

# **TROUBLESHOOTING TIPS - Ask the critical questions**

## **TROUBLESHOOTING AN EXISTING SYSTEM**

- **HAS ANYTHING CHANGED ?**

- Construction or repair - any workmen in the building recently?
- Adds, moves, changes?
- Any recent changes to phone system programming?
- Any new equipment or cabling of any kind? (telephone, data, electrical...)
- Has anyone recently changed switch settings or adjusted volume controls?

- **ANY RECENT ELECTRICAL STORMS OR BROWNOUTS ?**

*An existing system usually fails after something in the system was changed. If the answer to any of the above questions is yes, start investigating. Something happened, we just need to determine what it was.*

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## **TROUBLESHOOTING A NEW SYSTEM**

- **DID THE SYSTEM WORK AFTER INSTALLATION, or DID IT WORK FOR A WHILE, THEN FAIL ?**

*If a system doesn't work immediately after installation, the problem is usually with power, connections (wrong or missing), cabling, switch settings, or programming.*

- **DOES THE SYSTEM ACCESS BUT HAS PARTIAL FAILURES ? (Some Zones Not Accessing, Hum, No Music or Other Missing Features...)**

*If a system works for a few days after initial installation, then fails, the problem is usually with power, wrong connections/shorts, improper grounding, overloaded power supplies or overdriven inputs.*

- Does the equipment match the application? (Ex: Are you trying to get talkback paging from a One-Way Speaker?)
- Do you have the correct equipment for a complete system? Are you sure?
- Do you have the correct type of cable?
- Verify type of speakers/horns, how many per wire run, and wire length. Compare to Wire Gauge Chart.
- Verify power connections. Verify Bridge Clips are in place.
- Are the type of Phone System Port and Control Unit Input programmed to match each other? (Ex: Are you connecting a Page Port to a Control Unit programmed for Loop Start Trunk Port Access)
- Verify type of phone system port and phone system programming
- Verify Control Unit programming and switch settings
- If speakers have hum, check for proper power supply grounding.

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