



ICOMM TROUBLESHOOTING GUIDE

Please follow the directions below and answer the questions. Then respond to us at 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 VoiceBooster (Aker) amplifier is charged. Is it charged? (Y/N)
 - a. If YES, then proceed to Step 2.
 - b. If NO, then charge your amplifier using the charger included with your voice amplifier. Then repeat Step 1.
2. Take your VoiceBooster Headset microphone and plug it into the VoiceBooster amp. Turn the volume up halfway and speak. Can you hear your voice through the voice amp? (Y/N).
 - a. If YES, then proceed to Step 3
 - b. If NO, then stop and go to the VoiceBooster Amplifier Troubleshooting guide. There is a problem with your amplifier or with your Microphone.
3. Now test the cable that is used to connect the iComm output to the microphone port on the VoiceBooster amplifier. You should be using the 6 foot cable that came with the iComm box. The VoiceBooster patch cable will work but is very low quality. Therefore it is not recommended for use with the iComm. Take an mp3 (like an ipod, iphone, ipad, etc.) player and plug one of the cables into it. Then plug the other end of the cable into the VoiceBooster amplifier. Turn on the VoiceBooster amp and play a song using the mp3 player. Can you hear that music through the VoiceBooster amplifier? (Y/N)
 - a. If YES, proceed to Step 4.
 - b. If NO, then you need a new Patch cable. <http://www.voicebooster.com/products/accessories/oem-mono-patch-cable-6-feet.html>
4. Plug your VoiceBooster headset microphone into the microphone port on the iComm. Then plug in your patch cable from the iComm output to the VoiceBooster microphone input. Put on the VoiceBooster headset microphone. Then turn on the VoiceBooster amplifier and turn the volume to half. Observe the LED light on the iComm. Does it blink once when you turn on the VoiceBooster amp? (Y/N)
 - a. If YES, proceed to Step 5.
 - b. If NO, then repeat step 4. If repeated attempts do not work contact us at customerservice@tkproductsllc.net. A repair might be needed.
5. Now, using the set-up in Step 4, try talking a couple of times into the microphone. Can you hear your voice though the amplifier? (Y/N)
 - a. If YES, proceed to Step 6.
 - b. If NO, then repeat step 5. If repeated attempts do not work contact us at customerservice@tkproductsllc.net. A repair might be needed.
6. Following Steps 4 and 5, when you stop talking do you hear the static burst? (Y/N)
 - a. If YES, then proceed to Step 7.
 - b. If NO, then your internal iComm battery has lost its charge. It will need to be replaced. A new one can be purchased here <http://www.voicebooster.com/products/accessories/replacement-icomm-battery.html>. The iComm battery should last a year of heavy use.
7. Now turn off the VoiceBooster amp and plug in the Push to talk (PTT) cable that came with the iComm into the PTT port on the iComm. Now turn the VoiceBooster amp on again to half volume. Then hold down the PTT and talk. Can you hear your voice? (Y/N)
 - a. If YES, then proceed to Step 8.
 - b. If NO, then you need a new type 1 PTT cable. A new one can be purchased here <http://www.voicebooster.com/products/additional-costume-products/type-1-push-to-talk-cable-ptt-for-use-with-icomm.html>
8. Press and hold the PTT button then release the button. Do you hear the static burst after you release the PTT button? (Y/N)
 - a. If YES, then contact CustomerService@TKProductsLLC.net if you need further assistance.
 - b. If NO, then you need a new type 1 PTT cable. A new one can be purchased here <http://www.voicebooster.com/products/additional-costume-products/type-1-push-to-talk-cable-ptt-for-use-with-icomm.html>