



HELPER PHONE ADA TELEPHONES USER'S MANUAL

Use With Part Numbers

11-900, 11-901, 11-902, 11-903, 11-905, 11-906 and 11-909

Includes instructions for all versions



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Email: sales@wurtec.com ♦ Buy Online! wurtec.com

INSTALLING THE HELPER PHONE

1. UNPACKING

A. This Helper Phone is a vandal resistant, handsfree, ADA compliant telephone, designed to fit into most elevator telephone cabinets or for surface mounting applications.

B. Unpack and inspect the telephone for damage. If there is any damage, call us for advice at 800-837-1066.

2. PRE-INSTALLATION NOTES

NOTE: ADA and most Building Codes require the telephone push-button to be no higher than 48" from the floor. Please check with your local authorities to insure compliance with all rules and regulations in your area.

NOTE: Obtain the advice of the elevator contractor before drilling any holes! When drilling your holes, use caution so that you DO NOT damage any electrical wiring, cab doors, other elevator parts, or yourself. We also suggest that you close the cab doors, if drilling in the return panels.

NOTE: It is recommended that the wiring used inside the traveling cable for the incoming phone line be a shielded twisted pair with the shield grounded on the elevator controller end only. Any terminations or splices between the elevator controller and the Helper Phone should have the shield carried through the termination or splice and not grounded at that point.

3. INSTALLATION - BOX STYLE PHONE, PART # 11-900

A. Remove the backplate from the Helper Phone.

B. Position the back of the Helper Phone in the elevator phone cabinet with about a 3/4" clearance at the top of the phone cabinet, where desired. This will allow room to install the faceplate and remove the box.

C. Using the back as a template, mark the position of the holes to be drilled for fastening.

D. Drill (and tap, if necessary) the holes marked for the fasteners.

- E. Use fasteners that are short enough, so that they will not damage any elevator equipment that may be behind the cabinet.
- F. Attach the back of the Helper Phone to the phone cabinet.
- G. See Section 6

4. INSTALLATION - GRILL MOUNT PHONE, PART # 11-903

A. Attach the phone to the back of the car station at the existing speaker grill or grid making sure that the phone's speaker and microphone holes are behind the grill or grid.

Note: To prevent sound distortion, the sound absorbing rubber grommet on the front plate of the phone must be against the back side of the car station.

- B. At this time mark the desired position of the holes for the RED and GREEN LED, if applicable.
- C. Drill a 1/4" hole for each LED, if required.
- D. Insert the lens(es) into the 1/4" hole(s) from the front.
- E. Slide the white retaining ring(s) over the lens(es), to lock in place.
- F. Insert the the LED(S) from the back into the lens(es).
- G. See Section 6

5. INSTALLATION - FLUSH MOUNT PHONE, PART # 11-901

If Flush Mounted Elevator Phone is to be mounted over a telephone cabinet, remove the cabinet door and go to Step C.

- A. Determine position of flush mounted phone in elevator cab.
- B. Using the dust cover as a template, cut a hole approximately 4.5" x 8.5" for the phone, see figure 2.
- C. Use the flush mounted plate as a template. Position the phone in the opening and mark the position of the mounting holes.
- D. Drill the holes for the mounting screws.
- E. See Section 6.

6. LINE & POWER CONNECTION

Note: When working with more than one Helper Phone on a single telephone line, you must program and test them, one phone at a time. After they have been individually programmed and tested, they may be reconnected to the line for final testing. A maximum of five (5) Helper Phones can be installed on a single telephone line.

A. The Helper Phone will operate on its power supply or 12-24 volts AC or DC. If using a provided power supply, connect supply wires to the Helper Phone "PWR" connector. Ensure the "line" side is connected to 120VAC & "load" is connected to the Helper Phone. This power supply should remain on when the elevator is shut off. This connection is not polarity sensitive. Install the connector to activate the power supply. To check this connection, press the "CALL" button on the Helper Phone to turn it on. The Helper Phone will turn on, make a brief announcement and turn off.

B. **NOTE:** The Helper Phone is shipped with the battery disconnected, for its protection. The battery needs to be "on-line" 48 hours before being "acceptable" during the battery test mode. Install the battery connector onto the two pin terminal located near the black heat sink. Insure the battery is installed in the clip.

C. Connect your analog, touchtone telephone line wires (twisted, shielded), to the "TELCO" connector, leaving the jack available for diagnostic use. This connection is not polarity sensitive. Tape the shielding and any additional wires in the phone cable so they will not short out the electronics or the telephone line. The wiring connections must be durable so the movement of the elevator car does not affect the connection. **NOTE:** Ground the shielding at elevator controller only. **NOTE:** If the Helper Phone needs to be disconnected after being energized, reverse steps A-C above.

At this time you may wish to check the phone line for dialtone, touchtone capabilities and noise. You can do this by using a single line, touch tone telephone with modular cord and plug. Plug your phone cord into the Helper Phone jack and you should hear a dialtone. If not, check to see if there is dialtone at your controller. Then call your office and have them call you back. This will verify the touch-tone line, number and line conditions. You may also call Wurtec, Inc., for technical assistance at 1-800-837-1066.

D. The "RLY" connector located at terminal block J7 can be used to operate a 5VDV device (Relay, LED etc). The relay can be used to turn on other devices, for example, marque, strobe etc. The maximum load at the "RLY" connector is 200MA. The relay will turn on when the telephone begins dialing and turns off when the telephone connection is terminated. See figure 3 on page 7.

