

**G-TEL**  
Enterprises, Inc.

**payphone.com**

# 2150 Smart Bell Style Coinless Phone



# Instruction Manual

Includes Instructions on Installation, Programming & Troubleshooting



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# **INTRODUCTION**

This phone has been specifically configured for Semi-Public applications. Responsibility for the type of use of the phone, and any federal, state, or local regulations are at the sole discretion of the telephone owner. It is recommended that you contact your state PUC (Public Utilities Commission) or state PSC (Public Service Commission) regarding questions about product application.

## **Technical Support**

**G-TEL Enterprises, Inc. offers technical support via telephone & Internet only. Before trying to contact G-TEL Technical Support, we strongly advise that you read the portion of the manual related to your support needs so that a technician will be able to better assist you.**

G-TEL Technical Support via e-mail: [support@payphone.com](mailto:support@payphone.com)

G-TEL Technical Support via phone: 1-800-884-4835

## **Technical Specifications**

Telephone line powered. 42 VDC to 56 VDC. Loop current range: 22 mA to 90 mA.  
B-1 (POTS) line, loop start, standard dial tone 600/120 Hz

## **Repair Department**

Most problems that may occur with your payphone can be resolved by contacting the G-TEL Technical Support department as described above. However, in cases where you are asked to send in a part or an entire phone to our repair facility, please note the shipping address for the G-TEL Repair Department.

**G-TEL Repair Dept.  
16840 Clay Rd. #118  
Houston, TX 77084**

# MOUNTING INSTRUCTIONS

## Mounting the Backboard or Enclosure

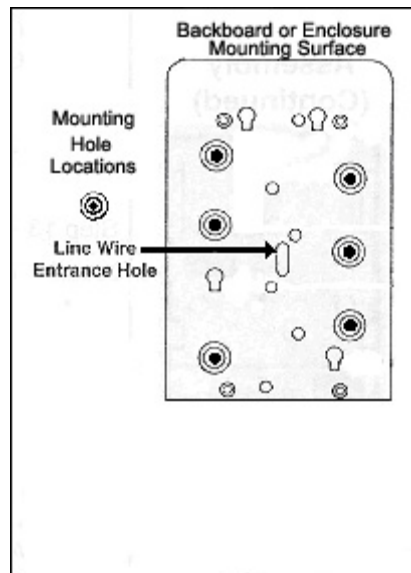
### OUTDOOR INSTALLATION

If the payphone is to be installed outdoors, you must use an outdoor pedestal / enclosure to mount the payphone and to prevent weather deterioration. Outdoor pedestals can be mounted using concrete anchors. Outdoor wall-peds can be mounted using toggle bolts. The telephone cable should be routed to the pedestal using EMT conduit. Once the pedestal & enclosure is mounted, follow the instructions starting on page 4 to mount the payphone to the pedestal & enclosure.

### INDOOR INSTALLATION

*It is recommended to use 1/4" Toggle Bolts (with washers) to secure the backboard or enclosure to the wall. The length of the toggle bolt depends on the thickness of the wall. Anchor Screws may be used as an alternative to Toggle Bolts.*

1. Ensure that the wall that the backboard or enclosure is to install to is flat & level.
2. The top height of the backboard or enclosure should be determined by the following:  
**Standard Height = 58" from floor    Wheelchair Accessible = 51" from floor**
3. Place the backboard or enclosure against the wall at the desired height & mark the Line Wire Entrance Hole & Mounting Holes to be used, (the backboard or enclosure offers 10 mounting holes, although not all 10 must be used.) Use the diagram below to ensure the backboard or enclosure is not upside down or backwards.
4. Drill through the marked holes on the wall using a drill bit similar to the size of the toggles being used.



5. Route the telephone line cable through the Line Wire Entrance Hole.
6. Insert each toggle bolt & washer through the mounting holes being used on the backboard or enclosure.
7. Secure the backboard or enclosure against the wall through the pre-drilled holes & tighten each toggle bolt.

