

S3 Communicator



Note: Customer Must Call Technical Support at 800.837.1066 Before Returns Can Be Accepted.

- Be sure to have a fresh 9V battery. The battery will be removed after programming and can be used to program several phones. But if a phone becomes unresponsive with a 9V battery connected to it, usually the problem is a dying or dead battery.
- Be sure all component connections are properly connected. All Wurtec phones are fully tested before leaving our facility, but occasionally components can become disconnected during the shipping process. The connections should be as follows:
 - Speaker should be connected to "SPK" on the PCB board
 - LED light should be connected to "LED1" on the PCB board
 - Activation button should be connected to "PBA" on the PCB board
 - Microphone should be connected to "MIC" on the PCB board
 - Battery connection should be connected to "BAT" on the PCB board
- With the 9V battery connected use the keypad to program the phone. For phone numbers press the "emergency phone numb" button. This will play an automated menu asking you to press 1 for the first number 2 for the second or 3 for the third. Press at least 1 if you are programming 1 number, it will ask you to enter the number followed by #(pound). Do so, and once finished the number will repeat, if it is correct press star then zero to get out of programming or if you need to re enter the number press 1 again for the first number, 2 for the second, or 3 for the third. For a "ringdown" line, you will enter a *(star) for the number. This will simply take the phone "off hook" and allow the line to auto connect.
- To program a site ID message press the "site id msg" button. When pressed the phone will ask you to press 1 to record the message, Do so. It will then say "at the tone record your message followed by #(pound). Once you record it will play back to you, if it's correct you can press star then zero to leave programming if it's incorrect you can press 1 to re-record your message.
- When finished programming disconnect the 9V battery. This is very important. What can happen in some cases is if the telephone line is lacking power, the battery will compensate for that lack of power causing the phone to work properly. The problem is that the battery will eventually go dead and the phone will at that point stop working. Always leave the battery disconnected after programming.
- Connect the phone line to the blue Telco terminal at the top of the board. Test the phone by pressing the activation button on the front. If the phone does not activate the first thing to check will be your push button connection. The easiest way to see if the push button is malfunctioning is to disconnect the button from the phone, and use a small screwdriver to short out the push button pins on the board. If the phone activates then check the wiring on the button, if it still does not operate check your telephone line voltage with a meter. The phone line should be anywhere from 24vDC to 52vDC.

- Once the phone has been tested, if the volume seems too low take the following steps to adjust the volume:
- Connect the 9V battery
- Press the “talk/end” key on the keypad, the phone will ask you to enter a number. Do not enter a number, you should hear your dial tone.
- Once you hear dial tone press “talk/end” and “*(star)” at the exact same time then release, you should hear a number, this is the volume level. To go another level up press “talk/end” and “*(star)” at the exact same time and then release and you will hear the next higher number. 8 is the highest volume. To decrease the volume use the same procedure except you will press “talk/end” and “#(pound)”.
- Once volume is adjusted, disconnect the 9V battery.
- **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 “Talk/end” 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”** 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 13). 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 24VDC 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 land line phone or to be onsite and program the phone using the onboard keypad.
- **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 re-established.
- **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 *(star) then zero 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.