

# Troubleshooting your DPU-2000

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 [For instructions on how to install your DPU-2000, click here.](#)

 [Problems during installation? Click here](#)

 [Problems after installation? Click here](#)

 [What do the lights mean? Click here](#)

 [Just having problems with the volume? Click here](#)

Also [check our Frequently Asked Questions page](#) to see if we've already solved your problem.

## Tools for troubleshooting

You will need the following items to conduct a quick and successful troubleshoot:

- All items from the package sent to you by Info-Chip Communications or your local DPU-2000 dealer
- Two straightened paper clips or ballpoint pens
- One pair of walkman-style headphones
- The telephone number to your local interconnect company (or the company that installed your telephone system)

## During Installation

Ask yourself the following question... then follow the answer:

**1)** Did your company have anything on hold before?

[Yes](#)  
(Go to 2)

[No](#)  
(Go to 5)

**2)** Your company had something on hold before, either a radio or a tape-based on hold marketing system. Is it still plugged in?

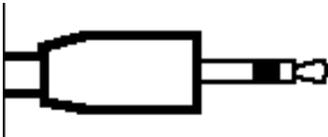
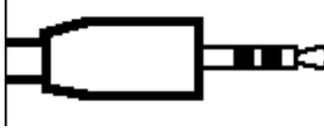
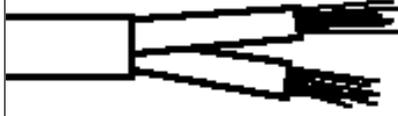
**Yes**  
(Unplug it and take a look at the plug [Go to 4](#))

**No**  
(Go to 3)

3) The plug or wire that comes from your telephone system and plugs into whatever you had on hold; Is it still there?

<p><a href="#">Yes</a> (Go to 4)</p>	<p><a href="#">No</a> (Go to 5)</p>
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4) Look at the end of the plug. What kind of plug is it?

<p><b>Mini-mono</b></p>  <p>(Plug it into the audio output jack on the DPU-2000, <a href="#">Go to 7</a>)</p>	<p><b>Mini-stereo</b></p>  <p>(It MIGHT fit into the DPU, but the connection is incorrect, a mini-mono plug is needed, call your interconnect company)</p>	<p><b>RCA</b></p>  <p>(<a href="#">Call Info-Chip</a> for delivery of an adapter)</p>
<p><b>RJ-11</b></p>  <p>(Buy an adapter from Radio shack, it shouldn't cost you more than \$3)</p>	<p><b>two stripped wires</b></p>  <p>(Call your interconnect company for installation of a mini-mono plug)</p>	<p><b>Other</b></p> <p>(Call your interconnect company for installation of a mini-mono plug)</p>

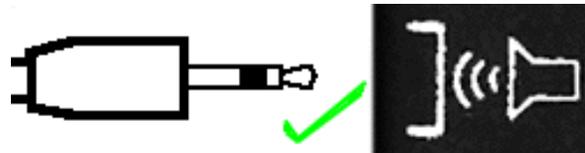
5) Look at your telephone system (or box) located in the telephone/communications room of your office. Is there a plug located on front / side or (open the box) inside labeled either "MOH", "Music", "Hold", "Hold Music", "On Hold", "On

Trouble? Shoot!

Hold Music", or... (you get the idea)?

<p><b><u>Yes</u></b> <a href="#">(Go to 6)</a></p>	<p><b>No</b> (As best as we can tell, your telephone system is NOT Music-on-hold capable. Call your interconnect company)</p>
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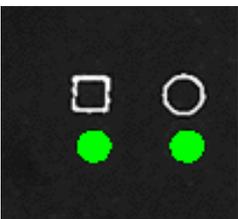
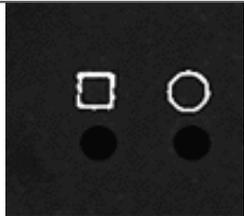
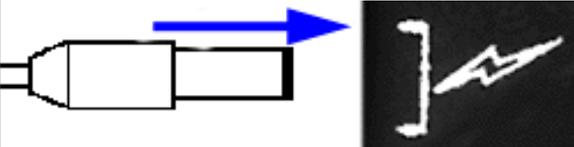
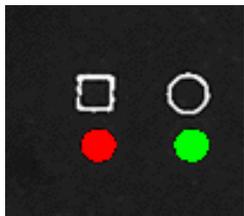
6) Take the mini-mini cable that came with your DPU package. Plug one end into the DPU-2000's audio output jack