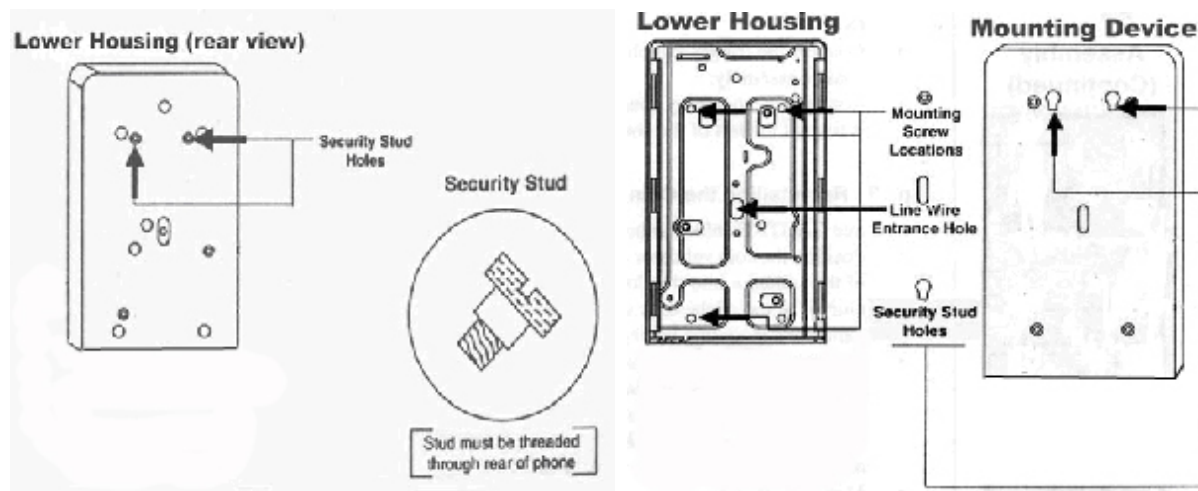
# MOUNTING INSTRUCTIONS

## Separating the Upper & Lower Housing

1. Insert the upper housing key into the upper housing lock (located on the right side of the phone) & turn it 1/8 turn counter clockwise.
2. Insert the T-wrench key into the T- wrench insert (located approx. 6 inches above the upper housing lock) & turn it 1/8 turn clockwise, until you hear the phone 'snap' open.
3. Slide the upper housing away from the lower housing.

## Securing the Lower Housing to the Mounting Device

1. Fasten two security studs to the rear of the lower housing. (If the mounting device you are installing to does not provide security stud holes, do not fasten security studs to rear of lower housing.)



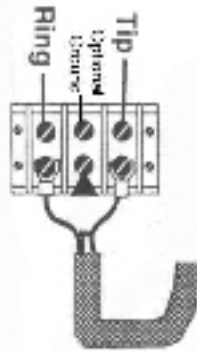
2. Insert the telephone line cable through the line wire entrance hole.
3. Hold the lower housing against the mounting device and insert the security studs into the security stud holes. (If you are not using security studs, you must hold the lower housing against the mounting device while performing Step 4.)
4. Fasten four  $\frac{1}{4} \times 20 \times \frac{3}{4}$  mounting screws through the lower housing and into the mounting device.

# ***MOUNTING INSTRUCTIONS***

## **Connecting the Telephone Line**

A minimum of 22ma (& 44 VDC) loop current must be provided to the payphone from the Telephone Company's Central Office. In certain situations, due to the distance between the Central Office and the phone site, the loop current may not meet the required level of 22ma. If the loop current is below 22ma, dial tone may not occur or the phone may experience only momentary burst of dial tone. It is recommended that the loop current level at the phone be tested at this time to ensure that the required loop current level is present.

1. It is recommended that standard telephone / communication cable (No. 22 gauge, 2 pair or greater) be used to connect the telephone line with the payphone. Telephone / Communication cable usually consists of 2 or more pairs of color-coded wire.
2. Connect one pair of communication cable wire to the two points of the Telco interface box (D Marc location) that the telephone line originates from.
3. Connect the opposite end of the same pair of wire to the top left & right terminal screws, (terminal block is located on the rear of the payphone's lower housing.)
4. Connect a proper earth ground wire to the top middle terminal to ensure safety.



