

Troubleshooting Guide

The following troubleshooting guide has been designed to help solve problems based upon installation and use.

As Autocom Products are true noise-cancelling equipment, it is important that the installation instructions be followed precisely in order to achieve proper system performance. Also, note that Autocom Systems have been designed so that most anyone can install an entire system with little mechanical or electrical experience. However, please realize that true noise-cancelling

technologies — such as Autocom's — operate in a manner different than most people are accustomed. It is, therefore, important to realize that the success of the installation will be determined by how accurately the instructions are followed. In conclusion, please read the manual as you will save time in the end.

If you have questions regarding this guide or other issues, please contact us toll free at 1-888-851-4327.

Problem	Solution
1. Music volume is low or lacks bass	<ol style="list-style-type: none">Check speaker placement –Speakers MUST be centered directly over your ear canal and touching your ears (Note: if the speakers are misaligned by 1/4" the result will be 50% less volume)Make sure music lead is plugged all the way into the unitIf using an on-board "car style" radio make sure the connections are <u>soldered</u> and that the negative and positive leads are not reversedMP3 players and some CD players tend to have a very low output volume (Try a different music source or inline amplifier)
2. Speech volume is low	<ol style="list-style-type: none">Check speaker placement (Speakers MUST be centered directly over your ear canal and touching your ears.)Check microphone placement (the microphone MUST be centered directly in front of your mouth and touching your lips)If wearing earplugs make sure you have the speech volume set to the high position
3. "Ticking"/motor noise in the system	<ol style="list-style-type: none">Unplug all peripherals from the intercom and test again. If the noise is gone, refer to the #4 "Ticking"/motor noise from a peripheral, if noise is still present go to the next stepMake sure the negative lead (black) is connected directly to the battery negative terminal (NEVER ground to the frame or tap into an existing wire for the ground)Make sure the positive lead (red) has a good connection to the fuse box or is soldered to the tail light wire (NEVER use a SCOTCH-LOK®)Reposition the unit (usually the tail section of the bike is best)Relocate rider and/or passenger leads away from potentially noisy areas of the bike

Troubleshooting Guide (continued)

Problem	Solution
4. "Ticking" motor noise from a peripheral	<ul style="list-style-type: none">a. If using an on-board "car style" radio make sure the connections are <u>soldered</u> and that the negative and positive leads are not reversedb. If the peripheral is powered from the bike you MUST use an isolated audio lead (ML-PI, ML-PI2, ML-PI3, IL-TP)c. Relocate audio interface leads away from potentially noisy areas of the bike. If possible avoid routing under the gas tank
5. "Squealing" noise when used with CB	<ul style="list-style-type: none">a. Refer to "CB Help Guide" located on the website in the Support section in the Autocom Help Guides folder
6. Erratic "VOX" behavior	<ul style="list-style-type: none">a. Replace 9 volt battery if using portablyb. Refer to the "Setting the VOX" section of this manual
7. Voice is not being transmitted when a transceiver is used bike to bike	<ul style="list-style-type: none">a. We recommend testing the systems one bike at a time as it is much easier to trouble shoot this way. First set up one complete bike and use the unit by talking to someone using another transceiver by itself (w/o the use of an Autocom). When you have done this, test the second bike the same way.b. Make sure the interface lead is fully plugged into the transceiver. When using the Kenwood XL radio be sure to use the supplied clip that holds the interface lead firmly into the radio, other radios may require using a rubber band to hold the lead firmly
8. Cannot hear cell phone through the unit	<ul style="list-style-type: none">a. Make sure the IL-14 is firmly seated into the headset jack on the phone. This may require trimming about 1mm of the black insulation from the 2.5mm plug so it will seat all the way into the phone. Some phones (Nokia, Ericsson, etc.) require a headset adapter to adapt to the "standard" 2.5mm plug