



**MOTOROLA**

**DTR Series™**  
**DTR2430 & DTR2450**  
**User Guide**

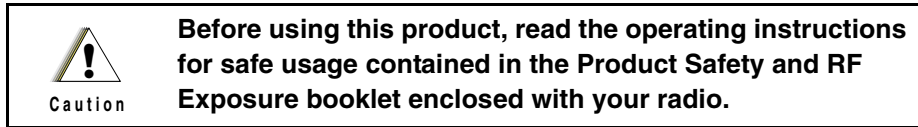


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# Foreword

The information contained in this manual relates to all DTR Series portable radios, unless otherwise specified.

## Product Safety and RF Exposure Compliance



### ATTENTION!

**Before using this product, read the RF energy awareness information and operating instructions in the Product Safety and RF Exposure booklet enclosed with your radio to ensure compliance with RF energy exposure limits.**

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## Notes

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# Chapter 1 Introduction

Thank you for purchasing a Motorola, DTR Series™ radio. Your radio is a product of Motorola's 75 plus years of experience as a world leader in the designing and manufacturing of communications equipment. The DTR Series radios provide cost-effective communications for businesses such as retail stores, restaurants, schools, construction sites, manufacturing, property and hotel management, and more. Motorola professional two-way radios are the perfect communications solution for all of today's fast-paced industries.

Please read this manual carefully to ensure you know how to properly operate the radio before use.

This User's Guide covers operation and maintenance of your DTR Series radio.

## Notations Used in This Manual


Throughout the text in this publication, you will notice the use of WARNINGS, Cautions, and Notes. These notations are used to emphasize that safety hazards exist, and the care that must be taken or observed.

**WARNING:** An operational procedure, practice, or condition, etc., which may result in injury or death if not carefully observed.

**CAUTION:** An operational procedure, practice, or condition, etc., which may result in damage to the equipment if not carefully observed.

**NOTE:** An operational procedure, practice, or condition, etc., which is essential to emphasize.

The following special notations identify certain items:

Example	Description
<b>Volume Control</b>	Button names are shown in bold print.
	Radio keys and buttons are shown as they appear on the radio.
<b>Contcs</b>	Text appearing on the display is shown in bold print.

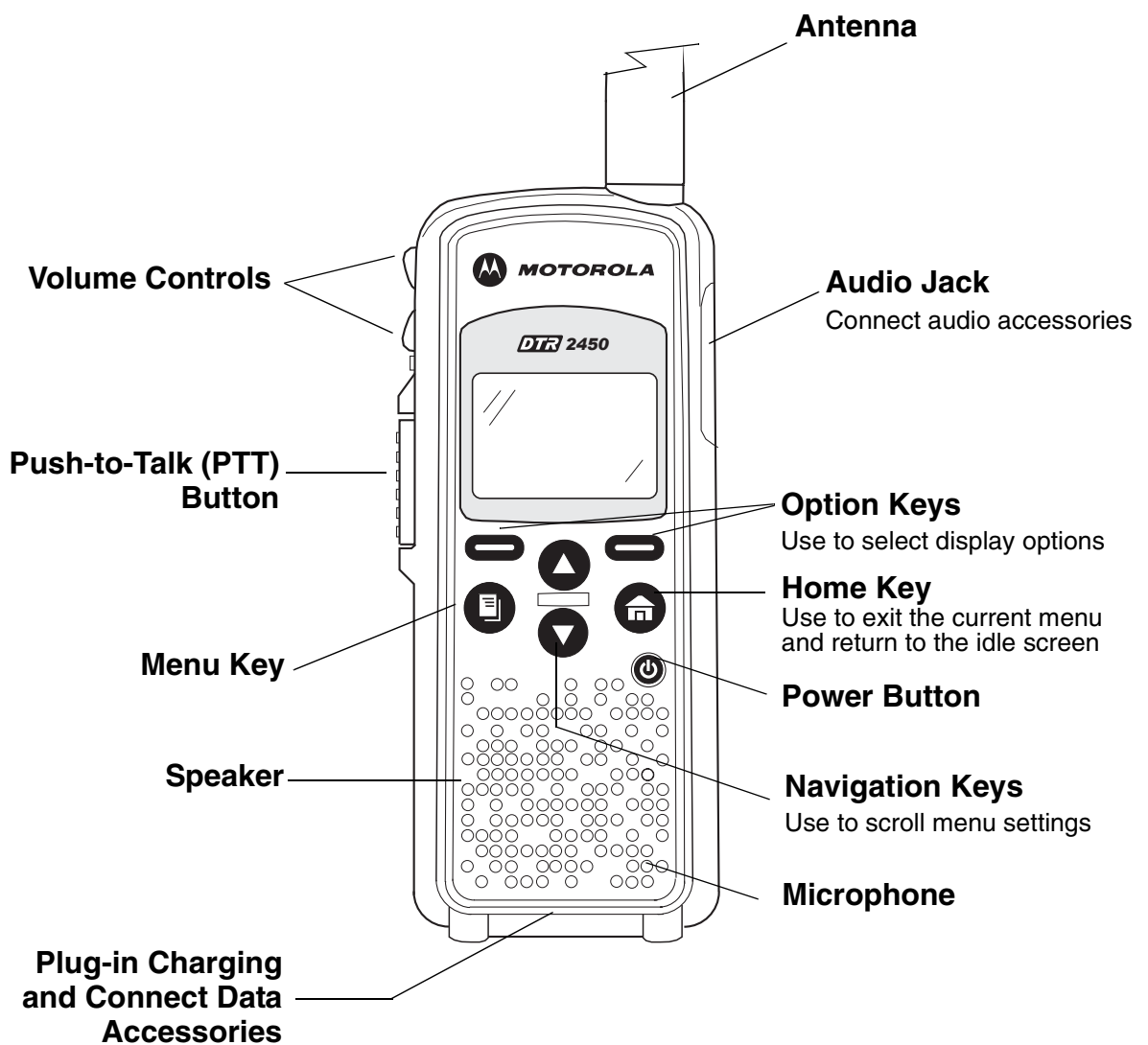
Your model number is shown on the radio lens above the display, and tells you the following information:

### DTR Features

	DTR 2430	DTR 2450
<b>PublicGroups Available</b>	Up to 20 (5 default)	Up to 50 (5 default)
<b>Group Scan</b>	Up to 5 per channel	Up to 5 per channel
<b>PrivateGroups Available</b>	Up to 10	Up to 20
<b>PrivateCall</b>	Yes	Yes
<b>SMS Messaging</b>	10 Quick Notes (15 available)	10 Quick Notes (25 available)
<b>Vibracall®</b>	Yes	Yes
<b>Clock/Alarm</b>	Yes	Yes
<b>Scroll List</b>	Yes	Yes
<b>Call Forwarding</b>	Yes	Yes
<b>Remote Disable</b>	Receive Only	Yes
<b>Remote Monitor</b>	Receive Only	Yes
<b>Remote Time</b>	Receive Only	Yes
<b>Battery Life</b>	14.5 Hours (5/5/90)	19 Hours (5/5/90)
<b>Charging Time</b>	Up to 3 Hours	Up to 1 Hour
<b>Drop in Charging Tray</b>	Yes	Yes

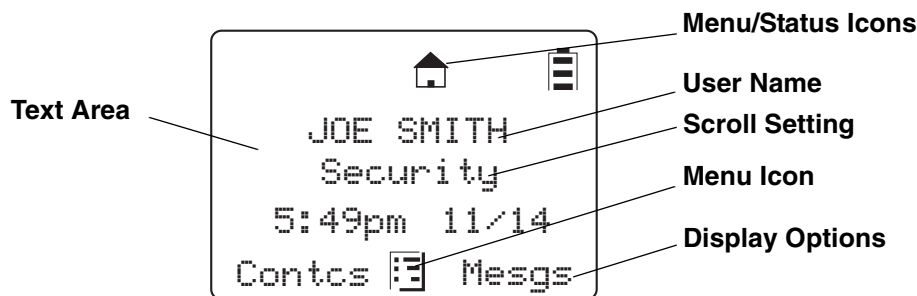


## Your DTR Series Radio



## Getting Started






Any time your radio is powered on, the display provides you with information and options.



The display shown is in idle. The idle screen appears when your radio is on, but not engaged in any activity.












## Menu Icons

Menu icons appear when you are accessing a particular menu. The icon for that menu appears in the upper left corner of the display.

	<b>Settings</b>	Customize your radio.
	<b>Recent Calls</b>	Lists recent calls.
	<b>My Info</b>	View personal radio information.
	<b>Contacts</b>	Create, view, store, edit contacts.
	<b>Messages</b>	View, reply, create, send messages.

## Status Icons


Status icons usually appear in first row at the top of the display. Some appear at all times. Others appear only when your radio is engaged in certain activities or when you have activated certain features.

	<b>Home</b>	The private or group contact shown is on your home channel.
	<b>PublicGroup</b>	The contact selected is a PublicGroup.
	<b>PrivateGroup</b>	The contact selected is a PrivateGroup.
	<b>Scan</b>	The radio is scanning PublicGroups on your current channel.
	<b>Call Forward</b>	Your radio is set to forward calls.
	<b>Alarm</b>	The alarm has been set.
	<b>VibraCall</b>	Your radio is set to vibrate when receiving an alert or text message.
	<b>Menu</b>	Main Menu.
	<b>Text Input</b>	Indicates you are entering text. The mini keyboard must be attached to the radio
	<b>Battery Status</b>	More bars on the battery indicate a greater charge. When the battery is flashing, it is time to charge the radio.
	<b>New Message</b>	You have a new unopened text message.



## Text Area

This area displays menus, messages, unit names or IDs, and other information.



## Display Options

Two display options appear at the bottom of most screens. You select a display option by pressing the  below it.

## Menu Key

Many features provide context-sensitive menus that let you access related features and actions. the  icon appears any time a context-sensitive menu is available. Press  to access the menu.

## Menus and Lists

Your radio's features are arranged in menus, submenus, and lists. To access the items in a menu or list, scroll using either the  or  keys.

## Antenna

Your DTR Series radio may be equipped with a removable antenna. To install the antenna, rotate it clockwise firmly into the fitting on the top of the radio until it seats into the radio housing.

**WARNING:** DO NOT use your radio without an antenna.

## Battery

**WARNING:** To avoid a possible explosion: DO NOT replace the battery in any area labeled "hazardous atmosphere." DO NOT discard batteries in a fire.

## Battery Life

Your radio uses a rechargeable Lithium Ion (Li-Ion) battery.

Based on 5% transmit, 5% receive, 90% standby (standard duty cycle):

- NNTN4655 Li-Ion; Up to 19 Hours
- SNN5706 Li-Ion; Up to 14.5 Hours

Battery life is determined by several factors. Among the more critical are the regular overcharge of batteries and the average depth of discharge with each cycle. Typically, the greater the overcharge and the deeper the average discharge, the fewer cycles a battery will last.

