

NEM Troubleshooting:

NEM System

1. Sub station does not call in, but there is communication.

Number and "E" wires are reversed.

Refer to the [NEM Instructions](#).

2. Sub station call is momentary, but does not latch.

1. Jumper clip/wire at sub is missing (On the NA-A/AN, the jumper clip is between the "D" and "E" terminals. On the NA-NE and the NB-L, the "Green" and "Black" wires must be tied together, going to the "E" of the master).

2. If an LE- series sub station is being used without adding the PC-359B, the call will not latch. Add one PC-359B latching circuit board at each sub station. Contact [Technical Support](#) for modification instructions.

Refer to the [NEM Instructions](#) or [PC-359B Instructions](#).

3. Existing NEM system has more than one light coming on when subs call in.

1. Make sure the station numbers on the master station or the number wires from the sub stations are not shorted together.
2. Other cause is possible power surge at the master. Send in for repair.

4. NEM system has buzz or hum.

Wire was run too close to AC voltage or fluorescent lights. Shielded wire is recommended. If shielded wire was run, tie all the shields together and connect one end to an earth ground. Connect the negative of the power supply to an earth ground. (If noise is still there, try connecting ground to the E terminal of the master station.)

Refer to the [NEM Instructions](#).

5. Constant call tone and LED from "SPEAKER ONLY" locations.

Speaker-only stations (SP-20N) require an NP-25V capacitor in series with the leg of each speaker that is connected to the number terminal on the NEM master. (This is only used when the speaker location does not have a call button to place a call to the master station.)

6. All Call is garbled or distorted.

Check for proper power supply. The NEM-10/10A and the NEM-20/20A require the PS-2410A, the NEM-30/30A and the NEM 40/40A require the PS-24E. If add-on selectors are included in the system, each one will require its own power supply. The N-20AS requires a PS-2410A and the N-40AS requires a PS-24E.

Refer to the [NEM Instructions](#) or [N-AS Instructions](#).

LEF Troubleshooting:

LEF System

Trouble Shooting Flowchart:

[Master to Audio Only Sub](#)

1. New LEF with All Call adapter has more than one light coming on when subs call in.

1. Check to see if " E " & "-" wires are shorted together anywhere in the system.

2. Capacitors (NP-25V) are required between master and All Call adapter, in series with each station number terminal assigned to an indoor sub station.

Refer to [BGR-10A Instructions](#). Refer to [BG-10C Instructions](#).
Refer to [LEF-C Instructions](#). Refer to [LEF Instructions](#).

2. New LEF system has buzz or hum.

Master(s) is too close to AC voltage or dimmer switches.
Shielded wire is recommended. If shielded wire was run, tie all of the shields together and ground one end to an earth ground.

Wire between master stations must be in one jacketed cable. If multiple cables were used, make sure all station number wires and the E wire are in the same jacketed cable.

Refer to [LEF-C Instructions](#). Refer to [LEF Instructions](#)

3. New LEF system has more than one light coming on when subs call in.

1. In a multiple master system, make sure that the "E " & "-" are not shorted together.

Refer to [LEF-C Instructions](#). Refer to [LEF Instructions](#)

2. Possible power surged units, send in for repair.

4. Existing LEF system has more than one light coming on when subs call in.

Possible power surged units, send in for repair.

5. LEF one master system, communication with the sub is fine, but no call tone (or call tone but no communication or a combination of both at different subs).

If running 2 conductors to sub stations: Jumper between "E " & "- " has been removed and must be reinstalled on all units, including master station.

Refer to [LEF-C Instructions](#). Refer to [LEF Instructions](#)

6. LEF system, "Occupied" light always on.

A station in the system is in the "ON" position, the "R" wire is shorted, or a unit in the system is damaged.

Refer to [LEF-C Instructions](#). Refer to [LEF Instructions](#)

7. LEF system, no communication between masters.

Improper connection of the "C" terminal. ("C" Stands for "call", not "common"). Check wiring connections between master stations to make sure the wire on the "C" terminal is wired properly. "C" of master 1 connects to 1 of all other masters. "C" of master 2 connects to 2 of all other masters, etc.

Refer to [LEF-C Instructions](#). Refer to [LEF Instructions](#).

8. LEF/BGR, no audio or music but has lights & shows display.

PS-12C and PS-2410A power supplies might be swapped. 12V DC power goes to LEF, 24V DC goes to BGR-10A.

Refer to [BGR-10A Instructions](#), [BG-10C Instructions](#), [LEF-C Instructions](#) or [LEF Instructions](#).

9. LEF/BGR, music gets louder when selecting a station from a master.

"R" or the "12V -" are not connected from the LEF to the BGR-10A.

Refer to [BGR-10A Instructions](#), [BG-10C Instructions](#), [LEF-C Instructions](#) or [LEF Instructions](#).

10. LEF System, "All Call" isn't working.

1. All call requires additional equipment (BGR-10A with PS-2410A, or BG-10C with PS-12F).

Refer to [BGR-10A Instructions](#), [BG-10C Instructions](#), [LEF-C Instructions](#) or [LEF Instructions](#).

