

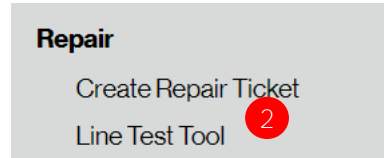


# Service ID Line Test Tool Job Aid

## Getting Started

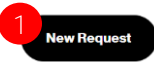
From the **Hamburger menu**

1. Click **Repair**
2. Click **Line Test Tool**



## Initiating a Line Test

1. Click the **New Request** button



2. Select the type of **Service ID Line Test** that will be initiated

Service ID Line Test: \*

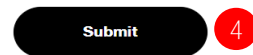
Select 2

- Select
- POTS;ISDN;Cntx;PBX;Sw Unblid
- Special Serial Format
- Serial Format
- Special Telephone Format

3. Enter the **required details** associated with the type of Service ID Line Test that will be submitted

Service ID Line Test Type	Location	Line Details	Trouble Type	Chronic Indicator
POTS, ISDN, Cntx, PBX, SW Unblid	State	NPA/NXX/Line	Choose from a list of different error codes	Yes or No
Special Serial Format	State	Prefix/SCM/Serial/CO Code/Segment	Choose from a list of different error codes	Yes or No
Serial Format	State	Prefix/SCM/Serial/CO Code/Segment	N/A	N/A
Special Telephone Format	State	Prefix/SCM/NPA/NXX/Line/Ext/Segment	N/A	N/A

4. Click **Submit** to initiate the Service ID Line Test



# Service ID Line Test Tool Job Aid



## Search

1. Enter the **Service ID** number to search for a previously submitted Line Test
2. Click the **Transaction ID** number to view the initial test details
3. After viewing the initial test details, click **Edit for Resubmission** to initiate a retest (when applicable)

Transaction ID	Transaction Type	Service ID	State	Requested Date	Status
202551212000	Mechanized Test	732/961/0123	NJ	09/27/2023 05:39:52 PM	COMPLETED

Mechanized Loop Test Request	
Circuit Type	POTS;ISDN;Cntx;PBX;Sw Unblid
Circuit ID	732/961/0123
State	NJ

## Worklist Test Status

Upon submission of a Service ID Line Test, a status of In Progress, Error or Completed will be displayed

Transaction ID	Transaction Type	Service ID	State	Requested Date	Status
<a href="#">20230927151321010</a>	Mechanized Test	845/356/7554	NY	09/27/2023 03:13:21 PM	IN PROGRESS
<a href="#">20230927150323261</a>	Mechanized Test	845/356/2767	NY	09/27/2023 03:03:23 PM	<b>ERROR</b>
<a href="#">20230927173921127</a>	Mechanized Test	732/901/6396	NJ	09/27/2023 05:39:21 PM	<b>COMPLETED</b>

Status	Status Description	Additional Detail
In Progress	Initial Status displayed after Line Test submission	If the "In Progress status does not change after 30 minutes, please open a <b>Care Ticket</b>
Error	The backend system could not process the line test	N/A
Complete	Test was successful	Review test results