

Frequently Asked Questions

Q: Why do the answer call button and the end call button flash slowly, but speakerphone fails to power on when you long press the power button?

A: Low battery. Speakerphone will reboot automatically once it is connected to PC or charger cradle.

Q: Why do you fail to answer the incoming call from the softphone when you connect speakerphone to the mobile phone/PC via Bluetooth?

A: This feature is not available on mobile phone/PC.

Q: Why do you fail to connect speakerphone via Bluetooth ?

A: Do the following:

- Check whether speakerphone is in Bluetooth pairing mode.
- Check whether speakerphone has been connected to two devices via Bluetooth.

Q: Why speakerphone is silent when the connected mobile phone/PC is playing music or during the call?

A: Check whether you set speakerphone as the audio output device for the mobile phone/PC.

Q: Why is the other party unable to hear the voice during a call?

A: Do the following:

- Check whether you remove the protective film from the speakerphone, otherwise, the microphone might be blocked.
- Check whether you set speakerphone as the default microphone device for the mobile phone/PC and softphone.

Q: Why does the LED light-ring fail to glow or remain unchanged when you press the volume up/down key?

A: Do the following:

- Check whether the connected device is at the minimum volume. If it is, speakerphone does not respond when you press the volume down button.

- Speakerphone has 16 volume levels, and when you press the volume button twice, a blue indicator will glow, therefore when you press the volume button once, the LED light-ring does not change.

Q: Why there are no voice prompts or touch tones?

A: Check whether speakerphone is at the minimum volume.

Q: Why cannot the computer recognize the connected BT50?

A: Check if the BT50 is inserted in the correct direction.