



Troubleshooting Guide: SC800/ SC810R EasyLink™ Intercom

This troubleshooting guide describes common installation problems with possible causes and solutions. For other installation questions, please call AVCOMM Tech Support at (800) 845-7541.

- Test setup**
- ▶ Intercom - Set controls as follows: (1) Volume knob - Center (50%) (2) Squelch - Full (100% clockwise)
 - ▶ Headsets - Set the volume control on all headsets to maximum

Problem description	Possible causes	Solution
Cell phone RF noise: RF noise is heard when cell phone is in use	Cell phone antenna is too close to intercom or headset	Place cell phone as far as possible from the intercom and headset.
Cell phone operation: No incoming or outgoing cell phone communications	Cell phone interface cable connection	Check the interface cable for loose, shorted, or open connections, and replace if necessary. Check to make sure that the cable is the correct one for the cell phone.
Cell phone reception: Incoming received sound to the intercom is too weak or non-existent.	Cell phone volume is set to too low	Increase the cell phone volume level.
	Faulty cell phone interface cable	Check interface cable for continuity faults. Replace if necessary.
Cell phone transmission: No outgoing transmitted sound from driver and crew; only co-driver transmits.	Factory default is set for co-driver transmit only	<i>Qualified Technicians only!</i> Check intercom jumper setting for cell phone. Instructions to change factory default to alternate setting (all headsets transmit over cell phone) are listed in AVCOMM Installation Instructions SC800/ SC810, page 4, and #6d - "Cell phone transmission MIC select".
Intercom function: R1 & R2 indicators show green light, but there is no intercom function.	Bad cable connection: 1. Intercom to jack boxes 2. Jack boxes to headsets	Check each interface and headset cable for loose, shorted or open connections.
	Headset malfunction	Check all headsets for proper operation.
	Easylink™ Universal Jack Box is connected and dipswitches have not been set correctly.	Make sure all cables, adapters, and headsets are configured correctly with the intercom jumper settings and the dipswitch settings inside the Easylink™ Universal Jack Box (see chart included with the jack box).
Microphone sensitivity too high: Headset picks up too much surrounding noise	Intercom volume is too high	1. Lower intercom volume; the optimum level is 50%. 2. Reduce each individual's volume by using the control on the headset.
Microphone sensitivity too low: MIC out to Radio is too low or non-existent even with mic audio adjustment at maximum	Improper radio interface cable	Recheck the radio interface cable for proper connections.
	Driver and Co-driver connectors are swapped at intercom back panel	PTT connectors in the rear panel of the intercom have to be plugged in correctly. Ex) Driver PTT is connected to Driver PTT port.

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Mic/squelch setting in loud noise: Microphone opens when a siren or horn is activated.	Squelch control is too sensitive	Turn squelch counter-clock wise to desensitize the squelch. Headset microphone should be placed as close as possible to User's mouth. If this does not solve the problem, the system may need to be reconfigured. Call AVCOMM Tech Support for assistance.
Noise - Electrical: Electrical noises from fan, pump motors, strobe and rotating lights are heard through the intercom	Cable is not shielded properly	Use a cable with good shield (AVCOMM cables are recommended).
	Circuit ground wire shorted or incorrectly connected to vehicle chassis creating a "ground loop"	<ol style="list-style-type: none"> 1. All circuit grounds in the harnesses, jack boxes, PTT boxes, and custom made devices must be isolated from the vehicle grounds or chassis. 2. The chassis ground terminal on the intercom back panel should be connected to vehicle chassis ground or grounding buss of vehicle.
	Noisy power source connected to the intercom input power	<ol style="list-style-type: none"> 1. Use the dashboard instrument or radio power buss for the intercom power. 2. Optimally the black power supply wire should be directly connected to the battery negative terminal. 3. DO NOT USE a power buss for a fan, pump motor, strobe, or light bar with rotating lights since these power sources create too much electrical noise on the power line.
	Cable has an open circuit	Check all interface cables for correct shielding or open ground wires and shields.
Noise – Intercom: Electrical feedback squeal. Humming noise is heard. Acoustical squeal feedback	Bad cable connection from intercom to jack boxes.	<ol style="list-style-type: none"> 1. Make sure all headset plugs are plugged in all the way. 2. Check for microphone line shorting to headset speaker line. 3. Check each interface cable for loose, shorted, or open connections.
	System shield or grounds are not intact.	Make sure the ground terminal at rear panel of intercom is connected to vehicle chassis ground or grounding buss of vehicle.
	Connected headset (unused) with active MIC close to a dome speaker	Check headsets for possible acoustical feedback.
Noise – Vehicle alternator: Electrical noise from battery charging system (alternator whine) is heard through the intercom	Bad diodes in the alternator Bad voltage regulator Bad battery or alternator cable connections Missing or bad engine alternator grounding straps	Have electrical charging system of the vehicle serviced. For an interim remedy, install a good inductor capacitor alternator whine power line filter between the vehicle power and the intercom's red and black power wires.
Radio reception: Incoming radio sound to intercom is too loud and distorted, or too weak	Speaker audio level adjustment	Increase or decrease the radio volume at the radio, or adjust the "SPK audio adjustment" at the side of the intercom; See page 3 of the installation manual.
Radio transmission: Outgoing radio sound from intercom is too loud or too weak. MIC picks up too much background noise when radio is transmitted.	MIC audio level adjustment	Increase or decrease the "MIC audio adjustment" at the side of the intercom; See page 3 of the installation manual.