

Troubleshooting Guide

SYMPTOM

CAUSE

SOLUTION

Telephone HOLD button will not activate hold music



NOTE

GE 2-9450 & 2-9460 Phones

The wiring in the handsets of GE 9450 and GE 9460 phones is reversed and your TEHMAs will require a special crossover cable to work.

If you have either one of these phones, please contact call your dealer.

Connection

1. Recheck all connections to phone cords and handset. Review connections as shown on page 2, 3 and 4 of the manual
2. Disconnect TEHMA (telephone extension hold music activator) from handset or headset connection. Reconnect handset/headset making sure all connections "click" into place.
3. Press   (star key twice) on telephone keypad.
Music Activates-- continue to next step.
Music Does Not Activate -- recheck connections.

TEHMA

Signal level too low



adjustment screw
(turn clockwise)

- A. Remove rubber plug from bottom of TEHMA to expose adjustment screw.
- B. Using a small Phillips head screwdriver turn adjustment screw *clockwise* until it stops. **NOTE:** If high pitched tone is heard, back off the screw until the sound is barely audible.
- C. Replace rubber plug.
- D. Test - make call and press phone's HOLD button
Music Activates-- problem is fixed
If music still will not active by pressing phone's hold button, call for tech support at (858) 320-6737

Hold music shuts off after a few seconds

Player volume too high

1. Reduce the volume by turning the VOLUME control on the back of the playback unit counterclockwise.

High-pitched tone heard while on the line

TEHMA

Signal level too high






adjustment screw
(turn counter clockwise)

- A. Remove rubber plug from bottom of TEHMA to expose adjustment screw.
- B. Using a small Phillips head screwdriver back off the screw until the sound is barely audible.
- C. Test - make call and press phone's HOLD button
Music Does Not Activate-- turn level adjustment up and retest until music activation threshold is found.
Music Activates-- problem is fixed
If music still will not active and high pitched sound cannot be greatly reduced, call for tech support at (858) 320-6737.

Switching to speaker phone activates music

TEHMA signal being blocked by phones Speaker phone function

1. Press any key on your phone's keypad and immediately switch to speaker phone.
NOTE: By pressing    on your telephone's keypad you can deactivate the hold music feature from engaging during the call.

Phone handset/headset microphone is "dead"

TEHMA plugged in backward

1. Reverse TEHMA connection and re-test. (connect "A" to base and "B" to handset)

False Triggering (music engages without placing call on hold)

Very loud ambient environment or noise

1. Low signal level can, in some cases, cause false triggering. Try increasing signal level to solve problem.
NOTE: This problem may occur rarely and on an inconsistent basis. If this does happen, press any key on your phone's keypad to turn off the music.