



PNC360S PoC Radio User Manual



Hytera US Inc.

8 Whatney,
Irvine, CA 92618
(949) 326-5742

1363 Shotgun Road,
Sunrise, FL 33326
(954) 846-1011

www.hytera.us info@hytera.us

(C) 2022 Hytera Communications Ltd. All rights reserved.

Hytera Canada

100 Leek Crescent, Unit 11
Richmond Hill, ON L4B 3E6
(905) 305-7545

www.hytera.ca info@hytera.ca

Preface

Welcome to the world of Hytera and thank you for purchasing this product. This manual includes a description of the functions and step-by-step procedures for use. To avoid bodily injury or property loss caused by incorrect operation, please carefully read the *Safety Information Booklet* before use.

This manual is applicable to the following product:

PNC360S PoC Radio

Contents

Documentation Information	2
1. Before Use	4
1.1 Packing List	4
1.2 Product Layout.....	5
1.3 Installing the Nano SIM Card.....	5
1.4 Attaching the Battery	6
1.5 Attaching the Belt Clip	6
1.6 Attaching the Audio Accessory	7
1.7 Charging the Battery.....	7
2. Basic Operations	9
2.1 Turning On or Off the Radio	9
2.2 Restarting the Radio	9
2.3 Adjusting the Volume.....	9
2.4 Understanding the Screen	9
2.4.1 Status Indication	9
2.4.2 Screen Operations.....	10
2.5 Setting the Programmable Key	11
2.6 Checking the Radio Information.....	11
3. PoC Service	12
4. Settings	13
4.1 Wireless and Network.....	13
4.1.1 Cellular Network	13
4.1.2 WLAN Network	13
4.1.3 Hotspot	14
4.1.4 BT	14
4.1.5 Airplane Mode.....	15
4.2 Radio	15
4.2.1 Display.....	15
4.2.2 Sound	16
4.2.3 Storage	16
4.2.4 Battery	17
4.2.5 Memory.....	17
4.2.6 Location	17
4.3 System.....	18
4.3.1 Language.....	18
4.3.2 Factory Data Reset.....	18
4.3.3 Date and Time	19
4.3.4 Upgrade.....	19

5. Applications	21
5.1 Installing an Application.....	21
5.1.1 Through the APP Center.....	21
5.1.2 Through the Android Debug Bridge.....	21
5.2 Uninstalling an Application.....	21
5.3 Forcibly Stopping an Application.....	21
5.4 Clearing the Data or Cache.....	22
5.5 Setting the Access Permissions.....	22
6. Sound Recorder	23
6.1 Recording an Audio File.....	23
6.2 Managing an Audio File.....	23
7. Troubleshooting	24
8. Care and Cleaning	26
8.1 Product Care.....	26
8.2 Product Cleaning.....	26
9. Optional Accessories	27
10. Abbreviations	28

Copyright Information

Hytera is the trademark or registered trademark of Hytera Communications Corporation Limited (the Company). The Company retains the ownership of its trademarks and product names. All other trademarks and/or product names that may be used in this manual are properties of their respective owners.

The product described in this manual may include the Company's computer programs stored in memory or other media. Laws in PRC and/or other countries or areas protect the exclusive rights of the Company with respect to its computer programs. The purchase of this product shall not be deemed to grant, either directly or by implication, any rights to the purchaser regarding the Company's computer programs. Any of the Company's computer programs may not be copied, modified, distributed, decompiled, or reverse-engineered in any manner without the prior written consent of the Company.



Disclaimer

The Company endeavors to achieve the accuracy and completeness of this manual, but no warranty of accuracy or reliability is given. All the specifications and designs are subject to change without notice due to continuous technology development. No part of this manual may be copied, modified, translated, or distributed in any manner without the express written permission of us.

We do not guarantee, for any particular purpose, the accuracy, validity, timeliness, legitimacy or completeness of the Third Party products and contents involved in this manual.

