

THF*5 TROUBLE SHOOTING - GENERAL Q&A

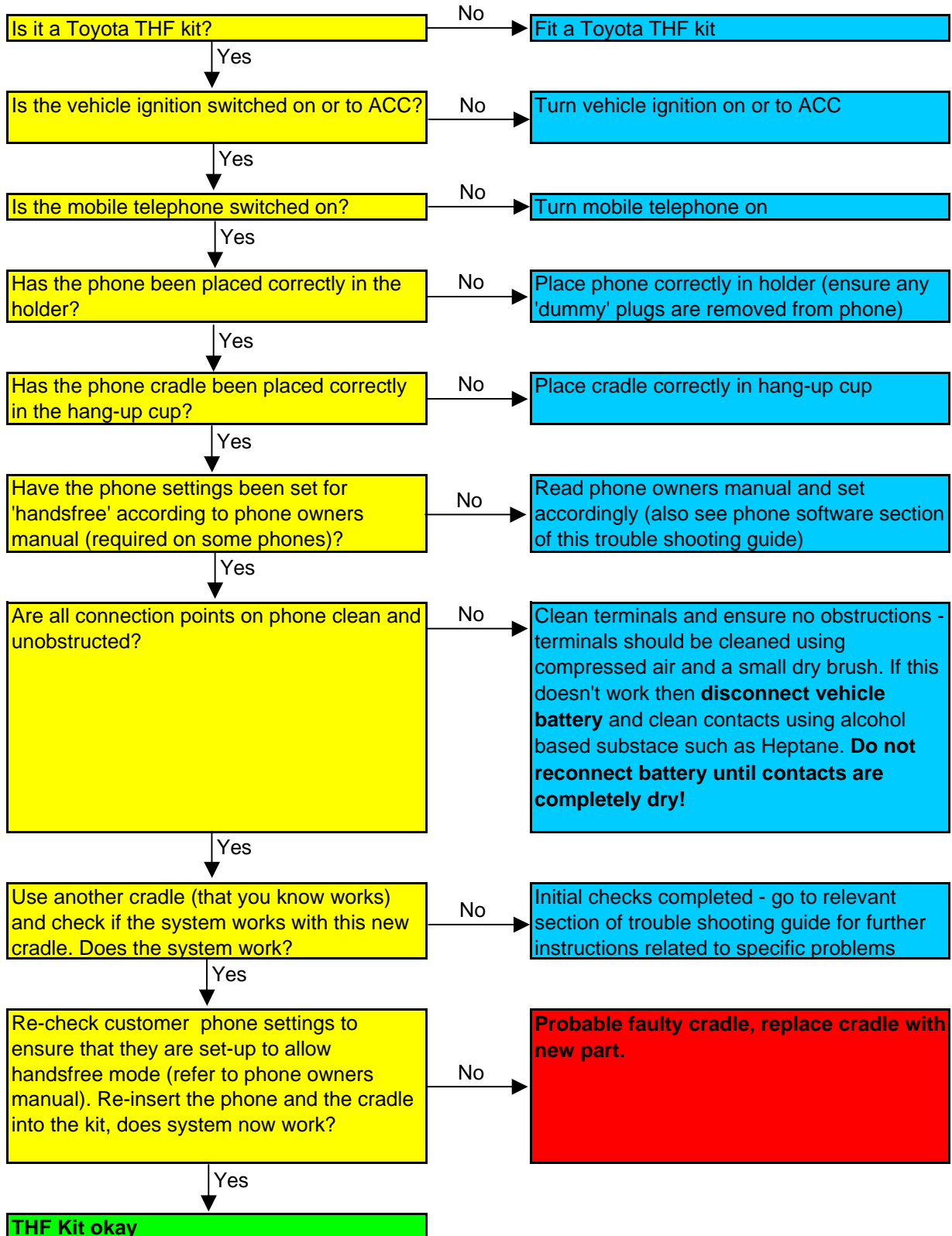
PROBLEM	GENERAL SOLUTION
How can the volume of the kit be adjusted on THF*5 system?	The volume level is taken from the volume setting on the phone. To change the volume just change the volume setting of the phone itself. Only change the volume level of the phone with the phone in the cradle and in 'hands-free' mode to ensure that you are changing the handsfree profile setting. (THF35 can also be adjusted using the remote control)
Phone charges but doesn't switch into hands-free mode	Probably due to the phone settings being incorrect. Some phones need to be setup for hands-free mode before they will work with the THF kit. Refer to phone owners manual on how to do this.
THF kit is not working at all (no charge & no hands-free mode)	Probably a problem with the installation - please refer to relevant section of trouble-shooting guide
Reception problems - bad sound quality	Probably due to microphone and antenna wires being bundled together. This can interfere with the sound quality of the system and should be avoided. Ensure that microphone and antenna wires are kept apart especially if bundled.
No full duplex communication	Whether the THF kit will work as full duplex or half duplex is completely dependant on the phone and cannot be governed by the hands-free kit - thus it is not a fault with the THF kit if there is no full duplex communication. Full Duplex = Transmission of voice in 2 directions simultaneously. In other words the person in the car can talk to, and hear the other person talking at the same time Half Duplex = Transmission of voice in 1 direction. In other words, only one person can talk at a time.
Some phones turn on when ignition is switched on, some phones don't - is this a fault?	This is not a fault. If the phone is switched off and in the cradle when the ignition is turned on the THF kits will try and turn the phone on. This will only work with some phones as others do not have the software capability in the phone to be able to communicate in the necessary way with the THF kit to be able to do this. Thus - this feature is dependant on the phone.
