

The following pages include simple problems experienced by users and will enable the user to identify and rectify them quickly.

Full instructions are supplied with all systems and can be downloaded from the Instruction Section of our website at [www.silent-alert.co.uk](http://www.silent-alert.co.uk).

It is important that users understand how the system functions and this can be best achieved by reading through the instructions before using this trouble-shooting guide.

This guide will be updated from time to time.

If after checking through this guide the problem has not been resolved please contact our technical help line on 01246-260045 where our engineers will be able to assist further.

## Handy Hint

It is possible to check the Pager Battery condition by pressing & holding the Battery Key. The key must be released as soon as it flashes. One of the keys will then light to indicate the amount of power in the battery. If the Telephone Key Lights then the battery is full, if either the Burglar Alarm, Smoke or Battery key lights then the battery is becoming flat. In this case the pager will then vibrate and light the low battery key.



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## EXTENDED RANGE

In large buildings or in old buildings with very thick internal walls the standard range may be insufficient. It is possible to increase the operating range of the system from around 100m in open air to 1000m. To increase the range on the Pager or SignWave, simply switch key 5 on. In the case of the Pager it will be necessary to switch the Pager off, move Key 5 to the on position and wait 4 seconds before switching the unit back on before this change will take effect.

## FALSE ALARMS

The SA3000 system is unaffected by other radio systems and it is impossible for other equipment to cause either the Pager or SignWave to false trigger.

It is however possible for an SA3000 system in a neighbouring property to trigger another SA3000 system if they are both on the same System Channel and within range. The typical open air range of a system is around 100m in open air.

Keys 1-4 on the Pager, SignWave and all transmitter units are used to set the system channel. Four keys will enable the user to select up to 16 different system channels. All units within a system must have the same channel key settings in order to operate correctly, i.e. If the Pager or SignWave have keys 1 and 2 in the on position it will be necessary for all transmitters to have keys 1 and 2 set to the on position for the system to work.

If a system is receiving false alarms, it is most likely that the signals are being received from another SA3000 system nearby. If your system is in long range mode (Key 5 is in the on position giving an effective range of up to as much as 1000m in open air, then your receiver is more likely to be affected by other systems on the same channel which may now be in range.

If false triggers occur it will be necessary to change your system channel. In the case of the Pager unit it will be necessary to switch the Pager off before making any key changes. Once these changes have been made the Pager must be left for around 5 seconds before it is switched back on, in order for the channel change to be registered.



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Pager Unit

Problem	Cause	Action
Pager does not function	Pager not switched on	Move on/off key to the left (away from belt clip & figures)
	Pager battery flat	Charge Pager for 20 minutes and retest. <b>If the Pager has been left switched on allowing the battery to become very flat, it may be necessary to switch the Pager Off and place it on a Charger unit for 24 hours. The Pager can then be switched back on and should have sufficient charge to operate.</b>
	Code switches incorrect	Ensure code switches 1-4 on the pager match those on the Monitor Units. On is to the left away from the belt clip & figures.
	Other keys set to on position	Ensure keys A, B are off (towards the belt clip & figures)
Smoke Key flashes every 7 seconds	User has logged onto Fire Safe System	Wait 5 minutes & the pager will reset automatically (The Pager will vibrate & all keys will flash 6 times)
	Key A has been switched on	Move Key A to the off position (towards the belt clip & figures) switch pager off, wait 5 seconds then turn pager back on again. Pager will vibrate & keys light in sequence 4 times.
Battery key lights & pager vibrates	Pager battery pack is low	Place pager in Alarm Clock or Trickle Charger and allow to recharge
Battery key plus another key lights	Battery in a monitor is flat	The key that lights in between the low battery sequences indicates which monitor battery needs changing. Please remember that Smoke Monitors produced before 28 <sup>th</sup> April 2008 have two batteries.
False Triggering	Another SA3000 system nearby	Change System Channel (See Page 2 – False Alarms)



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## SignWave Unit

Problem	Cause	Action
SignWave does not function	SignWave not switched on	Move on/off key to the left (away from the figures)
	SignWave battery flat	Charge SignWave for 20 minutes and retest. <b>If the SignWave has been left out of its charger base for an extended period and the battery has become flat, it may be necessary to switch the SignWave off and place it on its base unit for 24 hours. The SignWave can then be switched back on and should have sufficient charge to operate.</b>
	Code switches incorrect	Ensure code switches 1-4 on the pager match those on the Monitor Units. On is to the left of the figures.
	Other keys set to on position	Ensure keys A, B are off (towards the figures)
Battery Symbol lights Orange & SignWave activates	Battery pack is low	Place SignWave on base to recharge.
Battery Symbol lights Orange & alternates with another symbol	Battery in a monitor is flat	The Symbol that lights in between the low battery sequences indicates which monitor battery needs changing. Please remember that smoke monitors produced before 28 <sup>th</sup> April 2008 have two batteries.
Battery Light Flashes Orange	Mains not switched on	Ensure Mains adaptor is plugged into a socket & socket is switched on
	Pillow Pad not attached to Base / Pillow Pad Faulty	Attach Pillow Pad to Base Unit / Replace Pillow Pad
False Triggering	Another SA3000 system nearby	Change System Channel (See Page 2 False Alarms)
Strobe / Sounder doesn't activate	Unit has been reprogrammed	Press and hold cancel button until unit flashes and buzzes, then release. Default settings will be restored.



