

S3 COMMUNICATOR

DUAL POWERED



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NOTICE

GENERAL WARNINGS

The equipment covered in this manual should only be installed, used, and serviced by qualified personnel trained in proper work and safety procedures. This manual is intended to assist trained individuals in the installation and use of this equipment and is not intended as a substitute for proper training and experience.

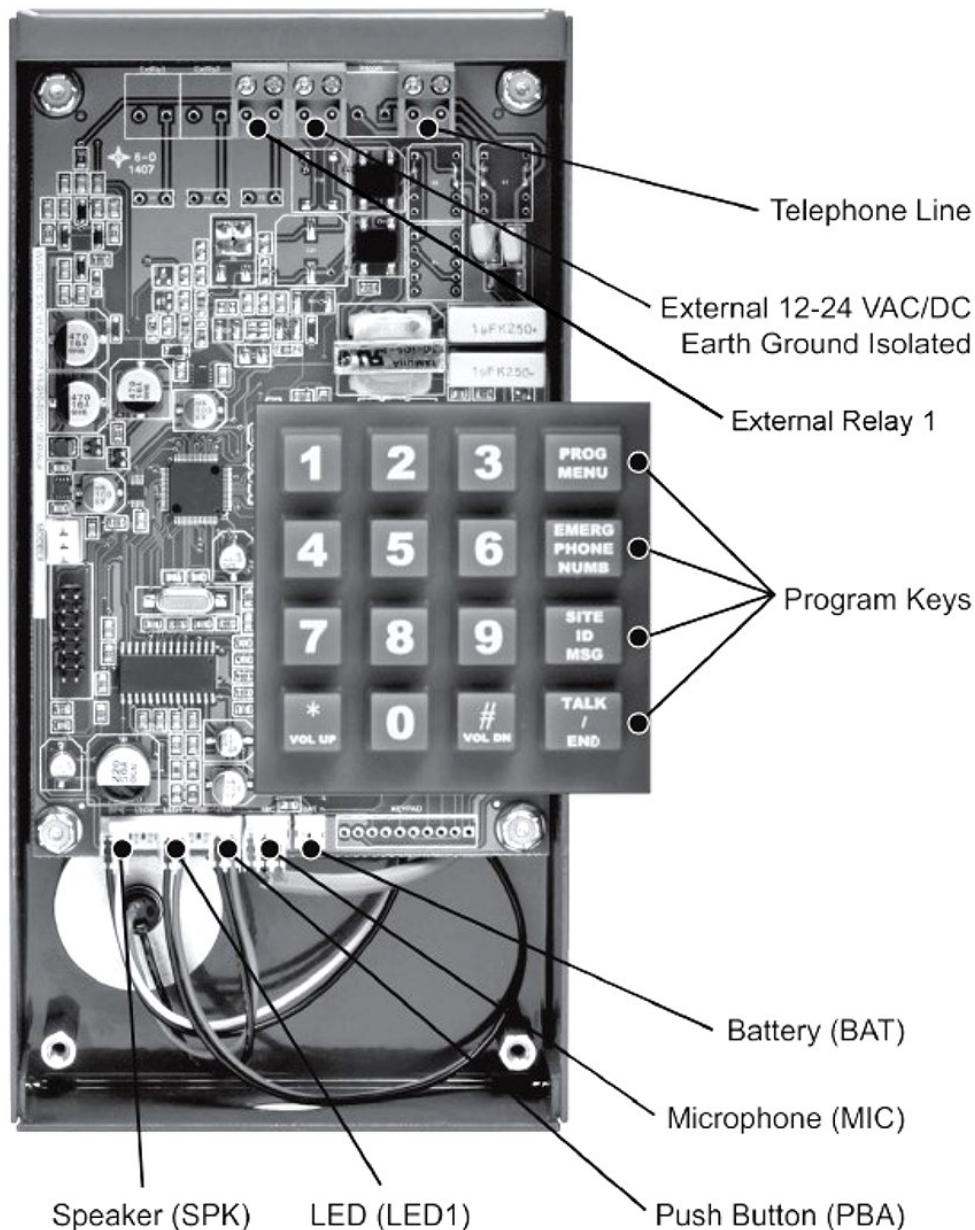
This document or any other information regarding this equipment is not intended to cover all of the possible situations which may be encountered while using the equipment described herein. Should specific situations arise which are not covered by the information provided, or should the user desire further details, the specifics should be directed to Wurtec, Inc.

Note: In the effort of continuous product improvement, Wurtec, Inc. reserves the right to modify the design and specifications of this product at any time without notice.

GETTING STARTED

1. Carefully open the shipping box and remove contents.
2. Inspect the telephone(s) for any damage.
3. Make sure the microphone, speaker, and LED are connected correctly to the pins. See drawing below for locations.

If there is any damage, call us for advice at 800-837-1066 or call our tech line at 419-930-1066.



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INTRODUCTION

There are two ways to program the Wurtec S3C:

1. Locally using (onboard keypad and battery or external power supply).
2. Remotely (accessing the S3C from another location by calling it).

We recommend programming LOCALLY.

Power Requirements - Building Powered: Externally 12-24V AC/DC isolated from earth ground at 200 mA or higher. The rechargeable 9V battery should be rated 150 mAh or better. External power keeps battery charged. A fully charged battery allows up to 4 hrs. of talk time upon power failure.

Power Requirements - Line Powered: Analog telephone line with at least 24VDC and a 9V battery for programming. Disconnect battery after programming.

Use the **program** keys on the onboard keypad to program Emergency Phone Numbers and Site ID Message. You can perform these programming procedures and access all available options by entering the Program Menu, which is explained on pages 9-19.

To leave any menu at any time press , then **0**.

