Janus Elevator Products Inc.

"Sound Innovation, On Call"

LINE POWERED ADA TELEPHONE
USER'S MANUAL

PBX

PNB   **PCM**   **PSM**   **PSS/PSL**

TABLE OF CONTENTS

Installation

Box-Less Style
1. Mount phone on the car station.
2. Attach red lens cap and bezel to ¼" hole on car station.
3. Insert LED into lens cap and plug wire into P6.
4. 2 LED versions – Red LED goes to "Call in Progress" (P6)
   Green LED goes to "Alarm Received" (D29)
5. Attach emergency button leads to terminal block at P2 (EXT ON/OFF).
6. Attach phone line to terminal block at P1 (TELCO).

Box Style
1. Mount back box into phone cabinet on car station.
2. Allow enough room at bottom for opening and removing phone cover.
3. Attach phone line to terminal block at P1 (TELCO).
4. Attach phone cover with screws provided.

Flush Mount Style
1. Cut 5 x 9 inch hole for the phone.
2. Using the plate as a template mark & drill holes for the mounting screws.
3. Attach phone line to terminal block at P1 (TELCO).
4. Mount phone (screws not provided).

Surface Mount Style
1. Use mounting plate as a template.
2. Attach mounting plate to wall.
3. Attach phone line to terminal block at P1 (TELCO).
4. Attach phone cover with screws provided.

CAUTION: TO REDUCE OR ELIMINATE ANY POSSIBLE INTERFERENCE, IT IS HIGHLY RECOMMENDED THAT THE WIRING USED INSIDE THE TRAVELING CABLE FOR THE INCOMING PHONE LINE BE A 20-22AWG TWISTED SHIELDED PAIR WITH THE SHIELD GROUNDED AT THE ELEVATOR CONTROLLER END ONLY. ANY TERMINATIONS OR SPLICES BETWEEN THE ELEVATOR CONTROLLER AND THE ELEVATOR PHONE SHOULD HAVE THE SHIELD CARRIED THROUGH THE TERMINATION OF SPLICE AND NOT GROUNDED AT THAT POINT.

PC Board Diagram
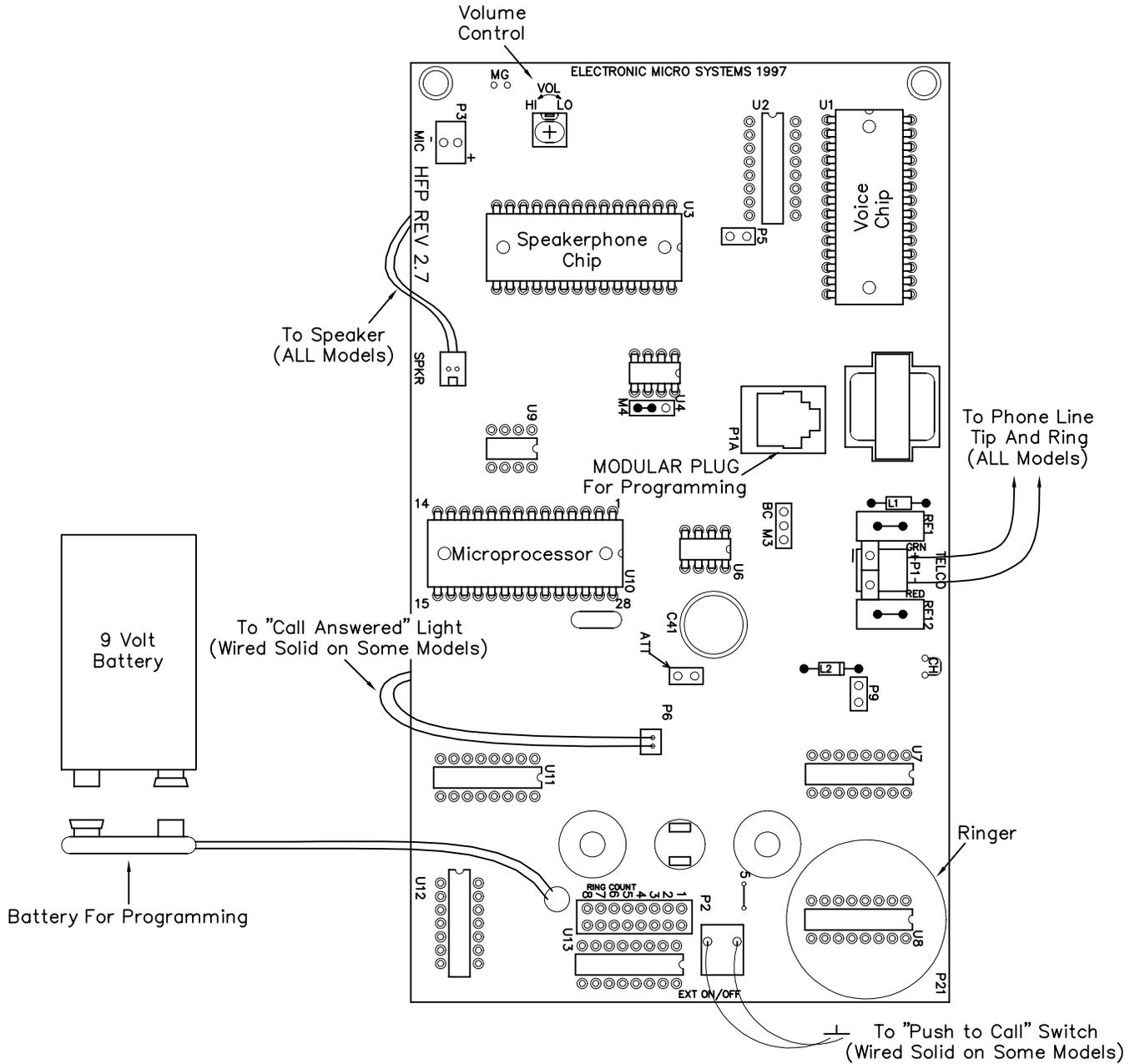
Note: On all HFP Rev. 2.7 or above revision boards, the jumper on P9 position should be installed whenever the phone is used with a cellular backup unit. When used on a regular phone line, the jumper should be removed.

