Troubleshooting An Existing System

Has Anything Changed?

☐ Construction or repair — Any workmen in the building recently?
☐ Adds, Moves, Changes?
☐ Any recent changes to phone system programming?
☐ Any new equipment or cabling of any kind? *(Telephone, Data, Electrical . . .)*
☐ Has anyone recently changed switch settings or adjusted volume controls?

Any Recent Electrical Storms or Brownouts?

An existing system usually fails after something in the system was changed.
If the answer to any of the above questions is yes, start investigating.
Something happened, we just need to determine what it was.

Troubleshooting A New System

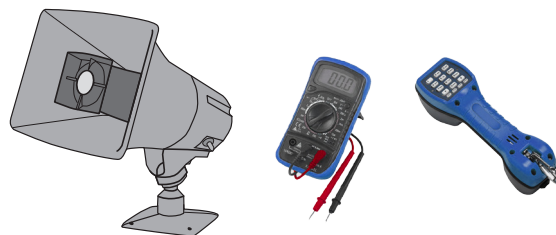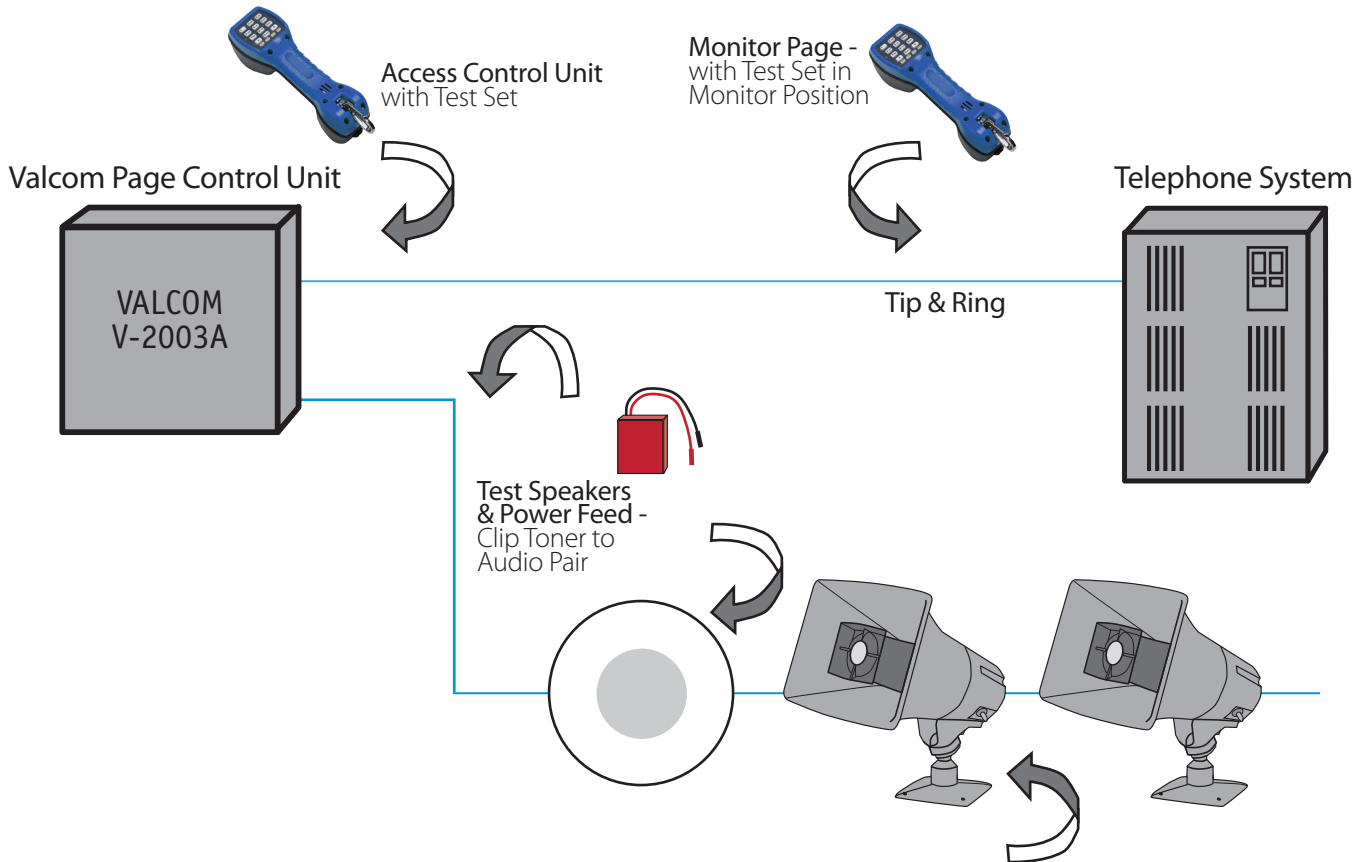### Did the System Work After Installation, or Did it Work for a while, then Fail?

If a system doesn't work immediately after installation, the problem is usually with power, connections (wrong or missing), cabling, switch settings, or programming.

Does the System Access But had Partial Failures?
(Some Zones Not Accessing, Hum, No Music, or Other Missing Features . . .)

If a system works for a few days after initial installation, then fails, the problem is usually with power, wrong connections/shorts, improper grounding, overloaded power supplies or overdriven inputs.

☐ Does the equipment match the application?
  (EX: Are you tring to get talkbask paging from a one-way speaker?)

☐ Do you have the correct equipment for a complete system? Are you sure?

☐ Do you have the correct type of cable?

☐ Verify type of speaker/horns, how many per wire run and wire length. Compare to wire gauge chart.

☐ Verify power connections. Verufy bridge clips are in place.

☐ Are the type of phone system port and control unit input programmed to match each other?
  (EX: Are you connecting a page port to a control unit programmed for loop start trunk port access?)

☐ Verify type of phone system port and phone system programming.

☐ Verify control unit programming and switch settings.

☐ If speakers have hum, check for proper power supply grounding.

Troubleshooting Tips

Access Control Unit
with Test Set

Monitor Page -
with Test Set in
Monitor Position

Valcom Page Control Unit

Telephone System

VALCOM
V-2003A

Tip & Ring

Test Speakers
& Power Feed -
Clip Toner to
Audio Pair

**Test Speakers & Power Feed
with Test Set and Volt Meter**

— Monitor Page with Test Set
in Monitor Position

— Make an All Call Page while
Measuring DC Voltage on Power Pair