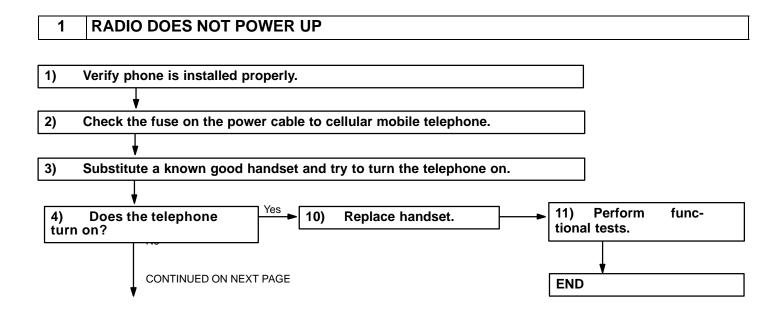
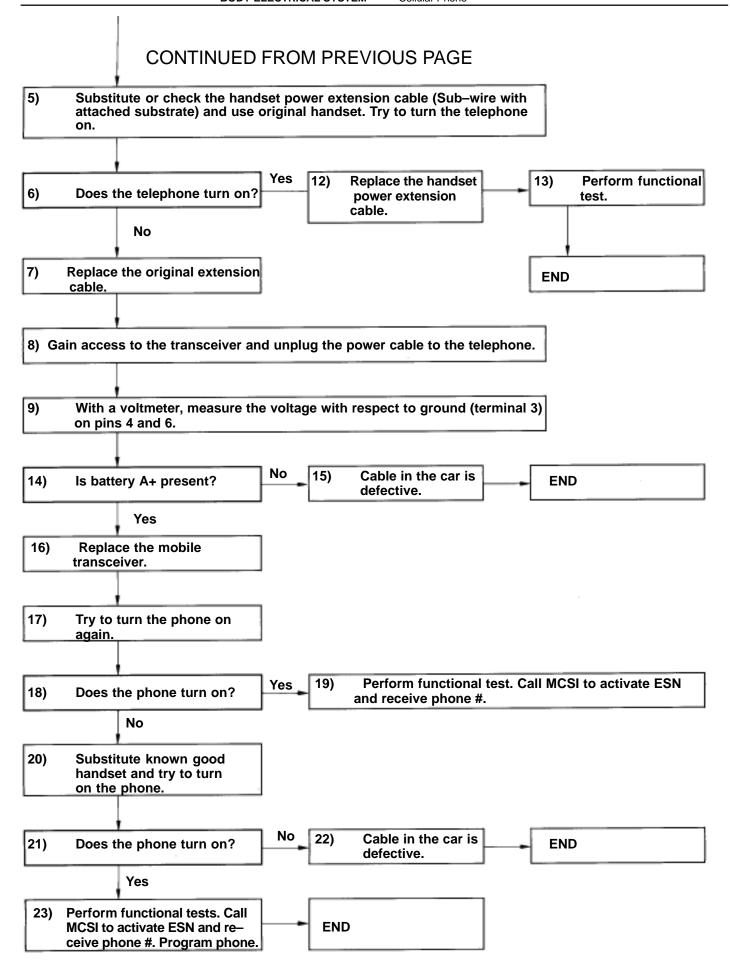
### **Troubleshooting**

You can easily find the cause of trouble using the table shown below.