## **Re-Connecting the Upper & Lower Housing**

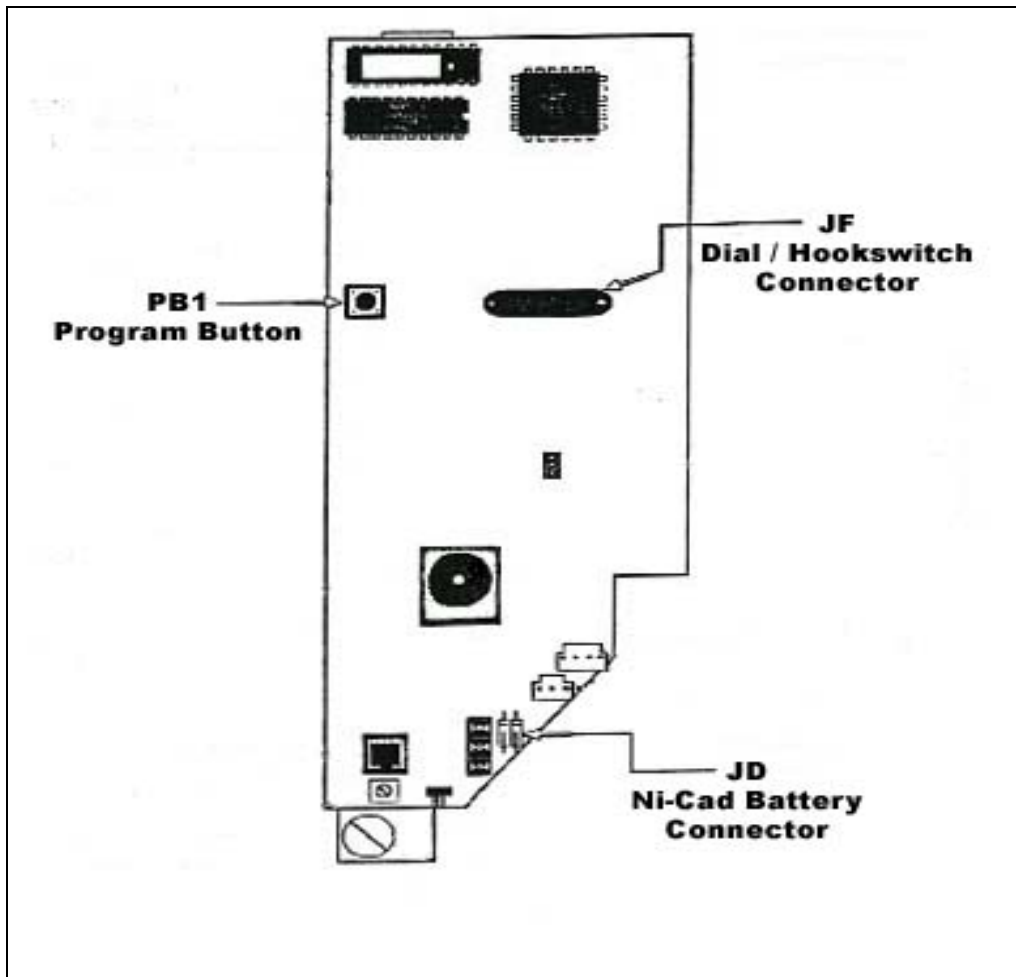
1. Make sure the upper housing key is in the unlock position & the "T" wrench key is in the open position, (all the way forward.)
2. Slide the bottom-lining of the upper housing along the lining of the lower housing until the two housings meet.
3. Turn the T-wrench key 1/8 turn counter-clockwise until it 'snaps' close & then remove both keys.

# PROGRAMMING INSTRUCTIONS

## Entering the Program Mode

***All program entries must be done in the program mode, using the keypad of the payphone.*** When programming, one 'beep' represents a completed entry. Three 'beeps' represents an error. To start an entry over, press the # key & wait for three 'beeps' & then re-try the entry. All program entries can be done in one session in no specific order.

1. Open the upper housing of the payphone, (see Separating the Upper & Lower Housing on page 6.)
2. Ensure that the dial / hookswitch connector (JF) & the Ni-Cad battery (JD) are both connected.
3. Push & hold the black program button (PB1) on the circuit board.
4. Take the handset off-hook, (while program button is held down.)
5. Listen for a single 'beep'.
6. Release the program button, (after the single 'beep' is heard.)



# PROGRAMMING INSTRUCTIONS

## Blocking or Adding a Time Limit to Certain Types of Calls

This section covers how to restrict certain types of calls or add a time limit and/or keypad restriction to certain types of calls. Before you begin programming, locate the Rate Band (4-digit code) that represents the type of call you are programming for, (see the Call Type Band Description Table below.)

1. Make sure the phone is in the program mode.

2a. If blocking a certain call type, enter the 4-digit rate band and press the \* key. Listen for one confirmation beep.

