

Troubleshooting Guide for Coded and Wireless Headsets

Coded Headsets

No transmit or receive sound

- Check batteries
- Check switch on amplifier
- Check cords, make sure headset cord and pigtail cord are in correct port and are tight

Volume Settings

Callers can't hear me, but I can hear them

- Is mute switch on
- Check position of microphone or voice tube
- Check transmission volume control
- Check switch setting on amplifier

Callers can't hear me and I can't hear my callers

- Is mute switch on
- Check handset/headset switch on amplifier
- Check switch settings on amplifier
- Check cord connections

Noise and Interference

- Check transmission volume
- Turn down desk set volume and use volume on amplifier
- If you hear static, check cords and/or clean contacts on plug-prong adapters
- Switch with another top or bottom to see if one has gone bad

Wireless Headsets

No transmit or receive sound

- Check all connects between base and phone
- Reset your headset system to factory defaults (consult users guide)
- Check transmit compatibility setting is correct for your model of phone
- Check battery level and make sure base and headset is charged properly
 1. Slide headset into charging cradle
 2. Gently press down on the headset to ensure that headset is in correct position

Volume Settings

Callers can't hear me, but I can hear them

- Adjust speaking volume

Callers can't hear me and I can't hear my callers

- Adjust listening volume; you must be in talk mode

Noise and Interference

- The base should be 6 inches from desk set
- The base should be 12 inches from computer
- If you still hear noise interference check compatibility control on unit

Remote Handset Lifter

Remote Handset lifter isn't lifting

- Check cable connection between lifter and base
- Make sure wireless system has power

Can't hear dial tone

- The lifting arm height may need to be slightly higher adjust

I hear a signal in headset but no call comes through

- The ring sensor might be picking up electronic noise, move telephone or wireless system away from equipment
- Lower the ring sensor's sensitivity