



Installation & Operations Manual



30" Eco Light Weight Call Station

- ***2100-ELL2 Landline 12v Call Station***
- ***2100-ELV2 VoIP POE Call Station***



Thank you for purchasing RATH's Eco Call Station. We are the largest Emergency Communication Manufacturer in North America and have been in business for over 35 years.

We take great pride in our products, service, and support. Our Emergency Products are of the highest quality. Our experienced customer support teams are available to remotely assist with site preparation, installation, and maintenance. It is our sincere hope that your experience with us has and will continue to surpass your expectations.

Thank you for your business,

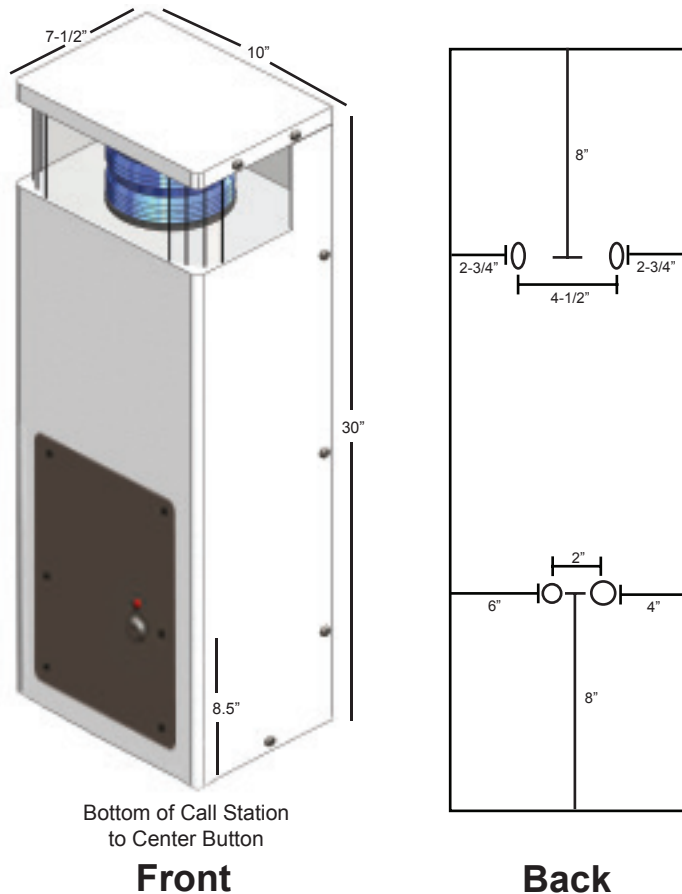
The RATH® Team

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Description

Figure 1: Front & Back View



Features:

- ADA compliant (hands free operation)
- LED call status indicator
- Powder coated aluminum construction
- NEMA 4 enclosure for electronics
- Conduit holes for easy installation
- Security torx screws for internal access
- Weather and vandal resistant
- Blue beacon and strobe
- Strobe turns on upon phone activation
- Ability to program up to 5 emergency numbers
- Remote or on-site programmable

Call Station Specifications:

Height	30"
Width	10"
Depth	7-1/2"
Thickness of Aluminum*	0.090"
Weight	20 lbs.

*Stainless Steel Call Stations are 14 Gauge Steel

Safety Guidelines

- Save these instructions. This manual contains important instructions that will assist you during installation and with maintenance.
- Keep all the components secure and protected during storage.
- Be careful of finished surfaces during transport and installation to avoid damaging the finish.
- Installation and maintenance should only be performed by qualified electricians.
- It is recommended a minimum of 2 people perform installation.
- Do not install phone during extreme weather conditions.
- Do not touch uninsulated phone wires or terminals unless the phone line has been disconnected at the network interface.
- To comply with Americans with Disabilities Act (ADA) requirements, the Call Station must be mounted so that the push button is less than 48" above the ground.

Items Needed for Installation

Item	Description
Wall Mounting Hardware	If Mounting to Wall
Pole Mount Bracket (Part # RP7700098AE)	If Mounting to Pole
#1 Phillips Screwdriver	
Voltage Meter	
Security Torx Bit	Provided by RATH®
Adjustable Wrench	
12v Power Source or POE	
Analog Phone Line	If Using Landline
Phone Cable	If Using Landline

Installation

1. Remove 8 security screws from unit.
2. Pull front assembly away from back unit.
3. Disconnect the gray Wago connector (see diagram on page 8).
4. If wall mount, mount to wall.
5. If pole mount, attach unit to pole using Pole Mounting Bracket (Part # RP7700098AE).
6. Connect the electrical conduit of the 12v power supply to the Call Station and run necessary wires.
7. Connect 12v wiring to the Call Station power cable (see diagram on page 8).
8. Turn on 12v power to the Call Station.

