EXPRESS II: TROUBLESHOOTING

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

Most problems with the Express II are easy to identify and can be quickly corrected, and are found under the following general headings:

• Communications/Dial-Out
• Temperature Monitoring
• Sound Level Monitoring
• Other Monitoring Functions

If you have tried the solutions outlined in this section and are not satisfied with the results, call Phonetics Technical Support at (610)558-2700, or follow the guidelines for shipping the Express II to Phonetics for service (see Appendix D).

Problem	Cause	Solution
I. COMMUNICATIONS/ DIALOUT 1. The Express II won't dial out for an alarm		An unacknowledged alarm exists when the LED for the input is **blinking red**. The unit will not dial out unless there is a **red blinking** LED. A **blinking green** LED indicates that the input has an alarm but has not met the recognition time yet. An unacknowledged alarm does not exist until the recognition time has been met. A **steady red** LED indicates that the alarm is acknowledged and no dialout will occur. Check the following items: Make sure the input is enabled; check the recognition time for the input; make sure a phone number is programmed; make sure the input has contact numbers selected for the dialout; make sure the phone number to be called is within the calling schedule time period. Set the call delay time shorter.

Problem	Cause	Solution
		Check the telephone number programming. Does your telephone system require a "9" to connect with an outside line?
		If you are on an older phone system, try setting the dialing method to "pulse." If this doesn't work, try setting it to "tone." (See also "Dial Out Parameters" in Chapter Five.)
		Increase maximum number of calls to a number greater than or equal to one. (See Dial Out Parameters)
		The Express II must be connected to a standard (2-wire analog) telephone line, and **NOT a digital extension** to a phone system. If the unit will not dial out and the factors previously listed have been ruled out, try connecting the unit to a standard residential telephone line and see if it will operate on that line.
2. The Express II will not answer the telephone when called for a status report.		Recheck the programming of "rings until answer" feature. (See "Dial In Parameters" in Chapter Five.)
3. The Express II will not answer the telephone when called back for alarm acknowledgment.		Allow the telephone to ring ten times.
4. The Express II dials out correctly but fails to audibly recite its alarm message when you answer the call.		Reprogram voice repetitions to 1 or greater.

5. The Express II and telephone answering device (sharing the same line) answer incoming calls simultaneously.	The Express II's number of "rings until answer" is set to the same number of rings as the telephone answering device.	Increase the "rings until answer" in the Express II.

II. TEMPERATURE MONITORING

1. The temperature reading is low: -85°F or -65°C.	Open circuit on the input.	Check wires for a loose connection or broken wire.
2. The temperature reading is high: 200°F or 93°C.	The circuit is shorted.	Check the wiring to see if the wires touch.
3. The temperature reading is inaccurate.	The sensor may be incompatible with the unit. See 2.8K and 10K thermistor look-up tables in Chapter Three.	Replace the sensor with a compatible model.
	The sensor may simply need calibration.	Calibrate the input. See "Inputs" in Chapter Five for information on calibrating the input properly.

III. SOUND MONITORING

1. False high sound alarms occur frequently.	The programmed sound sensitivity and recognition time results in over-sensitivity to non-alarm sounds as well as alarm sound.	Reprogram the sound sensitivity to a less sensitive value and increase the recognition time. See "Sound" in Chapter Five.
2. High sound does not cause an alarm.	The microphone is not close enough to the sound source, or the programmed sound setting results in a lack of sensitivity to the high sound.	Move the microphone closer to the sound source and/or reprogram the sensitivity and recognition time. See "Sound" in Chapter Five.

Problem	Cause	Solution
IV. OTHER 1. Alarm status of input is incorrect.	Incorrect input normality.	Reprogram the input type to the correct normality. See "Inputs" in Chapter Five.
2. The unit won't perform an autotest.	The call-cancel feature is enabled. An auto test won't execute if this feature is enabled.	Disable the Call Cancel feature. (See Chapter Five)
3. The unit calls again with the same alarm after I acknowledge it.	Alarm reset time is set at too short an interval.	Increase the "Alarm reset" value. See "Alarm Reset Time" sections in Chapter Five and "Alarm is Acknowledged" in Chapter Six.
	Alarm condition is sporadic, going on and off.	Lengthen recognition time. See various "Recognition Time" sections in Chapter Five.