

AT&T SECURITY SYSTEM 8000

MAINTENANCE

and

TROUBLESHOOTING

MAINTENANCE/TROUBLESHOOTING CONTENTS

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Weekly and Yearly Maintenance Procedures

CUSTOMER MAINTENANCE PROCEDURES

Customer Maintenance is a critical aspect of the proper functioning of the AT&T Security System 8000.

Periodic and thorough testing by the customer is necessary to ensure operational reliability of the System 8000.

Instructing the customer in the use of the system is a vital part of the installation process (Step 15). Before leaving the installation, remind the customer of the importance of testing the system and ensure that the customer can perform the following maintenance procedures:

Weekly System Test

The customer should test the system every week to make sure that everything is working properly. The Weekly System Test should be performed once with power and once without power. To test without power, unplug the Central Controller's transformer and the Wireless Siren/Controller's transformer in the system.

1. Use the Wireless Remote/Transmitter to change the system to the Off state.
2. Within two minutes of putting the system into the Off state, press the Test/Demo key on the Central Controller for three seconds. A decimal point will appear in the digital display "-0".

The system is now in the Demonstration Mode.

NOTE: While in the Demonstration Mode the alarm-sounding volume is lowered. Also, the Digital Communicator and any auxiliary sounding devices are deactivated.

3. Change the system to the Away state.

4. Transmit an alarm by activating its sensor. Activating most sensors will involve opening doors and windows. Auxiliary and panic alarms must be set off using their transmitter.

CAUTION: To activate the Supervised Smoke Detector Transmitter, press the Test button located on the front for 20 seconds. Do not use smoke or fire to test the detector.

5. Listen for the proper alarm from the Central Controller and any Wireless Siren/Controllers.
6. After hearing the alarm, cancel it by entering the security code on a Wireless Remote/Transmitter or a Keypad Transmitter.
7. Repeat steps four through six for each transmitter in the system.
8. Change the state of the system to Home or Off.
9. Return to the Central Controller and press the Test/Demo key once to take the system out of the Demonstration Mode.
10. If any of the transmitters fail to set off the proper alarm, the customer should immediately contact the alarm dealer.

NOTE: In the event of a test failure, the customer should not clear the messages from the Central Controller since the service technician will need to verify the trouble.

Should the system accidentally be left in the Demonstration Mode, it will automatically reset itself back to its original state within approximately 15 minutes.

Customers should contact their Central Station for information about testing their alarm with the Central Station.

YEARLY MAINTENANCE CALL PROCEDURES

Each system should be serviced yearly by the dealer. An easy way to handle the administration of this call is to keep a master maintenance calendar.

Just note on this calendar the customer's name and phone number about 11 months after the installation (and 11 months after each maintenance call). When that date arrives, just mail out a little post card or short note to the customer (or better yet, give them a phone call) asking them to schedule their annual maintenance appointment within the next few days.

If they haven't called after one week, you need to call them to schedule this appointment. They might not be as enthusiastic about staying home for maintenance calls as they were to have the system installed so just remember your best "customer service" attitude when you call.

The following procedures should be performed on all yearly maintenance calls.

Change Transmitter Batteries

This procedure applies for all transmitters (except for the Supervised Smoke Detector Transmitter, which is explained below).

1. Put the system into the Demonstration Mode.
 - a. Change the system to the Off state.
 - b. Press the Test/Demo key on the Central Controller for three seconds.
2. Remove the transmitter cover. The alarm will sound at reduced volume and no dial-outs will occur.
3. Remove the old battery.

4. After waiting for 60 seconds, insert the new, UL approved battery and replace the cover:

- . Smoke Detector: Duracell MN1604

- . All others: Duracell MN1604, Eveready 522, or Kodak U9VL

5. Press the Test/Demo key on the Central Controller to take the system out of the Demonstration Mode.

*Clean the Supervised Smoke
Detector Transmitters and Replace
the Batteries*

1. Put the system into the Demonstration Mode.
 - a. Change the system to the Off state.
 - b. Press the Test/Demo key on the Central Controller for three seconds.

2. Remove the detector from the mounting bracket.

3. Remove the old batteries.

4. Release the front housing.

5. Vacuum the smoke detection chamber.

Use a small vacuum cleaner attachment and hold it directly over the smoke detection chamber.

NOTE: Wait 1 minute before installing the new batteries.