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**Alarm Clock Charger Unit / Pillow Pad**

<b>Problem</b>	<b>Cause</b>	<b>Action</b>
Clock Display blank, no clock backlight	Mains not connected	Connect power supply to mains, ensure socket is switched on & plug is fitted to socket at back of the Alarm Clock Charger. Remember to reset clock.
Alarm Clock does not activate	Alarm Clock not set	Set the alarm using the far left hand key hold the key until the pillow pad vibrates three times and both the Bell & Snooze symbols appear on the display.
Pillow Pad does not vibrate	Pillow Pad not connected or faulty Pillow Pad	Plug Pillow Pad into socket at back of Alarm Clock Charger / replace Pillow Pad
Pillow Pad vibration weak	Battery packs not fully charged	The Pager battery will take 24 hours to charge initially. The back-up battery in the charger will take perhaps 48 hours to fully charge. Ensure Pager & Charger batteries are fully charged then retest.
	Pillow Pad worn out	Plug Pillow Pad in socket of Pager momentarily. If the Pager is fully charged (see above battery test procedure) then pillow pad should vibrate vigorously, if not the Pillow Pad is worn out and will need to be replaced.



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## Mini Telephone Monitor

<b>Problem</b>	<b>Cause</b>	<b>Action</b>
Green light does not come on when Telephone line rings	Line overloaded	There are too many items connected to the telephone line. Reduce number of items attached to line.
	Monitor not connected properly	Check connection.
Does not send signal to Pager / SignWave	Battery flat or missing	Press the test button on the front of the Telephone Monitor. If it shines red or does not shine at all change battery. Use 9 volt Alkaline PP3 Batteries only. The key will shine green if the battery is ok.
	Code switches incorrect	Ensure code switches 1-4 Monitor match those on the Pager / SignWave. On is to the right away from the numbers.
Lights up wrong symbol on Pager / SignWave	Other keys incorrect	Ensure switches 5, 6 & 7 are off, (off is to the left towards the numbers).



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## Mini Doorbell Monitor

Problem	Cause	Action
Does not send signal to Pager / SignWave	Battery flat or missing	Press the test button on the front of the Monitor. If it shines red or does not shine at all change battery. Use 9 volt Alkaline PP3 Batteries only. The key will shine green if the battery is ok.
	Code switches incorrect	Ensure code switches 1-4 Monitor match those on the Pager Unit. On is to the right away from the numbers.
	Poor connection between doorbell & Mini Doorbell Monitor	Ensure connection wires correctly secured.
Lights up wrong symbol on Pager / SignWave	Other keys incorrect	Ensure correct switches are set. The unit will send a default doorbell signal. If key 5 is set it will cause the Person to Person symbol to light up on the Pager / SignWave. Key 6 will cause the Burglar Alarm Symbol to light. Keys 5 & 6 together will cause the Fire Symbol to light.



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Smoke Monitor

Problem	Cause	Action
Does not send signal to Pager / SignWave	One or both batteries flat or missing	Change battery(ies) in the Smoke Monitor. Please remember that Smoke Monitors produced before 28 <sup>th</sup> April 2008 have two batteries. Ensure that the battery(ies) is/are properly connected. To access the second battery in oldest type units (with a grey plastic back unit that resembles a Universal Monitor) the smoke alarm will need to be removed from the ceiling. To remove the smoke alarm slide it sideways to the left towards the battery side of the smoke alarm. Use 9 volt Alkaline PP3 Batteries only. Units with an integrated backplate produced before 28 <sup>th</sup> April 2008 have two batteries, both of which can be accessed without removing the unit from the ceiling. Post 28 <sup>th</sup> April units have a single battery within the smoke detector.
	Radio signal obstructed	Adjust smoke monitor location slightly for better signal reception. Switch on key 5. (See Page 2 – False Alarms)
	Code switches incorrect	Ensure code switches 1-4 on the Monitor match those on the Pager Unit or SignWave Receivers. On is to the right away from the numbers.

**NOTE** Mark IV Smoke Alarms have only one battery



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Universal (Baby) Monitor

Problem	Cause	Action
Does not send signal to Pager / SignWave	Battery flat	Press the test button on the front of the Monitor. If it shines red or does not shine at all change battery. Use 9 volt Alkaline PP3 Batteries only. The key will shine green if the battery is ok.
	Mains power not connected	The Monitor can be powered by battery and / or Mains. If there is no battery present ensure the mains adaptor is plugged into the mains and switched on and the plug is correctly connected to the socket on the monitor.
	Code switches incorrect	Ensure code switches 1-4 Monitor match those on the Pager / SignWave. On is to the right away from the numbers.
Green light is on all the time	Mains power is switched on	This is normal. When a monitor is powered by the mains the test button shines green and only goes out when the unit transmits a signal or the power is removed.
Monitor too sensitive	Sensitivity set too high	Carefully turn the sensitivity control on the side of the monitor slightly clockwise. This will reduce the sensitivity. Fully clockwise will effectively turn the unit off.
Lights up wrong symbol on Pager /SignWave	Other keys incorrect	Ensure all switches except key 13 are off, (off is towards the numbers on the left)



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Person to Person Key Fob

Problem	Cause	Action
Does not send signal to Pager / SignWave	Battery flat or missing	<p>Press the send button on the front of the key fob. The send light should shine. If not, the battery is either misaligned or flat. Remove battery cover with a flat bladed screwdriver. The battery is attached to the battery cover with a sticky pad. Remove battery from pad and fit to battery terminals ensuring the battery is inserted correctly. Press the send button. If the send light shines and the pager receives the signal, carefully replace the battery cover so as not to dislodge the battery. If the send light does not shine replace the battery.</p> <p><b>Use 6 volt Silver Oxide batteries types GP476, 4SR44, 4G13 or PX28.</b></p>
	Code switches incorrect	<p>Ensure code switches 1-4 on the Monitor match those on the Pager Unit. The switches can be viewed by removing the battery cover. On is down toward the battery.</p>



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