

## R09-0023W – Wireless ‘Jack’ Adaptor Only (RG5)

**Q) I have a Jack and every time I plug it into the system it triggers the system and won't reset, what do I do?**

A) On most occasions you will receive your Ramblegard configured to your call system and no changes will be required, but if you are experiencing issues please follow steps below.

Firstly you will have to check the configuration of your system to confirm whether it is a stereo or mono system, by either:

- Confirming the brand of the system, for example Intercall, or
- Checking the plug on an existing call button or accessory you have in the home.

If your existing device has 2 black rings on the jack pin, it is stereo (ensure the switch is at 'Stereo'); as below example shows.

### STEREO



If it has 1 ring, it is mono (ensure the switch is at 'Mono'); as below example shows.

### MONO



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Secondly, you will have to check the switch on the right hand side of the Jack adaptor.

This should be:

- ON if you are using the socket on the side of the Jack for a Call Button or another accessory;



However,

- Must be OFF if this socket is not being used or it will continually trigger the call system.



Lastly, make sure your coiled connector lead is correctly inserted into the bottom of the Jack.

### **Q) I have plugged the Wireless Jack into my system and it won't alarm or do anything. What's wrong?**

A) A likely issue is that the Jack adaptor was plugged into the Call system, with the ON/OFF switch in the ON position and no call button plugged in, or that you have plugged in a Call button after inserting the Jack into the call system. To sort, unplug the adaptor and turn the ON/OFF switch OFF and plug in a Call button before plugging the Jack back into the system.

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**Q) The Wireless Jack I have keeps triggering the call system every 10-15mins and no one is even using it. Why?**

This will be because the Error light is flashing on the front of the Jack. Please refer to table below for further instruction.

LED Flashes	Adapter Fault (Yellow)	Reset by...	Wireless Device Fault (Red)	Reset by...
1	Low battery	Replace/remove batteries	Pad low bat.	Remove wireless device only
2	Pad Disconnect	Reconnect pad / press reset	Signal lost	Check pad/remove wireless device
3	AC lost	Reconnect AC / press reset		

Hold the reset button down for additional information about wireless device errors

1. ERROR LED will flash 1-2 times to indicate which Wireless transmitter is affected
2. STATUS LED will flash 1-3 times to indicate which other wireless device is affected

If necessary, erase the RG5 memory and reprogram the devices you will use. Please refer to the User Manual instructions which are provided with this component. Failing to find this, please request further copies from your distributor.

If you are still experiencing issues on any of the above, contact your distributor for further assistance.