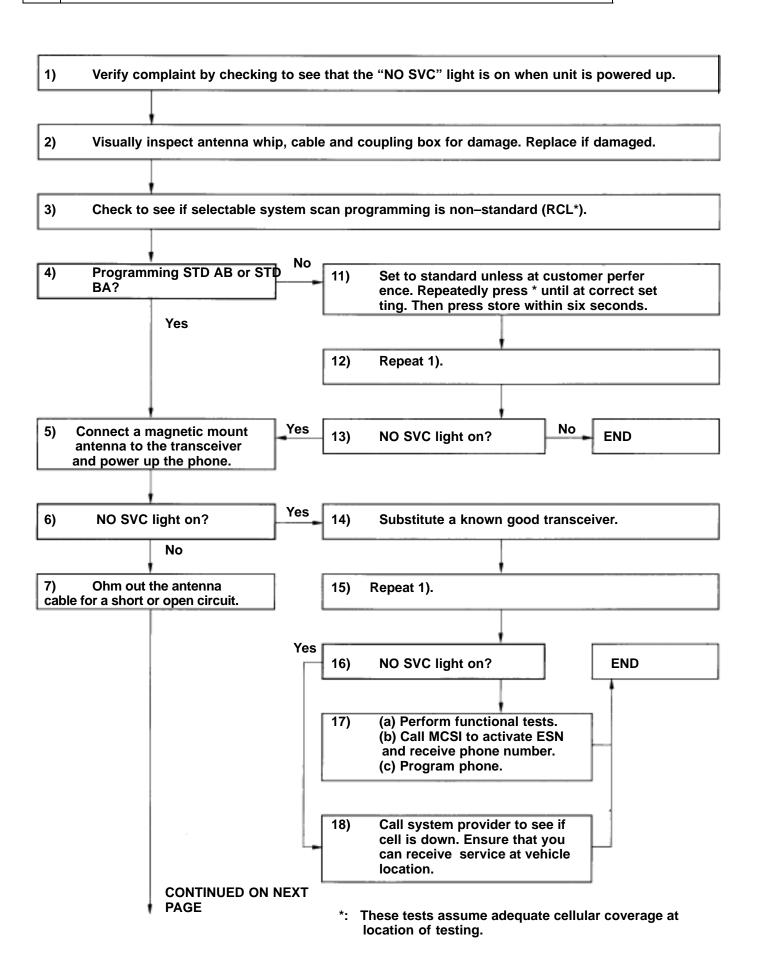
Chart No.	Trouble	See page
1	Radio does not power up.	BE-541
2	* "NO SVC" light stays on.	BE-543
3	* Static during calls/Dropped calls.	BE-545
4	Fast busy signal or recording received when placing calls.	BE-546
5	Dialing problems with controller.	BE-547
6	No hands free transmit audio.	BE-548
7	No hands free audio or tones from left rear speaker.	BE-549
8	No AM/FM radio out of left rear speaker.	BE-551
9	AM/FM radio does not mute during calls.	BE-552
10	Radio will not go into programming mode.	BE-553

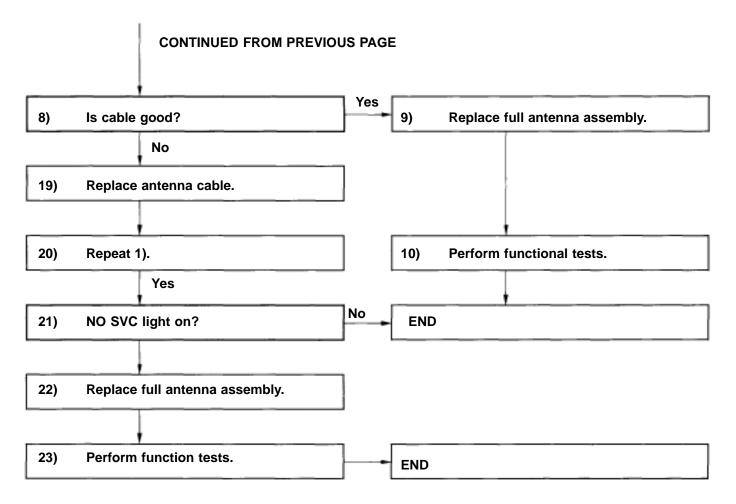
<sup>\*:</sup> These tests assume adequate cellular coverage at location of testing.





