

## CLP Troubleshooting Guide

- **Radio is not turning on/Charger is flashing RED**
  - Take the back of the radio out by pulling up on the tab on the bottom of the radio. Take the battery out and put it back in. Put the back of the radio on and try to turn the radio on. If no luck, then the battery may be defective. Try inserting a different battery to see if the issue pertains to the radio or battery.
  - If the charger is flashing red, this means that there is a battery fault. Follow the same steps with the radio. If that does not fix the issue, unplug the charger and plug it back in. Sometimes there is a power surge that temporarily knocks out one of the ports.
- **I am picking up static / conversations from other businesses**
  - This is probably due to programming... other businesses may be on the same frequency so this will cause issues. To reprogram follow these steps:
    - Turn the radio off
    - Press and hold **PTT** (front and center button), **+** (on the left side), and **power** (top left) button until you hear the voice prompt “programming mode”. Release these buttons
    - You should see a **GREEN LED**
    - Press the **menu** button (top right of the radio, it looks like a square emblem) and you will be given a receive frequency number. To change frequency number, press the **+** or **-** button. We recommend going up at least 5 frequencies.
    - Press **menu** again and you will be given a code number. To change code number, press the **+** or **-** button. We recommend you go up at least 5 codes.
    - Once on the desired settings, exit programming mode by pressing and holding **PTT** button until you get the standard pulsing **RED LED**
    - **Repeat with all other radios**
- **My Earpiece is not working / not receiving / not transmitting / static**
  - Turn the radio off and disconnect the earpiece. Keep the radio turned off, re-connect the earpiece and turn the radio back on. If the problem continues, try the earpiece on a different radio and this will tell if the problem pertains to the earpiece or radio.
  - If they are neither transmitting nor receiving messages, then it could be a programming issue. Go through the programming steps above!
- **We received a new radio / it is not working**
  - If you purchase a new radio and the unit is not working with your existing CLPs out of the box then it may require programming. First follow the steps under “I am picking up static” section above with an existing radio but do not change the settings just note the frequency and code. Then follow the same steps with the new radio programming to the same frequency and code as the existing radio.
  - If the radio is reprogrammed but does not work. Check the programming on the other radios to make sure that the frequency and codes match.

- **We are not receiving any audio out of our radios**
  - First, we want to make sure that they are truly not receiving any audio. Are they getting a chirp when they turn the radio on and press the menu button? If so, then they are getting audio... however they just need to be reprogrammed to their existing units. Follow programming steps above!
- **We are getting constant beeping in our radios**
  - We need to troubleshoot to determine what type of beeping they are receiving. There are two types of beeping that they may be encountering:
    - **1: Roger beep**-this is a chirping sound that is sent out at the end of a transmission. To test for this, have them press the PTT button for around a second and then listen for a chirp when they release the button. If they hear the chirp and confirm that is the one that they are getting then we know the issue.
      - To fix a Roger beep, first turn the radio off. With the radio off, press and hold the + button and the **Power** button until the radio turns on. Test with each radio to make sure the feature is turned off on every unit. If the feature is still active on even one radio, then all of the radios will continue to hear it.
    - **2: Low Power Beep**-This is two short double beeps that will repeat every few seconds when a battery reaches critical level. To test, have them short press the power button and listen for the voice prompt. If the prompt says “power level critical” then that is the reasoning for the beeping sound. Have them charge the batteries and see if that eliminates the issue. If they charge the batteries and get the same beeping noise then the battery is defective.
      - Check the date on the barcode underneath the battery. If the radio is less than a year old, then the battery will be covered under warranty. If the radio is more than a year old then the battery is no longer covered. They will need to purchase new batteries.