

3 prongs Troubleshooting Guide

For any communication problem ranging from “right out of the box” or having using the system for a while and changing the locations, most of the problem are caused by electrical wiring problem in the house. However occasionally, a bad unit could also be the culprit.

To isolate the problem, please follow the following steps.

1. Plug all units into one SINGLE POWER STRIP. Set all units to the same channel, e.g. channel C. Adjust the volume for all units at mid-level 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. That unit must be replaced.
3. If all units are communicating. The system is NOT DEFECTIVE.
4. You can RESOLVE issue #3 by following the Installation Steps on page 9 of the User's Manual.
5. If you have performed the Installation Steps and the system is communicating while on a power strip, but not at other outlets throughout the house, please check if you could have more than one power meter. If you do, you can resolve the problem by running an extension cord from one meter to the other side of the building.

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

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

