

SERVICE MANUAL

FOR

MODEL SSP-363-D

STAINLESS STEEL PANEL TELEPHONE

EQUIPPED WITH ADI2.01 FIRMWARE



Serving the Telephone Industry Since 1930

*Communication Equipment
& Engineering Company*

1580 NW 65th Avenue

Plantation, FL 33313

Voice: 954-587-5430

Fax: 954-587-5440

IMPORTANT INFORMATION FOR CUSTOMER

Please fill in before you continue.

The following information is necessary when calling CEECO for assistance.

MODEL NUMBER	MODEL SSP-363-D EQUIPPED WITH ADI2.01 FIRMWARE
SERIAL NUMBER	
DATE MANUFACTURED	
LOCATION INSTALLED	

For us to better serve you, please have this information available when calling for technical support.

CEECO

Communication Equipment & Engineering Company

1580 NW 65th Avenue
Plantation, FL 33313

(954) 587-5430 Voice
(954) 587-5440 Fax

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1.0 INTRODUCTION

The practices in this manual provide installation and maintenance information for the Model SSP-363-D Stainless Steel Panel Telephone, equipped with ADI2.01 software.

For information not included in this manual, please call or write:

CEECO

Customer Service
1580 NW 65th Avenue
Plantation, FL 33313

(954) 587-5430

2.0 GENERAL

The CEECO Model SSP-363-D Telephone, equipped with ADI2.01 Firmware, is a microprocessor-based coinless telephone designed to withstand abuse and fraudulent call attempts. The phone may be programmed to automatically dial one or two numbers (typically access numbers), of up to twenty-five digits each, when the handset is lifted. Incoming calls are not allowed. This telephone is also designed to deter fraudulent calling attempts. The transmitter is muted during periods of dial tone and attempts to "flash-dial" will cause the microprocessor to go "on hook" until the attempt has ended. It will then seize the line and dial any programmed number(s). The steel housing is vandal resistant and the armored cord, hearing aid compatible handset is standard.

3.0 PROGRAMMING

- 3.1 Remove the stainless steel assembly from the mounting box, if purchased together. It will be necessary to use the security tool (sold separately as CEECO part number 301-037) to remove the security screws. **Connect** the telephone's modular cord **to** a DTMF test set or a working **telephone line**.
- 3.2 Looking at the rear of the phone, **connect the programming keypad** to the white connector, which is hanging freely inside the phone. This connector attaches to seven different colored wires and has a similar end, which is already connected to the Printed Circuit Board.
- 3.3 Locate the two plastic **mini-jumpers** on the corner of the Printed Circuit Board and move them to the **"ON" position**, as depicted on the last page of this manual. Lift the handset and wait for dial tone.
- 3.4 Utilizing the programming keypad, **enter # 9 7** on the keypad. This **will clear all** field programmable memory.

NOTE: During programming it is essential to press the keys deliberately and slowly. Missed or partial tones will result in improper programming.

- 3.5 If the phone must **automatically dial a number**, when the handset is lifted, **enter # 1 9** on the programming keypad, **followed by the desired number** of up to twenty-five (25) digits in length. Once programmed, this number will always dial, when the handset is lifted.

EXAMPLE: Entering #1918005551212 on the programming keypad will cause the phone to automatically dial the number 1-800-555-1212, when the handset is lifted.

- Be sure to record your number in the Location #19 Table below for future reference.

LOCATION #19 TABLE:

- 3.6 If the phone must **automatically dial a second number**, when the handset is lifted, **enter # 2 0** on the programming keypad, **followed by the desired number** of up to twenty-five (25) digits in length. In order for the phone to dial the number stored in the #20 programming location, you must select a "1" for Digit 1, under the #00 programming location (refer to next section-3.7). You must also make selections for Digits 2 and 3 accordingly. Location #19 **must** be used in order to use Location #20.

PROGRAMMING CONTINUED...

EXAMPLE: Entering #2019545875430 on the programming keypad will cause the phone to automatically dial the number 1-954-587-5430, when the handset is lifted.

- Be sure to record your number in the Location #20 Table below for future reference.

LOCATION #20 TABLE:

SCENARIO: Location #19 might be programmed to dial “9” for an outside line. Location #20 might be programmed to dial 1-800-555-1212, after the outside line is established. The programming sequence would be #199#2018005551212, which is entered on the programming keypad.

- 3.7** Enter # 0 0 on the keypad. This accesses the **telephone options** programming location. Now **enter three digits**, which you will select from the options below, to customize the phone for the particular installation.

