

# Acoustic Feedback on Door Entry Telephones

## Symptoms:

A high pitch whistle or 'howl' is heard at both the Entrance panel and the Telephone, whenever the handset is taken off the hook; sometimes this effect is continuous and sometimes it will vary with the position of the handset or appear only whilst talking.

### Possible Cause (Installation)

- 1) Either or both Volume controls are adjusted too high

Normally both A and B should be adjusted to between one third and one half of full rotation to achieve good speech volume without feedback.

- 2) The 'O' connection is not properly made.

Mis-connection of the O-line between the speech unit and the telephone will dramatically reduce the feedback threshold. Check your wiring for this fault.

- 3) There is an air gap between the speech unit and the grill

The speech unit must be placed firmly against the rear of the grill of the entrance panel; if necessary use packing materials to achieve this.

### Possible Cause (Poor Location)

- 4) The Entrance Panel and Telephone are located too closely together

If the caller can be heard directly (ie without the use of the entry phone system) then the units are too close!

- 5) The environment is too noisy.

If the entrance panel is placed in a noisy environment such as on a busy high street, it may be difficult to obtain satisfactory volume levels. Try sacrificing the volume in one direction to the benefit of the other

- 6) The entrance panel is placed in an 'acoustic well'

If the entrance panel is surrounded by reflecting walls eg a basement flat then acoustic feedback may occur at lower volume levels. Try changing the position or orientation of the panel.