

EQUIPMENT TROUBLE

Note: The action to be taken in the case of certain equipment troubles, e.g. call circuits or message registers out of order, is definitely provided for in other sections of the practice. Consequently this section covers only those cases not mentioned in other sections, or supplements such instructions.

1. Permanent signal on an individual line.

a. Ring back on the line.

- (1) If you receive a response, say to the party answering, **"Are you calling?"**
 - (a) If the calling party then gives an order, repeat it and establish the connection.
 - (b) If he says he is not calling, say, **"I received a signal. Will you excuse it, please?"**
Listen on the line until the receiver is restored and then remove the plug. If the line lamp then lights, report the permanent signal to the trouble operator.
- (2) If you receive no immediate response, continue ringing at intervals for about one minute, challenging with **"Operator?"** before each ring. If still no response is received, report the permanent signal to the trouble operator.

b. As an exception, if it is one of an underlined group which appears in the multiple at your position, and another line is available, plug in and ring, in the meantime holding the line having the permanent signal.

- (1) If you receive a response, say, **"Are you calling on 1234?"**
If the person answering says she is not calling or that the line is not in use, say, **"I received a signal on 1234. Will you excuse it, please?"**
Remove the plug from the line on which the permanent signal was received and if the line lamp then lights, report the permanent signal to the trouble operator.
- (2) If you receive no immediate response, continue ringing at intervals for about one minute. If still no answer is received, report the permanent signal to the trouble operator.
- (3) If a disconnect signal appears on the line being held before you receive an answer on the second line, release both lines immediately.

2. Permanent signal on a party line.

a. Report the permanent signal to the trouble operator.

3. Reporting a permanent signal to the trouble operator.

- a. Take the line number from the number plate and report to the trouble operator, **"1234 permanent."**
If the line is one of an underlined group, pass the report, as **"1234 P.B.X. permanent."**
If the signal is on a jack per station party line, use any one of the station numbers on the line as the line number.
- b. Listen for the repetition of the line number by the trouble operator and acknowledge it.
- c. Release the line after allowing a brief interval for the trouble operator to take it up.
If it is not taken up promptly, give the report again.
- d. If the trouble operator reports **"No cord,"** proceed as follows.
 - (1) If the line is a jack per station party line having stations in more than one unit, report the permanent signal to the trouble operator of the other unit, giving one of the stations working in that unit.
If a report of **"No cord"** is received from the trouble operator of the other unit, hold the line and report the case to your supervisor. (Sr. 1)
 - (2) If the line is an individual line or a party line not included in **"(1),"** hold the line and report the case to your supervisor. (Sr. 1)

EQUIPMENT TROUBLE—Continued

4. Calling party reports equipment trouble.

- a. If the calling party reports equipment trouble or indicates such trouble, but does not ask for repair service, say, "Will you speak to repair service, please? I will connect you."
 - (1) If the calling party offers no objection, establish connection to repair service.
 - (2) If the calling party objects to making his report to repair service, accept his report and refer it to your supervisor. (Sr. 2)
 - (3) After reporting his trouble, if the calling party hangs up without waiting for connection with repair service, refer his report to your supervisor. (Sr. 2)
- b. If the calling party reports that he has been unable to call on the line he is then using and you have just received the signal, say, "I have just received your signal. Do you want a number now, please?"
 - (1) If he makes no further comment, proceed in accordance with his further request.
 - (2) If he makes further comment, proceed as provided under "Service Criticisms."
- c. If the calling party reports that he has been unable to call on a line other than the one he is using, proceed as in "a."

5. Line signal not extinguished by your plugging in to answer a call.

- a. If the subscriber wishes to make a call, acknowledge the order and change the cord used in answering.
 - (1) If the line signal goes out, proceed with the call and report the cord first used to your supervisor. (Sr. 3)
 - (2) If the line signal does not go out, plug into another jack of the line, if possible, proceed with the call and report the trouble to your supervisor. (Sr. 3)
- b. If conversation is in progress on the line, indicating an incoming call, do not remove the plug. Allow conversation to continue without interrupting, and report the case to your supervisor. (Sr. 3)
- c. If there is no one on the line, change the cord used in answering, and if the line signal is not extinguished, plug into another jack of the calling line if possible. Report the case to your supervisor. (Sr. 3)

6. Pilot lamp lights without a line signal having lighted.

- a. Report the case to your supervisor. (Sr. 4)
- b. As you have opportunity while the pilot lamp is lighted, try to locate the calling subscriber by plugging into each working line in the panel in regular order.
Do not say anything unless you locate the line on which the subscriber is attempting to call, as indicated by the pilot lamp going out when plugging in and the supervisory signal on the cord used being out. If you locate the line, answer the call, establish connection and report the case to your supervisor. (Sr. 4)

7. Trouble on subscriber's line.

- a. Report to your supervisor (Sr. 5) any apparent trouble which comes to your attention, such as,
Noisy lines.
Crossed lines.
Cut-outs.
Poor transmission.
Party line ringing reversed.
Subscriber's difficulty in reaching central office operator.

