

## Frequently Asked Questions On the CP900

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**Q: Why do the off-hook and the on-hook buttons flash slowly, but CP900 fails to power on when you long press the power button?**

A: If you want to power CP900 on immediately, plug it into a USB power source.

**Q: Why does the volume of CP900 music playback fail to synchronize with the volume of the mobile phone/PC which is connected to CP900 via Bluetooth?**

A: We only support volume synchronization during a call when you connect CP900 to mobile phone/ PC via Bluetooth.

**Q: Why do you fail to answer the incoming call from the softphone when you connect CP900 to the mobile phone/PC via Bluetooth?**

A: This feature is not available on mobile phone/PC.

**Q: Why do you fail to connect CP900 via Bluetooth ?**

A: Do the following:

- Check whether CP900 is in Bluetooth pairing mode.
- Check whether CP900 is connected to other devices. If it is, disconnect CP900 from other devices manually. Now CP900 can be connected to only one device via Bluetooth.

**Q: Why CP900 is silent when the connected mobile phone/PC is playing music?**

A: Check whether you set CP900 as the audio output device for the mobile phone/PC.

**Q: Why is the other party unable to hear the voice during a call?**

A: Do the following:

- Check whether you remove the protective film from the CP900, otherwise, the microphone might be blocked.
- Check whether you set CP900 as the default microphone device for the mobile phone/PC and softphone.

**Q: Why does the LED light-ring fail to glow or remain unchanged when you press the volume up/down key?**

A: Do the following:

- Check whether the connected device is at the maximum or the minimum volume. If it is, CP900 does not respond when you press the volume button.
- If you connect CP900 to the device via Bluetooth and the device is in the idle state, CP900 does not respond when you press the volume button.
- CP900 has 16 volume levels, and when you press the volume button twice, a blue indicator will glow, therefore when you press the volume button once, the LED light-ring does not glow.

**Q: Why there are no voice prompts or touch tones?**

A: Check whether CP900 is at the minimum volume.

**Q: Why does it take 60 seconds to reconnect BT50 to CP900, when you remove BT50 from the PC and insert BT50 to the PC again?**

A: Do the following:

- After reinserted to the PC, the BT50 will wait for the CP900 to reconnect for a period of 60 seconds. After the timeout, BT50 will initiate a connection request to CP900, therefore this process may cause this issue.
- If you want to reconnect BT50 to CP900 immediately, you need to insert BT50 to the PC within 60 seconds after you remove BT50 from the PC.

**Q: Why does it take about 15 seconds to connect to the last connected Bluetooth phone when you power CP900 on or press the Bluetooth button?**

A: If CP900 finds BT50 in the list of Bluetooth devices, it will take about 15 seconds to try to reconnect to BT50, if the reconnection fails, CP900 will reconnect to the mobile phone.

**Q: Why cannot the computer recognize the connected BT50?**

A: Check if the BT50 is inserted in the correct direction.