

COIN SUPERVISORY SIGNALS  
METHOD OF HANDLING  
WHEN SERVED BY A DSA BOARD IN ANOTHER BUILDING  
NO. 1 CROSSBAR OFFICES

1. GENERAL

1.01 This section covers the method of handling coin supervisory signals at the maintenance center in a No. 1 crossbar office served by a central DSA board in another building.

1.02 The information covered under 3. METHOD is divided as follows:

- (A) Coin Supervisory Signal Flashes (Failure to Collect Coin)
- (B) Coin Supervisory Signal Lights Steadily (Failure to Return Coin)
- (C) Miscellaneous Signals

1.03 At the sender make-busy frame a lamp is provided for each coin supervisory circuit, a talking jack for answering on lamp signals, and a release jack for releasing the circuit. A similar arrangement is provided at the sender make-busy frame for coin trunks to the local test desk, ringer and dial test trunks, coin permanent signal holding trunks and vacant code trunks.

1.04 The coin supervisory lamp will flash in the event the coin supervisory circuit finds no coin ground on the line when attempting to collect a coin, or if, after an attempt to collect a coin, the line tests grounded. The coin supervisory lamp will light steadily if, after the coin supervisory circuit attempts to return a coin, the line tests grounded, indicating a stuck coin or a false ground. An audible alarm will be sounded to call attention to coin supervisory signals.

2. APPARATUS

2.01 P3F Cord equipped with a No. 309 and a No. 310 Plug (3P12E).

3. METHOD

(A) Coin Supervisory Signal Flashes (Failure to Collect Coin)

3.01 Patch the sender make-busy frame test circuit to the talking jack by means of a P3F cord. Operate the associated T (talking) key. (If tone is heard, proceed according to 3.25 to 3.27 inclusive.) Answer with "This is the Telephone Company. What number are you calling, please?"

Response Received

3.02 If it is determined that the calling party is attempting to make a call, say, "May I have your number, please?" When the number is obtained, repeat it and add, "Thank you. Have you deposited a coin?" If the calling party states that he has deposited a coin, operate the coin return key twice, noting whether or not the coin pilot signal lights on each operation of the key. If the customer indicates he has not deposited a coin, operate the coin collect key twice noting whether or not the coin pilot signal lights on each operation of the key.

Note: When operating a coin collect or return key hold the key operated for at least one second each time.

3.03 If the coin pilot signal lighted the first time the coin return or collect key was operated and not the second time, observe the cord supervisory signal.

3.04 If the cord supervisory signal is lighted, disconnect from the talking jack and momentarily insert the plug of the cord into the release jack. If the coin supervisory lamp is extinguished, indicating the circuit has released, take no further action.

3.05 If the lamp is not extinguished, hold the connection by reinserting the plug of the patching cord in the answering jack. Then prepare a trouble ticket specifying the coin supervisory circuit number and the line number. If, while holding the connection, the cord supervisory signal is extinguished or flashes, proceed according to 3.29 and 3.30.

3.06 If the cord supervisory signal is not lighted, say, "Will you hang up for a moment and try your call again, please?"

3.07 When the calling party hangs up, disconnect from the talking jack and momentarily insert the plug of the patching cord into the release jack. If the circuit does not release, proceed as outlined in 3.05.

3.08 If the calling party requests you to return his money, say, "I have returned your money. Will you look in the return slot, please?" If the calling party claims that he did not receive the money, make another attempt to return the coin. If the coin is not returned, arrange for a refund in accordance with local instructions. When the calling party hangs up, disconnect from the talking jack and momentarily insert the plug of the patching cord into the release jack. If the circuit does not release, proceed as outlined in 3.05.

SECTION 216-575-301

3.09 If the coin pilot signal lighted both times, say, "Has your money been returned?" If the calling party states that it was returned, say, "I am sorry, there is some trouble on this line. Will you use another telephone, please?" If the calling party states that the coin was not returned, arrange a refund as in 3.08. Then say, "I am sorry, there is some trouble on this line. Will you use another telephone, please?"

3.10 When the calling party hangs up, disconnect from talking jack and momentarily insert the plug of the cord into the release jack. If the circuit releases, report the trouble to Repair Service, specifying the line number. If the circuit does not release, proceed as in 3.05.

3.11 If the coin pilot signal does not light either time, say, "Will you hang up for a moment and try the call again, please?", and proceed as in 3.07 and 3.08.

3.12 If the calling party reports that he has been out off, say, "May I have your number, please?" When the number is obtained, repeat it and add, "Thank you." Then operate the coin return key and say, "Will you hang up for a moment and then dial the operator, please? She will be glad to assist you." When the calling party hangs up, disconnect from the talking jack and momentarily insert the plug of the patching cord into the release jack. If the circuit does not release, proceed as outlined in 3.05.

