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 - 51 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. Program a pause 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 # PCB045 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

1-888-883-8399

Microphone Speaker LED

1	2	3
4	5	6
7	8	9
∗	0	#

12VAC Input

Phone Line

Battery Button
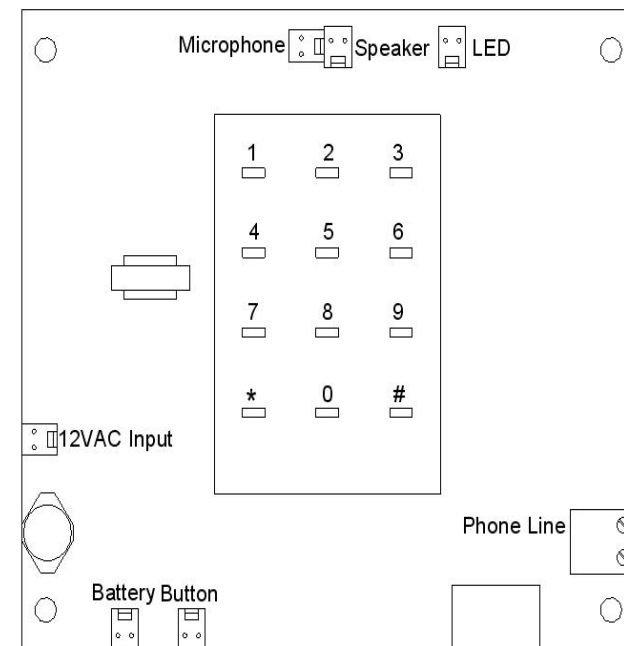
ET901 Programming Guide

Keep This Booklet for Reference

Additional information is available at www.KTechOnline.com

STEP 1 PROGRAMMING MODE

The phone can be programmed with the keypad or remotely over the phone line.

To enter programming mode:
1. Press the ✶ key followed by the 7 key
2. Wait for the voice to prompt you for a security code.
3. Enter security code [factory default is 1234].

You are now in programming mode and you will be prompted with the following message: **"Enter star then program feature number."**

Important: wait for voice prompt to end before pressing any keys.

Press the ✶ key then the number of the feature you want to program.

To exit programming:
Press the ✶ key followed by the # key to exit.

If security code is lost or forgotten, phone must be returned to K-Tech for reprogramming.

STEP 2 PHONE NUMBER

1. Enter programming mode.
2. Press ✶ then 3 wait for prompt.
3. Enter memory address, start with 1.
   For multiple numbers use 2 - 5.
4. Enter phone number, then press the # key (use the ✶ key to program a pause).
5. Phone will play back the number.
   (If incorrect go to step 2).
6. Repeat steps 2 and 3 for multiple numbers.

On Ringdown, program a single pause ✶ into phone number memory address # 1.

STEP 3 THE MESSAGE

1. Enter programming mode.
2. Press ✶ then 1.
3. Press # to start recording, # when finished.
4. After recording, phone will play back the message. If incorrect go to step 2.

To delete message:
1. Enter programming mode.
2. Press ✶, then 1.
3. Press #, #.
4. There will be no message played back, or you will hear a short tone when erasing remotely.

STEP 4 SINGLE OR MULTIPLE

Multiple phones on a single line must be given a two digit ID for each phone.

1. Enter programming mode.
2. Press ✶, then 8.
3. Enter 2 digit ID code.

Single phone with dedicated single phone line. Enter pound twice [# #] as the two digit ID code in STEP 3.

FEATURE LIST

Program Feature Number [Default Setting]

1 - Voice Message #1 [Blank] (Automatic)
2 - Voice Message #2 [Serial number]
3 – Phone Directory -[Blank]
   Memory address 1,2,3,4,5 (number must be at least one digit—max 20 digits)
4 – Auto shut off timer [05 minutes]
5 – Outgoing number of rings [4]
6 – Incoming number of rings [2]
7 – Enter programming mode
8 – ID number [01]
9 – Security code [1 2 3 4]
0—Volume [5] 1 (soft) —7 (loud)
- Exit programming mode or shut-off

STEP 5 TESTING

❑ **ACTIVATION**
Press the activating push-button. The LED will turn on, then dial tone will be heard for 2-3 seconds. The first phone number will dial.

If the call is answered within the programmed number of rings, the voice announcement will play to the answering party only. Check for two way communication. Have them press # to flash a single LED or activate the second LED. Tell them the phone ID number.

❑ **FOR MULTIPLE NUMBER DIALING**
If the call is not answered within the programmed number of rings or the number is busy the phone will hang up and dial the next number until all numbers in memory have been dialed. It then returns to the first number for a total of twelve attempts.

❑ **CALLING THE PHONE**
Have the answering party call the elevator back. For multiple phones on a single line, the phone will turn on 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. If the wrong ID is input the phone will hang up. After the tone check for two way communication.

❑ **ENDING THE CALL**
The phone will automatically shut off within 10 seconds after the answering party hangs up, or by the auto shut off timer.

❑ Need help, call the K-Tech support line
1-888-883-8399