Troubleshooting - Wired Doorbell

Problem	Possible Cause	Solution
The doorbell does not sound.	□ The transformer may not be working properly.	□ Test transformer voltage output with a volt meter. Set the volt meter to read A/C voltage. Voltage should read between 18 - 22 volts A/C on the low voltage side of the transformer when the doorbell is NOT playing. If the volt meter reads below 18 volts, replace the transformer.
	□ The push button may not be working properly.	□ Remove the push button that is not working from the door frame. Disconnect the wires from the terminals and touch the bare wires together. If the doorbell sounds, the push button is defective. Replace the push button.
	□ The doorbell may not be working properly.	□ Disconnect the wire from the terminal marked "TRANS". While someone presses the push button at the front door, quickly touch the "TRANS" wire to the terminal marked "FRONT". You will see a small spark if the push button, wiring, and transformer are operating properly. Repeat the steps for the "REAR" terminal and the rear push button. If the wiring between the transformer and the push button(s) checks out properly, replace the doorbell.

Troubleshooting - Wired Doorbell (continued)

Problem	Possible Cause	Solution
The doorbell sounds but does not play the entire tune or the "TUNE" button does not work.	□ The push button diode is not installed correctly or is not working properly.	□ Verify the diode is attached securely to the main push button; see step 5 under Installation - Wired Doorbell. The doorbell may not function properly if a diode is installed on more than one push button. Note: Some push buttons have a pre-installed diode. An additional diode should not be installed if the push button has a pre-installed diode. If the musical tune still does not sound completely, replace the diode (Type 1N4001-50V-1A, available at a local electrical component supplier).
	□ The transformer may not be working properly.	□ If the diode is connected to the "FRONT" door push button and the doorbell does play the entire tune, the doorbell is not receiving enough power from the transformer. Test the transformer voltage output with a volt meter. Set volt meter to read A/C voltage. The voltage should read between 18 - 22 volts A/C on the low voltage side of the transformer when the doorbell is NOT playing. If the volt meter reads below 18 volts, replace the transformer.

Troubleshooting - Wireless Doorbell

Problem	Possible Cause	Solution
The doorbell does not sound.	□ The push button and doorbell are not synced. □ The batteries are not installed correctly. □ The batteries are dead.	□ Follow step 2 under Installation - Wireless Doorbell to sync. □ Make sure the batteries are installed according to the diagram inside the push button and doorbell (if applicable). □ Check the charge of the push button and doorbell batteries (if applicable) and replace if necessary.
The batteries seem okay, but the doorbell does not work after installation.	□ The doorbell or push button is mounted on metal or near metal studs. □ The doorbell is mounted near a concrete floor or wall. □ The doorbell and push button are installed too far apart.	□ Metal reduces transmission range. Use 1/4 in. to 1/2 in. (6 to 13 mm) wood shims to move the doorbell or push button away from the metal surface. □ Concrete may reduce range. Move the doorbell away from the concrete surface. □ Locate the doorbell closer to the push button.
Doorbell sounds when not intended (false triggers).	□ Doorbell is receiving interference from another wireless device.	□ Reset doorbell and push button. □ Remove push button batteries. Wait 30 seconds. □ Press and hold the push button for 10 to 15 seconds within 60 seconds after installing battery into the push button. □ Press and hold the button on the doorbell until the doorbell sounds a "Beep-Beep-Beep-Beep". □ To re-sync the push button and doorbell, follow step 2 under Installation - Wireless Doorbell.