

HOW TO DEFAULT AN ELCOTEL® PHONE

SET UP THE COMPUTER

If you are programming the phone to or from your computer there are a few things that must be set up prior to communications. The list below will help you know what you have to set up.

Set up data files

Make sure you have the correct rate file, registers & options file and priority parsing file set up and ready to use.

Set up site record

You have to have a site record built prior to adding a phone detail record. In the site record make sure you set the right dial pattern.

Set up phone detail record

In addition to assigning the proper data files, you must create a phone ID number. Usually this is the last four digits of the phone number. Also, you must enter something in the Location field (under the Site Name on the left side). It can be anything, like Inside or Sidewalk or Breakroom, etc.

Program the phone

Either manually poll the phone or have it call in.

DEFAULT THE PHONE

1. Open the phone housing leaving the keypad plugged in.
2. Press and hold the program button, then pick up the handset.
3. Still holding the program button, listen for the relay to clench and fire.
4. When this happens, let go of the button.
5. You should hear dial tone in the handset.

If you are calling the phone from the computer:

6. Hang up the phone and call it from the computer

If you are having the phone call in from the field:

6. First make sure that Poll Manager is running on the computer. It is the only program in PNM Plus that will answer an incoming modem call.
7. At the phone, pick up the handset and dial #99999999 (pound and eight 9's). After a few seconds the phone should say 'Thank You'. If not, wait four seconds before continuing.
8. Dial 333. The phone will respond with '333 0'. Dial star (*), then your modem number with the modem number in the correct pattern (with a 1 and or area code in front if necessary) followed by a star (*). The phone will respond by repeating the number back to you.
9. Dial 402. The phone will respond with '402 9999'. Dial star (*), then the payphone ID number followed by a star (*). The phone will respond by repeating the number back to you.
10. Dial 961 to make the phone call the computer. The phone will say 'Thank You'. Hang up and the phone will call the computer within two minutes.

You should always make test calls that cover a wide range of possibilities to make sure the phone works including local calls, 1+, 0+, 00, 211 and incompletes. If any won't go through, that will give you a starting place for troubleshooting.