## DIGITAL TWO-WAY RADIO **DTR Frequently Asked Questions (FAQ)** LEAFLET

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## Product Safety and RF Exposure Compliance



#### CAUTION:

This radio is restricted to occupational use only to satisfy FCC RF energy exposure requirements. Before using this product, read the Product Safety and RF Exposure booklet enclosed with your radio which contains important operating instructions for safe usage and RF energy awareness and control for compliance with applicable standards and regulations.

For a list of Motorola Solutions-approved antennas, batteries, and other accessories, visit http://www.motorolasolutions.com



#### WARNING:

This equipment is compliant with Class A of EN55032. In a residential environment, this equipment may cause radio interference.

# Notice to Users (FCC and Industry Canada)

The business two-way radios operate in the license-free 900 MHz ISM Band and are subject to the Rules and Regulations of the Federal Communications Commission (FCC).

This device complies with Part 15 of the FCC rules and Industry Canada's license-exempt RSS's per the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.
- Changes or modifications made to this device, not expressly approved by Motorola Solutions, could void the authority of the user to operate this equipment.

To comply with FCC/IC requirements, transmitter adjustments should be made only by or under the supervision of a technically qualified person to perform transmitter maintenance and repairs. Replacement of any transmitter component such as crystal, semiconductor, and other that are not authorized by the FCC/IC equipment authorization for this radio violates FCC/IC rules.

## NOTICE:

Use of this radio outside the country where it was intended to be distributed is subject to government regulations and may be prohibited.

## **Operational Safety Guidelines**

- Turn off the radio while charging.
- The charger is not suitable for outdoor use. Use only in dry locations/conditions.
- Connect charger to an appropriately fused and wired supply of the correct voltage (as specified on the product only).
- Disconnect charger from line voltage by removing main plug.
- Connect the equipment to an outlet which is easy to access and near.
- For equipment using fuses, replacements must comply with the type and rating specified in the equipment instructions.
- Maximum ambient temperature around the power supply equipment must not exceed 40 °C (104 °F).
- Power output from the power supply unit must not exceed the ratings stated on the product label located at the bottom of the charger.

• Make sure the cord is not stepped on, tripped over, subjected to water, damage or stress.

## **Frequently Asked Questions**

The following table explains commonly asked questions for the operation of DTR radios.

If	Then
If you hear cross talk from other users,	Change the Profile ID PIN from the default <b>0000</b> to any number within <b>0000</b> to <b>9999</b> . Set the non-interference feature by going to <b>Menu/OK</b> $\rightarrow$ <b>Advanced</b> $\rightarrow$ <b>PROFILE ID</b> .
If you want to use Private Reply,	Perform the following actions:
	<ul> <li>Press the Programmable button within the Hang Time win- dow, while the user is talking. The radio plays a tone and "captures" the user radio ID.</li> </ul>
	<b>b</b> Once the user finishes talking, press the <b>PTT</b> button, and your radio calls the user privately.
	NOTICE: During Group Hang Time, you can initiate a Private Reply to a user who has just finished talking.
If user A and user C, press their Program- mable buttons at the same time to Private Reply, or Direct Call user B,	The action only queues the radio B ID, and does not pose an issue. However, if two users press the <b>PTT</b> button simultane- ously to talk to user B privately, the user who presses the <b>PTT</b> button first is connected. The call from the other user will fail.

lf	Then		
If a user wants to Private Reply or Direct Call you, but you do not want to engage in the Private conversation,	Press the <b>Home/Back</b> button to end the call. The transmitting user does not know that the call has been declined.		
If you want to end the call during a Pri- vate Call or Direct Call conversation,	<ul> <li>Receiver - press the Home/Back button.</li> <li>Transmitter - release the PTT button.</li> </ul>		
If you pressed the Private Reply button, but the radio sounds a reject tone,	<ul> <li>One of the following scenarios occurred:</li> <li>a The Programmable button is disabled.</li> <li>b The radio did not store the radio ID of the person that you want to talk privately to.</li> <li>NOTICE: The radio ID is not stored because the Programmable button was pressed outside of the call or outside of call Hang Time.</li> </ul>		
If you want to exit the request for Private Call or if you pressed the Programmable button by mistake,	Press and hold the <b>Programmable</b> button. The radio exits the private queue request and sounds an end tone, returning to the normal status.		
If you pressed the Programmable button, but when the user finished talking and you push the PTT button to talk, the radio	One of the following scenarios occurred:		