Documentation Information

Instruction Conventions

Icon	Description
 NOTE	Indicates references that can further describe the related topics.
 CAUTION	Indicates situations that could cause data loss or equipment damage.

Notation Conventions

Item	Description	Example
Boldface	Denotes menus, tabs, parameter names, window names, dialogue names, and hardware buttons.	To save the configuration, click Apply .
		The Log Level Settings dialogue appears.
		Press the PTT key.
" "	Denotes messages, directories, file names, folder names, and parameter values.	The screen displays "Invalid Battery!"
		Open "PSS.exe".
		Go to "D:/opt/local".
		In the Port text box, enter "22".
>	Directs you to access a multi-level menu.	Go to File > New .
<i>Italic</i>	Denotes document titles.	For details about using the DWS, refer to <i>Dispatch Workstation User Guide</i> .
Courier New	Denotes commands and their execution results.	To set the IP address, run the following command: <code>vos-cmd - m name IP</code>

Key Operations

Operation	Description
Short press	Press and release quickly.
Long press	Press and hold for preset time.

Press and hold

Keep the key pressed.

1. Before Use

1.1 Packing List

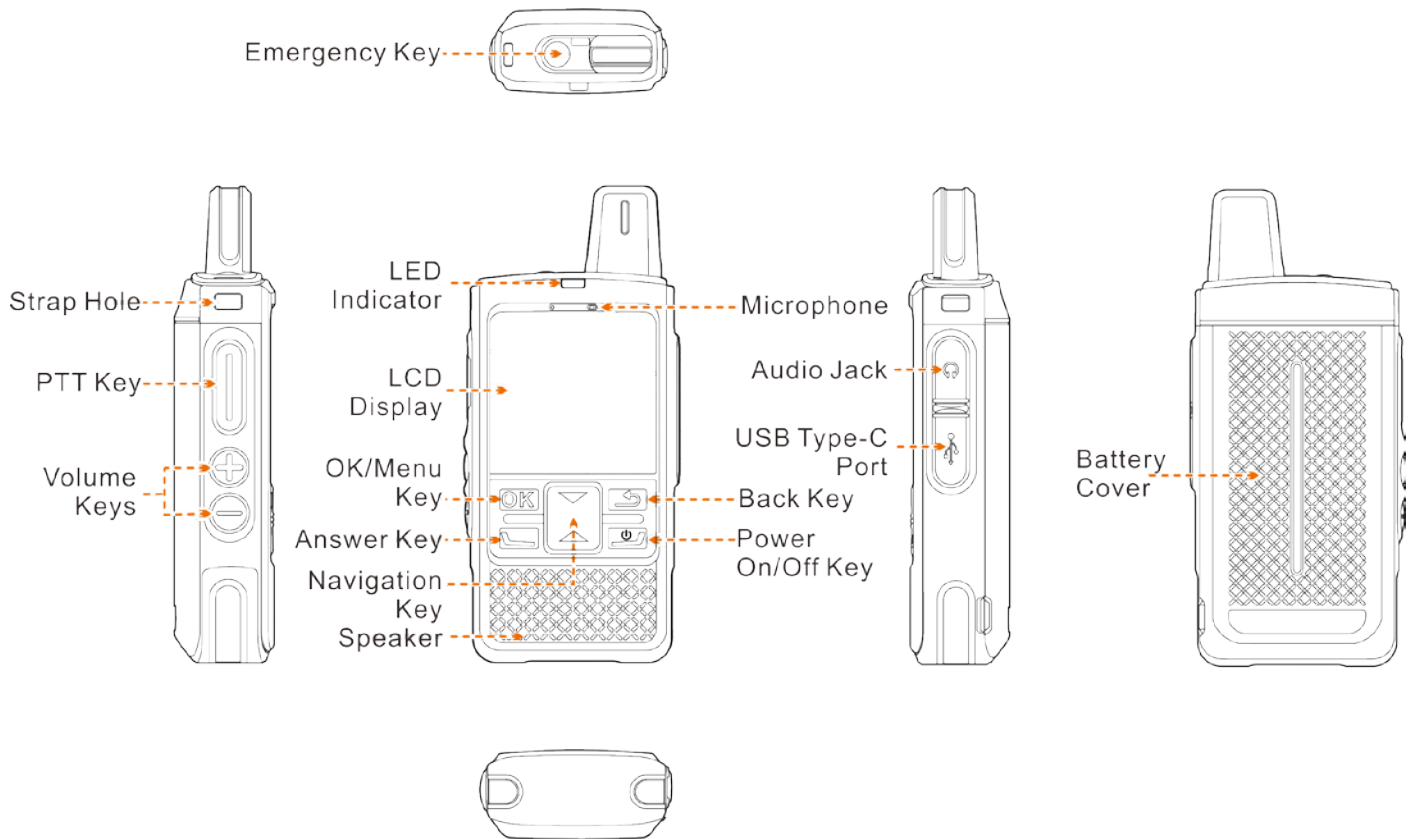
Please unpack carefully and check that you have received the following items. If any item is missing or damaged, contact your dealer.

