

IHF 1500 Bluetooth Handsfree Kit

Troubleshooting

and

Frequently Asked Questions Guide (FAQ)

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Item	Symptom	Solution	Next-Level Solution	Last Solution			
	SWC						
a.1	Can't control HU.	Restart vehicle Is HU supported by SWC interface box. Is correct variant of SWC interface box used. Is SWC pack supported by SWC interface box	- Check the SWC connection to the interface harness. Look for loose connectors, loose pins, and crimped or frayed wires Check Mute line connections through the SWC-ECU interface harness, vehicle adapter harness, head unit and SWC. Look for any place that the Mute line may be shorted to Ground through a crimped or frayed wire, loose connection of loose pin.	Check the vehicle fuses. If fuses are intact, check the system fuses on the Vehicle Interface Harness. If fuses are intact, replace the Vehicle Adaptor Harness. If not corrected, replace the SWC interface box. If not corrected, Contact Support.			
a.2	Can't control ECU	- Restart vehicle Is SWC pack supported by SWC interface box	Check the SWC-ECU interface harness. Look for loose connectors, loose pins, and crimped or frayed wires especially on the mute wire.	Is the HU controllable. If not goto a.1. If not corrected, replace the SWC-ECU interface harness. If not corrected, replace the ECU. If not corrected, Contact Support.			
		Microphone -	Speech recognition/Audio Uplink				
b.1	Poor Speech Recognition (SR) performance	- Enter Digits in Segments Speak with no pauses Wait until after the listening prompt before speaking. If you speak too early, the ECU may not recognize what you are saying Talk Loudly Speak in the direction of the microphone Check position of the microphone (see microphone installation sheet) Verify that there is not an excessive amount of background noise (including car radio, climate control system, windshield wipers, or a passenger speaking) while you are using the voice command functions as this could also interfere with the voice recognition If you are using the kit in English, you may find that UK English or US English works better depending upon your accent. You can find instructions on how to switch the language in your user guide.		Replace microphone. If not corrected, replace the SWC-ECU Interface Harness. If not corrected, replace the ECU.			
b.2	SR does not respond, or in-vehicle audio is not heard on the remote handset	- Check microphone connection '- Is the SWC-ECU connector connected the right way.	Check microphone connection to interface harness. Look for loose connectors, loose pins, and crimped or frayed wires.	Replace microphone. If not corrected, replace the SWC-ECU Interface Harness. If not corrected, replace the ECU.			
b.3	Poor uplink audio. Far side hears an echo. Etc.	Check position of the microphone (see installation sheet) Ensure that your microphone is securely mounted. Ensure air vent are not blowing into microphone.	Reduce the volume of the speakers in the car kit as this may help to reduce the echo on the line as well. - Ensure there is not an excessive amount of background noise (including car radio, climate control system, windshield wipers, or a passenger speaking) in the car, as it may impact voice quality and volume as well.	If not corrected, replace the ECU.			
	T		er - Audio Downlink/Mute				
c.1	No vehicle audio on one or both front speakers.	Before installing SWC were front speaker working ok. Check fade and balance settings.	Check audio connections through the vehicle interface harness. Look for loose connectors, loose pins, and crimped or frayed wires.	Replace the vehicle interface harness. If not corrected, replace the SWC. If not corrected, see C.4.			
c.2	No Speech Recognition (SR) prompts or Hands-Free (HF) audio is heard.	- First check c.1.	Check HF audio and mute connections through the SWC-ECU interface harness. Look for loose connectors, loose pins, and crimped or frayed wires.	Replace the ECU box. If not corrected, replace the SWC-ECU interface harness. If not corrected, replace the SWC box. If not corrected, Contact Support.			
c.3	Vehicle Audio System does not fully mute when the SR prompts and HF audio is heard.	Check the Mute line connection to the Head unit. Is Mute connected to the correct pin?	 Check Mute line connections through the interface harness, adapter harness, head unit and relay. Look for loose connectors, loose pins, and crimped or frayed wires. 	Replace the SWC box. If not corrected, replace the Vehicle Adaptor Harness. Is the Mute line connection to the Headunit is in the correct position? If mute out is in the correct position, the Head Unit is defect.			
c.4	Vehicle Audio System is muted all the time.	- Short press the end key Restart the vehicle.		Is the HU controllable. If not goto a.1. If not corrected, replace the SWC-ECU interface harness. If not corrected, replace the ECU. If not corrected, replace the Head Unit.			
	Bluetooth						
d.1	Cannot pair a new handset with the system	The handset must support Bluetooth Handsfree Profile 0.96 or 1.0 The system supports a maximum of 4 handsets at once. Make sure this limit is not exceeded. Remove all previous pairings using the REMOVE ALL command. The system should be reset. Delete the pairing information on the handset and ensure that the handset is removed from any other systems with which it is paired.	- Check handset Compatibility Matrix to see if the handset being used has been tested and is supported Does the handset support autopairing? - Does th handset timeout?	- Does ECU havce latest software? No return for upgrade. Yes , goto a.2.			
d.2	Handset doesn't reconnect when starting car.	- Check is Bluetooth is switched on at handset Is ECU set as authorized on handset Is handset a paired device on ECU? - Is ECU a paired device on handset?		Remove all previous pairings using the REMOVE ALL command. The system should be reset. Then delete the pairing information on the handset and ensure that the handset is removed from any other systems with which it is paired. Pair the handset to the system again. If not corrected, See a.2			

