

Before You Call About ...



Ultra•Post
(1 of 2)

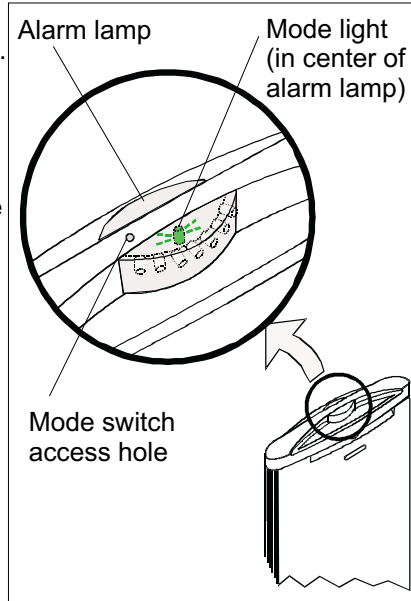
False alarms

Nearby electronic devices or hidden tags can cause your Ultra•Post® to false alarm.

- To help diagnose problems, Ultra•Post has a mode light, a green light inside the alarm lamp. Using the figure at right, find the mode light on the pedestal. What is the mode light doing?
 - **Flashing once per second** - Normal mode
 - **Steady (not flashing)** - Hidden Tag mode
 - **Flashing twice per second** - Service mode
- Does pedestal alarm constantly or just sometimes (2 times a minute or less)?
 - **Constantly.** Go to step 4 below.
 - **Sometimes.** Go to step 3 below.
- Move all store products 10 feet from pedestal. Do alarms stop?
 - **Yes.** One or more moved products has a tag. Find and remove it. You are done.
 - **No.** Look for tags within 10 feet of pedestals. If no tags are found and problem persists, go to step 6 below.
- To put alarming pedestal in Hidden Tag mode, insert the end of a paper clip into the mode switch access hole (shown in figure) and press the mode switch once. The pedestal should emit a three second tone and enter Hidden Tag mode and the mode light should go on steady. (If not, this feature has been disabled and you should go back to step 3.) After 30 seconds, Hidden Tag mode reverts to normal mode.

Do alarms occur during 30 seconds of Hidden Tag mode?

 - **Yes.** Go to step 6 below.
 - **No.** Go to step 5 below.
- After Hidden Tag mode finishes in 30 seconds, do alarms resume?
 - **Yes.** One or more tags are still in area. Find and remove it. You are done.
 - **No.** Make sure you waited 30 seconds and then check mode light to ensure pedestal is not in Service mode. If it is, press mode switch once more to return to normal mode and go back to step 1. If it is not in Service mode, wait until system false alarms again before performing this procedure.
- A nearby electronic device (such as a TV set or computer) or light (such as a neon or halogen light) may be causing false alarms. One at a time, turn off each light or device within 10 feet. Do alarms stop when device is off?
 - **Yes.** That device is the source of the false alarms. Leave device off or move it. If you can't, see instructions for No below.
 - **No.** Place pedestal in service mode by inserting the end of a paper clip into the mode switch access hole (shown in figure) and pressing mode switch once (mode light should flash twice a second). Call for assistance.



Before You Call About ...



Ultra•Post
(2 of 2)

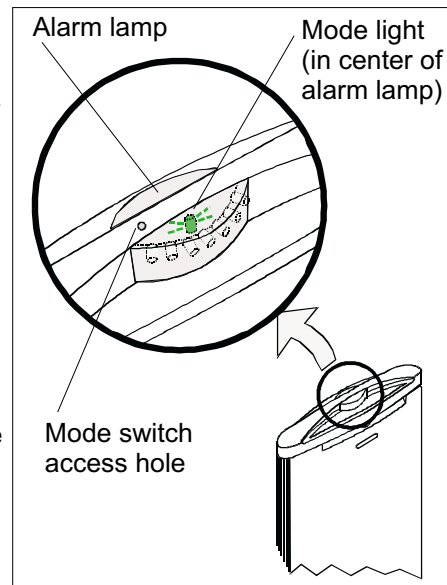
Dead system/Low sensitivity

If your Ultra•Post® is dead or has low sensitivity, it may be without power, in the wrong mode, or experiencing electronic interference from a device (such as a TV set or computer monitor) or lights (such as some fluorescent, halogen, or neon lights).

- To help you diagnose your problem, the Ultra•Post has a mode light, a green light inside the alarm lamp. Using the figure at right, find the mode light on the Ultra•Post. What is the mode light doing?

- **Off** - no power
- **Steady** (not flashing) - Hidden Tag mode
- **Flashing twice a second** - Service mode
- **Flashing once a second** - Normal mode

- Use the table below to determine the cause of the problem and the action to take.



Status	Problem/Action
Off	<p>The Ultra•Post has no power.</p> <ol style="list-style-type: none"> Ensure Ultra•Post is connected to power source. Check the circuit breaker in your store's breaker box. <ul style="list-style-type: none"> • If breaker is tripped, reset it and check system performance. If circuit breaker will not stay on, call maintenance. • If breaker is OK, Ultra•Post needs service. Call for assistance.
On steady (not flashing)	<p>The Ultra•Post is in the wrong mode (hidden tag mode).</p> <ol style="list-style-type: none"> Wait 30 seconds for Ultra•Post to revert to normal mode. Use tag to test system for sensitivity. If Ultra•Post still has low sensitivity, see instructions for flashing once per second below.
Flashing twice per second	<p>The Ultra•Post is in the wrong mode (service mode).</p> <ol style="list-style-type: none"> To change Ultra•Post to normal mode, insert a paper clip in mode switch access hole (shown in figure) and press mode switch once. Test Ultra•Post for sensitivity with tag. If Ultra•Post still has low sensitivity, see instructions for flashing once per second below.
Flashing once per second	<p>An electronic device or a light may be causing interference.</p> <p>One at a time, turn off each device within 10 feet of pedestals and use a tag to test sensitivity.</p> <ul style="list-style-type: none"> • If sensitivity improves when a device is turned off, that is the interference source. Leave device off or move it away. • If sensitivity never improves, call for assistance.