

# Troubleshooting

TwistLock Headset

# Troubleshooting

TwistLock Headset

## TWISTLOCK TROUBLESHOOTING

## TWISTLOCK TROUBLESHOOTING

Problem	Solution/Action
<i>1, Cannot find a proper fit for the headset.</i>	<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.</li> <li>D. Acquire a customized ear-piece that is exactly shaped to the form of the ear.</li> </ul>
<i>2, Breathing sounds are present</i>	<ul style="list-style-type: none"> <li>A. The person generating the breathing sounds shall slightly adjust the microphone distance away from the mouth.</li> </ul>
<i>3, Wind sounds are present</i>	<ul style="list-style-type: none"> <li>A. Check that wind protection foam is fitted on all microphones.</li> </ul>
<i>4, Others cannot hear my voice, or my voice is too low.</i>	<ul style="list-style-type: none"> <li>A. Move the microphone closer to the mouth.</li> <li>B. Check that "Talk" side of the microphone points towards the mouth. (Text is printed under wind protection foam)</li> <li>C. Exchange the headset with a new one.</li> </ul>
<i>4, Earphone audio is too low.</i>	<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.</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.</li> </ul>
<i>5, Audio sounds strange or like an echo.</i>	<ul style="list-style-type: none"> <li>A. (It is normal to hear your own voice while speaking when using the REFCOM PRO radio)</li> <li>B. 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>C. Exchange any faulty headset.</li> </ul>