

# 2 Pronged Troubleshooting Guide

## Terms:

- **Units** – individual intercom stations within an intercom system
- **System** – a collection of all intercom units within a communication loop.
- **Power-line Intercom System** – The official name of Intercom system. The term “Wireless” is a branding used by the big retailers from over 20 years ago.

## THREE Causes of a Communication Problem:

1. The units are not communicating because they are not plug-in to the same phase / same line of the electricity supply.
2. One of the units is defective.
3. You have more than one power meter

If you suspect any of the above, listed below is a simple TEST to ISOLATE the causes.

**To** proceed with the testing:

1. Plug all units into one SINGLE POWER STRIP. Set all units to the same channel, say channel C. Turn all units at mid-level volume to avoid feedback. Try communicating all units with each other
2. If anyone one of units that is not communicating while on the SINGLE POWER STRIP, that unit IS defective. Please **alert** us for warranty replacement. This unit must be replaced.
3. If all units are communicating (transmit & receive). The system is not defective. You can RESOLVE the issue by following the Installation Steps in the 2 Prong Setup Guide.  
If you lost the Setup Guide, you can download a new copy from our website.
4. If you have performed the Installation Steps, and the system is communicating while on a power strip; but not at the outlets through-out the house, please check if you would have more than one power meter. If you do, you are not meeting the basic system requirement.

**\*\*** The test must be performed on a Single Power strip. **\*\*\*** Never ever perform the test on any in-wall AC outlets. Your test will be tainted by the dual phase wiring & therefore inconclusive.

**\*\*** The Power strip is ONLY for TESTING purpose. NOT meant for operations.

Please keep this Troubleshooting guide for warranty replacement purpose.

The system carry a 12 months factory replacement warranty.

When communicating with us for warranty replacement, please utilize the Amazon Internal eMail system. Your Order ID will be embedded in the email.

# Interference and Noise

(Recap of the disclosure from the "Knowledge Base" section of the on-line sales page)

The Power-line intercom system communicates by using the power-line in the building. It is **subject** to any interference already existed in the power-line, just like your AC AM radio. Statics, noises and interferences were feed into power-line by bad appliances with characteristics of hums, buzz, sizzle or roar punctuated by pops & crackles. About 8 to 10% of the households are affected by Interference. Interference usually affects 1 or maybe 2 channels on the whole spectrum of the bandwidth. To meet the challenges, multi-channel intercom was created as a solution for users to pick a clean channel for the monitoring purpose. The most common culprits are micros wave oven, hair dryers, motors and non compatible electrical component combinations, like CFL non-compliance timer.

## Solution:

### Locating the Source of Interference

The only way to eliminate the noise is to locate the source. The system is not defective

Scenarios	Cause	Action
Interference & noise occurred intermittently	A device was being turn on at that moment. One of such candidate would be a microwave oven. * Not all microwaves are bad.	<ol style="list-style-type: none"> <li>1. Find out what device was being used at the time when the interference occurred.</li> <li>2. Replicate the scenarios. Avoid using that device where the intercom is engaged.</li> <li>3. use a different Channel</li> </ol> <p>The system is NOT defective</p>
Interference & noise happened at a certain period of time. For example evening & night time or vice versa	A CFL (compact fluorescent lamp, a.k.a. energy saving light bulb) non-compatible timer was turned on because of a preset schedule  Other device being turn on at a specific schedule	<ol style="list-style-type: none"> <li>1. Replaced the CFL non-compatible timer with a compatible model.</li> <li>2. Replace the CFL light with a traditional incandescent bulb</li> <li>3. Mark the time when the statics starts &amp; check the devices in the building to see what was being scheduled to turn on at that time</li> <li>4. Use a different channel</li> </ol> <p>The system is NOT defective</p>

Other Alternatives:

- 1, Use the system in another location
- 2, Return the system to the web-store as "others". Please do not claim "Defective". Defective claim will affects our performance counts. There is nothing wrong with the system.