

## ***Sonic Alert Frequently Asked Questions (FAQs)***

### **Remote receiver isn't working but signaler is.**

It's important to understand that Sonic Alert products communicate using your home's 110 power lines. All Sonic Alert signalers send a signal (frequency) through the 110 power lines to Sonic Alert receivers plugged in throughout your house.

If you are having a problem with a receiver not working, it's probably not receiving the signal sent from the signaler. Don't assume it's broken; it just may not be receiving the signal from the signaler. A problem commonly experienced by customers is when several electrical devices are plugged into one area or outlet using a power strip or surge protector, such as an entertainment center with a TV, VCR, DVD, computer, stereo system, telephone, etc. All these devices can weaken the strength of the signal.

To determine whether the problem is with the Sonic Alert equipment (broken or not) or with the house wiring:

1. If the signaler is plugged into an outlet with other electrical devices, plug the signaler into another outlet by itself, away from all the other electrical devices. The problem is that the devices plugged into the outlet are weakening the signal strength of the signaler, making it difficult for the signal to reach the receiver.
2. Determine where to plug the signaler in so that the other devices will not interfere with the signal strength. This can only be done through trial and error. One side or direction will allow the signal to flow to the receiver because the signal does not have to go past the problem outlet which was weakening the signal.
3. If after doing the above you are still having problems, try moving the receiver to the same room with the signaler to determine if the receiver is capable of receiving the signal from the signaler. Try testing both the signaler and receiver in the same room or same outlet. The problem may be in the other room. You will be looking for something that is plugged into an outlet that could be weakening the signal strength.
4. If the signaler and receiver are working in the same room, then the problem is not the equipment but something with the house's 110 power lines. Check the room where the receiver isn't working. Is there anything plugged in that may be weakening the signal strength? Check by unplugging things that have power supplies, power strips and surge protectors. Remember that you are looking for something that is plugged into an outlet that could be weakening the signal strength.

### **The DS 700 doorbell signaler runs continuously and will not turn off.**

Try plugging the DS 700 in without the wires connected. Does it still click or flash without the wire connected? If no, the problem is in the wiring somewhere. Try the following tips:

- \* Check terminals on the back of the unit. Make sure there aren't any wires or strands touching one another.
- \* Check wires at the doorbell chime. If installing to doorbell chime, make sure these wires are not touching each other's terminals. Look closely - sometimes a piece of wire will break off.
- \* Make sure the length of the wire is no longer than 20' or longer than the wire length that is provided.
- \* Inspect the wire. Determine if there are any spots where the wire may be crimped, exposed or smashed in a doorjamb. It is important that these two wires do not touch; if they do they will trigger false signals.
- \* If you are using a lighted doorbell button, replace it with the one included with the DS 700. Voltage is still running to light the button, but not enough to ring the bell.
- \* Check wires at doorbell button and make sure they are not touching.
- \* If no wires are touching, try plugging the DS 700 into an extension cord, then plug the extension cord into an outlet. This is to test for reversed polarity. It is possible that your outlet is wired backwards. If the DS 700 works, you need to have the wiring in this outlet reversed.
- \* Is there anything else plugged into the same outlet with the DS 700? If yes, try unplugging the other line.
- \* If the unit is still not working, contact Sonic Alert for repairs and further troubleshooting.

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**The DS 700 doorbell signaler clicks. Does it eventually stop or does it come and go?**

We do have problems with static charge. These charges are triggered from appliances like microwaves, computers, washers, dryers, etc. They send a signal similar to the DS 700 through the wiring.

Have you recently plugged in something new like a microwave, television, computer or some new appliance that would draw a lot of power and switch on and off? It's possible that the signaler will need a channel change. Your lines may be giving off static charges that are interfering with the operation of the DS 700. Please contact Sonic Alert for further troubleshooting.

**Receiver flashes at random times (false flashing).**

The problem is static interference in your lines caused by another electrical item. This can usually be corrected by changing the channel within your units. This will change the frequency your units operate on. By changing the frequency, the false signals your units are picking up will not be detected. In most cases this change is effective but not guaranteed. Contact Sonic Alert for more.

**The DB 100 or DB 200 wireless doorbell and telephone models don't work.**

**The DB 100 or DB 200 button won't push.**

**The DB 100 or DB 200 doorbell doesn't sound.**

**How do I turn off the doorbell sound?**

Doesn't work.

- \* Distance between the transmitter and receiver is too far apart. The distance should not exceed 50 feet. The closer to one another the clearer the reception.
- \* Check the battery in transmitter (smaller box).
- \* Check dipswitch settings, diagram and review directions

Button won't push.

- \* Loosen screw on back of transmitter unit until button works (smaller box).

Doorbell doesn't sound.

- \* Check position of switch on receiver (larger box). The right hand side must be in the "on" position.
- \* Check dipswitches.

How do I turn off the doorbell sound?

- \* Check position of switch on receiver (larger box). The right hand side must be in the "off" position.

**I'm using a power backup unit and my signalers stopped working.**

Your backup is causing the problem. The power in your lines operate at 60 hertz. Our unit works at 195,000 hertz. Your backup has a suppressor in it; this suppressor is filtering out our signal. The problem will affect outlets close to the backup unit. It is possible the use of an isolation transformer could correct the problem. These can be purchased at electrical supply outlets. You simply plug the backup into the transformer and plug the transformer into the outlet.

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Problems with SB1000 and SB1000V alarm clocks.

Alarm keeps going off. How do I turn it off for the weekend?

- \* Move the switch on the right side labeled “outlets” to the “off” position. When you want to activate the alarm again, move this switch back to the desired position.

Alarm doesn't work.

- \* Check the “outlets” switch for proper setting.

Vibrator doesn't work.

- \* Check the “outlets” switch. Set on vib or both position.
- \* Check plug on back of clock.

Only the lamp flashes; vibrator doesn't work.

- \* Check the “outlets” switch. Set on vib or both position.

How long is the snooze?

- \* 9-10 minutes.

Clock goes off at random times when there is no alarm set.

- \* On the bottom is a switch that says “receiver.” Put it in the “off” position. Your SB1000 clock has a built-in receiver designed to work with other Sonic Alert products. If you are not using a Sonic Alert doorbell, telephone or baby cry signaler the solution will not work for you. If you are using a Sonic Alert signaler see the questions/answers about channel changes.

My Sonic Alert clock is running fast (speeds up or wrong time) even when it has been reset to the right time.

If your Sonic Alert alarm clock does not seem to keep accurate time AND it is one of the following models:

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SB200ss, SBD375ss, SBH400ss, SBA475ss, SBB500ss; verify that it is set to 60hz for use in the United States. The switch can be found either in the battery compartment or on the back of the unit.