d.3	Handset takes long time to reconnect.	- Remove all unsued devices form device list to make connection faster.				
	Call Issues					
e.1	Digits not caller name is heard on incoming call.	- Add caller's number to contact list on ECU.				
e.2	Handset voice tag not working.	Check handset Compatibility Matrix to see if the handset being used supports handset voice tags.	Check to see if handset voice tags are enabled on handset Wait for handset to open audio channel before entering voice tag. Handset should sent a beep to indicate this.	Update handset SW.		
e.3	Speed dial not working?	Check handset Compatibility Matrix to see if the handset being used supports speed dial.	- Is it a valid speed dial.	Update handset SW.		
e.4	Unable to switch audio back to handsfree when in private.	- Check to see if ECU is in the call menu in private mode. If not, handset has removed the BT link. - Check handset Compatibility Matrix to see if the handset being used supports private to handsfree transition.	Use handset menu to transfer audio back to handsfree.	Buy handset that supports private to handsfree.		
e.5	No ring tone is heard on system for incoming call.	- Check if handset ring mode is set to silent/vibrate. If so change.				
e.6	No caller ID is heard.	Check handset Compatibility Matrix to see if the handset being used supports caller ID. Check if caller ID is hidden.	- Set 'call announce' to on in setup menu.	Buy handset that supports caller ID.		
e.7	Incoming call is automatically answered.	- Check if handset is set to auto answer. If so change.				
e.8	Radio is unmuted when switched to private mode.	- Check to see if ECU is in the call menu in private mode. If not, handset has removed the BT link and unmuting the radio is expected behavior.	Check handset Compatibility Matrix to see if the handset being used supports private to handsfree transition.	Buy handset that supports private to handsfree.		
e.9	Unable to access contact list.	- Contact list is only available when a handset is connected to system.				
	Motorola Mobile Devices Version 1.0 01/12/2006					