Programming Set-Up Methods

There are two methods of SETTING UP the Hands-Free elevator phone for programming. Select the one applicable to your situation as described below.
NOTE: THE TELEPHONE LINE PROVIDED MUST BE A TOUCH-TONE LINE.
The Hands-Free telephone can be programmed at any location and then installed in the elevator cab. The phone will retain its programming without the need for a battery.

Method A: Calling Up the Installed Elevator Phone

1. From any touch tone phone call the phone number to which the elevator phone is connected.
2. After five rings (OR if the "CALL" button is pressed) the elevator phone will turn on automatically and you will hear a diddle-diddle-diddle sound. **NOTE:** If there is more than one elevator phone on the same phone line you will need to have someone press the "CALL" button on each elevator phone, or disconnect the others, in order to program each ADA phone.
3. Go to the "PROGRAMMING INSTRUCTIONS" section.
4. After programming the ADA phone, you should test it by pressing the "CALL" button. The test will assure the phone is functioning correctly and as programmed.

Method B: Set Up for Programming Without a Phone Line

1. Connect the 9-volt battery to the battery connector on the board. (See diagram of phone board)
2. Plug a touch-tone phone into the black modular jack. (See diagram of phone board)
3. Unplug the speaker. (See diagram of phone board)
4. Wait 60 seconds and then PRESS the "CALL" button on the elevator car panel.
5. Make sure that the red light of the phone turns on. If it does not, go back to step 4 and start again.
6. Pick up the touch-tone phone handset and listen for the elevator phone to dial.
7. Two seconds after the elevator phone dials you will normally hear a tone, a two second pause and a pre-recorded voice message will begin repeating with a touch-tone at the end of the message. IF YOU DO NOT HEAR A VOICE MESSAGE, IT MAY MEAN THAT THE PHONE IS SET UP TO NOT PLAY THE VOICE MESSAGE.
8. On the touch tone phone enter "**1**" immediately after you hear the tone at the end of the message. If there is no message, do not enter "**1**".
9. Listen to the handset and make sure the message is not repeating.
10. REFER TO THE PROGRAMMING INSTRUCTIONS, after programming, return to step 11 below.
11. Reconnect the elevator phone speaker to the phone circuit board.
12. Unplug 9-volt battery.
13. Unplug touch-tone phone and test the phone completely when the ADA phone is hooked up to a phone line.

Programming Instructions

1. Choose programming setup method A or B.
2. Enter **# 94851 or # 9000000** to get into programming mode. Listen for three beeps.
   NOTE ONE: Enter touch tone digits slowly and deliberately.
   NOTE TWO: Once you are in programming mode, you can perform any programming step in any sequence as long as you get three beeps after your programming entry.
3. Enter **# 0** (enter the first phone number to be programmed) *** #**. Listen for three beeps.