Digit 1

- 0 Do not dial the number in location #20.
1 Dial the number in location #20.

Digit 2

- 0 Wait for dial tone before dialing the number in location #20.
1 Wait for 1-9 seconds (depending on digit 3 below) before dialing number in location #20.

Digit 3

- 1-9 Number of seconds to wait before dialing number in location #20.

- Be sure to record your selections in the **OPTIONS TABLE** below for future reference:

OPTIONS TABLE: # 0 0 _ _ _

- 3.8** Programming is now completed. Hang up the phone and return the two plastic **mini-jumpers** to the “**OFF**” position as depicted on the last page of this manual. The phone is now ready for Testing/Operation.

4.0 TESTING/OPERATION

- 4.1 With the phone connected to a working phone line or a DTMF test set, lift the handset. The telephone will wait for dial tone. When dial tone is detected any number programmed as the first auto dial number (memory location #19) will be dialed. The handset transmitter should be muted (off) until dialing is complete. If the intended number does not dial out, repeat sections 3.3, 3.5, and 3.8 only. If this does not solve the problem, refer to section 10.2 please.
- 4.2 If there is a second number to auto dial (memory location #20), the phone will either wait for the return of dial tone or wait the appropriate time (depending on the programming selected under Location #00 Digit 2 and Digit 3) and dial that second number. Remember that Digit 1, under Location #00 must be set to "1" for Location #20 to be enabled. If the second number does not dial out, repeat sections 3.3, 3.5, 3.6, 3.7 and 3.8. If this does not solve the problem, please refer to section 10.2.
- 4.3 Normal phone operation should follow. Have the called party hang up. Wait for the central office equipment to time out and return dial tone. Shortly after dial tone is received, three tones should be heard. The phone will open the line and remain in this condition until the handset is placed on hook. The handset transmitter and receiver will be disabled during this period.
- 4.4 Attempt to "hookswitch dial" by tapping quickly on the hookswitch. The telephone should hang up, seize the telephone line and dial the programmed auto dial number(s), when dial tone is received again.

5.0 RECOMMENDED TOOLS AND TEST EQUIPMENT

DTMF Test Set
 1/4" Nut Driver
 5/16" Nut Driver
 Volt/Ohm Meter
 Flat Blade Screw Driver

Security Tool 301-037
 *The security tool is for a standard 5/32" button-head screw generally used on the framework of telephone booth

6.0 INSTALLATION NOTES AND ASSEMBLY INSTRUCTIONS

NOTE: Be sure to avoid touching the circuit boards with metal objects, as this may cause damage.

- 6.1 Using a 301-037 security tool (sold separately), loosen and remove the security screw.
- 6.2 Separate the cover assembly from the backplate assembly by pulling the bottom forward and pushing up.
- 6.3 The backplate assembly may be installed on any standard backboard or suitable vertical surface. Four mounting holes are provided.
- 6.4 Run the inside station wire through the backplate assembly and terminate on to the RJ11C terminal block on the backplate.
- 6.5 The use of a gas tube station protector is recommended. The station ground should not exceed 50 ohms.
- 6.6 Plug the modular line cord from the cover assembly into the RJ11C terminal block.
- 6.7 Dress the line cable away from the security screw and install the cover assembly by inserting the tabs into the slots on top of the backplate.
- 6.8 Secure the cover assembly by tightening the security screw.

*******WARNING*******

- A. Never install telephone wiring during a lightning storm.**
- B. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.**
- C. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.**
- D. Use caution when installing or modifying telephone lines.**

7.0 TROUBLE SHOOTING GUIDE

Always visually check the phone for loose or shorted wires, damaged terminals, or damaged parts.

PROBLEM: NO DIAL TONE AND/OR MCRK-2 CARD DOES NOT FUNCTION

POSSIBLE CAUSE:

LINE CORD
RJ11C CONNECTOR
MCRK-2 CARD
NETWORK
NETWORK CABLE ASSY.
HOOKSWITCH CABLE ASSY.
HOOKSWITCH ASSY.
MICROPROCESSOR
HANDSET

PROBLEM: DIAL TONE IS DISTORTED

POSSIBLE CAUSE:

NETWORK CABLE ASSY.
HOOKSWITCH CABLE ASSY.
HOOKSWITCH ASSY.
MCRK-2 CARD
NETWORK
HANDSET

PROBLEM: TRANSMITTER DOES NOT TURN ON

POSSIBLE CAUSE:

HANDSET
MCRK-2 CARD
NETWORK CABLE ASSY
NETWORK

PROBLEM: TRANSMITTER DOES NOT TURN ON FOR INCOMING CALLS

POSSIBLE CAUSE:

PHONE NOT PROGRAMMED TO ALLOW INCOMING CALLS.
MCRK-2 CARD

TROUBLE SHOOTING CONTINUED...

