

# Product Knowledge

READ BEFORE YOU BUY

**Stations only communicate on that same piece of electric wire.**

**By default** from the electric company, **all houses in North America have 2 discreet sets of electric wires.**

**01**, There are 3 types of wiring in all the North America houses:

**a**, All electric receptacles are fully grounded. The system will just be plug & play because you are using both sets of the electric wires. (The **ground wire** is your **major communication** wire).

**b**, Some receptacles are grounded, some are not. In this case, you should use the setups steps on page 9 of the manual (Solution: electric wire) to locate the outlets on that same piece of electric wire. Some of your stations **MIGHT** be restricted to that one piece of wire & not crossing over.

**c**, All receptacles **DO NOT** have grounds: You can still locate the outlets systematically buy using the Setup steps;

## DETACH garage, **start the 1st station from the garage**, then spread out to the house. Kitchen being the last.

## **Avoid all GFI.**

**02**, GFI will alter how voice travel along the electric wire. It will also damage the auto voltage solid state power supply. GFI outlets are not necessary to be marked. These outlets are connected in parallel & controlled by a single GFI outlet. When the GFI is toggled, the whole line (wire) will be disconnected from the rest. There are at least 2 or more GFI master controls in the house. These GFI outlets are distinctively equipped with 2 mini switches between the upper & the lower receptacles. GFI controlled outlets are usually the outlets closer to the sink, the kitchen counter & the outdoor outlets.

**03**, Static & noise interferences in the electric wire is a known fact in the PLC products since the mid 1990's. They could be from bad appliances or from the grid. You **CAN NEVER** remove the statics. Since the systems use the AC power line as the medium. It is **subject to any interference already existing in the power-lines. There is NO defectiveness with the system.** About 8 to 10% of the households **ARE** affected by these Interferences.

**04**, Dual DISCRETE Phase wiring is defined as one 220 volts service drop from the utility company coming in to the building. The 220 volts are divided into two set of 110 volts each with half the building wired on one phase and half on the other to even out the load. **These two sets of wires are discrete & they are NOT communicating with each other.** In normal usage you won't notice it because all appliances were just drawing juice from the wires, not for communication purpose.

**05**, Power meter: All power-line Intercoms communicate within one power meter **ONLY**. This is a major security feature. Multiple power meter situations is common in commercial units. While in a residential situation, multiple power meters are common with duplex & multi-units rental businesses.

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