



Call 0333 9009008(UK)

Troubleshoot your radio before sending it for repair.

Power & Battery:

- * Is the radio switched on? Listen for a startup tone or look for a brief LED flash when you turn the device on. Does the LED light up when you press the push-to-talk button?
- * If it seems dead, try a different, fully charged battery. Some batteries, usually Li-ion, have a built-in protection circuit. If this fails, the battery may still appear to charge normally but will have no output voltage for the radio, hence the radio will not turn on.
- * Clean the battery contacts to ensure a good connection. (With a soft cloth)
- * Beeping on transmit/returning to receive mode? This often indicates a low-capacity battery. Transmitting uses significantly more power (800-1300 milliamps) than receiving (60-150 milliamps). Charge your battery fully or try a new one.
- * If the radio restarts when you press the PTT the battery is not charged, has no capacity or the radio has a fault with the transmitter.

Connectivity & Audio:

- * Are you on the correct channel?
- * Is the volume turned up sufficiently?
- * Not receiving or transmitting with an audio accessory? Test with another earpiece or headset, as these accessories can sometimes be faulty. Earpieces or headsets that work on some radios but not others may have worn plugs. If the radio socket is also well used you may experience this issue, consider sending the radio handset for repairs.

Antenna Issues:

- * If you're experiencing poor range, ensure your antenna is securely tightened. Remember stubby antennas will give poorer performance
- * Crucially, use the correct antenna for your radio's frequency (VHF or UHF). Using a VHF antenna on a UHF radio (or vice versa) will severely reduce your range.

- * Check the antenna socket for a broken center pin. (Where this type of socket is used)
- * Confirm the antenna connector type matches your radio's socket (e.g., ensure an MX type isn't screwed into a socket designed for a center pin).

Range Problems:

- * Environmental factors like buildings, forests, certain types of glass, and nearby electrical machinery can impact range. Sometimes the radio's busy light will flash with no audio out of the speaker or accessory. This usually happens when another user within range is using the same frequency, but with a different privacy tone. This can also happen if the handheld is near a computer or other electrical equipment, the radio is not faulty. Remove the antenna or move away from the area and the busy LED should stop flashing.
- * Sometimes a radio comes into the workshop reported as cutting out, but no fault is found. This is often due to another user transmitting on the same channel, with or without the same privacy tone, while you are receiving a message.
- * Check your radio's power settings (low, medium, high). (If user selectable)
- * Wearing the radio under a coat or on a belt with an earpiece/speaker microphone can also reduce range. If the aerial is touching clothing or your skin, the efficiency will be reduced. Try holding the radio at head height or higher for better performance.

Professional Radio Repair Services

If you've tried these troubleshooting steps and your radio is still not working, Mike Ashby Comms is here to help. I repair a wide range of two-way radios, including:

- * Licensed radios
- * License-free radios
- * Digital radios
- * Older legacy models

If your radio requires professional attention, you can download my flat-rate repair price list and repair form to send your device(s) in for service. Click "Repairs" on the navigation menu.

For any questions or further assistance, please refer to the contact details and business information provided on my website.