Some phones turn off when ignition is switched off, some phones don't is this a problem.	Some phones will automatically be switched off by the THF kit if left in the cradle after the ignition is turned off for more than approximately 60 secs. If the user wants to leave the phone in the cradle but doesn't want it to switch off then they only need to press any button on the phone after ignition off and the phone will stay on, in hands-free mode and keep charging. Again, this feature is completely dependant on the phone and some phones will not operate in this manner
Some phones mute (only THF25 & THF35) the radio when any button is pressed and some phones don't - why?	The THF system will mute the radio as soon as it receives a sound signal from the mobile phone. This means, if the phone profiles are set such that the phone makes a sound everytime a button is pressed, it will mute the radio every time a button is pressed. You can switch keypad tones off (in the handsfree profile) to stop this happening by changing the profiles of the phone (refer to phone owners manual)
General comments on phone profiles	It is possible to customise the way the phone acts when in hands-free mode simply by changing the profile of the phone in the profiles menu. The best way to discover the possibilities is to use the phone owners manual to guide you through the different settings available for each phone.
The THF20-25 adaptor has been used to update a THF20 kit (using Motorola phone) to a THF25 kit. The system was working as a THF20 kit but is not working as a THF25 kit.	The THF20 kits fitted with Motorola cradles also have a special Motorola adaptor fitted to the ECU to make the cradle work. If the THF20-25 adaptor is fitted to the ECU this special Motorola adaptor must first be removed (even if the THF25 cradle is a Motorola cradle) and the THF20-25 adaptor should be connected directly into the THF20 ECU.

