

Model 4100

TROUBLESHOOTING GUIDE

Problems with the Model 4100 can range from simply making sure the unit is plugged in to lightning damage. This appendix is provided to help you pinpoint and solve functioning problems. It is divided into the common areas where problems occur. They are:

- Communications / Dialout problems
- Incorrect temperature readings
- Microphone problems
- Monitoring problems

The following pages describe problems in these areas, possible causes and solutions. If the unit still does not work after you have tried the following solutions, call our Customer Service Department at (215)558-2700 or follow the guidelines for sending the unit in for repair.

Sensaphone® Model 4100

Communications / Dialout Problems:

Problem	Possible Cause	Solution
Unit won't dial out	Phone number incorrectly programmed	See Chapter 3, page 15.
	Incorrect tone/pulse selection	See Chapter 3, page 17.
	Incompatible phone line	The Model 4100 must be hooked up to a standard 2-wire analog phone line, NOT a digital extension to a phone system. If the unit won't dial out and it is not the two previous problems, try hooking the unit up to a phone line that you know is standard (such as a residential or home phone). If it works, then there is an incompatibility with the other phone system. If this does not work, call Phonetics Customer Service Department.
Unit won't answer phone	Incorrect programming of rings until answer	When used on a proper extension line, some phone systems won't let the phone ring past 4 rings. If rings until answer is greater than 4, you cannot get to the unit. Try setting the rings to less than 4 (see Chapter 3, page 18). If it still does not work, then the phone line may be incompatible. See below.
	Incompatible phone line	The Model 4100 must be hooked up to a standard 2-wired analog phone line, NOT a digital extension to a phone system. If you cannot call into the unit, try hooking it up to a phone line that you know is standard (such as a residential or home phone). If you can call in, then there is an incompatibility with the other phone system. If you still cannot call in, call Phonetics Customer Service Department.

Incorrect temperature readings:

Problem	Possible Cause	Solution
Temperature reads -20°	Temperature sensor is either disconnected or has broken wires	Check wires to temperature sensor and connect or replace wiring.
Temperature reads 150°	Temperature sensor wires touching or shorted	Verify and correct wiring.
Temperature inaccurate	Both a remote temperature sensor (FGD-0005) and the built-in temperature sensor (thermistor) are wired to the same input channels	Remove either the remote temperature sensor or the built-in thermistor.
	If not using a remote temperature sensor, the built-in temperature sensing may be affected by ambient heat source (ie. direct sunlight, heating vent)	Move the sensor to a different location.
	Unit wall mounted, using built-in temperature sensor.	If you have the unit wall mounted, the heat generated by the unit rises across the built-in sensor and can cause an incorrect high temperature reading. To solve this problem, use a remote temperature sensor instead.

Microphone Problems:

Problem	Possible Cause	Solution
False high sound alarms	Too close to high sound, unit too sensitive for environment	Move unit or adjust sound sensitivity. See Chapter 4, page 30.
Sound alarm not tripping	Remote microphone not close enough to high sound, unit not sensitive enough	Move remote microphone closer or adjust sound sensitivity. See Chapter 4, page 30.

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Monitoring Problems:

Problem	Possible Cause	Solution
Alarm status of alert input incorrect	Incorrect input normality	Reset input normality. See Chapter 4, page 26.
False power out alarms	Power recognition time too short	It is common for the power to have brief interruptions. To prevent a false alarm, program the power recognition time longer. See Chapter 4, page 29.
Does not recognize power failure	Battery incorrectly installed or no good	Make sure the battery jumper is properly connected to the battery terminals. See Chapter 2, page 6. To verify proper battery function, unplug unit and verify continued operation running on battery only. If the unit does not work, the battery may need servicing. Contact Phonetics Customer Service Dept.
Unit does not recognize any alarm	Inputs disabled for alarm	Enable the inputs for alarm. See Chapter 4, page 25.
Battery drains prematurely	Unit turned off and unplugged	The battery is still drained and the unit consumes full power when the unit is shut off and unplugged. If you are not using the unit, disconnect the battery jumper. See Chapter 2, page 6.
Unit does not seem to respond properly	Various causes	Try starting from scratch. Disconnect the battery jumper and unplug the unit. This will erase all programming. Allow the unit to rest for a few minutes. Plug the unit back in and reconnect the battery jumper. Reprogram. If the unit still does not work, call Phonetics Customer Service.