For example, a battery which is overcharged and discharged 100% several times a day, lasts fewer cycles than a battery that receives less of an overcharge and is discharged to 50% per day. Further, a battery which receives minimal overcharging and averages only 25% discharge, lasts even longer.

**WARNING:** Care should be taken to avoid external short circuiting of the battery. A sustained high-rate discharge (for example, a paper clip placed accidentally across the battery contacts) may permanently damage the battery, void the battery warranty, and create a burn or fire hazard.

Motorola batteries are designed specifically to be used with a Motorola charger and vice versa. Charging in non-Motorola equipment may lead to battery damage and void the battery warranty. The battery should be at about 77°F (25°C) (room temperature), whenever possible. Charging a cold battery (below 50° F [10°C]) may result in leakage of electrolyte and ultimately in failure of the battery.

Charging a hot battery (above 95°F [35°C]) results in reduced discharge capacity, affecting the performance of the radio. Motorola rapid-rate battery chargers contain a temperature-sensing circuit to ensure that batteries are charged within the temperature limits stated above.

**WARNING:** Do not attempt to change or charge the battery in a hazardous atmosphere.

To charge the battery, place the battery (with or without the radio) in a Motorola-approved charger.

## Charging the Radio

While the radio is charging, the display lights and the battery status icon flashes to show the status. The battery will charge in approximately 1-3 hours, and battery gauge will show all segments and stop flashing when fully charged.

## Charging using the Drop-in Charging Tray

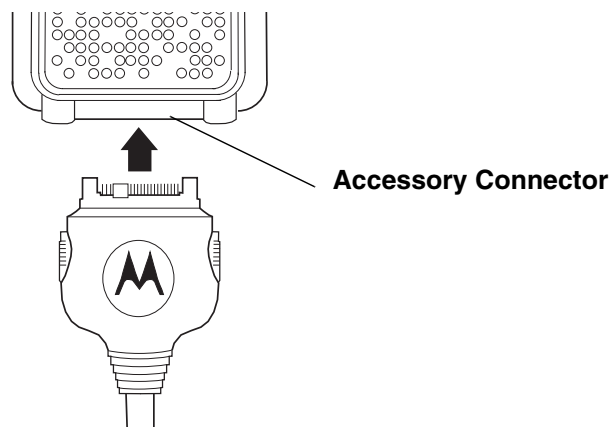
**NOTE:** Use of the Drop-in Charging Tray is recommended for daily use.

1. Place the charging tray on a flat surface.
2. Connect the plug-in charger and drop-in charging tray by inserting the plug into the rear of the drop-in charging tray.
3. Plug the charger into an AC outlet.
4. Insert the radio (with battery installed) into the charging tray.

**NOTE:** The charging tray has been designed to charge the radio with or without the holster.

## Charging using the Plug-in Charger

1. Plug the charger into an AC outlet.
2. Open the accessory connector cover.
3. Plug the other end of the charger into the accessory connector.
4. Disconnect the charger from the radio by pressing the two side buttons on the charger and remove from the radio.



## Charging a Radio and Battery using a Multi-Unit Charger





A Multi-Unit Charger (MUC) is available separately (00218) which will charge up to 6 radios, batteries, or a combination of the two at the same time.

When charging a radio in the MUC, the battery icon on the radio display shows the charging status.

When charging a battery, the LED in front of the pocket indicates charging status. The LED is solid red when the battery is charging, and solid green when charging is complete.

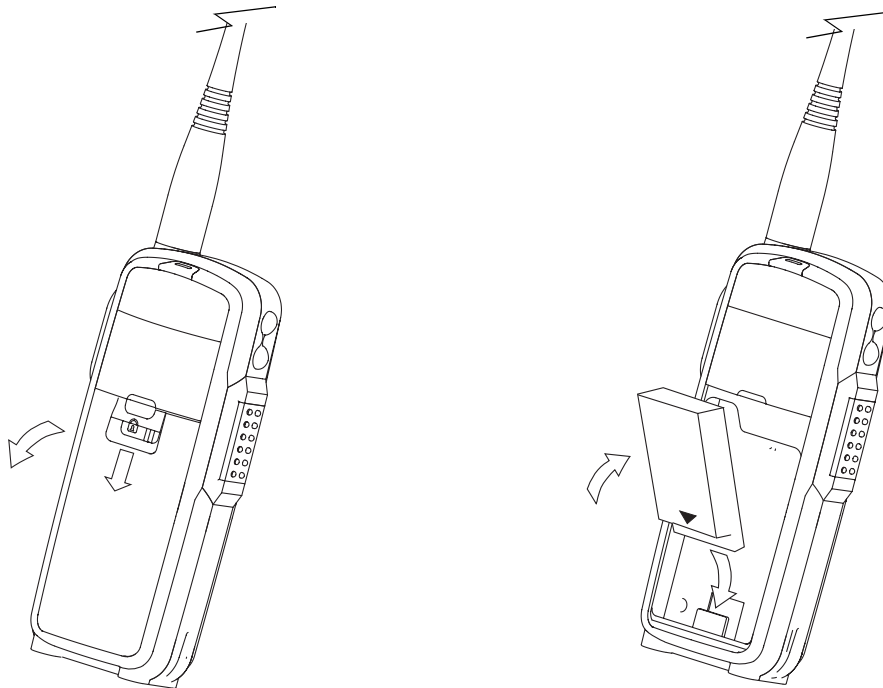
## Battery Meter

The battery meter in the upper right corner of the radio display shows how much battery power is remaining:

Battery Type	3 Bars	2 Bars	1 Bar	Flashing
Li-Ion				
	100%–85%	85%–25%	25%–10%	Final 10%

## Attaching the Battery

1. If the battery door is already in place, slide the lock tab to the left to unlock the battery latch. Push down on the latch and lift the battery door off the radio.
2. Insert the battery, as shown below, into the battery compartment and press down to secure firmly in place.
3. Replace the battery door onto the radio and slide the latch into place. Slide the lock tab to the right to lock the battery latch.



## Swivel Belt Holster

1. Slide the bottom of radio into the holster and push the top of the radio against it until it snaps into place.
2. To remove, push the tab located on top of the holster and pull the radio from it.

**NOTE:** In case of loss, please contact your point-of-sale to request replacement part number 00227.

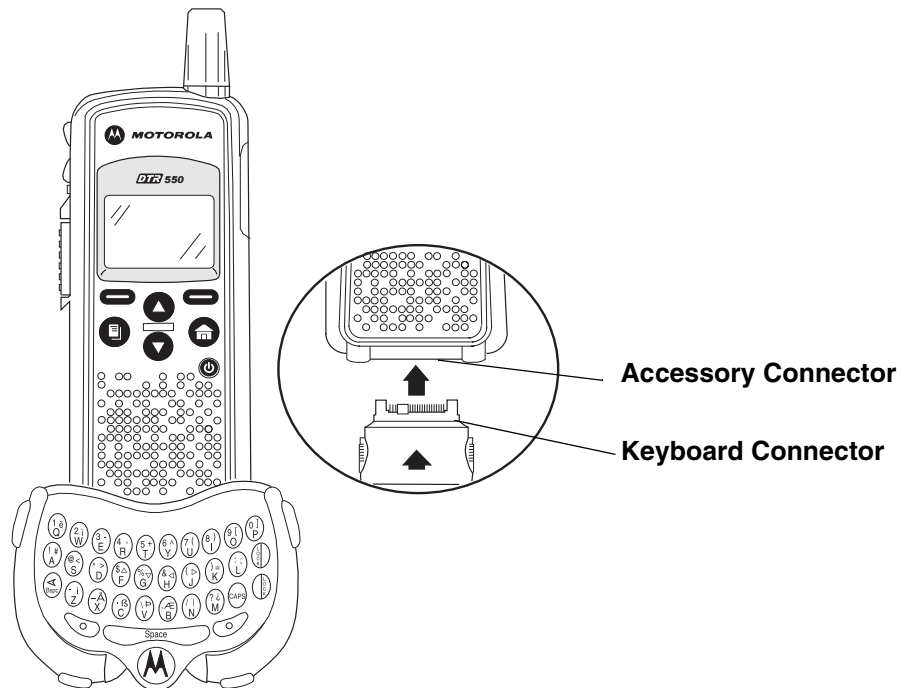
## Mini Keyboard

A mini keyboard accessory (NNTN5491) is available separately that can be attached to your radio. The mini keyboard allows you to customize Private and Group names, write text messages, and create/modify stored text messages.

### Attaching the Mini Keyboard to the Radio

When the mini keyboard is attached to your radio, the "Device Attached" message is displayed.

1. Insert the mini keyboard's connector, with the arrow facing up, into your radio's accessory connector.
2. Fold the mini keyboard over the front of your radio.



### Disconnecting the Mini Keyboard from Your Radio

1. Press and hold the buttons on the side of the mini keyboard connector.
2. Pull the mini keyboard connector straight out from your radio's accessory connector. Do not twist the connector.

---

## Entering Text with the Mini Keyboard

If you have attached the mini keyboard correctly and the keyboard bezel is installed on the keyboard base you can begin.

Here are some important points to remember when using the mini keyboard.

- Your radio accepts a maximum of 512 characters in its largest input fields.
- Some of your radio's functions cannot be used simultaneously, just as when you are using your radios without the mini keyboard.
- Letters and functions shown in white are the default keys.
- All letters are lower case by default. For example, pressing the "Q" key displays "q."
- The Bspc key works as a Back Space key when entering a message.
- The Space key works as a Space Bar.

### Yellow/Lock Key Functionality

1. Press the Yellow key once. The next key pressed displays the yellow character on that key. The keyboard will then return to the default keys (as if the yellow key had not been pressed).
- For example, press the Yellow key followed by the "Q" key, and a "q" displays. If "Q" is pressed again, a "q" displays.
2. Press the Yellow key twice to lock the keyboard in the yellow mode. All subsequent key presses display the yellow character associated with the key pressed. The keys that do not have yellow functions (Left Option, Right Option, Bspc, Space) will still operate in the default (white) mode.
3. Press the Yellow key again to unlock the yellow mode and revert back to the default (white) mode.
4. Press the Green key to cancel the yellow mode and enter the green mode.
5. Press the CAPS key to cancel the yellow mode and enter the CAPS mode.

### Green/Lock Key Functionality

1. Press the Green key once. The next key pressed displays the Green character on that key. The keyboard will then return to the default keys (as if the green key had not been pressed).
- For example, press the Green key followed by the "U" key, and a "u" displays. If "U" is pressed again, a "u" displays.
2. Press the Green key twice to lock the keyboard in the green mode. All subsequent key presses display the Green character or function associated with the key pressed. The keys that do not have green functions still operate in the default (white) mode.
3. Press the Green key again to unlock the green mode and revert back to the default (white) mode.
4. Press the Yellow key to cancel the green mode and enter the yellow mode.
5. Press the CAPS key to cancel the green mode and enter the CAPS mode.