THF*5 TROUBLE SHOOTING - PHONE SPECIFIC ISSUES

PHONE	PROBLEM	ANSWER
ERICSSON		
General	Why doesn't incoming call ring through THF speaker?	All Ericsson phones ring only through telephone loudspeaker
	Automatic switching on/off of phone with ignition	Most Ericsson phones do not support this function
T68i	Not functioning properly with THF kit	The following needs to be done in order to activate the hands-free mode of the phone on some earlier software versions: 1/ Go to 'Settings' then 'Handsfree' then 'Handsfree type' and choose 'Automatic' (<?xml:namespace prefix = o ns = "urn:schmas-microsoft-com:office:office"/>) 2/ go back to 'Settings' then 'Voice Control' then switch on 'Magic Word' (in that Menu you can also switch from half- to full-duplex mode)
NOKIA		
General	Checking software version	To check software version of Nokia phones press the following combination of phone keys: *#0000#
6210	Phone doesn't go into hands-free mode (Not relevant for THF *5 only for THF10/20/30)	Check software version of phone - press *#0000# and version will come up on display. If version is 5,56 then take phone to GSM retailer and get software update to version lower than 5,56. After downgrade, remove battery from phone for more than 5 mins. Kit should function after this. If SW-Downgrade is not possible swap cradle to 6310i (THF 20/30) for THF10 you would have to exchange the whole Kit.
6600	Special things to know about the functionality of the 6600 in a THF kit	The software of the phone is such that its behaviour in a hands-free kit is slightly different to that normally experienced. The differences are as listed below: - When a call comes in, the ringing tone will be heard in the phone not in the loudspeaker. - No special hfk symbol appears on the phone display when in the cradle - The background light switches off. - No Radio Mute when call comes in during the ringing tone. As soon as you answer the call then the radio will mute.
6230	Phone doesn't go into hands-free mode when placed in the THF kit	The phone has a special setting 'Ignition Detector' in the phone menu that must first be activated before the phone will function in the hands-free kit. This can be found in the 'Enhancement settings' menu which is a sub-menu of the 'Settings' menu. Note that this can only be set-up when the phone is actually in the THF kit.
SIEMENS		
S55/C55/M55	Radio is on permanent mute with phone in cradle	Check software of phone - press *#06# and the display will come up with 'info'. Press key under 'info' and software version will appear. This is a problem that will occur on all phones with software version under version 16. Phone should be taken to GSM retailer and software update to version higher than version 16. After update, remove battery from phone for more than 5 mins. Kit should function after this.
MOTOROLA		
v300 / 400 / 500 / 525	Phone will not operate with the hands-free kit	Phone must first be switched into 'Auto Handsfree Mode'. This can be done through the 'Settings' menu of the mobile phone. Please refer to mobile phone owners manual for further details.

THF*5 TROUBLE SHOOTING - INITIAL CHECKS

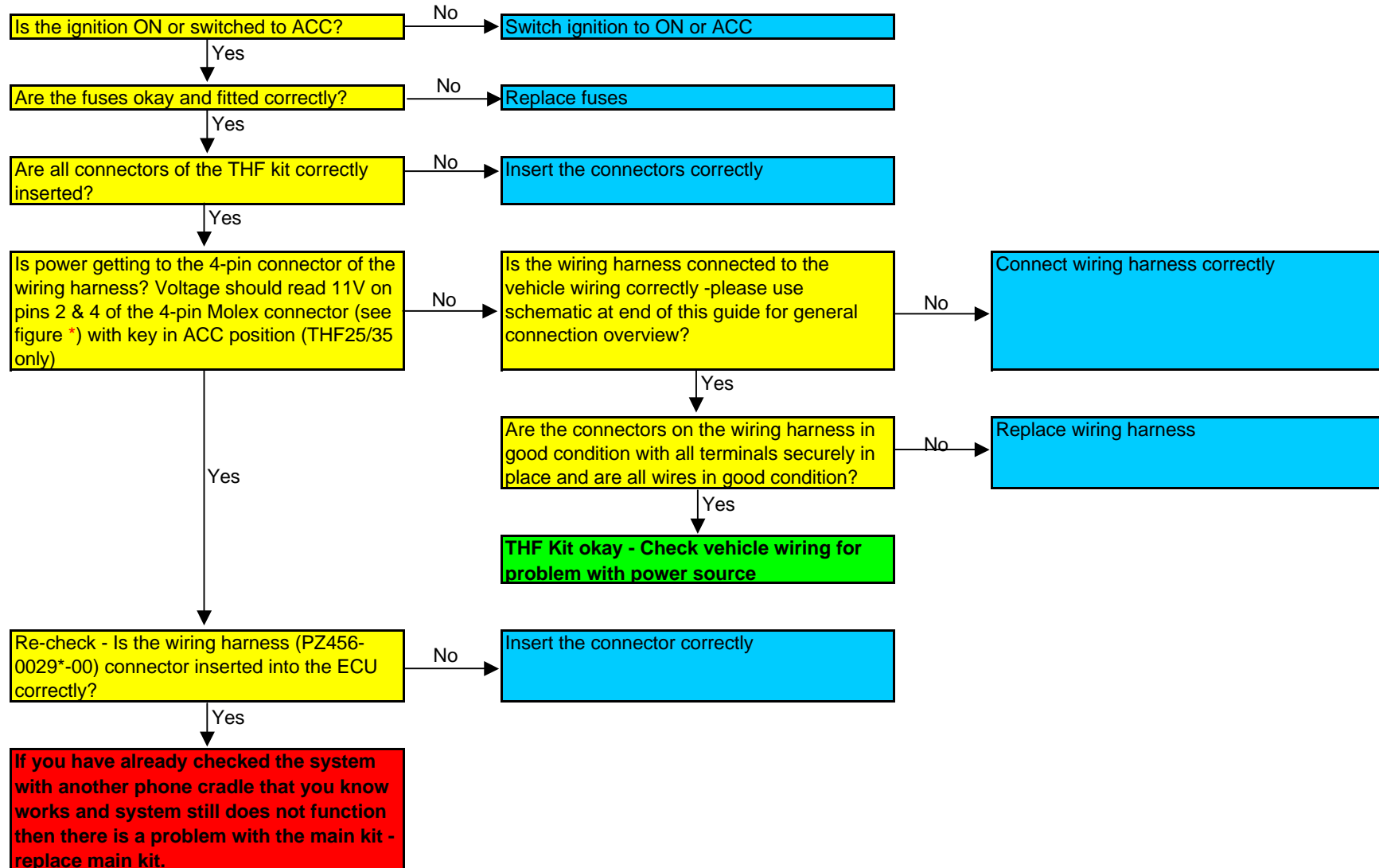
On discovering that a hands-free kit is not functioning properly the following checks should always be conducted before further investigation is started.