2. If additional equipment is present, check for proper connection of P1, P2, and P3 terminals from the master stations to the BG-10C or BGR-10A.

Refer to [BGR-10A Instructions](#) or [BG-10C Instructions](#).

11. LEF system with All Call/music, subs continuously call in if music is on or all call is attempted (LE-A/AN, LE-B/BN, LE-D/DA sub stations only).

The system requires one NP-25V capacitor for each sub station. Install capacitor in series on all sub station number terminals between the LEF master and All Call/Music adapter.

Refer to [BGR-10A Instructions](#), [BG-10C Instructions](#), [LEF-C Instructions](#) or [LEF Instructions](#).

12. LEF System with BGR-10A/BG-10C door station does not chime when call button is pressed.

Check for proper connection of the DA/DB/DC terminals and the 12V DC "-" between BGR-10A/BG-10C and LEF master. Number wire (1) from door station must be connected to DA, DB, or DC terminal. Negative of LEF must be connected to - of BGR-10A. "E" is common communication. Chime tone is generated by a momentary closure between 1 & - of door station, activating chime by shorting DA to - in BGR-10A (BG-10C).

Refer to [BGR-10A Instructions](#), [BG-10C Instructions](#), [LEF-C Instructions](#) or [LEF Instructions](#).

13. LEF System with BGR-10A/BG-10C door chimes when call button is pressed, however the electronic call tone is heard as well.

Door station must tie to the BGR-10A/BG-10C first. Also, SW-5 on the back of the main PC board needs to be in the "A" position (on all LEF series masters). LEF-C masters come in the "A" position from the factory. LEF surface mount units come in "B" position, and must be changed to "A" when used with BG-10C.

Refer to [BGR-10A Instructions](#), [BG-10C Instructions](#), [LEF-C Instructions](#) or [LEF Instructions](#).

14. LEF System, the door release doesn't function.

The LEF requires an RY-PA relay for each door being released. Two black wires are input side, requiring 12V DC to activate relay. Two yellow wires provide a dry closure when the relay is activated.

Refer to [LEF Instructions](#).

15. LEF/MY system has a buzz or hum.

1. Connect "G" terminal on the PS-18C power supply to an earth ground.
2. Make sure that the MONITOR is on the left-hand side of the LEF intercom when facing the units.
3. Make sure the video wiring (18AWG, 6 conductor) is run in a separate jacketed cable from the intercom wires, and that the intercom wiring is not run directly behind or near the video monitor.

Refer to [MYW-P3L Instructions](#), [MYW-P1L Instructions](#), [LEF-C Instructions](#) or [LEF Instructions](#).

16. LEF/MY system has a buzz or hum when the monitor is on.

Monitor has to be on the left side of the LEF master. (it cannot be on the right.) Also, ground the PS-18C terminal to the PS-12C chassis. Refer to #15.

17. LEF/ MY system, proper door camera comes on when the call button is pressed, however all video and communication is lost when the station is selected.

1. "K" terminals are improperly connected or not connected at all. Video door stations 1, 2, and 3 correspond to DA/KA, DB/KB, and DC/KC terminals accordingly. E.g. If door #1 is on channel 10, K10 of master station must be connected to KA of MYW-P3L. Likewise for other stations.

Refer to [MYW-P3L Instructions](#), [MYW-P1L Instructions](#), [LEF-C Instructions](#) or [LEF Instructions](#).

18. LEF/ MY system, proper door camera comes on when the call button is pressed, however there is no control of the pan and tilt functions.

1. Wire gauge is too thin or power supply is too far away. Make sure power supply is within 16' of the adaptor or monitor and is connected using 18 AWG wire.
2. Take affected unit to "working" location or to the MYW Adapter and test.

Refer to [MYW-P3L Instructions](#), [MYW-P1L Instructions](#), [LEF-C Instructions](#) or [LEF Instructions](#).

19. Monitor does not turn on when door station call button is pressed.

1. Take a voltage reading between U1 and -. It should be roughly 18V DC. Check connection between MYW adapter and MYH monitor to make sure +, -, U1, and U2 terminals are connected properly.
2. Short U2 to - at monitor, and the monitor should turn on.

3. Short U2 to - at the previous monitor or MYW adapter to isolate the problem to wiring or equipment.

Refer to [MYW-P3L Instructions](#), [MYW-P1L Instructions](#), [LEF-C Instructions](#) or [LEF Instructions](#).

20. LEF/ MY system, no call tone from camera.

Perform jumper test at LEF Master (short station number to "-"). If call tone is heard, repeat jumper test on the appropriate D terminal (DA, DB, DC) and "-" at the MYW Adapter. If call tone is heard, perform jumper test at appropriate A1, A2 terminals. If call tone is heard, take wires off of camera and short together. If that works, then the call button in the camera is malfunctioning.

Use jumper tests as described to isolate problem to specific equipment or wire.

Refer to [MYW-P3L Instructions](#), [MYW-P1L Instructions](#), [LEF-C Instructions](#) or [LEF Instructions](#).