PROBLEM: KEYPAD DOES NOT OPERATE PROPERLY

POSSIBLE CAUSE:

KEYPAD CABLE ASSY.

KEYPAD

MCRK-2 CARD

PROBLEM: LOSES MEMORY CONTENTS AFTER EXTENDED PERIODS
OF NO USE.

POSSIBLE CAUSE:

LITHIUM BATTERY

PROBLEM: PHONE CANNOT BE PROGRAMMED

POSSIBLE CAUSE:

MEMORY CHIP

MCRK-2 CARD

KEYPAD

KEYPAD CABLE ASSY.

PROBLEM: RINGER DOES NOT OPERATE

POSSIBLE CAUSE:

RINGER

NETWORK

8.0 SPECIFICATIONS

INPUT POWER:	C.O. Line powered
LOOP CURRENT:	23ma minimum
IMPEDANCE:	600 ohms
SIGNALING:	DTMF, 70ms tone, 50ms spacing
OUTPUT:	-10.0 to -12.0dbm
HEARING AID COMPATIBLE:	Meets EIA standards
ENVIRONMENTAL:	Temperature 0oC to 50oC Humidity 20%-90% non condensating.
PROGRAMMING:	Via DTMF keypad.
TELEPHONE PANEL:	Brushed 16 ga. Stainless Steel
DIMENSIONS:	10.12" Wide x 13.12" High x 2.75" Deep
MOUNTING:	Vertical surface mount
MEMORY RETENTION:	Lithium Battery – Long Life
FCC REGISTRATION:	BW88T7-13823-TE-T
UL LISTED NO.:	6OF5
RINGER EQUIVALENCE:	0.8A
TYPE JACK:	RJ11C

9.0 PARTS LIST

<u>PART NUMBER</u>	<u>DESCRIPTION</u>
301-004	Handset with armored cord
301-005	Ferrule
301-009	Network
301-588	Hookswitch cradle
301-581	Tongue and bracket assembly
301-018	30" Modular cord
301-051	Modular jack
301-052	Grommet
11020	Stainless steel panel
11025	Apparatus box
321-016	1/4"x20"x3/4" security screw
650-521	MCRK-2 Board
650-570	Network cable
705-110	Chrome keypad - alphanumeric
700-008	Keypad cable
<u>Accessories:</u>	
301-037	Security tool
705-113	Chrome keypad

10.0 FCC NOTICE

10.1 FCC REGISTRATION AND REPAIR INFORMATION

Your new telephone has been registered with the Federal Communication Commission (FCC) in accordance with Part 68. The FCC requires that you be advised of certain requirements involving the use of this telephone.

10.2 CONNECTION WITH THE NATIONWIDE TELEPHONE NETWORK

The FCC requires that you connect this telephone to the Nationwide Telephone Network through a registered jack provided by the Telephone Company in your area. This jack is a modular outlet, which you can order from your local telephone company.

10.3 NOTIFICATION TO THE TELEPHONE COMPANY

Before connecting this telephone, the FCC requires that you notify your local telephone company business office. The number is in the front of your phone book.

Tell them:

The "line" to which you will connect the telephone (that is, your phone number) and the telephone's FCC registration number and ringer equivalence number. These numbers are listed in section 9.00.

The FCC further requires that you notify your local telephone company when permanently disconnecting this telephone.

11.0 REPAIR AND RETURN INFORMATION

11.1 WARRANTY REPAIR

Any device returned requiring warranty service, repair or credit must be accompanied with a "Return Material Authorization" (RMA) Form. It must include: RMA Number, return shipping instructions., original purchase order number, serial number and special marking instructions. A tag with the trouble observed must be attached to the defective unit. This information must be inside the shipping container.

11.2 DIRECT ALL INQUIRES TO:

CEECO

Repair Department
1580 NW 65th Avenue
Plantation, FL 33313

(954) 587-5430

11.3 NON-WARRANTY REPAIR:

CEECO will repair equipment out of warranty for a set charge plus parts. The customer must pay the shipping costs both directions.

11.4 RETURN FOR CREDIT:

Material may be returned for credit only with prior approval. Material authorized for return is subject to a 15% restocking charge based on the manufacturer's list price. Return RMA must be requested no later than 30 days after original shipment.

