WEBB ELECTRONICS

MWP-302

USER MANUAL

WEBB ELECTRONICS
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TABLE 1 – MODEL NUMBERS

Part Name	Description	Language
BXR-302B	Webb Emergency Phone, Box Style, Black Powder Coat	Bilingual
BXR-302E	Webb Emergency Phone, Box Style, Black Powder Coat	English
BXS-302B	Webb Emergency Phone, Box Style, Stainless Steel	Bilingual
BXS-302E	Webb Emergency Phone, Box Style, Stainless Steel	English
FMM-302B	Webb Emergency Phone 302, Flush mount, stainless steel, 10"Wx13"H, Bilingual	Bilingual
FMM-302E	Webb Emergency Phone 302, Flush mount, stainless steel, 10"Wx13"H	English
FMS-302B	Webb Emergency Phone 302, Flush mount, stainless steel, 6.5"Wx10"H	Bilingual
FMS-302E	Webb Emergency Phone 302, Flush mount, stainless steel, 6.5"Wx10"H	English
FMC-302B	Webb Emergency Phone 302, Flush mount, stainless steel, 15"Wx15"H, Bilingual - Custom Cut	Bilingual
FMC-302E	Webb Emergency Phone 302, Flush mount, stainless steel, 15"Wx15"H, English - Custom Cut	English
MWP-302	MWP-150 Webb Hands Free Emergency phone un-housed.	Bilingual

1 INTRODUCTION

Thank you for purchasing this Webb Electronics product. It has been designed for easy installation and will provide many years of reliable service.

The WebbPhone is AC powered with an internal rechargeable backup battery, is ADA compliant, and connects to a regular telephone line. Pressing the call button initiates a call to a primary pre-programmed number. Should the primary number be busy or go unanswered, the WebbPhone will call a secondary number for assistance. The WebbPhone will alternate calls between the primary and secondary monitoring numbers until the call has been answered.

When the call is answered, the phone will voice prompt the instructions on how to communicate with the passenger and how to determine the location of the passenger. For callers with a hearing disability, a~~n~~ LED will begin flashing to alert them that their call has been connected and they can be heard.

It is also possible to call into any WebbPhone. Phones on the same telephone line need to be programmed with a unique address – 1 through 6. When an incoming call is received, all phones answer simultaneously. The phone programmed with address 1 plays the audible prompt “ENTER THE CAB NUMBER YOU WISH TO SPEAK TO, THEN PRESS THE * KEY”. All phones except the one selected will hang up.

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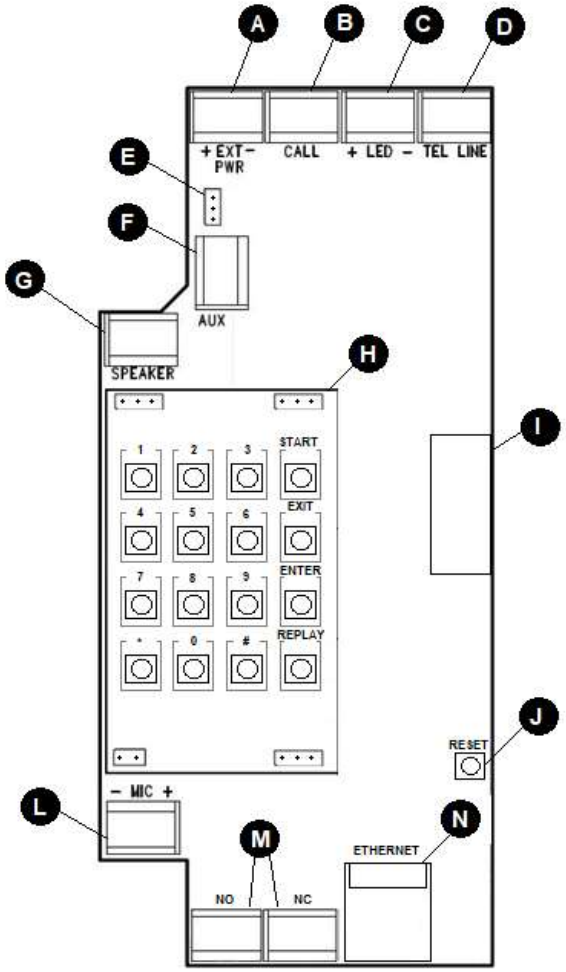
WebbPhones are CSA B44-07 compliant. They can be supplied with the LA option to make them CSA B44-10 and CSA B44-13 compliant for Low Rise applications. For High Rise applications, the CSA B44-10 and CSA-B44-13 compliance is handled by the LS-250 Rescue station.

The WebbPhone is fully programmed to specific site, equipment and customer requirements.

NOTES:
- A maximum of 6 WebbPhones may be connected to a single phone line.
- A touch-tone analog telephone line is required.
- WebbPhones contain a rechargeable Li-Ion backup battery. With normal usage, battery life generally averages about 2 years.
- While being weather resistant, the WebbPhone is not waterproof. If mounted outside, adequate protection to prevent exposure to the rain is required.

