Service Manual

For

SSP-311-F

	-IP	Voice over Internet Protocol		**-ACH****	Handset cord length_____Inches
	-M	Magnetic Hookswitch		**-CCH**	Coiled cord length _____Feet 5', 10', or 15'
	-BK	Braille Keypad		**-PBVC**	Pushbutton volume control on Handset
	-IVC	Internal Volume Control & Background Noise Reduction		**-C**	Background noise reduction on Handset
	-ACH*	Handset Color _____ (Red, Yellow or White)		**-BR**	Braille emergency Plate
	331-005	**WPP** Weatherproof Enclosed Housing		**331-HOB**	Weather Resistant Open Housing

Communication Equipment
& Engineering Company
519 S.W. Park Street
Okeechobee, FL 33313
Phone: 863-357-0798
Fax: 863-357-0006
Email: info@ceeco.net
Web: www.ceeco.net

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IMPORTANT INFORMATION
FOR
CUSTOMER

Please fill in before you continue.

The following information is necessary when calling CEECO for assistance.

MODEL NUMBER	SSP-311-F
SERIAL NUMBER	
DATE MANUFACTURED	
LOCATION INSTALLED	

For us to better serve you, please have this information available when calling for technical support.

CEECO
Communication Equipment
& Engineering Company

519 S.W. Park Street
Okeechobee, FL. 34972
(863) 357-0798 Voice
(863) 357-0006 Fax

1.0 INTRODUCTION

The practices in this manual provide installation and maintenance information for CEECO Telephone Model **SSP 311-F**, which is a Stainless Steel Panel Telephone. When purchasing this panel installed in either the weatherproof or weather resistant housings, the name changes to:
WPP-331-F (Weatherproof Housing with door latch)
HOB-331-F (Weather Resistant Open Enclosure Housing)

The information in this manual is subject to change without notification. For information not included in this manual, please call or write:

CEECO
Customer Service
519 S.W. Park Street
Okeechobee, FL. 34972
(863) 357-0798 **PHONE**
(863) 357-0006 **FAX**

2.0 GENERAL DESCRIPTION

The CEECO model SSP 311-F is a Stainless Steel Panel Telephone equipped with a metal button chrome tone dial keypad. They are designed for special purpose applications where a telephone must be both sturdy and attractive. The WPP-331-F is a weatherproof housing with the stainless steel panel telephone. The HOB-331-F is the open enclosure weather resistant housing with the stainless steel telephone.

3.0 OPERATION

3.1 Lift the handset. After dial tone is heard, dial your number using the keypad. Normal phone operation follows.

3.2 An incoming call is indicated by an audible ringer. When the phone rings, lift the handset. Normal operation will follow.

4.0 RECOMMENDED TOOLS AND TEST EQUIPMENT

Volt/Ohm Meter
1/4" Nut Driver
Flat Blade Screw Driver
Security Tool CEECO Part Number 301-064

5.0 INSTALLATION NOTES & ASSEMBLY INSTRUCTIONS

5.1 Run the inside station wire to the panel assembly and terminate on an RJ11C terminal block.

5.2 The use of a gas tube station protector is recommended. The station ground should not exceed 50 ohms.

5.3 Plug the modular line cord from the panel assembly into a RJ11C terminal block.

5.4 Dress the line cable away from the mounting holes before installing the panel into your housing.

*******WARNING*******

A. Never install telephone wiring during a lightning storm.

B. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.

C. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.

D. Use caution when installing or modifying telephone lines.

6.0 TESTING

6.1. Connect the phone to a phone line or a DTMF phone test set.

6.2. From the test set or another phone, place a call to the telephone.

6.3. Verify that the ringer is working.

6.4. Lift the handset and check that a normal conversation is allowed.

6.5. Place a call from the telephone by lifting the handset, waiting for dial tone, and dialing a number using the keypad. A normal phone conversation should be allowed.

7.0 TROUBLESHOOTING GUIDE

Always visually check the phone for loose or shorted wires, damaged terminals or damaged parts.

PROBLEM: NO DIAL TONE

POSSIBLE CAUSE:
LINE CORD
RJ11C CONNECTOR
NETWORK (IF PROVIDED)
HANDSET
DIAL PCB

PROBLEM: DIAL TONE IS DISTORTED

POSSIBLE CAUSE:
NETWORK
HANDSET

PROBLEM: PHONE DOES NOT DIAL

POSSIBLE CAUSE:
DIAL PCB
KEYPAD

PROBLEM: RINGER DOES NOT OPERATE

POSSIBLE CAUSE:
RINGER
NETWORK

PROBLEM: TRANSMITTER DOES NOT TURN ON

POSSIBLE CAUSE:
HANDSET
NETWORK

8.0 SPECIFICATIONS

INPUT POWER:	C.O. Line Powered
LOOP CURRENT:	23mA min to 80mA max
IMPEDANCE:	600 ohms
HEARING AID	
COMPATIBLE:	Meets EIA standards
ENVIRONMENTAL:	Temp. -30°C (-22°F) to 60°C (140°F) Humidity 0%-90% non-condensating
FACEPLATE COVER:	Brushed 16 ga. Stainless Steel
DIMENSIONS:	**SSP-311-F *(Panel)*** 11 1/4" H x 7 1/16" W x 4 1/4" D (Handset on hook) **WPP-331-F *(Weatherproof)*** *Section **10.0** for Housing details* **HOB-331-F *(Open Enclosure)*** *Section **11.0** for Housing details*
MOUNTING:	SSP - Vertical Surface Mount WPP or HOB - Wall/Surface Mount
WEIGHT:	**SSP** (5 lbs) **WPP** (17 lbs) **HOB** (10 lbs)
FCC REGISTRATION:	BW-88T7-13717-TE-T
UL LISTED NO.:	6OF5
RINGER EQUIVALENCY:	0.4A
TYPE JACK:	RJ11C

9.0 PARTS LIST

QUANTITY	**PART NO.**	**DESCRIPTION**
1	730-ANS	Dial Keypad
1	301-004-32	32” Armored Cord Handset (SSP-311-F)
1	301-004-18	18” Armored Cord Handset (WPP-331-F)
1	401-009	Ringer
1	301-009	Network
1	301-528	Mechanical Hookswitch
1	301-592	Magnetic Hookswitch
1	301-018	Modular Cord
1	301-005	Ferrule
1	301-054-UL	Modular Connector (RJ11C)
1	331-006	Security Screw

ACCESSORIES:

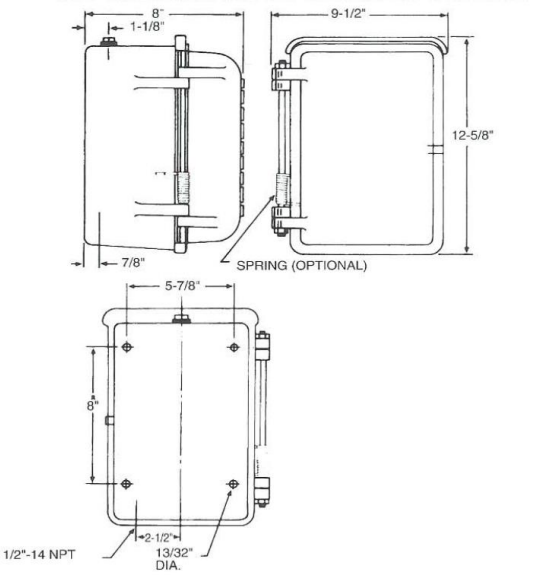
1	301-064	Security Tool

OPTIONS:

1	331-HOB	HOB Open Enclosure Housing
1	331-005	WPP Weatherproof Housing

10.0 WPP HOUSING SPECS

MECHANICAL DIMENSIONS



ENCLOSURE: Cast Aluminum

HOUSING: 12 5/8" H x 9 1/2" W x 8 " D (including door)

MOUNTING: 4 Holes spaced 8" x 5 7/8"

WEIGHT: 11 lbs.

HOUSING TYPE: BLACK Housing

RED Housing

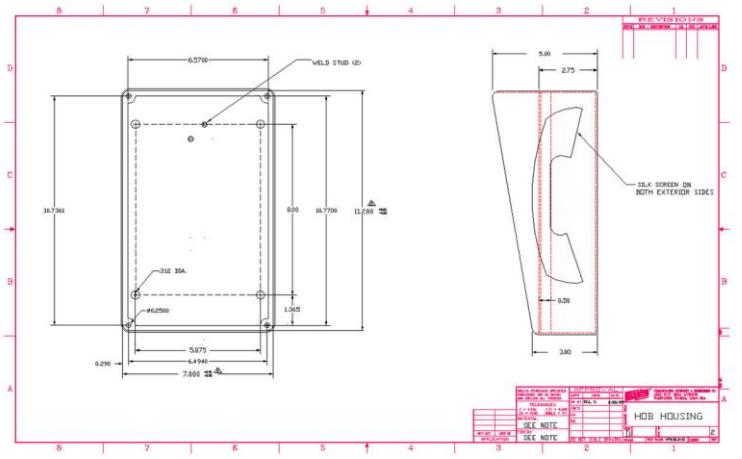
YELLOW Housing

GREY Housing

CUSTOM Housing – Call for Details

11.0 HOB HOUSING SPECS

MECHANICAL DIMENSIONS



ENCLOSURE: 14 gauge *Colored Housing* - Painted Steel or

Stainless Steel Housing - Brushed stainless steel

HOUSING: 11.43" H x 7.23" W x 5" D (top)

MOUNTING: 4 Holes spaced 8" x 5 7/8"

WEIGHT: 6 lbs.