BEFORE PROGRAMMING THE WURTEC S3 COMMUNICATOR

- STEP 1** When programming locally be sure to have a 9V battery with adequate charge connected to the phone or external power connected. This will energize the keypad so it can be programmed. The keypad will NOT be active with telephone line power only.
- STEP 2** Be sure to have all the information you need programmed ready before you begin programming the phone. The phone will repeat itself every three seconds until the information is programmed into the phone or you press , then **0** to exit the programming mode.
- STEP 3** Do NOT be afraid to program the S3 Communicator. The phone at any point can be programmed backed to factory defaults (see page 8) if a mistake is made. Also take note that if information is programmed incorrectly the first time, just follow the steps of programming again and it will overwrite the previous program. For example, if an incorrect phone number was programmed, follow the steps of programming the phone number again and the latest number programmed would be the one saved to the phone.
- STEP 4** If you are having trouble getting the keypad to work for programming at this point, please see the trouble shooting section on page 24. The troubleshooting page also has our help line number for any questions or problems.

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QUICK SET-UP (FROM ONBOARD KEYPAD)

Programming Phone Numbers (The Phone Number(s) you Want the S3C to Autodial)

-
- STEP 1** Press the  button on the keypad.
- STEP 2** The phone will say “press 1 for first number, 2 for second number, 3 for third number”. Choose which number you want to enter. The phone will ask you to enter the number followed by the  key. At this point enter the number you want the phone to autodial and press the  key. Up to 24 digits can be programmed into the phone. See page 9 for ring-down programming.
- STEP 3** Once the number is programmed, the phone will recite the number. If the number is correct and you are finished you may press  then **0** to exit program mode. If you have another number to program the phone will automatically revert back to the phone number program menu and you will hear an option to program phone numbers 2 and 3, follow the same steps to program those numbers if you choose to do so. Note: The first number will dial for 30 seconds, the second number will dial for 60 seconds, and the third number will dial for 120 seconds.

Programming Site Identification Message

-
- STEP 1** Press the  button on the keypad.
- STEP 2** Press the **1** to record. The phone will say “at the tone, record your message followed by ”. After you hear the tone, record the message and press the  key when finished. A typical message consists of the address, name of the building the elevator is in, and the elevator number if more than one elevator is present, and a call back number. The site identification message should not exceed 16 seconds.
- STEP 3** If the message that has been recorded is correct you may press , then **0** to exit programming mode. If the message is incorrect and needs to be recorded again, follow the steps for programming the site identification message again. The new recording will automatically overwrite the old recording. You can repeat this process until the message is correct.

QUICK SET-UP (FROM ONBOARD KEYPAD)

Adjusting Onboard Volume (Volume of the Programming Menu Voice)

- STEP 1** To increase the volume of the onboard programming menu voice press the **TALK / END** and *** VOL UP** keys at the exact same time then release. You will hear a number (1-8). Continue to press the **TALK / END** and *** VOL UP** at the same time until the desired volume is reached. The number will increase as the volume increases. The phone will say "8" repeatedly once it has its maximum volume.
- STEP 2** To decrease the volume of the onboard programming voice press the **TALK / END** and **# VOL DN** keys at the same time and then release. You will hear a number (1-8). Continue to press and release the **TALK / END** and **# VOL DN** keys until the desired volume is reached. The number will decrease as the volume decreases. The phone will say "1" repeatedly once it has reached its lowest volume.

Adjusting Conversation Volume

- STEP 1** Be sure the phone is connected to a live telephone line and has either external power connected or a 9V battery. If you have both the external power and a 9V battery connected, be sure the battery is rechargeable or it could result in a battery malfunction and could damage the phone and or harm the installer.
- STEP 2** To increase the volume of the person you are speaking to first press the **TALK / END** key. If you have a live telephone line, the phone will say "Please enter number to be dialed" and then you will hear a standard dial tone . DO NOT dial a number.
- Once you hear the dial tone, Press the **TALK / END** and *** VOL UP** keys at the exact same time and then release. You will hear your dial tone increase in volume and also hear a number. Continue to press the **TALK / END** and *** VOL UP** keys at the same time and then release until the desired volume is reached. The number will increase with each volume increase. The phone will say "8" once the maximum volume is reached. When finished press **TALK / END** to hang up the phone.
- STEP 3** To decrease the volume of the person you are speaking to first press the **TALK / END** key. If you have a live telephone line, the phone will say "Please enter number to be dialed", and then you will hear a standard dial tone. DO NOT dial a number. Once you hear the dial tone, press the **TALK / END** and **# VOL DN** keys at the exact same time and then release. You will hear your dial tone decrease in volume and also hear a number. The number will decrease with each volume decrease. The phone will say "1" once the lowest volume is reached. When finished press **TALK / END** to hang up the phone.

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QUICK SET-UP (FROM ONBOARD KEYPAD)

Resetting to Factory Defaults

- STEP 1** To reset everything to factory defaults press the  and  keys at the exact same time.
- STEP 2** The phone will say "Factory defaults, press **1** to reset to default, **2** to cancel, or  then **0** to disconnect". To reset to default press the **1** button on the keypad. The phone will then say "Reset" and then shut off. At this point anything that has been programmed in the phone is erased and reset to factory defaults.

Factory Defaults are as follows:

Voice Announcements - On
 Call Cancellation - Off
 Immediate Two-Way Conversation - Off
 Maintenance Announcements - Off
 Ring Count - 1 Ring
 Volume - Mid Level (4)
 Emergency Phone Numbers - None
 Site ID Message - None
 Announcements - None
 Talk Time - 180 seconds
 Touch Tone ID - None

INSTALLATION

Line Connection

- A.** Connect the telephone line wires to the "TELCO" pins on the circuit board using the supplied connector. Check the phone line for a dial tone, touch tone capabilities and noise. You can this by using the  button. We suggest you call your emergency numbers and have them call you back. This will verify touch tone lines, phone numbers and line conditions.

B.

NOTICE

This step will save you time and unnecessary field trips! Carefully tape the shielding and any additional wires on the phone cable so they will not short out the electronics or the telephone line at the circuit board. **NOTE: GROUND THE SHIELDING AT THE CONTROLLER OR SOURCE OF TELEPHONE LINE ONLY!**

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INSTALLATION - CONTINUED

The S3 Communicator is not polarity sensitive.

