Troubleshooter's Corner

Symptom	Check This
Buzz in Earpiece	Verify case ground and grounding system. Handset and handset cord .
Clock has to be reset regularly or phone has to be reprogrammed repeatedly	PCB defective
Coin collection or refund is intermittent	Relay requires maintenance
	Coin relay is defective
Coin collection and refund is reversed	Relay wiring reversed
Coins are refunded after calls have been established and conversation has taken place	"Grace Period" option set too long
	Coin relay defective or improperly connected PCB defective
Coins not detected after being deposited	Coin validator is not connected
	Coin validator contacts are dirty or bent PCB Defective
Coins jam in the coin acceptor or pass through to the coin return	Coin acceptor requires maintenance or repair
	Phone case alignment
Earpiece volume is extremely loud or distorted	Sidetone level is improperly adjusted
No dial tone, but relay fires	Handset and handset wiring. Keypad and keypad ribbon cable. Circuit board (possible audio pathway short.) Unplug ringer, does dial tone return?

	Unplug coin relay, does dial tone return?
	Unplug coin switch, does dial tone return?
	Disconnect yellow ground wire at phone block, does dial tone return?
No dial tone, relay does not fire	Incoming phone line
	Hook switch
	Main circuit board
Keypad Inactive	Check keypad to pcb cable.
	Check circuit board.
	Verify keypad is good.
Missing Tones From Keypad	Defective keypad.
Voice synthesizer says "The number you have reached is an invalid number	Ensure that customized special dialed numbers (CSN Table) have been programmed correctly
	Check phone line with hand test set
Phone asks for incorrect amount for local calls	Rate table current?
	Local override settings correct?
	CSN table correct?
Phone asks for incorrect amount on other type calls	Rate table current?
	1+, 7 digit and 10 digit overrides set correctly?
	CSN table correct?
Rates for certain prefixes incorrect	Prefixes may be missing from rate table (These can be added using the CSN function)
Local rates for "Initial" and Secondary period are incorrect	Customized Override table was not specified when phone was purchased
	Customized Override table is incorrect
	Improper programming of "Local Override" function
Phone will not dial out after the proper amount is deposited	Telco line is disconnected or inactive
	PCB defective
Phone dials out but the called number never rings	Noise on the line
	Central office does not accept touch tone dialing
	PCB defective

Microphone unmutes immediately after the phone dials out	Noise or hum on the line
	Hum can be caused by installation problems, by the phone lines or by the central office
	Answer detection is set too sensitive
Phone will not recognize recorded intercept messages	Central office did not proceed the message with "Special Information Tones"
	Distorted "Special Information Tones" are being sent or received
	PCB defective
Phone will not unmute or is delayed when the called party answers	Local or long distance delays have been set too long (see programming section).
	ATK and DCY delays are incorrect (Too High)
	Telco line levels are too low. Contact Central Office customer service.
	PCB defective
Unmutes on a "BUSY" signal and collects coins	Distorted busy signal from the Central Office
	Loud clicks, noise or hum present on the line
	ATK or DLY delays are incorrect
Microphone unmutes on "Ringback" before the called party answers	Distorted or out of cadence signal from the Central Office
	ATK or DLY delays are incorrect
	Loud clicks, noise or hum is present on the line