HOUSING TYPE: BLACK Housing

RED Housing

STAINLESS STEEL Housing

CUSTOM Housing – Call for Details

12.0 FCC NOTICE

12.1 FCC REGISTRATION AND REPAIR INFORMATION

Your new telephone has been registered with the Federal Communication Commission (FCC) in accordance with Part 68. The FCC requires that you be advised of certain requirements involving the use of this telephone.

12.2 CONNECTION WITH THE NATIONWIDE TELEPHONE NETWORK

The FCC requires that you connect this telephone to the Nationwide Telephone Network through a registered jack provided by the telephone company in your area. This jack is a modular outlet, which you can order from your local telephone company.

12.3 NOTIFICATION TO THE TELEPHONE COMPANY

Before connecting this telephone, the FCC requires that you notify your local telephone company business office. The number is in the front of your phone book.

Tell them:

The "line" to which you will connect the telephone (your phone number) and the telephone's FCC registration number and ringer equivalence number. These numbers are listed in section 8.0.

The FCC further requires that you notify your local telephone company when permanently disconnecting this telephone.

13.0 REPAIR AND RETURN INFORMATION

13.1 WARRANTY REPAIR

Any device returned requiring warranty service; repair or credit must be accompanied with a "Return Material Authorization" (RMA) Form. It must include: RMA Number, return shipping instructions, original purchase order number, serial number and special marking instructions. A tag with the trouble observed must be attached to the defective unit. This information must be inside the shipping container.

13.2 DIRECT ALL INQUIRES TO:

CEECO
Repair Department
519 S.W. Park Street
Okeechobee, FL. 34972
(863) 357-0798

13.3 NON-WARRANTY REPAIR

CEECO will repair equipment out of warranty for a set charge plus parts. The customer must pay the shipping costs both directions.

13.4 RETURN FOR CREDIT

Material may be returned for credit only with prior approval. Material authorized for return is subject to a 20% restocking charge based on the manufacturer's list price. Return Material Authorization must be requested within 30 days after original shipment. Items returned for credit must be returned in their original shipping container.

14.0 WARRANTY POLICY

14.1 GENERAL

CEECO guarantees its products to be free from defects in material and workmanship for a period of 365 days from the date of original purchase. CEECO's obligation under this warranty is limited to repair or replacement of any part found to be defective by CEECO.

UNDER NO CIRCUMSTANCES shall CEECO be liable for loss, damage, cost of repair or consequential damages of any kind which have been caused by neglect, abuse, acts of God or improper operation of equipment.

CEECO will repair or replace any unit during this period if found to be defective for reasons other than abuse and improper use or improper installation. It is the buyer's responsibility to return the defective unit to the factory. CEECO will then repair or replace any defective parts and return them to the buyer free of charge.

14.2 PRINTED CIRCUIT BOARDS

Printed circuit boards should not be repaired in the field. If a unit is found to be faulty, replace it with another unit and return the faulty unit to CEECO for repair. Modifications by anyone other than CEECO will void the warranty.

Who we are:

CEECO has been engaged in the telecommunications industry for over 80 years. As a premier designer and manufacturer of both standard and custom telephone solutions, CEECO is dedicated to meeting customer's needs. Whether the application is **Emergency, Security, Weatherproof, Courtesy or Public Telephones**, CEECO remains committed to delivering high quality and proven technology to this broad range of applications. In order to provide effective solutions, CEECO stands strong in its ability to understand the unique requirements of its customers and the markets they serve. This understanding has allowed CEECO to develop a family of products that offers "off-the-shelf" solutions, customized options, or OEM designs to meet unique customer or application requirements. In addition to telephone solutions, CEECO manufactures and provides telephone equipment such as telephone kits, hook switches, dials, printed circuit boards, and keypads. Whatever the application may require, CEECO is prepared to offer affordable solutions that are "Built to Last", with customer support that lasts the life of the product! *CEECO is proud to manufacture our telephones in the USA.*

Contact Us

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