6xxx \* *Example: 6082\* this example would block 411 or 1411 information calls*

2b. If placing a time limit and/or restricting use of the keypad, enter the following information in this order for the call being programmed:

**4-digit Rate Band**, (see Call Type Description Table for list of Rate Bands)

**8 Zero's must be entered next**

**3-digit Time Limit** (ex. 3 min. = 003, 15 min. = 015; to set the call back to unlimited, enter 255)

**01 must be entered next**

**4-digit Keypad Allowance**, (if the keypad is allowed during the call, enter 0008; if the keypad is not allowed during the call, enter 0001)

**Press the \* (star) key to complete the entry; listen for one confirmation beep.**

6xxx	0000	0000	xxx	01	0008	*
↑	↑	↑	↑	↑	↑	↑
<b>Call Type Rate Band</b>	<b>Default Setting</b>	<b>Default Setting</b>	<b>Time Limit</b>	<b>Default Setting</b>	<b>Keypad Allowance</b>	<b>Completes Entry</b>

*Example: 6000 0000 0000 015 01 0008 \* this example would set a 15 minute time limit with unlimited keypad use for 7-digit calls.*

## Call Type Band Description Table

This table shows the 4-digit rate band for each call type and its factory setting. The factory setting may vary depending on what was requested at the time of order. \*Definitions of local, toll & long distance calls may vary depending on your region. Some regions have the same dialing pattern for local and long distance calls and phones in those regions may require a rate file to be downloaded if the calls must be treated differently (fees may apply). If you have any questions, please contact G-TEL Technical Support.

Call Type	Factory Setting	Rate Band
7-digit Local* Calls	Unrestricted	6000
10-digit Local* Calls	Unrestricted	6001
1+ 10-digit Toll/Long Distance* calls	Blocked	6098
411 & 1411 Information Calls	Blocked	6082
Incoming Calls	Unrestricted	6088
1+ 555-1212 Information Calls	Blocked	6101
1+ Area Code + 555-1212 Information Calls	Blocked	6102
1-800 Toll Free Calls	Unrestricted	6104
1-888, 1-877, 1-866, & 1-855 Toll Free Calls	Unrestricted	6079

# **PROGRAMMING INSTRUCTIONS**

## **Changing the Receiver Volume Level**

1. Make sure the phone is in the program mode.
2. Enter 27
3. Enter the receiver volume level. (**1=Lowest 2=Medium 3=Highest**)
4. Press the \* (star) key to complete the entry; listen for one confirmation 'beep'.

## **To Un-block or Un-restrict Certain Types of Calls**

This section provides instructions on how to unblock or remove a time limit from a blocked or limited call type.

1. Make sure the phone is in the program mode.
2. Enter the 4-digit rate band of the call type being made free (*see Call Type Description Table on pg. 9*)
3. Enter 0000 0000 255 01 0008 \*
4. Press the \* (star) key to complete the entry; listen for one confirmation 'beep'.

## **Programming an Access Code for PBX Phone Systems**

The following procedure shows the steps necessary to allow the Smart Coinless Bell Phone to work on a PBX phone system. The phone will automatically dial the PBX access code before the users destination number.

1. Make sure the phone is in the program mode.
2. Enter 24
3. Enter the PBX access code.
4. Press the \* (star) key to complete the entry; listen for one confirmation 'beep'.

\*\*The Smart Bell Style Coinless Phone also allows up to 9 different speed dial numbers but this feature must be programmed into the phone via download from G-TEL. This feature is free at the time of purchase. Charges may apply after the time of purchase.\*\*

# TROUBLESHOOTING GUIDE

## Problem – No Dial Tone

**Before You Begin** Test the telephone line to determine if the problem is with the telephone line or with the payphone.

**Possible Cause 1: Telephone line dead or improperly connected**

**Solution:** Check line for dial tone & check terminal block for proper connections

**Possible Cause 2: Handset is defective or improperly connected**

**Solution:** Try replacing handset. Because some handsets are different from others, check for the following patterns with the handset wires

Handset Type 1 Receiver = black / yellow Xmit/Mic = green / red

Handset Type 2 Receiver = green / yellow Xmit/Mic = black / red

Handset Type 3 Receiver = white / white Xmit/Mic = black / red

**Possible Cause 3: Hook-switch contacts are shorted**

**Solution:** Disconnect one hookswitch wire. Test hookswitch with a multi-meter by setting the meter to ohms & placing one lead of the meter on the disconnected hookswitch wire & the other lead on the connected hookswitch wire. When hookswitch lever goes on & off-hook, the meter should show signs of resistance. If the meter reads the same when hookswitch lever goes on & off-hook, replace the hook-switch.

## Will Not Disconnect after Hanging Up

**Possible Cause 1: Hookswitch contacts are shorted**

**Solution:** See *No Dial Tone, Possible Cause 3*

**Possible Cause 2: Circuit Board is defective**

**Solution:** Main board & dial assembly should be sent to G-TEL Repair Dept.

## No Keypad Response

**Possible Cause 1: Keypad is defective**

**Solution:** Replace keypad assy.

**Possible Cause 2: Circuit Board is defective**

**Solution:** Main board & dial assembly should be sent to G-TEL Repair Dept.