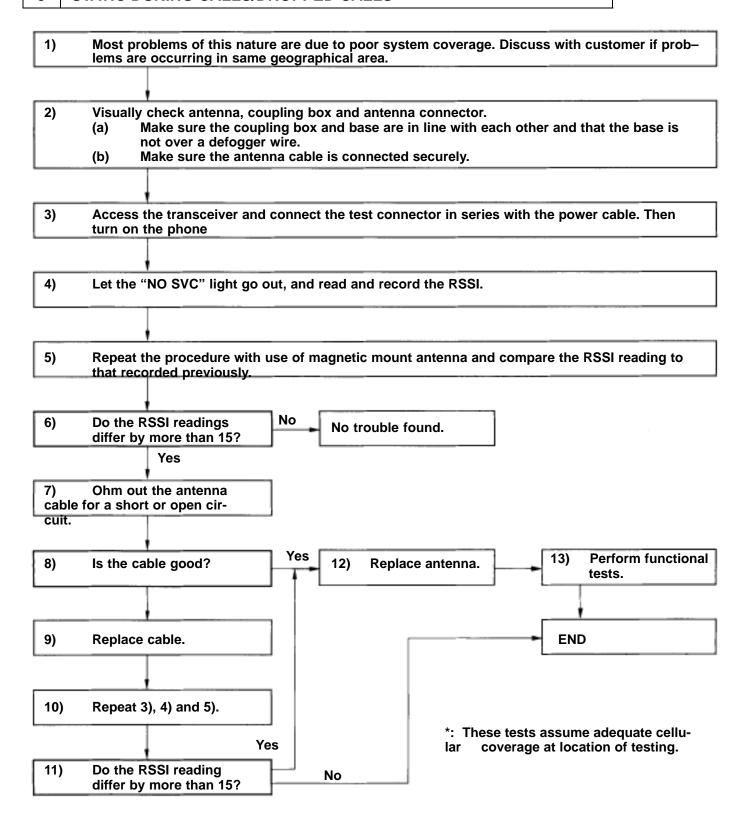
#### 2 "NO SVC" LIGHT\* STAYS ON



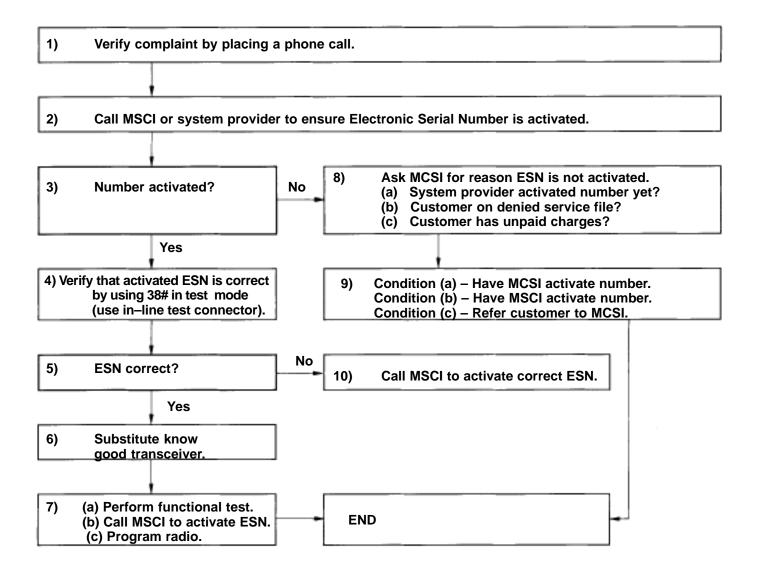


<sup>\*:</sup> These tests assume adequate cellular coverage at location of testing.

#### 3 \*STATIC DURING CALLS/DROPPED CALLS



## 4 FAST BUSY SIGNAL OR RECORDING RECEIVED WHEN PLACING CALLS



16)

Cabling is defective.

#### DIALING PROBLEMS WITH COMMAND MODULE 1) Verify problem by testing the four command module buttons. 2) Visually examine the command module and buttons for damage. 3) Substitute a known good command module. 4) Test the four command module buttons for dialing 1, 2, 3, SEND, END, and CLR. Yes **Command module** 5) 11) Repeat 4) after mounting. works properly? No Replace original com-6) 12) (a) Perform functional test. mand module. (b) Call MCSI to activate ESN and receive phone number. (c) Program phone. Substitute a good transceiver. 8) Repeat 4). 13) Repeat 4) after mounting. Yes 9) **Command module** works properly? No 10) Substitute good com mand module again. 15) (a) Perform functional test. (b) Call MSCI to activate ESN and receive phone number Yes (c)Program phone. 14) **Command module** works properly? No

