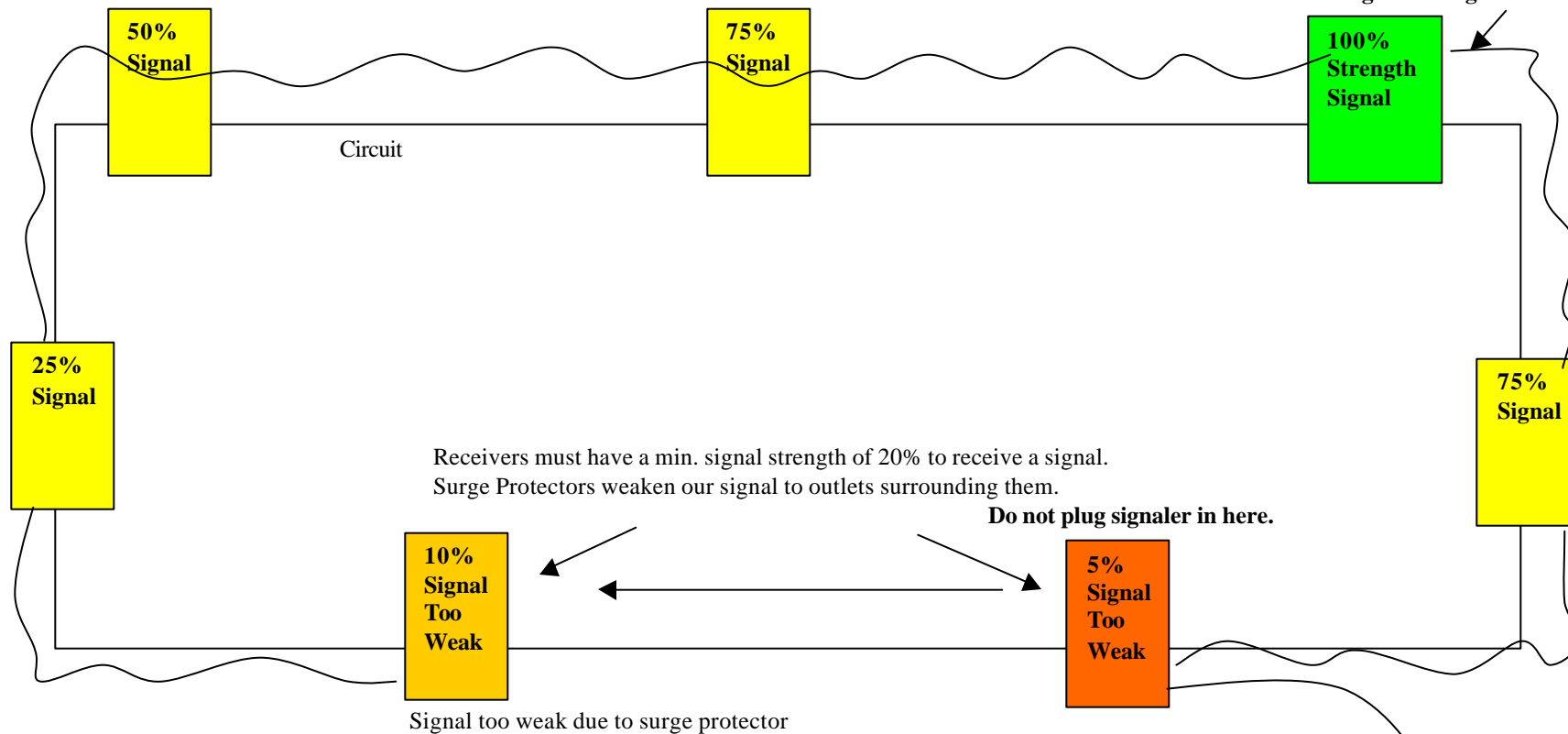


Weak Signal from Signaler to Receiver, Receiver not working:

The further away the less signal strength

Outlet with Signaler plugged in.
Telephone / doorbell Signal is 100%
in signal strength



Receivers must have a min. signal strength of 20% to receive a signal.
Surge Protectors weaken our signal to outlets surrounding them.

Do not plug signaler in here.

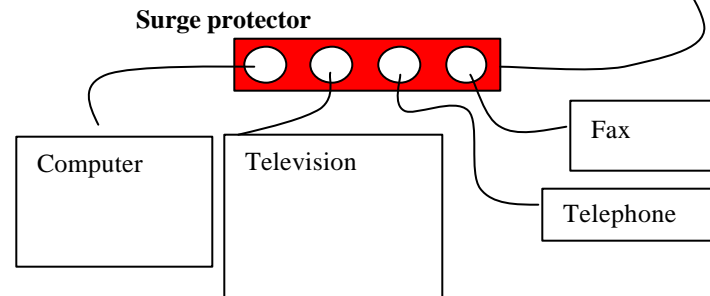
Signal too weak due to surge protector

Receivers must have a min. of 20% signal strength

SA101 / SA201 / RH100 / BL300

Note:

Surge protectors have noise filters that will weaken the signal strength.
Power strips can have the same effect.
GFI type outlets found in kitchens and bath rooms should not be used.
Halogen type lighting can cause false signals.



Trouble shooting TR, DB and DS units

Problem: Remote receiver isn't working but signaler is.

It's important to understand that Sonic Alert products communicate using your house 110 power lines. All our signalers send a signal (frequency) through the 110 power lines to our receivers plugged in through out 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. The biggest problem we have is when several electrical devices are plugged into one area or outlet using a power strip or surge protector, things like an entertainment center with a TV, VCR, DVD, computer, stereo system telephone etc. All these things can weaken the strength of our signal.

When we trouble shoot a problem we try to determine if the problem is the Sonic Alert equipment (broken or not) or a problem with the house wiring etc.:

There are a few things that you can test to help determine where the problem is.

- 1) If the signaler is plugged into an outlet with other electrical devices you will need to plug the signaler in another outlet by itself away from all the other electrical devices. The problem is the devices that are plugged into the outlet are weakening the signal strength of the signaler, making it difficult for the signal to reach the receiver.
- 2) We will need to determine where to plug the signaler in so that these other devices will not interfere with our signal strength. We can only do this through trial and error, one side or direction will allow the signal to flow to the receiver because the signal doesn't have to go past the problem outlet which was weakening the signal.
- 3) If after doing the above and you still are having problems try moving the receiver to the same room with the signaler, we need to determine if the receiver is capable of receiving the signal from the signaler. Try testing both the signaler and receiver in same room or same outlet, the problem may be in the other room, remember were looking for something that is plugged into an outlet that could be weakening our signal strength.
- 4) If signaler and receiver are working in the same room we know that the problem is not the equipment but something with the house 110 power lines.
 - a. Check the room where the receiver wasn'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 were looking for something that is plugged into an outlet that could be weakening our signal strength.

For additional help please e-mail us at sonic-info@sonicalert.com

Phone 248-577-540

Fax 248-577-5433