

# Troubleshooting

*proMOH*  
by Interalia

The following are some common errors and solutions for your proMOH digital announcer.

<b>Error Description</b>	<b>Probable Solution</b>
① <i>proMOH</i> does not power up.	-verify that the 12 vac power adapter is connected to the proMOH and 120V hydro outlet.
② Tape not loading properly.	-visually inspect cassette loading mechanism to verify that old cassette has been properly ejected. If cassette remains, push eject. -make sure tape label is facing you (new players will detect tape and automatically download, old players require pushing download on left side of machine.
③ Program will not download.	-check to see if tape is jammed (verify that cassette reels turn freely) -verify that cassette is not broken, cut, worn out, or twisted. -verify there is a message recorded on cassette -unplug machine for 30 seconds, plug back in, re-insert the tape and go through download process again.
④ Not hearing message through phone.	-turn up MOH volume on left of unit. -check to make sure RCA jack is plugged in securely. (it is wise to trace RCA jack to other end to ensure it is connected to the main telephone board) -verify proper MOH output is being used. (refer to the telephone system's technical specs)
⑤ Partial message recorded.	-verify the length of MOH does not exceed the total recording time available on unit.(reduce length accordingly) -verify total message is recorded on tape.
⑥ Message sounds fuzzy or distorted.	- turn treble control clockwise all the way up. - turn bass control counter-clockwise all the way down.