

Do's and Don'ts To Keep Your Telecom System Humming

Planning The Installation

DO's

Locate your system control unit in a clean, dry, and well ventilated area.

Mount the unit on the wall, on ¾" board appropriately sized for the equipment that will be mounted with the control unit, a minimum of 4 feet off the floor.

The temperature of the space should be between 32 degrees F and 122 degrees F.

There should be a minimum distance of 13 feet from equipment such as photocopiers, electrical motor and other equipment that can produce electromagnetic, radio-frequency, and electrostatic interference.

The electrical plug should be a non switched, unobstructed outlet within 5 feet of the control unit. It should be a dedicated 110 V – 120 V ac nominal, 50/60 Hz, 15A minimum service with a third wire safety ground to provide shock protection and avoid electromagnetic interference.

DON'Ts

Locate the control unit in the furnace room, bathroom, a "slop" sink room, water riser room, above the ceiling tiles

Use an electrical plug that will be turned off each night when you go home, or that is on a timer.

Use extension cords to get power to the unit.

Store mops and brooms on the same wall as the control unit is mounted

After System is Installed – General Maintenance

Clean your phones every week with a soft damp cloth and a mild soap.

Do Not use solvent based cleaners

Do Not spray cleaners directly on the phone, spray on the soft cloth.

Do Not stack or place anything against the control unit of the phone system.

In industrial areas (warehouse, pizza stores, shop areas) use the provided key cap covers (if available for your model) to keep airborne debris (dust, dirt, flour, etc) out of key cap cavities to prevent the phone buttons from sticking.

Trouble Shooting Information

Static on a Phone

Check all the connections (Handset cord at the handset and the base unit, Line cord at the base unit and at the wall jack). Jiggle the cord, if you hear static, replace the cord.

If static is on one particular line, and on all phones, call you local telephone company and report the problem.

If none of the above solves your problem, call ou phone vendor.

Phones Dead – Can't Make or Receive Calls

Check the phones to make sure that they are all plugged in the correct jack in the wall and on the telephone.

Check the control unit to make sure it plugged into the surge bar and that the surge bar is plugged in to an electrical outlet that has power going to it. Also check the circuit breaker box to make sure that the breaker has not been tripped.

If all power is ok, check that you have dial tone on the “intercom” lines. If you do the system is up and running. Press a line key to see if there is dial tone, if there is not, you might have a problem with the telephone company lines. You will need to call the telephone company and report the situation.

“My Phone Won't Ring”

Check the phone and make sure that it is not on “Do Not Disturb”.

Check the phone to make sure the phone the ring volume is turned up.