



DIGITALLCOMMSLTD

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TECHNICAL SETUP

Speak to an advisor 01274 602504

Mon - Fri 9am-5pm (Out of hours business +447778 877234)



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QUICK START

Thank you for using Digital Comms for your two-way radio hire, please take a moment to read through the following to help you get set up.

What's in the box?

- Radios and accessories
- Quick start guides for radio users
- Full 'quality checked' inventory list
- Trouble shooting guide
- Equipment sign in/out & channel log

What do I need to do next?

- Check off all radios and equipment against the inventory
- Familiarise yourself with the equipment and the documentation
- Charge the batteries (Radios are supplied charged but may have been turned on in transit)
- Install the repeater (if supplied)

Test the range of the radios across the full site – check all required channels

Returning the equipment

- Check off all the inventory, using the provided checklist
- Pack all equipment back into the crate (don't go over 30kg)
- Secure the crate with the provided cable ties
- Remove old delivery labels
- Double check collection date
- Be available for courier - DPD will collect the equipment between 9am-5pm

Points to note

- The equipment is provided in a clean and functional state, please return it as you received it.
Refer to the Additional Charges pages for further info
- You are responsible for the hired equipment whilst in your possession and you should have the necessary insurance in place to protect you against loss or damage
- Additional charges will be levied for lost, soiled or damaged equipment
- You may be charged an untangling fee for earpieces and headsets if not packed properly.
Refer to the Additional Charges page for further info.

Be sure to refer to the troubleshooting page should you have any problems whilst in your testing/checking stage.

A. On/Off Button & Volume Control

Turn clockwise to switch on and increase volume. Turn anti-clockwise to switch off and decrease volume.

B. Channel Selector

Use this control to select your channel. Make sure groups are all on the same channel.

C. PTT (Push-To-Talk) Button

Hold the button in to talk and release when finished.

D. Audio Accessory Socket

Insert the earpiece/headset to the audio accessory input socket.



Controls may vary depending on radio model

- ✓ **You have been supplied a charger for each handset you have hired unless you requested an alternative**
- ✓ **You may have single charging units, or a bank unit with 6 to 18 charging slots**
- ✓ **Keep charger unplugged when not in use**
- ✓ **Turn radio off before charging**
- ✓ **Ensure the radio is positioned correctly in the slot**
- ✓ **Fully charge the radios before removing them**
- ✓ **The indicator light on the charger will show a solid green when charging is complete**





Earpieces

You are provided with D-shaped earpieces with your radio as standard. These should be easy for you to use and offer a hygienic solution

Other options are available to hire:



Speaker Mics

Speaker mics available on request



Headsets

Headsets available on request

Browse our range of accessories on our website



Desktop Base Station

For internal or external use, the unit has its own power supply and requires a 240 volt outlet



Repeater

Repeaters are used to extend the range of your radio communication devices



Antennas

Clip-on, Mag Mount & Dipole antennas available for your devices

Browse our range of accessories from our website

Channel Usage Log	Date:
Digital Comms Names	What team/group do you want to use the channel for
Pre-Programmed Channels (no repeater)	
Ch1 simplex	
Ch2 simplex	
Ch3 simplex	
Ch4 simplex	
Ch5 simplex	
Ch6 simplex	
Ch7 simplex	
Ch8 simplex	
Pre-Programmed Channels (with repeater)	
Ch9 Repeater/Duplex Slot 1	
Ch10 Repeater/Duplex Slot 2	
Ch11 Repeater/Duplex Slot 1	
Ch12 Repeater/Duplex Slot 2	
Ch13 Repeater/Duplex Slot 1	
Ch14 Repeater/Duplex Slot 2	
Ch15 Repeater/Duplex Slot 1	
Ch16 Repeater/Duplex Slot 2	
Digital Comms Contact Numbers	
Monday to Friday 9am - 5pm	01274 602504
Evenings and Weekends	07778 877 234

Q. I'm not sure my radio is charging

1. All the charging units have the following LED indicator lights
 - Solid Red = Charging
 - Solid Green = Full Charge
 - Flashing Green = Nearly at full charge
 - Flashing or Off (varies by unit) = Empty or not fully inserted
2. Ensure radio is off before charging.
3. Check the charging unit is plugged in both to the power socket and the charging unit.
4. Check power is reaching the unit – see indicator light on the transformer.
5. The 12 & 18-slot charger has a power switch on the side. Switch this to the '1' position.
6. The charging slot should be clear of debris to allow the connector to touch.
7. Some Motorola batteries are thicker than others and need a different size slot, this can be achieved by reversing the plastic insert in the charging slot.
8. If you have ordered spare batteries, try swapping the battery.

