

SB COMMUNICATOR

MASTER STATION

Use with Part Numbers 11-598-H1A through 11-598-S1A



wurtec

Version 2.0 October 2008

For Quick Set-Up go immediately to page 9!

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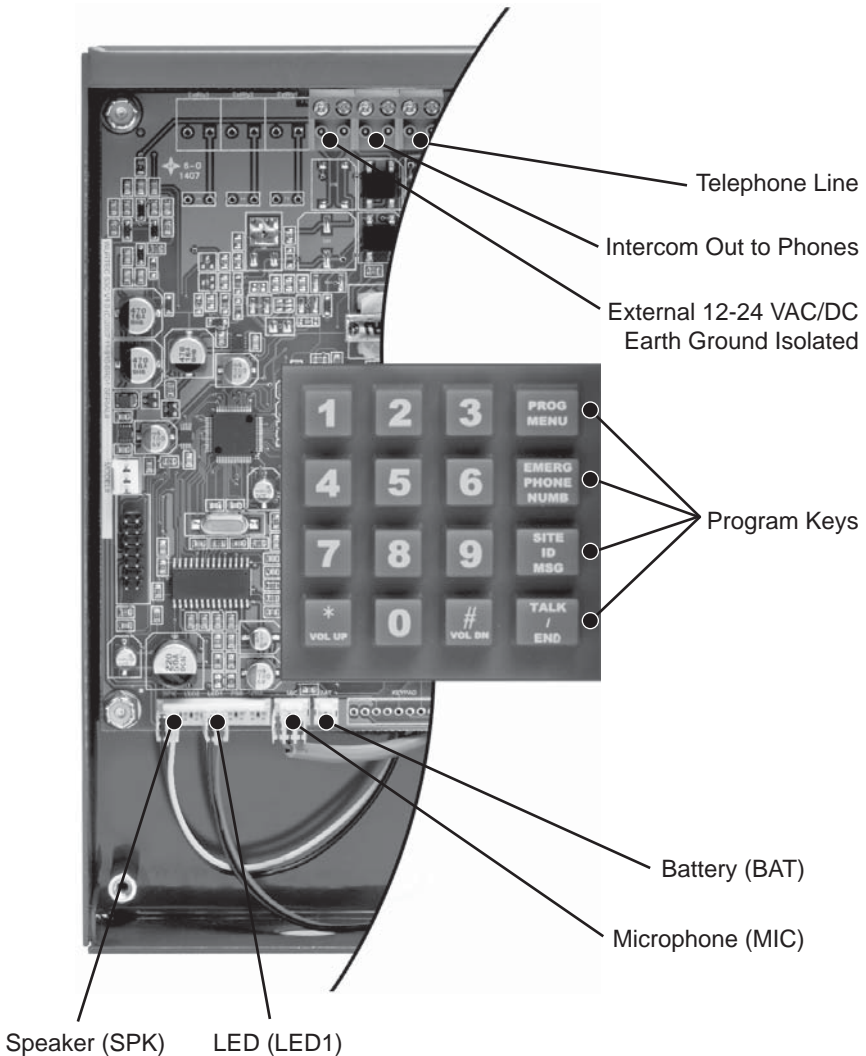
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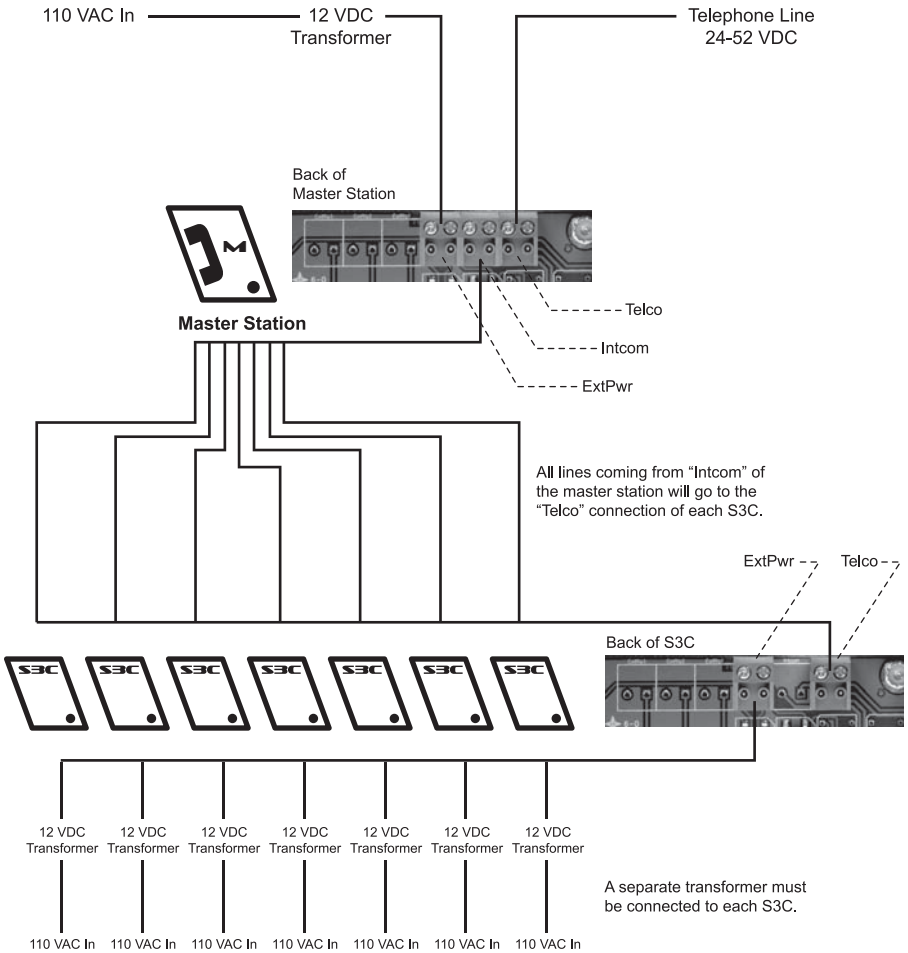
Getting Started


