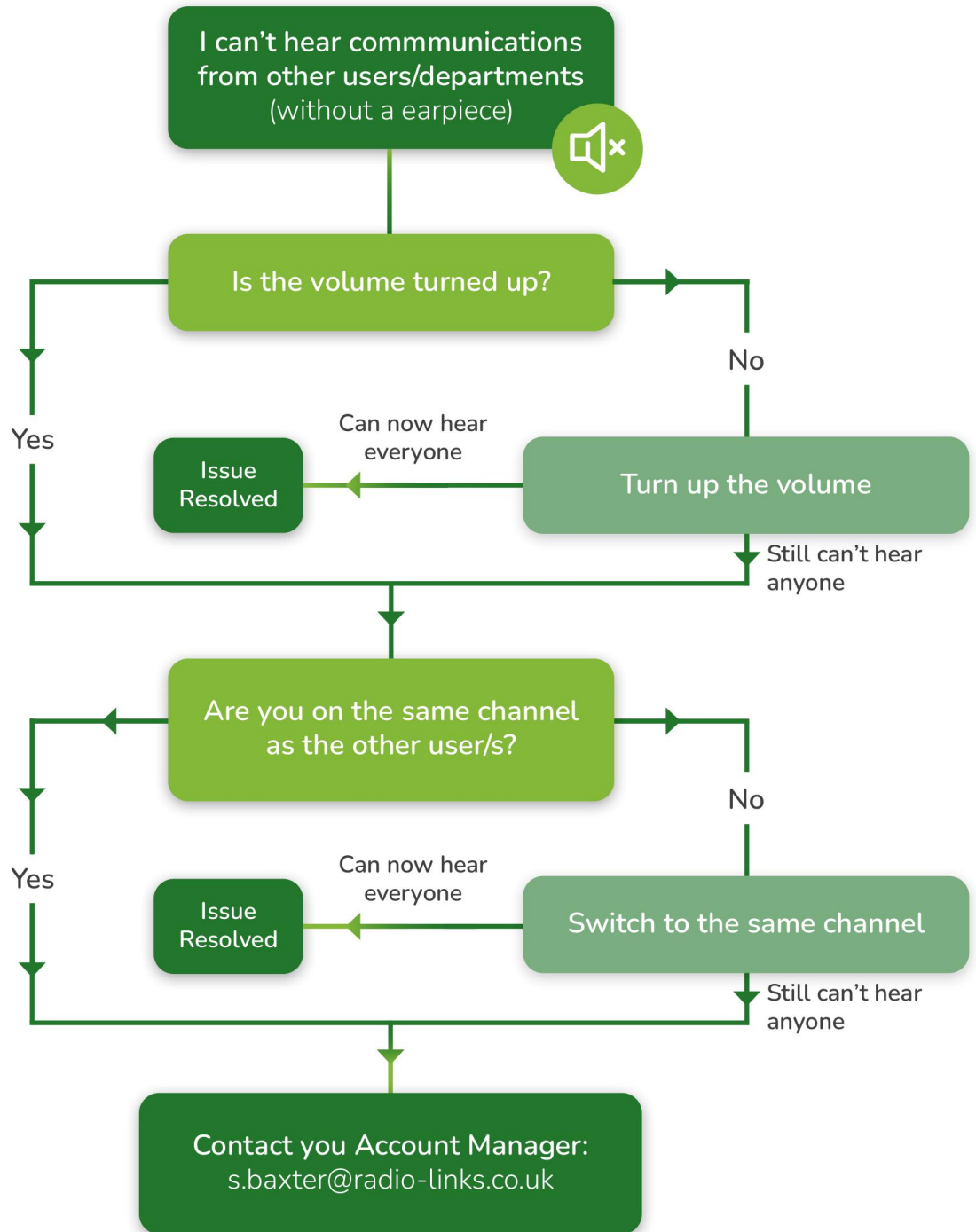


Troubleshooting Guide

Problem with your radios:



Troubleshooting Guide

Problem with your earpiece or mic:



I can't hear communications from other users (with a earpiece) **OR** Other users cannot hear my communications (with a earpiece)

Is the earpiece connected correctly to the radio?
Yes → Issue Resolved
No → Make sure the earpiece has been inserted correctly → Can now hear everyone → Issue Resolved
Still can't hear anyone

Are you and the other users only using the PTT button on the earpiece cable when talking?
Yes → Issue Resolved
No → Make sure to use the PTT on the earpiece, not the one on the radio → Can now hear everyone → Issue Resolved
Still can't hear anyone

Is the volume turned up on the radio?
Yes → Issue Resolved
No → Turn the volume up on the radio → Can now hear everyone → Issue Resolved
Still can't hear anyone

Are you on the same channel as the other users?
Yes → Issue Resolved
No → Switch to the same channel → Can now hear everyone → Issue Resolved
Still can't hear anyone

Can you hear others with a different earpiece that you know works?
Yes → Contact your Account Manager: s.baxter@radio-links.co.uk
No → Can you hear others if you remove the earpiece and talk through the radio?

