



## TROUBLESHOOTING GUIDE

| Problem   | Possible cause   | Solution  |
|---|--|---|
| The light indicator (A2, B2) does not light up.                                       | The unit has not been turned on.<br>The batteries are not properly inserted.<br><br>The batteries are discharged.<br><br>The adapter is connected to a power outlet that does not work.          | Press the ON/OFF button (A1, B1).<br>Check that they have been placed correctly according to the + and – markings.<br>Recharge the batteries while the unit is turned off.<br>If the power outlet has a switch, the switch must be in the on position.  |
| High screeching sound in the parent unit.   | The units are placed too close to each other.<br>The volume is turned up too high.   | Increase the distance between the units.<br>Adjust the volume by turning it down.   |
| No sound in the parent unit.  | The volume has been turned down.<br>The sensitivity setting on the baby unit has been set to minimum.  | Adjust the volume up.<br><br>Adjust sensitivity up.   |
| Problem   | Possible cause   | Solution  |
| Interference during transmission.   | Another baby unit is close by.<br><br>Too great a distance between the units.<br><br>Local conditions.   | Switch to another channel and lower sensitivity.<br>Reduce the distance.<br>Place both units vertically and move them a bit.<br>There is nothing much that can be done about local conditions. You might try turning off light dimmers or other sources of electronic noise in the house.<br>The units rarely have defects.   |
| The parent unit indicates that it is out of range.                                    | The baby unit has not been turned on.<br>The units are set to different channels.<br>The baby unit batteries are discharged or low.<br>The baby unit is too cold.<br><br>The range is too great. | Turn on the baby unit.<br><br>Set both units to the same channel.<br><br>Check the batteries.<br><br>Take the unit into a place with room temperature.<br>Move the units. Try changing channels and use both units with the adapter.<br>Charge the batteries for at least 12 hours. Reduce the distance. Local conditions may reduce the range dramatically. Reinforced concrete and house trailers etc. can give difficult conditions. |
| Short range   | Batteries poor or dead.<br><br>Local conditions.   | Check the batteries. Use both units with adapters.<br>Other baby units near by may reduce the range drastically. Change channels and move the baby unit and/or the parent unit.   |
| The batteries have not recharged.   | The A6 or B8 switches are set the wrong way.<br>The batteries have gone totally flat.<br><br>The batteries are very low or defect.   | Put the switch on CHA (up) in the unit with rechargeable batteries.<br>Charge the batteries for 24 hours with the unit off.<br>Buy new batteries from the dealer.   |
| The unit indicates low battery power even though the batteries are fully charged.     | The A6 or B8 switch is set the wrong way.<br>Possible defective batteries.   | Put the switch on CHA (up) if the unit has rechargeable batteries.<br>Check the batteries in the other unit. If they work in that unit, contact the dealer.   |
| It takes some seconds after the baby cries until you hear a sound in the parent unit. | This is normal. Your parent unit needs some time to check that the proper baby unit is trying to make contact. If the delay is 4-6 seconds, there may be other baby units close by.              |   |