THF*5 TROUBLE SHOOTING - NO RESPONSE

PROBLEM ONE: PHONE NOT CHARGING AND NOT SWITCHING TO HANDS-FREE MODE

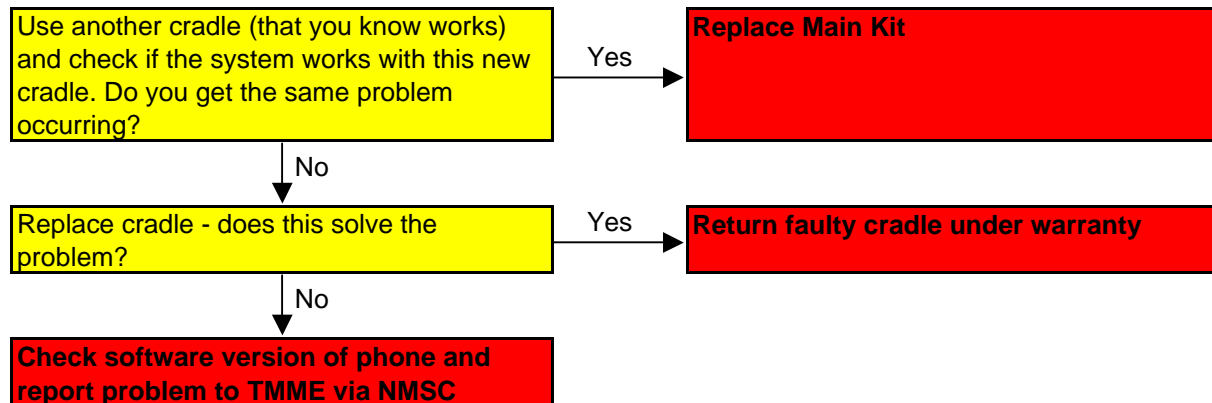
After conducting the initial checks mentioned at the front of this trouble-shooting guide, the following steps should be taken:



THF*5 TROUBLE SHOOTING - NOT SWITCHING TO HF MODE

PROBLEM TWO: PHONE CHARGING BUT NOT SWITCHING TO HANDS-FREE MODE

If all checks mentioned in the first section of this trouble-shooting guide (checking of phone settings etc) have been conducted then it is likely that there is either a software issue between the phone and the kit or more likely a problem with one of the components in the kit.



