

**SERVICE MANUAL**  
**FOR**  
**MODEL SSW-321-D**  
**MINI WALL TELEPHONE**  
**EQUIPPED WITH ATD11 BOARD**



*Serving the Telephone Industry Since 1930*

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*Communication Equipment  
& Engineering Company*

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519 W South Park Street

Okeechobee, FL 34972

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Voice: 863-357-0798

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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 SSW-321-D STAINLESS STEEL MINI WALL TELEPHONE WITH ATD11.
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 W South Park Street  
Okeechobee, FL 34972  
863-357-0798- telephone  
863-357-0006- facsimile  
[info@ceeco.net](mailto:info@ceeco.net)  
[www.ceeco.net](http://www.ceeco.net)

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## 1.0 INTRODUCTION

The practices in this manual provide installation and maintenance information for Model SSW 321-D Stainless Steel Mini Wall Telephone equipped with the ATD11 automatic dialing board.

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 W South Park Street*  
*Okeechobee, FL 34972*  
*863-357-0798- telephone*  
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## 2.0 GENERAL DESCRIPTION

The CEECO Model SSW-321-D Mini Wall telephone is designed for special applications where a telephone must be both sturdy and attractive. It is equipped with an ATD-11 automatic tone dialer that will dial a single number of up to eleven (11) digits. The auto dialing feature is activated by hookswitch closure, when the handset is lifted.

The SSW-321-D is not designed for incoming calls, but may still receive them. If a call is placed to the phone, the automatic dialer will still dial its number when the receiver is lifted off hook.

## 3.0 PROGRAMMING

**NOTE:** It is recommended that you ground yourself to prevent ESD damage to the PCB(s).

- 3.1 If the number to be programmed is a (1+) call, position the J1 green mini-jumper on the "1+" position, which will cause the digit "1" to be dialed in front of the other digits. If the number to be programmed is a local call, position the J1 green mini-jumper on the "P" position, which is also the farthest right position. If you have difficulty locating the J1 green mini-jumper, it is the first jumper position you will see just below the right hand corner of the A-K main matrix board, which contains ten green mini-jumpers.
- 3.2 If a 3 digit area code is to be dialed, position the J3 green mini-jumper on the "11" position. If the number being dialed is within the same area code, position the J3 green mini-jumper on the "8" position. The J3 green mini-jumper is located just below the J1 jumper. It is the second green mini-jumper you will see below the right hand corner of the A-K main matrix board.
- 3.3 Set each of the 10 green mini-jumpers on the A-K main matrix board to correspond to the 10 digits of the number to be dialed. The last 3 digits will be ignored if the J3 jumper is on "8".
- 3.4 Be sure each green mini-jumper is properly positioned to make good contact and dial the intended number.
- 3.5 Temporarily remove the J2 jumper. As accurately as possible, measure the time delay between the moment the handset is lifted and the moment the phone receives dial tone. Try it several times. If this time is consistently 1 second or less, position the J2 jumper on the "1" position to set the delay before dialing to 1 1/2 to 2 seconds. Otherwise position the J2 jumper on the "3" position to set the delay before dialing to 3 to 4 seconds. The J2 mini-jumper is the lone green mini-jumper located farthest from the right hand corner of the A-K main matrix board.

### 3.6 Programming Diagram

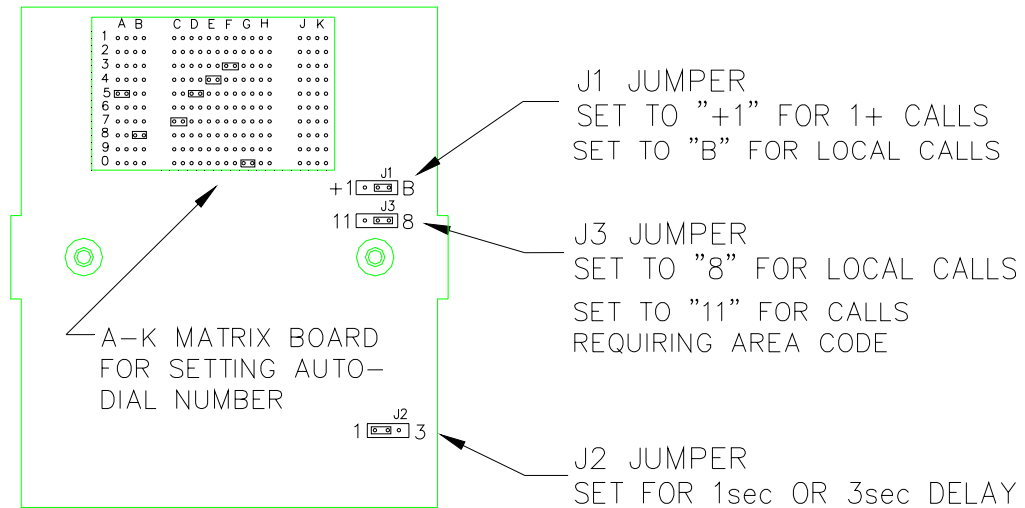


ILLUSTRATION DEPICTS SETTINGS WHICH WILL AUTO DIAL THE LOCAL NUMBER 587-5430 WITH A NORMAL 1 SEC. DIAL TONE DELAY.

