





## Hytera Radio Troubleshooting Guide

Symptom	Recommended Action	
Radio Does Not Power On	<ul style="list-style-type: none"> <li>Recharge the Battery or Replace with a New One</li> <li>Battery May Not be Properly Attached, Remove &amp; Attach Again</li> </ul>	
Battery Life is Shorter Than Normal Performance, Even Though the Battery is Properly Charged	<ul style="list-style-type: none"> <li>Battery May Have Worn out, Replace Battery</li> <li>The Battery May Not be Fully Charged, Ensure Indicator is Green before Removal</li> </ul>	
Cannot Transmit to or Hear Group Members	<ul style="list-style-type: none"> <li>Make Sure You are on the Same Channel</li> <li>If You Need to Rotate the Channel Selector Knob Ensure the Channel Lock Function is Disabled</li> <li>Ensure the Radios are on the Same Channel &amp; the Same CTCSS/CDCSS Settings</li> <li>Ensure You are within Communication Range</li> </ul>	
Hearing Audio from Non-Group Members	<ul style="list-style-type: none"> <li>Send Radio to Your Dealer to Verify Your Settings</li> </ul>	
No Audio or Low Audio While Transmitting	<ul style="list-style-type: none"> <li>Make Sure the Volume is Turned up to an Acceptable Level</li> </ul>	
Consistent Static or Noise	<ul style="list-style-type: none"> <li>Group Members are Too Far Away to Receive, Once within the Range They will Communicate</li> <li>Ensure Radio is Away from Any Equipment That May Cause Electromagnetic Interference</li> </ul>	
Cannot Find Serial Number on Radio/Battery	<b>TC-320 Radio:</b> 	<b>TC-320 Battery:</b> 
	<b>TC-508 Radio:</b> 	<b>TC-508 Battery:</b> 

**For further assistance please call 1-888-530-5668**