12.0 WARRANTY POLICY

12.1 GENERAL

CEECO guarantees its products to be free from defects in material and workmanship for a period of 365 days from the date of original purchase. CEECO's obligation under this warranty is limited to repair or Replacement of any part found to be defective by CEECO.

UNDER NO CIRCUMSTANCES shall CEECO be liable for loss, damage, cost of repair or consequential damages of any kind, which have been caused by neglect, abuse or improper operation of equipment.

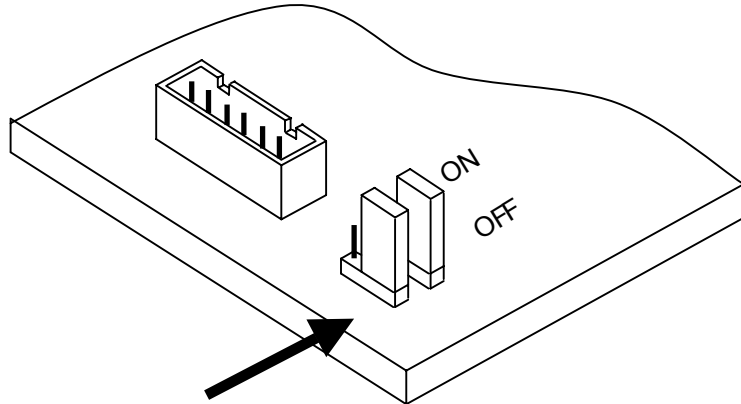
CEECO will repair or replace any unit during this period if found to be defective for reasons other than abuse and improper use or improper installation. It is the buyer's responsibility to return the defective unit to the factory. CEECO will then repair or replace any defective parts and return them to the buyer free of charge.

12.2 PRINTED CIRCUIT BOARDS

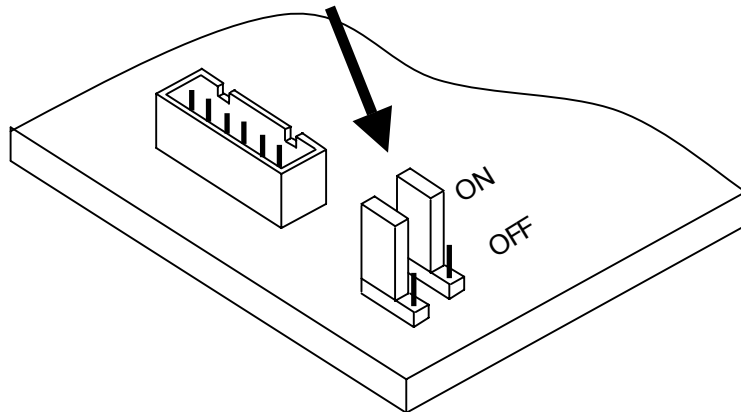
Printed circuit boards should not be repaired in the field. If a unit is found to be faulty, replace it with another unit and return the faulty unit to CEECO for repair. Modifications by any one other than CEECO will void the warranty.

13.0 DIAGRAM

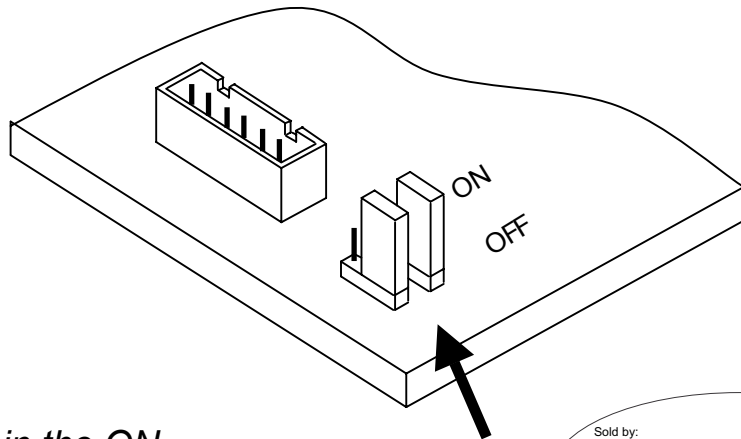
Locate the mini jumpers on the corner of the PCB.



MOVE THE MINI JUMPERS TO THE ON POSITION BEFORE GOING OFF-HOOK.



When programming is completed, move the mini jumpers to the OFF position.



NOTE:
Do not leave the mini jumpers in the ON position, this will decrease battery life.