Item	Quantity (PCS)	Item	Quantity (PCS)
Radio	1	Data Cable	1
Battery	1	Strap	1
Power Adapter	1	Documentation Kit	1
Belt Clip	1	/	/

 **NOTE**

Figures in this manual are only for reference.

1.2 Product Layout



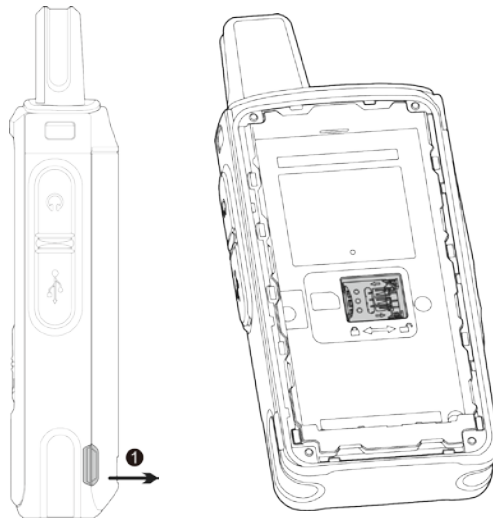
1.3 Installing the Nano SIM Card

1. Remove the battery cover with a proper tool.

NOTE

- The battery cover is tightly fastened to ensure optimum waterproof performance. Therefore, you need to remove the battery cover with a proper tool.
- Do not remove the battery cover by force.

2. Open the SIM card slot cover.
3. Install the SIM card.
4. Put the card slot cover back in place.

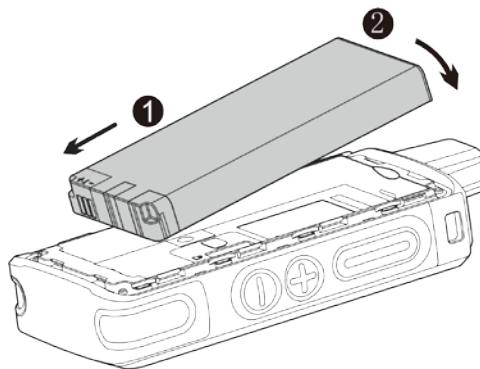


1.4 Attaching the Battery

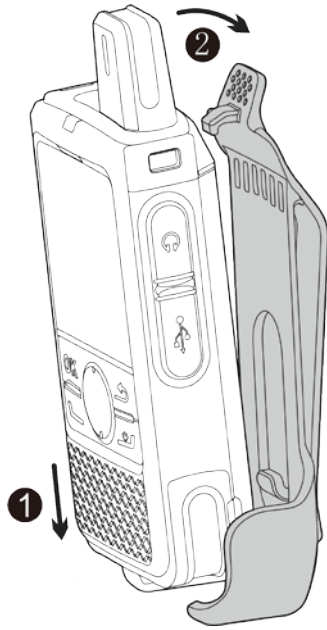
CAUTION

- Use the approved battery to avoid the risk of explosion.
 - Dispose of the used battery according to "Precautions for Disposal" in the *Safety Information Booklet*.
 - If the radio is not used for a long time, store the radio and battery separately. It is recommended to charge the battery once a month to extend the battery life.
-

Attach the battery as shown below, and then attach the battery cover back.