2 MWP-302 LAYOUT



A - External power terminal block

B - Call Button terminal block

C - LED terminal block

D - Telephone line input terminal block

E - Backup battery

F - Auxiliary Speaker input terminal block

G - Speaker Output

H - Detachable keyboard

I - Multimedia Module connector

J - Reset Button (Software reboot)

L - Microphone Input

M - NC / NO Dry contact

N - Network Connector (RJ-45)

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3 HOW THE WEBBPHONE WORKS

3.1 LOW-RISE APPLICATION (UP TO 6 STOREYS)

In a low-rise application, there can be up to 6 WebbPhones directly connected to a telephone line in a party line configuration.

Note: All WebbPhones connected to the same party line must be programmed with a unique station number. One of those station numbers must be '1.' If only one phone is connected to the telephone line, then its station number must be '1.'

3.1.1 CALLING OUT

The calling party presses the call button which:

- Illuminates the LED
- Causes the WebbPhone to sense if the line is in use
  - → If the line is not in use, the phone will dial the primary phone number then the secondary phone number (if programmed) every 30 seconds for up to six switches between numbers.
  - → If the line is in use, a voice prompt will advise the calling party that the call will be attempted again in 30 seconds. The phone will repeatedly attempt to call the same number up to 9 times. Every 3rd time, it will request the other users to hang up their phone call.

3.1.2 CALLING IN

The calling party dials the telephone number associated with the telephone line connected to the WebbPhone.

- If the line is not busy, then all WebbPhones simultaneously answer after the second ring. The WebbPhone with the station ID '1' will play the prompt asking the calling party to enter the station ID followed by the * key. Only the WebbPhone with the matching station ID will answer the phone. All other WebbPhones on the party line will hang up.

3.2 HIGH-RISE APPLICATION (GREATER THAN 6 STOREYS)

In high-rise application, up to 80 WebbPhones can be managed through a Lobby Station (LS-250) and expansion stations (EX-250) as required. Each LS-250 and EX-250 can handle a maximum of 10 phones.

3.2.1 CALLING OUT

The calling party presses the call button which:

- Illuminates the LED
- Causes the WebbPhone to sense if the telephone line or LS-250 are in use
  - → If the line is not in use, the phone will dial the primary phone number then the secondary phone number, if programmed.
  - → If the telephone the line or LS-250 are in use, the call will go to call waiting. It will attempt to redial the same phone number every 30 seconds, up to 9 times. Every 3rd time, it will request the other users to hang up their phone call.

3.2.2 CALLING IN

When receiving an in-coming call, the LS-250 will:

- Answer with the prompt "Enter cab number you wish to speak to and then press the * key."
- When the call is connected, you will hear the prompt "Connected."

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When the WebbPhone is connected to a LS-250 in Lobby mode,, it will automatically set function 13 to "1" after an outgoing call is placed. It will also automatically set function 13 to "1" if an incoming call is sourced from the LS-250's on-board handset, regardless of the LS-250's operating mode.

→ Troubleshooting: If function 13 is not set, you will hear the full prompt asking the calling party to enter the station ID followed by the * key.
→ WebbPhones must not be connected to the LS-250 in a party line configuration.

4 PROGRAMMING

The WebbPhone is easily programmed on site with the keypad that is built into the circuit board. Voice prompts and confirmation feedback help to make the process intuitive and straightforward. Programming can also be done from a remote location by calling a programmed WebbPhone connected to a telephone line.

4.1 GENERAL

- Programming for the analog phone is done via the keypad on the circuit board or via your telephone keypad when programming remotely.
- The WebbPhone should have its transformer connected to a 120V / 60 Hz AC power source in order to be programmed. Its backup battery may also be used for programming if AC power is temporarily unavailable.
- Many programming settings have already been pre-set in the factory. These can easily be changed on site if required.
- Voice prompts will assist you when programming the WebbPhone. For example, you will always be told what programming routine you are in, what data you have just entered, and you will be alerted of any detected entry errors.
- **Note:** The backup battery may have lost some charge during storage and shipping. Full charge is usually reached within 1 day of connecting the WebbPhone to AC power.

4.2 THE KEYPAD

- The keypad has 16 keys. A short, audible tone will be heard when any key has been pressed.
- Digits 0 – 9 are used for numerical entry.
- The * key is used in certain program command sequences.
- The # key, if programmed into a phone number, creates a 2 second delay in the dialing sequence. Otherwise, it is used in certain program command sequences.
- The START key begins the WebbPhone programming mode.
- The EXIT key cancels the current programming routine or exits the programming mode. For technicians testing the unit during installation, it will also stop an outgoing call from the WebbPhone at certain points during the dialing sequence.
- The ENTER key is pressed to enter information into WebbPhone memory.
- The REPLAY key plays back the information stored for a particular programming routine.