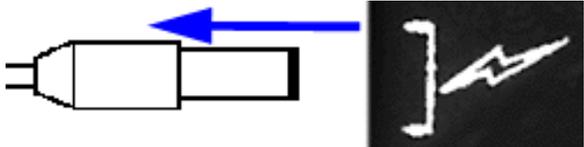
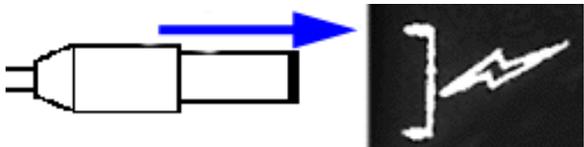
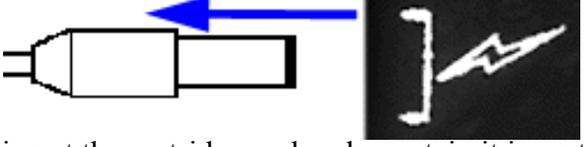
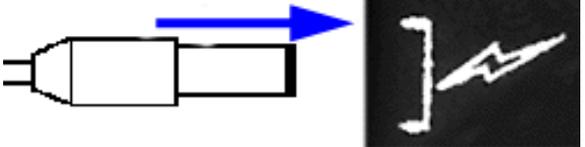
loose fit?

<p><b>Yes, it's a loose fit</b> (Your telephone system accepts an RCA jack only... <a href="#">Call Info-Chip</a> for delivery of an adapter)</p>	<p><b><u>No, it seems to "click" in securely</u></b> <a href="#">(Go to 7)</a></p>
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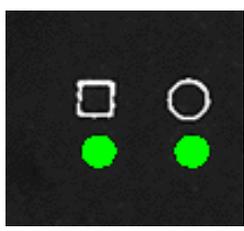
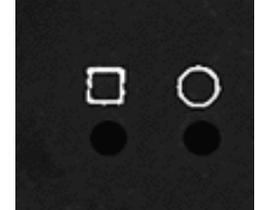
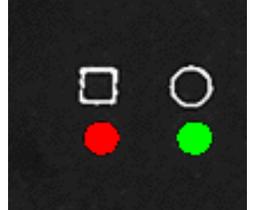
7) Look at the DPU-2000. Do you have two steady green lights?

 <p><b>Yes</b> (The DPU-2000 is installed and working)</p>	 <p><b>No, no lights at all</b> (Plug in our unit using the power adapter. Plug the adapter into a wall socket, and the plug into the power input on the DPU-2000.)</p>  <p><a href="#">(Go to 9)</a></p>	 <p><b><u>No, they're blinking red and green</u></b> <a href="#">(Go to 8)</a></p>
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**8) Is the cartridge in the unit?**

<p style="text-align: center;"><b>Yes</b></p> <p>(The unit needs to be reset:</p> <p>1- Unplug the unit's power,</p>  <p>2- Slide out the cartridge,          3- Re-insert the cartridge and make certain it is seated properly,          4- Plug in the power to the unit,</p>  <p>5- <a href="#">Go to 9)</a></p>	<p style="text-align: center;"><b>No</b></p> <p>(1- Unplug the unit's power,</p>  <p>2- insert the cartridge and make certain it is seated properly,          3- Plug in the power to the unit,</p>  <p>4- <a href="#">Go to 7)</a></p>
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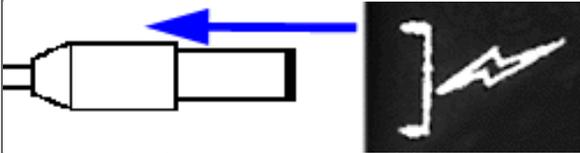
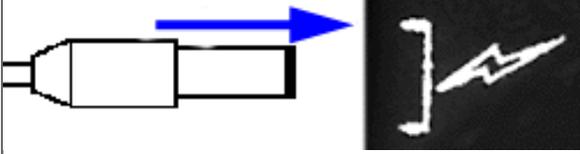
**9) Do you have two steady green lights NOW?**

