

Here are some trouble shooting steps we suggest the customer try:

Step 1

Your speakerphone will only allow sound to travel in one direction at a time. It can either receive or transmit; it cannot do both at once. Background noise can cause the unit to seem like it is cutting in and out, when really it is switching modes any transient noise like a subtle cough or a fan in the background can cause the unit to switch modes. If you are using a speakerphone where there is background noise, please use the MUTE button when you are not speaking. This will prevent the unit from switching modes when you are not speaking.

Step 2

Try a different handset and/or line cord. If the phone works correctly; replace the appropriate cord(s).

Step 3

If you have other equipment installed on the lines, it can cause interference on your system. Try unplugging the other equipment. If the static goes away, try installing the adjunct device with a different line cord or in a different jack.

Step 4

If you subscribe to DSL service for this telephone line, DSL filters must be plugged into EVERY phone jack that has a phone. The DSL signal can cause static/noise, squealing (similar to fax tones), caller ID disruption and other issues on your line. DSL filters block the high frequency DSL signals from being transmitted to the telephone. If you are not using the DSL filters provided by the telephone company, this will cause static/noise and possibly caller id issues on your phones.

In most cases, we recommend you connect the plug end of the DSL filter into the telephone jack, then connect a telephone cord between the filter and your phone.

Please contact your service provider to obtain DSL filters and installation information.

Step 5

If you have connected this telephone to a phone jack that has not been used before, or that has not been used recently, there may be problems with this jack that you are not aware of. Use a telephone jack that you know is in proper working order.

Step 6

Make sure that you are using the AC ADAPTER that came in the box with your unit. Using the wrong AC ADAPTER with this phone, may cause the unit to malfunction.

Step 7

If your phone shares a power outlet with a modem, or if it is plugged in to a shared surge protector, it may create static or noise. Try plugging the phone (or modem/surge protector) in

at a different location. If this solves the problem, re-locate your phone or modem farther apart from one another, or use separate surge protectors.

Step 8

Test a different phone on the same jack. If the issue persists, you may have a line or wiring problem. Contact your telephone service provider. If you do not have a different phone, test your unit at another location, such as a friend's or neighbor's home. If the problem persists, your phone may have a malfunction.