

# Troubleshooting Guide

SYMPTOM	CAUSE	SOLUTION
Unit will not turn on	<p><i>AC adaptor connection loose or not plugged in.</i></p> <p><i>"POWER" switch in "OFF" position.</i></p>	<p>Check AC adaptor connection. Try plugging AC adaptor into another wall outlet.</p> <p>Slide "POWER" switch to "ON" position.</p>
Unit will not play  <b>TIP:</b> <i>Push "PREVIEW" button to determine if sound is present.</i>  <i>If sound is present, direct your attention to the connection from the unit to the PBX phone system or music-on-hold adaptor.</i>	<p><i>"MODE" switch in "REC" position.</i></p> <p><i>Volume control in "off" or "low" position.</i></p> <p><i>Connection cable not inserted correctly into player.</i></p> <p><i>Connection cable not inserted correctly into phone system.</i></p> <p><i>Phone system problem.</i></p>	<p>Change "MODE" switch to "PLAY" position.</p> <p>Turn "VOLUME" control clockwise to increase volume.</p> <p>Remove connection cable from player and reinsert.</p> <p>Remove connection cable from phone system and reinsert.</p> <p>Call phone vendor, explain symptom.</p>
Unit will not Auto-Record	<p><i>"MODE" switch in "PLAY" position.</i></p> <p><i>Using wrong connector cable from audio source to OHP 3000 unit.</i></p> <p><i>Connection cable not inserted correctly into audio source.</i></p> <p><i>Connection cable not inserted correctly into OHP 3000 unit.</i></p>	<p>Change "MODE" switch to "RECORD" position.</p> <p>Check connector cable. Make sure connections are firm and that the correct cable end is plugged in.</p> <p>Remove connection cable from audio source and reinsert.</p> <p>Remove connection cable from OHP 3000 unit and reinsert.</p>
Unit will not Manual-Record	<p><i>See Causes &amp; Solutions above.</i></p> <p><i>Not pressing "RECORD" button on top of unit to begin recording.</i></p>	<p>Press "RECORD" button to begin recording.</p>
Poor sound quality or low volume level over telephone	<p><i>Volume too low.</i></p> <p><i>Mismatched impedance.</i></p> <p><i>Volume all the way up on OHP 3000 unit, but still too low.</i></p>	<p>Increase volume level.</p> <p>Try changing the "IMPEDANCE" switch, located on the back of the unit in the "PLAYBACK" area, from "8 " to "600 ".</p> <p>If connected to PBX Phone System, check to see if phone system has its own volume level control; if not, additional amplification may be required. Suggest Radio Shack Mini-Amplifier (catalog #31-1957).</p>