

## **Express TROUBLESHOOTING GUIDE**

Problems with the Express can range from simply making sure the unit is plugged in, to lightning damage. This guide 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
- Monitoring problems

If the unit still does not work after you have tried the following solutions, call our Customer Service Department at (610)558-2700 or follow the guidelines for sending the unit in for repair.

Problem	Possible Cause	Solution
<b>Communications/Dialout:</b>		
Unit won't dial out	Phone number incorrectly programmed	See Chapter 3.
	Incorrect tone/pulse selection	See Chapter 3.
	Incompatible phone line	Express 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). If it still does not work, then the phone line may be incompatible. See below.
	Incompatible phone line	Express 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.

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
<b>Incorrect temperature readings:</b>		
Temperature reads -60°	Temperature sensor is either disconnected or has broken wires	Check wires to temperature sensor and connect or replace wiring.
Temperature reads 175°	Temperature sensor wires touching	Verify and correct wiring.
Temperature inaccurate	The temperature sensing may be affected by ambient heat source (i.e., direct sunlight, heating vent) Incorrect Fahrenheit/Celsius selection	Move the temperature sensor to a different location. See Chapter 4.
<b>Monitoring Problems:</b>		
Alarm status of alert input incorrect	Incorrect input normality	Reset input normality. See Chapter 4.
False power out alarms	Power recognition time too short	It is common for the power to have brief interruptions. To solve a false alarm, program the power recognition time longer.
Unit does not recognize any alarms.	Inputs disabled for alarm	Enable the inputs for alarm. See Chapter 4.