Power Requirements - Building Powered

- A. TELCO Voltage: 24-52 VDC
 - B. TELCO Current: 23 mA
 - C. External Voltage: 12-24 VAC/DC Isolated from Earth ground.
 - D. External Current: 200 mA or Higher
 - E. Battery Voltage: 9 VDC
 - F. Battery Type: Rechargeable 150 mAh or higher
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Power Requirements - Line Powered

- A. TELCO Voltage: 24-52 VDC
- B. TELCO Current: 23 mA
- C. Battery Voltage: 9 VDC (for programming use only)

PROGRAMMING (LOCALLY OR REMOTELY)

To program Phone Numbers, Messages, Advanced Options, and access Program Status, press the  button.

Programming Phone Numbers

- STEP 1** Press  button on the keypad.
- STEP 2** Press **1** for phone numbers.
- STEP 3** Press **1** to program the first number you want the phone to autodial. Press **2** for the second number you want the phone to autodial. Press **3** for the third number you want the phone to autodial. If you only want one number programmed, continue to the next step. If you want more than one number programmed, repeat the following steps for each corresponding number slot.

PROGRAMMING (LOCALLY OR REMOTELY) - CONTINUED

- STEP 4** Press **1** to program the number. Press **2** to review the number that was previously programmed. Press **3** to delete the number, **#** VOL DN to return to the previous menu, or ***** VOL UP and then **0** to leave programming mode.
- STEP 5** Press **1** to program the number you want the phone to autodial. The phone will ask you to "Enter number followed by **#** VOL DN". Enter the number and press the **#** VOL DN key. The phone will recite the number programmed. If the number is correct you can continue on to programming by pressing **#** VOL DN to return to the previous menu. If you are finished programming the number you can press ***** VOL UP then **0** to leave programming mode.

PROGRAMMING (LOCALLY OR REMOTELY)

Programming Ring-Down Line

-
- STEP 1** Press  button on the keypad.
- STEP 2** Press  for phone numbers.
- STEP 3** Press  for first emergency number.
- STEP 4** Press  to program first emergency number. The phone will say "enter number followed by ". Since there is no number to dial on a ring-down line, program a  for the number, then press . The phone will then say "You entered star".
- STEP 5** At this point you can press  to return to the previous menu and continue with programming or you can press  then  to exit program mode.

Programming Ring Time

Ring Time allows you to program how long the first emergency number is dialed. By default the first emergency number will dial for 45 seconds. This can be programmed from 30 to 99 seconds depending on elevator code and or preference. **Note: Post-2009 elevator code requires a 45 second default ring time.** Pre-2009 code states a 30 second default ring time. Please be sure to program accordingly.

- STEP 1** Press  button on the keypad.
- STEP 2** Press  for Ring Time.
- STEP 3** Press  to program Ring Time. Press  to review.
- STEP 4** The phone will ask you to enter a number between 30 and 99 followed by the . Once you have entered your choice, the phone will repeat the number back to you. If correct press  to return to the previous menu or  then  to exit programming.

PROGRAMMING (LOCALLY OR REMOTELY)

Programming Messages (Site ID)

Follow the steps below to program the Site ID message and local announcements. The Site ID must identify where the emergency call is coming from. It's played every time a call is placed to or from the S3C, if not in immediate two-way. It is very important that this message be recorded, as this is normally the way the call can be traced without verbal communication from the passenger.

DEFAULT SETTING: The Site ID message will play inside the elevator cab. This can be turned off in the Announcements Menu.

STEP 1 Press  button.

STEP 2 Press  for message menu.

STEP 3 Press  if you want to program the site identification message. Press  if you want to program for in car announcements. Press  to return the previous menu, or  then  to exit program mode.

STEP 4 To program the site identification message press . The phone says "at the tone, record your message, followed by ". At the tone, record the message and then press . If the message is correct you can press  to get to the previous menu and continue programming, if you made a mistake and need to record again, simply follow the steps again and it will automatically record over the old message. If you are finished programming, press  then  to exit program mode.

PROGRAMMING (LOCALLY OR REMOTELY)

Programming Messages (Announcements)

There are three in car local announcements that notify the trapped person which of the 3 possible emergency numbers are being dialed. Each message can be up to 6 seconds long and can typically contain the number that is being dialed or the name of the location the number is dialing. For example, if the first number was programmed to dial 911, you may record 'Calling 911' or "Calling Police".

STEP 1 Press **PROG MENU** button.

STEP 2 Press **2** for message menu.

STEP 3 To program the in car announcements press **2**. The phone will then ask you to press **1** for first announcement, **2** for second announcement, or **3** for third announcement. These announcements coincide with the emergency numbers programmed into the phone. The message itself is played inside the elevator. For example, if the phone is set to dial 911, you may record "calling police station". To program an announcement for the first number press **1** then press **1** again to record. The phone will say "at the tone record your message followed by **#**". Record your message then press **#**.

STEP 4 If the message is correct, you can press **#** to return to the previous programming menu, you can follow the steps again to record your new message over the old message, or you can press *** VOL UP** then **0** to exit program mode.

NOTE: The recorded announcement should not exceed 6 seconds.

PROGRAMMING (LOCALLY OR REMOTELY) | ADVANCED OPTIONS

In this group of menus you will have the option to choose user preferences, set talk time, enter an access code, enter touch tone ID, set ring count and review program status.

User Preferences - Announcements On/Off

Announcements are used to notify persons in the car which of the possible three emergency phone numbers are being dialed. Use these at your discretion. Turning off announcements will also turn off the Site ID message inside the elevator cab. The Site ID will, however, still play for the operator.

- STEP 1** Press **PROG MENU** button on the keypad.
- STEP 2** Press **3** for advanced options.
- STEP 3** Press **1** for user preferences.
- STEP 4** Press **1** for announcements menu.
- STEP 5** Once in the announcements menu you can press **1** to turn on the announcements. Press **2** to review whether or not announcements are on or off. Press **3** to turn off announcements. Press **#** to return to the previous menu to continue programming. Or press *** VOL UP** then **0** to disconnect.