E. For grill mount phones, crimp the elevator telephone push button wires to the provided butt connectors on the wires from pins 7 & 8 of the 8 pin terminal on the PCB. See Figure 3, page 7

F. Install the Helper Phone onto the backing plate or the faceplate to the cab wall.

7. TEST

A. Press the button and the Helper Phone will turn on. Press the button a second time and the Helper Phone will turn off. This function is programmable.

B. The Helper Phone is ready to program. Please see the programming instructions beginning on page 8.

FIGURE 1

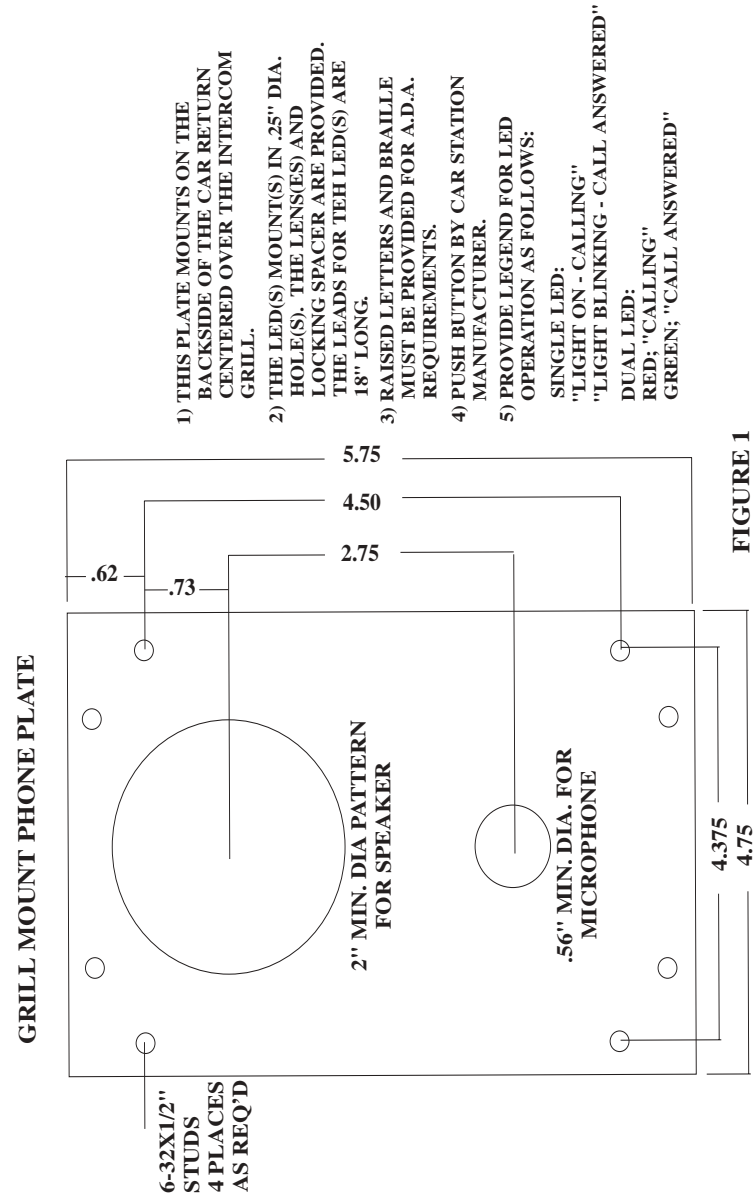
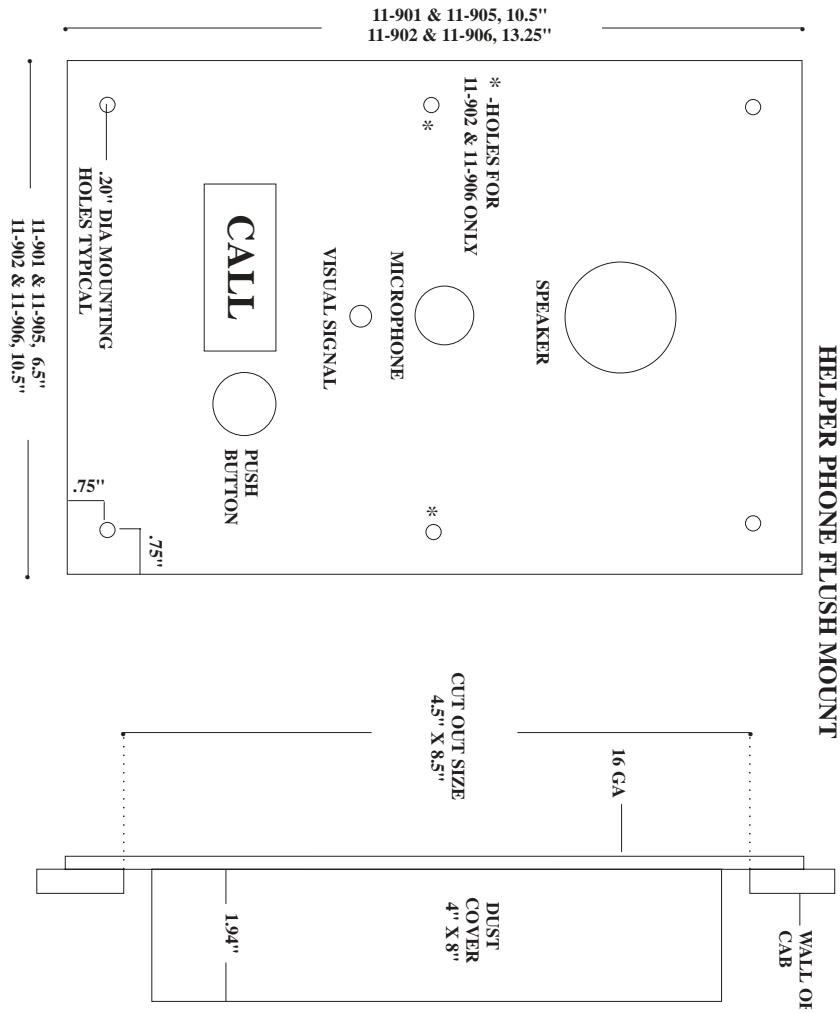
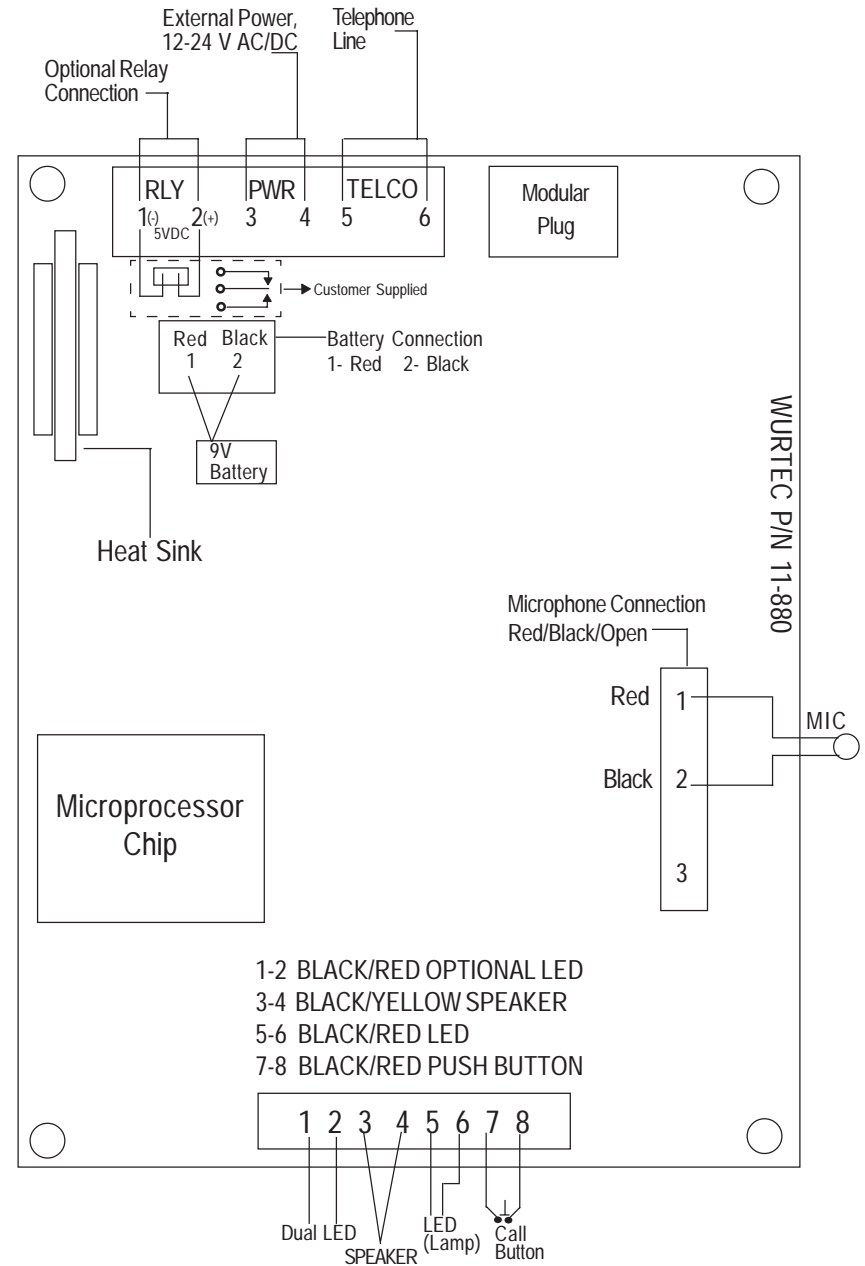


