

TROUBLESHOOTING:

Tip 1 - You may have a line problem. To test for a line problem, test your unit at another location within your building. If your unit works at another location, contact your local telephone company.

Tip 2 - If you do not hear a dial tone, make sure you have selected a line.

Tip 3 - Confirm correct installation of the telephone lines. Consult the Installation section of your User's Manual for connection options.

Tip 4 - If you have connected this telephone to a phone jack that has not been used before, or that has not been used in sometime, there may be problems with this jack that you are not aware of. Use a telephone jack that you know is in proper working order.

Tip 5 - If you are trying to integrate this phone into a business system, there may be a compatibility issue. This product is designed to operate on conventional, analog phone lines; typically the type of line found in most residential settings. If you had a business system that required you to dial "9" to get an outside line, this system will not work on that wiring.

Tip 6 - This unit comes with twisted pair cords. These cords help prevent crosstalk. Please instruct customer to use the cords that came with the unit. If they need longer cords, they should purchase longer twisted pair cords.

Tip 7 - If you get a dial tone using the speakerphone but not the handset, replace the handset cord.

Tip 8 - You may have a defective telephone cord. Try replacing cord between the jack and telephone base. This unit comes with twisted pair cords. These cords help prevent crosstalk. Please use the cords that came with the unit.

Tip 9 - Disconnect any other equipment that is connected in series with your phone. If you phone begins to perform normally, there is a compatibility issue with your other equipment.

Tip 10 - If all the phones on the line have this issue, Call Telephone Company and report problem.