 <p><b>Yes</b></p> <p>(The DPU-2000 is installed and working)</p>	 <p><b>No, no lights at all</b></p> <p>(The wall socket is not delivering power... either you have a short, a power outage, or a switch controlling the circuit is off. If none of those is the case, <a href="#">call Info-Chip</a> for delivery of a new power adapter)</p>	 <p><b>No, they're blinking red and green</b></p> <p>(There is a fault in either the unit or the cartridge, <a href="#">call Info-Chip</a> for instructions on how to have the unit returned to us for inspection)</p>
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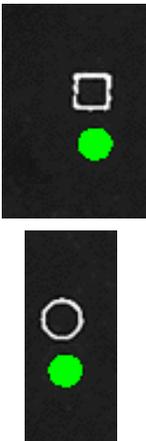
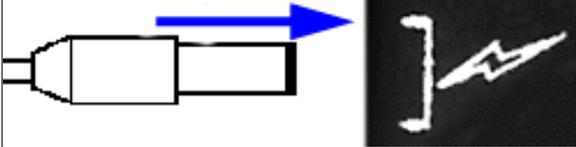
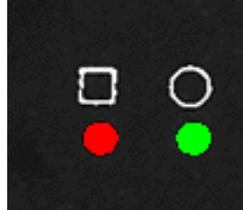
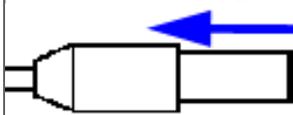
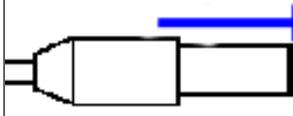
**After Installation**

Check the system by first selecting an outside line, then call your company's telephone number. Ask your receptionist to put you on hold, OR (If you're answering the call yourself), place the line you're calling out on ON HOLD FIRST, THEN answer the "incoming" call.

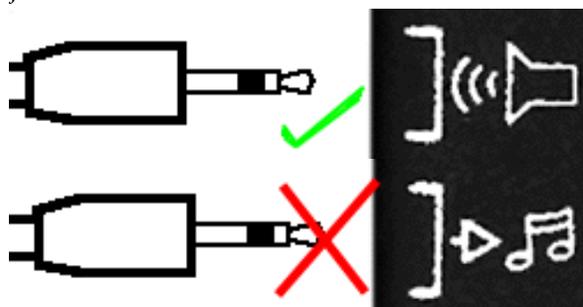
**1) Do you have sound coming through on-hold?**

<p align="center"><u>No</u> (Go to 2)</p>	<p align="center"><u>Yes, but it's very quiet</u> (Go to 7)</p>	<p align="center"><u>Yes, but it's very loud</u> (Go to 8)</p>
<p><b>Yes, but it's just noise/screeching (no voice or music)</b></p> <p>(This could be as a result of incorrect installation of a new cartridge, or a power outage in your area. The unit needs to be reset:</p> <p>1- Unplug the unit's power,</p>  <p>2- Slide out the cartridge, 3- Re-insert the cartridge and make certain it is seated properly, 4- Plug in the power to the unit</p>  <p>If problem persists, <a href="#">call Info-Chip</a> for instructions on how to have the unit returned to us for inspection)</p>	<p><b>Yes, but it's also coming over our speakerphones</b></p> <p>(You had the radio on in the past and were listening to it at your desk. Enter the code on each extension to turn off the "music/on-hold" speaker feature. The code is in the owner's manual of your telephone system)</p>	<p align="center"><b>Yes</b></p> <p>(Okay...so what's the problem? Give <a href="#">Info-Chip a call</a>)</p>

**2) Go to where the DPU-2000 is installed and take a look at the unit. Is it showing two steady green lights?**

 <p><b>Yes</b> <a href="#">(Go to 3)</a></p>	<p><b>No, no lights at all</b></p> <p>(Check to make certain the power adapter is plugged into a wall socket, and the plug into the power input on the DPU-2000.)</p>  <p><a href="#">Go to 5)</a></p>	 <p><b>No, they're blinking red and green</b></p> <p>(Reset the unit:</p> <p>1- Unplug the unit's power,</p>  <p>2- Slide out the cartridge,</p>  <p>3- Re-insert the cartridge and make certain it is seated properly,</p> <p>4- Plug in the power to the unit,</p>  <p>5- <a href="#">Go to 5)</a></p>
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**3)** Is the cable leading to your telephone system plugged into the telephone system and the other into the audio output jack of the DPU-2000?

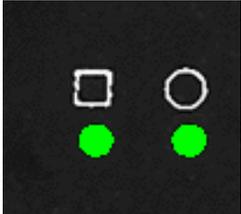
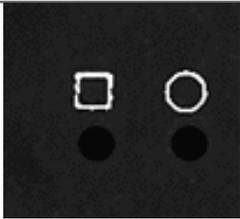
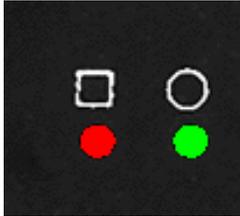


<p><b>Yes</b> <a href="#">(Go to 4)</a></p>	<p><b>No</b></p> <p>(...answers its own question, doesn't it? Make sure the cable from the unit to the telephone system is plugged in properly)</p>
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**4)** Unplug the cable from the audio output jack on the unit, and plug in a pair of walkman headphones in its place. Is there sound coming out of your headphones?