### CAPS Key Functionality

1. Press the CAPS key once. The next key pressed displays the capitalized character on that key. Subsequent keys pressed will be displayed lower case.
2. Press the CAPS key twice to lock the keyboard in the caps mode. All subsequent key presses display the capitalized character associated with the key pressed.
3. Press the CAPS key again to unlock the caps mode and revert back to the lower case mode.
4. Press the Yellow or Green key to unlock the caps mode and enter the yellow or green mode, respectively.





## Standard Yellow Function Green Function

Standard	Yellow Function	Green Function
Q	1	APOSTROPHE
W	2	"
E	3	~
R	4	ACCENT
T	5	+
Y	6	^
U	7	{
I	8	}
O	9	[
P	0	]
A	!	#
S	@	<
D	*	>
F	\$	UP ARROW
G	%	DOWN ARROW
H	&	LEFT ARROW
J	(	RIGHT ARROW
K	)	=
L	:	;
Z	-	i
X	_	Å
C	.	ß
V	\	þ
B	,	Æ
N	/	ı
M	?	¿



## Using Mini Keyboard Key Shortcuts




You can perform most of your radio's functions using the keys on the Motorola mini keyboard.

Radio Key	Action	Keyboard Equivalent
 Left Option	Chooses current left display option	 Left Option Key
 Right Option	Chooses current right display option	 Right Option Key

## Extended Character Set

The mini keyboard lets you enter special characters using a combination of keystrokes.

**NOTE:** The extended character set is only available if your radio is configured for a language other than English.

Accent Example	Description	Keystrokes
å	acute accent (for letters a, e, i, o, u, y)	single quote, then letter
â	circumflex (for a, e, i, o, u)	 + Y+ letter Green
ä	umlaut (for letters a, e, i, o, u)	shift and quote, then letter
à	grave accent (for letters a, e, i, o, u)	grave accent, then letter
ã	tilde (for letters a, n, o)	 + ~ + letter Green
Å	nordic A-ring (for letter a only)	 + X Green






## Accent Marks

To create a letter with an accent mark over it, enter the keystrokes listed in the table above.

If your radio displays a language other than English, you must press the right arrow after a single quote, ~, /, -, or ^ for the character to appear.

## Other Special Characters

To create other special characters, enter the keystrokes listed in the table below.

Accent Example	Description	Keystrokes
ß	sharp s, German sz ligature	 + C Green
Æ	diphthong AE ligature	 + B Green
ç or Ç	cedilla	single quote, then c or C
Þ	icelandic thom	 + V Green
ð or Ð	icelandic eth	dash and d or D
ø or Ø	nordic O-Slash	/, then o or O
ı	upside down?	 + M Green
ı	upside down!	 + Z Green

## Accessories

The DTR Series radio comes with a Lithium-Ion battery and a Drop-in Charging Tray.

Various accessories are available for use with your DTR Series radio, including holsters, hands-free accessories, headset accessories, a mini keyboard, and more.

To order additional accessories, contact your dealer.



### Lilon rechargeable batteries

#### Standard 1100mAh [SNN5706] and Extended 1500mAh [NNTN4655]

Have a spare battery available ready for when you need it. Both standard and high-capacity batteries are available.



### Drop-in Charger Tray [00215]

#### (for use with Chargers RPN4043 and RPN4044)

Enables you to fully recharge your DTR radio.



### Standard Charger [RPN4043] (3-hour charge time)

and **Rapid Charger [RPN4044] (1-hour charge time)** are available

**Multi-Unit charger [00218]**

Enables drop-in charging of up to 6 radios or batteries from a single outlet in three hours. The wall-mountable unit also provides a convenient central storage location for the radios.

**Car Charger [00245]**

Conveniently plugs into a standard vehicle cigarette lighter port for remote charging on-the-move.

**Mini Keyboard [NNTN5491]**

Update and customise contacts or group names, compose or edit text messages and access programming options using the radio keyboard whilst on-the-move.

**Remote Speaker Microphone [00115]**

Lapel or collar mounted combined speaker/microphone with PTT switch, allows hands-on radio operation without removing radio from belt or carry case.

**VOX Headset With Swivel Microphone [00117] and Lightweight Headset [00168]**

Comfortable, lightweight headsets help to eliminate background noise. Use with the VOX feature on your radio for hands-free operation.

**Earpiece with Microphone and PTT [00118]**

Discreet, lightweight earpiece with lapel or collar mounted microphone and PTT switch. Allows clear communication with minimum disturbance or interference.




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## Chapter 2 General Radio Operations

Your radio is ready for use after a fully-charged battery has been installed. However, your radio should be programmed in order to be fully compatible with any existing DTR Series radios and to fully utilize all radio features.

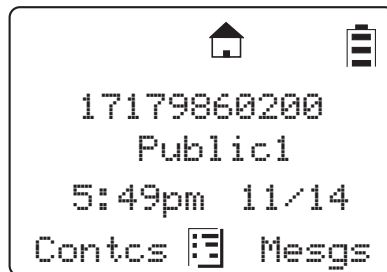
Refer to Chapter 3 - Advanced Radio Operations.

### Turning Your Radio On or Off

Press  to turn your radio on.

The radio chirps and the display briefly shows **Motorola**.

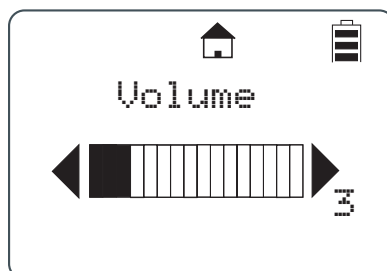
The display shows the radio Unit ID or Name, current Scroll list setting, time, date, and the available Option key selections. If the radio has been assigned a unique Unit Name, the name will display rather than the Unit ID for both the radio and any Contacts.



Press and hold  to turn the radio off.

### Adjusting the Speaker Volume

The **Volume Control** buttons are located on the upper left side of the radio. To adjust the speaker volume, press the upper button to increase the volume level and press the lower button to decrease the volume level. When either button is pressed, the display shows a bar chart indicating the present level for the volume.



## Selecting a Scroll List Contact

In idle mode, use ▲ or ▼ to select the desired TalkGroup/Private contact. Press the PTT button for one-touch communication.




## Viewing a Contact

1. From the main screen, press  under **Contcs** to enter the Contact List.




The Contact List screen appears with the first contact highlighted in the list.



2. Scroll to highlight the desired contact.
3. To view the contact, press  under **View** for Group contacts or press  and press  under **View** for Private contacts. The display changes and shows the contact (group number or name), the ID number, and the channel number.



**NOTE:** For PrivateGroup contacts, members of the group are viewed by pressing  under **Membr.**

## Receiving and Making Calls

**NOTE:** Your DTR Series radio must be programmed to be fully compatible with other DTR Series radios and fully utilize all radio features. Refer to Chapter 3 - Advanced Radio Operations.

### Types of Calls

Your radio can make and receive three different types of voice calls:

- PublicGroup – One-to-many communication to all radios set to your channel and PublicGroup number. All DTR Series radios are factory programmed with 5 PublicGroups.
- Private – One-to-one communication with another radio, requires adding a user to the Contacts List.
- PrivateGroup – One-to-many communication to only radios in your group. Requires adding all members to your Contact List then cloning the group over the air to member radios. Offers a higher level of privacy than a PublicGroup.

### Receiving a Call


When a call is received, the radio chirps and the display shows the call type and transmitting caller's user ID or name.



### Making a Call

1. Choose a contact from your Scroll List, Contacts, or Recent Call List.
2. Press and hold the **PTT** button. Begin speaking after the radio emits the talk permit tone. To maximize clarity, hold the radio two-to-three inches away from your mouth.
3. Release the **PTT** button to listen.

**NOTE:** If "User Not Available" displays, the recipient is either: In a Call, Out of Range, or Turned Off.

Press  to cancel and then try the call again. When contacting a group, at least one member must be available for the call to be successful.

## Call Alerts

Sending a call alert lets the recipient know you want to talk to him or her. When you send a call alert, the recipient's radio emits a series of beeps, or vibrates, and displays your Unit Name or ID along with the time and date.

The recipient can:


- Answer – begin a call by pressing the PTT button.
- Clear – delete the call alert.

## Sending Call Alerts

**NOTE:** Only Private Contacts can be alerted.

1. Highlight the Private Name/ID in Contacts or Recent Calls..

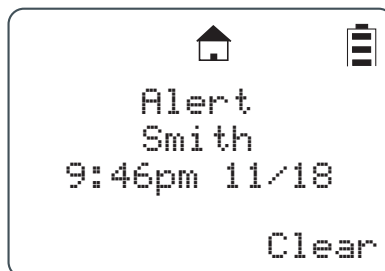



2. Press  under **Alert**. "Ready to Alert" appears on the display.
3. Press the PTT button until "Alert Successful" appears on the display.

**NOTE:** If the alert is not successful, the radio you are trying to reach is either in a call, on another channel, has the radio turned off, or is out of range.

## Receiving a Call Alert

When you receive a call alert, you must answer or clear it. You cannot make new calls until you do.



To answer a call alert, press the PTT button to respond to the sender. To clear a call alert, press  under **Clear**.



## Text Messaging

Your radio can send and receive short text messages to Private or Group contacts. Your radio must be on and within range to receive text messages.

### Receiving a Message



When you receive a text message, "New Message Received" appears on the display. The sender and group (if applicable) are also indicated.





### To View the Message

1. Press  under **Read** to read the message.



**NOTE:** If you are in a menu when the message is received, you will need to exit and read it from the Inbox.

2. If the message fills more than one screen, scroll to read the entire message.
3. To delete the message, press  and press  under **Delete**.

### To Dismiss the Message Notification

Press  under **Back** to read the message at a later time. This icon  appears on the display, reminding you that you have an unread message.


### Reading from the Inbox

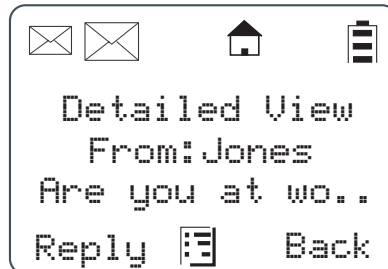
1. Press  under **Mesgs**.
2. Scroll to the message you want to read.
3. Press  under **Read**.
4. If the message fills more than one screen, scroll to read it.



