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## AKER VOICE AMPLIFIER TROUBLESHOOTING

Note: this troubleshooting guide is for cases where your voice amplifier is not producing any sound. If you are having trouble with Feedback, please see our “reducing feedback” section.

Please follow the directions below and answer the questions. Then respond to us at [CustomerService@tkproductsLLC.net](mailto:CustomerService@tkproductsLLC.net). This will help us to determine what part is causing a problem. Often it is just a cable or something else that can be corrected easily. It is a good idea when testing to try each step a couple of times. It is also good to move the cables around when testing to determine if there is a short somewhere.

1. Make sure your Aker Voice amplifier is charged. Turn on the Aker amplifier. Is the red LED on and stay on (Y/N)?
  - a. If YES, then proceed to Step 4 (Skip Step 2 & 3).
  - b. If NO, Then proceed to Step 2
  
2. If you answered NO one then your LED on the Aker amplifier did not come on or it blinked RED. Plug your Aker amplifier into the Aker charger that came with your amplifier. Does the Aker Amplifier LED blink RED and GREEN (Y/N)?
  - a. If YES, then allow for the amplifier to charge at least two hours or until the blinking LED stops and goes to a solid Green. Then repeat Step 1.
  - b. If NO, proceed to Step 2.
  
3. If you answered NO to Step 2 then check the base of the Aker charger and verify that a RED LED is showing on the charger base. Also verify that the power outlet you are using is working. Does the RED LED on the charger base come on when plugged in (Y/N)?
  - a. If YES to Step 3 and NO to Step 2 then you need a new battery for your Aker voice amplifier. Please visit <https://tkproductsllc.net/product-category/accessories/> to order a replacement battery. Please care to order the correct battery that matches the model that you have.
  - b. If NO to Step 3 and NO to Step 2 then you need a new Aker charger. Please visit here <https://tkproductsllc.net/product/aker-charger/> to order a replacement
  
4. Plug in the Aker microphone into the Aker voice amplifier microphone port and turn on the amplifier. Can you hear your voice coming from the amplifier when speaking into the Microphone (Y/N)?
  - a. If YES, and you are still having a problem then contact us at [CustomerService@TKProductsLLC.net](mailto:CustomerService@TKProductsLLC.net) to request assistance.
  - b. If NO, then proceed to Step 5.
  
5. Plug in another microphone into the Aker voice amplifier . Can you hear your voice coming from the amplifier when speaking into the Microphone (Y/N)?
  - a. If YES, then you need to order a new Aker microphone. Please visit here <https://tkproductsllc.net/product/headset-mic/> to order a replacement.
  - b. If NO, Then proceed to Step 6.
  
6. Take an mp3 (like an ipod, iphone, ipad, etc.) player and plug the 1.5ft cable that came with the Aker voice amplifier into it.. Then plug the other end of the cable into the Aker voice amplifier. Turn on the Aker voice amp and play a song using the mp3 player. Can you hear that music through the Aker voice amplifier? (Y/N)
  - a. If YES, and you are still having a problem then contact us at [CustomerService@TKProductsLLC.net](mailto:CustomerService@TKProductsLLC.net) to request assistance.
  - b. If NO, then something might be wrong the Amplifier itself. Please contact us at [CustomerService@TKProductsLLC.net](mailto:CustomerService@TKProductsLLC.net) to request assistance.