FIGURE 2



Helper Phone Circuit Board

FIGURE 3



WURTEC P/N 11-880

HELPER PHONE PROGRAMMING INSTRUCTIONS

This booklet contains programming instructions for Helper Phone versions 2.3.7 and earlier and 2.3.8 and later. Although many of the options are the same, they are accessed in different ways. **Which version do I have?:** There are two ways to determine your version. If the Helper Phone gives you the following options in the first menu: "push 1 to talk to the party", "2 to program" and "0 to hang up" then you have version 2.3.8 and later. If other options for press 3 and 4 are given in the first menu (main) then you have version 2.3.7 and earlier. The version number is also on the microchip inside the phone.

Instructions For 2.3.7 and Earlier Version

To program the Helper Phone, you will use the push buttons of a touch-tone telephone keypad and your voice. You should avoid pushing any buttons until after the voice prompt ends. Before programming, make sure the Helper Phone is connected to a dedicated, analog, touch-tone telephone line or extension and has 12-24 Volts AC or DC connected to the "PWR" terminal. Please see the Installation Instructions.

1. **Call** the Helper Phone using a good quality touch tone telephone. You can call the Helper Phone by dialing to it from an outside line. See the programming chart on page 16. **If you are with the Helper Phone and wish to make changes refer to NOTE 1A on page 11.**

2. The Helper Phone will answer in approximately one ring and you will hear a short confirmation tone (bing-bong).

3. **If** prompted for an elevator number (existing installations only), you must enter a single digit number **"1 to 5"**, on your telephone keypad. This will select the Helper Phone, from the group, that is to be activated or enter **"0"** to activate all of the Helper Phones. After entering this number you will hear another confirmation tone (bing-bong). This is the selected phone(s) turning on. **The Helper Phone is shipped without a preprogrammed number, so on initial installation you will not hear a prompt asking for an elevator number.**

4. You have now entered the "Main Menu". The Helper Phone will announce **"This is the automated emergency telephone located at.. (custom site ID message once programmed)."** In addition, you will hear the following:

"Press 1 to talk to the party". This allows two way conversation and causes the red LED to blink or the green LED to stay on.

"Press 2 to program". This will take you to the "Programming Menu". See step 5 for more information.

"Press 3 for programming status." The Helper Phone will play back all information programmed into this phone.

"Press 4 for diagnostics and zero to disconnect".

NOTE: While in the main menu you may enter **"**"** to repeat the menu or you may press **"0"** to hang up. If you do not make a selection within 20 seconds after hearing **any** prompt, the Helper Phone will hang up.

If the message only says **"Press 1 to talk to the party, zero to disconnect"**, the primary source of electrical power has been lost and the Helper Phone is operating on battery back up. Check the "PWR" connections. **You may now press "2" to enter the "Programming menu".**

If prompted for a "Programming Code," enter that number at the command, followed by the **"#"** sign. **The Helper Phone is shipped without a preprogrammed code number.**

5. You have now entered the "Programming Menu", refer to the chart on page 16. The Helper Phone will announce:

"Press 1 to program emergency number". Press **"1"** to begin. If the Helper Phone has been installed on a "ring down" line, proceed to the 3rd paragraph. Otherwise, after the voice prompt, **enter the first telephone number**, followed by the **"#"** sign. **Note:** If you have to obtain an "outside" line, prior to dialing, enter that number (usually **"8 or 9"**) on your keypad, followed by the **"**"** key, then the emergency number to be dialed by the Helper Phone. The **"**"** adds a 2-3 second pause to allow for the rollover to the dial tone. Confirm your entry. After the command, recite the **"who you are calling"** message and confirm your entry. Repeat this process for the second and third phone numbers, to be called. If additional numbers are not required, simply enter **"#"** (cancel/skips entry) and confirm your entry after each prompt.

NOTE: One of the telephone numbers must be to a 24 hour, 7 days a week, **manned** location.

Enter the **"maintenance"** telephone number next. This is the telephone number the Helper Phone will call, if it has been operating on battery back up for 15 minutes (power failure). The Helper Phone will notify the answering party that there is a loss of building power at... "announces the site ID message". This happens automatically and is not heard at the Helper Phone. This feature is disabled, by **not** entering a number.

Telephones installed on "ring down" lines, will immediately connect to the responding telephone, without the need for "dialing" any numbers, when the **"CALL"** button is pressed. Therefore, after the voice prompt to enter 1st emergency number, enter **"**"** followed by the **"#"** sign. Confirm your entry by pressing (1) one to accept or (2) two to change. Proceed to **"advanced options"** and activate **"immediate two-way conversation"**. **NOTE:** Dialtone is required on ringdown lines.

“Press 2 to program advanced options”. Entering **“2”** will allow you to reprogram the factory set, advanced options that are available on the Helper Phone. If you choose to reprogram the advanced options, simply follow the prompts to program the following:

“Voice announcement on/off”. The default is **“Voice announcement on”**. This feature of the Helper Phone announces “who you are calling” to the trapped caller before it dials. Turning this feature off, disables the announcement.

Call Cancellation on/off”. The default is **“Call cancellation on”**. When the **“CALL”** button is pressed, the Helper Phone announces, **“Emergency telephone activated. Press button to cancel”**. This allows the user to cancel the emergency call by pressing the **“CALL”** button again. Turning this feature off will prevent the call from being canceled.

“Immediate two-way conversation”. This feature, if activated, allows immediate two-way conversation between the trapped passenger and the responding party as soon as the emergency call is answered. This bypasses the factory default message, **“Press 1 to talk to the party”**. This should only be used when there is a guarantee that the call will be answered and where the answering party knows where the call is coming from, such as on a “ring down” line. Activating this option will allow only the first emergency number to be called. Additional programmed numbers will not be recognized.

“Programming code”. Inserting a personalized code number here allows you to add security to your Helper Phone. This code number will then be required to gain access to the programming menu. The code number may contain up to 15 digits.

“Press 3 to program conversation time”. Press **“3”** to program the time-out feature. This is the length of time the Helper Phone will remain on, prior to automatic shut off. You may key in from **“30 to 999”** seconds. The factory set default time is 180 seconds. **NOTE:** Before the Helper Phone times out, the called party will be prompted to reset the timer by pressing **“#”**. This will reset the allotted time.