## Replying to a Received Message

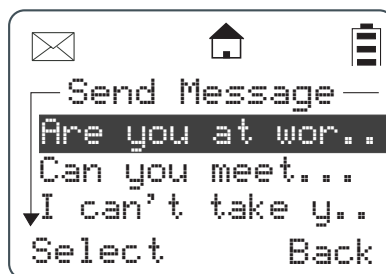
Your radio has a number of pre-programmed Quick Notes available, or the mini keyboard can be used to create a response. Additional Quick Notes can be created and the existing ones modified/ deleted with the mini keyboard by selecting Text Messaging while in Programming Mode.


1. To reply to the message, press  under **Reply**.

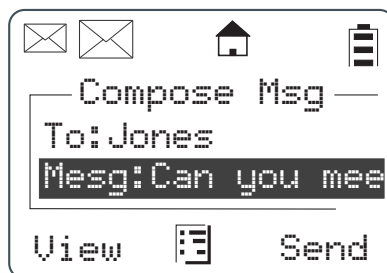






2. The Send Message screen appears.

**NOTE:** If the mini keyboard is connected to the radio, the **[Write Mesg]** option appears on the display. Refer to Composing a Message Using the mini keyboard.




3. Scroll to highlight a reply message and press  under **Select** to select the reply message. The Compose Msg. screen appears.




4. To change the Contact you are sending to, press  under **Change**. This will return you to the Contact List. Scroll to select the correct Contact and press  under **Select**.
5. To view the text messages in the list, scroll to select the message and press  under **View**.
6. Press  under **Send** to send the reply.

## Sending a Text Message

Your radio can send and receive short text messages to Private or Group contacts, and has several pre-programmed Quick Notes available. The mini keyboard can be used to change, add additional, or delete these messages while in Programming Mode. This accessory can also be used to write new messages from User Mode.

1. Press  under **Mesgs**. The message inbox is displayed.



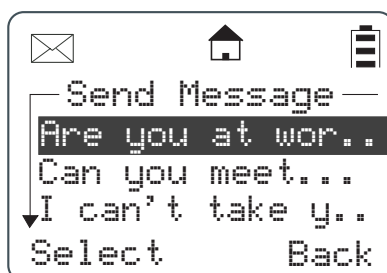
2. Highlight **[Send Mesg]** and press  under **Select**.



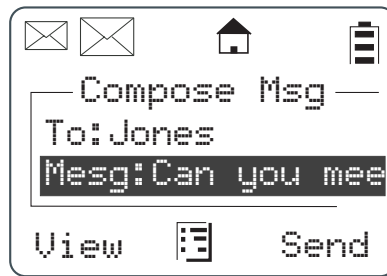
3. The Send Message screen appears.

**NOTE:** If the mini keyboard is connected to the radio, the **[Write Mesg]** option appears on the display. Refer to Composing a Message Using the mini keyboard.

4. Scroll to select the message you want to send.



5. Press **[Left Arrow]** under **Select** to choose the message. The display shows the Contact and the message you want to send



6. To change the Contact you are sending to, press **[Left Arrow]** under **Change**. This returns you to the Contact List. Scroll to select the correct Contact and press **[Left Arrow]** under **Select**.
7. To view the text messages in the list, scroll to select the message and press **[Left Arrow]** under **View**. If the message fills more than one screen, scroll to read it.
8. Press **[Left Arrow]** under **Send** to send the message.

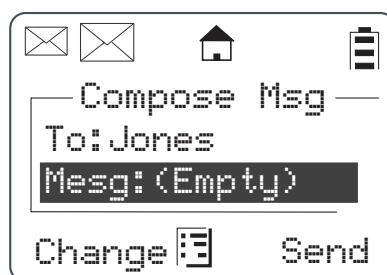
### Composing a Message Using the Mini Keyboard

The mini keyboard can be used to type either new messages or replies.


1. From the Send Message screen, highlight the **[Write Mesg]** option and press **[Left Arrow]** under **Select**.





2. The Compose Msg screen appears.





3. To change the Contact you are sending to, press **[Left Arrow]** under **Change**. This returns you to the Contact List. Scroll to select the correct Contact and press **[Left Arrow]** under **Select**.




4. Scroll to highlight the **Mesg:** option. Press  under **Change**.
5. The **Mesg:** screen appears. Use the mini keyboard to enter your message.

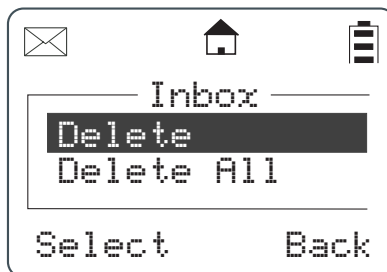



**NOTE:** The  under **Delete** can be used to erase characters. Holding  will delete the entire message.

6. Once the message is completed, press  under **Done**.
7. Press  under **Send** to send the message. The display shows a confirmation that the message was sent.

### Deleting a Message

1. From the idle screen press  under **Mesgs** to enter the Message Inbox.
2. Scroll to select a message for deletion.
3. After selecting a message, press . The Inbox displays the delete selections. If only the one message is to be deleted, highlight **Delete** and press  under **Select**.




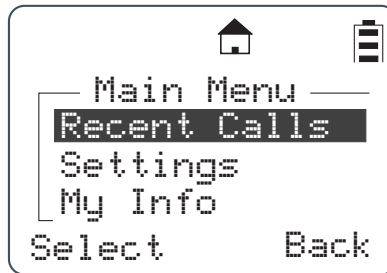
4. If all messages in the Inbox are to be deleted, highlight **Delete All** and press  under **Select**. A confirmation screen appears.




5. Press  under **Yes** to delete all messages.

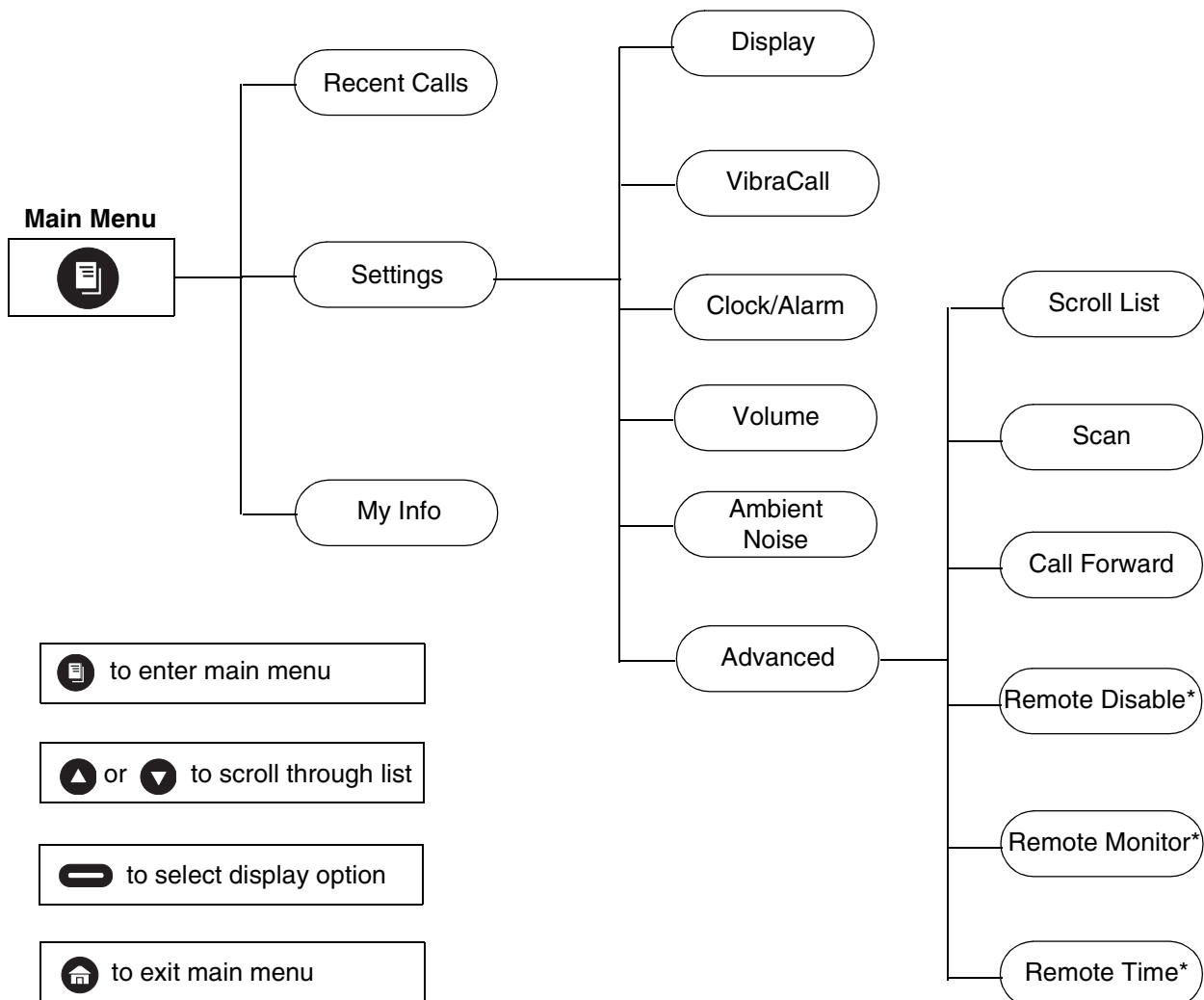
## Accessing the Main Menu

1. Press  to access the Main Menu. The Main Menu appears.



2. Scroll through the available menu options. Highlight the desired menu option and press  under **Select**.

## Main Menu Navigation Chart



\* Menus only appear on the DTR2450 radio when Manager Mode is enabled.

## Recent Calls

This menu lists recent calls received and allows the user to view, alert or delete the twenty most recent calls on the list. From the Main Menu, scroll to highlight **Recent Calls** and press **⏪** under **Select**.

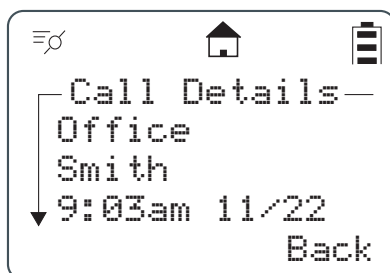
### Viewing a Recent Call

1. Scroll to select a recent call from the list. To view GroupCall details, press **⏪** under **View**. To view PrivateCall details, press **☎**. The Rec. Call Menu appears.

**NOTE:** The graphic to the left of the user/group name or ID indicates whether the call was received (pointing left) or initiated (pointing right)..



2. Scroll to show call details for the selected call. These include Group Name (if applicable), User Name and ID, time, date, and length of call. Continuing scroll moves you to the next recent call



3. Press **⏪** under **Back** to access the previous screen.

### Alerting a Recent Caller

**NOTE:** Only Private contacts can be alerted.


1. Scroll to select a recent call from the list and press **⏪** under **Alert**.



2. Press the PTT button to send the alert.



**NOTE:** If the alert was successful, a confirmation screen appears. If the alert was not successful, an unsuccessful screen appears.

