

Troubleshooting chart

Problem	Possible cause	Solution
No indicators are displayed. The unit turns itself off shortly after the unit is switched on, or the unit cannot be switched on.	The unit is not switched on. The batteries are discharged.	Press the On/Off button (A1, B1). Recharge the batteries while the units are turned off. Remove the batteries for 30 seconds then switch the unit on.
The unit cannot be switched on.	The batteries are low or dead. The adapter is not connected to the unit. The adapter is connected to a wall socket that does not work.	Charge the batteries. Try switching the batteries between the units to see whether the defect follows with the batteries. Plug the adapter into the wall socket and to the unit. If the wall socket has an On/Off switch, this must be on.
The batteries are not charged (also see above).	The batteries are completely dead The batteries are spent/destroyed NOTE! Not covered by guarantee!	Charge the batteries for two days while the unit is off. Purchase new battery packs from the dealer.
No sound in the parent unit.	The volume has been turned right down.	Adjust the volume.
No contact between the baby unit and the parent unit.	The units are set to different DSIP codes and/or channels.	Set the same digital codes and/or channel on both units (see the section on setting the digital code).
The parent unit indicates that it is out of range.	The baby unit is not switched on. The baby unit and the parent unit are set to different channels. The baby unit and the parent unit are set to different DSIP codes. Out of range.	Turn the baby unit on. Check that they display the same letter, A or B. Check that the switches (12) are set the same on both units. Reduce the distance. Local conditions may reduce the range dramatically. Try switching channels. Charge the batteries for at least 12 hours.
Interference during transmission.	Too great a distance between the units. Local conditions, interference.	Reduce the distance. Move the units slightly. Local conditions cannot be changed. Try turning off light dimmers or other noise sources. Units rarely have a defect.
Loud screeching/beeping sound.	Units are too close to each other. Volume is too high.	Increase the distance. Adjust the volume.
Short range.	Destroyed or spent batteries. Local conditions.	Check the batteries as mentioned above. Other baby monitors in the vicinity may reduce range dramatically. Try to switch channels, or move the baby unit and/or parent unit.
The parent unit does not indicate that it is out of range even if the baby unit is switched off.	Another PrimaNOVA in the vicinity is adjusted to the same channel and DSIP code.	This can never be caused by a defect! Change the channel and DSIP channel code. That will resolve the problem!