EQUIPMENT TROUBLE—Continued

8. Trouble on central office equipment.

- a. If you notice a cord becoming heated, take hold of the plug by its shell and pull the cord as far out of the socket as it will go, allowing it to hang over the keyboard. Report the case to your supervisor immediately. (Sr. 6)
 - b. Report to your supervisor (Sr. 7) any apparent cases of equipment trouble, such as,
 - Defective cords, listening keys, supervisory lamps, ringing keys or ringing indicators which affect the use of one or more pairs of cords.
 - Line or pilot lamps which do not operate correctly.
 - Trouble with operator's telephone set.
 - Trunk trouble.
 - Busy back signal, trunks busy signal, or reorder signal trouble.
 - No busy test or false busy test.
 - Ringing power weak or failure of ringing power.
 - Trouble in registering calls or in collecting and returning coins.
 - Switchboard clock stopped or inaccurate.
 - c. Report to your supervisor (Sr. 8) any cases of miscellaneous trouble, such as,
 - Lamp caps broken.
 - Switchboard markings or number plates missing, worn, defective, incorrect, or indistinct.
 - Designation strips defective or indistinct.
 - Ragged cords.
 - Any part of the equipment loose or missing.
 - Switchboard marred or defaced in any way.
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EQUIPMENT TROUBLE

1. Operator receives a report of "No cord" from the trouble operator.

["A" operators—3d(1), 3d(2)]

- a. Instruct the operator to report the case at reasonable intervals until the trouble operator accepts the report. Instruct her while holding the line to watch the supervisory signal and to challenge occasionally with "Operator."

2. Calling party gives a report of trouble to the operator.

["A" operators—4a(2), 4a(3)]

- a. Obtain the report from the operator and give it to repair service.

3. Line signal not extinguished by the operator's plugging in.

["A" operators—5a(1), 5a(2), 5b, 5c]

- a. If the operator is able to extinguish the line signal by using another cord in the same jack, indicating cord trouble, report the cord to repair service.
- b. If the operator is able to extinguish the line signal by plugging into another jack of the line, report the jack first used to repair service and arrange to have subsequent calls answered in the jack which is O.K., until the trouble is cleared.
- c. If the line signal is not extinguished after changing cords in the same jack or after plugging into another jack, or if conversation is in progress on the line indicating an incoming call, report the case to repair service.

4. Pilot signal, but no line signal lighted.

["A" operators—6a, 6b]

- a. Assist the operator in locating a calling line by plugging into each jack with one of the operator's cords. If a calling line is located, report the line to repair service. If a calling line is not located before the pilot signal becomes extinguished, or if the pilot signal remains lighted and no calling line is found, report the case to repair service.

5. Operator reports trouble on a subscriber's line.

["A" operators—7a]

- a. Listen on the line or connection if necessary to verify the report, testing the apparatus used in order to determine whether the trouble is on the subscriber's line, on the trunk used, or on the central office equipment. Report any trouble found to repair service.

6. Operator reports a heated cord.

["A" operators—8a]

- a. Report the cord to repair service and instruct the operator to allow the cord to remain hanging out over the keyboard until the trouble is cleared.

7. Operator reports trouble on central office equipment.

["A" operators—8b]

- a. Verify the report as far as seems advisable and report any trouble found to repair service. Remove from service any cords or trunks upon which trouble is being experienced, as follows.

EQUIPMENT TROUBLE—Continued

- (1) "A" board cords—by placing a sleeve over each cord of the pair affected.
- (2) Ringdown trunks—by plugging them with make busy cords or plugging-up cords, or by plugging them with out of order signal plugs throughout the multiple. Arrange to have one-way trunks plugged at the originating end only, and two-way trunks plugged at both ends.
- (3) Straightforward trunks—by having them plugged with make busy cords.

Note: Local instructions will be provided specifying the particular repair service desk or desks to which reports of trunk troubles should be made.

8. Operator reports miscellaneous central office equipment trouble.

["A" operators—8c]

- a. Verify the report as far as seems advisable and report any trouble found as locally instructed.