

PURE Help Centre

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Highway 600 - When receiving a call I can hear the person calling, but they can't hear me. Why?

Pure Support - UK - 2017-07-28 - [Highway 400/600](#)

It sounds like the mic jack has not been pushed far enough into the receiver.

The microphone jack needs to be flush with the edge of the receiver

Please see below images

Fitted correctly



incorrect