If	Then
gives a busy or an error tone, and you cannot make a call,	<ul> <li>There are other users waiting to talk to the last person transmitting and someone else pressed the PTT button be- fore you, giving you a busy tone.</li> </ul>
	<b>b</b> The last person transmitting has gone out of transmission range.
	<b>c</b> The <b>Programmable</b> button is not set to Private Reply feature.
	Wait and try again as the radio is still queuing until the call is successful, or cancelled by the user.
If you pressed the Programmable button to initiate Private Reply or Direct Call, but did not press the PTT button to talk pri- vately,	<ul> <li>The following scenarios occurred:</li> <li>a You can still hear the group conversation in your channel.</li> <li>b While waiting in private queue mode, the display shows Private Reply On. After 1 minute of being in queue, you receive a call reminder tone, followed by another reminder tone after 4 minutes. No other reminder is heard afterward, but you remain in queue until Private Reply mode is exited.</li> </ul>
If want to make a Private Group Call	A group of radio IDs must be configured into a Private Group. Only this group is able to unmute to each others conversation.

lf	Then
If want to make a Public Group Call	Continue to use the Profile ID Call as this call is open to all users as long as the radios are in the same Channel and Hopset.



#### NOTICE:

By default, the Private Reply and the Direct Call time out after 10 seconds of inactivity and both users are returned to group call mode. Check with your dealer or system administrator for more information on this configuration.

## **Configuring a Mixed Fleet**

There are 4 scenarios to configure a mixed fleet depending on the legacy DTR settings. The following settings are applicable to the latest models.

## **Configuring Mixed Fleets–Scenario 1**

The legacy DTR uses Public Group, Channel 1, and ID 1.

1 Retrieve the legacy DTR ID using the Customer Programming Software (CPS) to determine if the user has made changes.

* Profile1		Model - DTR650	1		
Save to pro	ofile   1	Vrite to radio Save As Close Dele	te Radio-Specific Report	Overview Report	ELP
- Public	Groups				
	Index	Name	Channel	io	
	1	Public 1	Channel 1	1	
	2	Public 2	Channel 1	2	
	3	Public 3	Channel 1	3	
	4	Public 4	Channel 1	4	
	5	Public 5	Channel 1	5	
A/	dd Pa	Delete pe 1 of 1 > >>	Results on page 8		

2 The default Profile ID for latest model remains 0000 and set Channel 1 for the public group chat.

## **Configuring Mixed Fleets–Scenario 2**

The legacy DTR is using a different ID, for example: Public Group, Channel 1, ID30.

1 In Advanced settings, clear the Profile ID Number Lock check box.

Data successfully upda	ated.				
Save to profile Write to	o radio Save As Close	Delete Customer Handout	Detailed Report	Switch to BASIC	
- Advanced View Setti	ng (Advanced)	<b>`</b>			
Profile ID Number Lock	_ ◄( 1	)			
- Contacts (Advanced					
Maximum Contacts	200	Current Number of Cont	acts 20		
Maximum Private Group	s 50	Current Number of Priva Groups	te O		
Maximum Public Groups	50	Current Number of Publi Groups	c 20		
Maximum Privates	100	Current Number of Priva	tes 0		

- 2 Add group to 21.
- 3 Ensure the Frequency hopset is set to 1.
- 4 Change the ID to 30 as in the legacy DTR ID.

* Profile1		Model - D	TR600				
🕑 Data su	uccessfully	/ updated.					
Save to pro	ofile V uu K Pa	Write to radio Save As Clo	se Dele	Customer Handout	Detailed Report	Switch to BASIC	<b>∢</b> HELP
- Private	e Groups	(Advanced)					
	Index	Edit More Name ID		All Privates	Ge	oup Members	
A K	dd Pai	Delete		Results on page 8			
	Index	Name	Eremannu Hann	at	0		
	17	Name N/A	1	61 61	10		
	18	N/A	1		N/A		
	19	N/A	1		N/A		
	20	N/A	1	-	N/A		
	21			$\sqrt{2}$		```	
A ***	dd Pa	2 Delete pe 3 of 3 > >>		Results on page 8	(4	.)	

**5** Switch to **Basic** settings before adding contacts and groups into the channel.

#### 6 Select Public as Mode.

- 7 If more than one group is available, select the type of group to assign to the channel.
- 8 If needed, rename the channel name for easier identification.

