so that his line will be free for the call. Then tell the calling supervisor that the parties are hanging up. If the customers using the line will not release it, inform the calling supervisor to that effect.

If you can not cut in on the called line but are convenient to the verifying operator, have her cut in and announce the call. When she reports to you, advise the calling supervisor. If she is not conveniently located, tell the calling supervisor to call the verifying operator.

27. A supervisor requests that you locate a completing trunk at the tandem board which is in trouble.

SUPERVISOR: Ascertain the number of the completing trunk to which the tandem trunk is connected and connect the tandem trunk with the reorder signal.

Test the completing trunk with the "B" or ringdown supervisor and report any trouble found.