

QUICK TROUBLESHOOTING

FAQ

Q. Operator cannot hear passenger at beginning of call.
 A. If not using voice message announcement—check to see if it is deleted properly.

Q. Can the phone work only on phone line power?
 A. The SUREphone requires AC power in order to operate.

Q. Passenger cannot hear operator.
 A. Check for excessive noise in elevator, such as a bad fan. On COP mount units check for proper sealing between COP and phone faceplate

Line Specifications:

(See also the Installation Guide)

The K-Tech ET901 works on most phone lines meeting the following minimum conditions:

1. 24—48 V Analog line (on hook)
2. DTMF compatible
3. 20 mA min loop current
4. 18 –22 gauge shielded twisted pair in elevator traveling cable.

Phone number hints:

Check to see if you need to dial the area code or 1 before the number.

On PBX systems you may have to put a 9 or 8 and a pause (*) before the phone number. Also you may need to set the timer to "02" or "03" for proper shutoff.

Special Conditions:

The K-Tech ET901 has it's own built in dialer and cannot be used with an external dialer.

Using the phone on a **ringdown** circuit may restrict use of SUREphone features which are related to the dialing circuit. Try entering "0", "0" in phone location 1

All special phone line features, such as call waiting and call forwarding should be turned off.

THE INFORMATION BELOW IS IMPORTANT. YOU MUST HAVE THE SERIAL NUMBER AVAILABLE WHEN CALLING TECH SUPPORT.

K-Tech International Inc.
 Part # PCB036/38 Rev. ____

SERIAL #

5 _ _ _ _ _

Serial Number: _____

Date Installed: _____

Installed by: _____

Phone Line #: _____

Phone line Voltage: 48VDC (POTS or CO line)

24VDC (PBX System)

Other _____

Phone Number(s)
 Dialing:

1. _____
2. _____
3. _____
4. _____
5. _____

Voice message



K-Tech International, Inc

56 Ella Grasso Ave
 Torrington, CT 06790 USA

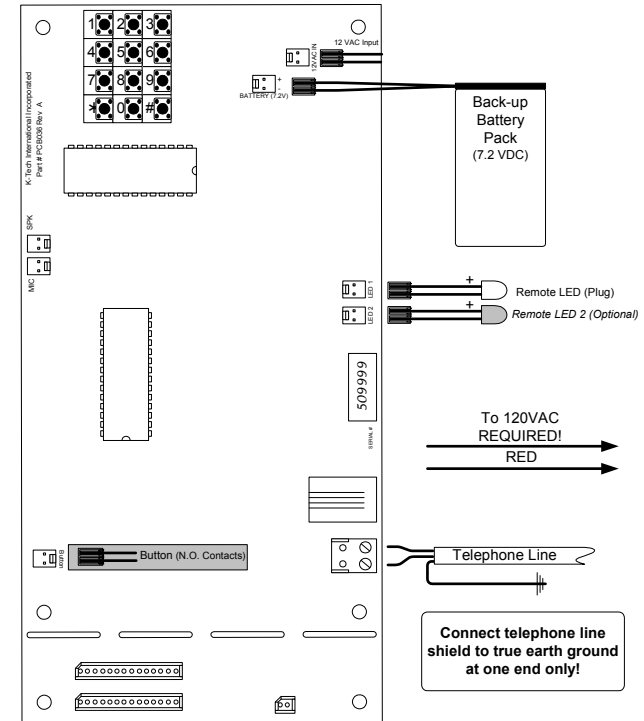
Phone (860) 489-9399

Phone: 1-800-993-9399

Fax (860) 489-4399

Email: support@KTechOnline.com

K-Tech



ET901 Programming Guide

**Keep This Booklet for
 Reference**

Additional information is available at
www.KTechOnline.com

MULTIPLE PHONES ON A SINGLE LINE

IMPORTANT NOTE:

Before installing, all phones must be given a unique ID code using the **Keypad**:

Keypad:

1. Hook up battery or AC
2. Press *7
3. Enter security code [factory 1234]
4. Press *, then (Feature) 8,
5. Enter 2 digit ID code
6. Press * # to exit program mode

KEYPAD PROGRAMMING

IMPORTANT NOTE:

The phone can be programmed through the keypad or remotely from another phone.