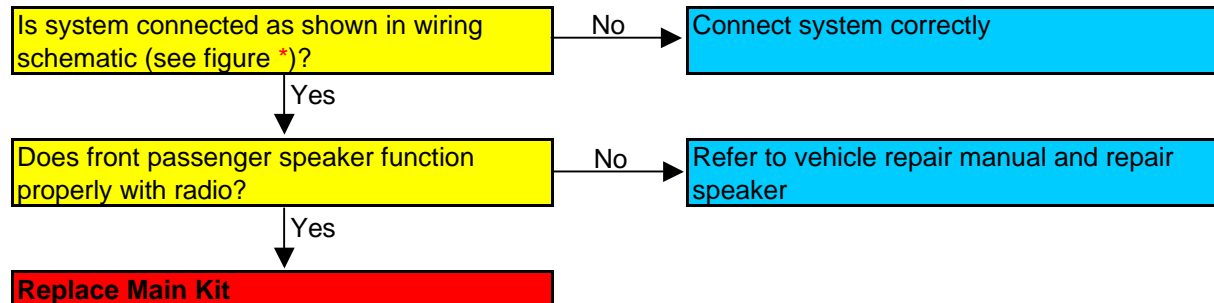
Some very early phone software versions may have a compatibility issue with the THF kits. The software version of the phone can be checked at any mobile phone retailer and they will also normally upgrade to the latest version for free.

THF*5 TROUBLE SHOOTING - NO SOUND 1

PROBLEM THREE: PHONE SWITCHING TO HANDS-FREE MODE BUT NO SOUND CAN BE HEARD THROUGH THE VEHICLE SPEAKERS WHEN USED (THF25 & THF35 ONLY)

Please note that when using a THF25 or THF35 system, the vehicle audio should mute and all audio signals from the THF kit will be heard only in the passenger side front speaker. The kits will not mute the navi system if it is fitted - this will continue to come through the drivers side front speaker even when using the hands-free kit.

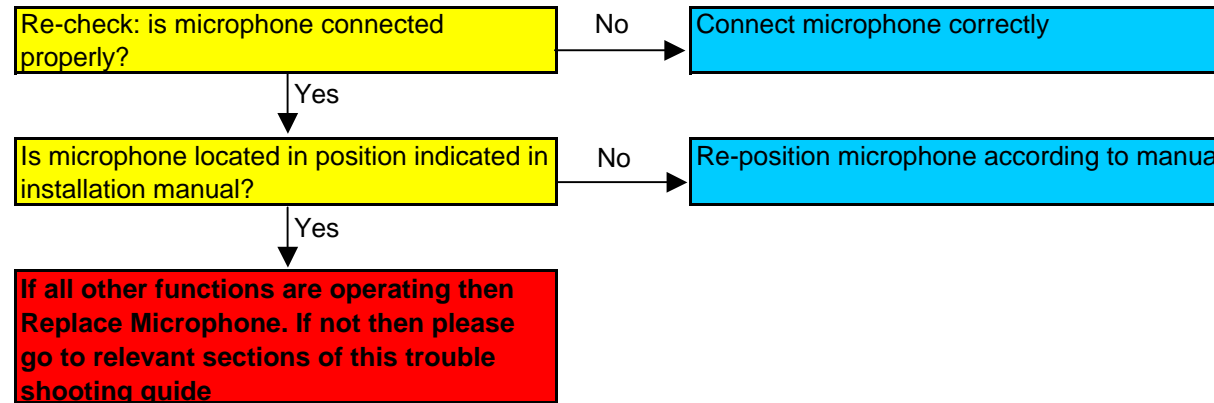
After conducting the initial checks mentioned at the front of this trouble-shooting guide, the following steps should be taken:



THF*5 TROUBLE SHOOTING - NO SOUND 2

PROBLEM FOUR: PERSON ON OTHER END OF LINE CANNOT HEAR ANYTHING THE PERSON IN THE VEHICLE IS SAYING

After conducting the initial checks mentioned at the front of this trouble-shooting guide, the following steps should be taken:

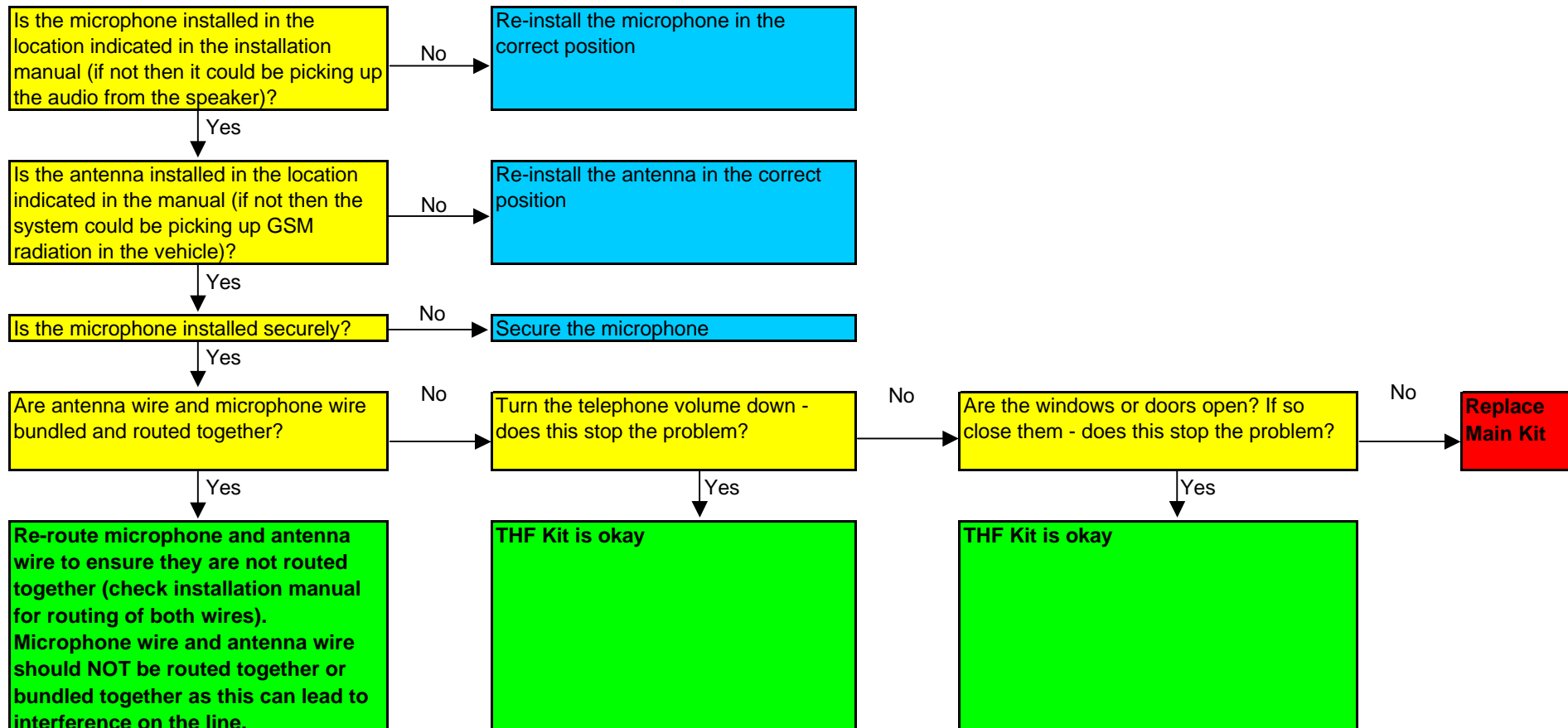


THF*5 TROUBLE SHOOTING - ECHO

PROBLEM FIVE: ECHO PROBLEM DURING PHONE CONVERSATION

It should be noted that it is possible to occasionally get a bad connection with a mobile phone line that can lead to echo and which has nothing to do with the hands-free kit. It is only a possible problem with the kit if the echo is experienced consistently by the user.