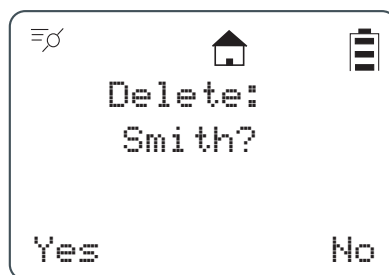
## Deleting Recent Calls

1. Scroll to highlight a recent call from the list.
2. Press . The Rec. Call Menu appears.




**NOTE:** View only appears as a menu option for Private calls.

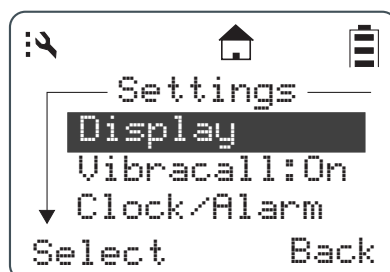
3. Scroll to highlight **Delete** to remove only the one call or **Delete All** to delete all recent calls and press  under **Select**.
4. Select  under **Yes** or **No**. The display confirms that the call or calls have been deleted and then returns to the Recent Calls list.



## Settings

The Settings menu allows you to adjust personal settings that include Display, VibraCall, Clock/Alarm, Volume, and Advanced. The Advance features are for managing your Scroll List, Scan List, Call Forwarding, Remote Disable, Remote Monitor, and Remote Time. Refer to Chapter 3 – Advanced Radio Operations to operate the Advance features.

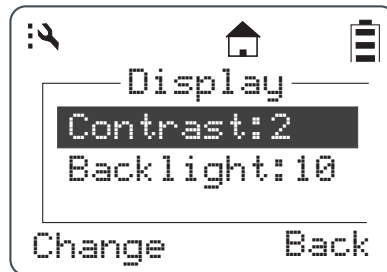
From the Main Menu, scroll to highlight **Settings** and press  under **Select**. The Settings menu appears.





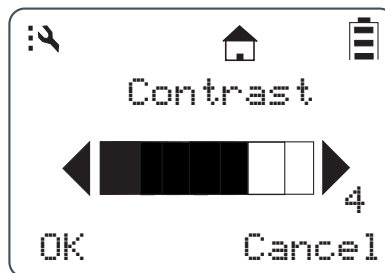
## Setting the Display

From the Settings menu, scroll to highlight **Display** and press **Enter** under **Select**. The Display menu appears. From the Display menu, you can adjust the contrast and backlight time.



### Adjusting the Contrast

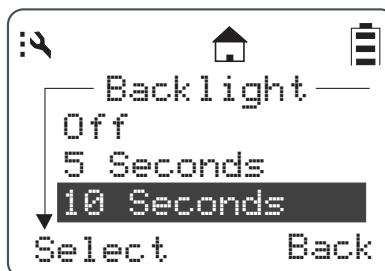
1. From the Display menu, scroll to highlight **Contrast** and press **Enter** under **Change**. The Contrast screen appears.



2. Use **Up** or **Down** to adjust the Contrast as necessary and then press **Enter** under **OK** to return to the previous menu.

### Setting the Backlight

1. From the Display menu, scroll to highlight **Backlight** and press **Enter** under **Change**. The Backlight screen appears. The presently selected value will have a check mark on the left side.



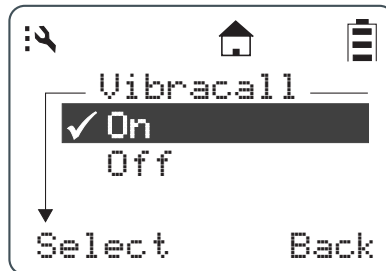
2. Scroll to highlight the desired value. You can set the backlight time to Off, 5, 10, 20, 30, or 90 seconds.
3. Press **Enter** under **Select** to save the setting and return to the previous screen.

## Setting VibraCall


VibraCall allows you to set the radio to vibrate with no audio alert tones when text messages or call alerts are received.

**NOTE:** This does not mute the audio for voice calls.

1. From the Settings menu, scroll to highlight **VibraCall** and press **↵** under **Select**. The VibraCall screen appears. A checkmark is displayed to the left of the present selection.



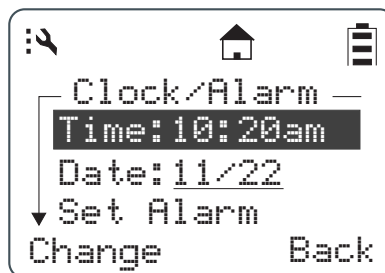
2. Scroll to highlight the desired selection.
3. Press **↵** under **Select** to save the selection and return to the previous menu.

**NOTE:** When turning vibrate on, the radio will briefly vibrate and  appears on the display.

## Clock and Alarm

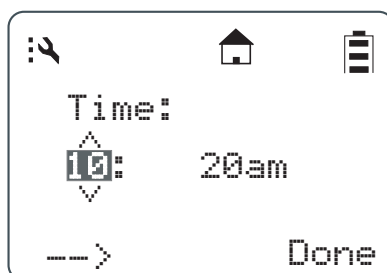
Your radio requires that the current time and date be set in order to fully utilize the digital features. This can be set manually or by using the Remote Time feature (see page 3-5)

From the Settings menu, scroll to highlight **Clock/Alarm** and press **↵** under **Select**. The Clock/Alarm menu appears.



### Setting the Time

1. From the Clock/Alarm Menu scroll to highlight **Time** and press **⏎** under **Change**. The Time screen is displayed.



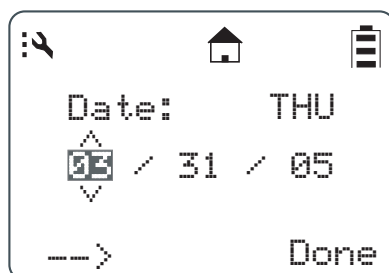
2. Scroll to select the desired hour.

**NOTE:** Press and hold **▲** or **▼** to fast scroll.

3. Press **⏎** under **-->** to move to the minutes and scroll to select the desired minutes.
4. Press **⏎** under **-->** to move to am/pm and scroll to select the desired setting.
5. After completing the time setting press **⏎** under **Done** to complete the setting and to return to the previous menu.

### Setting the Date

1. From the Clock/Alarm menu, scroll to highlight **Date** and press **⏎** under **Change**. The Date screen is displayed.



2. Scroll to select the desired Month.

**NOTE:** Press and hold **▲** or **▼** to fast scroll.

3. Press **⏎** under **-->** to move to the day and scroll to select the day.
4. Press **⏎** under **-->** to move to the Year and scroll to select the Year.
5. After completing the date setting, press **⏎** under **Done** to complete the entry and return to the previous menu.


## Setting the Alarm

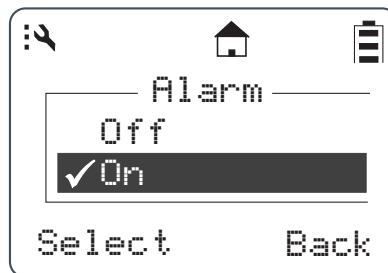
Your DTR Series radio has an alarm feature that can be set to remind you of a recurring daily event.


From the Clock/Alarm menu, scroll to highlight **Set Alarm** and press  under **Select**. The Set Alarm menu appears.





The Set Alarm menu allows the Alarm to be turned Off or On and to set the Alarm Time.

1. Scroll to highlight **Alarm** and press  under **Change**. The alarm menu is displayed with On and Off listed. A check mark to the left of On or Off indicates the present selection.



2. Scroll to select the desired condition and press  under **Select**. The display returns to the Set Alarm menu with the new selection indicated.



**NOTE:** When the Alarm is set to On, the icon  appears on the display.

3. Scroll to highlight **Time** and press  under **Done**. The alarm time is set using the same procedure as for setting the Time.



4. Scroll to select the desired hour.

**NOTE:** Press and hold  or  to fast scroll.

5. Press  under --> to move to the minutes and scroll to select the desired minutes.
6. Press  under --> to move to am/pm and scroll to select the desired setting.

7. After completing the time setting press  under **Done** to complete the setting and to return to the previous menu.

## Setting the Volume

The functions of the various selections are as follows:

**Ringer:** volume level for all data status alerts such as Alert Tones and incoming SMS Messages. Turning VibraCall on changes this level to 0.

**Speaker:** volume level for voice messages.

**Keypad:** volume level for keypad presses.

**Alarm:** volume level for the Alarm feature, which is overridden by VibraCall.

From the Settings menu, scroll to highlight **Volume** and press  under **Select**. The Volume menu appears.

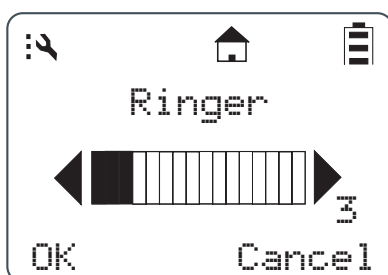



**NOTE:** Highlighting any of the volume choices and pressing the **Volume Control** keys automatically adjusts the volume levels.

**NOTE:** Pressing the **Volume Control** keys while not in the Volume menu only sets the Speaker Volume.

## Setting the Ringer Volume

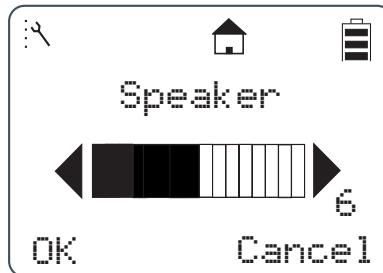
1. From the Volume menu, scroll to highlight **Ringer** and press  under **Change**. The Ringer screen appears.



2. Use the **Volume Control** keys to adjust the Ringer volume as necessary and then press  under **OK** to save the selection and return to the previous menu.

### Setting the Speaker Volume

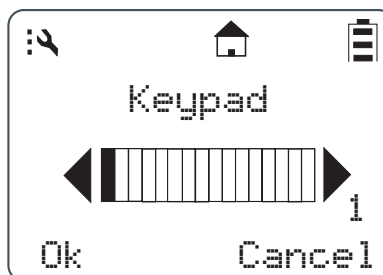
1. From the Volume menu, scroll to highlight **Speaker** and press **OK** under **Change**. The Speaker screen appears.



2. Use the **Volume Control** keys to adjust the Speaker Volume as necessary and then press **OK** under **OK** to save the selection and return to the previous menu.

### Setting the Keypad Volume

1. From the Volume menu, scroll to highlight **Keypad** and press **OK** under **Change**. The Keypad screen appears.




2. Use the **Volume Control** keys to adjust the Keypad Volume as necessary and then press the **Ok** Option key to save the selection and return to the previous menu.

