



Note: The above troubleshooting must be completed with a system reset. After any system component changes, the system must be reset.

IMPORTANT NOTES FOR ENGINEERS

For **ALL equipment replaced**, fault diagnosis and serial numbers to be confirmed on job sheet and quarantine sticker. Equipment to be returned to Quail Digital at earliest convenience.

ALWAYS confirm on job sheet that system has been left tested and working unless further works are required.

REPEATER LED STATUS

No LED

No power to repeater

Check Cat5 cable is in correct base and repeater sockets:

≡ base socket ← repeater socket

Engineer visit required to check wiring and connectors, replace repeater if cable tests OK.

Engineer instruction: establish power failure. Check Cat5 cable is in correct base and repeater sockets, perform cable test and only replace repeater if test confirms cables are OK.



HEADSET LED STATUS

Fast flashing **RED** and fast continuous beeping

Hardware fault in headset

Arrange headset swap out

Single flash **RED** and single beep every second

Headset not registered

Register headset to base

Hold headset to base as shown below. Headset boom LED will fast-flash **GREEN** whilst registering, then pulse **GREEN** when completed.



Single or double flash **GREEN** and 3 fast beeps every 3 seconds

Headset is out of range

Move closer to base

Headset will return to normal operation.

OR

Headset from another store

Re-register headset to this store as below

Remove battery from headset, hold headset up to base and THEN re-insert battery. Headset LED will fast flash **GREEN** then return to normal **GREEN** pulse ready for use.

Flash ANY colour with additional **RED** single flash in-between

Battery low

Return battery to charger

Take charged battery from charger, insert into headset, LED will return to operational status. Resume operation.

For Service Support:

0207 349 2000