PROGRAMMING (LOCALLY OR REMOTELY) | ADVANCED OPTIONS

User Preferences - Immediate Two-Way Conversation On/Off

This feature allows the person in the car to speak immediately with the called party after the emergency call is answered. **NOTE: If Immediate Two-Way Conversation is enabled the Site ID message will not play.**

- STEP 1** Press **PROG MENU** button on the keypad.
- STEP 2** Press **3** for advanced options.
- STEP 3** Press **1** for user preferences.
- STEP 4** Press **2** for immediate two-way conversation.
- STEP 5** Once in the immediate two-way conversation menu, you can press **1** to turn on immediate two-way conversation. Press **2** to review whether immediate two-way conversation is on or off (immediate two-way conversation is off by default). Press **3** to turn off immediate 2 way conversation. Press **#** to return to the previous menu to continue on programming. Or press *** VOL UP** then **0** to exit programming mode once you are finished.

User Preferences - Call Cancellation On/Off

When Call Cancellation is ON, the voice prompt states "Press button again to cancel" as soon as a call is made. Pressing the button again will abort the call.

- STEP 1** Press **PROG MENU** button on the keypad.
- STEP 2** Press **3** for advanced options.
- STEP 3** Press **1** for user preferences.
- STEP 4** Press **3** for call cancellation.
- STEP 5** Once in the call cancellation menu, you can press **1** to turn on call cancellation. Press **2** to review whether call cancellation is on or off (by default call cancellation is off). Press **3** to turn off call cancellation. Press **#** to return to the previous menu to continue programming. Press *** VOL UP** then **0** to exit programming when finished.

PROGRAMMING (LOCALLY OR REMOTELY) | ADVANCED OPTIONS

User Preferences - Maintenance Announcements On/Off - BUILDING POWERED ONLY

When Maintenance Announcements are ON voice prompts are enabled for: external power failure, battery failure, and telephone line failure. If there are any failures you'll hear them announced in the car: "External power failure" or "Battery failure" or "Telephone line failure". The message is played every 5 minutes for external power and battery failure until fixed. The message for telephone line failure will play for the first time after 30 minutes and then every 5 minutes thereafter until it is fixed.

- STEP 1** Press **PROG MENU** button on the keypad.
- STEP 2** Press **3** for advanced options.
- STEP 3** Press **1** for user preferences.
- STEP 4** Press **4** for maintenance announcements.
- STEP 5** Once in the maintenance announcements menu, you can press **1** to turn on maintenance announcements. Press **2** to review whether maintenance announcements are on or off (maintenance announcements are off by default). Press **#** to return to the previous menu to continue to programming. Or press *** VOL UP** then **0** to exit programming mode once you are finished.

PROGRAMMING (LOCALLY OR REMOTELY) | ADVANCED OPTIONS

Talk Time

Talk Time is the period of time allowed for two-way conversations. Fifteen (15) seconds before the end of the time period the voice prompt will say "Timing Out. Press **1** to avoid disconnections" on the operator end. Enter a number between 30 and 999 seconds. Factory set default is **180 seconds**.

- STEP 1** Press **PROG MENU** button on the keypad.
- STEP 2** Press **3** for advanced options.
- STEP 3** Press **2** for talk time.
- STEP 4** To program a different talk time than the default 180 seconds (3 minutes) press **1**.
- STEP 5** The phone will say "enter a number between 30 and 999 followed by **#**". The number you enter is in seconds. For example, if you press 45, that would be 45 seconds.
- STEP 6** If you have entered the desired talk time correctly you can press **#** to return to the previous menu to continue with programming. You can repeat the steps again to re-enter a different number to overwrite the previous one, or you can press *** VOL UP** then **0** to exit programming if you are finished.

Access Code

This code enables password protection for programming from a remote location. Enter up to eight (8) digits. Factory set default is none.

- STEP 1** Press **PROG MENU** button on the keypad.
- STEP 2** Press **3** for advanced options.
- STEP 3** Press **3** for Access Code.
- STEP 4** Press **1** to program an access code. Press **2** to review what the already programmed access code is (by default there is no access code). Finally you can press **3** to erase the access code altogether.
- STEP 5** Press **#** to return to the previous menu and continue on programming. If you are finished programming you can press *** VOL UP** then **0** to exit program mode.

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PROGRAMMING (LOCALLY OR REMOTELY) | ADVANCED OPTIONS

Touch Tone ID

This feature is for programming with SoundNet capable call centers. If this feature is used, make sure Announcements are turned OFF and Immediate Two-Way Conversation is turned ON. See pages 14 and 15 for those options.

- STEP 1** Press **PROG MENU** button on the keypad.
- STEP 2** Press **3** for advanced options.
- STEP 3** Press **4** for Touch Tone ID.
- STEP 4** Press **1** to program Touch Tone ID. Press **2** to review what the already programmed ID is (by default there is no ID). Press **3** to erase the Touch Tone ID altogether.
- STEP 5** Press **#** to return to the previous menu and continue on programming. If you are finished programming you can press *** VOL UP** then **0** to exit program mode.

Ring Count

Use this feature to program the number of rings to occur before the emergency telephone answers a call. Enter between zero (0) and nine (9). If you enter zero (0) the telephone will never answer an incoming call. Factory set default is 1.

- STEP 1** Press **PROG MENU** button on the keypad.
- STEP 2** Press **3** for advanced options.
- STEP 3** Press **5** for Ring Count.
- STEP 4** At this point you can press **1** to program desired ring count. Press **2** to review what the already programmed ring count is (by default the ring count is 1). Press **#** to return to the previous menu to continue on programming. If you are finished programming you can press *** VOL UP** then **0** to exit programming.

PROGRAMMING (LOCALLY OR REMOTELY) | ADVANCED OPTIONS

Unit Number (Line Sharing)

Use this feature when sharing more than one S3C on a single line. Each phone will need a unique identification number. Enter a number between 1 and 9. **NOTE: If line sharing you must use "1" as the first unit number.**

- STEP 1** Press **PROG MENU** button on the keypad.
- STEP 2** Press **3** for advanced options.
- STEP 3** Press **6** for Unit Number.
- STEP 4** At this point you can press **1** to program desired Unit Number. You can press **2** to review what unit number is already programmed into the phone (by default there is no unit number programmed into the phone). You can press **3** to delete the unit number programmed into the phone.
- STEP 5** Once you have chosen an option in step 4 you can at this point press **#** to return to the previous menu to continue with programming. If you are finished you can press *** VOL UP** then **0** to exit program mode.