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TABLE 2-1 PROGRAMMING SUMMARY

CMD	Description	Range		Default
1	Primary Phone Number	0 - 25 digits		Blank
2	Secondary Phone Number	0 - 25 digits		Blank
3	Auto Answer	0 = Off		1
		1 = On (w/ ring)		
		2 = On (w/ no ring)		
4	Location Announcement	15 seconds max.		Blank
5	Access Code	5 digits		12345
6	Station Number	01-80		1
7	Talk Time	1 - 99 minutes		5
8	Primary Ring Transfer Count	1 - 20 rings		5
9	Secondary Ring Transfer Count	1 - 20 rings		5
10	Operator Wait Time	20 - 200 seconds		90
11	Operator Prompt	0 = Off		1
		1 = On		
12	Self-Diagnostics	0 = Off	7 = Line Monitoring + Auto Check	0
		1 = Auto Check		
		2 = Voice-Alert	8 = Line Monitoring + Voice Alert	
		3 = LA-LS LAS		
		4 = LAS + Auto check	9 = Line Monitoring + Auto Check Lite	
		5 = LAS + Voice-Alert		
		6 = Line Monitoring		

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TABLE 2-2 PROGRAMMING SUMMARY

CMD	Description	Range		Default
13	Lobby Station Auto Sense	0 = None 1 = LS-250		0/1
14	Serial Number	10 digits		Pre-set
15	Autocheck Phone Number	0-25 digits		400
16	Autocheck Frequency	1-7		1
17	Operating Status	0 = No Battery 1 = Dead Battery 2 = Low Battery 3 = Good Battery	4 = Full Battery 5 = No Phone Line 6 = No AC power	N/A
18	Language	0 = English 1 = French 2 = English/French	3 = French / English 4 = English / Spanish	
19	Firmware Version Number	2 or 3 Digits		N/A
20	Debounce	0 = 300ms 1 = 500ms	2 = 1s 3 = 1.5s	0
21	Auto Answer Ring Count	2 = 2 Rings 3 = 3 Rings	4 = 4 Rings	3
25	Analog Mode	0 = VoIP 1 = Analog		1
26	Reset Configuration	1 = Reboot 2 = Reset web passwords	3 = Reset configuration 9 = Reset configuration and network settings	N/A
27	IP Address	Typical IP address format		10.10.90.254
28	MAC Address	Typical MAC address format		N/A
29	Monitor Polarity	0 = Off 1 = On		0

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TABLE 2-3 PROGRAMMING SUMMARY

CMD	Description	Range	Default
30	External Handset	0 = Off 1 = On	0
31	DHCP Status	0 = Off 1 = On	0
35	Upload Firmware	No value. Pressing ENTER will start "upload mode"	N/A
* (No need to press ENTER)	Speaker Volume	1 = Lowest : 6 = Highest	3
# (No need to press ENTER)	Mic Volume	1 = Lowest : 6 = Highest	3

4.3 PROGRAMMING USING THE WEBBPHONE KEYPAD

- The WebbPhone should be connected to a 120V AC / 60 Hz power source. It can also be programmed solely by using its backup battery, if necessary, if battery is sufficiently charged. If the phone is powered by a 110V AC to 12V DC transformer, the green LED beneath the CALL terminal on the PCB will illuminate.
- First confirm whether or not the WebbPhone is connected to a live phone line by pushing the CALL button. Dial tone will be heard over the speaker if the WebbPhone is connected to a live phone line. A momentary flash of the LED indicates a phone line problem. Pressing EXIT on the keypad will hang up the WebbPhone.
- Press the START button to enter program mode. The WebbPhone will audibly announce "PROGRAM MODE", followed by two beeps. The two beeps also always indicate successful completion of a programming function.
- To change any programming parameters, type in the command number followed by the ENTER key. Command numbers are summarized on page 10 and detailed below.
- When you are finished entering program information, the unit will return to the main programming mode. From here you can go into another programming routine or exit from programming mode altogether.
- Press the EXIT key to escape "Programming Mode". The WebbPhone will audibly announce "EXIT PROGRAMMING".
- If left in "Programming Mode", the WebbPhone will revert to normal operation after 10 minutes of inactivity.
- "Programming Mode" can be re-entered by pressing the START key again.

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4.3.1 PROGRAMMING EXAMPLE – PRIMARY PHONE NUMBER

- The primary phone number is the first telephone number that WebbPhone will call when the CALL button is pressed.
- Press START to enter Programming Mode.
- Press '1' followed by ENTER. The WebbPhone will audibly announce "PRIMARY PHONE NUMBER" to indicate that it is in the primary phone number programming routine.
- Enter all of the dialing digits followed by the ENTER key. The WebbPhone will audibly announce "INPUT ACCEPTED. YOU ENTERED…" followed by all of the digits entered.
- The WebbPhone is back in main programming mode.
- To correct the information just entered, press '1' again followed by ENTER and re-input the primary phone number digits.
- If an input error is detected, the WebbPhone will audibly announce "INCORRECT ENTRY, PLEASE RE-ENTER". Re-enter the information.
- While entering the digits, before pressing ENTER, if a mistake is made, the programming routine can be aborted by pressing EXIT. The WebbPhone audibly announces "CANCELLED" and the unit will go back to "Programming Mode". Press EXIT again to leave Programming Mode.

4.4 REPLAY

While in "Programming Mode", the current value of any programmed value can be replayed. Simply enter the program routine number followed by the REPLAY key. The WebbPhone will audibly announce the program routine followed by the programmed value and revert to "Programming Mode".