EXAMPLE: **# 0 5551212 * #**.
NOTE: If you are on a phone line that requires a "9" or another digit to call the answering service, enter a # after the 9. This will insert a 4 second pause.
EXAMPLE: **# 09 # 5551212 * #**.

4. Enter **# 1** (enter the second telephone number to be programmed) *** #.** (Optional)
5. Enter **# 2** (enter the third telephone number to be programmed) *** #.** (Optional)
6. Enter **# 3** (enter the fourth telephone number to be programmed) *** #.** (Optional)
7. Enter **# 7** and listen for the single beep. At the beep, record the **location message** by speaking into the touch-tone phone handset. Enter **0** to end. If you want to listen to the location message without changing it, enter **# 8**.
8. Enter # * **1180183** * # and listen for three beeps. (Enables Voice prompt messages)
9. Enter **# #** to hang up the phone.

Optional Programming Instructions

PURPOSE: **To Eliminate Autodialing:**
To disable the dialer from dialing a phone number. **(Used on a Ring Down telephone line)**

> Enter **# 94851 or #9000000** and listen for three beeps.
>
> Enter **# 0 * #**, listen for three beeps, enter **# 1 * #,** listen for three beeps.
>
> Enter **# 2 * #**, listen for three beeps, enter **# 3 * #**, listen for three beeps.
>
> Enter **# * 1180180 * #,** listen for three beeps. (Optional)
>
> Enter **# #** and hang up.

PURPOSE: **To Disable the Voice Prompt Message:**
To disable the voice prompt from saying: "Elevator call at the tone press one to talk, press two for Location".

> Enter **# 94851 or #9000000** and listen for three beeps.
>
> Enter **# * 1180180 * #**, listen for three beeps.
>
> Enter **# #** and hang up.
>
> **CAUTION:** This option <u>cannot</u> be used with two or more number dialing.

PURPOSE: **To Disable Voice Prompt Message and Delay Voice Location Message:**
To disable the voice prompt and have the location message play automatically after 9 seconds.

> Enter: **# 94851 or #9000000** and listen for three beeps.
>
> Enter: **# * 1180185 * #** and listen for three beeps.
>
> Enter: **# #** and hang up.

PURPOSE: **To Enable Voice Prompt Message: (DEFAULT)**
To enable the voice prompt message to say: "Elevator call at the tone press one to talk, press two for Location".

> Enter **# 94851 or #9000000** and listen for three beeps
>
> Enter # * **1180183** * # and listen for three beeps.
>
> PROGRAM LOCATION MESSAGE (SEE STEP 7 IN PROGRAMMING INSTRUCTIONS)
>
> Enter **# #** and hang up.

Operating Instructions

A: Trapped Passenger Calling Out

1. Passenger presses "CALL" button. Red LED turns "ON".
2. Passenger hears dial tone and dialing of first phone number.
3. Passenger hears intermittent ringing.
4. Passenger hears a tone two seconds after elevator phone dials and every 7 seconds until the operator responds to the call.
5. If first phone number is not answered within approximately 50 seconds, the elevator phone will hang up and dial the second phone number. The same sequence of events will occur for any additional phone numbers the phone is programmed to call.
6. Once the receiving operator responds to the call with a touch-tone digit the passenger and the operator will be able to communicate.
7. When the Red LED flashes or the Green light turns 'ON', the operator can request the passenger to press the "CALL" button again. This action will send an audible signal to let operator know that someone is actually stuck in the elevator and not just a prank call. This action is normally only important for someone who cannot speak.

B: Responding Operator - with Prompt Message Enabled

1. Operator hears ringing of incoming call from elevator and answers call.
2. Operator hears a repeating message from the elevator phone stating "ELEVATOR CALL, AT THE TONE PRESS ONE TO TALK, PRESS TWO FOR LOCATION". The message will keep repeating until the operator presses a "1" or "2" after the tone on their touch-tone phone.
3. The passenger does not hear any voice messages.
4. Normally the operator should press "1" after the touch-tone at the end of the message to quickly establish two way voice communication with the trapped passenger.
5. At any time the operator can press "2" to hear the location of the elevator.
6. In elevators with a lot of background noise, the operator can press # to mute the microphone. Entry of any other digit will re-enable the microphone.
7. At the end of the location message another message will be heard by the operator that Says: "PRESS ZERO TO ALERT PASSENGER OF RESCUE."
8. When the operator presses "0" on their touch-tone phone they will hear three beeps. The Red light flashes or the Green light turns 'ON'. At this point the operator has acknowledged the call. The passenger knows that the call has been received because wording printed on the panel or the phone states "ALARM RECEIVED" or "BLINKING INDICATES CALL IS ANSWERED"
9. The operator can request that the passenger press the "CALL" button again. If the passenger presses the button, the operator will hear a diddle-diddle-diddle sound. For the operator, this means that there is a passenger in the elevator.
10. Prior to the phone turning off (normally 3 minutes), the operator will hear this message twice, "TO AVOID DISCONNECT PRESS THREE NOW"
11. If the operator presses "3" on their touch tone phone within ten seconds after this message, the elevator phone will stay on for another three minutes. The message will be repeated every three minutes for the duration of the call so that the operator can keep the passenger on the line until help arrives or as long as needed.
12. Operator presses *0 to hang up the elevator phone.