No Response Received

3.13 If no response is received, observe the cord circuit supervisory signal. If the supervisory signal is lighted, operate the coin collect key twice, noting whether or not the coin pilot signal lights on each operation of the key.

3.14 If the coin pilot signal lighted the first time and not the second time, disconnect from the talking jack and momentarily insert the plug of the patching cord into the release jack. If the circuit releases take no further action.

3.15 If the circuit does not release make a voltmeter test of the line. If line trouble is indicated make out a trouble ticket and trace the connection. When the line number is obtained report it to Repair Service. If line trouble is not indicated proceed to locate the trouble in the central office.

3.16 If the coin pilot signal lighted both times, ring on the line. If a response is received, say, "I am sorry, there is some trouble on this line. May I have your number, please?" When the number is obtained, repeat it and add, "Thank you." When the calling

party hangs up, disconnect from the talking jack and momentarily insert the plug of the patching cord into the release jack. If the coin supervisory circuit releases report the line number to Repair Service. If the circuit does not release, proceed as in 3.15, including in the report the line number.

3.17 If a response is not received, do not remove the cord from the answering jack or release the circuit. Trace the line and when the line number is obtained, report the trouble to Repair Service, specifying the line number. If, while holding the connection, the cord circuit supervisory signal is extinguished or flashes, proceed as outlined in 3.29 and 3.30.

3.18 If the coin pilot signal does not light either time, disconnect from the talking jack and momentarily insert the plug of the patching cord into the release jack. If the circuit does not release, proceed as outlined in 3.15.

3.19 If the cord supervisory signal is not lighted, repeat the answering phrase, "This is the Telephone Company. What number are you calling, please?" If a response is received, proceed as outlined in 3.04 to 3.11, inclusive. If a response is not received, operate the coin collect key twice noting whether or not the coin pilot signal lights on each operation of the key, and then proceed as outlined in 3.14 to 3.18, inclusive.

(B) Coin Supervisory Signal Lights Steadily (Failure to Return Coin)

3.20 Patch the test circuit to the answering jack and operate the talking key. (If tone is heard, proceed according to 3.25 to 3.27, inclusive.) Answer with "This is the Telephone Company. What number are you calling, please?"

Response Received

3.21 If you find that the calling party is trying to make a call or is waiting for the return of his deposit, proceed as outlined in 3.02 to 3.11, inclusive.

No Response Received

3.22 If no response is received, observe the cord circuit supervisory signal.

3.23 If the cord circuit supervisory signal is lighted, operate the coin collect key twice, noting whether or not the coin pilot signal lights on each operation of the key. Then proceed as outlined in 3.14 to 3.18, inclusive.

3.24 If the supervisory signal is not lighted, repeat the answering phrase, "This is the Telephone Company. What number are you calling, please?" If a reply is received, proceed as in 3.02 to 3.11, inclusive. If a reply is not received, operate the collect key twice, noting whether the coin pilot signal lights on each operation of the key, and proceed as outlined in 3.14 to 3.18, inclusive.

#### (C) Miscellaneous Signals

##### Tone Heard When Answering a Signal

3.25 If a tone is heard when answering a signal on a coin supervisory circuit, it indicates that the circuit is being tested by the district junctor test circuit.

3.26 If the signal comes in flashing, operate the coin collect key; or if steady, operate the coin return key and observe the cord supervisory signal. If the cord supervisory signal is lighted disconnect from the talking jack and momentarily insert the plug of the patching cord into the release jack. If the supervisory signal is not lighted, do not remove the cord from the talking jack until the supervisory signal lights. Then disconnect and momentarily insert the plug of the patching cord into the release jack.

3.27 It will not be necessary to record any information on the record of coin supervisory signals, when it is found that the coin supervisory circuit is being tested.

##### Repairman on the Line

3.28 If a repairman is found to be on the line, proceed in accordance with his instructions.

##### Signals on Connections Being Held

3.29 If, while holding a connection on a cord, the supervisory signal is extinguished or flashes, listen in and say, "This is the Telephone Company." If a customer is found on the line, operate the coin return key. Then proceed as follows. If the line number is known, say, "I am sorry, there is some trouble on this line. Will you use another telephone, please?" If the line number is not known, say, "I am sorry, there is some trouble on this line. May I have your number, please?" When the number is obtained, repeat it and add, "Thank you." Then say, "Will you use another telephone, please?" If the calling party requests the return of the coin which he claims to have deposited, arrange for a refund in accordance with local instructions.

3.30 When the calling party hangs up, disconnect from the talking jack and momentarily insert the plug of the patching cord into the release jack. If the coin supervisory circuit releases, take no further action except, if the case was previously reported without a line number, again report the trouble, specifying the line number. If the coin supervisory circuit does not release, hold it until the trouble is located.

#### 4. REPORTS

4.01 The required records in this connection should be entered on the proper forms.