

TROUBLESHOOTING

Symptom, then the checks in the order the manual puts them.

START HERE — THEN WORK DOWN THE COLUMN THAT MATCHES THE SYMPTOM

FIRST TWO CHECKS

BEFORE ANYTHING ELSE

1 · Wi-Fi icon

Is it actually on the network?

2 · PTT destination

Blinking continuously, or Status showing **Connector connecting**, means the connector never came up. That's a server or settings problem, not an audio one.

COSMETIC ONLY

IGNORE IT

"DMR ID is not in the database" — the device only warns. Only the network cares whether the ID is valid.

CAN'T REACH IT

WEB INTERFACE · WI-FI

Web interface won't open

Browser device must be on the **exact same network**. Turn off **Wi-Fi client isolation** in the router. Turn off iCloud Private Relay and any VPN — they block LAN devices.

Won't join Wi-Fi

Enable **2.4 GHz**, not 5 GHz only. Move it closer. Channel width **20 MHz max**. Disable **band steering**. Channels **1, 6 or 11** only.

Interface half-loads

Chrome, Firefox or Safari, up to date. Move closer to the router.

AUDIO PROBLEMS

IN AND OUT

You can't hear anything

Server connected? Volume up, not muted? Raise **Audio gain from network (dB)** in Mode settings. Turn off **EQ** in Speaker FX; optionally raise Loudness. Silence is also normal for a codec it can't decode — C4FM VW, for one.

Nobody hears you

Server connected? Mic gains not too low? Turn off EQ in Audio DSP FX. **On DCS/XLX or REF/XRF**: registration valid and the call sign matching *exactly* in both connector settings and Owner information — **no suffixes, no whitespace**.

SERVER & STREAM

CONNECTING · DROPOUTS

Can't reach the server

Wi-Fi up? Then recheck connector settings, server password, and that call sign and ID are valid and registered. Server may be down — try another, or enable **Override DHCP DNS servers** under Network → IP.

Dropouts, stuttering

Read the **de jitter queue graph**: *invalid seqnum* errors mean packets are being dropped upstream. Queue running empty instead → **increase the de jitter queue length**. Otherwise a nearer, stabler server; closer to the router; 20 MHz; channels 1/6/11.

Choppy in the browser

Keep the web interface tab active — throttled background tabs garble the audio. Reload to recover.

HARDWARE — WHEN THE DEVICE ITSELF IS THE PROBLEM

WON'T TURN ON

IN ORDER

- Connect USB power and retry — **required on a brand-new unit**
- Different charger, cable or port
- Flip the USB-C plug over**
- Charge at least an hour
- Hold Power **8 s** for a hard reboot

STILL DEAD

FIRMWARE RECOVERY

Over USB

Connect, pick the port (usually "USB JTAG/serial debug unit"), choose **Install firmware**.

Not listed?

Different cable, different port. Then hold **Power + Volume Down for 10 s** for bootloader mode — blank screen, LED off — and try again. Hold Power 8 s to leave.

POWER & BATTERY

CHARGING BEHAVIOR

Turns off on a charger

The charger must supply **at least 1500 mA** while the device runs.

Drains fast

Fully charged = charge LED off, status "ready". Display on, calls, **any traffic on the Wi-Fi network**, weak signal and an open web interface all shorten runtime.

LED blinks 3× then off

Flat battery — charge it.

BLANK DISPLAY

PROBABLY NOT BROKEN

Press any button

The screen dims and switches off on inactivity.

Still dark

Check **Display brightness** under Display / keypad settings in the web interface.