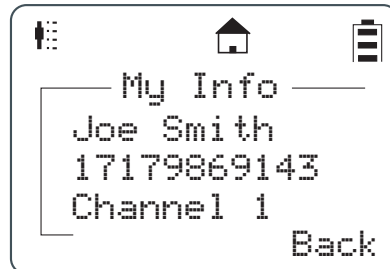
### Setting Ambient Noise Level

The microphone sensitivity of DTR Series radios can be adjusted to accommodate varying levels of background noise. The radios' internal microphones and their accessories' microphones can be adjusted independently. Use the **Low** setting to decrease the microphone sensitivity for high levels of background noise, or **High** for quieter environments.

## My Info

The My Info screen displays your Unit Name, ID and Channel. From the Main Menu, scroll to highlight **My Info** and press  under **Select**.

**NOTE:** The Unit Name defaults to Unit ID unless it is customized in programming mode using the mini keyboard.



## Notes



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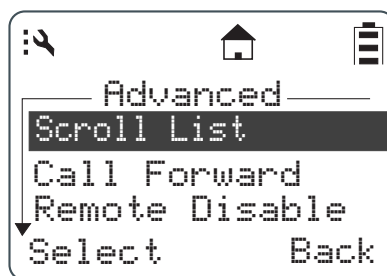
## Chapter 3 Advanced Radio Operations

### Accessing the Advanced Menu

The Advanced features are for managing your Scroll List, Call Forwarding, Remote Disable, Remote Monitor, and Remote Time.

**NOTE:** Remote Disable, Remote Monitor, and Remote Time are not available, unless Manager Mode has been enabled in Programming Mode (DTR2450 model only).

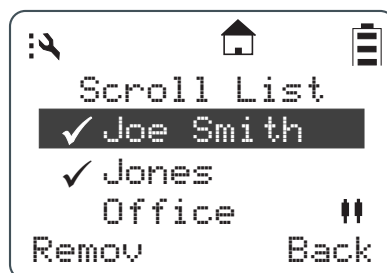
From the Settings menu, scroll to highlight **Advanced** and press **⏪** under **Select**. The Advanced screen appears.



### Managing Your Scroll List

The Scroll List is designed to give one-touch communication to frequently used contacts. Any Private or PrivateGroup contact on your channel, or any PublicGroup contact can be added to the Scroll List. Removing them does not remove them from contacts.

1. From the Advanced menu, scroll to highlight **Scroll List** and press **⏪** under **Select**. The Scroll List screen appears.



**NOTE:** A ✓ next to the left of the Group/Private contact indicates that the Group/Private contact is already in the Scroll List. If the highlight is on a selected item, the left **⏪** changes to **Remov**. Pressing **⏪** under **Remov** removes the check mark. If no check mark is present, the entry has not been selected and will not appear in the Scroll List. The left **⏪** changes to **Add**. Pressing **⏪** under **Add** inserts a check mark.

2. Press **⏪** under **Add** or **Remov**.
-

## Enabling Scan

Turning Scan On allows your radio to monitor select PublicGroup contacts as well as PrivateGroup contacts that you are not a member of. Your radio always receives calls to your Private ID and to any PrivateGroup contacts that you are a member of (provided you are not currently in a call).

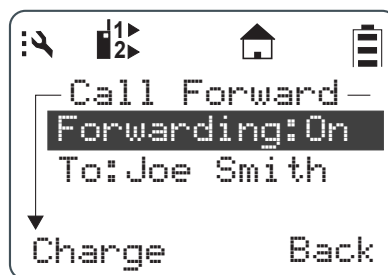
To determine which contacts are scanned, see Scan Lists on page 4-9.

## Enabling Call Forwarding

Call Forwarding allows a user to notify anyone contacting them that they are not available and suggest a manager or third party to be contacted in their absence. The user contacting them can then choose to transmit to the third party by simply pressing the PTT button.

**NOTE:** Your radio must be on and within range to use this feature while you are away.

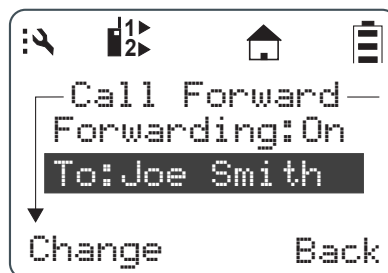
1. From the Advance menu, scroll to highlight **Call Forwarding** and press **↵** under **Select**. The Call Forwarding screen appears.



2. Scroll to highlight **Forwarding** and press **↵** under **Change**. The **Forwarding** screen appears.
3. Scroll to select the desired function and press **↵** under **Select** to return to the previous screen.

**NOTE:** When Call Forwarding is enabled, the **1/2** icon appears on the display

4. To change or select the radio to receive the forwarded calls, scroll to highlight the **To:** function and press **↵** under **Change**.

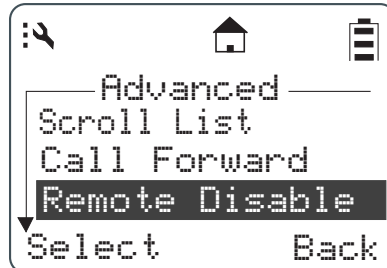


5. Scroll to select the radio name from the list to forward to. Press **↵** under **Select**.

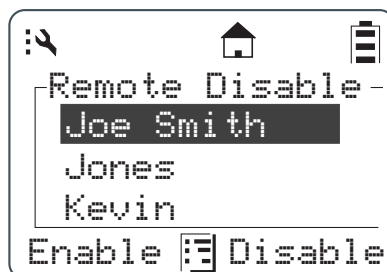
## Remote Disabling (DTR2450 Models Only)

**NOTE:** Manager Mode must be enabled in order for a user to use this feature. Refer to page 4-9.

Remote Disabling allows a user to remotely enable or disable another DTR Series radio on their channel. The selected radio must be turned on and within range in order to be enabled or disabled.



1. From the Advance menu, scroll to highlight **Remote Disable** and press **⏎** under **Select**. The Remote Disable screen appears.



2. Scroll to highlight a radio name from the list. Press **⏎** under either **Enable** or **Disable**. The screen changes to confirm the selection.

**NOTE:** To cancel out of Remote Disable, press **⏏** and press **⏎** under **Select**.

3. To enable or disable the selected radio, press **⏎** under either **Yes** or **No**.

Once the radio is disabled, the display shows "Radio Disabled" and the radio cannot transmit, receive, or access its contacts.

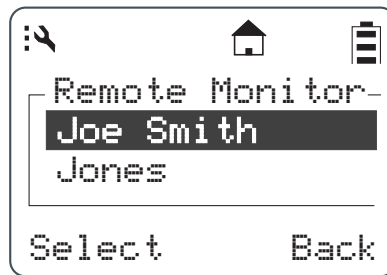



## Remote Monitoring (DTR2450 Models Only)

**NOTE:** Manager Mode must be enabled in order to use this feature. Refer to page 4-9.

Remote Monitoring allows you to monitor a selected radio either for training purposes or if the target radio user is unable to press the PTT button.

1. From the Advance menu, scroll to highlight **Remote Monitor** and press  under **Select**. The Remote Monitor screen appears.




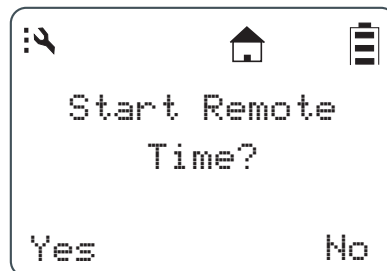
2. Scroll to highlight a radio from the list to monitor and press  under **Select**. The screen changes to show the radio's status.

## Remote Time (DTR2450 Models Only)

Remote Time synchronizes the date and time to all other radios on your channel. Any receiving radio must have the transmitting radio User ID in their contact list to accept the time/date update.

**NOTE:** Radios must be turned on and within range to receive this broadcast message. The transmitting radio does not receive a confirmation for any failures.

1. From the Advance menu, scroll to highlight **Remote Time** and press  under **Select**. The screen displays a confirmation to start remote time.

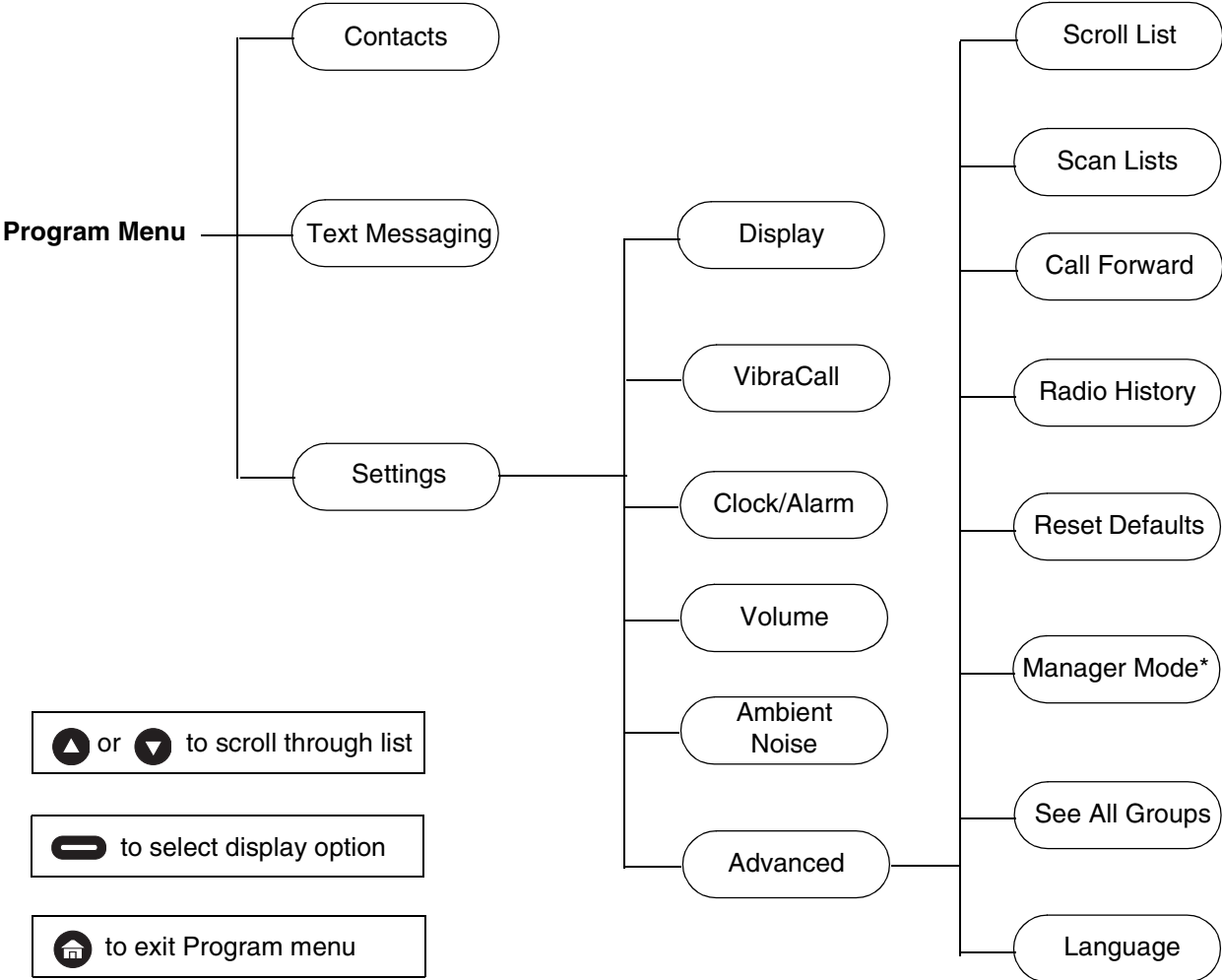


2. Press  under **Yes**.

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# Chapter 4 Radio Programming

## Program Menu Navigation Chart



\* DTR2450 radio only.