6. Install two new Duracell MN 1604 batteries.

7. Close the front housing.

8. Remount the detector to the bracket.

9. Press the Test/Demo key on the Central Controller to take the system out of the Demonstration Mode.

*Examine the Wireless
Remote/Transmitter(s) and the
Keypad Transmitter(s)*

Check each keypad-style transmitter for dirt and excessive wear. Wear marks could help an intruder to identify the security code pattern. Excessive wear can cause the number keys to malfunction.

Clean keypads with a cloth dampened with a mild detergent. Do not spray cleaning fluid directly on the face of the transmitter.

The customer should be consulted if the number keys show excessive wear. The transmitter could be programmed to a new security code that utilizes different numbers, or the transmitter could be replaced.

Perform a System Test

Use the System Test procedures explained in the Installation Section.

Include the AC Power Loss Test and, if necessary, replace the Central Controller backup battery. Use the procedure identified in the Installation Section.

Also, Walk Test all PIRTs using the steps detailed in the Installation Section.

See Tech Tips Vol. 1, Number 4, page 2 for information about testing with an RF Scanner.

Preliminary Troubleshooting Procedures

Troubleshooting faults in the AT&T Security System 8000 consists of a number of logical, easy-to-follow steps. The process of isolating faults is outlined in the following sections. Whether you are an installer trying to get a newly-installed system to pass the RF Link Test, or a service technician responding to a customer who is hearing trouble beeps from the Central Controller, fault isolation is your first step.

To determine the nature of any system problem and its possible cause, you must be sure to evaluate all of the indicators. To effectively evaluate the signs, the troubleshooter must first obtain information about:

- . System installation
- . Operating history
- . Symptoms of the problem

There are three major categories of Troubleshooting problems:

1. False Alarms
2. Low Batteries
3. No Check-ins

The troubleshooting procedures outlined in this section of the Reference Guide assume that the troubleshooter has performed all of the initial information-gathering steps detailed on the following pages.

Required Troubleshooting Tools

Many times you'll be able to correct system problems with just a bit of common sense and/or some ordinary, everyday tools. In order to be successful in correcting the more "troublesome" situations you'll encounter, the following tools are just about indispensable!

Multimeter capable of reading:

- 0 to 20 volts (DC)
- 0 to 240 volts (AC)
- 0 to 1000 microamperes (DC)
- 0 to 1000 milliamperes (DC)
- 0 to 1000 ohms

Multimeter leads with

- clip-on tips

- probe tips

Small wire strippers

Small screwdrivers

- flat-head

- philips-head

Clip lead jumpers

RF Scanner

Standard replacement parts

- fuses

- contacts

- spare batteries

- etc.

Continuity tester

- audible

- sensitive

GATHER INITIAL INFORMATION

Gathering the right information at the first sign of a problem is the first step in Troubleshooting. It can save you wasted time and energy.

Customer Service History

Consult you company's office records to determine the following:

- . The installation date of the system.
- . The configuration of the system
 - The quantity of each type of transmitter installed.
 - A floor plan of the installation showing the location of each component
- . Any record of previous service calls

This information provides you with a "map" of the system experiencing a problem. Facts that you obtain when troubleshooting the problem are more meaningful when compared to this information.

Central Station Activity

Call the Central Station (if the system is monitored) to obtain the following:

- . Current information

- The date and time of the alarm or trouble report
- The type of alarm that was transmitted to the Central Station

- . Alarm history

- - The dates and times of similar previous alarms and trouble indications
- The types of other alarms that were received in the past

Remember that perimeter alarm signals (Central Controller terminal #18) are sent not only by perimeter devices but also by tamper switches and 24-hour protective loop devices.

Information from the Customer

Discuss the situation with the customer in order to obtain more information.

- . Confirm that the problem (type of alarm, etc.) occurred.
- . Find out what state the system was in when the problem occurred (HOME, AWAY, OFF).
- . Ask if he/she was at home and if so, what audible alarms they heard.
- . Ask if there was a recent power failure.

*Information from the Central
Controller*

Scroll through the messages on the Central Controller by pressing the **MESSAGES** key. Record all transmitter numbers that are shown in the digital display and their associated LED(s). Scroll through all of the available messages until you have returned to the original message.

NOTE: Recording of message and LED information from the Central Controller is necessary because of their erasure during later troubleshooting steps.

You must be able to properly identify the faulty transmitter before troubleshooting the system. If the messages have been erased and the customer has not recorded them, then refer to the procedure for identifying a faulty transmitter using alternate methods.

