

## CLS SERIES TWO WAY RADIOS

### COMMON TROUBLESHOOTING TECHNIQUES

#### 1. I am picking up static and/or conversations from nearby businesses

- a. Most Motorola two way radios ship with similar factory settings, meaning that most will work together out of the box. If you are hearing conversations from other businesses, you will need to reprogram your radio to a different frequency/code combination. Please feel free to call and we will be glad to walk you through the process.

#### 2. My radio will not communicate with other units

- a. If you are using a multi-channel model, such as the CLS1410, then you may not be on the same channel as your other radios. Please make sure that your radio is set on the same channel number as all other units that you wish to communicate with.
- b. If one of your radios will not communicate with the rest of your fleet, then it may need to be reprogrammed to match your other units. Please feel free to call and we can walk you through the programming process.

#### 3. My earpiece is not working properly

- a. Please make sure that your earpiece is connected properly by taking the following steps: Turn your radio off, disconnect your earpiece and reconnect by firmly pushing it into the accessory port of your radio. Turn your radio back on and try again. If you continue to have issues, please call for further troubleshooting.

#### 4. My radio is locked/has no functionality

- a. Your radio may be locked. If so, there will be a “lock” symbol on the display. To unlock, press and hold the MENU button until the lock symbol disappears and test again.
- b. If the issue continues, you may need to do a radio reset. Please call for assistance.

