

## TWISTLOCK TROUBLESHOOTING

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## HEADSET TROUBLESHOOTING

# Troubleshooting

Microcom & TwistLock Headsets  
for  
REFCOM®

Issued by SPINTSO

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Problem	Solution/Action
<p><i>1, Cannot find a proper fit for the in-ear headset.</i></p>	<ul style="list-style-type: none"> <li>A. Try different combinations of ear-tips and knobs.</li> <li>B. Make sure the headset is inserted properly.</li> <li>C. Try to change between left &amp; right. Sometimes it is easier to get a proper fit to the other ear. (Only applicable for the TwistLock when using generic adapters)</li> <li>D. Acquire a customized ear-piece that is exactly shaped to the form of the ear. (Only applicable for the TwistLock)</li> </ul>
<p><i>3, Wind noise are present</i></p>	<ul style="list-style-type: none"> <li>A. Check that wind protection foam is fitted onto all microphones.</li> </ul>
<p><i>4, Others cannot hear my voice, or my voice is too low.</i></p>	<ul style="list-style-type: none"> <li>A. Move the microphone closer to the mouth.</li> <li>B. Check that the “TALK” side of the microphone points towards the mouth. (Text is printed under wind protection foam)</li> <li>C. Test to exchange the headset with another one.</li> </ul>
<p><i>4, Earphone audio is too low.</i></p>	<ul style="list-style-type: none"> <li>A. Increase the radio volume.</li> <li>B. Check that the ear-tip is properly mounted and that the headset is properly fitted to the ear. If the ear-tip is bent inside the ear-canal, the audio path could be cut-off.</li> <li>C. Check if the volume is ok if the earpiece is removed.</li> <li>D. Check that dirt is not blocking the audio path.</li> <li>E. Test to change between left &amp; right ear-piece-adapter. (Only applicable for the TwistLock when using generic adapters)</li> </ul>
<p><i>5, Audio sounds strange or like an echo.</i>  (It is normal to hear your own voice while speaking, but your voice shall not be delayed)</p>	<ul style="list-style-type: none"> <li>A. Disconnect and reconnect one users headset at a time while speaking through the other headsets. Check if the problem goes away while a certain headset is disconnected.</li> <li>B. Exchange any faulty headset with another one to see if the problem is solved.</li> </ul>