



Troubleshooting Guide

3M[†] Headset Intercom System, Model C960

System Troubleshooting

To use this troubleshooting guide, locate the problem in the left column and look for the problem's possible causes and corrections in the middle and right columns. Possible causes are listed in the order in which they are most likely to happen. Check for possible causes in the given sequence to help isolate the problem.

Problem	Possible Cause	Solution
1. No communications. All headsets hear static.	<ol style="list-style-type: none">1. The base station is not ON.2. Base station and headsets are not programmed to same channel.3. The Base Station is defective.	<ol style="list-style-type: none">1. Turn the base station ON. Make sure the power transformer is plugged into the wall outlet <u>and</u> into the base station power receptacle. If the red power light does not come on, check for power at the wall outlet.2. Reprogram the headsets with the programming cable.3. Call for authorized service.
2. A single headset hears static.	<ol style="list-style-type: none">1. Headset is not programmed to same channel as base station.	<ol style="list-style-type: none">1. Reprogram the headset with the programming cable.
3. A single headset hears static. Programming cable has no effect.	<ol style="list-style-type: none">1. Defective programming cable.2. Defective headset.	<ol style="list-style-type: none">1. Try to program other headsets with the same cable. If they won't program, replace the cable.2. If the other headsets program OK, the single headset needs repair.
4. A single headset is dead. No static is heard.	<ol style="list-style-type: none">1. The headset is not turned on.2. The battery is discharged.3. The headset is defective.	<ol style="list-style-type: none">1. Press the ON button.2. Replace the battery with a fully charged one.3. Call for authorized service.
5. No vehicle alert tone in headset.	<ol style="list-style-type: none">1. No power to the vehicle detector.	<ol style="list-style-type: none">1. Plug the vehicle detector into power outlet or replace the detector fuse.

Problem	Possible Cause	Solution
	<ol style="list-style-type: none"> 2. Vehicle detector is "locked up." 3. The base station alert tone volume is set too low. 	<ol style="list-style-type: none"> 2. Remove power to vehicle detector for a few seconds to reset the detector. 3. Adjust alert tone volume.
<ol style="list-style-type: none"> 6. All headsets will not go into Standby (silence) when the vehicle leaves the menu sign. 	<ol style="list-style-type: none"> 1. This is normal when a pulse (air switch) type of vehicle detector is used. 2. There is a large metal object near the loop in the driveway (if a loop is used). 3. The Loop detector is "locked up." 4. Defective vehicle detector. 	<ol style="list-style-type: none"> 1. Press the Page switch to silence the menu microphone. 2. Remove the object. 3. Unplug the loop detector from the AC outlet and plug it back in to reset the detector. 4. Call for authorized service.
<ol style="list-style-type: none"> 7. Audio on all headsets cuts out or is interrupted. 	<ol style="list-style-type: none"> 1. The cause could be radio interference. These are symptoms of interference: <ul style="list-style-type: none"> S The operating range between the base station and the headsets gets very short, sometimes 25 feet or less. Normally you will hear nothing to indicate interference. S The Talk or Page light flickers briefly causing the system to leave standby mode, and go into listen mode with no vehicle alert heard. S The system may drop out of Talk Lock by itself. S When pressing the Channel Select button on the Base Station, the channel lights move sluggishly or not at all. 2. Loose or frayed wiring. 3. Poor location of Base Station (behind large metal objects, too far from work area, etc.). 	<ol style="list-style-type: none"> 1. Change the channel on the base station to one at least three channels away. <ul style="list-style-type: none"> S If using a single base station, move jumper J3 to the lane 2 position. This provides 8 additional channels from which to choose. S Locate and shut off other 900 MHz devices in the building, such as cordless phones, video and speaker systems, and video monitors. 2. Call for authorized service. 3. Relocate the Base Station, or add an additional Base Station to extend the range of the system.

Problem	Possible Cause	Solution
8. No Talk or listen from the menu sign when using the backup wired intercom. The C960 system works OK.	<ol style="list-style-type: none"> 1. The base station is turned on. 2. No power to the backup intercom. 3. The volume controls are set too low on the backup intercom. 4. Defective backup intercom or wiring. 	<ol style="list-style-type: none"> 1. Turn the base station OFF. 2. Turn the backup intercom on or plug in its power transformer. 3. Turn the volume controls up. 4. Call for authorized service.
9. No Talk or Page to other headsets from a single headset, or Talk or Page buttons require excessive pressure to operate.	<ol style="list-style-type: none"> 1. Dirt or grease under Talk or Page Switch. 2. Worn or defective Talk or Page switch. 3. Defective headset. 	<ol style="list-style-type: none"> 1. Call for authorized service. 2. Call for authorized service. 3. Call for authorized service.
10. Low Talk volume on a single headset.	<ol style="list-style-type: none"> 1. The holes in front of the microphone are plugged with dirt or grease. 2. Operator is not positioning the microphone correctly. 3. Defective headset. 	<ol style="list-style-type: none"> 1. Call for authorized service. 2. Refer to Operating Guide. 3. Call for authorized service.
11. Louder Talk volume or feedback from a single headset.	<ol style="list-style-type: none"> 1. The holes in back of the microphone are plugged with dirt or grease. 	<ol style="list-style-type: none"> 1. Call for authorized service.
12. Constant programming tones heard on a single headset. Programming cable has no effect.	<ol style="list-style-type: none"> 1. Defective headset. 	<ol style="list-style-type: none"> 1. Call for authorized service.
13. The "hands free" function does not work.	<ol style="list-style-type: none"> 1. The Talk Lock button is not enabled on the headset. 2. The system is operating in Standard mode. 	<ol style="list-style-type: none"> 1. Refer to the Operating Instructions to enable Talk Lock. 2. Talk Lock is disabled in Standard mode.

Battery and Battery Charger Troubleshooting

Problem	Possible Cause	Solution
1. No lights come on when a battery is inserted into charger.	1. Dirty contacts on battery or charger. 2. No power to charger. 3. Defective battery. 4. Defective charger.	1. Clean contacts on battery and charger with an alcohol moistened swab. 2. Make sure power transformer is plugged into charger and a "live" outlet. 3. Try a known good battery. 4. Call for authorized service.
2. Short battery life.	1. Worn out batteries. 2. The battery needs to be conditioned because it was repeatedly removed from the headset before the low battery alert sounded. 3. Wrong type of power transformer used for charger.	1. Replace battery. 2. Condition the battery. 3. Make sure power transformer is marked "Secondary Voltage 14 VAC."
3. The orange light comes on when a battery is inserted into the charger.	1. Defective battery.	1. Replace the battery.
4. The green light on the charger never comes on.	1. Defective battery.	1. Replace the battery.



Food Services Trade Department

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