

# LINE-WIZARD® TROUBLESHOOTING

- **Green LED does not light up on the control panel of one of the Infrared Head Units.**
  - 1. Battery is fully discharged and needs to be fully charged.*
  - 2. Internal problem. Call Customer Service.*
- **Green LED is flashing on the control panel on one of the Infrared Head Units.**
  - 1. Battery power is running low and needs to be charged.*
- **The Red LED on the control panel of one of the Infrared Head Units does not light up when charging.**
  - 1. Check the connections from the Power Charger Splitter Cable to the power jack located on the bottom of the housing and from the Power Charger Splitter Cable to the Charging Cable from the AC Power Charger.*
  - 2. If the Red LED on the control panel is still not on, try removing the Power Charger Splitter Cable from the AC Power Charger's Cable and run the cable from the AC Power Charger directly to the power jack on the bottom of the Infrared Head Unit. If the Red LED illuminates, then the Power Charger Splitter cable is defective. Call Customer Service for a replacement.*
  - 3. After checking the above steps 1 & 2 and the Red LED still does not illuminate, there is most likely an internal problem and you will need to call Customer Service.*
- **Red LEDs on the control panels on the Infrared Head Units do not light up when charging.**
  - 1. Check the connection from the Power Charger Splitter Cable to the power cable coming from the 10V AC Power Charger.*
  - 2. Make sure that the 10V AC Power Charger is plugged into a AC wall outlet that is known to be good.*
  - 3. If the Red LEDs on the control panel are still not on, try removing the Power Charger Splitter Cable from the AC Power Charger's Cable and run the cable from the AC Power Charger directly to one of the power jacks on the bottom of an Infrared Head Unit. If a Red LED illuminates, then the Power Charger Splitter cable is defective. Call Customer Service for a replacement.*
  - 4. If the AC Power Charger is plugged into one of the Infrared Head Units directly and the Red LED does not illuminate, The AC Power Charger is defective. Call Customer Service for a replacement.*

- **Green LED does not light up on the RF Radio receiver.**
  1. *Batteries are fully discharged and need to be replaced.*
  2. *Internal problem. Call Customer Service.*
  
- **Green LED is flashing on the RF Radio Receiver.**
  1. *Battery power is running low and batteries need to be replaced.*
  
- **Volume control does not work on the RF Radio Receiver.**
  1. *Check to make sure the power is on.*
  2. *Internal problem. Call Customer Service.*
  
- **Tone does not sound and Red LEDs do not illuminate when the infrared beam is broken.**
  1. *Check to make sure the RF Radio Receiver is powered up.*
  2. *Break the infrared beam and see if the Amber LED on the Infrared Head Unit "A" goes off. If the Amber LED goes off there is an internal problem with the RF Radio Receiver and you will need to call Customer Service.*
  
- **The two Infrared Head Units will not pair up with each other and the Amber LED on the Infrared Head Unit "A" will not illuminate.**
  1. *Check to see if both Infrared Head Units are powered up.*
  2. *Check for unintended obstructions to the path of the beam.*
  
  3. *Check the appearance of the lenses on both Infrared Head Units. If necessary clean by wiping with a soft, damp cloth.*
  4. *Try pairing the two Head Units at a close distance of about 20 feet. If the two Head Units pair up and the Amber LED illuminates, carefully read the **POSITIONING THE INFRARED HEAD UNITS FOR ALIGNMENT** section of this User Manual and try again. If the Infrared Head Units still do not pair up, there is most likely an internal problem with one of the Infrared Head Units and you will need to call Customer Service.*
  
- **IF THERE ARE ANY OTHER TECHNICAL PROBLEMS WITH THIS PRODUCT THAT IS NOT MENTIONED ABOVE, PLEASE CALL CUSTOMER SERVICE.**