



Trouble Shooting Guide

Volt™ Security Solution

Issue	Check	Solutions
The alarm sounds when the device is pulled / touched	Cord Reel Sensor	<ol style="list-style-type: none">1. Test the cord reel by removing the sensor and phone, replace with a test sensor(create a test sensor by affixing a penny to a single sensor)2. Pull the cord reel in all directions-if the alarm sounds or the red LED on the sensor flickers at any time replace the cord reel.3. If the cord reel is good check the sensor to see if it is adhered correctly and if required use the primer stick.4. If the sensor appears to be adhered correctly, then replace the sensor and follow proper install instructions per your phone/product install guide.
The red LED light is not lighting up on the sensor	Sensor	<ol style="list-style-type: none">1. Is the position plugged into the alarm?2. If the position is plugged in, replace the sensor.
The alarm module lights are not illuminating	Power Source Power Cord Alarm Module	<ol style="list-style-type: none">1. Check the power supply to see if it is plugged into a working outlet.2. Check the plug connection from the power supply into the alarm box.3. Turn off the alarm module and unplug all the cord reels from the ports.4. Turn the alarm module back on. This will determine if the power supply has shorted out. If the light on the alarm module is green, then the power supply is working correctly. If the green light does not illuminate, then replace the power supply.5. If the green light illuminates but the red port lights do not, then replace the alarm.
All devices are not charging	Power Source Power Cord	<ol style="list-style-type: none">1. Follow the above instructions for <i>"The alarm module lights are not illuminating"</i>



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A single device is not charging	Cord Reel Sensor Power Coupler	<ol style="list-style-type: none">1. Check power connections as in the instructions for “<i>The alarm module lights are not illuminating.</i>” If ok, check the position per the instructions in “<i>The alarm sounds when the device is pulled / touched.</i>”2. Replace the power coupler if all other steps do not uncover the problem
Cord reel is snagging / frayed	Cord reel	<ol style="list-style-type: none">1. Replace the cord reel with a new or working cord reel.
The alarm goes off intermittently	Check positions to see which one is causing the alarm	<ol style="list-style-type: none">1. When the alarm sounds all other LED's go out, isolate the bad position.2. Follow the trouble shooting steps under Alarm Sounds when the device is pulled or touched.
The alarm chirps twice throughout the day	Alarm Module	<ol style="list-style-type: none">1. The alarm module is set to the “off” position. Turn the unit “on” either by the remote key switch or on the alarm itself.
The alarm chirps once throughout the day	Alarm Module	<ol style="list-style-type: none">1. Replace the alarm module batteries.