

## BOAT REMOTE

### TROUBLESHOOTING GUIDE

In the event that a problem is encountered, this guide will assist you in determining the cause so you can return the unit to its usual monitoring routine with minimal interruption.

Most problems with the Boat Remote are easy to identify and quickly corrected, and are found under the following general headings:

- \* Communications/Dial Out functions
- \* Temperature monitoring
- \* Bilge Pump monitoring
- \* Other monitoring functions

If you have tried the solutions outlined in this section and are not satisfied with the results, call Customer Service, (610)558-2700, or follow the guidelines for shipping the Boat Remote to Phonetics for repair. (See the Repair Appendix)

### COMMUNICATIONS DIAL OUT

**PROBLEM: The Boat Remote fails to detect an alarm condition.**

**CAUSE:** The Boat Remote is operating in STANDBY MODE.

**SOLUTION:** Press the MODE button and change to either AWAY MODE or ON-BOARD MODE.

**CAUSE:** The input is turned OFF or is programmed for STATUS-ONLY.

**SOLUTION:** Reprogram the input so that it is ACTIVE.

**CAUSE:** Alarm recognition time is too long. A fault condition does not remain in effect long enough to become a valid alarm.

**SOLUTION:** Reprogram the recognition time for the monitored condition to a shorter duration or trip the alarm for a longer period of time.

**CAUSE:** There are no phone numbers programmed.

**SOLUTION:** Program phone numbers.

**CAUSE:** The call selection list for the monitored input is empty.

SOLUTION: Program some numbers in the call selection list.

CAUSE: Broken wires, touching wires or a faulty sensor.

SOLUTION: Inspect the wiring and test the sensor operation with a continuity tester or ohmmeter.

**PROBLEM: The Boat Remote fails to dial out.**

CAUSE: The telephone line is not connected or is not turned on.

SOLUTION: Verify that the telephone line is good by checking it with a telephone, then make sure the Boat Remote is connected.

CAUSE: The telephone number may be incorrectly programmed.

SOLUTION: Recheck the telephone number programming.

CAUSE: The current dialing method (Tone or Pulse) is not compatible with the telephone line on which the Boat Remote is installed.

SOLUTION: Change the dialing method in the SYSTEM menu.

CAUSE: The call delay is set too long.

SOLUTION: Reprogram the call delay in the SYSTEM menu so that the time is shorter.

CAUSE: Max Calls is set to zero.

SOLUTION: Reprogram Max Calls to a number greater than zero. It is a good idea to set your Max Calls to at least equal the number of telephone numbers programmed.

CAUSE: The Boat Remote is connected to an incompatible telephone line.

SOLUTION: The Boat Remote must be connected to a standard (2-wire analog) telephone line, not a digital extension to a phone system. If the unit will not dial out and the factors listed previously have been ruled out, try connecting the unit to a standard residential telephone line.

CAUSE: An alarm is not being detected.

SOLUTION: See previous troubleshooting section.

**PROBLEM: The Boat Remote will not answer when called for a status report or alarm acknowledgment.**

CAUSE: Rings Until Answer is programmed to high.

SOLUTION: Recheck programming for Rings Until Answer in the

SYSTEM menu and adjust if necessary.

**CAUSE:** The Boat Remote is connected to an incompatible telephone line.

**SOLUTION:** Some telephone systems will not allow the telephone to ring beyond 4 rings. If your Boat Remote's Rings Until Answer is set at more than 4 rings you may not be able to access the unit. Try setting the Rings Until Answer to less than 4 rings. If this does not correct the problem, it may indicate telephone line incompatibility. In this case, try connecting the Boat Remote to a standard residential telephone line.

**PROBLEM: The Boat Remote and another telephone answering device (sharing the line) answer incoming calls simultaneously.**

**CAUSE:** The Boat Remote's number of Rings Until Answer is set to the same number of rings for the other device.

**SOLUTION:** Change the number of Rings Until Answer for the Boat Remote to a number greater than the rings for the other device. Also, make sure the TAD (Telephone Answering Device) option is set to ON in the SYSTEM menu.

**PROBLEM: The Boat Remote recites the alarm message over the telephone, but is silent at the installation site.**

**CAUSE:** The speaker is turned off.

**SOLUTION:** Turn the speaker on by changing the speaker on/off parameter in the SYSTEM menu.

## **TEMPERATURE MONITORING**

**PROBLEM: The temperature reading is -20.1°F or -29.1°C.**

**CAUSE:** The temperature sensor has been disconnected or has a broken wire.

**SOLUTION:** Examine the wires to the temperature sensor and connect or replace the wiring.

**PROBLEM: The temperature reading is 160.1°F or 72.1°C.**

**CAUSE:** The temperature sensor wires are touching.

**SOLUTION:** Verify and correct wiring.

**PROBLEM: The temperature reading is inaccurate.**

**CAUSE:** An incompatible temperature sensor is attached to the Boat Remote.

SOLUTION: Replace the temperature sensor with a 10K sensor from Phonetics or an approved alternate source.

## **OTHER MONITORING**

**PROBLEM: The alarm status of the security or auxiliary input is incorrect.**

CAUSE: The input normality, open/closed, is incorrect.

SOLUTION: Reprogram the input normality for the appropriate input.

**PROBLEM: False power failure alarms.**

CAUSE: The programmed recognition time is too short.

SOLUTION: AC power is often subject to brief interruptions. To avoid frequent, false alarms, increase the power recognition time.

**PROBLEM: The Boat Remote does not recognize power failure.**

CAUSE: The power input is not programmed for the active mode.

SOLUTION: Reprogram the power input to be ACTIVE.

CAUSE: The power has not been off long enough to meet the recognition time.

SOLUTION: Reprogram the power recognition time.

CAUSE: The Boat Remote is not connected to the 12V boat battery.

SOLUTION: Connect the boat battery to the 12VDC input, refer to Installation Chapter.

**PROBLEM: The bilge pump input does not count on/off cycles.**

CAUSE: The bilge pump input is in OFF mode.

SOLUTION: Reprogram the bilge pump input for ACTIVE mode.

CAUSE: The bilge pump is not wired properly to the Boat remote.

SOLUTION: Double check the wiring to the bilge pump or float switch, refer to the wiring diagrams in the Installation Chapter.

**PROBLEM: The Boat Remote does not turn on when you plug in the power supply.**

CAUSE: The ON/OFF switch below the access panel is turned OFF.

SOLUTION: Remove the bottom access panel and turn the switch ON.

CAUSE: Blown fuse.

**SOLUTION:** Replace the AC power fuse, see Fig 2.2 in Chapter 2. The fuse is rated at 1.5 Amps and is size 2AG.

**PROBLEM: The Boat Remote does not recognize any alarm.**

**CAUSE:** The Boat Remote is in standby mode.

**SOLUTION:** Press the MODE button to change to ON-BOARD or AWAY MODE.

**PROBLEM: The LCD display says that the 3V lithium battery is low.**

**CAUSE:** The internal battery that backs up the voice messages is low.

**SOLUTION:** Replace the battery while the unit is on to preserve the voice messages. The battery is a Tadiran TL-5276/W. Contact Phonetics or your local electronics supplier for a replacement.

If the solutions offered above do not appear to correct the problem, apply the following steps in the order shown.

- \* Remove the lower access panel.
- \* Move the power switch to the OFF position.
- \* Wait one minute for the Boat Remote to completely power down.
- \* Move the power switch to the ON position.

If the Boat Remote appears to have corrupted programming information, you may reset the unit to the factory default settings by entering the following key sequence: 092793.