External Output

External output(s) can be programmed to activate on button press, battery failure, external power failure, and telephone line failure. By default the external output relay is set to activate on telephone line power to comply with 2009-2016 code. This output can be used to trigger a remote alarm board per the code. **WARNING: If using the 2009-2016 code this feature should NOT be changed from default setting of activating on telephone line failure. *NOTE: This feature can NOT be used for line powered phones.**

- STEP 1** Press **PROG MENU** button on the keypad.
- STEP 2** Press **3** for advanced options.
- STEP 3** Press **7** for external outputs.
- STEP 4** Press **1** for first output.
- STEP 5** Press **1** to program. Press **2** to review. Press **3** to disable. Press **#** to return to external outputs or *** VOL UP** then **0** to disconnect.

PROGRAMMING (LOCALLY OR REMOTELY) | ADVANCED OPTIONS

External Output - Continued

- STEP 6** Press **1** to activate on button press. Press **2** to activate on battery failure. Press **3** to activate on external power failure or **Press 4 to activate on telephone line failure (default)**. Press **#** to return to first external output or press *** VOL UP** then **0** to disconnect.
- STEP 7** When programming is complete, press **#** to return to previous menus or press *** VOL UP** then **0** to exit phone programming.

Program Status

The Program Status feature will recite the menu settings that are currently programmed in the phone. The phone will recite in order the settings for:

- Serial Number
- S3 Communicator Model Number
- Version Number
- Programmed Phone Numbers
- Announcements On/Off
- Immediate Two-Way Conversation On/Off
- Call Cancellation On/Off
- Talk Time
- Access Code
- Touch Tone ID
- Ring Count
- Ring Time
- Unit Number
- First External Output

- STEP 1** Press **PROG MENU** button on the keypad.
- STEP 2** Press **4** and the phone will begin to recite the information stated above.
- STEP 3** At this point the phone will automatically revert back to the main program menu. You can choose any option to continue with programming. If you are finished you can press *** VOL UP** then **0** to exit program mode.

CALLING INTO REMOTE PHONE

It is possible to program the S3 Communicator from a remote location by calling into the telephone. Using a dedicated touch tone telephone, dial the phone number of the S3 Communicator.

STEP 1 Once the phone answers you will hear the following: "This is an emergency telephone. Press **1** to talk, **2** to program, or *** VOL UP** then **0** to disconnect.

STEP 2 Press **1**. You will then be in a two way conversation with whomever is currently in the elevator. If you choose to press **2** it will take you into programming mode and may prompt for password is one is programmed. Or you can choose to press *** VOL UP** then **0** which will hand the phone up.

NOTE: If the phone you are calling is line sharing with another S3 Communicator it may ask you to enter a unit number. At this point you would need to enter the unit number of the phone you are trying to reach. Also, if an access code has been programmed into the phone, it will ask you to enter it in order to continue on to the phone options stated above in steps 1 and 2.

If you do not know the Access Code you must go to the job site and gain access to the circuit board keypad and reset to factory defaults or change the access code. If you are unable to get to the job site, you can call Wurtec Inc. All phone numbers are listed on troubleshooting page 20.

RESET TO FACTORY DEFAULTS

STEP 1 Press the *** VOL UP** and **# VOL DN** keys at the exact same time.

STEP 2 The phone will then give the option to press **1** reset back to default. Press **2** to cancel resetting back to default. You also have the option to press *** VOL UP** then **0** to exit program menu.

TESTING THE PHONE LINE

To make sure you have a good telephone line, you can make an outside call from the S3 Communicator using the onboard keypad. This is a good time to verify emergency numbers.

STEP 1 Press  key on the keypad.

STEP 2 If you do not have a valid telephone line, the phone will say “invalid telephone line”. At this point you will need to troubleshoot the telephone line or call the telephone service provider. If your phone line is valid, the phone will say “Enter number to be dialed” and you should hear a standard dial tone. At this point you can dial the emergency number to verify it works or you can press  to hang up the phone.

