



Wireless System Troubleshooting Guide

Troubleshooting

System Startup

- Turn Intercom and Base Station power ON. Verify the front panel of the Intercom lights up and the Green POWER LED is ON on the Base Station(s). After a few seconds, the Link LED(S) on the Base Station(s) should start flashing.
If no power lights are present, check power line fuses and connections to power buss.
- Turn on the headsets. On initial power up the Red and Green LEDs will flash together – indicating battery charge level. 4 flashes = 100%, 3 flashes = 75%.... After the charge indicator, the Green LED should start flashing quickly. After approximately 5 to 7 seconds, the Green LED on the headset should go solid and the Link LED on the Base Station should go solid.
 - ✓ Check basic intercom functions – can the headsets talk to each other over the intercom?

Headset does not relink

- If the headset does not automatically relink to the Base Station – make sure any other headsets on the system are turned on and linked.
- To relink the headset
 - a) Turn the headset OFF
 - b) Press and hold the PAIR button on the Base Station until the LINK LED begins to flash slowly. Release the PAIR button.
 - c) Press and hold the PTT button and turn ON the headset. Keep the PTT pressed until the Red and Green LEDs begin to flash back and forth. Release PTT button. In approximately 5 to 7 seconds, the Green LED on the headset should go solid and the Link LED on the Base Station should go solid.
 - d) If you need to relink additional headsets – LEAVE ANY PREVIOUSLY LINKED HEADSETS TURNED ON – repeat steps a thru c.

Headset will not transmit or receive

- ✓ Check that headsets are ON, and Base Stations have power.
- ✓ Verify Headsets are properly linked to a Base Station.
- ✓ Check ribbon cable connections between the Base Stations and the Intercom rear panel. If this is a new installation – check that the ribbon cable connections are crimped on correctly.
 - ✓ Check the wires at one end of the cable – note the color in the leftmost position.
 - ✓ Trace the cable to the opposite end and check the colors – your check color should be in the rightmost position. If not; reverse ONE of the connectors.



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Headset does not transmit or chops transmissions OR too much outside noise is coming over the intercom

The wireless headsets have a programmable Noise Gate. This Noise Gate determines what level you need to speak to talk over the ambient noise. The factory setting is 4 (out of 10). If you hear too much of the ambient noise coming over the Intercom system the Noise Gate may be too low. If you have to talk excessively loud or your words get chopped off – it may be too high. Check the following;

- ✓ All users place the microphone 1/8" to 1/4" from their mouth – this is very important
- ✓ Check that the headset Noise Gate settings are the same on all headsets.
- To check the noise gate setting
 - a) Turn the headset OFF
 - b) Press and hold the PTT button and turn the headset ON. When the headset first powers up – the Red LED will flash once – count to 2 and release the PTT button. The Red LED should begin to flash again – COUNT THE FLASHES – this is the Noise Gate setting. If the setting is not 4, press the PTT to increment the number. Each time you press the PTT, the Red LED will again flash the setting number. After level 10 it will cycle back to 1.
 - c) Once you get to the correct setting, turn the headset OFF to save the setting.

Headsets can hear each other but can't hear incoming Radio transmissions – NEW INSTALLATIONS

Upon initial installation, the **receive audio gain** will need to be adjusted.

3010R/3020R	adjustments made to RXA and RXB on side of intercom
5000 Series Digital Intercom	adjustments made through front panel

Refer to the Operating Manual for your particular model for more detailed information. Manuals can be accessed from our website www.firecom.com/support/

Headsets can hear each other but Dispatch can't hear Headset transmissions – NEW INSTALLATIONS

- ✓ Check that you have a Radio Transmit capable headset (Red PTT button) linked to a Single Channel Base Station.
- ✓ Check that when you press the Red PTT button, the Radio keys up in transmit mode. If it doesn't - check the interface cable and radio programming.

Upon initial installation, the **transmit audio gain** will need to be adjusted.

3010R/3020R	adjustments made to TXA and TXB on side of intercom
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Replacement Parts

There are no user serviceable electronic parts inside the headsets. There are several maintenance/hygiene items that can be replaced as needed.

Mic Muffs

Mic muff w/O ring (qty 12)	108-0004-00
Water Resistant Mic Muff	570-0084-00

Ear Seals

Ear Seal, PVC Foam (one pair)	108-0088-00
Ear Seal, Com Leather (one pair)	108-0089-00
Ear Seal Cloth Covers (qty 12)	108-0003-00

Speaker Cover – Large Open Cell Foam, Black	570-0060-35
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