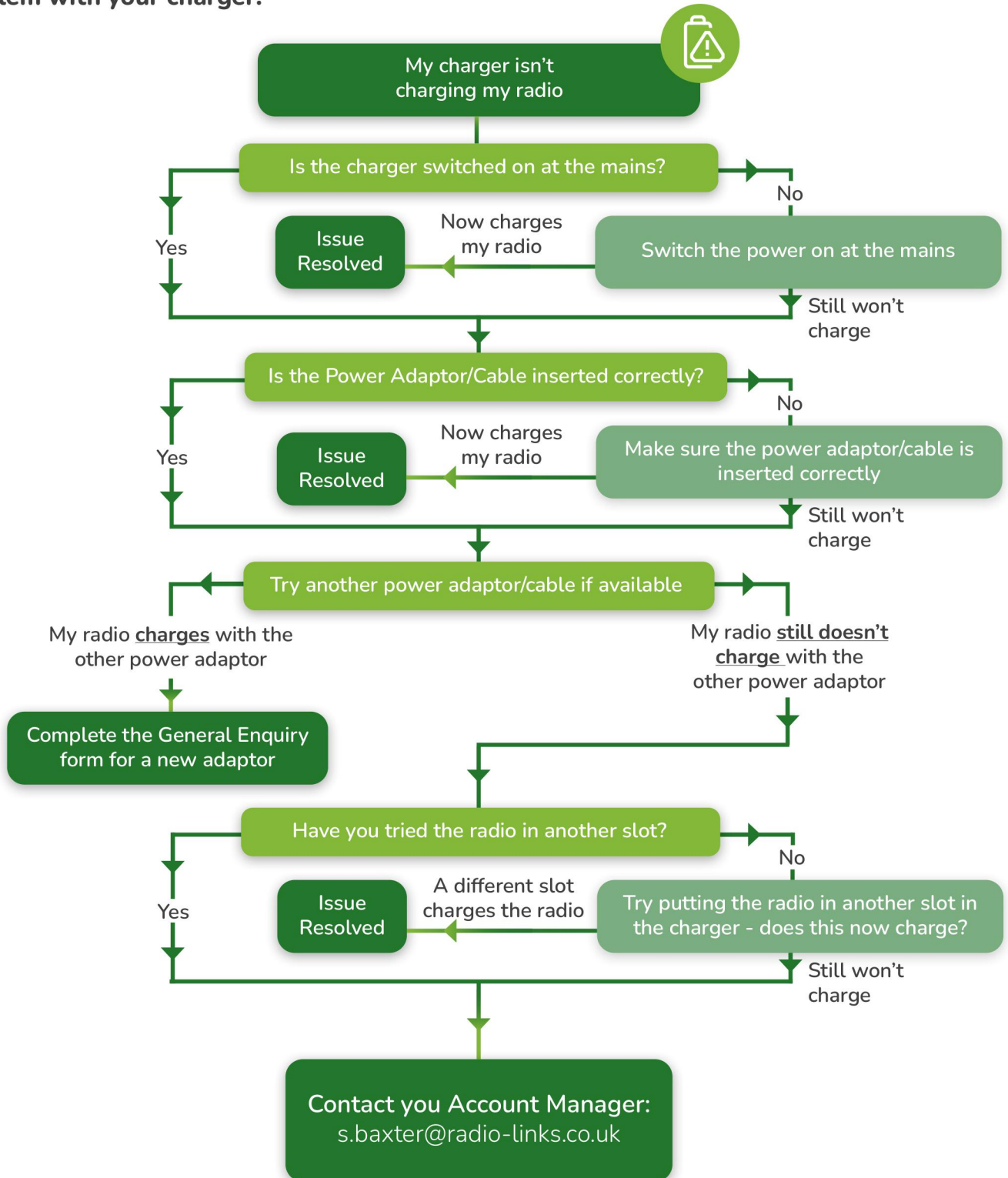
Can you hear others if you remove the earpiece and talk through the radio?
Yes → Contact your Account Manager: s.baxter@radio-links.co.uk
No → Contact your Account Manager: s.baxter@radio-links.co.uk

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Troubleshooting Guide

Problem with your charger:



Troubleshooting Guide

Are you having issues with your equipment?

Follow our simple troubleshooting guide for any issues with your radio equipment.

Problem with your radios:

