

## CENTREX SERVICE

### ATTENDANT FACILITIES

#### 621A CONSOLE

The 621A console (Figure 1) is applicable with a step-by-step Centrex system incorporating modified 701B step-by-step equipment as the in-dialing train. The associated 701B facilities are described in Section 3-d of these notes.

The console can be located on top of a desk or table. It is encased in a sloping plastic case approximately 15" wide, 12" deep and 6" high. The case is available in four colors — ivory, moss green, light gray and light beige. The connecting cord is available in the same colors and is arranged for plug-in termination. Two pairs of head set jacks are provided in the left side panel of the console.

The console may be equipped for 10 trunk or loop terminations (621A-1 console) or for 20 trunk or loop terminations (621A-2 console). All apparatus mounted in the front surface is arranged to be plugged in and all keys are of the non-locking type. Figure 2 illustrates the key panel layout. Details of the functions of the keys and lamps included in the key panel are described below.

#### Trunk or Attendant Loop Terminations

Each trunk or attendant loop termination consists of a key and the associated source and destination supervisory lamps. This apparatus is used to terminate attendant loops (release type), two-way attendant loops (non-release type), and any foreign exchange lines, automatic or ringdown tie lines requiring direct key terminations.

The **key** is non-locking and, when operated, will connect the attendant to the trunk or loop. Operation of this key lights it to indicate to the attendant that she is now connected. Attendant release from the trunk or loop will extinguish the key lamp. If a call is held on a trunk or loop while other calls are handled, the key will "wink" while the trunk or loop is in this condition.

The **source supervisory lamp** will flash at 60 or 120 IPM to indicate an incoming call. It becomes steady when the key is operated. Supervisory signals from the source of the call are received on this lamp.

The lamp is darkened when the trunk or loop is released from the position.

The **destination supervisory lamp** displays the supervisory signals for the destination of the call. Called station being rung (30 wink), called station busy (60 IPM flash), called station answer (steady), overflow in switching train (120 IPM flash), outgoing central office trunk connected (steady) are some of the supervisory indications displayed.

Figure 3 illustrates the signals for some of the basic conditions occurring in handling calls at this console.

#### Control Keys

There are two groups of control keys provided with this console. The group to the immediate right of the trunk or loop terminations are used more often than the group located at the extreme right side of the console. The function of each of these control keys is described below.

a. **Release Key (RLS)**

This key releases the attendant's position circuit from the trunk or loop. Its operation makes the position available to receive another call. It will be lighted to indicate the position available condition.

b. **Hold Key (HOLD)**

The operation of this key places the call on the trunk or loop to which the attendant is connected in a "hold" condition and locks it on the position. The trunk or loop key will "wink" when this occurs.

c. **Release Forward Key (RLS FWD)**

The operation of this key releases any established connection toward the destination of the call. It is used to release the station originating a transfer request to permit re-use of the switching train for the new connection.

d. **Camp-on Key (CAMP-ON)**

This key is used to control the camp-on feature available with this SxS Centrex. This

feature permits an attendant handled call to camp-on a busy station for automatic connection when that station releases from the call in progress.

e. **Position Busy (POS BSY)**

The operation of this key removes the position from the operating team even though the position is still occupied. The key will be lighted until the position busy condition is removed by reoperation of the key.

f. **Supervisor Key (SUPV.)**

This key is used to call a supervisor. It will flash at a 60 IPM until the supervisor has plugged into the position. Incoming calls are not blocked out of the position when this key is operated.

g. **Trunk Release Key (TRK RLS)**

This key will release any attendant loop from the position when that loop has become a permanent signal.

h. **Flash Key (FL)**

This key is used to flash toward the central office on an attendant established LD call to a toll operator. The loop or trunk must still be on her position to perform this function.

i. **Ring Key (RING)**

This key is used to recall an extension held on an attendant trunk, or to recall a toll operator on an incoming call held on the attendant position.

j. **Split Key (SPLIT)**

This key is used to split the trunk from the connection, for example, on an announce call. Reoperation of the loop or trunk key removes the split. The key is illuminated when the connection is split.

k. **Night Connection Key (NITE)**

This key will appear in only one position of the team. Its operation will transfer listed number calls to the night termination and the key will be lighted. Reoperation of the key releases the night connection arrangements.

l. **Key Pulse Rear Key (KPR)**

This key will appear in the positions equipped with two-way attendant loops and FX key ended trunks. It is used to transfer the loop or trunk from one direction of operation to the other.

m. **Busy Verification Key (BV)**

Busy verification features are optional and

are provided only upon customer request. This key is located in one position only—the position with the two-way attendant loops. It permits the attendant access to the no-test train for verification of busy extensions.

n. **Line Key (LINE)**

This is the attendant's extension line for use on outgoing calls only. The use of the line does not make the position busy to incoming calls.

**Pushbutton Dial Unit**

This unit contains the pushbutton dial with its associated START and END keys and register sender connected (RL) lamp.

**Other Items**

The audible signal control keys, (OFF-ON and VOLUME) and a calls waiting (CW) lamp are mounted above the dial unit.

**Operating Room Arrangements**

It is not necessary to arrange the consoles in a line-up similar to that provided for cord switchboards. All positions included in the operating team should be within the confines of the allocated operating room space but can be located according to the customer's desires.

**Position Arrangements**

It is recommended that one position in the team contain the two-way attendant loops, the busy verification feature (if provided), and the night closing key. Key terminated trunks — foreign exchange, and automatic or ringdown tie lines — can be assigned as desired. However, it is **not** recommended that these direct key terminated trunks be multiplied between position because the supervisory signals received would be duplicated at each termination.

The release type attendant loops will be individual to each position. A maximum of 6 per position can be provided. Handling high volumes of T&C traffic, which is retained on the position for the duration of the call, increases the loop requirements. Preliminary information indicates the loop requirements as follows:

4 loops	up to 10%	T&C of total attendant traffic
5 loops	up to 25%	" " " " "
6 loops	over 25%	" " " " "

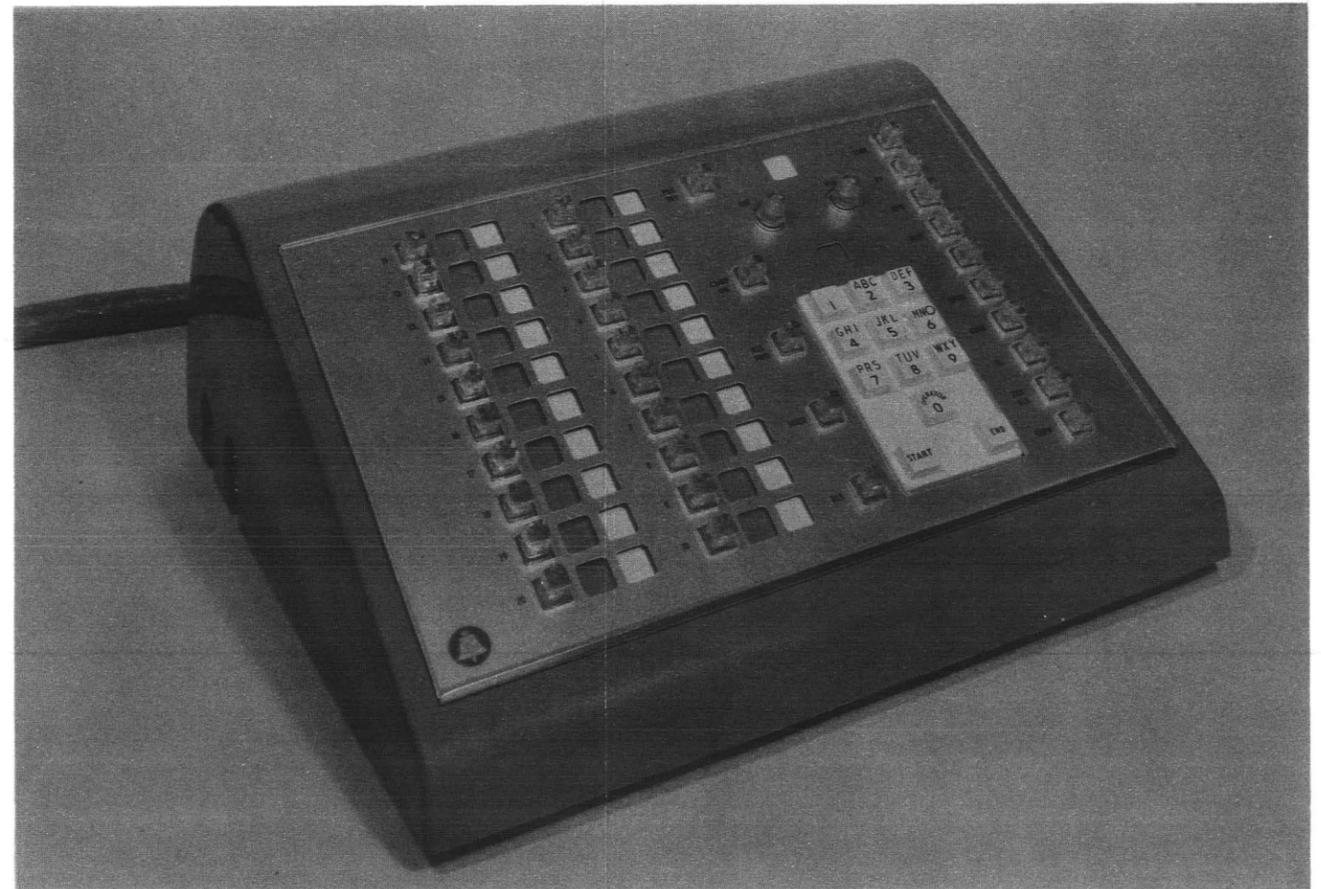
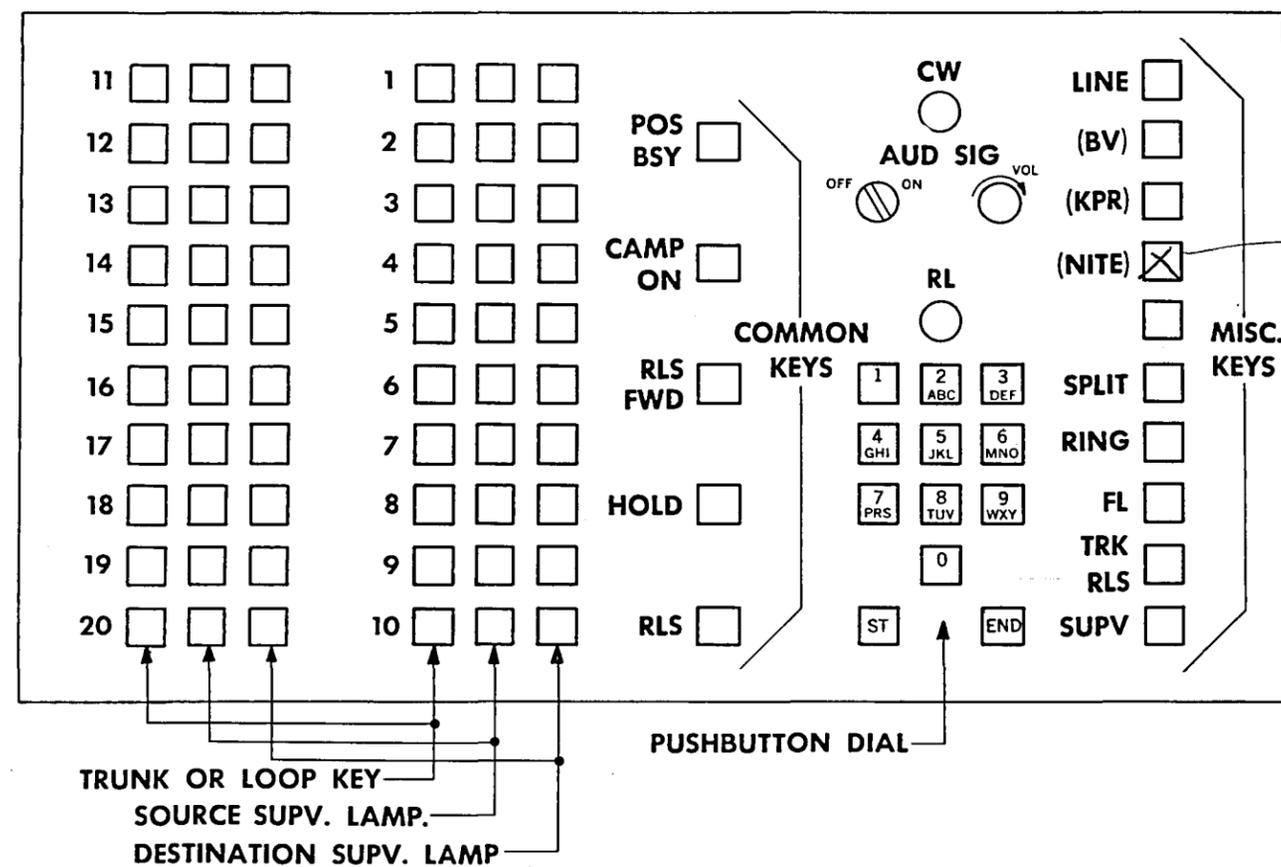


FIG. 1  
621A CONSOLE

### Key panel layout - 621A attendant console . . . .



## TYPICAL SIGNALS RECEIVED ON 621A CONSOLE

Condition	Trunk or Loop Key	Supervisory Lamp		Remarks
		Source	Destination	
1. Incoming Signal				
(a) Listed No. & FX	D	60	D	
(b) Attendant	D	120	D	
(c) Tie	D	120	D	
(d) In-dial Transfer	D	120	D	
(e) Station Recall (Loop off position)	D	120	D	
2. Attendant Answer				
(a) Listed No. or FX	S	S	D	
(b) Att'd. Trk. or Tie	S	S	D	
(c) Transfer and Recall	S	S	S	
3. Station Ring	S*	S	W	Audible ring heard
4. Station Busy				
(a) No camp on feature	S*	S	60	Busy tone heard
(b) With camp on feature				
(1) Station busy	S	S	60	Busy tone heard
(2) Camp on in Effect	S*	S	60	Busy tone removed when CAMP ON key operated
(3) Camp on denied	S	S	60	Busy tone continues
5. Station Answer				
(a) Auto. Release	D	D	D	
(b) Loop or Trunk retained on pos.	**	S	S	
6. Station Recall (Loop or trunk retained on position)				
(a) Incoming trunk call	**	S	120	
(b) Attendant call	**	120	S	
7. Trunk Hold (clg. pty. waiting for completion)				
(a) Listed No. or FX	W	S	D	
(b) Attendant or Tie	W	S	D	
8. Toll Rering	**	S or D	120	

\* Lighted steady if att'd. is still in connection, dark otherwise.

\*\* Lighted steady if att'd. is still in connection, wink otherwise.

(key) D — Dark Lamp

S — Steadily lighted lamp

W — Winking lamp (1.7" lighted, .3" dark)

60, 120 — flashing lamp at frequency indicated