4.5 PROGRAMMING ROUTINES

The WebbPhone has 18 programming routines. They are described in more detail in the following section. We recommend that installers familiarize themselves with these operations to speed up programming time and to make the most of the WebbPhone features. Each WebbPhone also has a Quick Programming instruction label for quick setup in the field.

4.5.1 PRIMARY PHONE NUMBER (Analog)

- Command #: 1
- Voice Prompt: "PRIMARY PHONE NUMBER"
- Value Range: 25 number capacity (any digit or "#" to add a 2 sec pause).
- Factory Setting: Blank
- Description: If the primary phone number contains digits, the WebbPhone dials this number when the call button is pushed. It will redial this number up to 3 times if it is not successful in establishing contact.

  Note: If the WebbPhone is connected to ringdown equipment (including an LS-250 Rescue Station set to either "Lobby" or "Split Ring" mode), an off-hook service provided by the telephone company, or to an auto-dialer, we do not recommend using an off-hook service from the telephone company or a separate auto dialer. This makes troubleshooting very difficult if maintenance is ever necessary. From a safety perspective, it may prevent monitoring and rescue personnel from calling back to the passenger.

  Note: Some switchboards require an 8 or a 9 followed by a pause in order to access an outside line. In this situation, you would enter an 8# or 9# followed by the telephone number to be dialed. If a longer pause is needed, the # key may be pressed more than one time. Each # entry creates a 2 second pause.

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4.5.2 SECONDARY PHONE NUMBER (Analog)

- Command #: 2
- Voice Prompt: “SECONDARY PHONE NUMBER”
- Value Range: 25-digit capacity (any digit or “#” to add a 2 sec pause #)
- Factory Setting: Blank
- Description: If a secondary phone number is entered and the WebbPhone is unsuccessful in reaching the primary phone number, the unit will switch over and dial the secondary phone number.

  Note: If no contact is made with the secondary number, the WebbPhone will begin the cycle again by dialing the primary number. After 3 unsuccessful cycles, the unit will shut off.

4.5.3 AUTO ANSWER

- Command #: 3
- Voice Prompt: “AUTO ANSWER”
- Value Range: 0 = OFF, 1 = ON with ‘connected’ announcement, 2 =
- ON with no announcement.
- Factory Setting: 1
- Description: The auto answer setting determines whether or not the WebbPhone may be called by an outside party and, if so, whether or not the unit will ring when it is being called.

  Note: In setting = 1, the unit will beep and then automatically answer. Setting = 2 is often called “Silent Monitoring” because the unit will silently turn on and allow the calling party to listen to the activities in the elevator. Please note that two-way communication is still enabled, so the elevator can also hear the calling party.

4.5.4 LOCATION ANNOUNCEMENT

- Command #: 4
- Voice Prompt: “LOCATION ANNOUNCEMENT”
- Value Range: 15 second maximum
- Factory Setting: Blank
- Description: The location announcement is a recorded message that the monitoring station may play prior to speaking with the caller. The recording would normally include the building name, the address and the elevator number. Suggested recording format: “This is Elevator #2 of the Vancouver Building at 3215 Hemlock Street in Springfield, Michigan. Assistance is required.” Try to avoid as much background noise as possible when doing the recording. This can be programmed remotely using a cellphone or landline.

  Note: To alert the programmer when to start recording the message, a ½ second tone will sound after the location announcement voice prompt.

  Note: If the recording exceeds 15 seconds, a beep tone will sound and only the first 15 seconds will be recorded.

  Note: The location message may be replayed by the monitoring station at any time during the conversation by pressing the #2 key on a touch-tone phone.

4.5.5 ACCESS CODE

- Command #: 5
- Voice Prompt: “ACCESS CODE”
- Value Range: 5 digits (any of 1, 2 ,3, 4, 5, 6, 7, 8, 9, 0)
- Factory Setting: 12345

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- Description: To program the WebbPhone from a remote location, the caller will be required to enter a 5-digit access code. Changing the access code to a unique number will prevent others from calling in and modifying the settings.
  Note: Make sure you record your access code. Without it, you will not be able to remotely access the phone programming.
  Note: If you do forget your access code, it can be checked or reset on the WebbPhone.

4.5.6 STATION NUMBER (Analog-only)

- Command #: 6
- Voice Prompt: "STATION NUMBER"
- Value Range: 1 – 80
- Factory Setting: 1
- Description: A unique number must be assigned to each WebbPhone without a Rescue Station to allow off-site location call-ins to connect to the unit. The number is ignored if the phone is attached to a LS-250 Rescue Station.
  Note: In order for the voice prompting feature to work when calling into the WebbPhones without a Rescue Station, one cab must be assigned as Station #1.

4.5.7 TALK TIME

- Command #: 7
- Voice Prompt: "TALK TIME"
- Value Range: 1 – 99 minutes (Factory Setting: 5 minutes)
- Description: Talk time is the length of time that the WebbPhone will stay on when a call is made, beginning as soon as the call is answered. The unit will automatically shut off after the programmed time.
  Note: Near the end of the programmed talk time period, a voice will prompt the operator to press the 1 key to extend the conversation. Pressing 1 (after the prompt has played) will reset the timer and the talk time cycle will begin again.
  *Note: When the conversation has finished, the operator may also shut off the WebbPhone by pressing * #.*
  Note: If Voice-Alert™ is activated, the recommend Talk Time would be a minimum of 10 minutes as this controls the announcement frequency. (See discussion of Function 12 for more details).

4.5.8 PRIMARY RING TRANSFER COUNT

- Command #: 8
- Voice Prompt: "PRIMARY RING TRANSFER COUNT"
- Value Range: 1 – 20 rings
- Factory Setting: 5
- Description: This is the number of rings that the WebbPhone will count after dialing the primary phone number before concluding that there has been no answer. After the last ring, the unit will hang up and perform the appropriate action. This would either be to call the next dialing destination or to hang up if 3 calling cycles have been completed.

4.5.9 SECONDARY RING TRANSFER COUNT

- *Command #:* 9
- *Voice Prompt:* "SECONDARY RING TRANSFER COUNT"
- *Value Range:* 1 – 20 rings
- *Factory Setting:* 5

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- Description: This function serves the same purpose as Function 8, except that it applies to the number of rings counted after dialing the secondary phone number.

4.5.10 OPERATOR WAIT TIME

- *Command #:* 10
- *Voice Prompt:* "OPERATOR WAIT TIME"
- *Value Range:* 20 – 200 seconds
- *Factory Setting:* 90 seconds
- Description: This is the length of time that the WebbPhone will permit a caller to be put on hold before it hangs up and dials the next number in its sequence. The timer is cancelled as soon as the operator presses the 1 key to speak to the caller or the 2 key to listen to the location announcement.
  Note: This value is unused if Operator Prompt is OFF (see following).

4.5.11 OPERATOR PROMPT

- *Command #:* 11
- *Voice Prompt:* "OPERATOR PROMPT"
- *Value Range:* 0 = OFF, 1 = ON
- *Factory Setting:* 1
- Description: When ON, a prompt message will repeat itself until either the operator presses the appropriate key, or the Operator Wait Time period expires. The passenger will hear a "CALL IN PROGRESS" message until the operator comes online. When OFF, the WebbPhone will be in two-way communication mode as soon as a voice is heard or ringing stops. The chart below shows how the various settings affect the flashing LED and the message played.

Activate Operator Prompt	Location Announcement	Message Played	When Alert LED Begins Flashing
0 (OFF)	Blank or Recorded	No message played	As soon as call answered
1 (ON)	Blank	"Incoming Webb emergency call. Push 1 to speak to caller."	After operator presses '1'
1 (ON)	Recorded	"Incoming Webb emergency call. Push 1 to speak to caller, or 2 to hear the location."	After operator presses '1'

Table 3 – Operator Prompt

Note: If a location announcement has been recorded, the operator can press 2 at any time when speaking to the caller and replay the location announcement.

***Important Note**: Remember that by turning the Operator Prompt function off, the operator may have a difficult time determining where the call is coming from. Not all monitoring stations have Caller ID on their telephone and passengers cannot always identify exactly where they are calling from.*

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4.5.12 SELF-DIAGNOSTICS

- *Command #:* 12
- *Voice Prompt:* "AutoCheck"
- *Value Range:* 0 = OFF, 1 = [Not Used], 2 = Voice-Alert, 3 = LAS, 4 = [Not Used], 5 LAS + Voice-Alert
- *Factory Setting:* 0
- Description: Self diagnostics are available to all Webb customers. When activated, the software within each hands-free telephone will automatically check its internal operation and create an alert signal if any of the following problems exist:
  - *Phones are not able to call out normally.*
  - *AC power has been cut off to the WebbPhones.*
  - *Backup batteries need replacing.*
- The **LAS** (Lobby Alert System) generates an audible & visual alert in the elevator lobby. The LA-LS checks the phone line to the LS250 Rescue Station
- **Voice-Alert™** is self-diagnostics done in a voice format. When Voice-Alert™ is activated, the elevator telephone will provide a voice announcement over its internal speaker if it detects loss of the phone line, loss of AC power, or a low backup battery. This will repeat at whatever frequency Talk Time is set to (Function 7). For passenger convenience, we would recommend that the cycle be set to 10 minutes or longer. The announcement is made in whatever languages the WebbPhone has been set to (Function 18).
- An owner considers activating self-diagnostics for safety and liability reasons. Research indicates that approximately ½ of all calls to fix elevator telephones are a result of someone having been stuck and finding that the phones didn't work. Being unable to contact help in an emergency not only places passengers in danger but also exposes the owners to a significant liability risk. Self-diagnostics helps owners eliminate both of these potentially serious problems.
- The **LAS Lobby Alert System** verifies the operability of the telephone line from the cab onwards. The WebbPhone works with the LA-LS and the LS-250 Rescue Station to produce an alarm in the lobby. Set Functions 12 to 3 or 5
- **Line Monitoring** is done on the NO connector.