“Press 4 to record your message”. Press **“4”** to record the **“Site Identification”** message, the **“Line Sharing Number”**, and computer activated **“Elevator reporting”** number. The site ID message must identify where the emergency call is coming from. It's played every time a call is placed to or from the Helper Phone. It is very important that this message be recorded, as this is normally, the only way the call can be traced without verbal communication.

When having multiple Helper Phones on a single line, you must program a single digit number, **“1 to 5”**, into the Helper Phone. Enter **“#”** when you have only one (1) Helper Phone on the telephone line. **NOTE:** There must be a number **“1”** phone in every multi-phone group. This phone becomes the master. Once these separate identities have been programmed, you may call into the group and select any one of the phones by pressing **“1 to 5”** or **“0”** to talk to all phones in that group.

The elevator reporting number is used for the Soundnet Answering System. This option only available on Versions 2.3.7 and earlier. This number (15 digits maximum) is remotely triggered by sending a **“#4”** DTMF tone to the Helper Phone. A computer can then interpret the subsequent tones and identify where the emergency call is coming from. If this number is not used, enter **“#”**.

“Press 5 for emergency number test” Press **“5”** and hang up immediately. The Helper Phone waits 2 seconds and will dial the phone number programmed into the first emergency slot. This is for testing the phone only. **“Press # to cancel”.** Pressing **“#”** will return you to the Main Menu. **“Press 0 to disconnect”** Pressing **“0”** will shut off the Helper Phone. To reprogram the Helper Phone, call it and follow the verbal prompts. To make “global” changes, common to all Helper Phones on multi-phone installations, enter **“0”** for all phones, when prompted, followed by **“55”** to access the main menu.

NOTE 1A: If you are with the installed Helper Phone and wish to make changes, plug a single line tone phone into the modular jack on the back of the printed circuit board. You should hear a dial tone. Call someone and while they are on the line, press the **“CALL”** button to turn on the Helper Phone. The Helper Phone may at some point announce “Press one to talk to the party”, if it does, press 1. Once the prompts have ceased, enter **“55”** and this will put you into the main menu and announce your choices. Proceed as shown on the programming chart on page 16 as referenced from step 4 on page 8.

This booklet contains programming instructions for Helper Phone versions 2.3.7 and earlier and 2.3.8 and later. Although many of the options are the same, they are accessed in different ways. **Which version do I have?:** There are two ways to determine your version. If the Helper Phone gives you the following options in the first menu: "push 1 to talk to the party", "2 to program" and "0 to hang up" then you have version 2.3.8 and later. If other options for press 3 and 4 are given in the first menu then you have version 2.3.7 and earlier. The version number is also on the microchip inside the phone.

Instructions For 2.3.8 Version

To program the Helper Phone, you will use the push buttons of a touch-tone telephone keypad and your voice. You should avoid pushing any buttons until after the voice prompt ends. Before programming, make sure the Helper Phone is connected to a dedicated, analog, touch-tone telephone line or extension and has 12-24 Volts AC or DC connected to the "PWR" terminal. Please see the Installation Instructions.

1. **Call** the Helper Phone using a good quality touch tone telephone. You can call the Helper Phone by dialing to it from an outside line. See the programming chart on page 17. **If you are with the Helper Phone and wish to make changes refer to NOTE 1A on page 15.**
2. The Helper Phone will answer in approximately one ring and you will hear a short confirmation tone (bing-bong).
3. **If** prompted for an elevator number (existing installations only), you must enter a single digit number **"1 to 5"**, on your telephone keypad. This will select the Helper Phone, from the group, that is to be activated or enter **"0"** to activate all of the Helper Phones. After entering this number you will hear another confirmation tone (bing-bong). This is the selected phone(s) turning on. **The Helper Phone is shipped without a preprogrammed number, so on initial installation you will not hear a prompt asking for an elevator number.**
4. You have now entered the "Main Menu". The Helper Phone will announce **"This is the automated emergency telephone located at.. (custom site ID message once programmed)."** In addition, you will hear the following: **"Press 1 to talk to the party"**. This allows two way conversation and causes the red LED to blink or the green LED to stay on. **"Press 2 to program"**. This will take you to the "Programming Menu". See step 5 for more information. **"Press 0 to disconnect"**
NOTE: While in the main menu you may press **"0"** to hang up.

If the message only says **"Press 1 to talk to the party, zero to disconnect"**, the primary source of electrical power has been lost and the Helper Phone is operating on battery back up. Check the "PWR" connections.

You may now press "2" to enter the "Programming menu".

If prompted for a "Programming Access Code," enter that number at the command, followed by the **"#"** sign. **The Helper Phone is shipped without a preprogrammed access code number.**

5. You have now entered the "Programming Menu", refer to the chart on page 17. The Helper Phone will announce:

"Press 1 to program 1st emergency number". Press **"1"** to begin. If the Helper Phone has been installed on a "ring down" line, proceed to top of page 14. Otherwise, after the voice prompt, **enter the first telephone number**, followed by the **"#"** sign. **Note:** If you have to obtain an "outside" line, prior to dialing, enter that number (usually **"8 or 9"**) on your keypad, followed by the **"*"** key, then the emergency number to be dialed by the Helper Phone. The **"*"** adds a 2-3 second pause to allow for the rollover to the dial tone. Confirm your entry. After the command, recite the **"who you are calling"** message and confirm your entry. Repeat this process for the second and third phone numbers, to be called. If additional numbers are not required, simply continue on to other options. **NOTE:** One of the telephone numbers must be to a 24 hour, 7 days a week, **manned** location.