<p><b>Yes, but it's only coming out of one ear</b></p> <p>(That's expected; Phone lines aren't stereo, so neither is our signal. We've determined that the unit is working... the problem lies in the connection to your telephone system. Make certain all cables are plugged in properly and call your interconnect company)</p>	<p><b><u>Yes, but it's very quiet</u></b></p> <p><a href="#">(Go to 7)</a></p>	<p><b>No</b></p> <p>(Tap either volume button once using a pen/paper clip, <a href="#">Go to 1</a>)</p> 
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**5)** Do you have two steady green lights NOW?

 <p><b><u>Yes</u></b></p> <p><a href="#">(Go to 1)</a></p>	 <p><b>No, no lights at all</b></p> <p>(The wall socket is not delivering power... either you have a short, a power outage, or a switch controlling the circuit is off. If none of those is the case, <a href="#">call Info-Chip</a> for delivery of a new power adapter)</p>	 <p><b><u>No, they're blinking red and green</u></b></p> <p><a href="#">(Go to 6)</a></p>
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**6)** Is this a new unit?

**Yes**

(There is a fault in either the unit or the cartridge, [call Info-Chip](#) for instructions on how to have the unit returned to us for inspection)

**No, we had a production that was working fine before**

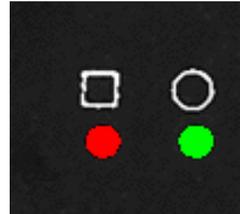
(There is a fault in the cartridge, [give Info-Chip a call](#) and we'll arrange to rush your new production out to you right away... send the defective cartridge back to us)

**No, but the last production didn't work either**

(There is a fault in the unit, [call Info-Chip](#) for instructions on how to have the unit returned to us for inspection)

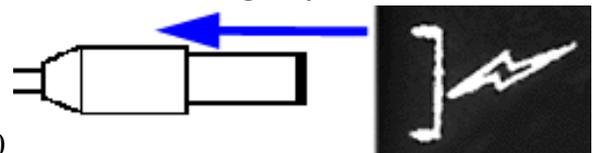


**7)** A little too quiet for you? Using either a pen or paper clip, tap the "UP" volume to your desired level. That better?



**No, it won't go any louder / it's not loud enough (there is one solid red light)**

(You have to re-adjust the coarse volume setting on your unit,



- 1- Unplug the power from the DPU-2000,
- 2- Press BOTH the "UP" volume and "KEY" button simultaneously,



3- Keep the buttons pressed WHILE plugging in the unit again,



**Yes, thank you**

(You're welcome)

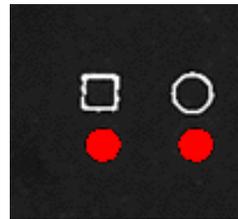


4- Release the buttons,

5- [Go to 9\)](#)

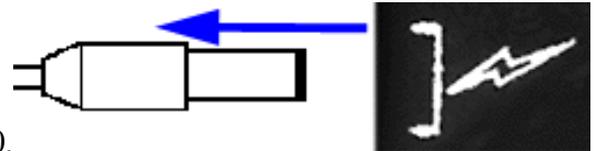


**8)** A little too loud for you? Using either a pen or a paper clip, tap the "DOWN" volume to your desired level.  That better?



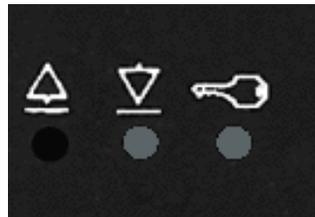
**No, it won't go any quieter / it's not quiet enough (there are two solid red lights)**

(You have to re-adjust the coarse volume setting on your unit,



1- Unplug the power from the DPU-2000,

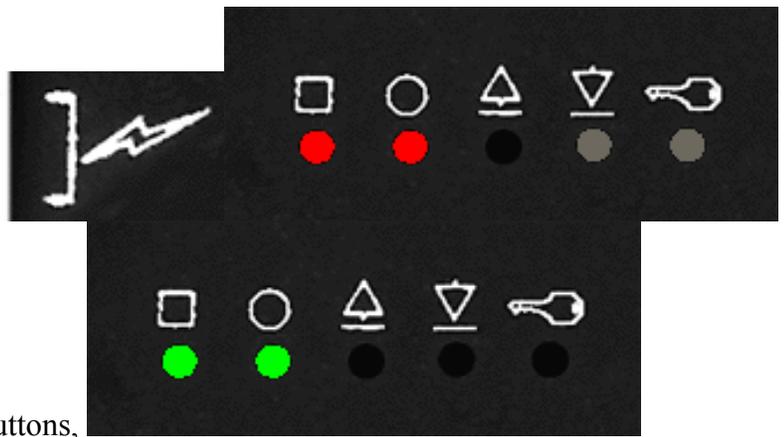
2- Press BOTH the "DOWN" volume and "KEY" button simultaneously,



3- Keep the buttons pressed WHILE plugging in the unit again,

**Yes, thank you**

(You're welcome)



4- Release the buttons,

5- [Go to 9](#))

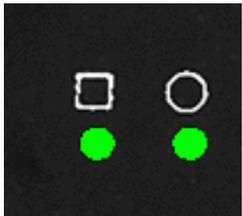
9) How is the volume now?

**Good, thank you**  
(You're welcome)

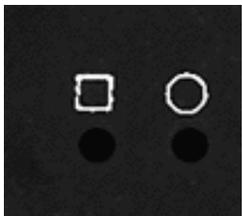
**Still too loud/too quiet or Now it's too loud/too quiet**

[Go to "Volume Controls"](#)

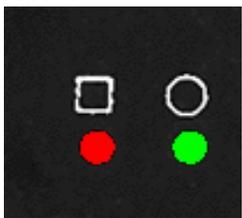
### The Lights on your DPU-2000 and what they mean



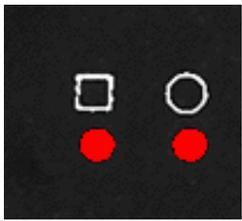
...means the unit is powered and working



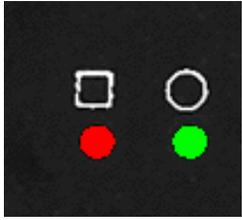
...means there is no power to the unit: Check that power supply is plugged in



...means unit is powered and working and set at highest volume in THIS coarse volume setting (Lights will return to green within 4 min.)



...means unit is powered and working and set to lowest volume in THIS coarse volume setting (Lights will return to green within 4 min)



...means there is power but no signal from the unit. Make certain the cartridge is seated properly > [GO HERE](#)

## Volume Controls

The DPU-2000 is designed to adapt to 90% of the world's telephone systems. Some telephone systems require more output from a music source than others. In that regard, the DPU-2000 gives you a lot of control over the audio output to meet the needs of your system. There may be many reasons why you can't get the volume of your DPU-2000 "just right"; The information below will help you understand the volume controls and how to achieve the right volume.

The DPU-2000's volume range is divided into three "coarse" ranges:

- HIGH
- MID
- LOW

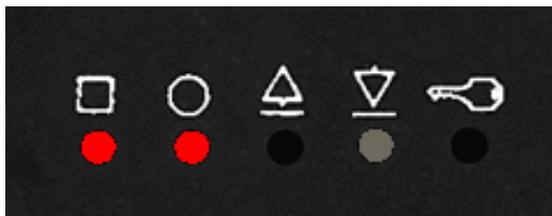
...In each of these ranges are seven volume "steps", making for a total of twenty-one "steps" of volume. The scale looks like this:

- 21-
- 20-
- 19-
- 18-HIGH
- 17-
- 16-
- 15-
- 14-
- 13-
- 12-
- 11-MID
- 10-
- 9-
- 8-
- 7-
- 6-
- 5-
- 4-LOW
- 3-

2-

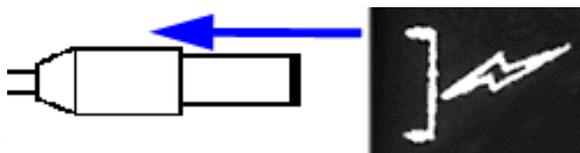
1-

When the DPU-2000 was originally sent to you, it was sent in the **MID** coarse mode. To adjust the volume within this coarse setting, you can adjust up and down seven steps (settings **8-14**) by "tapping" (1 tap = press and release) on the volume controls:



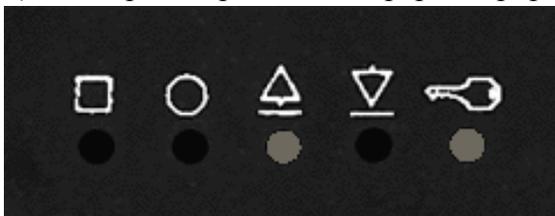
If your company has recently changed its phone system to one that requires less or more output than the previous telephone system, then a change in the coarse setting is required.

To change to the **HIGH** coarse setting:



1) Unplug the unit's power.

2) With a pair of pens or bent paper clip, press the "UP" volume button and the "KEY" button

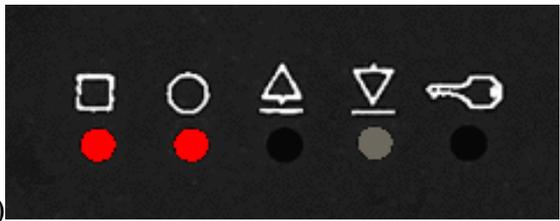


3) While continuing to press the two buttons simultaneously, plug the power back into the unit



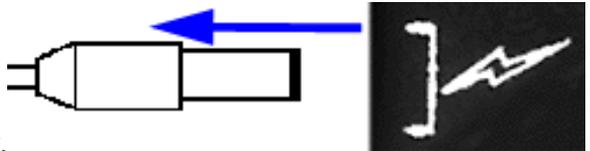
4) Release the two buttons

5) The unit is now set to the **HIGH** coarse volume setting. Using the two volume buttons, you can select the seven



volume "steps" in the **HIGH** range (15-21)

**To change to the LOW coarse setting:**



1) Unplug the unit's power.

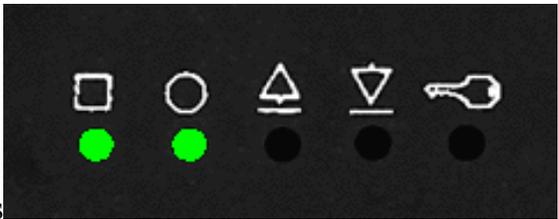
2) With a pair of pens or bent paper clip, press the "DOWN" volume button and the "KEY" button



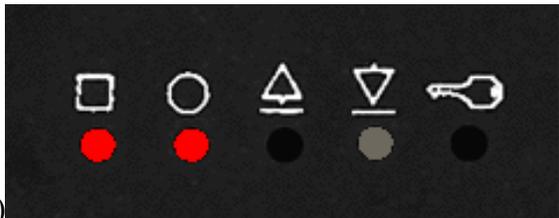
3) While continuing to press the two buttons simultaneously, plug the power back into the unit



4) Release the two buttons

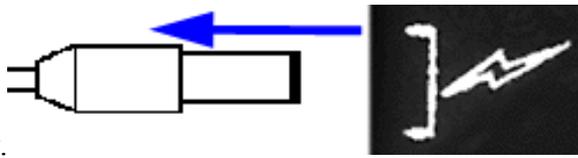


5) The unit is now set to the **LOW** coarse volume setting. Using the two volume buttons, you can select the seven volume

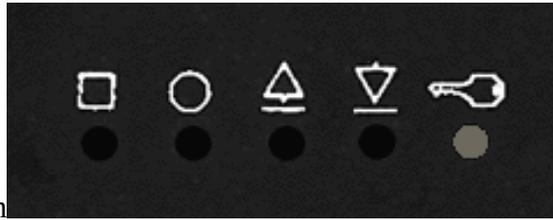


"steps" in the **LOW** range (1-7)

**To change to the MID coarse setting:**



1) Unplug the unit's power.



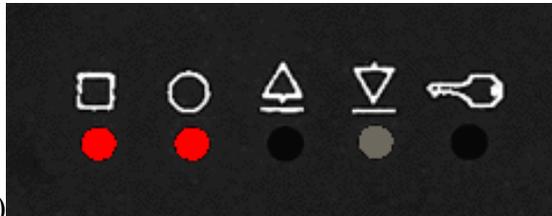
2) With a pen or paper clip, press the "KEY" button

3) While continuing to press the "KEY" button, plug the power back into the unit



4) Release the button

5) The unit is now set to the MID coarse volume setting. Using the two volume buttons, you can select the seven volume



"steps" in the MID range (8-14)



[For instructions on how to install your DPU-2000, click here.](#)



Also [check our Frequently Asked Questions page](#) to see if we've already solved your dilemma

If your problem cannot be solved here, [Go to our technical support page.](#)

