

Troubleshooting

General Troubleshooting

| Problem | Possible Cause | Solution |
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| No communications. All headsets have green LED is flashing. | The base station has no power. | Make sure the power transformer is plugged into the wall outlet and into the base station power receptacle. If the LCD display does not come on, check for power at the wall outlet. |
| | Headsets are not registered to Base Station. | Register headsets |
| | The Base Station is defective. | Call for authorized service. |
| A single headset has green LED flashing | Headset is not registered to base station. | Register the headset. |
| | Defective headset. | If the other headsets register OK, the single headset needs repair. |
| No vehicle alert tone in all headsets. | No power to the external vehicle detector. | Plug the vehicle detector into power outlet or replace the detector fuse. |
| | Vehicle detector is "locked up." | Remove power to vehicle detector for a few seconds to reset the detector. |
| | The base station alert tone volume is set too low. | Adjust alert tone volume. |
| | System is in Always On order taking mode. | Change the talking mode. |
| All headsets will not go into Standby (silence) when the vehicle leaves the menu sign. | This is normal when a pulse (air switch) type of vehicle detector is used. | Press the Page switch to silence the menu microphone. |
| | There is a large metal object near the loop in the driveway (if a loop is used). | Remove the object. |
| | The Loop detector is "locked up." | Unplug the loop detector from the AC outlet and plug it back in to reset the detector. |
| | Defective vehicle detector. | Call for authorized service. |
| | System is in Always On order taking mode. | Change the talking mode. |
| Audio on all headsets cuts out or is interrupted. | The Backup Intercom is on (the switch is engaged). | Disengage the Backup Intercom switch on the base station. |
| | Loose or frayed wiring. | Call for authorized service. |
| | Poor location of Base Station antennae (behind large metal objects, too far from work area, etc.). | Relocate the Base Station, or antennae. |
| Inbound audio cuts out (but outbound audio is okay) | The AEC level is too high. | Reduce the AEC level. |
| | The headset is too close to loud ambient noise. | Move the headset away from sources of loud ambient noise. |
| No Talk or listen from the menu sign when using the backup wired intercom. The XT-1 system works OK. | The backup switch on the base station is not in the correct position. | Turn the backup switch ON. |
| | No power to the backup intercom. | Turn the backup intercom on or plug in its power transformer. |
| | The volume controls are set too low on the backup intercom. | Turn the volume controls up. |

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| | Defective backup intercom or wiring. | Call for authorized service. |
| No Talk or Page to other headsets from a single headset, or Talk or Page buttons require excessive pressure to operate. | Worn or defective Talk or Page switch. | Call for authorized service. |
| | Defective headset. | |
| Low Talk volume on a single headset. | The holes in front of the microphone are plugged with dirt or grease. | Call for authorized service. |
| | Operator is not positioning the microphone correctly. | Adjust/reposition the headset microphone(s). |
| | Defective headset. | Call for authorized service. |
| | Volume setting on headset is too low. | Power off and power on headset to reset volume level. |
| Louder Talk volume or feedback from a single headset. | Volume setting on headset is too high. | Power off and power on headset to reset volume level. |
| | The holes in back of the microphone are plugged with dirt or grease. | Call for authorized service. |
| The "hands free" function does not work. | The system is operating in half duplex mode. | Hands Free is disabled in half duplex mode. |
| | Hands free order taking mode not selected. | Select hands free order taking mode in the base station. |
| No vehicle alert tone in headset. | Backup switch not completely pressed (i.e., one of the other two buttons is pressed). | Press the other button into the correct location. |

Battery and Battery Charger Troubleshooting

| Problem | Possible Cause | Solution |
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| No lights come on when a battery is inserted into charger. | Dirty contacts on battery or charger. | Clean contacts on battery and charger. |
| | No power to charger. | Make sure power transformer is plugged into charger and a "live" outlet. |
| | Defective battery. | Try a known good battery. |
| | Defective charger. | Call for authorized service. |
| Short battery life. | Worn out batteries. | Replace battery. |
| | Wrong type of power transformer used for charger. | Make sure power transformer is marked "Secondary Voltage 14 VAC." |
| The green light on the charger never comes on. | Defective battery. | Replace the battery. |