



## Troubleshooting Two-Way Radios

Problem	Solution
<b>Radio is "Dead"</b>	<ol style="list-style-type: none"> <li>1. Make sure the battery is correctly inserted into the radio.</li> <li>2. Check all equipment connections <ul style="list-style-type: none"> <li>• Turn off the radio.</li> <li>• Make sure the speaker-microphone is fully connected to the radio.</li> <li>• Turn on the radio.</li> </ul> </li> <li>3. Check the battery and make sure black tape is removed from battery contacts.</li> <li>4. Is the battery charged? Replace the battery with a fully charged battery when you hear the low-battery signal.</li> </ol>
<b>Radio has poor range</b>	<ol style="list-style-type: none"> <li>1. Make sure the antenna is correctly secured on the radio.</li> <li>2. Check the volume on the radio.</li> </ol>
<b>Radio doesn't charge</b>	<ol style="list-style-type: none"> <li>1. Radio needs to be turned off while charging.</li> <li>2. Check the battery and make sure black tape is removed from battery contacts.</li> <li>3. Check the back of the radio to make sure the 3 battery charging contacts are not covered up. Try another battery that is fully charged.</li> </ol>
<b>Radios are on, but not talking to each other</b>	<ol style="list-style-type: none"> <li>1. Make sure that you have the radios set to the proper channel for your department.</li> <li>2. Make sure that your partner's radio is on the same channel as you.</li> <li>3. Make sure that you are talking close to the microphone.</li> <li>4. Verify the volume setting.</li> </ol>
<b>The speaker-microphone doesn't work well</b>	<ol style="list-style-type: none"> <li>1. Make sure the speaker-mic is plugged all the way into the radio. Check the speaker-mic on another radio to make sure the problem is not the radio.</li> <li>2. Make sure that you are talking close to the microphone.</li> </ol>
<b>Radio doesn't turn on</b>	<ol style="list-style-type: none"> <li>1. The battery is probably "dead."</li> <li>2. Charge the radio for approximately 2 ½ hours.</li> <li>3. Remove the battery and replace with one you know is fully charged.</li> </ol>

\*After trying the steps listed above and there is still no improvement call your supervisor or the AWC Help Desk at (800) 475-5852, or e-mail [AWC-Sales@advancedwireless.com](mailto:AWC-Sales@advancedwireless.com)