

**SERVICE MANUAL**

**FOR**

**MODEL SSP-350-X-128**

**WALL MOUNT**

**PRISON VISITATION TELEPHONE**



*Serving the Telephone Industry Since 1930*

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*Communication Equipment  
& Engineering Company*

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*519 West South Park Street  
Okeechobee, FL. 34972*

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*Voice: 863-357-0798*

*Fax: 863-357-0006*

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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	MODEL SSP-350-X-128 PRISON VISITATION TELEPHONE.
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 West South Park Street  
Okeechobee, FL. 34972

(863) 357-0798 Voice  
(863) 357-0006 Fax

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## **1.0 INTRODUCTION**

The practices in this manual provide installation and maintenance information for Model SSP 350-X-128 Stainless Steel Panel Visitation Phone.

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 West South Park Street  
Okeechobee, FL. 34972

(863) 357-0798  
(863) 357-0006 FAX

## **2.0 GENERAL DESCRIPTION**

The CEECO Model SSP-350-X-128 is a Ring-Down Telephone designed for special-purpose applications that require a Vandal Resistant yet attractive telephone.

## **3.0 OPERATION**

Lift the handset and normal conversation will follow. Upon completion of call return handset to cradle.

## **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 (sold separately)

## 5.0 INSTALLATION NOTES AND ASSEMBLY INSTRUCTIONS

- 5.1 The power supply is intended to run off of an 110v line and comes with a 3-prong grounding plug. The 110v outlet must be grounded, or a separate ground wire should be run from the individual phone units to a suitable ground. Plug the power supply into an 110v outlet and install the power supply in the desired location. The selected location must be out of reach for users. **\*Grounding and installation must be in accordance with all applicable local and national electrical and building codes.**
- 5.2 Determine the desired mounting locations for the RJ11C modular jack/interface units. Run the green and red (tip and ring) wires with the modular jacks/interfaces to those locations. Mount the jacks/interfaces as desired.
- 5.3 The SSP-350-X-128 is designed to fit into a standard double-gang masonry style mounting box (provided) and is equipped with a modular cord. Determine the desired routing path for the modular cords and make the appropriate knock out holes on the mounting boxes. Install the mounting boxes as desired.
- 5.4 Run the modular cords through the knock out holes in the mounting boxes. Mount the telephone units, utilizing the security screws provided, to the mounting boxes. The security tool, which is sold separately, must be used for the security screws.
- 5.5 Plug the modular cords into the modular jacks/interfaces. The phone units plugged into the same modular jack will allow talk paths to one another. If more length is needed for the modular cords, a simple in-line coupler is recommended. A section of modular-to-modular line cord can then be used to bridge the desired distance. The coupler and line cord can be purchased at a typical electronic supply store.
- 5.6 The phone units must be plugged in with the power supply on for a few minutes, before they will fully function.
- \*\*\*\*\* 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 Once installation has been completed, allow the phones to rest on-hook a few minutes, with the power supply on.
- 6.2 Lift the handsets of the units that are intended to talk to one another. Determine that normal conversation is allowed. If so, return the handsets to the cradles. The phone units are ready for use.
- 6.3 If normal conversation does not take place, please review the installation steps. Make a visual check to ensure that all wires and connectors are as they should be. Remember that the phone units, which are connected to the same modular jack, will allow talk paths to one another. A phone connected to one jack/interface cannot talk to a phone connected to another jack/interface. The modular jacks/interfaces that are provided must be used, as they are modified to work in conjunction with the power supply.
- 6.4 Once it has been determined that the installation and connections are correct, and if trouble is still experienced, please refer to section 9.2 of this manual.

## 7.0 SPECIFICATIONS

INPUT POWER:	C.O. Line powered or Talk battery (power supply)
LOOP CURRENT:	23 ma min. to 80 ma max.
IMPEDANCE:	600 ohms
HEARING AID COMPATIBLE:	Meets EIA standards
ENVIRONMENTAL:	Temperature 0° C to 50° C Humidity 20%-90% non-condensating
TELEPHONE COVER:	Brushed 16 ga. Stainless Steel
DIMENSIONS:	4.5" Wide x 4.5" High x 4.5" Deep (Handset On-hook)
MOUNTING:	Standard double gang electrical box
WEIGHT:	Approximately 3 lb.
FCC REGISTRATION:	BW-88T7-13716-TE-T

**8.0 PARTS LIST**

<b><u>QUANTITY</u></b>	<b><u>PART NUMBER</u></b>	<b><u>DESCRIPTION</u></b>
1	301-591	Magnetic Hook Switch
1	301-004-32	Handset with Armored Cord
1	301-009	Network
1	301-018	Line Cord
1	301-005	Ferrule
2	331-006	#8-32 x 3/8" Security Screw (2 screws are needed per unit)
1	Standard	DBL Gang Wall Mount Box

**OPTIONS:**

1	301-064	Security Tool (for screw above)
1	350-255	Power Supply
1	350-250	Interface Jack (1 per pair)

## **9.0 REPAIR AND RETURN INFORMATION**

### **9.1 WARRANTY REPAIR**

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

### **9.2 DIRECT ALL INQUIRES TO:**

**CEECO**  
Repair Department  
519 West South Park Street  
Okeechobee, FL. 34972  
(863) 357-0798

### **9.3 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.

### **9.4 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 RMA must be requested no later than 30 days after original shipment.

## **10.0 WARRANTY POLICY**

### **10.1 GENERAL**

CEECO products are guaranteed to be free of 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, and cost of repair or consequential damages of any kind, which have been caused by neglect, abuse, acts of God or improper operation of equipment. This warranty is limited to the value of material only.

### **10.2 PRINTED CIRCUIT BOARDS**

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