False Alarms Diagnostics and Repair

FALSE ALARMS - GENERAL

If false alarms are generated by non-AT&T equipment, please check the manufacturer's instructions. The following information covers false alarms generated by AT&T equipment.

FALSE INTRUSION ALARMS

False alarms are alarms that, for no apparent reason, are triggered by a transmitter to the Central Controller. Typically a sensing device (i.e. switch, contact, audio, etc.) is attached to the offending unit. These alarms can be for fire, auxiliary, panic, ambush, burglary or environmental conditions.

Refer to the messages you recorded when scrolling through the Central Controller messages. Identify all messages associated with the "Alarm" LED.

Using the system "map" from your office or the Central Controller's Zone Locator Card, locate the transmitters that were identified by the Alarm LED.

A "CC" in the digital display indicated the Central Controller hardwired loop. Follow the troubleshooting procedure for the alarm based on the type of transmitter or hardwired loop that was identified.

AFTER YOU READ AND UNDERSTAND THE WRITTEN STEPS, YOU CAN REFER TO THE HANDY FLOWCHARTS LOCATED IN THIS SECTION WHEN YOU'RE ON THE JOB FOR QUICK REFERENCE.

1. Enter the Installer Test Mode.

**CAUTION! Entering the Installer Test Mode
CLEARS all of the messages stored in the Central
Controller's memory. Make sure that all messages
have been recorded before entering this mode.**

2. First look for sensor magnets which may have fallen off (if you don't screw them in, and just use pressure sensitive tape they'll fall off in humid weather). Also, look for a loose backplate.

- Repair the problem if found, and test.

3. If the system was in the Off state when the alarm occurred, check the fit of the backplate.

- If it fits improperly, correct the problem. It is possible that the backplate was screwed on too tightly or too much wire was left inside the transmitter. Or, the housing may have simply been jarred loose. After fixing the problem, test the transmitter's operation.

- If it fits properly, remove the backplate and inspect the tamper switch. If the tamper switch is bent or broken, replace the transmitter. Remember to test the new one.

- If the tamper switch looks normal, then determine whether the transmitter is wired for the Selectable Sensor Loop or the 24-Hour Sensor Loop.

- If the transmitter is wired for the Selectable Sensor Loop, then check the 24-hour jumper (between the Red and Black screw terminals). Repair or replace the jumper if necessary, then test the transmitter.

- If the 24-hour jumper looks normal, then perform a flex stress test by gently pressing on the housing to see if you can initiate an alarm. **If this test produces an alarm, replace the transmitter.** If no alarm results, call AT&T for assistance.
- If the transmitter is wired for a closed 24-hour Sensor Loop, check the sensor continuity. If sensor resistance is less than 500 Ohms, perform the flex stress test. **If the test produces an alarm, replace the transmitter.** If sensor continuity is equal to or greater than 500 Ohms, replace the sensor, then test the transmitter.

NOTE: Remember to exit the Installer Test Mode.

1. Enter the Installer Test Mode.

NOTE: Entering the Installer Test Mode clears all of the messages stored in the Central Controller's memory. Make sure that all messages have been recorded before entering this mode.

2. If the system was in the OFF state when the alarm occurred, check the fit of the back plate.
 - If it fits improperly, correct the problem. It is possible that the backplate was screwed on too tightly or too much wire was left inside the transmitter. Or, the housing may have simply been jarred loose. After fixing the problem, test the transmitter's operation.
 - If it fits properly, remove the back plate and inspect the tamper switch. If the tamper switch is bent or broken, replace the Universal Transmitter. Remember to test the new one.
 - If the tamper switch looks normal, it's possible too much wire was inside the transmitter. If so, correct this situation. If not, and the tamper switch looks normal, then perform a flex stress test by gently pressing on the housing to see if you can initiate an alarm.
 - If the flex stress test produces an alarm, replace the Universal Transmitter. If no alarm results, bang on the wall beside the transmitter. If no alarm results, then call AT&T for assistance.
3. If the system was in an armed state when the alarm occurred, check the continuity of the Selectable Sensor Loop. If sensor continuity is less than 500 Ohms, call AT&T for assistance. If sensor continuity is equal to or greater than 500 Ohms, check to see if the sensor is properly mounted. If not, correct the mount. If so, replace the sensor, then test the transmitter.

NOTE: Remember to exit the Installer Test Mode after testing the transmitter.