NOTE: The phone number that is programmed in the "1st Emergency Number" slot will ring for 30 seconds before hanging up and dialing the number in the "2nd Emergency Number" slot. This complies with ASME A17.1a-2002 part 2.27.1.1.2. The number to be dialed that is in the "2nd Emergency Number" slot will ring for 60 seconds. The number to be dialed that is in the "3rd Emergency Number" slot will ring for 120 seconds. You may put your number(s) to be dialed into any one of these slots to satisfy your needs. You may skip any one of these slots by entering **"#"** when prompted for the phone number. The Helper Phone will always dial the phone numbers in order, skipping any unused slots.

To enter a **"maintenance"** telephone number, cancel through the remaining emergency numbers by entering **"#"** for their phone numbers. You will then be asked to push "1" to program the **"maintenance"** number. This is the telephone number the Helper Phone will call, if it has been operating on battery back up for 15 minutes (power failure). The Helper Phone will notify the answering party that there is a loss of building power at... **"announces the site ID message"**. This happens automatically and is not heard at the Helper Phone. This feature is disabled, by **not** entering a number.

NOTE: Once all 3 phone numbers and the maintenance number have been entered or cancelled, you will not be asked for any phone numbers until you reenter the programming menu. Pressing **"#"** until the Helper Phone states **"press 1 to talk to the party," "2 to program" etc.**, then pressing 2 to program will cause the programming menu to begin again at **"enter 1st emergency number."** If the correct numbers have been programmed, you do not need to reenter them.

Telephones installed on “ring down” lines, will immediately connect to the responding telephone, without the need for “dialing” any numbers, when the **“CALL”** button is pressed. Therefore, after the voice prompt to enter the 1st emergency number, enter **“* ”** followed by the **“# ”** sign. Confirm your entry by pressing (1) one to accept or (2) two to change. Proceed to **“advanced options”** and activate **“immediate two-way conversation”**.
NOTE: Dialtone is required on ringdown lines.

“Press 2 to record your message”. Press **“2”** to record the **“Site Identification”** message. The site ID message must identify where the emergency call is coming from. It’s played every time a call is placed to or from the Helper Phone. It is very important that this message be recorded, as this is normally, the only way the call can be traced without verbal communication.

“Press 3 to program line sharing”. (optional) When having multiple Helper Phones on a single line, you must program a single digit number, **“1 to 5”**, into the Helper Phone. Enter **“#”** when you have only one (1) Helper Phone on the telephone line. **NOTE:** There must be a number **“1”** phone in every multi-phone group. This phone becomes the master. Once these separate identities have been programmed, you may call into the group and select any one of the phones by pressing **“1 to 5”** or **“0”** to talk to all phones in that group.

“Press 4 to program Helper Phone Options:”

Options Are:

“Press 1 to program conversation time”. This is the length of time the Helper Phone will remain on, prior to automatic shut off. You may key in from **“30 to 999”** seconds. The factory set default time is 180 seconds. **NOTE:** Before the Helper Phone times out, the called party will be prompted to reset the timer by pressing **“#”**. This will reset the allotted time.

“Press 2 to program advanced options”. Entering **“2”** will allow you to reprogram the factory set, advanced options that are available on the Helper Phone. If you choose to reprogram the advanced options, simply follow the prompts to program the following:

“Voice announcement on/off”. The default is **“Voice announcement on”**. This feature of the Helper Phone announces “who you are calling” to the trapped caller before it dials. Turning this feature off, disables the announcement.

“Call Cancellation on/off”. The default is off. Call cancellation off will prevent the call from being cancelled, except by the called party. Call cancellation on will allow the call to be cancelled by pressing the call button a second time.

“Immediate two-way conversation”. This feature, if activated, allows immediate two-way conversation between the trapped passenger and the responding party as soon as the emergency call is answered. This bypasses the factory default message, **“Press 1 to talk to the party”**. This should only be used when there is a guarantee that the call will be answered and where the answering party knows where the call is coming from, such as on a “ring down” line. Activating this option, will allow only the first emergency number to be called. Additional programmed numbers will not be recognized.

“Programming access code”. Inserting a personalized code number here allows you to add security to your Helper Phone. This code number will then be required to gain access to the programming menu. The code number may contain up to 15 digits. You may press **“#”** to cancel this option.

“Press 3 for programming status” The Helper Phone will play back all information programmed into this phone.

“Press 4 for diagnostics” Phone will do a self test

“Press 5 to activate emergency number test” Press **“5”** and hang up immediately. The Helper Phone waits 2 seconds and will dial the phone number programmed into the first emergency slot. This is for testing the phone only.

