

USE OF SLEEVES

1. General function of sleeves. Several varieties of sleeves find use for three different purposes.

As an aid in charging for the call.

As an aid in giving correct supplementary ringing.

As an aid in indicating special or infrequent conditions that require treatment somewhat different from normal.

The use of sleeves for the first purpose is generally accepted but with regard to the others, not only do some operating people think sleeves unnecessary but a variety of procedures is found among those who favor their use. There is sufficient opinion favoring them under certain operating conditions, however, to warrant including some description of how they may be applied to certain types of conditions.

The individual uses mentioned in this section are described separately and not as part of an integrated program, in the expectation that only certain elements will be adopted and that those selected may be modified to meet local requirements. Obviously, if a tool does not contribute effectively to the performance of a task it should not be employed. Training in the use of these articles should emphasize the point that their manipulation is overlapped on other operating and that they should tend to decrease rather than increase work time.

In addition to the white and red sleeve, blue sleeves are frequently used and a small white ring, called "circle" in subsequent paragraphs, has been found useful in many cases. The argument against the introduction of further equipment of this type is, in general, sound but a number of offices have justified their use by service improvements which had not been previously practicable. Equipment of this sort should be made to "prove itself in" in each case as a desirable and effective aid to operating, and the uses to which it is put must not be made so numerous and complicated that they confuse the operating. The fact remains, however, that sleeves have been used effectively on keys, supervisory lamps, and cords, both singly and in multiple to aid operators in recalling quickly the particular attention required on the connection involved. Where they are adopted, the same care should be given to the proper techniques for them that is given to other elements of operating.

2. Charging a call.

a. Sleeve Removal Method. If the call will become chargeable on station answer, place a two-color sleeve, white end up, on the collect or register key associated with the cord pair being used. Do this with the hand that is on the keyshelf while establishing connection as soon after determining the status of the call as possible and without delaying advancement. When the called station answers on such a call remove the sleeve. You will then collect or register at the proper time on all connections that do not have sleeves on them and you will return on those coin connections on which the white sleeve is still on the collect key.

If the call will not be chargeable on station answer, place a sleeve, red end up, on the collect or register key. Do not remove the sleeve when the called station answers. When you receive a disconnect signal, remove the sleeve.

b. Sleeve Transfer Method. Where prepayment coin calls are mixed with message rate or flat rate calls, it may be undesirable to operate the collect or register key on all completed calls. In this event, on calls from message register and coin lines, proceed as in "a" for the two-color sleeve, except that when you remove the sleeve from the collect key, place it on the return key. Then, when you dis-

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connect, collect or register on those calls on which you find the white sleeve on the return key and return on those connections on which you find the white sleeve on the collect key.

Where message register lines are mixed with flat rate lines and the coin keys are not installed, apply the same idea by transferring the sleeve to the listening key, and then registering only on those connections having white sleeves on the listening key.

- c. **Charge Collected.** When for any reason you collect before the end of conversation and the calling party reports that he has not finished talking, if you reestablish the connection, place a red sleeve on the return key. Remove it at the end of the adjusted chargeable period and then collect overtime in the regular way if you are timing the connection, or remove it on disconnect if you are not timing. The presence of the red sleeve on an established connection will inform you that it is unnecessary to return or that you should not register.

3. Supplementary ringing.

- a. **In Connection with Sleeves for Charging.** The white sleeves used as in "2" give a definite indication of whether the called station has answered or not. Where a code ring on a party line needs to be remembered, something more may be desired. This may be supplied by a second sleeve placed on the proper ringing key as in "b" or the white sleeve on the collect or register key may be replaced by this sleeve on the ringing key. In the latter event, a red sleeve on the charge key is retained on calls not to be charged, in addition to the red or white sleeve on the ringing key.
- b. **Use for Ringing Only.** Sleeves are frequently placed on the ringing key to indicate the connections which have not yet answered and which require supplementary ringing if necessary. They are removed when the station answers. Be sure if manual ringing is required to glance at the supervisory signal just before starting a supplementary ring. Two different basic plans are suggested which may be amplified to suit local conditions.
 - (1) Place a sleeve on the proper ringing key if of the lever type, using the red end to indicate one station and the white end for the other station on that side of the line. If the ringing keys are of the plunger type and code ringing is to be applied, place the sleeve on the listening key, white end to indicate one station code and red to designate the other to be rung with the key that is partially depressed.
 - (2) Use a set of the circles previously mentioned. Let one circle on the proper ringing key denote the first station on that side of the line and two circles the second station. This arrangement has been extended to eight party lines, as even four circles have been used without undue difficulty, and may be justified since the proportion of supplementary rings on lines of this character is above average.

4. Special conditions. A variety of conditions has been found to be subject to the use of the circles or of sleeves. Some of the special uses for the standard sleeves and the circles that have been found helpful in offices with certain characteristics are given merely as suggestions.

- a. Place a circle on the front supervisory lamp to indicate that no lamp supervision is obtained, as on a call over a ringdown trunk or to a magneto line, where such connections are infrequent.
- b. Place a circle on the back supervisory lamp to indicate that the calling party has said that he is going to make a series of calls. In many offices this occurrence is too infrequent to warrant preparation for it but the practice is mentioned as having use in its field.

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- c.** Place a sleeve or a circle on the listening key when connection is made to Long Distance recording trunks as a reminder of special supervision treatment. Some offices prefer to place the sleeve on the front cord instead of the listening key. The practice is extended to cords used to hold lines and trunks for Long Distance, such as in ringdown tributaries.
- d.** Place a sleeve on the cord or a circle on the supervisory lamp on connections established to the intercepting operator where the front supervisory signal goes out on the answer of the intercepting operator, as an aid in giving the best attention to the recall that is apt to follow.
- e.** Place a sleeve or circle on the ringing key when connection is made to an intercepting operator and the supervisory signal will not go out on her answer, as an aid to you in not ringing as well as watching for the recall that may follow.
- f.** Use a sleeve on calls to official lines without the usual lamp supervision to aid in giving adequate attention on calls for the Company.
- g.** Place a sleeve or circle on the front cord to designate a one-cord connection such as a reverting call. If the back cord is used, the sleeve may be placed on the front cord plug; if the front cord is used, it may be placed over the cord as connection is established.