

## TROUBLE SHOOTING

❑ **“I press the button of the door station and the phone will ring, however I can not talk on the phone”**

Step 1- Check the door station and see if it displays a dimmed LED light before the button is pressed. Press the button and see if the same LED light becomes brighter. If this does not occur then check the (+) and (-) connections on the DoorBell Fon controller (black box). This device is polarity sensitive, you may reverse the (+) and (-) wires.

Step 2- If everything checks out ok and the problem persists report the problem to ACNC Customer Service.

❑ **“I press the button on the door station, but the phone will not ring?”**

Step 1- Short the two screws of the door position on the DoorBell Fon controller (black box) very fast. If the phone rings then you have a defective door station.

Step 2- Contact ACNC customer service for repair or replacement.

❑ **“I can communicate with the door station, but I can not get a dial tone when I pick up the handset of the telephone”**

Step 1- Unplug the power of the controller, if you still cannot get a dial tone check the fuse inside the DoorBell Fon controller (black box). There are two fuses inside the controller check both to make sure they are ok, if not then replace it.

Step 2 – While unplugging the DoorBell Fon controller listen for a dial tone. While powering up the controller again pick up the phone handset, if you get the door instead of the dial tone press “flash” on your telephone, if this leads to a dial tone then your phone set is a non-standard phone set. These non-standard phones set will send an incorrect signal to the DoorBell Fon controller. Resolution to the problem is to replace the phone set or to press “flash” when the phone is picked up to hear a dial tone, or call ACNC technical support to order a special chip to correct this problem.

❑ **“My caller ID will not work with the DoorBell Fon”**

Step 1- Problem may be caused from the total REN (Ringer Equivalency Number) number of your telephone devices (answering machines, caller ID’s, and phone sets). The total REN number should be under 4.6. If you have more than 4.6 then you will need to add a ring booster.

Step 2- If your REN number has less than 4.6, unplug the DoorBell Fon controller (black box) and replace the bottom fuse in the controller.

Step 3- If an attempt at step 2 fails contact ACNC customer service for assistance.

❑ **“My phones will not ring?”**

Step 1- Pick up the telephone handset press “flash” within two seconds of picking up the handset, you should be able to access the door station. If you can communicate with the door station, then the problem is the REN number on your line. If the REN number is above 4.6 then a ring booster is needed.

Step 2- If you are not able to access the door with the “flash” key then go to the DoorBell Fon controller (black box), short the two screws of the door position (very fast). If the phone rings then check the wiring between the door station and controller.

❑ **“My door station makes a funny noise, almost like a motorboat?”**

Step 1- This may be caused by a very sensitive microphone.

Step 2- Contact ACNC customer service to replace either the microphone or door station.

❑ **“When I answer an incoming call I get the door station instead of the incoming call?”**

Step 1- Reverse the tip and ring wire (usually green and red) of the telephone wall outlet.

Step 2- If problem persists, you have a non-standard phone set, replace the phone set, or call ACNC technical support to order a special chip to correct this problem.

❑ **“All my phones ring except my answering machine or cordless phone?”**

Reverse the tip and ring wires (usually green and red) of that telephones wall outlet.