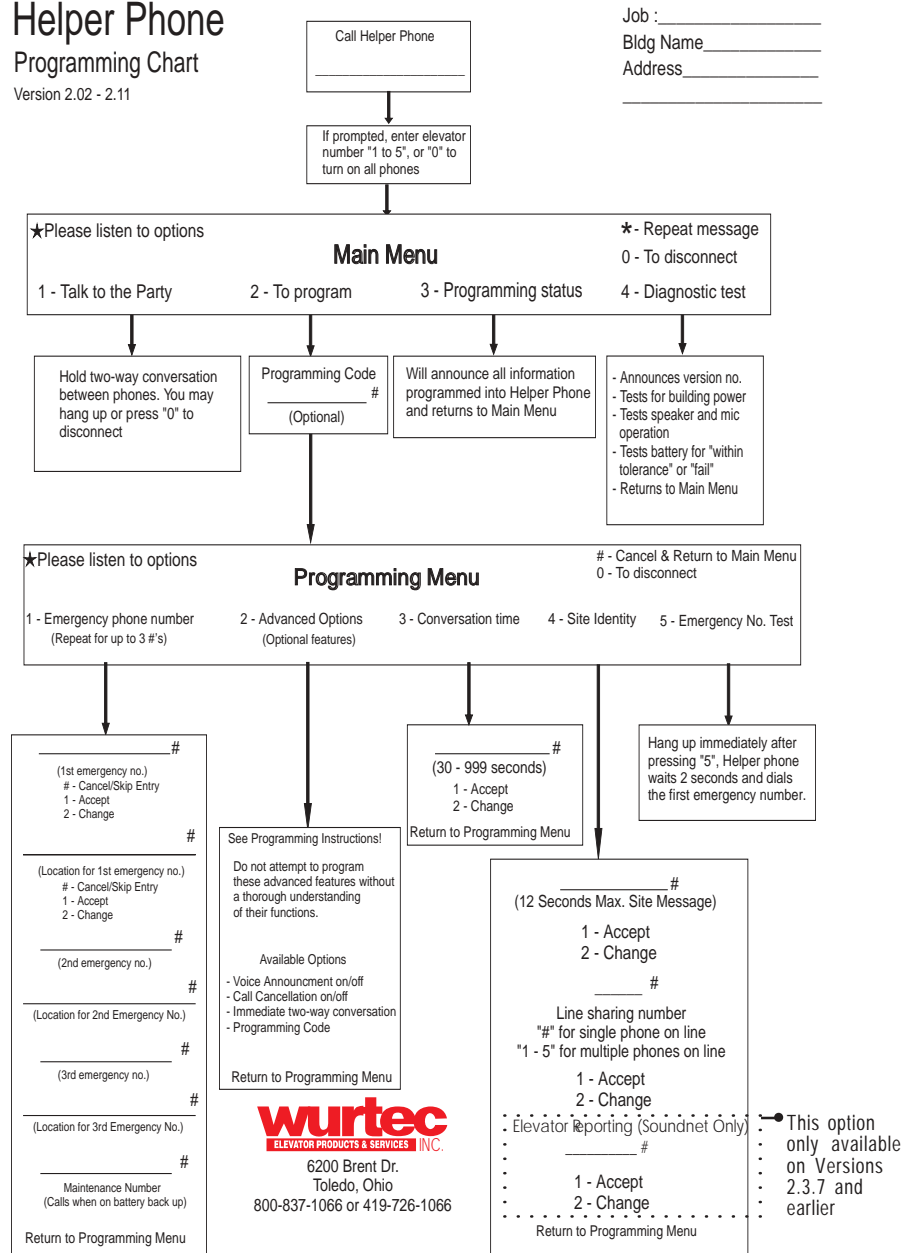
“Press # to cancel”. Pressing **“#”** will return you to the programming Menu.

“Press 0 to disconnect” Pressing **“0”** will shut off the Helper Phone. To reprogram the Helper Phone, call it and follow the verbal prompts. To make “global” changes, common to all Helper Phones on multi-phone installations, enter **“0”** for all phones, when prompted, followed by **“55”** to access the main menu.