Alternate B - with Delayed Location Message - Voice Mode 5

ALL OPERATING STEPS ARE THE SAME EXCEPT

1. Operator answers incoming call and begins talking to passenger.
2. Within 17 seconds after the call is dialed, the operator will hear the location message followed by this message: "PRESS ZERO TO ALERT PASSENGER OF RESCUE."
3. Both messages will repeat every 20 seconds until the operator enters "0".

Operator Calling Into Elevator Phone

1. Operator dials the phone number of the elevator phone and hears ringing.
2. After five rings the elevator phone turns on automatically and operator will hear diddle-diddle-diddle sound.
3. At this time the operator and passenger can talk. All other operations stay the same.

Passenger Receiving Call from Operator

1. Passenger hears elevator phone ringing. Phone turns on automatically after *5* rings, OR Passenger can push the **"CALL"** button to turn elevator phone on.
2. When elevator phone turns on the passenger and operator can communicate.

Battery Information

The following information explains how to determine when a battery or power pack is needed or When to use a specific type of battery:

You will need a 9VDC battery or a power pack when:

1. The phone drops off the telephone line without completing the call.
2. There is more than one phone on the same telephone line and there is a need to call back to a specific elevator phone, or if all elevator phones need to be "ON" at the same time.

Note: For programming and testing, any fully charged 9-volt battery could be used.

ALKALINE BATTERY: Can be used on all phone lines. The battery will need to be checked every 6 months. An AC connection is not required and the battery cannot be trickle charged.

LITHIUM BATTERY: Can be used on all phone lines. The battery will need to be checked every 12 months. An AC connection is not required and the battery cannot be trickle charged.

POWER PAK: Can be used on all phone lines. The Ni-Cad battery in the power pack will need to be checked every 12 months. An AC connection is required and the battery will be charged by the power pak.

CAUTION: **DO NOT** leave an alkaline or lithium battery in the **2.53 Revision** and lower EMS hands-free phones.

Troubleshooting Guide

Always visually check the phone for loose or shorted wires, physically damaged or missing components. The phone will not work on a Digital phone line. It will **only** work on **an Analog** phone line or an Analog port from a digital phone system.

Problem: Phone would not turn 'ON'
Possible Cause:
- Check phone line connection
- Check phone line voltage (Normal C.O. line 48-52VDC or 20-35VDC – Internal systems)
- Try connecting a fully charged 9-Volt battery.
- Make sure phone line is connected to the screw terminal connector at TELCO. (See P.C. Board Diagram)
- Check if unit is pulling down line voltage (You should read the same as the phone line voltage)
- Check voltage at controller
- Check button connection
- On an OEM style phone Remove button connector and try shorting button connection at P2 EXT- ON/OFF pins.

Problem: Phone Dials Incorrect number
Possible Cause:
- Check number programmed into phone
- Plug a phone in the jack and call the same number you are trying to program to see if you can call out.
- Check to see if the phone is on a ring down line
- Check to see if another auto dialer is on the line and remove it
- Reprogram unit

Problem: No sound thru speaker
Possible Cause:
- Check speaker connection (See P.C. Board Diagram)
- Try calling into unit and speaking to person in the car
- Make sure that the Volume and ALC pots are adjusted at center.
- Make sure a jumper/short is placed on the bottom 2 pins of M4 (HFP-Rev 2.7 only)

Problem: Noise on the line
Possible Cause:
- Check if twisted shielded pair was used
- Check to see if shield was connected to ground at the controller end only
- Measure AC voltage on line, should be zero
- Check button connection
- Try a spare pair of wires thru traveling cable
- Check if wire is running thru hoist way by itself

Problem: Phone dials out but has broken communication
Possible Cause:
- Check if voice prompt message is being stopped
- Check if there is loud background noise in cab
- Check location of microphone
- Check mounting of unit
- Hold unit in hand and test
- Make sure that the Volume and ALC pots are adjusted at center.
- Check to see if person-answering call is using a handset. Headsets could cause problems.