If using the Keypad, the battery or AC must be hooked up. (disconnect battery when transporting or storing – the memory will be saved)

Wait for prompt to end before pressing the next key.

PHONE NUMBER PROGRAMMING

Programming phone number:

1. Call into phone or use Keypad
2. Press *7 (phone will prompt for security code)
3. Enter security code [factory 1234]
4. Press *, then 3, then press memory address number from 1 - 5 (**start with 1**)
5. Enter phone number, then press #
6. Phone will play back the number, if not correct repeat steps 4 - 5
7. Press * # to exit program mode
8. Press *, then 3, then 1 to test
9. Go to “Testing the Phone”

MESSAGE PROGRAMMING

Message Programming:

1. Call into phone or use Keypad (**See Note 1**)
2. Press *7 (phone will prompt for security code)
3. Enter security code [factory 1234]
4. Press * then 1
5. Press # to start recording, # when finished
6. After recording, phone will play back the message.
7. Press * # to exit program mode
8. Press *, then 1 to test
9. Go to “Testing the Phone”

To delete message:

1. Press *7
2. Enter security code [factory 1234]
3. Press *, then 1,
4. Press #, #
5. There will be no message played back, or you will hear a short tone when erasing remotely.
6. Press * # to exit program mode
7. Press *, then 1 to test
8. Go to “Testing the Phone”

1. Unplug phone line when using Keypad

FEATURE PROGRAMMING

Feature List

Program Feature Number [Default Setting]

- 1 - Voice Message #1 [Blank] (Automatic)
- 2 - Voice Message #2 [Serial number] (Manual)
- 3 – Phone Directory -[Blank]
Locations 1,2,3,4,5 (Phone # must be at least 2 digits—max 20 digits)
- 4 – Timer minutes [05],(00 = CPC shutoff only)
- 5 – Outgoing number of rings [04]
- 6 – Incoming number of rings [1]
- 7 – Enter programming mode
- 8 – ID number [01]
- 9 – Security code [1 2 3 4] (**If security code is changed and code is lost or forgotten, you will have to purchase a new memory chip**)
- 0—Volume [4] 1 (soft) —7 (loud)

TESTING THE PHONE

- Press the activating push-button. The phone will “click”, the LED will turn on, then dial tone will be heard for 2-3 seconds.
- The first phone number will dial; you will hear the ringback signal.
- If the call is answered within the programmed number of rings, the voice announcement will play to the operator only and the LED will be on. Have the operator press the # sign on their phone to activate the second LED (or flash a single LED)
- FOR MULTIPLE NUMBER DIALING**
If the call is not answered within the programmed number of rings, the phone will go back on hook (drop the line), get a new dial tone, and dial the next number. If the second number is not answered, the phone will drop the line and dial the next (more than two), until it sees no stored number. It then returns to phone #1. It will make 12 total (all numbers) attempts.
- The phone will automatically shut off within 10 seconds after the answering party hangs up, or by the programmed automatic time-out.
- Have the answering party call the elevator back. The phone will turn on and the LED will light AND the following message will be heard: **“ At the tone you will be connected to all phones, or, for one phone enter phone ID number now”.** (Enter ID # or wait for tone)
To hear voice announcement 1, activate it with **“*1” (“star one”)**. As before, the phone will automatically shut off 10 seconds after the CPC signal, or, when the programmed automatic time-out occurs. Also, you can stop the voice announcement with **“#”** (pound), or, shut the phone off with **“* #”** (star pound).

The K-Tech ET901 Series meets FCC15 and 68 standards, IC and ETL approval

FCC Registration # ERC-USA-32789-TE-T
REN (Ringer Equivalence Number) 0.0