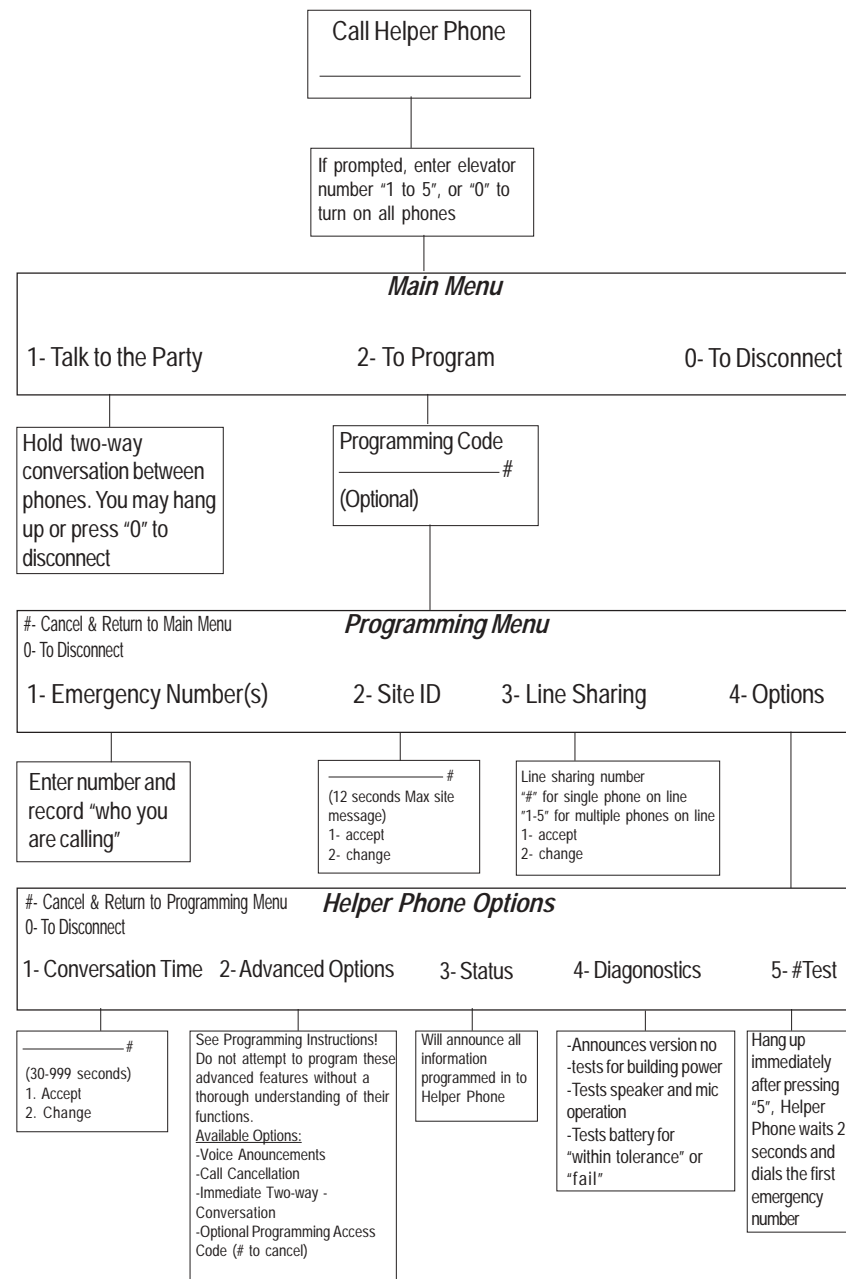
NOTE 1A: If you are with the installed Helper Phone and wish to make changes, plug a single line tone phone into the modular jack on the back of the printed circuit board. You should hear a dial tone. Call someone and while they are on the line, press the **“CALL”** button to turn on the Helper Phone. The Helper Phone may at some point announce “Press one to talk to the party”, if it does, press 1. Once the prompts have ceased, enter **“55”** and this will put you into the main menu and announce your choices. Proceed as shown on the programming chart on page 17 as referenced from step 4 on page 12.

Helper Phone Programming Chart

Version 2.02 - 2.11



Helper Phone Programming Chart: version 2.3.8 and later



HELPER PHONE OPERATING PROCEDURES

I. CALLING OUT FROM HELPER PHONE

A. THE CALLER WILL:

1. Press button to call.
2. If "VOICE ANNOUNCEMENTS" are activated hear voice announce "Emergency telephone activated...press button to cancel...calling...".
3. Hear voice announce the name of the party to where the call is being placed.
4. If they are the first car in the group to place a call, the passenger will hear a dial tone and the dialing of the programmed number [not all digits may be heard]. If they are not the first caller they will join conversation (party line) without dialing. If two-way communication is not established, phone will disconnect and announce, "No answer...calling...".
5. Hear voice announce name of second party to where call is being placed (if programmed), followed by step 4.
6. Hear voice announce name of third party to where call is being placed (if programmed), followed by step 4.

THE HELPER PHONE RED LIGHT WILL ILLUMINATE CONTINUOUSLY WHILE THE CALL IS BEING PLACED. AFTER THE CALL HAS BEEN ANSWERED, THE RED LIGHT WILL FLASH OR THE GREEN LIGHT WILL ILLUMINATE.

B. THE RECEIVER WILL:

1. Hear phone ring and answer.
2. Hear voice announce "Emergency telephone, press 1 to talk to the party". (This message repeats until "1" is pressed or the helper phone considers the call non-responsive and dials another programmed telephone number.)
3. Press "1" on their touch tone phone keypad.
4. Hear voice from the Helper Phone announce, "This is the automated emergency telephone located at...site I.D. message".
5. Hear voice from Helper Phone announce, "You can talk to the party or press * (star) to repeat this message".
6. Have 2-way conversation with Helper Phone.
7. When multiple Helper Phones are connected to the same line, the first Helper Phone activated establishes communication with the responding party, all subsequent Helper Phones activated join the party line by announcing "Elevator X (their programmed #)."

II. CALLING BACK TO HELPER PHONE GROUP

A. THE CALLER WILL:

1. Dial the telephone number of the Helper Phone Group.
2. Hear the Helper Phone answer, hear two tones. If you have a single Helper Phone on the line (No line sharing) skip to step #5.
3. Hear the message "Enter elevator number or zero for all".
4. Select number "1" through "5" to isolate a single elevator or press "0" to talk to all elevators in that group. Pressing "0" bypasses all voice prompts and allows immediate two-way conversation with all phones in that group.
5. Hear voice from selected Helper Phone announce, "This is the automated emergency telephone located at...site I. D. Message".
6. Hear voice announce main menu, "Press 1 to talk to the party", "2 to program" and if you have version 2.3.7 or earlier, you will also hear "3 for program status", "4 for diagnostics". Caller may select from this menu or press * (star) to repeat this message. If the message says "Press 1 to talk to the party, zero to disconnect", the primary source of electrical power has been lost and the Helper Phone is operating on battery back up. Check the power.

**Use Modular Jack for Technical Assistance.
Plug in a phone and call 1-800-837-1066. No
Dialtone? Check Wires and Phone Line.
Programming Instructions also online at
wurtec.com, under technical section.**