Problem: Phone cannot be programmed

9

Possible Cause:
- Try holding down keys slowly and deliberately
- Try disconnecting the speaker. (See P.C. Board Diagram)
- Make sure you are using a touchtone phone
- If you are using a cell phone do not stand in the car
- Check if phone is hearing tones (see if Red LED flickers when a DTMF tone is received)
- Check if twisted shielded pair was used
- Check to see if shield was connected to ground at the controller end only
- Measure AC voltage on line, should be zero voltage
- The phone will only work on an Analog phone system and not digital.

Problem: Phone rings busy
Possible Cause:
- Check if other devices are on the line
- Check where phone line is connected to unit
- Make sure phone line is connected to the screw terminal connector at TELCO. (See P.C. Board Diagram)
- Check voltage on phone line
- Check to see if voice chip is in backwards (See P.C. Board Diagram)
- Check polarity on phone line
- Make sure unit is off
- Remove our unit from the line to see if line is still busy
- Make sure phone line is connected to the screw terminal connector at TELCO. (See P.C. Board Diagram)

Problem: Phone does not ring
Possible Cause:
- Check phone line connection
- Check ring voltage (min. 65VRMS)
- Check phone line ringing with a touch-tone phone. (Use the black jack on P.C. board)

If you have questions or problems, please call Janus Elevator Products technical support for assistance at 1-800-527-9156.

Notes:
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Specifications

Input connections: One shielded twisted pair communication cable
(Shield should be grounded at the controller only)

Phone line requirements: Standard (analog) loop start voice grade touch-tone telephone
line,   PBX or key system station analog telephone line.

Optional AC adapter: 9VDC @ 200mA

Power required: on-hook 0 ma

Power required: off-hook 20 to 30 ma

Phone line voltage: on-hook 24 to 56.5VDC (nominally 48VDC)

Phone line voltage: off-hook 8 to 20VDC (nominally 14VDC, min. 8 to 14VDC)

Ringing voltage: 80 to 120VAC

Dialing: DTMF (Dual Tone Multi Frequency)

Frequency Response: 550Hz - 3400Hz, +/- 3db.

Operational Loop resistance: 600 ohms

FCC Registration: 6HVUSA-25668-TE-T

Ringer Equivalency Number: 0.2B

FCC Notice

The EMS phone complies with Part 68 of the FCC Rules. The label affixed to this equipment contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. You must, upon request, provide this information to your telephone company. The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all devices ring when your telephone number is called. In most, but not all areas, the sum of the REN's of all devices connected to one line should not exceed five *(5.0).*

To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

The following jacks must be ordered from the telephone company in order to interconnect this Equipment with the public communication network: RJ11.

An FCC compliant telephone cord and modular plug is provided with this equipment. This Equipment is designed to be connected to the telephone network or premises wiring, using a Compatible modular jack that is Part 68 compliant. See Installation Instructions for details.

If this device causes harm to the telephone network, the Telephone Company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not Practical you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

11.0 Warranty Policy

Janus Elevator Products Inc. warrants its products to be free from defect in materials and workmanship under normal use and service for 24 months from date of purchase. Seller's obligation shall be limited to repairing or replacing, at its option, free of charge for materials or labor any product which proves defective in materials or workmanship under normal use and service. Janus shall not be responsible for any damage to the unit incurred during installation. Seller shall have no obligation under this Limited Warranty or otherwise if the product is altered or improperly repaired or serviced by anyone other than Janus factory service. For warranty service, contact Janus at 631-864-3699 or 800-527-9156.

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. IN NO CASE SHALL SELLER BE LIABLE TO ANYONE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, OR UPON ANY OTHER BASIS OF LIABILITY WHATSOEVER, EVEN IF THE LOSS IS CAUSED BY THE SELLER'S OWN NEGLIGENCE OR FAULT.

12.0 Return Policy

During installation, if a product does not appear to function properly the installer must call the **Janus Elevator Products** Technical Support Unit at (800) 527-9156, Monday through Friday. If the technician determines that the product is not functioning, an **RA** (Return Authorization) number will be issued, allowing the installer to return the product directly to **Janus Elevator Products** for repair, replacement or credit. Returns with no fault found, will result in a bench charge plus shipping costs. Returns without an **RA** number will result in a restocking charge of 25% or more plus shipping costs.