After conducting the initial checks mentioned at the front of this trouble-shooting guide, the following steps should be taken:

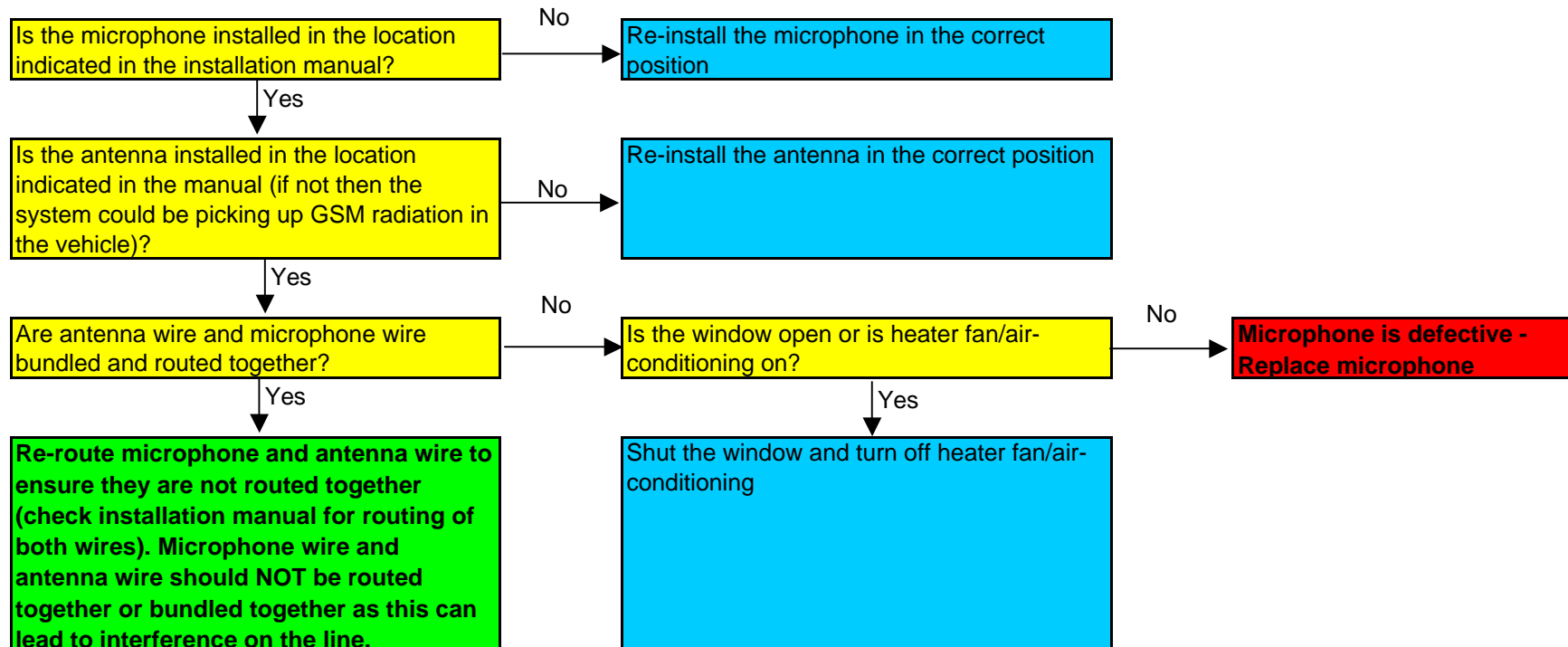


THF*5 TROUBLE SHOOTING - BACKGROUND NOISE

PROBLEM SIX: LOUD BACKGROUND NOISE OR INTERFERENCE DURING CONVERSATION (EXPERIENCED BY PERSON ON OTHER END OF LINE)

Please consider that it is possible that sometimes there could be noise on the line because it is simply a bad connection and is not the fault of the hands-free kit. If the problem occurs all the time then it will be a problem with the hands-free kit and the following steps should be taken:

After conducting the initial checks mentioned at the front of this trouble-shooting guide, the following steps should be taken:



THF*5 TROUBLE SHOOTING - NO RECEPTION

PROBLEM SEVEN: NO RECEPTION

Note, there will always be some areas where it is impossible to get a GSM connection due to the lack of GSM phone masts in the area.

After conducting the initial checks mentioned at the front of this trouble-shooting guide, the following steps should be taken:

