



## Inter-Tel Headset Troubleshooting

The following information covers common problems and suggested solutions:

- **Callers Can't Hear Me and I Can't Hear My Callers**  
Check the installation instructions. Check that all the cords are properly connected. Check the Handset/Headset button. Push the button down for handset use and up for headset operation. Be sure the mute button is not depressed.
- **Callers Voice is Low or Distorted**  
Adjust the listening volume control on the amplifier.  
Adjust the dipswitch setting according to instructions.  
Replace your batteries. For best results, use good quality alkaline batteries.
- **Callers Can't Hear Me, but I Can Hear Them**  
Be sure the microphone is properly positioned, about one inch from the corner of your mouth. Check to be sure the mute button is not depressed. Adjust the transmission volume control.
- **My Caller Says I Sound Unclear or Too Far Away**  
Adjust the position of the microphone. The best place for the microphone is not directly in front of your mouth, but near the corner of it, similar to the way you position a telephone handset. In this position, you can pick up the sound waves from your speech, but not the air moving from your mouth and nose.
- **My Voice Echoes or I Sound Like I'm in a Tunnel**  
Slide the Transmission Volume Control to the left side for a lower volume.