PHONE LINE VOLUME

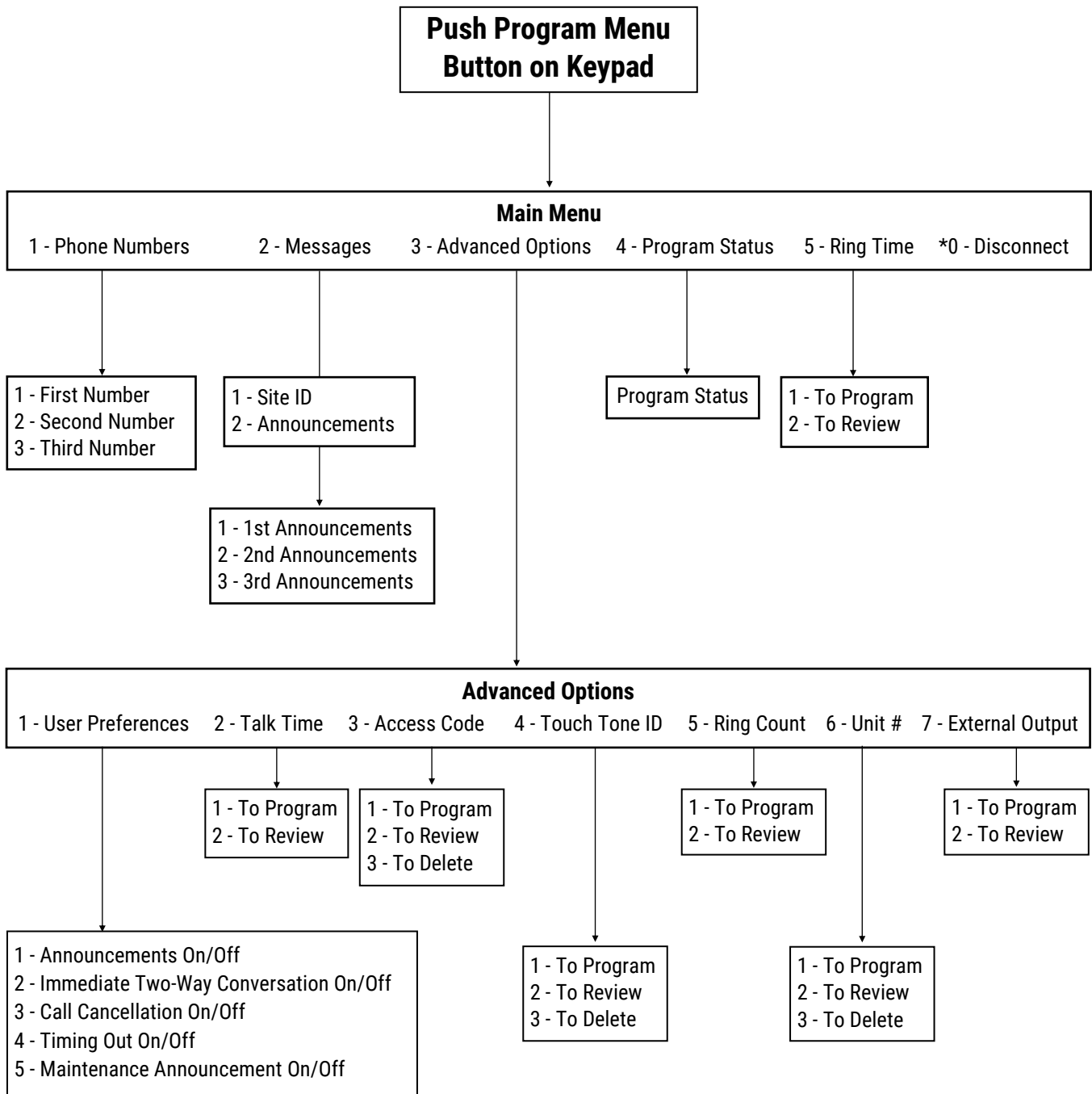
STEP 1 Be sure the phone is connected to a live telephone line and a 9V battery. If you both have the external power and a 9V battery connected be sure the battery is rechargeable or it could result in a battery malfunction.

STEP 2 To **INCREASE** the volume of the person you are speaking to first press the  key. If you have a live telephone line, the phone will say “Please enter number to be dialed” and then you will hear a standard dial tone. DO NOT dial a number. Once you hear the dial tone, press the  and  keys at the exact same time and then release. You will hear a beep and your dial tone increase in volume. Continued to press the  and  keys at the same time and then release until the desired volume is reached. The phone will say “Invalid Entry” once the maximum volume is reached. When finished, press  to hang up the phone.

STEP 3 The **DECREASE** the volume of the person you are speaking to first press the  key. If you have a live telephone line, the phone will say “Please enter number to be dialed” and then you will hear a standard dial tone. DO NOT dial a number. Once you hear the dial tone, press the  and  keys at the exact same time and then release. You will hear a beep and your dial tone decrease in volume. Continue to press  and  keys at the same time and then release until the desired volume is reached. The phone will say “one” once the lowest volume is reached. When finished press  to hang up the phone.

FLOWCHART

NOTE: This flowchart is for programming the phone with the onboard keypad. When calling into the phone to program you can use this flowchart as well but you will have the added step of pressing **2** to enter program mode once the phone answers.



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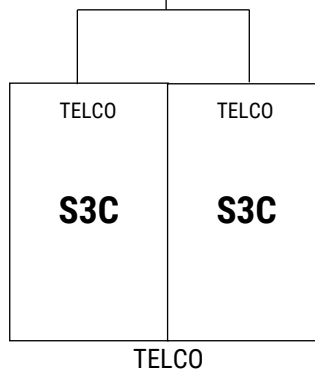
COMMAND CENTER CONFIGURATION

**Command
Center**

TELCO	TELCO	TELCO	TELCO	TELCO	TELCO	TELCO	TELCO
SLOT 1	SLOT 2	SLOT 3	SLOT 4	SLOT 5	SLOT 6	SLOT 7	SLOT 8
PHONE	PHONE	PHONE	PHONE	PHONE	PHONE	PHONE	PHONE