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 for locations.

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




Connection Diagram





Represents any Master Station Option



Represents any S3 Communicator Option

12 VDC Transformer is supplied with all phones in the system.

General Master Station Information

The Master Station and the S3C phones connected to it can be a very versatile system and multi-functional. The Master station can make the programming of the S3C phones it's connected to very easy and quick, especially on a large job. The Master Station allows up to 8 units to share a single telephone line.

Master Station Capabilities

1. Can be used to communicate directly to S3C phones connected to it.
2. Can be used as a telephone.
3. Can join an already established call placed by the S3C elevator phone.
4. Can communicate with the S3C phones connected to it individually or all at once.
5. Can be used as an intercom system if a phone line is not present. Note: S3C elevator phones will NOT have the ability to initiate a call to an outside line or the master station if a phone line is not present at the Master Station.
6. If there is a telephone line failure the Master Station can still communicate to each elevator using it's intercom mode. Note: The S3C elevator phone can NOT initiate a call to the Master Station.
7. Can program any S3C phone remotely that is connected to it. Note: Unit numbers must already be programmed in the S3C elevator phones in order to accomplish this.

System Capabilities

The entire system of Master Station and S3C elevator phones can be used in two ways. The first way is with a telephone line present. With a telephone line present the Master Station can act as a normal telephone and the S3C elevator phones can call an outside line or an extension if on an analog PBX port via the emergency call button.



The system can also be used as just an intercom. If a telephone line is not present the Master Station can communicate with a ceiling mounted version of the S3C elevator phone. But in this mode the Master Station can't be used as a normal telephone to call an outside line, and since the S3C elevator phone is ceiling mounted, it has no button for the capability of calling an outside line.

This system really comes in handy in the event of a phone line outage. If you have the system connected to a telephone line and the line goes out, the S3C elevator phones will not be able to make an emergency call. In the instance that this event occurs the Master Station can still call the S3C emergency elevator phones because the system can also be used as an intercom automatically should this event occur.

Using the Master Station



The Master Station is used to communicate to each S3C phone it's connected to individually or all at the same time. The S3C elevator phones still have the ability to call an outside line by pushing the emergency call button. The S3C phone does NOT have the ability to call the Master Station. The Master Station can call any elevator phone or it can join a call that has already been established by the S3C in the elevator.

Calling Elevator from the Master Station

- STEP 1** Press  on the Master Station keypad. The phone will say "enter unit number to speak to that phone or zero to speak to all phones."
- STEP 2** Press the unit number to the corresponding phone you'd like to contact.
- STEP 3** Once communication has been established you will have two-way communication between the Master Station and the S3C in the elevator. Once the conversation is over press  on the Master Station. The S3C elevator phone will hang up automatically. Hanging up the handset on the Master Station will NOT end the conversation, it will just put the Master Station into speakerphone mode.

