QUICK TROUBLESHOOTING FOR XT-1 AND G5 SYSTEMS

OUTBOUND LOW OR NO AUDIO

1. Try another Headset – the Mic on the current headset might be blocked or broken
2. Test your Headset
3. For XT-1: Reboot base by pulling the power for 60 seconds. Do not reboot G5

INBOUND LOW OR NO AUDIO

1. **XT-1:** Reboot the base by pulling power for 60 sec. Dual Lane do both, Lane 1st
2. **G5:** Base Do NOT reboot until you have called in to Help Desk
3. Turn up the Headset Volume, change headset next
4. Test your Headset
5. Check to make sure there is not an obstruction in front of the mic at the order post

Test your headset:
Push & hold the page key. If the mic works, you will be able to hear yourself in the earpiece of the headset.

NO BEEP WHEN CUSTOMER ARRIVES

1. Find the Loop Detector board inside the Base and push the RESET Button
2. Verify that the base MODE on the Main Screen is not in ALWAYS ON or OUTSIDE Mode

BATTERIES SHORT LIFE OR NO CHARGE

Batteries have a manufacture date, if older than 3 years, replace or you may compromise communication. Always use PAR batteries for the Best Results.

1. Test G5 battery w/ the Button, replace if LED 1 & 4 or 1 & 3 are showing.
2. If battery will not charge in G5 Pod, start charge in Slot then move battery to Pod
3. G5 Battery is 78811746565, XT-1 Battery is 7100085685

HEADSET REGISTRATION

1. For XT-1 base, Sign into the Base, Option #4, #1 Register Headsets
2. For G5 base, Push the Left Arrow Key, put battery into the Headset, Turns Solid Green

SYSTEM MAINTENANCE

1. For Optimum Audio Inbound and Outbound you should have a new Speaker & Mic every 3 years. Mic 78691152017, Speaker 78691152025, Kit 78691150631A
2. Clean Headsets with 70% isopropyl alcohol wipes, keeping liquid out of mic hole
3. Ear Pads for XT-1 and G5 are 78691147280

If issues continue, please call the PAR Help Line by scanning the QR code or dial 1-800-832-0033