

# Totally Voice Activated Telephone Troubleshooting Guide

Please click the link below for a full instructional video on programming:

<https://www.youtube.com/watch?v=QKqcvgM7gUU&feature=youtu.be>

**Voice Range:** The voice range is recommended up to 6ft

## Section A.

### Static/ Feedback on Phone Handset/Speakerphone:

- Step:1** Verify the handset cord is plugged in completely and locked into place (on base and handset)
- Step:2** Verify the Phone line is plugged in completely and locked into place (base and telephone jack)
- Step:3** Change Phone Cord and make sure the line is plugged in completely and locked into place (base and telephone jack)
- Step:4** Move the Totally Voice Activated Telephone to a different area to ensure there is no interference with other electronics
- Step:5** Make sure unit is not on a shiny surface (place a towel underneath the Totally Voice Activated Telephone)

## Section B.

### Difficulty Programming Voice Commands/ Does not Recognize Users Voice/After programming:

- Step:1** Reset Phone back to Factory settings. Reprogram make sure you have no background noise when programming.
- Step:2** Make sure the microphone is clear of objects that may obstruct voice
- Step:3** Speak within the 6-foot recommended voice range
- Step:4** When recording commands wait for the red light below "MUTE" button to appear before speaking
- Step:5** Speak loud with clear/ consistent voice
- Step:6** When repeating commands use the same wording and voice tone
- Step:7** Try programming with easy 2-word Commands (such as "Answer Call", "Make Call", "End Call")
  - a) To answer an incoming call the command should be spoken between the incoming call ring

## Section C.

### Can Not Hear through Speakerphone:

- Step:1** Adjust volume on the right-hand side of the Totally Voice Activated Telephone
- Step:2** Make sure the speaker is free of debris (located underneath handset)

## Section D.

### Unit randomly speaks "who would you like to call":

- Step:1** Change lead voice command (make it something unique)

## Section E.

### Hang-up button not working:

- Step:1** Flip phone upside down and gently tap the bottom of unit

## Section F.

### Volume Adjustments:

There are 3 different volume adjustments on the Totally Voice Activated Telephone

- Step:1** Speakerphone: Sliding switch on the right hand / top of the Totally Voice Activated Telephone
- Step:2** Ringer Volume: Switch on the right-hand side of the Totally Voice Activated Telephone
- Step:3** Handset Volume: Switch on the right-hand side of the Totally Voice Activated Telephone