Q: I can't hear anything when I'm testing the radio or the sound quality isn't right, there's interference

1. Ensure the headset is attached properly and listen through the earpiece.
2. Ensure the radios you are testing are both on the same channel.
3. Ensure volume control is set to the desired level.
4. Ensure the other operator is holding the 'push to talk' button down to speak
5. Are you out of range? Come closer together, if this resolves the issue, you might need a repeater – speak to us.
6. If you are using a repeater, remember to use channels 9 to 16.
7. Try another channel – there may be other radio users on site on the same band, you might hear a garbled message if this is the case.
8. If this procedure doesn't work with the headset attached, unplug the headset and repeat the above steps without the headset to ensure the headset isn't faulty.

Q: My battery won't hold its charge.

1. Check the battery is fully charged – the LED on the charger will be green.
2. Try swapping it with one from a different unit or a spare if you have it.
3. Contact us for a replacement if you are still having problems.

Q: What channels can I use?

1. All of our radios are pre-programmed on channels 1 to 8, you can choose which team or group uses which channel, keep a note and communicate any changes.
2. If you are using a repeater for wide range communication across a large site you will need to use channels 9-16 (those in close proximity can still use channels 1-8)

How to perform a range test:

1. Take any two radios, we'll call them 'Radio 1' and 'Radio 2' set them both to the same channel and do a side by side test.
2. Radio 1 stays at the control centre. Radio 2 walks (or drives) the perimeter of the site, doing 30 second to 1 minute check ins using a pre agreed radio test. Eg . "Come in control" and Radio 1 responds.
3. Radio 1 goes to the furthest extreme of the site and Radio 2 once again walks the perimeter of the site with regular tests.
4. Ensure the furthest extremes of the site are tested.
5. Ensure that more built up areas are tested as buildings may reduce the range.
6. Try low and high points of the site.
7. If you are using a repeater, don't forget that you will need to use channels 9-16 to ensure the repeater is communicated with.

Should the above advice fail, please be sure to contact us
whilst you have the hire

1. Excessive Cleaning Charge

A cleaning charge of £2.00 per item will be incurred if the equipment requires excessive cleaning by our returns team. This includes items being covered in mud, stickers, paint, marker pen etc. Please do not remove the identifying labels or stick your own labels over these, it takes a long time to remove them and this again may result in a cleaning charge.



2. Detangling Charge

A detangling charge of £15.00 will be incurred if earpieces or headsets are returned excessively tangled and require time to detangle.



3. Damaged or Missing Equipment

If any equipment is damaged or missing you will be required to cover the replacement cost. These costs are outlined in our terms and conditions. If equipment is missing you will be given a 14 day period to find and return the equipment to us. Once this period is up you will be charged for any equipment not returned and you will be given a further 14 days to pay this charge.



HIRE CHARGES

Any length of hire period is available from 1 day to 1 month (longer periods are available on request). You can choose any quantity and combination of equipment & accessories. You will be charged an agreed price for the length of time you require the equipment only.

DELIVERY

The equipment will be delivered on the agreed delivery date between 9-5 or you can book a pre-10am or pre-12pm delivery which will incur additional costs.

COLLECTION

The equipment will be collected on your agreed collection date between 9-5. In circumstances where the equipment is to be collected by a courier on behalf of Digital Comms Ltd, if equipment is not ready for collection at the agreed time, a charge (at the standard hire rate) shall be added on a daily basis until a successful collection is made. Each failed collection will incur a fee of £10 + Vat.

PAYMENT

Payment is required in full on completion of your order (unless you have an established credit account with Digital Comms Ltd). Your order will not be confirmed until full payment is received. Payments can be made by BACS transfer to; Digital Comms Limited HSBC SC: 40-13-15 AC: 34537696. Credit or debit cards are accepted.

View our full terms & conditions from our website:
<http://www.digital-comms.co.uk/terms-conditions>