

# 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 your dealer for special cables.

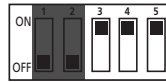
*TEHMA ships with a signal strength setting of 7 on a scale of 8 -- 3 "OFF" 4 "ON" 5 "ON" (level 7)*

**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
3. Press   (star key twice) on telephone keypad.  
**Music Activates--** continue to next step.  
**Music Does Not Activate --** recheck connections.

**TEHMA**

*Not Enough  
Signal Strength*



maximum signal

1. Disconnect TEHMA and remove the screw from the bottom side.
2. Lift top half of the plastic off to expose DIP switches on circuit board.
3. Move switches 3, 4 and 5 to the "ON" position (maximum signal strength).
4. Reassemble TEHMA.
5. 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 858-457-3300.*

**Hold music shuts off after a few seconds**

**Volume too high**

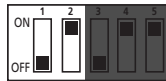
1. Reduce the volume by turning the VOLUME control on the back of the unit counterclockwise.

**High-pitched tone heard while on the line**

*Tone can also be eliminated by adjusting signal strength settings. Try 3 "ON" 4 "OFF" 5 "ON" (level 6) or 3 "OFF" 4 "OFF" 5 "ON" (level 5) or 3 "ON" 4 "ON" 5 "OFF" (level 4) After adjusting Signal Strength, test hold function again.*

**TEHMA**

*Not Enough  
Signal Filtering*



maximum filtering

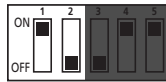
1. Disconnect TEHMA and remove the screw from the bottom side.
2. Lift top half of the plastic off to expose DIP switches on circuit board.
3. Move switch 1 to the "OFF" position and switch 2 to "ON" position (max filtering).
4. Reassemble TEHMA.
5. Make call and press phone's HOLD button

**Phone audio sounds muffled**

*TEHMA ships in medium filtering mode -- switches 1 & 2 "OFF"*

**TEHMA**

*To Much  
Signal Filtering*



minimum filtering

1. Disconnect TEHMA and remove the screw from the bottom side.
2. Lift top half of the plastic off to expose DIP switches on circuit board.
3. Move switch 1 to the "ON" position and switch 2 to "OFF" position
4. Reassemble TEHMA

**False Triggering**

**Very loud ambient environment**

Locations like a pizza parlor kitchen during dinner rush may sometime "false trigger" the main unit (i.e. music will start playing without placing the call on hold).

1. 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.