*False Intrusion Alarm: Passive
Infrared
Transmitter (PIRT)*

1. Look first for environmental conditions such as PIRT aimed at window, near forced air blower, etc.
 - . If environmental cause is found, reposition the PIRT.
 - . If no environment condition can be found then
2. Inspect the PIRT for cobwebs or other signs of units.
 - . If found, clean and reposition the PIRT as necessary.
3. Inspect the front and bottom lenses for scratches or gaps.
 - . If found, replace or reposition the lens.
4. Inspect the lenses for dirt or dust. Clean the lenses if dirt or dust is found.
5. Enter the Installer Test Mode.

NOTE: Entering the Installer Test Mode clears all of the messages stored in the Central Controller's memory. Make sure that all messages have been recorded before entering the Installer Test Mode.

6. If the system was in the Off state when the alarm occurred, check the fit of the backplate.
 - . If it fits improperly, adjust the backplate. The backplate may have been screwed on too tightly or may have simply been jarred loose. After adjusting the backplate, test the transmitter's operation.
 - . If it fits properly, remove the backplate and inspect the tamper switch and backplate. If the tamper switch is bent or the backplate/housing attachments are broken, replace the transmitter. Remember to test the new one.
 - If the tamper switch looks normal, then perform a flex stress test by gently pressing on the housing to see if you can initiate an alarm.

- If the flex stress test produces a 24-hour alarm, replace the transmitter. If no alarm results, call AT&T for assistance.

7. If the system was armed in the Home or Away state, then Walk Test the PIRT and reduce the detection sensitivity (on the 8560 only). (Refer to the Installation Section for instructions on how to perform a Walk Test)

- If the 8560 sensitivity cannot be properly adjusted, then replace the PIRT. Remember to test the new PIRT.
- If the sensitivity has been properly adjusted, or the PIRT is a 8561, then check again for possible environmental disturbances such as direct sunlight, reflected sunlight, or strong air currents. These factors should be considered based on the time of day when the alarm was reported.

NOTE: If environmental disturbances exist, then determine the number of previous false alarms that the PIRT has triggered. If three or more false alarms have been reported in the past, replace and TEST the PIRT.

NOTE: If fewer than three false alarms have been reported in the past, make sure your actions have been recorded for use on any future false alarm calls.

NOTE: Remember to exit the Installer Test Mode.

*False Intrusion Alarm: Central
Controller Hardwired Loop*

1. Check sensor continuity. It may be difficult to read intermittent breaks on a standard meter because it is a very fast loop (12 milliseconds). It is advisable to check all connections in the loop to make sure the loop is secure.
 - . If sensor continuity is equal to or greater than 500 Ohms, refer to the sensor manufacturer's instructions.
 - . If sensor continuity is less than 500 Ohms, determine if the sensor uses auxiliary power from the Central Controller.
 - . If the sensor doesn't use auxiliary power from the Central Controller, then check the sensor for problems.
 - . If the sensor does use power from the Central Controller, check for power from screw terminals 11 and 12.
 - . If there is no auxiliary power from terminals 11 and 12, check the Central Controller's 3/4 amp fuse. If the fuse is good, replace the Central Controller. If the fuse is bad, replace the fuse.
 - . If there is 12 VDC power from terminals 11 and 12, then call the sensor manufacturer for assistance, or replace the sensor.

FALSE FIRE ALARM

NOTE: Fire alarms are caused when smoke concentration inside the smoke detector reaches 3 percent.

Refer to the messages you recorded when scrolling through the Central Controller messages. Identify messages associated with the "Alarm" LED.

Using the system "map" from your office or at the customer's home (or the Central Controller Zone Locator Card), locate the Supervised Smoke Detector Transmitters that are identified by the Central Controller alarm LED and digital display.

1. Enter the Installer Test Mode.

NOTE: Entering the Installer Test Mode clears all of the messages stored in the Central controller's memory. Make sure that all messages have been recorded before entering this mode.

2. Remove the smoke detector from its mounting bracket and open the front housing.
3. Inspect the inside of the detector for dirt or dust. Vacuum the detector if necessary, then test it. If the detector has been installed for less than one year and is very dirty, consider relocating the detector to a cleaner location. Dust and insects are common sources of false alarms.

CAUTION: Never relocate a smoke detector, if by doing so the level of protection is lowered.

If the inside of the detector is clean, then try to locate possible problem sources of smoke. If a source is found, relocate (then test) the detector.

If no source of smoke can be found and the detector is clean, replace (then test) the detector.

FALSE AMBUSH ALARM

False ambush alarms can be caused by customers who incorrectly enter their security code and then immediately attempt to reenter the number. The customer should wait at least one minute after incorrectly entering the security code before trying again.

