HOW TO OPERATE THE

507 CORDLESS SWITCHBOARD

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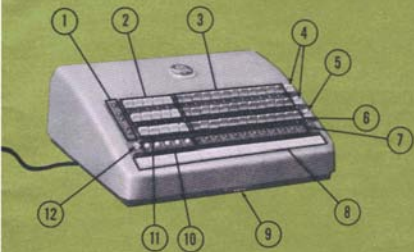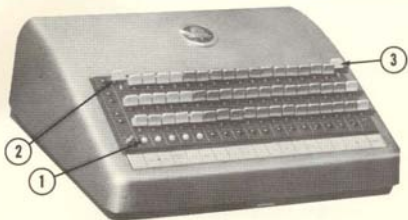
Incoming Calls

ANSWERING THE CALL

When a trunk lamp lights (1):

- Remove the handset of the switchboard telephone; at the same time operate an attendant's talking key (3) to an idle connecting path.
- Operate a trunk connecting key (2) above the lighted trunk signal to the same connecting path.
- Answer immediately with your firm name.

ESTABLISHING CONNECTION

While you are accepting and acknowledging the order, if the called station is not busy:

- Operate the called station connecting key (4) to the path used to answer the call.
- Ring the called station by operating downward the ringing key (5) above the called station designation. Ring steadily for about 2 seconds, pause for about 5 seconds, and follow with another 2-second ring.
- Keep the station connecting key operated and remain on the connection until the called station answers.
- Restore the attendant's talking key to its normal position and replace the handset of the switchboard telephone.

Outgoing Calls
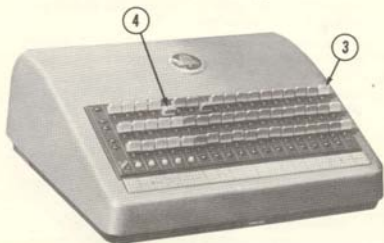# Dialed by Station User

ANSWERING THE CALL

When a station lamp lights:

- **Remove the handset of the switchboard telephone and at the same time operate an attendant's talking key (2) to an idle connecting path.**

- **Operate a connecting key (1) over the station signal to the same connecting path.**

- **Answer with an appropriate phrase.**

ESTABLISHING CONNECTION

- **Acknowledge the order and restore the attendant's talking key (3) to normal position.**

- **Operate the connecting key (4) of the highest numbered idle trunk to the connecting path used to answer the call.**

- **Replace the handset of the switchboard telephone.**

    Note: The attendant's talking key must be restored before the station user starts to dial as otherwise part of the dialing may not reach the central office equipment.

Outgoing Calls
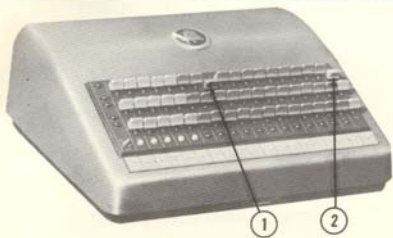# Placed by PBX Attendant

ANSWERING THE CALL

When a station lamp lights:

- Remove the handset of the switchboard telephone and at the same time operate an attendant's talking key (2) to an idle connecting path.

- Operate a connecting key (1) over the station signal to the same connecting path.

- Answer with appropriate phrase.

ESTABLISHING CONNECTION

- Acknowledge the order and restore the station connecting key (4) to normal.

- Operate the trunk connecting key (5) over the highest numbered idle trunk to the connecting path to which the attendant's talking key (3) is operated.

- Wait for dial tone, which indicates that the central office equipment is ready to receive your call. Then dial the number.

If the station user is holding the line:

- Re-operate the calling station key to the path to which the trunk connecting key is operated and restore the attendant's talking key (1) to normal position.

If the station user has hung up:

- Either ring him back and request that he hold the line, or remain on the connection yourself until the called party answers.
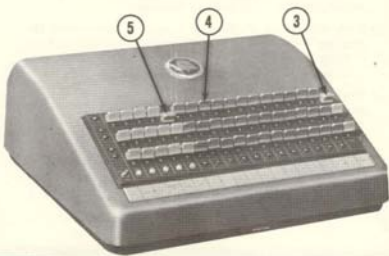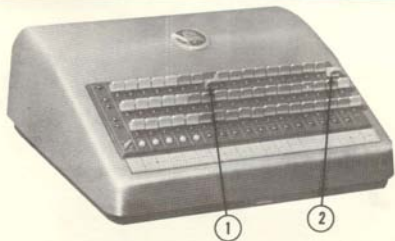
# Call to Another Station Within the PBX System

ANSWERING THE CALL

When a station lamp lights:

- **Remove the handset of the switchboard telephone and at the same time operate an attendant's talking key (2) to an idle connecting path.**

- **Operate a connecting key (1) over the station signal to the same connecting path.**

- **Answer with appropriate phrase.**

ESTABLISHING CONNECTION

- **Acknowledge the order and operate the connecting key (3) above the called station designation to the connecting path used to answer the call.**

- **Ring the called station by operating downward the ringing key (4) above the called station designation.** Ring steadily for about 2 seconds, pause for about 5 seconds, and follow with another 2-second ring.