Once the electrical is “live”, the phone needs to be programmed and tested. Reconnect the Wago connectors that attach the front plate to the NEMA 4 box. If the phone will be programmed remotely, secure the front assembly to the back panel and reinstall the 8 screws to the sides of the unit. If the phone will be programmed on-site, proceed to the directions for “On-Site Programming”.

Communication

Landline:

To connect your analog phone line to the Emergency Call Station:

1. Remove front Stainless Steel plate using the security torx bit to remove the 6 security screws.
2. Locate the gray phone cable coming out of the NEMA 4 box.
3. Connect the incoming phone line by connecting the tip and ring of the phone line to red and green of provided gray line cord.

VoIP:

See additional manual.

Phone Programming

1. You can program the phone on-site or remotely.
2. If programming on-site, pull front assembly away from unit.
3. Remove the cover of the NEMA 4 enclosure by loosening the 4 corner screws.

On-Site Programming:

Step 1: To Begin Program Mode

- A. Press **Enter**

Step 2: To Program Emergency Numbers

- A. Press **1, Enter**, (phone number), **Stop**

Note: Press 2-5 in step 2A for emergency numbers 2-5 as needed

Step 3: To Program Location Message

- A. To turn on message Press **1, 3, Enter, 2**

- B. Press **6, Record** (speak message) **Stop** (to replay message **Press 6, Play**)

- C. For no message Press **1, 3, Enter, 0**

Step 4: To Program Auto Disconnect Time (Default is 5 minutes, lowest interval is 1 minute)

- A. Press **8, Enter**, (3 digit number in minutes)

Ex: 2 minutes = 002

Step 5: To Exit Program Mode

- A. Press **Stop** for 3 seconds

Remote Programming:

Step 1: To Begin Program Mode

- A. Call into phone by dialing the number of the Call Station

- B. After first simulated ring, Press **#, #** (Wait for 4 tones)

- C. Key in security code (Default is 1111) (Wait for confirmation tones)

Step 2: To Program Emergency Numbers

- A. Press **1, *, (Phone number), *, #** (Wait for confirmation tones)

Note: Emergency numbers (2-5) repeat step 2A pressing (2-5) as needed

Step 3: To Program Location Message

- A. To turn on message press **1, 3, *, 2** (Wait for confirmation tones)

- B. Press **6, ***, (Speak message) **#, *, #** (Wait for confirmation tones)

- i. To replay message Press **6, #** (Wait for confirmation tones)

- C. For NO message Press **1, 3, *, 0** (Wait for confirmation tones)

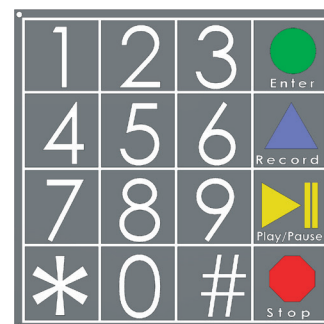
Step 4: To Program Auto Disconnect Time (Default is 5 minutes, lowest interval is 1 minute)

- A. Press **8, ***, (3 digit number in minutes)

Ex: 2 minutes = 002

Step 5: To Exit Program Mode

- A. Press ***, #, 0** (You will hear a beep, beep) ***, #** (You will hear a buzz)



Keypad

Phone Testing

Push the emergency button on the front of the Call Station:

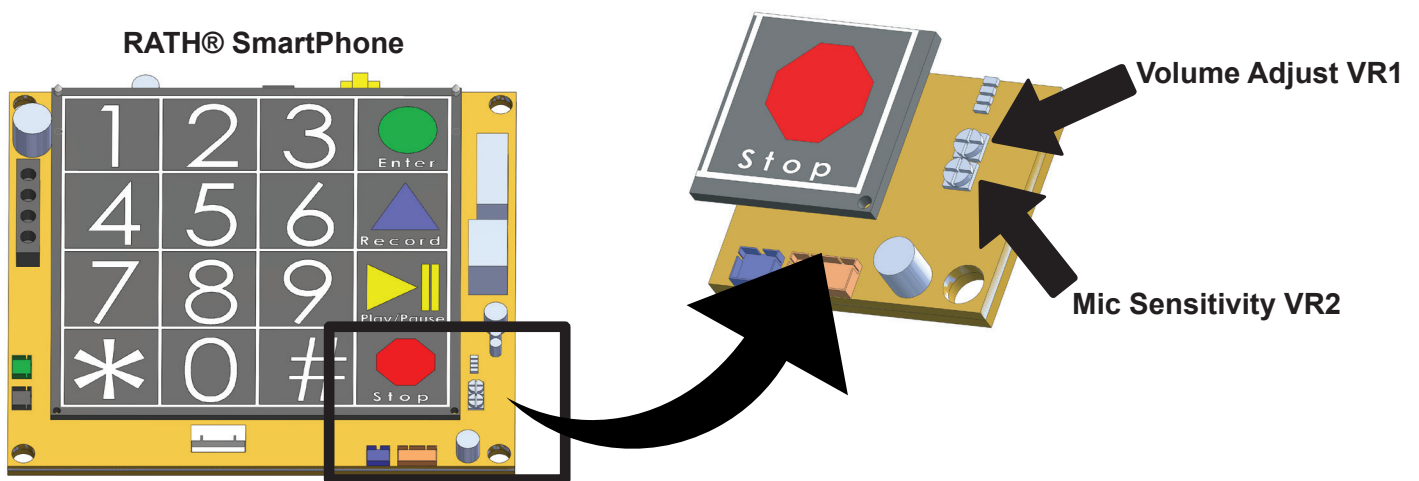
	Yes	No
Did you hear a dial tone?		
Did the strobe start flashing immediately after the button was pushed?		
Did the red LED become a solid light when you pushed the button?		
Did the red LED flash and approximately 15-20 seconds later the called party started talking to you? (Delay is due to the phone telling the other party your location via the "Location Message")		
Can you hear the other party clearly? (If not, see "Adjust Speaker" below)		
Can the other party hear you clearly? (If not, see "Adjust Microphone" below)		
When the party you called hangs up, does the strobe stop?		
<i>If you have answered YES to all questions, you have successfully installed and tested the phone. If you answer NO to any question, proceed to the Troubleshooting Section.</i>		

***RATH® recommends the Call Station be tested on a regular basis to ensure proper operation.**

Adjusting the Volume

If the volume is too low or high, adjust it by referring to the diagram and instructions below.

Note: Refer to the instructions under "Programming the Phone" to access the circuit board. Reinstall the cover on the NEMA 4 enclosure and close the Call Station when finished.



Adjusting the Microphone:

If the person you are calling reports your voice is not loud enough, increase the Microphone Sensitivity by adjusting VR2 a 1/4 turn clockwise (requires a small Phillips screwdriver).

Adjusting the Speaker:

If the voice of the person you call is not loud enough in the phone speaker, increase the volume by adjusting VR1 a 1/4 turn clockwise.

Troubleshooting

Problem	Possible Cause & Solutions
No dial tone when the button is pushed:	<ul style="list-style-type: none"> • Check to make sure the phone line is connected to SmartPhone board. • Verify dial tone and voltage on phone line going into unit.
Audio is low from the speaker:	<ul style="list-style-type: none"> • Speaker control needs to be adjusted. Go to “Speaker Adjustment” on page 7. • Make sure the speaker holes are not blocked.
Audio is distorted from the speaker:	<ul style="list-style-type: none"> • Speaker control needs to be adjusted. Go to “Speaker Adjustment” on page 7. • Make sure there are no items touching the speaker inside of the Call Station.
When the called party hangs up, strobe continues to flash:	<ul style="list-style-type: none"> • Phone company or phone system is not providing a disconnect signal. Contact the appropriate party to make sure the disconnect signal is provided.
When the called party hangs up, busy signal is heard through speaker:	<ul style="list-style-type: none"> • Phone company or phone system is not providing a disconnect signal. • Operator needs to press *, # to disconnect the call. • Disconnect time on phone needs to be lowered (see page 6).
Call Station appears non-functional. Strobe does not flash and no audio is heard from the speaker when button is pushed:	<ul style="list-style-type: none"> • Check to make sure the phone line is connected from the communication source. • Check electrical connections and 120v supply to transformer. • Push button may be non-functional.
LED above push button comes on and goes off immediately:	<ul style="list-style-type: none"> • No dial tone or operating voltage from communication source. • Remove line from SmartPhone and connect to analog phone. Verify 2-way calling.

Wiring

