

TROUBLESHOOTING GUIDE

IMPULSE Wireless Bluetooth RSM

V5



Stone Mountain BluSkye RSM operation

To switch on the Bluetooth RSM, press and hold the power button on the rear until you **see the rear LED** indicator illuminate (approx 2 seconds). **DON'T HOLD IT TOO LONG** or the RSM will go into pairing mode and forget all previous configuration.

Press and hold the power button to turn it off. Single beeps will be heard, and then a “Bi-Bo” with two red flashes when it turns off.

Your RSM has been pre-configured to operate only with its paired handset.

Main Volume Control

The main volume control is provided on the BluSkye RSM. Short presses will ramp the volume down, and a press and hold will ramp the volume up. Beeps will be heard as the volume adjusts, indicating the volume level.

We recommend operating your handset at full volume and using the RSM volume control to adjust the volume to a comfortable level. You may need to adjust the “call volume” by pressing PTT then opening the IMPULSE Wireless software and pressing the handset volume keys while an active call is displayed.

BluSkye RSM LED indications

On the rear of the RSM is a LED which flashes to indicate the status of the RSM.

Red flash – not connected

Blue flash – connected

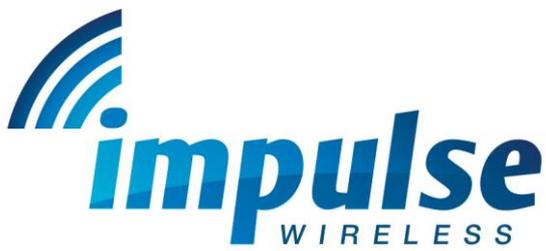
Green flash after Blue or Red as above – charging

Yellow flash after Blue or Red as above – Low battery (below 15%)

The RSM will emit one short low beep when low battery is reached. The RSM will only indicate it is charging if switched on.

(please turn over)





Troubleshooting guide

Problem	Solution
<p>When pressing PTT, nothing happens.</p> <p>Bluetooth connection problems.</p>	<p>Ensure the handset is switched on.</p> <p>Ensure the Bluetooth RSM is switched on and connected.</p> <p>Ensure you are using the correctly paired RSM and handset.</p> <p>Ensure you charge the RSM every time you charge the handset (ie. overnight).</p> <p>Ensure the volume is loud enough (press and hold the RSM volume button to hear the volume indication).</p> <p>Ensure the RSM is connected to the handset. The handset Bluetooth icon will have two triangles on either side when connected. The RSM will display a blue flashing LED when connected. When not connected it will display a flashing red LED.</p> <p>Ensure the IMPULSE Wireless software is running, and displaying its round icon in the top notification bar.</p> <p>Turn the RSM off and back on again. If no good, turn both the handset and RSM off and back on again.</p>
<p>When pressing PTT, I hear a low-pitched tone.</p>	<p>This is the error tone/busy bonk.</p> <p>You may have no data connection. Ensure you are in a coverage area.</p> <p>Ensure the RSM is connected to the handset</p> <p>Ensure the IMPULSE Wireless software is running</p> <p>Check the device screen for any other reasons.</p>
<p>My speech is always cut off</p>	<p>When pressing PTT, wait for the confirmation chirp before speaking (typically up to one second).</p> <p>Ensure you hold the PTT button until you have finished speaking.</p>
<p>The Bluetooth RSM is not working</p>	<p>Charge the Bluetooth RSM.</p> <p>Try using a different finger angle to press the power button – it is designed so as not to be pressed by accident!</p> <p>Ensure you hold the power button for about three seconds. DON'T HOLD IT TOO LONG or the RSM will go into pairing mode and forget all previous configuration.</p> <p>The Bluetooth RSM will emit a beep when its battery charge drops to 15%. From here it will append a yellow flash to the normal blue (or red) flash, which indicates low battery.</p> <p>See above, “when pressing PTT, nothing happens.”</p>
<p>I need other help</p>	<p>Contact your system administrator or IMPULSE Wireless.</p>

communicate. better