Calling Outside Line from the Master Station





The Master Station can be used as a normal telephone as well as an intercom to the elevator cars as long as you have a valid telephone line connected.

- STEP 1** Press  on the keypad of the Master Station. The phone will say "enter number to be called".
- STEP 2** Using the keypad dial the number you want to call as if using a normal telephone.
- STEP 3** After the conversation is over press the  key again to hang up the Master Station. Hanging up the handset will NOT hang up the phone, it will just put the Master Station into speakerphone mode.

Programming S3C from Master Station

The Master Station has the capability of programming the S3C phones that are connected to it remotely. In order to do this the unit numbers must be programmed into the phones first. You can do this by programming it on the onboard keypad of each phone or programming the unit number remotely with only one phone connected at a time.

Program from the Master Station


- STEP 1** Press the  key on the Master Station Keypad. The phone will say "enter unit number to speak to that phone or zero to speak to all phones.
- STEP 2** Press the number to the corresponding phone you want to program. You are not allowed to press zero to program all the phones at once.
- STEP 3** Once communication has been established you will hear inside the elevator cab and will have two-way communication. Press **5 5** on the Master Station keypad. Two-way communication will cease and you will then hear a menu prompt.
- STEP 4** Press **2** to program or press  then **0** to disconnect from the phone.
- STEP 5** Once in programming mode you can program anything into the phone as if you were calling in remotely. Use the quick programming guide starting on page 5 to program the phone, use the full programming instructions starting on page 8, or use the flow chart on page 24.
- STEP 6** When you are finished programming, press  then **0** to hang up the S3C elevator phone. Then press  to hang up the Master Station. Hanging up the handset on the Master Station will NOT hang up the phone, it will just put the Master Station in speakerphone mode.

Introduction


There are two ways to program the Wurtec S3C: 1) locally [using onboard keypad and battery or external power supply] or 2) remotely [accessing the S3C from another location by calling it]. **We recommend programming LOCALLY.**

Power Requirements: External 12-24V AC/DC isolated from earth ground at 200 mA or higher. The rechargeable 9V battery should be rated 150 mAh or better.

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 Master Station

- 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. 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 programming mode.
- STEP 3** Do NOT be afraid to program the Master Station. The phone at any point can be programmed backed to factory defaults (see page 11) 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 20. The trouble shooting page also has our help line number for any questions or problems.

Quick Set-Up (from onboard keypad)

Programming Site Identification Message

STEP 1 Press the **SITE ID MSG** button on the keypad.

STEP 2 Press **1** to record. The phone will say “at the tone, record your message followed by **#**. After you heard 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.

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 ***** keys at the exact same time then release. You will hear a “beep” tone. Continue pressing and releasing **TALK / END** and ***** at the same time until the desired volume is reached. The “beep” tone will gradually increase. The phone will say “Invalid Entry” once it has hit its maximum volume.


STEP 2 To decrease the volume of the onboard programming voice press the **TALK / END** and **#** keys at the same time and then release. You will hear a “beep” tone. Continue to press and release the **TALK / END** and **#** keys until the desired volume is reached. The “beep” tone will gradually decrease. The phone will say “Invalid Entry” one 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 explosion.
- 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. Continue to press the **TALK / END** and *** VOL UP** 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. There are 8 volume settings. 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. Continue to press **TALK / END** and **# VOL DN** keys at the same time and then release until the desired volume is reached. The phone will say "Invalid Entry" once the lowest volume is reached. When finished press **TALK / END** to hang up the phone.

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

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 do this by using the **TALK / END** 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. **IMPORTANT! 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!**

Power Requirements

- 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

The S3 Communicator is not polarity sensitive.

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.

There are three in car local announcements for notifying which of the possible three emergency numbers are being dialed.

STEP 1 Press **PROG MENU** button.

STEP 2 Press **2** for message menu. *(continued on next page)*

Programming (Locally or Remotely)

STEP 3 Press **1** if you want to program the site identification message. Press **2** if you want to program for in car announcements. Press **#** VOL DN to return the previous menu. Or ***** VOL UP then **0** to exit program mode.

STEP 4 To program the site identification message press **1**. The phone says "at the tone, record your message followed by **#** VOL DN". At the tone, record the message and then press **#** VOL DN. If the message is correct you can press **#** VOL DN 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 ***** VOL UP then **0** to exit program mode.

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.

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 **#** VOL DN to return to the previous menu to continue programming. Or press ***** VOL UP then **0** to disconnect.

User Preferences - Maintenance Announcements On/Off

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 on programming. Or press *** VOL UP** then **0** to exit programming mode once you are finished.

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 disconnection" 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**
(continued on next page)

Programming (Locally or Remotely) | Advanced Options

- 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  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  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  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.

Unit Number

(must be programmed into Master Station and S3C phones connected to it)

Use this feature when sharing more than one S3C on a single line or when using a Master Station. 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.

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
- maintenance announcements
- talk time
- access code
- touch tone ID
- ring count
- unit number

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 *** VOLUME** then **0** to exit program mode.

Calling Into Remote Phone

It is possible to program the S3Communicator 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 if one is programmed Or you can choose to press *** VOL UP** then **0** which will hang 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** to 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 mode.

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.
(continued on next page)

Testing the Phone Line (cont.)

STEP 1 Press **TALK / END** 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 trouble shoot 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 **TALK / END** to hang up the phone.

Phone Line Volume

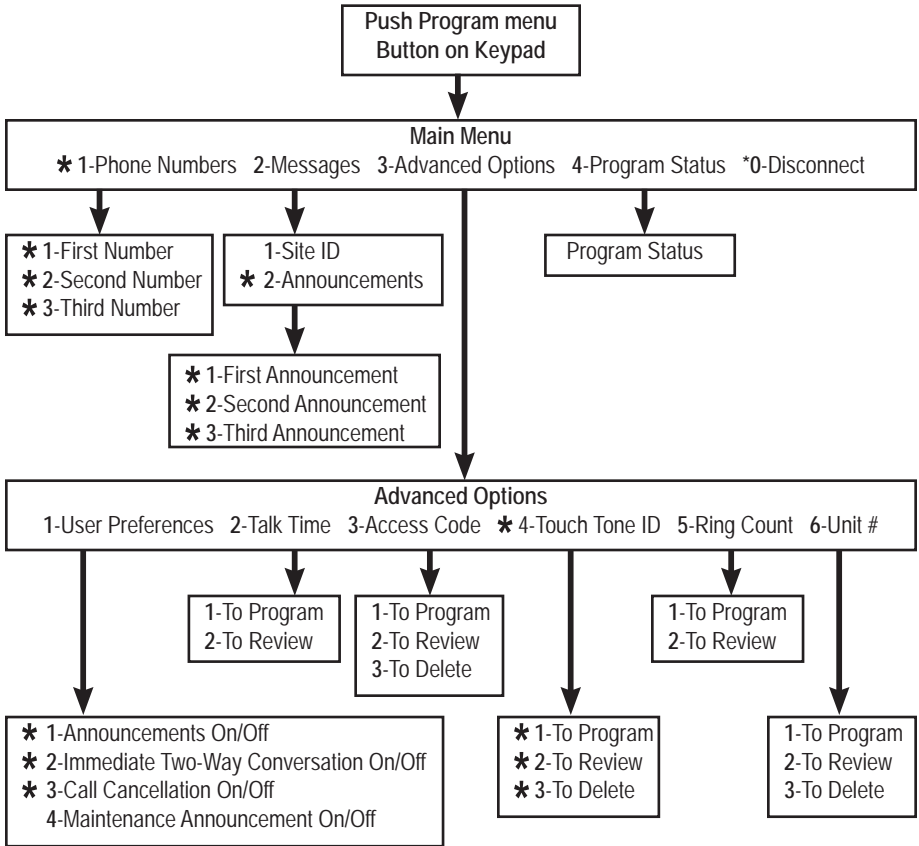
STEP 1 Be sure the phone is connected to a live telephone line and has either external power connected or a 9V battery. If you have both the external power and a 9V battery connected be sure the battery is rechargeable or it could result in a battery explosion.

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 a beep and your dial tone increase in volume. Continue to press the **TALK / END** and *** VOL UP** 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 **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 a beep and your dial tone decrease in volume. Continue to press the **TALK / END** and **# VOL DN** keys at the same time and then release until the desired volume is reached. The phone will say “Invalid Entry” once the lowest volume is reached. When finished press **TALK / END** to hang up the phone.

Flowchart

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



*** Not used for Master Station**


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”

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 landline phone or to be on site 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  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  then  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  to continue the call. Each time  is pressed to continue, the talk time is reloaded.

Troubleshooting (cont.)

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. There can be up to 8 phones on a line so it can be any unit number between 2 and 8. If the incorrect 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 24VDC 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

Glossary (cont.)

“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 our return authorization number and freight prepaid, within fifteen (15) days after discovery 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 by 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.

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