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Although factory programmed with default PublicGroups, DTR Series radios require user-specific programming in order to fully benefit from their digital features.

Radios can be programmed using the Programming Software (00230), which requires the Programming Cable, or in a separate programming mode. The Programming Software is the recommended method for programming DTR Series radios, as it has archive and report capabilities that aid in both initial product configuration and fleet maintenance.

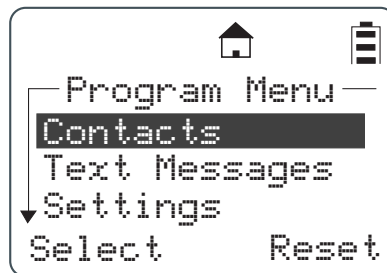
The separate programming mode allows access to modify and add contacts, update existing and add new quick notes, and access manager features (DTR2450 only) such as Remote Disable and Remote Monitoring. A mini keyboard is used to enter text into contacts and to modify saved text messages.

## Entering Programming Mode





The following key sequence must be performed to enter the programming mode.

1. Hold down  and press the PTT button three times.
2. Press the Right .
3. Press .
4. Press the Left .
5. Hold down  and press the PTT button three times.


The Program Menu screen appears.



## My Info

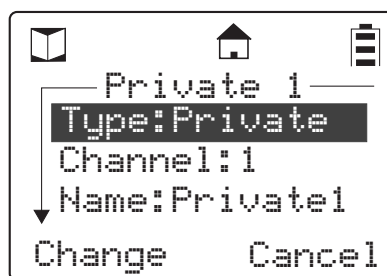
1. Highlight **Contacts** and press  under **Select**. A  appears to the right of the display.
2. Scroll to select it and press  under **View**. Your unit name, ID, and channel are shown.
3. Press  under **Edit** to change the unit name or channel.

## Adding Contacts


1. From the Program Menu, scroll to select **Contacts** and press  under **Select**. The Contacts screen appears.

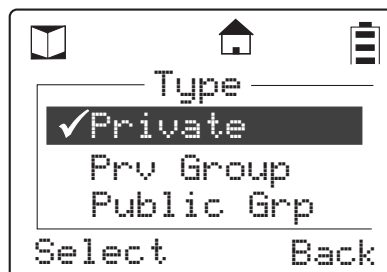


2. Scroll to select **[New Contact]** and press  under **Select**. The Private screen appears.




## Call Type

1. From the Private screen, scroll to select **Type** and press  under **Change**. The Type screen appears.



**NOTE:** A ✓ next to an selection indicates the present selection.

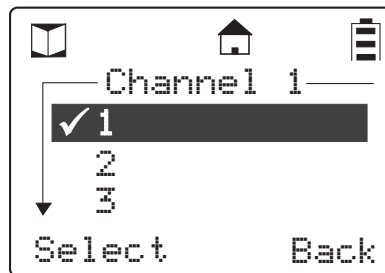
2. Scroll to select either a Private call type, PrivateGroup call type, or PublicGroup call type to add to the Contact List. Press  under **Select**.
3. The display returns to the previous screen with the new call Type entered.

## Channel

Your radio operates using frequency-hopping spread-spectrum technology. Each "Channel" is a group of 50 frequencies. Your radio can transmit and receive on up to 10 channels, but Group messages will not be heard unless you are on the same channel.

The home icon on the display indicates that your current scroll list setting is on your channel. Your radio will scan up to 5 groups per channel, and Private Calls are received regardless of channel.

1. Scroll to select **Channel** and press  under **Change**. The Channel screen appears.



**NOTE:** The presently selected channel has a ✓ to the left of the channel number. Radios on the same TalkGroup should be set-up on the same channel.

2. Scroll to select a channel and press  under **Select**. The display returns to the previous screen with the new Channel entered.



## Unit Name

Unit ID is transmitted with all voice and text messages. Programming a unique unit name to an ID will cause the radio to recognize any incoming calls from that user or group and display their unit name.

**NOTE:** A mini keyboard must be connected to the radio to enter alphanumeric characters.

1. Scroll to select **Name** and press  under **Change**. The Name screen appears.



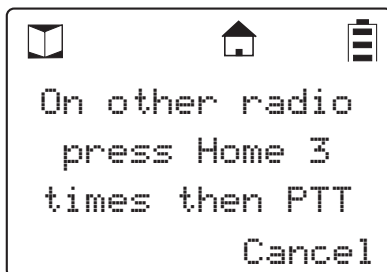
2. Press  under **Delete** to remove characters one at a time or hold to delete all characters. Use the mini keyboard to enter a new name. After entering the Name, press  under **Ok** to confirm the entry and to return to the previous screen with the new Name entered.





## Programming a Unit ID (Private Calls Only)

The unit ID of a private contact can be read over the air or entered using the mini keyboard.


1. Scroll to select **ID** and press  under **Read**. The ID screen appears.



2. Use the mini keyboard to enter the 11 digit ID. When the mini keyboard is connected, the left  becomes **Change**. After entering the ID, press  under **Ok** to confirm the entry and to return to the previous screen with the ID entered.


## Selecting a Group ID

When programming a new PublicGroup, press  under **Change** to select a PublicGroup ID from 1-100. IDs already in use on your radio will be preceded by an "x".

When programming a new PrivateGroup, the radio selects your GroupID from your contact list. Press  under **Change** to select another Group ID. Since the default GroupID is dependent upon the contact list of all radios being the same, it is recommended to clone PrivateGroups to other radios.

## Entering a Home Group Number (Private Calls Only)

If a Home Group is selected for your radio, then it will return to that Group after 30 seconds of inactivity. This ensures that any transmissions on this channel are not missed. Selecting a Home Group also automatically adds the contact to that PrivateGroup.

1. Scroll to select the **Home Group Number** and press  under **Change**. The Home Group screen appears.



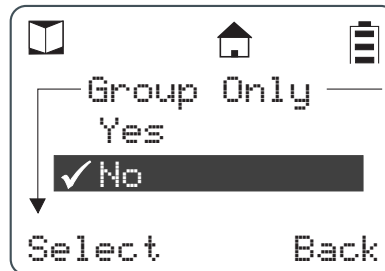
**NOTE:** A ✓ next to a selection indicates the present selection.

2. Scroll to select the desired entry. Press  under **Select** to select the new item. The display returns to the previous screen with the new Home Group Number entered.

## Selecting Group Only

**NOTE:** Selecting Group Only on a radio prohibits the user from initiating PrivateCalls. Private contact information is still retained by the radio to identify other units, but the user can only return a PrivateCall during hangtime.


1. Scroll to select **Group Only** and press  under **Change**. The Group Only screen appears.

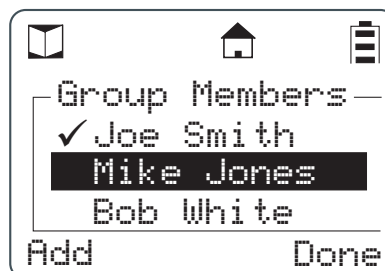






**NOTE:** A ✓ next to an selection indicates the present selection.



2. Scroll to select the desired entry and press  under **Select**. The display returns to the previous screen with the new Group Only entered.

## Entering Group Members (PrivateGroup Only)

1. Scroll to select **Group Members** and press  under **Change**. The Group Members screen appears.



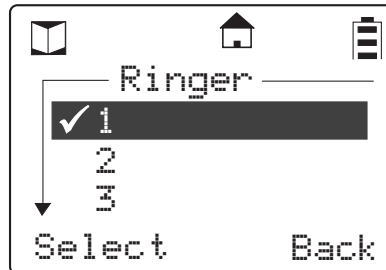
**NOTE:** A ✓ next to the left of the Group Member indicates that those members are already part of the TalkGroup assigned. If the highlight is on a checked item, the left  changes to **Remov**. Pressing  under **Remov** removes the check mark. If no check mark is present, the entry has not been selected and is not part of the PrivateGroup already assigned. The left  changes to **Add**. Pressing  under **Add** inserts a check mark.

2. Scroll through the list of Group Members and press  under **Add**.
3. When completed, press  under **Done**. The display returns to the previous screen with the new Group Members entered.





## Entering a Ringer Type (Private Calls Only)

A unique alert tone can be identified for each radio in your contact list. There are 12 ringer tones that can be selected. When a ringer tone is highlighted, the audio ringer tone sounds to help in making a selection.

1. Scroll to select **Ringer** and press  under **Change**. The Ringer screen appears.



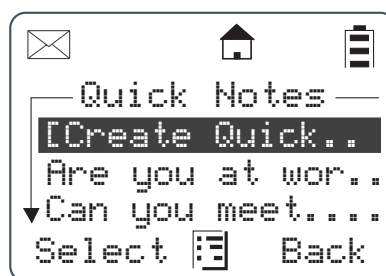
**NOTE:** A ✓ next to a selection indicates the present selection.



2. Scroll to select the desired ring. Highlighting a tone lets you hear it.
3. Press  under **Select** to select the new ring. The display returns to the previous screen with the new Ringer entered.
4. Press  under **Save** to store the new contact after all entries for the new contact have been completed. A confirmation screen appears confirming the saved contact.
5. Press  to exit Programming mode and return to the Main Menu. Press  under **Reset**.

## Text Messaging

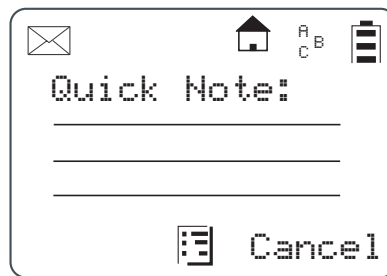
**NOTE:** Entering or changing the Quick Notes requires the use of the mini keyboard which must be attached to the connector on the bottom of the radio.






1. From the Program Menu, scroll to select **Text Messages** and press  under **Select**. The Quick Notes screen appears.

