

## Common Trouble Call FAQ

- **Handset Problems...** Always replace the handset if when you shake the receiver or transmitter it is loose and rattles. This is usually is a sign of a pending failure. There are currently three color codes used in wiring payphone handsets. Standard length handsets that come in new phones are wired: red & green to Trans (or T1 & T2) with black & yellow to Rec (or R1 & R2). Other brands of handsets may need to be wired with the green and black leads switched; red & black to Trans with green & yellow to Rec. Handsets with two white leads are wired with red & black to Trans with the two white leads to Rec.
- **Coin Jam (coin mech)...** Clear jam and determine where the coins are jamming. You may have to remove the mechanism and drop coins through it outside the phone to determine this. Perform preventative maintenance on your Coincos. Clean them on a regular basis with mild detergent and water. Electronic coin scanners are always recommended, especially in phones that have a high volume of coin usage.
- **Coin Jam (in the hopper)...** Clear jam and determine cause. It may be that the springs on the hopper doors are faulty and not opening properly. Sometimes quarters get caught in the coin box lid. Some people prefer not to use lids for this reason.
- **Phone Asks for Money After It has Been Deposited...** If there is a jam in the coin track clear it. Check to see that the trigger switch is plugged in to the board. The trigger switch may be out of adjustment or defective. If so, replace trigger switch.
- **Escrow Relay Doesn't Fire...** Check to see that the relay is plugged into the board and that it has a good ground. Also check for an obvious mechanical defect or obstruction that would prevent firing. Having the proper voltage and current on the line is also important.
- **Phone Collects Money on Incomplete Calls/Returns Money on Completed Calls...** The magnet on the back of the relay is probably reversed. Remove the magnet, turn end-over-end and replace it. Check for proper operation.
- **No Audio in Handset But Handset is OK...** Check to make sure the wires are firmly plugged into the keypad and that the keypad is plugged into the board.

- **No Electrical Power to the Payphone or Enclosure...** Check the circuit breaker inside the location. You might want to label the breaker “Payphone – Do Not Turn Off”
- **No Dial Tone But Payphone is OK...** Check dial tone at the terminal block with a butt set. If no dial tone, check it at the interface with your wiring disconnected. If still no dial tone, report it to the LEC. If you have dial tone at the interface, check the wiring connections back to the phone.
- **No Dial Tone...** Check the wiring first as described above. If you can get dial tone through the terminal block but not through the phone, the problem is in the phone. The most common cause of this is a low battery, replace if necessary. Next, check the handset and its wiring. See if you can get into program mode and hear through the handset. A problem in the keypad can also cause you not to hear dial tone. Finally, it could be the circuit board, swap in a spare if possible.
- **Long Distance (1+/0+/00) Will Not Go Through...** Check the dialing string using a butt set at the interface. Dial your access code (1010xxx) followed by the complete number (i.e. 17704495001). If the call goes through, the payphone is not programmed properly and you should check the routing in the software. If the call does not go through, then it is likely that the long distance carrier does not have your phone programmed into their system. Be sure to record any message or message number given by the carrier when the call is rejected as this may help troubleshoot the problem. It is important to remember that on many messages, there is no SIT (Special Information Tone) generated before a voice comes on telling you there is a problem. In this case, the payphone will almost always collect the money as if a completed call had been made. This is because the phone relies on tones like the SIT and busy signal to tell it the call is incomplete. Without some indicator, the phone hears a voice and assumes a completed call.

**IMPORTANT NOTE: KNOW YOUR CARRIERS AND THEIR DIALING STRINGS/  
ACCESS CODES FOR TESTING AND TROUBLESHOOTING!**