

PROTEL[®] VOICE ERROR MESSAGES

These are the Voice Error messages you may hear when you pick up the handset. They differ from *#64 Flag Codes in that you do not have to enter a code to get the messages.

Error 1 Ram Error - Phone detected a discrepancy in the RAM checksum. Phone must be reinitialized.

Error 2 Relay Jam - Phone detected an error with the operation of the escrow relay.

Error 3 Esc I Failure - Phone detected an error with the operation of the ECS I.

Error 4 ECS II Failure - Phone detected an error with the operation of the ECS II.

Error 5 ECS II Gate Failure - Phone detected an error with the he coin accept/reject gate of the ECS II.

Error 6 Key/Card Inactivity – Handset off hook more than 25 sec. With no keypad or card reader activity

Error 7 Invalid Speed Dial - User pressed an unprogrammed speed dial button.

Error 8 Invalid Key Press - Phone detected a key press that is invalid in the sequence of pressed keys.

Error 9 Invalid Speed Dial - The number programmed for the speed dial key pressed is not a valid number.

Error 10 Volume Control Error - Volume control using “#” is disabled (Opt.117).

Error 11 Dialed Digits “11” - The first two dialed digits are “11”. This is an invalid sequence of dialed digits.

Error 12 Equal Access # NG - User dialed a 10XXX number and then dialed “1.”

Error 13 Coin Call Denied – User dialed a restricted number. The overtime period in the rate band = 0.

Error 14 User Didn’t Pre-Pay - Phone is programmed for continuous ground line and user didn’t deposit enough coins before local number.

Error 15 Card Route NG - The intralata route to be used for this type of call is not configured.

Error 16 No Answer or Busy - Call was not answered/busy & handset stayed off hook longer than expected.

Error 17 Store & Forward Limit - User made a Store & Forward or Super Collect call and time limit expired.

Error 18 Initial Period Time Out - The initial time period for the call expired and no over time is granted.

Error 19 Over Time Expired - The over time period set up for the call has expired (Mode 6).

Error 20 Insufficient Deposit - Phone did not detect required over time deposit.

Error 21 Over Time Rate Error - The phone has detected an error in the calculated overtime rate for the call.

Error 22 Call Rate Error - The phone has detected an error in the calculated rate for an operator-assisted call.

Error 23 Answer Not detected - The phone didn’t detect loop reversal when expected to indicate an answer.

Error 24 Collect Call Refused - Called party did not accept the Super Collect call.

Error 25 Route Not Programmed - The alternate route to be used for this type of call is not configured.

Error 26 Call Denied - Card call or international number was dialed and phone is set up to deny this call type.

Error 27 Program Mode Error - The program mode access code “100001XXXX” was entered incorrectly.

Error 28 EPROM Error - The phone detected a discrepancy in the calculated checksum of the EPROM.

Error 29 Invalid Speed Dial - The user pressed an unprogrammed speed dial button.

Error 30 Suck Key - The keypad has a stuck key or the user pressed a key for too long.

Error 31 IXC Not Selected - IXC button not pressed when expected or button not set up with IXC code.

Error 32 Reporting Error - Phone detected one of the following conditions during a “*#X” reporting attempt.

- a. Program button was down during attempt to report.
- b. Too much time passed before “Reporting” security code entry.
- c. The “Reporting” security code is not programmed in phone.
- d. 4-digit security code entered at keypad did not match the code programmed in the phone.

Error 33 Keypress Time-Out - The phone expected a keypress did not occur.

Error 34 Invalid Number Dialed - User dialed invalid PBX code (“0” or “1”) or 10-digit 976XXXX number.

Error 35 Invalid Number Dialed - The user dialed either a 1-900 phone number or an invalid area code.

Error 36 Invalid Number Dialed - Office code of the 0+ or 1+7 number dialed not found in the NXX table.

Error 37 Card Group Denied - Cost band used to process the call does not have a route number programmed.

Error 38 Card Group Denied - The cost band used for the call is set up to deny this call. [“Ovt Period = 0”]

Error 39 Coin Mech/Relay NG - Coin call denied due to coin scanner failure or relay failure [ECSII Only].

Error 40 No Coin Deposit - The phone did not detect deposited coins when it expected to.

Error 41 IXC Button NG - The interexchange button pressed by the user has not been programmed.

Error 42 International No. NG - The user has dialed an invalid international phone number.

Error 43 No IXC Button Pressed - User did not press an IXC button when the phone expected one.

Error 44 End of Price Quote - User dialed *0 for price quote of last call & didn't hang up when quote ended.

Error 45 Coin Gate Failure - ECS II coin gate failed 3 times in a row. Message sounded after the 3rd try.

Error 46 Coin Track Failure - Phone detected an error with the ECS's coin track.

Error 47 ECS Failure - Phone detected error with the operation of the ECS. May be coin track or chassis.

Error 48 Incoming Call Denied - The phone has been set up to deny incoming calls.

Error 49 Call Denied - Phone is set up to deny calls placed to this destination number.

Error 50 Call Denied - Incoming call or coin call was made while the phone is set to deny these calls.

Error 51 Coin Mech Failure - Phone is not correctly detecting deposited coins (Incorrect coin frequencies).

Error 52 Feature Group D Rest - The Feature Group D code (10XXX) entered is invalid.

Error 53 Debit Card Error - Unable to debit the required amount from the debit card.

Error 54 Loop Reversal Restrict - Phone detected loop reversal & is set to restrict local & coin calls.

Error 55 Opto Coupler Defective - Phone detected an opto coupler hardware failure & will restrict coin calls.

Error 56 Destination Number NG - Phone did not find a match in the valid destination number table.

Error 57 Too Few NPA Tables - Phone couldn't find enough tables to assign a cost band number (NANP).

Error 58 Too many NPA Tables - The phone determined too many 100-byte tables assigned (NANP).

Error 59 No NPA located in tables - The phone could not locate the desired NPA in its database (NANP).

Error 60 Range outside limit - The calculated range is outside of the NPA/NXX limit (NANP).

Error 61 Coin Tone Fraud - The phone detected coin tones generated outside the payphone.

Error 62 Trigger Switch - The phone detected a stuck coin (nickel, dime, quarter shorted).

Error 63 Special Information Tone - The phone detected a SIT tone in program mode.