4.5.13 LOBBY STATION AUTO SENSE

- *Command #:* 13
- *Voice Prompt:* "LOBBY STATION"
- *Value Range:* 0 or 1
- *Factory Setting:* 0
- Description: If a WebbPhone is connected to the LS-250, it is guaranteed to have its own phone line, so it will not play a prompt. You will just hear "Connected." In low-rise mode, if you have a dedicated phone line and you want to turn off the prompt, you will need to manually set it to "1."

4.5.14 SERIAL NUMBER

- *Command #:* 14
- *Voice Prompt*: "SERIAL NUMBER"
- *Value Range*: 10 digits (any of 1, 2 ,3, 4, 5, 6, 7, 8, 9, 0)
- *Factory Setting:* Same as number on WebbPhone label
- *Description:* A unique serial number is assigned to each WebbPhone and is located on a small white label attached to the unit. This setting is programmed into the unit at the factory and does not need to be changed.

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4.5.15 AUTOCHECK NUMBER

- *Command #:* 15
- *Voice Prompt*: "AUTOCHECK NUMBER"
- *Value Range*: 25-digit capacity (any digit or "#" to add a 2 sec pause #)
- *Factory Setting:* 400
- *Description:* A phone number that is called when the WebbPhone is in self-diagnostic mode 1, 4, 7, or 9

4.5.16 AUTOCHECK FREQUENCY

- *Command #:* 16
- *Voice Prompt*: "AUTOCHECK FREQUENCY"
- *Value Range*: 1 – 7
- *Description:* How often the autocheck should be performed. The value is interpreted in days. This setting is only relevant if the WebbPhone is in self-diagnostic mode 1, 4, 7, or 9.

4.5.17 OPERATING STATUS

- *Command #:* 17
- *Voice Prompt:* "BATTERY"
- *Value Range:* 0 – 6 (cannot be set)
- *Description:* Indicates battery, phone line and AC power status. You may check by pressing START, 17, REPLAY. Press EXIT when done. Or you may check by calling in from a Rescue Station or an off-site telephone.

  0 = No battery / faulty battery.
  1 = Completely discharged.
  2 = Low.
  3 = Good.
  4 = Full charge.
  5 = No telephone line detected.
  6 = No AC power detected.

  Note: The battery strength value will play first. The unit will then play the codes for phone line and AC power only if a problem is detected. The status of the battery will refresh every 5 minutes.
  Note: The battery is a rechargeable Li-Ion battery and should have a full charge within 1 day of the WebbPhone being connected to AC power. Even if the battery indicates a full charge, it should be replaced every 2 years.

4.5.18 LANGUAGE

- Command #: 18
- Voice Prompt: "LANGUAGE"
- Value Range: 0 = English, 1 = French, 2 = English / French, 3 = French / English, 4 = English / Spanish
- Factory Setting: 0
- Description: The WebbPhone has built-in voice prompts to make it easier to program the device and to assist both the passengers and monitoring station when an emergency call is in progress. If the WebbPhone is set to either English (0) or French (1), voice prompts heard by the passenger, programmer and monitoring station will be played in the language chosen. With the settings English / French (2) or French / English (3), voice prompts for both passenger and monitoring station will be heard in the language sequence chosen. The programmer will be given the option to choose which language they wish to hear the programming prompts in. With the English / Spanish setting (4), all operating status information heard by passengers will be played in English followed by Spanish. Programmers and monitoring personnel will hear messages in English.

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4.5.19 FIRMWARE VERSION NUMBER

- Command #: 19
- Voice Prompt: <Firmware Version Number>
- Value Range: N/A
- Factory Setting: <Firmware Version Number>
- Description: This option can only be replayed, not programmed. When "1, 9, REPLAY" is entered, the WebbPhone audibly announces the firmware version number.

4.5.20 Debounce Delay

- Command #: 20
- Voice Prompt: Debounce
- Value Range: 0, 1, 2, 3
- Factory Setting: 0
- Description: This function configures the minimum time the call button must be pressed to initiate a call. Increasing the debounce delay helps prevent unintended calls caused by electromagnetic interference. The available settings are:
  0 = 300ms (Default)
  1 = 500ms
  2 = 1s
  3 = 1.5s

4.5.21 Auto Answer Ring Count

- Command #: 21
- Voice Prompt: Auto Answer Rings
- Value Range: 2, 3, 4
- Factory Setting: 3
- Description: This function configures the number of rings the MWP-302 will expect before auto-answering the call. Note that this is the number of analog rings seen by the MWP-302 and may not reflect the number of rings the *caller* hears when the dial in . The available settings are:
  2 = 2 Analog Rings
  3 = 3 Analog Rings
  4 = 4 Analog Rings

4.5.22 ANALOG MODE

- Command #: 25
- Voice Prompt: *No prompt*
- Value Range: 0 = OFF, 1 = ON
- Factory Setting: 1 (0 if BLS)
- Description: Whether the WebbPhone should operate in analog mode or not. If this is disabled, then the WebbPhone will fall back to VOIP mode.

4.5.23 RESET CONFIGURATION

- Command #: 26
- Voice Prompt: "RESET CONFIGURATION"
- Value Range: 1, 2, 3, 9
- Factory Setting: N/A
- Description: This function can reset multiple parts of the WebbPhone Configuration.
  1 = Restart the WebbPhone
  2 = Reset passwords for the configuration webpage
  3 = Reset all programmable options back to factory default
  9 = Same as 3, plus this will reset network related settings back to factory default

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4.5.24 IP ADDRESS

- Command #: 27
- Voice Prompt: “IP ADDRESS”
- Value Range: A standard IP address
- Factory Setting: N/A (10.10.90.254 in BLS)
- Description: This function can read or set the current IP address of the WebbPhone. When reading, there will be a brief pause in between the sections of the address that stand in for periods. When entering an address, use the asterisk(*) key in place of periods. For example, to enter the IP address 10.10.90.1, one would enter “1, 0, *, 1, 0, *, 9, 0, *, 1, ENTER”.
  Note: setting an address here will also turn off DHCP mode

4.5.25 MAC ADDRESS

- Command #: 28
- Voice Prompt: The MAC address of the WebbPhone
- Value Range: A standard MAC address (cannot be set)
- Factory Setting: N/A
- Description: This function reads out the MAC Address of the WebbPhone. A brief pause takes the place of the “:” that is found in a written MAC address.

4.5.26 MONITOR POLARITY

- Command #: 29
- Voice Prompt: *No prompt*
- Value Range: 0 = OFF, 1 = ON
- Factory Setting: 0
- Description: Not sure what to write here

4.5.27 EXTERNAL HANDSET

- Command #: 30
- Voice Prompt: *No prompt*
- Value Range: 0 = FALSE, 1 = TRUE
- Factory Setting: 0 (1 for BLS)
- Description: This function indicates whether there is an external handset connected to the WebbPhone.

4.5.28 DHCP STATUS

- Command #: 31
- Voice Prompt: “DHCP STATUS”
- Value Range: 0 = OFF, 1 = ON
- Factory Setting: 1 (0 for BLS)
- Description: This function sets whether the WebbPhone uses DHCP to get its IP address. When selecting 1 (activating DHCP), a backup is made of the current IP settings and the WebbPhone is then set to use DHCP. When selecting 0 (deactivating DHCP), two things can happen:
  1. If a backup exists, the IP address is restored to the point before DHCP was activated
  2. If a backup does not exist, the user is redirected to mode 27, in which they can manually enter an IP address.

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4.5.29 FIRMWARE UPLOAD MODE

- Command #: 35
- Voice Prompt: “FIRMWARE UPLOAD MODE”
- Value Range: N/A
- Factory Setting: N/A
- Description: This is a special function which starts a DHCP server on the WebbPhone for the intention of performing a firmware update. When in firmware upload mode, a computer connected to the ethernet port on the WebbPhone will be given an IP address. Navigating to http://mwp from the connected computer’s web browser will load the configuration page. From there, settings may be changed as desired, and a firmware update may be performed. To exit this mode without performing an update, press EXIT on the keypad.

4.5.30 * / # Speaker / Mic Volume

- Command #: * and #
- Voice Prompt: N/A
- Value Range: 1 – 6
- Factory Setting: 3
- Description: This function sets the volume (*) and mic (#) levels, with 1 being the lowest level, and 6 being the highest. Note that the ‘enter’ key is not needed after changing the value. For example, pressing *, 4 (while in program mode) will set the volume level to 4.
  Note: A good way to test the microphone levels is to record a location announcement.
  Note: In two-way communications, if one end of the transmission is too quiet, it may not always be the best solution to immediately increase the volume or mic levels to the maximum. Instead, increase each setting incrementally. The reason for this is the software echo cancelation.

4.6 REMOTE PROGRAMMING

The same functions are available in remote programming as when programming directly on the WebbPhone keypad. Minor variations are noted below:

Keypad	Equivalent Remote Sequence
START	99* + Valid Access Code
EXIT	*9
ENTER	**
REPLAY	#

Table 4 – Remote Programming

To program remotely:

1- From any phone, call the telephone number of the line connected to the WebbPhone. Once you hear the voice prompt, enter the selected station number followed by the * key.
2- Enter 99*. This will instruct the WebbPhone to commence entering into “Programming Mode” The WebbPhone will audibly prompt with “ACCESS CODE”.
3- Enter the 5-digit access code. (Factory default is 12345). If the entry is correct, you will hear the prompt “PROGRAM MODE” followed by the normal two confirmation beeps. If the access code is incorrect, you will hear the prompt “INCORRECT ENTRY. PLEASE RE-ENTER.” and the unit will wait for new data to be entered.

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To remotely program another cab, hang up and call back into the system. Starting at step 1, go through the same steps again using the new cab number.

5 CALLING INTO WEBBPHONE UNITS

- If Auto Answer is set to "1", all WebbPhones on the line will answer incoming calls after the first ring. A voice prompt will then play directing the caller to enter the desired station number followed by the * key.
  Pressing 1* will connect to the first WebbPhone, 2* to the second WebbPhone, etc. Two-way communications is not established until a specific station is selected.
- *If Auto Answer is set to "1", the passenger will see the LED turn on. After the desired station has been selected and two-way communications is established, both parties will hear the word "CONNECTED" and the LED will begin to flash. If Auto Answer is set to "2", the LED will not turn on, and the passenger won't hear the word "CONNECTED".*
- Remember that if a LS-250 Rescue Station is not being used, each elevator must be programmed with its own unique station number (Command #6) in order for individual cabs to be called. If the outside caller, for example, presses 2* and station number 2 hasn't been pre-programmed with its identification number, all of the units including station #2 will shut off.

6 WEBBPHONE SPECIFICATIONS

Elevator Wiring Requirements	One shielded pair communication cable. Shield should be grounded at controller end of traveling cable.
Phone Line Requirements	Standard analog loop starts voice grade telephone line or PBX
AC/DC Transformer (supplied)	120V AC, 60 Hz input 12V DC, 1A output
Maximum number of units sharing the same phone line	6
On-hook Phone Line Voltage	24V – 55V (nominal 48V DC)
Off-hook Phone Line Voltage	3V – 10V (nominal 6V DC)
On-hook Power Required	0 mA
Off-hook Loop Current	25 mA – 35 mA (nominal 30 mA)
LED	Operating voltage 1.7V – 2.1V Operating current 10 – 25 mA
Microphone	Omnidirectional back electret condenser Frequency range 20 Hz – 20 kHz
Ringing Voltage	40 – 130V AC
Operational Loop Resistance	600 ohms
Backup Power Li-ion battery.	3.7V/1000 mAh rechargeable Replace every 2 years or as required.
Operating Range	0 – 60 degrees Centigrade
Ringer Equivalence (REN)	0.8 USA / 0.22 Canada
Dimensions	4.5" (114 mm) wide x 5.25" (133 mm) high x 1.75" (44 mm) deep with mounting holes to match the common stud patterns

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7 TROUBLESHOOTING

7.1 Voltage Reference

On Hook Voltage:	24V – 55V DC
Off Hook Voltage:	3V – 10V DC
External Power	12 DC (Nominal)
Battery Voltage	4.4V VDC

7.2 WebbPhone is dead. No dial tone when call button is pressed.

- Confirm that the green power LED is on (upper left of circuit board).
- Press EXIT key (phone maybe in Programming mode).
- Check all terminal connections, especially SPEAKER and CALL – wires in snug and terminals screws tightened.
- Check on Hook Voltage of Tel line. If less than 24V, disconnect tel line from phone. If Tel line is less than 24V then it is a Tel line issue. Confirm by testing with a handset – does the handset get dial-tone when off hook.

7.3 There is dial tone, but the phone does not dial.

- Confirm that a primary phone number has been programmed.

7.4 The unit briefly dials and then gets a busy signal.

- Confirm that the primary phone number is correct and has the correct prefix if reaching an external line through a switchboard.

7.5 Phones don't hang up at end of call.

- Some switchboard equipment do not provide a "wink" or CPC signal. A workaround is to reduce the talk time value (function #7) or have the monitoring station pressing the "#" key before hanging up.

7.6 You cannot call into and speak with a specific WebbPhone.

- Confirm that the Cab ID has been programmed into the phone. If connected through a LS-250 Rescue station, ensure function 13 is programmed to 1.

7.7 Audio related issues.

- Ensure it is mounted flush with the COP – no gaps between COP and MWP-302.
- Ensure the speaker and Microphone holes align between the MWP-302 and the COP.

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8 WARRANTY AND RETURNS

Webb Electronics Inc. warrants parts and labor on all equipment of its own manufacture for a period of 24 months from the date of shipment. This phone contains no customer or user serviceable parts and, as such, attempting to repair this phone yourself will void the user's warranty. Any products that have been abused, vandalized, altered or used for a purpose or in a manner other than the one for which they were manufactured voids the user's warranty.

Before uninstalling product to return to Webb Electronics, please call the "Tech Support Hotline". 1-877-731-1010 x 387. Tech Support will verify that it is the equipment that is defective, collect information about the product and installation, issue a dispatch ticket number, and provide instructions on how and where to return the product.

FCC NOTICE

This device complies with Part 68 of the FCC rules. Our label contains the FCC Registration Number, Ringer Equivalence Number (REN) and jack description (USOC) for the device. If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the REN's should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total REN's, contact the telephone company to determine the maximum REN for the calling area.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice for you to make the necessary modifications to maintain uninterrupted service.

If experiencing trouble with this equipment, please contact the Technical Support Center at Webb Electronics Inc. for warranty and/or repair information. If the trouble is causing harm to the telephone network, the telephone company may request you to remove the equipment from the network until the problem is resolved.

This equipment cannot be used on public coin service provided by the telephone company. Connection to party lines is subject to state tariffs. Contact your state public utilities commission for information.

This equipment does not provide data operation.

JACK (USOC): RJ11C
RINGER EQUIVALENCE = 0.8 Class B

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CANADA CERTIFICATION

NOTICE: This product meets the applicable Innovation, Science and Economic Development Canada technical specifications This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Innovation, Science and Economic Development Canada (ISED) technical specifications were met. It does not imply that ISED approved the equipment.

NOTICE: The Canadian Ringer Equivalence Number (REN) for this equipment is: 0.1. The REN assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.

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