- **Restore the attendant's talking key to normal, and replace the handset of the switchboard telephone.**
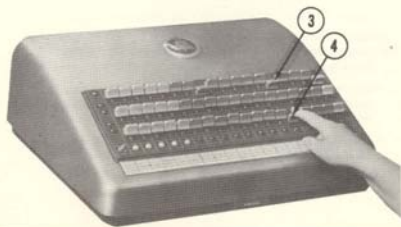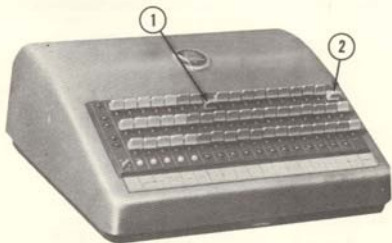
All Connecting Paths in Use

The switchboard has five connecting paths, making possible five separate connections, as follows:

Top Row: Two keys raised in top row to first path.

Top Row: Two keys lowered in top row to second path.

Center Row: Two keys raised in center row to third path.

Center Row: Two keys lowered in center row to fourth path.

Bottom Row: Two keys raised in bottom row to fifth path.

Transferring an Incoming Call

If you are requested to transfer an incoming call:

- **Keep the attendant's talking key operated and the handset of the switchboard telephone off the switchhook to avoid a cutoff.**

- **Restore the connecting key of the first station line; operate the connecting key of the desired station, provided it is not busy, and ring.**

- **Keep the station connecting key operated and remain on the connection until called station answers.**

If the station is busy:

- **Report this to the calling person. Then proceed as on a new call to a busy station, giving frequent progress reports and being governed by any change given in instructions.**

  Note: Outgoing calls may not be transferred by flashing. The station user should not hang up, but should reach the attendant on another station and request the transfer.

Recalling the Central Office Operator

To recall the central office operator:

- **Operate the attendant's talking key, and move the switchhook of the switchboard telephone up and down about twice a second. Pause every second time, and listen for the operator to answer.**

Disconnect Signals

When the station user replaces the receiver on the hook, the supervisory signal will light. Restore the trunk and station connecting keys associated with supervisory signal.

Trunk Holding Keys

The trunk keys in the bottom row when operated downward are "Trunk Holding Keys." Use these keys for holding connections on trunk lines when the station user is not on the line and you are required to leave the line.

Conditions under which the holding key may be used are:

An incoming call on which the called station is busy or slow in answering and the attendant must leave the line to answer another call.

An incoming call on which the attendant is trying to locate the called person.

An outgoing call on which the calling station has hung up and the attendant must leave the line while waiting for the called number to answer.

METHOD OF USING THE HOLDING KEYS

- **Operate downward the holding key (1) associated with the trunk.**

- **Restore the trunk connecting key (2) to normal and restore the attendant's talking key.**

- **Perform the operation (3) which required the use of the holding key.**

- **Return to the held connection by operating the attendant's talking key, the trunk connecting key, and station key to the same path.**

- **Restore the holding key.**

Never operate the holding key before you have answered the incoming call. To do so will stop the ringing signal and may cause the calling party to hang up, or it may increase the charge on the call.

Note: A bottom row key should be used for a trunk connection only when all other paths are busy, because if later operated as a holding key, a cutoff might result when changing from the connecting to the holding position.
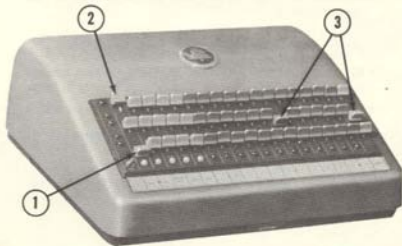
Night Connections

It is important that all trunks, on which night calls may
be received when switchboard is unattended, be connected
with station lines located where someone is available to
answer.

Keep a list at the switchboard, showing the stations used
for night service and the number of the trunk to be con-
nected to each.

ESTABLISHING NIGHT CONNECTIONS

- Turn the buzzer key (1) to "OFF" position.
- Connect each station to be used with the particular
  trunk (2) specified for night service.
- Operate the night service key (3) to prevent having
  lamps lighted all night.

RELEASING NIGHT CONNECTIONS

- Restore night service key. Connections which are not
  in use will be indicated by steady supervisory signals.
- Restore the connecting keys on connections on which
  disconnect signals appear.
- Turn the buzzer key to the "ON" position.

Note: Do not connect more than two stations to any
one trunk when establishing night connections. Should
a station have more than one telephone on its line, each
telephone should count as a station.
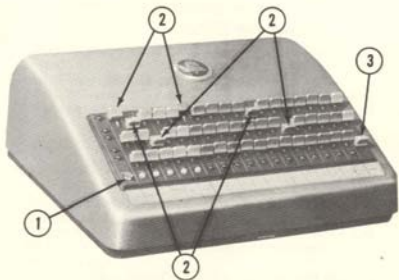
Equipment Trouble

Trouble that is encountered on Telephone Company provided equipment should be reported promptly to the Telephone Company "Repair Service."

Test all faults before reporting them to "Repair Service."

Report station trouble by station number, not by name.

Whenever trouble is encountered at an installation that includes customer terminal equipment, it is important to determine where the trouble exists. The only trouble that should be reported to the Telephone Company "Repair Service" is trouble that is encountered on equipment installed by the Telephone Company.

Battery Supply Failure

Should the battery supply to your switchboard fail, indicated by the non-functioning of the switchboard signals, call Telephone Company "Repair Service" from your switchboard telephone and report the trouble. During the interval prior to restoration of the battery supply, incoming calls may be answered and outgoing service given by connecting all central office trunks to station telephones in the manner you put up night connections. Do not operate the night service key. With the night service key in the normal position, restoration of the battery supply will be indicated by the lighting of the supervisory lamps associated with the connections established but not being used.

Ringing Power Failure

Immediately report the condition to Telephone Company "Repair Service."

⊘ Bell System