

Troubleshooting for Zartek Multi-user wireless intercom

CDP808: ZA610, 11, 13, 14

FAULT	REMEDY
<p>Handset has no power</p>	<ul style="list-style-type: none"> • Check that the handset battery is inserted properly • Reset the handset by removing and reinserting the battery • Check that the desktop charger is plugged in and working. Handset will indicate charging after a few minutes. • Ensure that the 3 charging pins on the charging cradle are not bent and the charging contacts on the handset not blocked. • Battery may need replacing if damaged or older than 2 years.
<p>Handset does not charge</p>	<ul style="list-style-type: none"> • Check that the desktop charger is plugged in and handset sitting well in the cradle. • Reset the desktop charger by disconnecting and reconnecting power plug. • Red light should flash immediately when charging and battery indicator on handset will fill after a few minutes.
<p>Gatestation has no power</p>	<ul style="list-style-type: none"> • Check that the 12v DC power is working and connected well at the back of the intercom. • There is no polarity needed even though it is 12v DC but swapping the wires may be needed if there is a fault with this feature. • Check if the battery back-up is working by connecting on the front inside of the intercom. • If there is no 12v coming into the gatestation, the connector block may be damaged and would need to be replaced.
<p>Handset does not ring</p>	<ul style="list-style-type: none"> • Check the ringing icons on the handset, there is a choice of ringing, flashing and/or vibrate. • Replace handset battery as may show charge but has no current to operate. • The 3 digit code entered into the gate station must be the same as the code displayed on the handset. Handset may need to be paired to the gatestation, refer to installers manual. • Handset is out-of-range of the gatestation. Walk toward the gate to get a better signal. • Check that the gatestation antenna is not blocked by any obstructions and connector and not damaged or loose. • There may be interference from other wireless equipment such as WLAN or cell phone boosters. Move the intercom far away from these devices or switch these devices off.
<p>Handset or Gatestation</p>	<ul style="list-style-type: none"> • Handset may be out-of-range of the gatestation. Walk toward the gate to get a better signal or place the handset in a more

<p>audio is poor</p> <p>Handset or Gatestation audio is poor</p>	<p>open or elevated area.</p> <ul style="list-style-type: none"> • Check that the gatestation antenna is not blocked by any obstructions and connector and not damaged or loose. There should not be any walls, fences, trees etc within a few meters of the antenna in the direction of the house. • Disconnect the antenna; if there is a dramatic signal loss then the antenna is working. If there is no change then either the antenna or its connections are faulty. • It is advised to use a booster handset, ZA-613-E, if there are many walls and trees and the distance is around 100m. • Change the supply by using a dedicated power supply as there may be radio interference on the supply power. • There may be interference from other wireless equipment such as WLAN or cell phone boosters. Move the intercom far away from these devices or switch these devices off.
<p>Gate does not trigger</p>	<ul style="list-style-type: none"> • The gatestation needs to be connected to 12v DC power for the relay to work. Relay will not trigger if only using battery back-up even though the screen may indicate opening. Check the 12v supply is working by disconnecting the battery back-up or waiting a few hours to go flat. • There are 2 trigger outputs. When on a call press A or B button once to release trigger. When not on a call, keep A or B button pressed for 3 seconds to trigger. Handset will display activity. • A 12v DC relay is needed to trigger lock A as the intercom output is a voltage and the gate needs a contact input. • It is also advisable to use a relay on trigger B (dry contact) to isolate the gatestation. The relay on B should be connected in series with an external power source such as gate motor battery. • Replace handset battery as may show charge but has no current to operate. • Check that the handset trigger is active and not on key pad lock (see manual). A key symbol on the LCD indicates triggers deactivated.
<p>Handsets interfere with each other or take long to stop ringing</p>	<ul style="list-style-type: none"> • Handsets need to be a minimum of 10m away from each other and the gatestation to work effectively. Place handsets in separate rooms. • Adjust the ring time on all handsets 10,15,20s.