NOTE: UNUSED JUMPERS MUST BE REMOVED FROM BOARD.  
RETAIN THEM FOR FUTURE USE.

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ATD-11 PCB  
AUTOMATIC TONE DIALER

## 4.0 OPERATION

Lift the handset. After a delay for dial tone, the programmed number will be dialed automatically and a normal phone conversation may take place.

## 5.0 INSTALLATION NOTES AND ASSEMBLY INSTRUCTIONS

- 5.1 Using a 301-037 security tool (sold separately), loosen and remove the security screw.
- 5.2 The security tool is for a standard 5/32" button head screw generally used on the framework of the phone booths.
- 5.3 Separate the cover assembly from the backplate assembly.
- 5.4 The backplate assembly may be installed on any standard backboard.
- 5.5 Run the inside station wire through the backplate assembly and terminate on to the RJ11C terminal block on the backplate.
- 5.6 The use of a gas tube station protector is recommended. The station ground should not exceed 50 ohms.
- 5.7 Plug the modular line cord from the cover assembly into the RJ11C terminal block.
- 5.8 Dress the line cable away from the security screw and install the cover assembly by inserting the tabs into the slots on top of the backplate.
- 5.9 Secure the cover assembly by tightening the security screw.

### \*\*\*\*\*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** Program the phone according to section 3.0.
- 6.2** Lift the handset.
- 6.3** Phone waits one and one half to four seconds (depending on the position of J2. Section 3.5). The programmed number is automatically dialed.
- 6.4** The transmitter is muted while the phone is dialing.
- 6.5** Incoming calls are not recommended but if a call is placed in to the phone and the handset is lifted there is a one and one half to four second delay (depending on the position of J2. Section 3.5), the programmed number is dialed, and then a normal phone conversation can take place.



## 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  
CONNECTOR  
RJ11C CONNECTOR  
NETWORK  
HANDSET  
ATD-11A BOARD

PROBLEM: DIAL TONE IS DISTORTED

POSSIBLE CAUSE:

NETWORK  
HANDSET

PROBLEM: TRANSMITTER DOES NOT TURN ON

POSSIBLE CAUSE:

HANDSET  
NETWORK

PROBLEM: PHONE DOESN'T DIAL PROGRAMMED NUMBER

POSSIBLE CAUSE:

ATD-11A BOARD  
PROGRAMMING SWITCH MATRIX SET WRONG  
JUMPER IN WRONG POSITION

PROBLEM: RINGER DOES NOT OPERATE

POSSIBLE CAUSE:

RINGER  
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:	Temperature 0oC to 50oC Humidity 20%-90% non-condensating.
ENCLOSURE	Brushed 16 ga. Stainless Steel
MOUNTING:	Vertical surface mount
WEIGHT:	7 lb.
FCC REGISTRATION:	BW-88T7-13717-TE-T
UL LISTED NO.:	6OF5
RINGER EQUIVALENCY:	0.1A
TYPE JACK:	RJ11C

## 9.0 PARTS LIST

<u>QUANTITY</u>	<u>PART NUMBER</u>	<u>DESCRIPTION</u>
1	321-020	Stainless Steel Mini Housing
1	ATD-11	Automatic Tone Dialer
1	301-004-29	Handset with Armored Cord
1	401-009	Ringer
1	301-009	Network
1	301-581	Tongue and Bracket Assembly
1	301-588	Hookswitch Cradle
2	301-570	Microswitch Assembly
1	301-018	Modular Cord
1	321-015	Stainless Steel Backplate
1	321-016	1/4 - 20 x 3/4 Security Screw
1	308-015	Swivel
1	301-052	Grommet
1	301-054	Modular Jack
<b><u>ACCESSORIES:</u></b>		
1	301-037	Security Tool
<b><u>OPTIONS:</u></b>		
1	301-106-29	Handset with Armored Cable
1	301-106-18 (Prison)	Handset with Internal Steel Lanyard

## **10.0 FCC NOTICE**

### **10.1 FCC REGISTRATION AND REPAIR INFORMATION**

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

### **10.2 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.

### **10.3 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 (that is, 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.

## **11.0 REPAIR AND RETURN INFORMATION**

### **11.1 WARRANTY REPAIR**

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

### **11.2 DIRECT ALL INQUIRES TO:**

**CEECO**  
**Repair Department**  
863-357-0798- *telephone*  
863-357-0006- *facsimile*  
[info@ceeco.net](mailto:info@ceeco.net)  
[www.ceeco.net](http://www.ceeco.net)

### **11.3 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.

### **11.4 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 no later than 30 days after original shipment.

## **12.0 WARRANTY POLICY**

### **12.1 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 shipment. 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.

### **12.2 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.