



- Low Audio on the Intercom side? – Refer to step #9.
- Front Door not connecting when button is pushed? – Refer to Step #7.
- Ring back tone not working when button is pushed? – Refer to step #4.
- No Dial Tone? – Refer to step #1.
- No Dial Tone when Power is applied? – Refer to step #6.
- No Power? – Refer to step #5.
- Potentiometer not affecting volume? – Refer to step #9.
- Static or “screeching noise heard when speaking to the door station? – Refer to page #6 if DSL is present.
- Phones continuously ringing when connected? – Refer to step #11.
- Non-stop ringing “with no pauses in between”? – Refer to step #11.

\*Inspect all wires for loose connections. Make sure all connectors are inserted in the proper connector before powering up the unit.

\*\*If test phone works call Tech support possible compatibility problems with phone and unit.

\*\*\*Information you need before calling tech support:  
Unit Model, Unit serial #, Phone model name and model #.  
Having one or all will help speed up the troubleshooting process.