



Introduction of Machine Switching service has made it necessary to change all telephone numbers in Canton. It is therefore most important that you consult the new Directory when making calls after the new system has been placed in service.

INSTRUCTIONS

For Using Your

MACHINE SWITCHING

TELEPHONE

In Canton



Please read carefully and hang near your telephone for reference

The

OHIO BELL TELEPHONE COMPANY



GENERAL

THERE is very little difference between the manner of using the Machine Switching Telephone and that of using any other type.

Lifting the receiver from the hook of the usual type of telephone signals the operator who announces her readiness to make the connection by saying, "Number, please?" You then give her the number wanted.

The same operations are followed in making a call with a Machine Switching Telephone, except that instead of using the voice and "calling," you use the fingers and "dial."

The accuracy of service over a machine switching telephone depends to a large extent upon the proper use of the instrument by the subscriber; and therefore it is very important that everyone should understand the correct method of dialing numbers.

Because we are interested in your obtaining the very best quality of service, we shall appreciate it if you will read carefully, and follow, the instructions given in this booklet.

PLEASE
KEEP
THIS
BOOKLET
NEAR
YOUR
TELEPHONE

Important Points

Consult the latest issue of the Machine Switching Telephone Directory for the number of the party wanted.

Remove your receiver carefully.

Listen for the dial tone.

Dial each figure of the number separately and in the proper order.

Do not interfere with the dial while it is returning to its original position.

Hang up your receiver for a few seconds between calls.

Answer incoming calls promptly.

Party line subscribers are requested to read carefully the instructions on pages 9, 10 and 11 of this Booklet.

PART I.

The Dial



The dial with which calls are made is fastened to the telephone instrument. The top of the dial, in which are ten finger holes, revolves above a white metal plate marked with figures in black. In addition to the figure "0", the last finger hole shows the word "Operator".

What to Dial

Find the number wanted, using the new telephone directory. If the person or firm you want is not listed, you should dial 1-1-3, which is the Directory Information Operator. (See page 14).

To call any Canton number (except County numbers) dial separately each figure of the number as listed in the directory. For example, to call 8101, dial separately each of the figures "8-1-0-1" in the order shown. To call 3-2159, dial each of the figures "3-2-1-5-9" in the order shown.

To call subscribers located *outside of Canton*, see instructions on page 12.

How to Dial

Obtain the correct number from the latest telephone directory. (If not shown in the latest directory, dial 1-1-3 for the Directory Information Operator).



Consult the Directory

All numbers will be changed in the change from the present system to Machine Switching. After the Machine Switching system is placed in service it will be necessary, therefore, that the latest issue of the Directory be consulted before every call made.

Let's say you want to call someone, and have found the number listed in the new Directory as 8121.

To call this number you will dial 8-1-2-1, as follows:

1. Remove the receiver from the hook carefully. If you jiggle the hook you may get a wrong number.



Carefully Remove Receiver

2. Listen for the *Dial Tone*. This is a steady humming sound which will be heard as soon as the equipment is ready to receive your call. This tone will usually be heard immediately or within a few seconds after lifting the receiver, and corresponds to the Operator's "Number, please?" *Do not begin to dial before you hear this tone.*



Listen for the Dial Tone

3. As soon as the dial tone is heard, place your finger in the finger hole over the figure "8." Turn the dial to the right until your finger strikes the finger stop.



Starting to Dial the Figure 8

Lift the finger and allow the dial to turn back. You should be sure not to touch the dial while it is turning back.



Ready to Release Dial after Dialing the Figure 8

4. Place the finger in the finger hole over the figure "1" and turn the dial again to the finger stop and then let it return to its original position.

5. Repeat this process separately for the figures "2" and "1" remaining in the telephone number (8121) you are dialing.

6. To dial any telephone number (except County numbers) the same method is to be followed.

The Ringing Signal and the Busy Signal

After you have completed dialing, you should hear either the *ringing signal* or the *busy signal*.

The ringing signal is an intermittent burr-r-ing sound which indicates that the called telephone is being rung.

The busy signal is a rapid buzz-buzz-buzz, and indicates that the called line is busy.

If you hear neither of these signals within a few moments, hang up your receiver for a few seconds and then dial the complete number again.

After doing this, if you still do not hear either signal, dial "Operator" (see page 12) and report the condition to her.

How to Make a Second Call

Should you desire to make another call immediately, hang up your receiver for a few seconds to allow the apparatus to become disconnected from the previous call. Then remove your receiver and, *as soon as you hear the dial tone*, proceed to dial the number wanted.

Party Line Subscribers

Always listen in the receiver before starting to dial *to be sure that the line is not in use*. If the dial tone is

not heard, inquire if the line is being held by another subscriber and, if you get no reply, hang up your receiver for a few seconds before again starting your call. However, if upon removing your receiver from the hook you hear a succession of clicking sounds (indicating that another subscriber is actually dialing) you should wait until he has finished and then inform him that you have interfered with his call and hang up your receiver.

Should you hear another party come on the line before you hear the ringing signal, inform the other party that the line is in use. When he hangs up his receiver hang up your own receiver for a few seconds, then remove it and, after hearing the dial tone, dial the complete number again.

If the other party comes in on the line *after* you have heard the ringing signal, you should inform him that the line is in use but under these circumstances it will not be necessary for you to dial over again.

To Call Other Parties On Your Line

Each party line subscriber will be informed regarding the telephone numbers of the other parties on his line. You cannot obtain connection with another party on your line by dialing the number listed in the telephone directory.

To call one of the other parties on your line it will be necessary for you to dial a special number, called a "code number". A card showing the name, the address, the telephone number, and the special "code number" for each of the parties on your line will be delivered to you before the new system is placed in operation. These special "code numbers" are to be dialed in the usual way.

After dialing a "code number", however, you should replace your receiver on the hook. Your bell,

as well as the bell of the party called, will ring at short intervals. When your bell stops ringing it means that the called party has answered. You may then remove your receiver and begin conversation.

If your bell does not stop ringing after a reasonable period, it means that the called party does not answer, and you should *remove your receiver for a few seconds and then replace it.* This will stop your bell ringing and will disconnect you from the called telephone.

Corrected cards showing changes in the parties on your line will be mailed to you from time to time as required.

It is suggested that you keep this card in a convenient place near your telephone where it will not be mislaid; but if for any reason it becomes lost and you do not have the code number for the party *on your own line* whom you desire to call, dial 1-1-4 and explain the case to the Repair Clerk who will answer and who will be able to give you the code number required.

Extension Telephones

If you have one or more extension telephones on your line and the receiver is removed from any station while you are dialing it will interfere with the dialing and will make it necessary for you to hang up and then to start again.

After removing your receiver from the hook always listen in the receiver to make sure the line is not in use. *Hearing the dial tone always indicates that dialing may be started.*

Continued Absence of Dial Tone

It may occasionally be possible that the dial tone will not be heard although your line is not in use at

another station. In such cases you should hang up your receiver and call again in a few minutes. If you still do not hear the dial tone you should call 1-1-4 (using *another* telephone) and report your difficulty to the Repair Clerk.

Calls to County Line Telephones

County Line telephone numbers will be shown in the new Machine Switching Directory with the prefix "County" just as has been the case in the past; as, for example, "County 50-R-2".

To call a number so designated, dial 1-1-6 (County Operator) and when the Operator answers give the number as it is listed in your Directory. The Operator will complete your call to the desired party. *Do not dial the listed telephone number.*

To Call the Operator

Telephone Operators will be on duty in the new Machine Switching Office, chiefly to connect Two-Number Toll Calls and to render assistance. At any time when you may desire assistance in making a call, dial "Operator". One pull of the dial is all that will be required.

Out of Town Calls

Calls to out-of-town telephones are to be made in different ways, depending upon the class of service desired and upon the point called. This pamphlet explains the more usual types of out-of-town calls. For complete information as to the methods of making Toll calls you should refer to the instruction pages in the latest issue of the Directory.

Waynesburg, Magnolia North Canton, Louisville and Hartville

To call numbers in these offices, dial the code number shown opposite the respective office name in the following list and give the number of the party wanted to the Operator who will answer. Telephone numbers for subscribers at these points will be given in the new Canton Telephone Directory.

Exchange	Code Number
Hartville	118
Louisville	115
Magnolia	0
North Canton	9
Waynesburg	0

Do not dial the directory number on calls to subscribers at the above-listed points.

Two Number Toll Calls

To make *station-to-station* calls to any of the additional nearby points shown in the following list, dial "Operator" (by placing the finger in the finger-hole marked "Operator" and pulling the dial around *once only*). When the Operator answers give her your own telephone number and the number desired, and she will make the connection. Information service as to subscribers' telephone numbers at these points may be obtained by dialing 1-1-3 (Canton Directory Information).

Akron	Massillon
Alliance	Mineral City
Bergholz	Minerva
Bolivar	New Philadelphia
Carrollton	Paris
Dover	Salem
Lisbon	Uhrichsville
Mansfield	Wooster

To make *person-to-person* calls to any of the points just mentioned, it is necessary to dial 1-1-0 and give the details of the call to the Long Distance Toll Operator who will answer.

Long Distance Toll Calls

Dial 1-1-0. To place *person-to-person* calls to any of the Two-Number points listed above or to place any call to points other than those listed, it is necessary to dial 1-1-0. This will connect you with the Long Distance Operator. Give her your own telephone number and the details of the call. Complete information for making Long Distance calls will be found in the front part of the new Machine Switching Telephone Directory. For information as to Day, Evening, and Night Rates, etc., always refer to the latest issue of the Telephone Directory.

Other Special Calls

Directory Information

Dial 1-1-3. Dial this number only to obtain numbers for subscribers not listed in the latest directory. Give the "Information" Operator the name and the address of the person desired.

Repair Clerk

Dial 1-1-4. Use another telephone, if necessary, to report your line or telephone out of order. Explain

to the Repair Clerk as clearly as possible what trouble you have had, as this will aid in its prompt correction.

Service Difficulties

Dial 0. To report service difficulties, dial "0", or "Operator", and report the condition to her.

Emergency Calls—Fire or Police

It is very important that telephone users become familiar with the numbers to be dialed when the immediate assistance of the Fire or of the Police Department is required.

Subscribers are urged to note the proper numbers to be dialed. These numbers will be found printed in a prominent position on the front cover of the new Machine Switching Telephone Directory.

Fastest service will be obtained by dialing the number yourself. However, if the assistance of an Operator is desired, dial "Operator"; give her your telephone number; and state the nature of the trouble. Then remain at the telephone until you are connected with the Fire or the Police Department, representatives of which will take your message.

Emergency Calls When Lights Are Out

If it is necessary to make an emergency call in the dark, so that the figures on the dial cannot be seen, place your finger in the dial hole immediately *below* the finger stop. Move the dial around once until your finger strikes the finger stop. Then release the dial and the Operator will answer.

Incoming Calls

Incoming calls should be answered as promptly as possible by announcing your number or name.

If no response is obtained upon answering a call, and the dial tone is heard, you will understand that there is no one connected with your line, and that any connection which may have been established has been released; and you should replace your receiver on the hook.



Some Precautions

If, while you are making a call, you become confused or dial a wrong number or do anything that interferes with the operation of the dial, begin again by replacing the receiver on the hook, leaving it there for a few seconds. Then take off the receiver, listen for the dial tone and, after hearing it, dial again the complete number desired.

You should avoid "jiggling" the receiver hook while dialing or talking.

Be careful not to touch the dial while it is returning to its original position.

You should not move the dial while talking, as doing so may result in breaking your connection.

PART II.

QUESTIONS AND ANSWERS

About the Use of a

MACHINE SWITCHING TELEPHONE

1. *What is the dial tone?*

The dial tone is a humming sound which will be heard in your receiver as soon as the equipment is ready to receive your call. The time required for this sound to come on the line after you have removed your receiver may vary, but usually it will be heard at once or within a few seconds.

2. *After I dial a number how do I know that the called telephone is being rung?*

You will hear an intermittent burr-r-ing sound in your receiver. This is known as the ringing signal.

3. *What will happen if the line I call is busy?*

If any telephone on the line you are calling is in use at the time, you will hear a rapid "buzz-buzz-buzz" in your receiver. This is the busy signal, and upon hearing it you should hang up your receiver, waiting for a little while before you call the same number again.

4. *If, after dialing, I hear no sound in my receiver immediately, how long should I wait?*

You should wait about half a minute and if by that time no sound is heard you should hang up your receiver and then make your call again. Should you still get no response (either the "ringing" or the "busy" signal), hang up your receiver and then dial "Operator" and report the condition to her.

5. *If the party to whom I am talking hangs up before I am through, or if for any reason I am disconnected while talking, what should I do?*

If you made the call, hang up your receiver for a few seconds. Then remove it and, upon hearing the dial tone, dial your party again. If you were called, hang up your receiver and wait for the other party to call you again.

6. *How do I make out-of-town calls?*

Since different points are to be called in different ways, and since you may want to take advantage of special rates (such as the Evening and Night Toll Rates) you should always refer to the latest issue of the Telephone Directory which will contain detailed information on all these matters.

7. *If I pause just after starting to pull the dial toward the finger stop or interfere with it while it is returning, what will happen?*

You will probably get a wrong number.

8. *What will happen if I accidentally move the receiver hook when about to dial?*

This may interfere with your call so that you will not get the party you want. Always take the receiver off the hook without "jiggling" it. If you accidentally move the hook, put the receiver back for a few seconds before starting again.

9. *What will happen if I try to hasten the movement of the dial after I have pulled it around to the finger stop?*

You probably will get a wrong number.

10. *What will happen if I move the dial while talking?*

This will interfere with your conversation and may result in a cut-off.

11. *Why should I hang up the receiver for a few seconds before making a second call?*

This interval is required for the central office mechanism to break the previous connection.

12. *What shall I do if I make a mistake in dialing and realize it before I have dialed the complete number?*

Place your receiver on the hook for a few seconds and then dial the complete number.

13. *Why should I not operate the dial before hearing the dial tone?*

If you start to dial before hearing the dial tone you may get a wrong number.

14. *What will happen if I move the receiver hook after a connection has been established?*

To do this will break the connection.

SPECIAL AND EMERGENCY CALLS

Emergency Calls

For FIRE or POLICE calls dial the proper number as shown on the front cover of the latest issue of the MACHINE SWITCHING Telephone Directory.

Special Calls

Operator dial "Operator"

(To obtain assistance on a call you are unable to complete yourself).

Directory Information dial "1-1-3"

(For numbers of subscribers not listed in the latest issue of the directory).

Repair Clerk dial "1-1-4"

(To report telephone out of order).

County Numbers dial "1-1-6"

(This will connect you with the "County" Operator. Give her the telephone number desired).

Out-of-Town Calls

Complete information for making Out-of-Town Calls will be found on pages 12, 13 and 14 of this Booklet and in the front part of the latest issue of the Telephone Directory.

MACHINE SWITCHING SERVICE IN CANTON

3-3301



FOR THE INFORMATION
OF TELEPHONE USERS

The OHIO BELL TELEPHONE COMPANY