




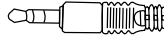




Troubleshooting Guide

SYMPTOM	CAUSE	SOLUTION
Unit will not turn on (red power LED not illuminated)	<i>AC adaptor connection loose or not plugged in.</i>	<p>Check AC adaptor connection. Try plugging AC Adaptor into another wall outlet.</p> <p>Unplug and re-plug AC adaptor connection at back of unit</p>
Calls can not put call on-hold by pressing   on the telephone keypad	<i>Incorrect installation of phone cords between wall jack(s) and MOH 400 unit</i>	Carefully follow installation diagram in instruction manual.
Can not place line 2, 3 or 4 on hold using   on the telephone keypad	<i>Incorrect installation of phone cords between wall jack(s) and MOH 400 unit</i>	Check configuration of wall jacks. (i.e. are line 1 and 2 (or 3 and 4) combined in one wall jack or do they use separate wall jacks for each individual line). Carefully follow installation diagram in instruction manual.
Call on-hold but can't hear audio source	<p><i>No audio source</i></p> <p><i>Audio source connection loose or not plugged in</i></p> <p><i>Incorrect cable</i></p>	<p>Connect audio source</p> <p>Check audio cable connection</p> <p>RCA (Phono) style cable end must be plugged into MOH 400 AUDIO IN jack – MINI style cable end must be plugged into "phones" jack or "audio out" jack of audio source.</p>  <p>"RCA" (Phono) style cable plug into MOH 400 "Audio In"</p>  <p>"MINI" style cable Plug into audio source's "phones" jack or "audio out" jack</p>
"Line indicator" lights on phone go dark when call is placed on-hold	<i>Minor incompatibility with MOH 400 unit and your telephone.</i>	After pressing   , press the HOLD button on the phone. To disengage, you must press the "FLASH" button or use the "Switch Hook" to release the hold condition.
HOLD condition does not disengage when line is picked up	<i>Improper operation</i>	Press "FLASH" key or use switch-hook function on your telephone.