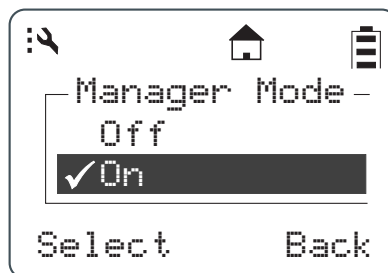


**NOTE:** If a new message is to be entered, the left  is **Select**. If a message is selected to be edited, the left  changes to **Edit**.

2. Scroll to select [**Create Quick..** and press  **Select**. The Quick Note screen appears.



3. Use the mini keyboard to enter the new message. When the first letter is entered, the left  changes to **Save** and the right  changes to **Delete**.
4. If an error is made while entering the data,  under **Delete** can be used to delete characters one at a time.
5. If the new message is correct, press  under **Save** to store the new message.
6. Scroll to select **Manager Mode** and press  under **Change**. The Manager Mode screen appears.



**NOTE:** A ✓ next to a selection indicates the present selection.



7. Scroll to select **On** and press  under **Select**. The display returns to the Advanced menu.

## Settings

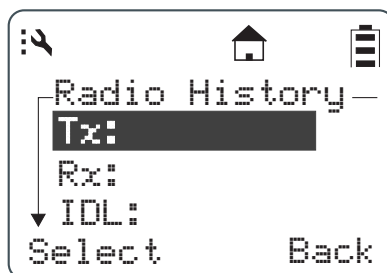
The settings for Display, VibraCall, Clock/Alarm, Volume, Scroll List, and Call Forward can also be utilized through Programming Mode. Refer to Chapters 2 and 3.

## Radio History

Radio History maintains a running clock of the amount of time a radio has received, transmitted, and remained idle (turned on). This can be useful in determining actual radio use and battery replacement cycles.

1. From the Program Menu, scroll to select **Settings** and press  under **Select**.
2. Scroll to select **Advanced** and press  under **Select**.

3. Scroll to select **Radio History** and press  under **Select**.



TX is the total amount of transmit time. RX is the total amount of receive time. IDL is the total time the radio has been turned on but not receiving or transmitting.



## Reset Defaults

Choosing this option resets your radio back to factory default settings. All settings are reset, and all Contacts in the radio are deleted.

## Manager Mode (DTR2450 only)

Manager Mode provides access to Remote Disable, Remote Monitor, and Remote Time functions in the User Menu. Enabling Manager Mode automatically enables See All Groups.

The Manager Mode can only be accessed through the Programming Mode. After entering Programming Mode, proceed as follows to access the Manager Mode.

1. From the Program Menu, scroll to select **Settings** and press  under **Select**.
2. Scroll to select **Advanced** and press  under **Select**.

## See All Groups



The See All Groups feature displays all PrivateGroup contacts in the Contacts List of User Mode, not just those that the radio is a member of. This allows a user to monitor and talk to these PrivateGroup contacts. However, they will not be scanned unless the user is added to the PrivateGroup contact.

## Language

Your DTR Series radio allows English, German, French, or Spanish language prompts.

**NOTE:** Quick Notes are in English only.

After entering Programming Mode, proceed as follows to change the language.

1. From the Program Menu, scroll to select **Settings** and press  under **Select**.
2. Scroll to select **Advanced** and press  under **Select**.

## Scan Lists

This menu allows you to scan select PublicGroup contacts. Your radio always scans for PrivateGroup contacts you are a member of and for calls to your Private ID.

The Scan feature is turned On/Off in the Advanced Menu of User Mode.







## Reset Defaults

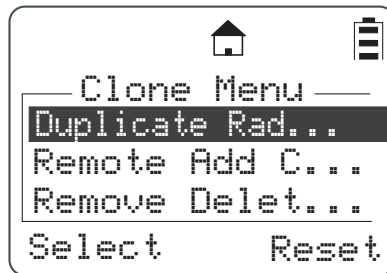
This menu allows you to reset the radio to factory defaults, deleting all contacts and changed settings.

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## Chapter 5 Cloning Mode

### Entering Cloning Mode

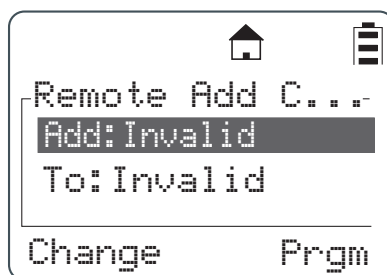
1. Press  to turn the source radio on.
2. Enter the cloning mode by performing the following steps in sequence:
  - a. Hold down  and press the PTT button three times.
  - b. Press the Left .
  - c. Press .
  - d. Press the Right .
  - e. Hold down  and press the PTT button three times. The Clone Menu appears.



### Adding/Deleting a Contact

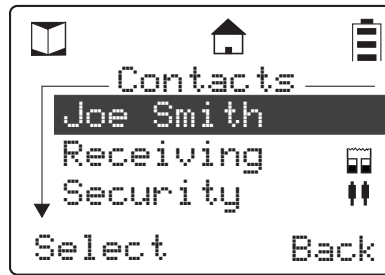
These menus are used to add or remove a contact from a Private contact or PrivateGroup contact over the air. This feature is used primarily for fleet maintenance. When adding/deleting a contact to a PrivateGroup contact, the radio attempts to contact all radios within that PrivateGroup and notifies any radios that did not receive the update.


1. From the Clone menu scroll to select Send Contact. Press  under **Select**.

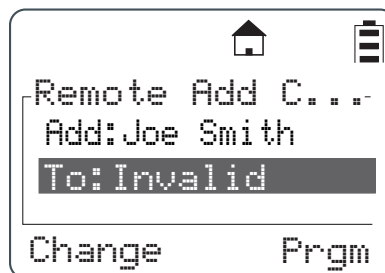


2. Scroll to select ADD:.
-

3. Press  under **Change** to display the list of contacts.




4. Scroll to the contact to be added.  
 5. Press  under **Select** to select the contact to be added.  
 6. Scroll to select To:.






7. Press  under **Change**.

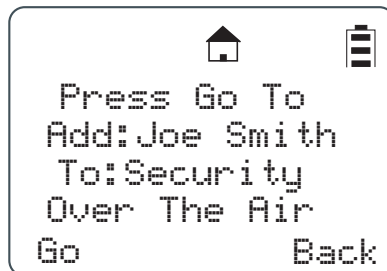


8. Scroll to the contact to receive the new contact.  
 9. Press  under **Select** to select the contact.










10. Press  under **Prgm**. The screen is displayed showing the Add: and To: selections. If these are correct press  under **Go** to transmit the selection over the air. If the selections are not correct press  under **Back** to return to the selection menu.



11. The screen displays the message "Clone Sending XXXXXXX". X = the contact you are sending to. If sending a contact to a PrivateGroup, the display shows each target radio individually. If cloning was successful, both the source and target radios indicated "Programming Successful". If over-the-cloning to a PrivateGroup fails, the radio displays the failed clone list. The user can attempt cloning again to any members of this list.

## Reset All Contacts

This key sequence deletes all contacts in the radio. This is useful for radio programming and rental radios.

- a. Hold down  and press the PTT button three times.
- b. Press .
- c. Press .
- d. Press the Right .
- e. Hold down  and press the PTT button three times.

## Notes

## Chapter 6 Troubleshooting

Symptom	Try This:
Display shows "User Not Available" when PTT pressed	Target radio is in a call, try again after 30 seconds to determine if call has been completed. Target radio is out of range. At least one radio (Private or Group call) must be turned on and within range to transmit.
No Power	Recharge or replace Li-Ion battery.
Message not transmitted	Make sure Push to Talk is completely pressed while transmitting. Recharge or replace battery. Verify that radio is programmed correctly.
Cannot receive Private calls	Verify that the radio is on your home channel.
Cannot receive Public Group	Make sure that the PublicGroup has the same Channel and PublicGroup ID.
Cannot access Remote Monitor, Time or Remote Disable (DTR2450 only)	Make sure that Manager Mode has been enabled in Programming.
Time Update not received	Private ID of the transmitting radio must be in the Contact List of a receiving radio to accept a Time / Date update.
Limited talk range	Steel and/or concrete structures, heavy foliage, buildings, or vehicles decrease range. Check for clear line of sight to improve range.
Message not received	Confirm radios have been properly programmed. Recharge or replace battery.
Poor audio quality	Radios are too close together. They must be at least 5 feet apart. Radios are too far apart or obstacles are interfering with transmission.
Low batteries	Recharge or replace batteries. Extreme operating temperatures affect battery life.
Cannot see all PrivateGroups in Contact List	Manager Mode must be enabled to see PrivateGroups not on your home channel or of which you are not a member.
Display shows "Please Try Again" when PTT pressed	The radio is busy. Try calling again.
Cannot see any Private contacts in the Contact List	Check to see if the Private contact is set to Group Only. A Private contact that is set to Group Only will not see Private contacts in the Contact List.
Cannot add maximum number of PrivateGroups	To increase communications security, PrivateGroups reuse Private IDs in the system. Therefore, the number of PrivateGroups allowed cannot be more than the number of Private contacts in the system. Adding more Private contacts will allow more PrivateGroups to be entered, until the maximum is reached.
Display shows "ID Not Available" when trying to add a PrivateGroup	No ID is available since all have already been used to create a PrivateGroup. Adding more Private contacts allows more additional PrivateGroups, until the maximum amount.

## Notes

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## Chapter 7 Motorola Warranty

### Warranty Information

The authorized Motorola dealer or retailer where you purchased your Motorola two-way radio and/or original accessories will honour a warranty claim and/or provide warranty service.

Please return your radio to your dealer or retailer to claim your warranty service. Do not return your radio to Motorola.

In order to be eligible to receive warranty service, you must present your receipt of purchase or a comparable substitute proof of purchase bearing the date of purchase. The two-way radio should also clearly display the serial number. The warranty will not apply if the type or serial numbers on the product have been altered, deleted, removed, or made illegible.

### What Is Not Covered By The Warranty

- ◆ Defects or damage resulting from use of the Product in other than its normal and customary manner or by not following the instructions in this user manual.
  - ◆ Defects or damage from misuse, accident or neglect.
  - ◆ Defects of damage from improper testing, operation, maintenance, adjustment, or any alteration or modification of any kind.
  - ◆ Breakage or damage to aerials unless caused directly by defects in material or workmanship.
  - ◆ Products disassembled or repaired in such a manner as to adversely affect performance or prevent adequate inspection and testing to verify any warranty claim.
  - ◆ Defects or damage due to range.
  - ◆ Defects or damage due to moisture, liquid or spills.
  - ◆ All plastic surfaces and all other externally exposed parts that are scratched or damaged due to normal use.
  - ◆ Products rented on a temporary basis.
  - ◆ Periodic maintenance and repair or replacement of parts due to normal usage, wear and tear.
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