1. Determine if the customer accidentally entered the security code backwards or entered the code more than once. If you are able to verify that the security code was entered correctly or not at all, call AT&T for assistance.
2. Test the ambush alarm with the monitoring service to ensure that it operates correctly.

FALSE ENVIRONMENTAL ALARM

Refer to the messages you recorded when scrolling through the Central Controller messages. Identify messages associated with the "Alarm" LED.

Using the system "map" from your office or at the customer's home, locate the environmental Transmitters that were identified by the Alarm LED.

1. Enter the Installer Test Mode.

NOTE: Entering the Installer Test Mode clears all of the messages stored in the Central Controller's memory. Make sure that all messages have been recorded before entering this mode.

2. Check the continuity of the sensor. If sensor continuity is less than 500 Ohms, call AT&T for assistance. If sensor continuity is equal to or greater than 500 Ohms, replace the sensor, then test the transmitter.

NOTE: Remember to exit the Installer Test Mode after testing the transmitter.

NO AC POWER - CENTRAL CONTROLLER

The following troubleshooting steps assume that the Central Controller is plugged into a power outlet with power available.

1. Check the transformer to ensure that it is plugged in, and connected properly. It should be wired to Central controller screw terminals 3 and 4 on the terminal strip.
2. If the transformer is wired correctly, test it for proper voltage (16 to 18 VAC). It is possible to install a 12 VAC transformer by mistake.
 - . If the transformer is not producing 16 VAC, replace the transformer.
 - . If the voltage reading is normal, check for AC voltage at terminals 3 and 4 of the terminal strip. If an AC voltage is present, replace the Central Controller.
 - . If there is no voltage at terminals 3 & 4, check the power cord/antenna for breaks.

NO AC POWER - WIRELESS SIREN/CONTROLLER

1. Check that the transformer is plugged in and connected properly. It should be wired to the Wireless Siren/Controller screw terminals labelled "12 VAC Power In".
2. If the transformer is wired correctly, test it for proper voltage (12 VAC).

If the transformer is not producing 12 VAC, replace the transformer.

If there is voltage at the transformer, check the Wireless Siren/Controller for AC voltage at the power screw terminals.

- If there is an AC voltage at the power screw terminals, then replace the Wireless Siren/Controller.
- If there is no voltage at the power screw terminals, then check the power cord/antenna for breaks. If no breaks can be found in the power cord/antenna, replace the Wireless Siren/ Controller.

NO CHECK-IN

No check-in (NCI) signals are caused when a specific transmitter whose ID number has been logged in the Central Controller's memory fails to consistently report in to, or be understood by, the central controller.

Transmitters send a check-in message to the Central Controller every three hours. If three consecutive check-ins are missed, then the Central Controller produces trouble beeps, shows the transmitter number in the digital display, and lights the No Check-In LED.

NOTE: The customer cannot clear No Check-In messages by pressing the Clear Messages key on the Central Controller. Only a valid transmission from the affected transmitter will clear the No Check-In message.

Make sure that the Central Controller and antenna/power cord have been installed according to correct installation procedures. Refer to the messages you recorded when scrolling through the Central controller messages. Identify messages associated with the No Check-In LED.

Using the system "map" from your office or at the customer's home, identify the transmitters that were indicated by the No Check-In LED.

1. Enter the Installer Test Mode.

NOTE: Entering the Installer Test Mode clears all of the messages stored in the Central Controller's memory. Make sure that all messages have been recorded before entering this mode.

2. Physically locate the transmitter that was identified by the No Check-In LED.
 - If the transmitter cannot be located on the premises, change the house code on the Central Controller and all of the transmitters

NOTE: Entering the Installer Test Mode also clears the Central Controller's memory of the missing transmitter.

This situation has been known to arise when the customer has a portable transmitter and misplaces it. It has also been known to be caused by an installer who leaves an installation job with a transmitter that was programmed to the house code and was allowed to check in with the Central Controller while he/she was there.

Another possibility is that a DIP switch has gone bad so that the transmitter checks in with a different I.D. number.

CAUTION: All transmitters removed for repair should have the batteries disconnected first so that they can't check in at another house with the same code while the installer makes his/her rounds.

NOTE: To ensure that "ghosts" have not been left in the system during repair, Exit; Enter, then Exit the Installer Test Mode to clear the memory.

3. After locating the transmitter, perform an RF link test by activating the transmitter's sensor.
 - . If there are no beeps, replace the transmitter and re-test until three beeps are heard.
 - . If there are two beeps, reposition the transmitter and retest until three beeps are heard.
 - . If three beeps are heard the first time the RF test is performed, then look for possible causes of temporary RF blocks or interference. If a problem source is found, determine whether or not it can be repositioned or removed.
 - If possible, remove or eliminate the problem source and re-test the transmitter.
 - If the problem source cannot be moved, reposition the transmitter and re-test.
 - If no problem source can be found, relocate in the direction of the Central Controller power cord/antenna and re-test.

Subsequent No Check-In alarms may require moving the transmitter closer to the Central Controller antenna/power cord.

NOTE: See "RF Scanner", Tech Tips, Vol. I, #4, p.2.

NOTE: Remember to exit the Installer Test Mode.

LOW BATTERY

Low battery signals are a supervisory problem caused either by normal transmitter battery decay or by premature battery failure due to defective or misapplied equipment.

A low battery indication is reported to the Central Controller whenever the available transmitter battery power voltage falls below a predetermined level.

Refer to the messages you recorded when scrolling through the Central Controller messages. Identify messages associated with the "Low Battery" LED.

Using the system "map" from your office or the Central Controller's Zone Locator Card, identify the transmitters that were indicated by the Low Battery LED.

1. Enter the Installer Test Mode.

NOTE: Entering the Installer Test Mode clears all of the messages stored in the Central controller's memory. Make sure that all messages have been recorded before entering this mode.

2. If the Central Controller's battery is indicated, determine whether or not there has been a power failure.
 - . If there has been no power failure, replace the battery.
 - . Test new battery to see if it meets voltage rating.

NOTE: See Tech Tips, Vol I, #2, p.3.

- . If there has been a power failure, allow the battery to recharge for 24 hours.
3. If the Central Controller is not indicated in the messages, locate the transmitter(s) reporting the low battery.
 - . Determine if the battery failure is normal (after one year for Alkaline batteries) or premature (failed before one year).
 - Replace the battery if it failed under normal conditions. Then test the transmitter.
 - If the battery failure is premature, check the battery current.

NOTE: The normal non-transmitting current for the smoke detector and the PIRT is less than 60 Microamps. For the other transmitters, less than 30 Microamps is the normal current.

- If the battery current is excessive, replace the transmitter and retest.
- If the battery current is normal, determine whether or not excessive transmissions are being made by the transmitter.
 - If excessive transmissions are from a PIRT, check walk test DIP switch #7, and reset if necessary.
 - If excessive transmissions are from a transmitter, replace the battery with a 9-volt battery.
 - If excessive transmissions are not occurring, replace the battery, then test the transmitter.

<p>NOTE: Remember to exit the Installer Test Mode.</p>

8700 DIGITAL COMMUNICATOR TROUBLESHOOTING

Dialer Won't Dial

1. Check that LED DS1 is blinking. If not lit, check input voltage and current, and fuse F1. If lit steady, remove and re-apply power to reset the watchdog circuit.

If the Digital Communicator has been programmed to change the time of the first test report (TEST RPT TIME), do not remove power from the dialer until the first test report has been transmitted. Removing power before the test report has transmitted can cause the dialer to lock up. The LED DS1 will stop flashing. Once the first test report has transmitted, power can be removed or applied at any time.

2. Check that the LOCAL/REMOTE jumper is in the REMOTE position except while programming locally with that AT&T Model 8710 Digital Communicator Programmer. In the operating mode, the jumper covers the two pins closest to the fuse.
3. Check that the channel input connector is properly wired, and plugged into J1.
4. Check the programming. See the Model 8710 and Model 8711 programming manuals.

Warnings

1. To avoid static discharge to the circuit board, do not remove the board from its plastic case. There are not installer-serviceable parts inside.
2. You must connect a good earth ground to the EARTH terminal for proper telco transient protection.
3. The LOCAL/REMOTE jumper must be in the REMOTE position at all times except during the time you are programming locally with the Model 8710 Digital Communicator will not be able to report signals to the central station until the jumper is moved back to the REMOTE position.
4. Disconnect DC power to the Digital Communicator before replacing the dialer fuse.
5. Disconnect the phone line before locally programming with the Model 8710 Digital Communicator Programmer.
6. If you program the dialer for TEST RPT TIME, do not power down the dialer until after the first test report has been sent. Removing power before the first test report is transmitted can cause the dialer to lock up.