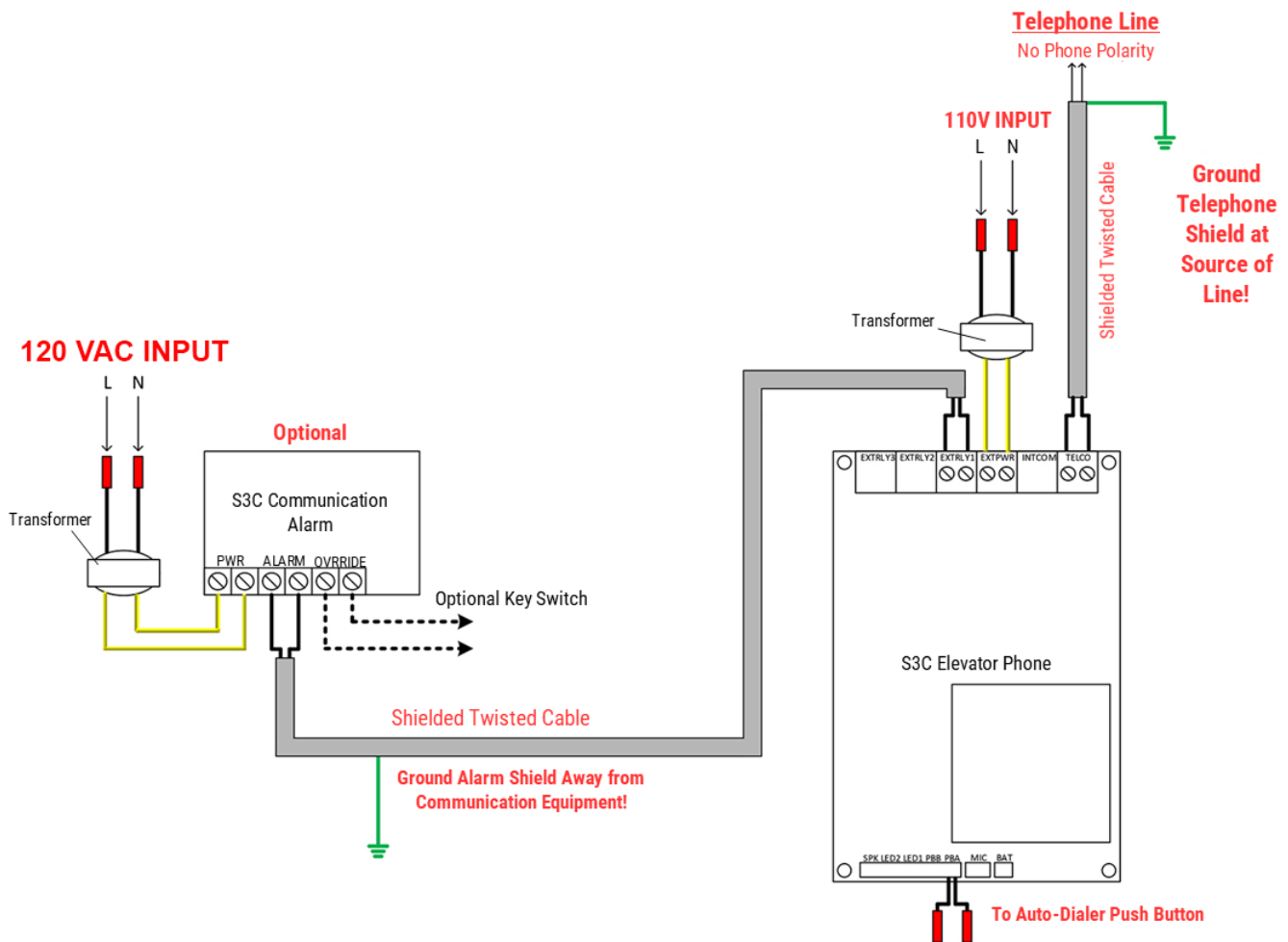


**Note: Each Connection is
(1) Pair of Wires**

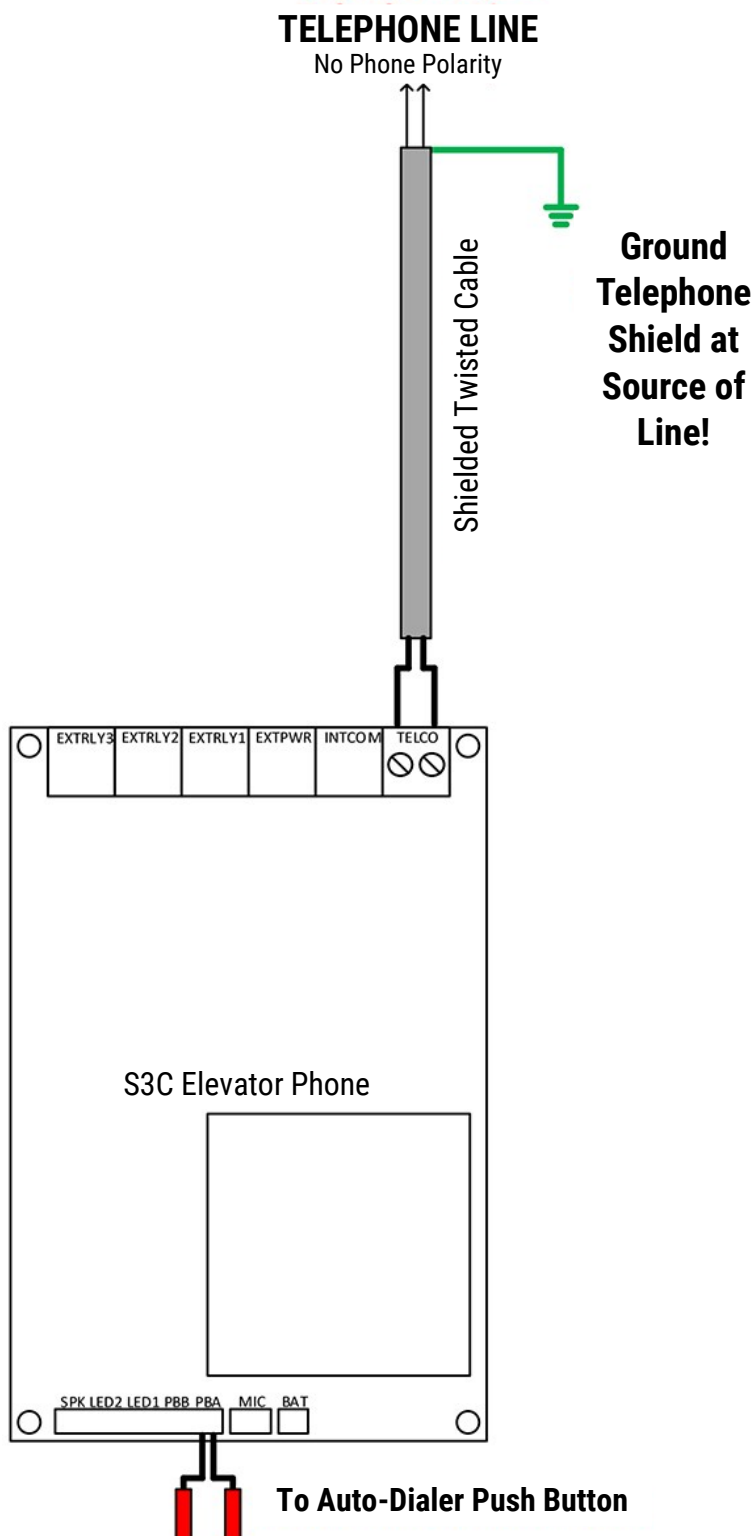


**Calling Command
Programming Example:
S3C Phone (Slot 1) - 99***

WIRING DIAGRAM - BUILDING POWERED



WIRING DIAGRAM - LINE POWERED



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TROUBLESHOOTING

If you have any questions about the installation or operation of your S3 Communicator, please call us toll free at (800) 837-1066, 8:00 am - 5:00 pm, Monday - Friday. You can also call our direct Tech Line at 419-930-1066.

