

## FAQ

### Serene Model CA-AX Wireless Audio Sensor

1. Q: What is CA-AX wireless supervision feature?  
A: It is a status monitoring feature on Model CA-360 main receiver that alerts you to the working status of all CA-AX in the system. This is a very important feature.
2. Q: How does it work?  
A: CA-AX sends a status signal, wirelessly, to CA-360 once every hour indicating it is working normally. If two consecutive signals are not received by Model CA-360 within a 2 to 4 hour period, a warning message will be displayed on CA-360. The message reads "bAtt" and then follow with a "- xx" where xx indicates CA-AX device number.
3. Q: How many CA-AX can it monitor?  
A: CA-360 can monitor up to ten CA-AX.
4. Q: How often does this warning message shows up?  
A: This message flashes once every 15 seconds until you reset it.
5. Q: What causes this warning message?  
A: Several factors can cause this warning; for examples: A low battery condition in CA-AX, distance is too far between CA-AX to CA-360, a powered-off CA-AX, a missing CA-AX, or a defective CA-AX.
6. Q: How do I know the message is not caused by Model CA-360?  
A: You would know if other accessory such as a wireless doorbell (CA-DB) is working properly with CA-360.
7. Q: How do I reset this message?  
A: You should investigate CA-AX before resetting. If it is a CA-AX battery issue, replacing its batteries and then press its test button once should automatically reset this message.  
  
***The most common scenario, we have seen, is either a low battery condition or a CA-AX that is being powered off accidentally.***
8. Q: Can I reset this message now and then replace batteries later?  
A: Yes, just press and hold CA-360 RESET button for 2 ~ 3 seconds. Don't forget to change batteries later!
9. Q: What would happen if more than one CA-AX have a low battery issue or are powered off?  
A: All device numbers that failed supervision monitoring will be shown sequentially on CA-360 display.

10. Q: Does CA-PX vibrating receiver offer this same CA-AX supervision feature?  
A: Yes, it does. The Audio Sensor icon button on CA-PX will flash continuously as a warning; it also vibrates four times every 15 minutes.

11. Q: How do I reset this flashing icon on CA-PX?  
A: Again, if this is a low battery issue in CA-AX, replacing its batteries and then press its test button once should clear this automatically.

You can also press and hold this flashing icon button for 6 seconds or longer to reset it. However, this icon will flash again in 30 minutes if you have a newer version of CA-AX (v2), and if it is a low battery issue and not a far distance issue.

12. Q: CA-PX has no display, how do I know which CA-AX to check or replace battery?  
A: Go look at the display on CA-360 to determine which CA-AX needs attention. But if you don't have a CA-360, it is much easier just to replace batteries in all CA-AX in your system.

13. Q: Why can't I trouble shoot CA-AX with a CA-PX receiver only?  
A: Yes, you can. First, place your CA-PX at the farthest point in your home from all CA-AX. Second, go to each CA-AX and press its test button once. After each press, verify CA-PX can receive CA-AX test signal correctly (by monitoring CA-PX flasher and speaker output).

If any CA-AX can not send a test signal to activate CA-PX, the batteries in that unit are too weak need to be replaced.

14. Q: I have a CA-PX vibrating receiver, a CA-AX audio sensor, and a CA-DB doorbell in my home. Why is the CA-AX icon button on my vibrating receiver vibrates 4 times every 15 minutes or so when I was out shopping?  
A: This is caused by the CA-AX supervision feature. You have been out shopping too long and did not receive your home CA-AX supervision signal. Therefore CA-PX alerts you to a potential CA-AX low battery condition. You can ignore this condition by press and hold the CA-AX icon button for 6 seconds or longer to reset.

15. Q: I go to school every day wearing my CA-PX vibrating receiver, will it detect my school CA-AX audio sensor signal since they have not been registered into my CA-PX?  
A: Yes, it will. This is the unique feature of our CA-PX. It is designed to detect both registered and un-registered CA-AX signal.

For this reason, CA-PX could detect CA-AX audio sensor signal from an adjacent neighbor's house or an adjacent hotel room. Always investigate when your CA-PX alerts your attention to a CA-AX signal.

16. Q: Does CA-RX offer this CA-AX supervision feature?  
A: No, it does not.