**END** 

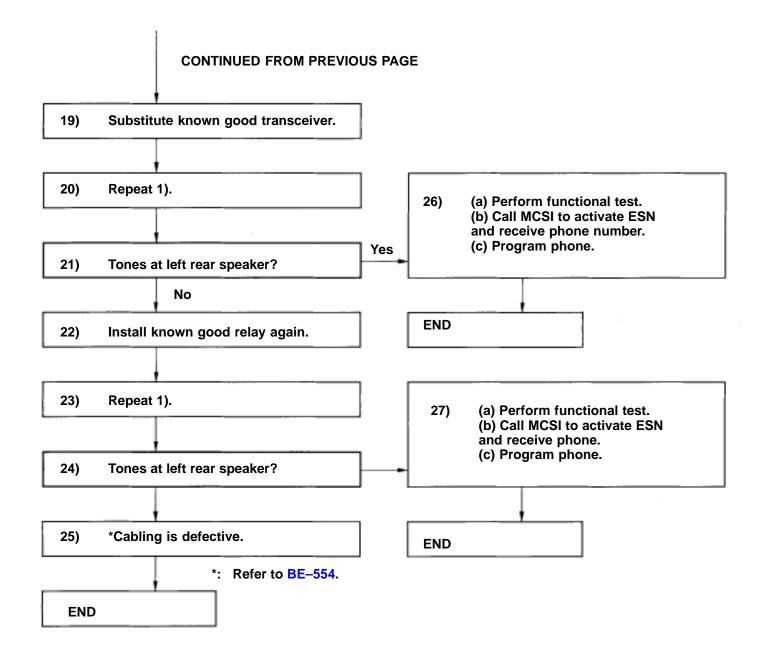
#### 6 NO HANDS FREE TRANSMIT AUDIO 1) Verify complaint by making hands free call. Also verify handset audio. 2) Visually inspect command module for damage. 3) Substitute known good command module. 4) Repeat 1). Hands free transmit Yes [5] 12) Check proper operation of audio working? all buttons after installation. No 6) Replace original command module. Substitute known 7) good transceiver. 8) Repeat 1). Yes 9) Hands free transmit 13) (a) Perform functional tests. audio working? (b) Call MSCI to activate ESN No and receive phone number (c) Program phone. 10) Substitute good com mand module again. 11) Repeat 1). Yes 14) Hands free transmit au-15) (a) Perform functional tests. dio working? (b)Call MSCI to activate ESN and No receive phone number (c)Program phone. 16) Replace original com mand module.

