

Find your symptom below and try the recommended solutions before initiating the return material authorization (RMA) process to return a Talkman® terminal. If you have tried everything under the heading that describes your situation and it does not improve, try reloading the firmware. If the situation still has not changed, then it is time to request an RMA.

The LED indicator is solid red when the terminal is in a charger.

- The terminal may not be seated in the charger.
Remove the terminal from the charger and place it back in properly.
- Reload all of the firmware files onto the terminal.



The LED indicator is flashing red and green when in the charger.

- A local access point may be malfunctioning.
Make sure all access points are functioning properly.
- The configuration file may need to be reloaded onto the terminal.
Reload the file and place the terminal into the charger.
- The terminal's configuration may be incorrect.
Review the configuration to make sure the parameters are correct.



The terminal does not respond to the operator, or the operator hears static through the headset.

- Background noise may be causing interference.
Have the operator take a new noise sample.
- The headset may not be working.
Replace the operator's headset with one you know works properly.
- If the operator is using the terminal in a freezer, the windscreen may become frozen.
Replace the windscreen.
- The microphone may not be positioned properly.
Position the microphone at the corner of your mouth with the symbol on the boom facing your mouth.
Make sure the microphone is covered by a windscreen.

The LED indicator is green but the terminal does not respond.

- The terminal may need new configuration files.
Reboot the terminal, then reload all firmware files.

The information and images on this poster demonstrate the use of Talkman® T5 terminals. Procedures may vary slightly when using a Talkman T2x or T2 terminal.

Putting Voice to Work BEFORE RETURNING A TERMINAL

Please find the symptom below and try the recommended solutions before initiating the return material authorization (RMA) process to return a Talkman® terminal.

If you have tried everything under the heading that describes your situation and it does not improve, try reloading the firmware. If the situation still has not changed, then it is time to request an RMA.

▶ The terminal's status in Terminal Manager™ does not change when the terminal is turned on or off.

The terminal may have the same IP address as another terminal.

1. Check to see if the terminal has the same IP address as another terminal in the system. In *Terminal Manager™*, click: **Tools | Check for dupes**.
2. If duplicate IP addresses exist, check the status of the terminals with the duplicate addresses. If one of the terminals has a status of "unknown," delete that terminal.
3. After the unknown terminal has been deleted, look in the **All Terminals** folder in *Terminal Manager™* to see if the deleted terminal reregisters.
4. Reload the proper configuration file onto the deleted terminal.

▶ The LED indicator is solid red when the terminal is in a charger.

The terminal may not be seated in the charger.

Remove the terminal from the charger and then place it back in properly.

The terminal may need to be rebooted. Remove the battery and replace it.

Reload all of the firmware files onto the terminal.

▶ The LED indicator is flashing red and green when in the charger.

A local access point may be malfunctioning. Make sure all access points are functioning properly.

The configuration file may need to be reloaded onto the terminal. Reload the file and place the terminal into the charger.

The terminal's configuration may be incorrect. Review the configuration to make sure the parameters are correct.

▶ The terminal does not respond to the operator, or the operator hears static through the headset.

Background noise may be causing interference. Have the operator take a noise sample.

The headset may not be working. Replace the operator's headset with one you know works properly.

If the operator is using the terminal in a freezer, the windscreen may become frozen. Replace it.

The microphone may not be positioned properly. Position the microphone at the corner of your mouth with the symbol on the boom facing your mouth. Make sure the microphone is covered by a windscreen.

▶ The LED indicator is green but the terminal does not respond.

The terminal may need new configuration files. Reboot the terminal, then reload the boot block and configuration files.



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