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e.15	Why, when using hold and resume, do I hear a busy signal?	This is a handset issue. After it enters the HOLD mode, after a gap of about 20 seconds the handset automatically resumes. You will hear quick BeepBeepBeep
		when that happens.
e.16	Why don't I hear call rejected when the END button is pressed with an incoming call?	This is a limitation of the handset, which could be improved with a software update of the handset.
e.17	Why doesn't hold and resume work?	This is a limitation of the handset, which could be improved with a software update of the handset.
e.18	Will the car kit announce the caller ID if I have an incoming call via call waiting?	No, the car kit will not announce the incoming number (caller ID) so as not to disturb the original call. The car kit will play a tone to notify you that there is a second call coming in.
e.19	Why don't I get HF audio for an incoming call when the TBS100 is connected to my S/E K700i?	This is a limitation of the handset. During a call, the TBS100 queries the handset for call status. Some handsets do not respond to this query. Therefore, the car way not have HF audio or the call may be dropped, even through the handset shows a CIP.
e.20	Why doesn't the hold and end command work when the TBS100 is connected to my S/E T68i?	This is a limitation of the handset.
e.21	Why does the speed dial command dial the last number dialed?	This is a limitation of the handset, which could be improved with a software update of the handset.
e.22	Why doesn't the HANG UP command work when a call is on hold?	This is a handset issue. The call needs to be resumed before ending the call
e.23	Can I answer or end a call with voice recognition?	You cannot answer a call using the voice recognition. You must press the ANSWER button on the UIM. However, you can end a call by pressing the TALK button and saying "end call" after the listening beep. Alternately you can end the call by using the END button on the UIM.
e.24	Why don't I hear a ring tone when making an outgoing call from the TBS100?	The TBS100 is dependent on call setup indication/AT command from the handset. Some handsets do not provide this indication.
e.25	Why don't I hear a ring tone when making an outgoing or accepting an incoming call from the TBS100 while turning on the ignition or returning into BT range?	The TBS100 is dependent on call status indications/AT command from the handset. Some handsets do not provide this indication.
e.26	Why do I hear the ring tone from handset, not from the TBS100's speaker?	This is handset specific behavior.
e.27	Why don't I get an audio indication from the TBS100 for new messages or voicemail?	This is handset specific behavior.
e.28	Why don't I get audio while answering an incoming call, and receiving an SMS?	This is a limitation of the handset, which could be improved with a software update of the handset.
e.29	Why can't I transition the audio to privacy mode from handsfree mode via the UIM or VR?	This is a limitation of the handset, which could be improved with a software update of the handset.
e.30	Why didn't I hear '+' on the Caller ID during an incoming international call?	This is a handset issue. The handset does not send the '+'.
e.31	Why doesn't an active call switch to HF audio during a BT connection?	This is a limitation of the handset. When there is an incoming call and the BT connection is made there will not be any handsfree audio.
e.32	Why doesn't mute work for held call?	After pressing the ANSWER button to place a call on hold, wait at least 5 seconds to press Mute button. Else the Mute will not be effective.
e.33	I don't hear the touch tones while I'm dialing a call. Am I doing something wrong?	No, unless you are in a call, you will not hear the touch tones when your handset is linked up to the car kit.
e.34	How do I maintain my call when I turn off my car?	First, if you have a flip handset, ensure the flip is open (if it is not, your call will disconnect when your car is turned off). Depending on your handset model, the call will either be automatically switched to the handset or it may prompt you to "switch to handset". These same steps apply if you are switching from hands-free to privacy mode while the car is running.
e.35	Why does my handset call end when I transfer the audio from HF to private mode?	This is a limitation of the handset, which could be improved with a software update of the handset.
e.36	Why is there a pause in audio after I press the ANSWER button and before the person on the other end hears me?	This is a combination of delays from both the TBS100 and the handset. There is a slight delay from the TBS100 between when the call is setup and when the audichannel is opened. In addition, most handsets will pass the audio to the TBS100 when a call is setup. However, if the TBS100 doesn't receive the audio within a certain time, it will request the audio.
e.37	Why don't I hear my handset's ring tone on the car kit?	This is a limitation of the handset, which could be improved with a software update of the handset.
e.38	Ring tone audio quality sounds poor. Why is that?	This is a limitation of the handset, which could be improved with a software update of the handset.
e.39	Why does the handset call timer continue to give an indication that a call is in progress after the call has been ended on the TBS100?	This problem is caused by network delays.
e.40	Why do I have to press the END button multiple times before a call is ended?	There is a delay in responding to the user due to network and handset delays
e.41	Why, with low network signal, the TBS100 remains in an in-call status when redial is initiated by pressing the ANSWER button?	This is a handset/network issue. The TBS100 does not get the end notification. The handset will may say, call failed, retry?

Miscellaneous

NOTE: Some handset limitations may be overcome with a handset software update. Contact your handset provider for more information.

Abbreviations/Definitions

AT command - command set used for communication between the handset and TBS100 BT - Bluetooth

CIP - call in progress
DIP - dial in progress
HF - handsfree
LED - light emitting diode

TBS100 - Toyota's TBS100 wireless car kit