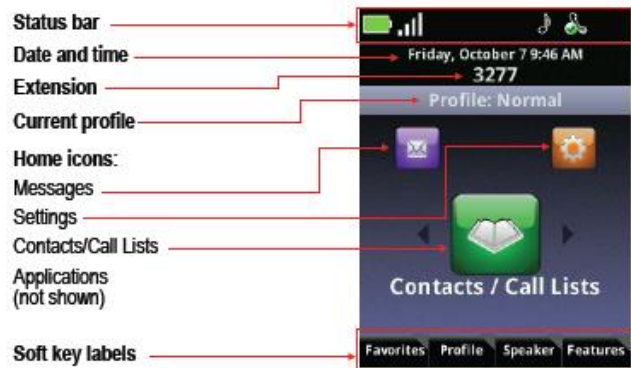


# SPECTRALINK HANDSET QUICK TROUBLE GUIDE

If you are having trouble with your handset please follow the information below to assist in possibly fixing your issues. The shot below is the home screen you should be familiar with.







**Problem:** My screen has gone blank and nothing is displayed.

**Solution:** There is a 10 second time out on the screen to save battery power. If the screen is blank please press any key to restore it to the image below. If this fails then it is possible the phone has locked up. Please disconnect the battery and it will restart. If this also fails you will need to contact COMTEL.

**Problem:** My phone will not receive or make calls.

**Solution:**

- The phone may not have enough signal. Check the  **Signal strength** icon to see if you have signal. This is similar to a mobile phone. If you have signal move to the next option below.
- The phone may have lost registration. Check this by looking at your status bar at the top of the phone screen. If you see  **SIP reg failure** the handset is not being recognised on the phone system. You will need to call COMTEL.
- If you see  **SIP reg success** then the phone is registered so you may have the phone in do not disturb mode indicated by  **Do not disturb**. If it is in this mode you need to go to the settings icon by pressing the left/right arrow keys till the settings icon is displayed. Press OK then go to >Feature settings, press OK then go to >DoNot Disturb. Disable the feature.

**Problem:** The handset has locked up and pulling the battery out did not fix the issue.

**Solution:** Try restarting the phone via software. Go to the settings icon by pressing the left/right arrow keys till the settings icon is displayed. Press OK then go to > Basic settings, press OK then go to >Restart Phone. Select and the phone will restart.

**Problem:** The person at the other end cannot hear me.

**Solution:** Check to see if the handset is muted. This means you can hear them but they cannot hear you. This is a softkey function and appears when you are on a call. The softkeys are displayed at the bottom of the screen. See the image on the other page. The Mute softkey appears during active calls. Press this key to mute the microphone. The UnMute softkey appears while Mute is enabled. To disable Mute press the UnMute softkey. This should be the only reason you now experience one way speech.