**9** Program the settings to the radios.

**10** If needed, save the file for future programming use.

(10)	(	9			(5)	
Profile1     Data accessfull	y updated.	Model - E	DTR600		Ĭ	
Enable Internal P Accessory	Write to radio	Save As Clo	se Delete Custom	Detailed Re	port Switch to ADVANC	ED
- Buttons (Basic	)					
Programmable B	itton P	rivate Reply	*			
Direct Call	C	FF	*			
Radio Name Bas Name	ed on Private					
Radio Name	N	IOTOROLA				
- Profile ID Num	ber informatio	n (Basic)				
Profile ID	0	000				
Channels (Dec	-		$\sim$	$\frown$		
- Channels (Bas			8)	(6)		
Home Channel	0	FF	J			
Home Channel M	ode N	A A	/-	$\sim$		
Index	Edit More	Name	Mode	Channel Mi		
1	Edit More	Channel 01	Public	Public 21	<b>- - (</b> 7 )	
2	Edit More	Channel 02	Profile ID	2	(')	
3	Edit More	Channel 03	Profile ID	3	$\sim$	
4	Edit More	Channel 04	Profile ID	4		
5	Edit More	Channel 05	Profile ID	5		
6	Edit More	Channel 06	Profile ID	6		
7	Edit More	Channel 07	Profile ID	7		
8	Edit More	Channel 08	Profile ID	8		
Add	Delete ge 1 of 3	> >>	Results on pag	8		

## **Configuring Mixed Fleets–Scenario 3**

The legacy DTR is using different Channel and ID, for example: Public Group, Channel 2, and ID2.

1 In the **Profile ID** field, enter any 4 digit number other than zero.



2 In the Advanced settings, clear Profile ID Number Lock check box.

* Profile1	Model - DTR600			
Oata successfully updated	L .			
Save to profile Write to rac	tio Save As Close Delete	Customer Handout	Detailed Report Switch to BASIC	HELP
- Advanced View Setting	(Advanced)			
Profile ID Number Lock	■ 🗲 (2)			
- Contacts (Advanced)	$\mathbf{\Theta}$			
Maximum Contacts	200	Current Number of Contacts	20	
Maximum Private Groups	50	Current Number of Private Groups	0	
Maximum Public Groups	50	Current Number of Public Groups	20	
Maximum Privates	100	Current Number of Privates	0	

3 Add group to 21.

4 Ensure that the Frequency hopset is set to 2.

5 Change the ID to 2 as in the legacy DTR ID.

		Model - DT	R600			
Data succ     Save to profile     Au	e Write to radio Deneter Page 1 of 1	Save As Close	Delete Customer Hande	Detailed Report	Switch to BASIC	đH
- Private G	Froups (Advanced)					
	Index Edit More	Name ID	All Privates	Gro	up Members	
- Public G	Delete     Page 1 of 1 roups (Advanced)	> >>	Results on page 8			
- Public G	Delete Page 1 of 1 roups (Advanced) Index Name	> >>	Results on page 8	a		
- Public G	Delete Page 1 of 1 roups (Advanced) Index Name 17 N/A	> >> 10	Results on page 8	ID NUA		
Public G	Delete     Page 1 of 1     roups (Advanced) Index Name     T7 N/A     NA	> >> 10	Results on page 8	ID NUA NUA		
Public Gi	Delete           Page 1         of 1           roups (Advanced)           Index         Name           17         N/A           18         N/A           19         N/A           19         N/A           20         N/A	> >> 10 10 10	Results on page 8	ID NUA NUA NUA		
Public G	Delete           Page 1         of 1           roups (Advanced)           Index         Name           17         N/A           18         N/A           19         N/A           20         N/A           21         Optic 21	> >> 	Results on page 8	D NA NA NA 2	5)	

- 6 Switch to **Basic** settings before adding contacts and groups into channel.
- 7 Select Public as Mode.
- 8 If more than one group is available, select type of group to assign to the channel.

- **9** If needed, rename the channel name for easier identification.
- **10** Program the settings to the radios.
- **11** If needed, save file for future programming use.