Keypad Not Working

If you are programming before you connect the phone in the elevator be sure you have a fresh 9V battery connected to the phone. The 9V battery energizes the keypad when programming outside of the elevator. **CAUTION** when connecting the phone to external power be sure the 9V battery is rechargeable, otherwise you could damage the phone.

Keypad or Push Button Not Working

The push button uses the telephone line voltage to energize the phone. Check your telephone line connection on the phone and also do a telephone line diagnostic by pressing the  key on the keypad (be sure you either have a 9V battery connected to the phone or the external power connected to the phone to energize the keypad). Also be sure the push button is plugged into PBA on the circuit board.

Have a Good Telephone Line but Phone Says “Telephone Line Failure” or “Call in Progress”

Wurtec supplies a 12VAC isolation transformer with the phone. This transformer should be used with the phone. If you are getting a power source directly from the controller, it can create a ground loop with the telephone line and cause the phone to malfunction. External building power is only needed if you are line sharing the phone or if you are going to take advantage of the maintenance announcements (page 16) or if line failure communication alarm is needed. If you ARE line sharing, use the supplied transformer. If you are NOT line sharing, simply disconnect the external power and be sure you have at least 24 VDC on your telephone line and the phone should work properly.

Phone Does Not Respond to Touch Tone When Calling Remotely

Using a land line telephone, the S3 Communicator should respond to touch tones with no problems. If you are having a problem, check to be sure the phone you are using to call into the S3 Communicator is not set on “pulse” dialing. If you are having trouble programming remotely with a cellular phone it could just be because of the cellular phone reception or the nature of the phone itself. Some cellular phones work fine, some don’t work at all. If you are having trouble with a cellular phone, the only options are to use a landline phone or to be on site and program the phone using the onboard keypad.

TROUBLESHOOTING

Phone Connects to Emergency Operator but There is Only Momentary Communication

When an operator picks up the phone, there WILL be a momentary instance where the person inside the elevator will hear the operator then contact will be cut off, unless immediate two-way conversation is enabled. What is happening is the operator at that point is getting the automated message of the phone and contact has been temporarily disabled. Once the operator presses **1** to accept the call, any Site ID message will be played, then two-way conversation will be reestablished.

S3 Communicator Does Not Hang Up After Conversation Ends

This most commonly happens if the S3 Communicator is on a "Ring - Down" line. On most ring-down systems a "wink" signal is not sent to the phone to hang the phone up. If this is the case you have the following options: You can have the operator press ***VOL UP** then **0** before they hang up. You can also change the talk time to a lesser time so the phone stays online for less time. The operator will receive a message 15 seconds before the allotted talk time to press **1** to continue the call. Each time **1** is pressed to continue, the talk time is reloaded.

Call Into the Phone Remotely but the Phone Doesn't Say Anything

This typically happens when a phone is set up for line sharing and the unit number programmed into the phone is not set to 1. When line sharing, each phone must have a different unit number. Your first phone should be set up as unit 1, the next phone as unit 2, and so on. If for some reason unit one becomes unhooked or is not detected, the others on the line will pick up but not play anything. The phone will sit and wait on the line until the unit number is pressed the phone will hang up and you will have to try again.

NOTE: The S3 Communicator requires an analog telephone line. The digital line must be ran through an analog port and must have at least 24 VDC on the telephone line to work properly.

GLOSSARY

Immediate Two-Way Conversation

This option disables the automated message the operator will get when an emergency call is placed from the S3 Communicator. If this option is enabled the operator will NOT automatically receive the site ID message, the operator will have to press **2** to receive the message. The operator will not be prompted to press **2**. But you WILL be able to talk immediately.

Maintenance Announcements

These are announcements that are played inside the elevator car if one of the following parameters are met: The building power goes down, the telephone line has gone down, or the battery has failed.

Ring-Down Line

A Ring-Down Line is a phone line that does not require a number to be dialed. Once the phone is picked up or "on hook" the phone will automatically dial to a predetermined phone on the other end. When programming use a single  to add a 2 second pause.

Site ID Message

This is a message that is recorded by the person programming the S3 Communicator. This is the message played for the operator automatically once the call is accepted. A typical site ID message should consist of: building name, address, elevator number if more than one is present, and a callback number.

Telco

Telephone Line.

"Wink" Signal

A Wink Signal is a momentary drop in voltage on a telephone line. This signal is something the phone detects and perceives it as the "hang up" signal. When a conversation is over, one person will hang up the phone on one end, a Wink Signal is sent which in turn hangs up the phone on the other end. This is an automatic process.

WARRANTY POLICY

DAMAGES DURING SHIPPING

Should your package arrive damaged, you must contact the shipping company to place the claim. We cannot do this for you. Do not ship the material back before the carrier inspects the shipment or we cannot issue credit.

RETURN POLICY

A return goods authorization (RGA) number must be obtained from the sales department before returning goods for warranty reasons, repair service, or credit. Items received without authorization may be returned at your expense.

WARRANTY

Wurtec Inc., Toledo, Ohio, warrants the manufactured products, to the original purchaser, to be free from defects, in materials and workmanship, during normal use and services, for a period of one (1) year after installation, subject to the following conditions:

- A. A defective product, shall be returned to Wurtec Inc. identified with out return authorization number and freight prepaid, within fifteen (15) days after discover of possible defect. Wurtec Inc. reserves the right to request proof of purchase as well as other proof to document warranty claim.
- B. Specifically, this warranty does NOT cover products claimed to be defective which have been damaged or failed due to ordinary wear and tear, neglect caused by lack of proper maintenance or service, misuse, accidents, improper application or installation, alterations, or acts of God.
- C. Products of other manufacturers, supplied by Wurtec Inc., are covered by that manufacturers warranty.

Wurtec Inc.'s obligation under this warranty shall be limited to replacing or repairing, at our option, the parts or product subject to availability., which have been returned to us and deemed defective. Replaced or repaired parts or products shall be shipped, FOB, our plant. Any other damages or claims are hereby expressly waived b the purchaser.

This warranty is your assurance of a quality product. Wurtec Inc. is dedicated to customer satisfaction. You can expect prompt and courteous attention to your service needs from us.