# TKP-7000: Troubleshooting

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## Troubleshooting the TKP-7000

1. If the TKP-7000 is not connecting, power cycle it by unplugging the device from POE. Then rediscover.

2. If the unit still fails to connect, **press** and **hold** main and mute to get to the settings screen. **Press** and **hold** factory default button and then click yes. After it defaults and reboots, rediscover it in Step 6: Network Setup (URC device). Once it rediscovers, download the file to it.



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If you require any additional information or have any questions, please do not hesitate to contact our **technical support** team at **914-835-4484.**