

Assemblies Affected:

DCH4

Symptom:

Clicking sound is heard in handset when making a call to an outside line.

Cause:

Low level loop current present on phone line.

Important Note: Most telephone systems have 48-52 VDC present on the phone line that powers both the handset, and allows audio to be transmitted. Usually these lines have 25-30 mA of current. In some systems, the current is less than 25 mA, and this is when a clicking noise is present when dialing to an outside line. This lack of current creates a less than optimum operating state for the DCH4 when dialing out.

*First ensure you are using the correct power supply rated for use with the DCH4, using the wrong power supply will cause similar symptoms. Use the 120VAC/13.8VAC 1.25Amp, UL listed adaptor that is included in the box with this product.

- 1) You can place a booster in the line that will boost the amount of current. Instead of purchasing one, you can utilize a 9-12V DC regulated power supply.
- 2) You would need to use a meter to locate the conductor in the phone line that carries the positive voltage.
- 3) Once you locate the positive conductor you would wire that into the negative leg of the regulated power supply.
- 4) The positive lead off the power supply can then be wired back into the line going into the DCH4 - in essence we are looping the voltage thru the power supply before sending it back out to enter into our DCH4.

If resolution isn't found by using this fix, please contact Xantech Tech Support.