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Model 1108 Troubleshooting Guide

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

Most problems with the Model 1108 are easy to identify and quickly corrected, and are found under the following general headings:

- Communications/dial-out functions
- 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 Customer Service,

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Communications / Dial-out:

Problem	Cause	Solution
1. The Model 1108 fails to dial out.	a) The telephone number may be incorrectly programmed.	Recheck programming steps, Refer to Chapter 4, Section 4.2.1.
	b) Tone or pulse (the current dialing method) is not compatible with the telephone line on which the Model 1108 is installed.	Switch from the current setting: from tone to pulse, or from pulse to tone. Refer to Chapter 4, Section 4.3.
	c) Recognition Time is too long. An alert condition does not remain in effect long enough to become a valid alarm.	Reprogram Recognition Time. Set the Recognition Time to the minimum duration required to create a valid alarm. If possible, test the new setting by deliberately creating an alert condition. Refer to Chapter 5, Section 5.3.
	d) Max Calls is set to zero.	Reprogram Max Calls. It is a good idea to set your Max Calls to at least equal the number of dial-out telephone numbers programmed. Refer to Chapter 4, Section 4.12.1.

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	e) The Model 1108 is connected to an incompatible telephone line.	The Model 1108 must be connected to a standard (2-wire analog) telephone line, ***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.
2. The Model 1108 will not answer the telephone when called for a Status Report or alarm acknowledgment.	a) Rings Until Answer is incorrectly programmed.	Recheck programming of Rings Until Answer. Refer to Chapter 4, Section 4.5.1.
	b) The Model 1108 is connected to an incompatible telephone line.	Some telephone systems will not allow the telephone to ring beyond 4 rings. If your Model 1108's Rings Until Answer is set at more than 4 rings, you may not be able to access the unit. Try setting the Rings Until Answer to less than 4 rings. If this does not correct the problem, it may indicate telephone line incompatibility. In this case, try connecting the Model 1108 to a standard, residential telephone line.

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Communications / Dial-out:

Problem	Cause	Solution
(Continued from previous page)		
3. The Model 1108 will not answer the telephone for Callback Acknowledgement.	You did not allow the telephone to ring 10 times. **Note:** If theTAD (telephone answering device) is disabled, the telephone rings ten times before the Model 1108 answers. If the TAD is enabled, the telephone rings once before the Model 1108 answers the call.	When calling the Model 1108, and the TAD is disabled, allow the telephone to ring 10 times. Refer to Chapter 6, Section 6.1.3, and Chapter 4, Section 4.6.3.
4. The Model 1108 recites the alarm message or Status Report over the telephone, but is silent at the installation site.	The local voice mute feature is in effect.	Deactivate local voice mute. Refer to the programming steps in Chapter 4, Section 4.9.
5. The Model 1108 dials out correctly but fails to audibly recite its alarm message when you answer the call.	Voice Reps is set to zero.	Reprogram Voice Reps to 1 or greater. Refer to Chapter 4, Section 4.10.
6. The Model 1108 and telephone answering device (sharing the same line) answer incoming calls simultaneously.	The Model 1108's number of Rings Until Answer is set to equal the number of rings set for the telephone answering device.	Change the number of Rings Until Answer for the Model 1108. Refer to Chapter 4, Section 4.5.

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Temperature Monitoring:

Problem	Cause	Solution
1. The temperature reading is -20° F or -30° C.	The temperature sensor has been disconnected or has broken wires.	Examine the wires to temperature sensor and connect or replace wiring.
2. Temperature reads 150° F or 65° C.	Temperature sensor wires are touching or have shorted.	Verify and correct wiring.
3. Temperature reading is inaccurate.	a) Temperature sensing may be affected by a source of ambient heat (ie., direct sunlight, or heat duct proximity).	Try moving the unit to a different location.
	b) Temperature may require calibration.	After moving or placing the unit away from ambient heat sources, the temperature may be calibrated to offset inaccurate normal reading by several degrees. Refer to Chapter 5, Section 5.6.

Sound Level Monitoring:

Problem	Cause	Solution
1. False high sound alarms occur frequently.	The programmed sound sensitivity results in over-sensitivity to non-alarm sound as well as alarm sound.	Reprogram the sound sensitivity. Refer to Chapter 5, Section 5.10.
	Sound Recognition Time is too short.	Lengthen the sound Recognition Time. Refer to Chapter 5, Section 5.10.
2. High sound does not cause an alarm.	The unit is not close enough to the high sound source, or the programmed sound setting results in a lack of sensitivity to high sound.	Move the unit closer or reprogram the sound sensitivity. Refer to Chapter 5, Section 5.10.

Other Monitoring:

Problem	Cause	Solution
1. Alarm status of an alert input is incorrect.	Incorrect input normality.	Reconfigure the input. See Chapter 5,Section 5.1.
2. False power out alarms	Programmed Recognition Time is too short.	AC power is often subject to brief interruptions. To avoid frequent, false alarms, increase the power Recognition Time. Refer to Chapter 5, Section 5.9.

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3.	The Model 1108 does not recognize power failure.	a) Batteries are either incorrectly installed or drained.	To verify proper battery function, unplug the unit and verify continued operation using batteries only. If unit ceases to function, first try reinstalling the batteries. If this is not successful, replace the batteries. Refer to Chapter 2, Section 2.4 for complete instructions.
		b) Recognition time setting is too long.	Reprogram Recognition Time. Set the Recognition Time to the minimum required before a valid alarm occurs. If possible, test the condition by deliberately creating an alert condition. Refer to Chapter 5, Section 5.9.
4.	The Model 1108 does not recognize any alarm.	a) Inputs for alarm are disabled.	Enable the inputs for alarm. Refer to Chapter 5, Section 5.2.
		b) Programmed Recognition Time is too long.	Reprogram Recognition Time. Set the Recognition Time to the minimum required for a monitored condition to become a valid alarm. If possible, test the condition by deliberately creating an alert condition. Refer to Chapter 5, Section 5.3.

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Other Monitoring:

Problem	Cause	Solution
1. The batteries drain prematurely.	The unit's AC transformer is unplugged or for some other reason, full AC power is not available to the unit.	The batteries will take over powering the unit when the AC transformer is unplugged from the 120 VAC outlet. When storing the unit, be sure to remove the batteries. Refer to Chapter 2, Section 2.4. Be sure to use alkaline batteries—do not use rechargeable nicad batteries.

If the solutions offered above do not appear to correct the problem, apply the following steps, in the order shown.

- Remove the batteries.
- Unplug the unit.
- Wait one minute for the Model 1108 to completely power down.
- Plug in the unit's AC adaptor into a standard 120 VAC outlet.
- Replace the batteries.
- Reconfigure the inputs. Refer to Chapter 5, Section 5.1.

Refer to Chapter 2, Installation, for additional information on batteries and installation procedures.

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