(1	1)	(10)			(6)	
* Profile1			Model - DTR600		Y	
🕑 Data s	ccessfully	updated.			+	
Save to pr	ofile W	rite to radio	Save As Close	Delete Customer Handout	Detailed Report Switch to ADVANCED	4 HELP
Enable Access	e Internal PT sory	T with				
- Buttor	ns (Basic)					
Progra	immable But	ton Priv	ate Reply	*		
Direct	Call	OF				
Direct	- Cont					
Radio Name	Name Base	d on Private				
Radio	Name	MC	TOROLA			
- Profile	ID Numb	er information	(Basic)			
Profile	ID	000	$\sim$	- (7)	$\bigcirc$	
- Chanr	nels (Basi	c)	(9)	$\mathbf{O}$	(8)	
Home	Channel	OF		*	Ċ	
Home	Channel Mo	de N/A	Ţ			
	Index	Edit More	Name	Mode	Channel Mapung	
	1	Edit More	Channel 01	Public	Public 21	
	2	Edit More	Channel 02	Profile ID	2	
	3	Edit More	Channel 03	Profile ID	3	
	4	Edit More	Channel 04	Profile ID	4	
	5	Edit More	Channel 05	Profile ID	5	
	6	Edit.More	Channel 06	Profile ID	6	
	7	Lot More	unannei ur	Protie ID	L	
	•	CON MORE	onamer vo	PIONE ID	9	
A	dd	Delete		Results on page 8		
~<	< Pag	e 1 of 3 🔉	>>			

### **Configuring Mixed Fleets–Scenario 4**

The legacy DTR is using Private Group with a Private Group Name - **Test**.

- 1 Open the legacy DTR Customer Programming Software (CPS).
- **2** Add the new DTR radios into the Private Group.

tadio Type	* Profile1 Model -	DTR550					
DTR 💌 🗲	Data successfully updated.						
Treference Setting	Save to profile Write to radio Save As C	lose Delete Radio-Specific Report Overvi	ew Report 4 HELI				
Auto Detect COM 👻 🧿	Maximum Public Groups 20	Current Number of Public 5 Groups					
kead Radio	Maximum Privates 150	Current Number of Privates 2					
ew Profile	- Privates						
lpen	Index Edit More Name	Channel	D				
rofiles	1 Edit More & Private 01	Channel 1	1234567890				
	2 Edit.More & Private 02	Ohannel 1	1234567891				
$\mathcal{O}$							
( 4	4						
$\sim$							

- 3 Ensure the Channel ID follows the legacy DTR ID.
- 4 Manually key in the radio ID. Repeat step 2 for additional radios.



- 5 To add the newly added radio into the Private Group, click **Edit More**.
- **6** Write down the Group ID as it is needed for configuring the new DTR.



7 Select the newly added ID and click Add.



- 8 Open the new DTR Customer Programming Software (CPS).
- 9 Add the legacy DTR radios ID under Privates.
- **10** To add the newly added radio into this group,click **Edit More**.
- 11 Change the Group ID same as the previous settings.



12 Switch to **Basic** settings before adding contacts and groups into channel.

#### 13 Select Private as Mode.

- **14** If more than one group is available, select type of group to assign to the channel .
- **15** If needed, rename the channel name for easier identification.

**16** If needed, save file for future programming use.

	uccessfully	opdateo	·				
ave to pr	ofile W	rite to radio	Save As Close	Delete Customer Handor	at Detailed Report Switch to ADVANC	ED 4	
(11030)	0000)				<b>▲</b>		
Access	e Internal PT1 sory	T with					
Buttor	ns (Basic)						
Progra	mmable Butt	ton Pr	ivate Reply	×	(12)		
Direct	Call	0	FF .	*			
Radio	Name Based	d on Private					
Name							
Radio	Name	M	OTOROLA	$\sim$			
Drofile	D Munch	er information	(Basia)	(12)			
TION		er monnador	(64310)	(13)			
Profile	ID	61	80	$\neg$			
Chann	nels (Basic	;)					
Home	Channel	O	FF	*			
Homo	Channel Mar	do NU					
Home	channel wor	ue nev	`				
	Index	Edit More	Name	Mode	Channel Mapping		
	1	Edit More	Test	Private Group	Test - (14)		
	2	Edit More	Channel 02	Profile ID			
	3	Edit More	Channel 03	5) Profile ID	3		
	4	Edit More	Channel 04	Profile ID	4		
	6	Edit More	Channel 05	Profile ID Brofile ID	c		
		Edit More	Channel 07	Profile ID	7		
	7						

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