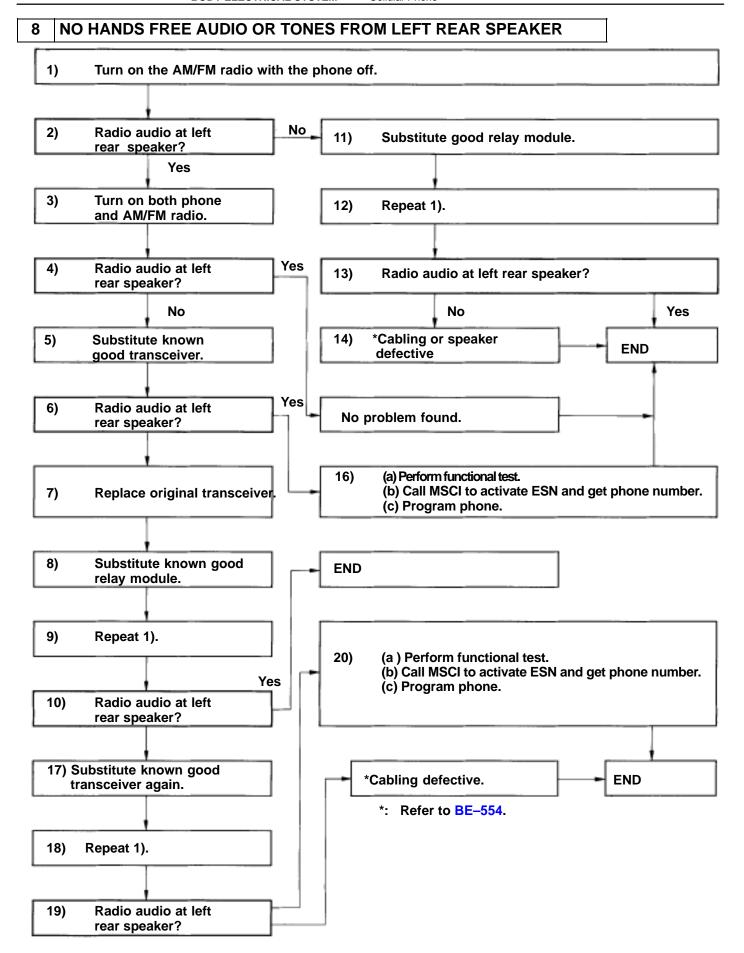
**END** 

17)

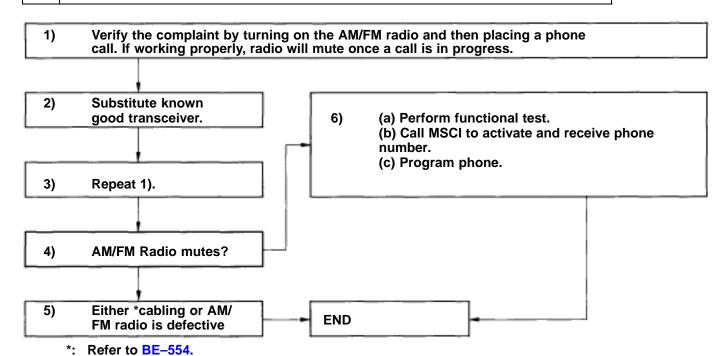
Cabling is defective.

#### NO HANDS FREE AUDIO OR TONES FROM LEFT REAR SPEAKER 1) Verify complaint by powering up the phone and listening for tones when keys are pressed. 2) Turn off the phone. Turn on AM/FM radio. Listen for audio at left rear speaker. 3) Audio at left rear speaker? No 10) Substitute known good relay module. Yes 4) Inspect connections at re-11) Repeat 2). ceiver and relay module. Yes Yes 12) 5) Loose connection? Audio at left rear speaker? No No Yes 6) Changes relay 13) Replace original relay module. Speaker or \*cabling defective. module previously? \*: Refer to **BE-554**. No 7) Substitute known good **END** relay module. 8) Repeat 1). 14) Repeat 1). No 9) Tones at left rear speaker? 15) Tones at left rear speaker? Yes No Yes **END END** Replace original 18) 16) Reconnect and repeat 1). relay module. No 17) Tones at left rear speaker? Yes **CONTINUED ON NEXT PAGE END**

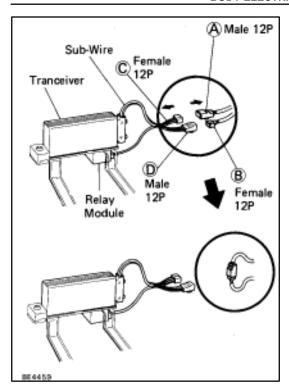




#### 9 AM/FM RADIO DOES NOT MUTE DURING CALLS



#### RADIO WILL NOT GO INTO PROGRAMMING MODE 1) Try the programming sequence several times being sure: (a) Proper sequence is being used. (b) Not to pause too long between keystrokes. Yes 2) Is the radio in program-**END** ming mode? No 3) Enter the manual test mode and use the 55# program-7) Repeat programming procedure using the corming method to acquire the rect security code. six digit security code. Yes 4) Security code different 8) Is the radio in programming mode? from one used earlier. No No Yes Yes 9) 5) Is the user mode program **Enable the programming END** ming bit disabled in 55# bit in the 55# sequence. programming method. No No 10) Is the radio in programming mode? Yes 6) Enter the manual test mode **END** and reset the three times counter using the 32# command. Wipes out memory. Repeat programming sequence.



# DIAGNOSIS PROCEDURE FOR CABLING DIAGNOSIS PROCEDURE

#### (Step 1)

Disconnect connectors (A) and (C), (B) and (D), then connect (A) and (B).

This method returns the audio connection to the original condition before connection of the receiver and relay module, so that it can be judged whether the rear speaker and vehicle wire are normal or not.

#### (Step 2)

If the result in step 1 is normal, replace the sub-wire.