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WIRELESS RF RECEIVER

GEMC-RECV

NOISE TROUBLESHOOTING GUIDE

WI2096A 04/14

OVERVIEW

"Noise" or "interference" refers to extraneous and unwanted signals that obstruct an electrical system, often due to other electronic or magnetic signals found within the commercial site. If the installation location contains noise sufficient to interfere with the correct operation of the system, a "**E72 - High RF Noise**" system trouble will be generated and displayed at the keypad.

Note: The word "jam" is often used informally; the green LED functions as a "jam" indicator with the GEM-RECV series wireless receivers, and as a "noise" indicator with the GEMC-RECV wireless receivers.

Some locations may contain more radio noise than other locations. Computer rooms and electrical control panel utility closets are examples of locations that often contain high amounts of electrical noise, and should therefore be avoided. **Note:** To find the best location for the GEMC-RECV receiver, always observe the green LED on the GEMC-RECV unit with its cover removed.

TROUBLESHOOTING STEPS

If relocating the receiver does not decrease the noise levels, or if the source of the noise cannot be found or eliminated, both noise (and signal) levels can be reduced at the receiver by using the lower-gain shorter antennas, provided.

Note: The top antennas are the "active" antennas; BOTH antennas must be adjusted at the same time as the GEMC-RECV receiver makes use of both at any given time. Proceed as follows:

1. **Remove the GEMC-RECV cover.**
2. **Remove both top antennas and observe the green LED under the GEMC-RECV cover.** The green LED should be mainly off, but can flicker if a nearby transmitter is active. Ensure that the "**E72 - High RF Noise**" trouble code indication at the keypad turns off.
3. **Install the short antennas:** Observe the green LED under the GEMC-RECV cover; the LED should be mainly off, but can flicker if a nearby transmitter is active.
4. **Check the signal strengths of the distant transmitters** as both noise and valid signal levels can be reduced at the receiver.
5. **If the noise level is still not within acceptable levels,** cut the tops of both antennas by $\frac{1}{2}$ " and check the signal strengths again (the cutting is best performed using heavy-duty 10" electrician's pliers). If necessary, repeat this step, cutting $\frac{1}{2}$ " at a time, until noise levels are within acceptable levels.

NAPCO LIMITED WARRANTY

NAPCO SECURITY SYSTEMS, INC. (NAPCO) warrants its products to be free from manufacturing defects in materials and workmanship for *thirty-six months* following the date of manufacture. NAPCO will, within said period, at its option, repair or replace any product failing to operate correctly without charge to the original purchaser or user.

This warranty shall not apply to any equipment, or any part thereof, which has been repaired by others, improperly installed, improperly used, abused, altered, damaged, subjected to acts of God, or on which any serial numbers have been altered, defaced or removed. Seller will not be responsible for any dismantling or reinstallation charges.

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NAPCO RECOMMENDS THAT THE ENTIRE SYSTEM BE COMPLETELY TESTED WEEKLY.

Warning: Despite frequent testing, and due to, but not limited to, any or all of the following; criminal tampering, electrical or communications disruption, it is possible for the system to fail to perform as expected. NAPCO does not represent that the product/system may not be compromised or circumvented; or that the product or system will prevent any personal injury or property loss by burglary, robbery, fire or otherwise; nor that the product or system will in all cases provide adequate warning or protection. A properly installed and maintained alarm may only reduce risk of burglary, robbery, fire or otherwise but it is not insurance or a guarantee that these events will not occur. CONSEQUENTLY, SELLER SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE, OR OTHER LOSS BASED ON A CLAIM THE PRODUCT FAILED TO GIVE WARNING. Therefore, the installer should in turn advise the consumer to take any and all precautions for his or her safety including, but not limited to, fleeing the premises and calling police or fire department, in order to mitigate the possibilities of harm and/or damage.

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