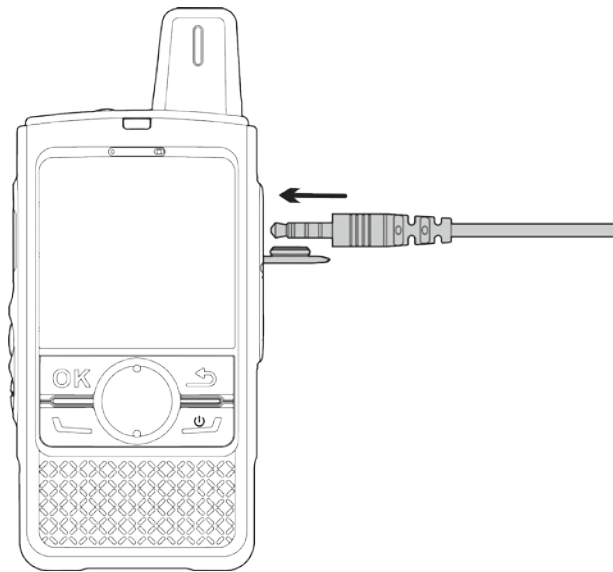


1.5 Attaching the Belt Clip



1.6 Attaching the Audio Accessory

Open the audio jack cover, and then insert the audio accessory into the jack.



NOTE

To ensure optimum waterproof and dustproof performance, close the audio jack cover after disconnecting the audio accessory.

1.7 Charging the Battery

CAUTION

- Use the approved charger to charge the battery.
-

- Read the *Safety Information Booklet* before charging.
 - The remaining lithium-ion battery power is limited to 30% pursuant to the new lithium battery shipment regulation approved by the International Air Transport Association (IATA).
-

Before initial use, charge the battery.

Use the USB Type-C cable to connect the radio with battery attached to the power adapter, power bank, or PC.

To determine the charging status, check the battery icon shown on the LCD display.


 **NOTE**

To ensure optimum waterproof and dustproof performance, close the USB Type-C port cover after charging the radio.


2. Basic Operations

2.1 Turning On or Off the Radio

To turn on the radio, long press  for two seconds.

To turn off the radio, long press  for two seconds, select **Power off**, and then press the **OK/Menu** key.

2.2 Restarting the Radio

After turning on the radio, long press  for two seconds, select **Reboot**, and then press the **OK/Menu** key.










2.3 Adjusting the Volume




Press the **Volume Up** key to increase the volume, or **Volume Down** key to decrease the volume.

2.4 Understanding the Screen

2.4.1 Status Indication

LCD Icons

Icon	Radio Status
	More bars indicate more remaining battery power.
	The battery power is low.
	The battery is being charged.
	The Battery Saver mode is enabled.
2G/3G/4G	The 2G/3G/4G cellular network is enabled.
	The radio has not registered with the cellular network.
	The radio has registered with the cellular network. The number of bars indicates the signal strength of the cellular network.
	The radio is connected to the WLAN network.
	The WLAN hotspot is enabled.
	The radio operates in Airplane mode.


Icon	Radio Status
	An earpiece is connected.
	No Nano SIM card is detected.
	The GPS feature is enabled.
B	The BT feature is enabled.
·B·	A BT device is connected.

LED Indicators

LED Indicator	Radio Status
Glows green	<ul style="list-style-type: none"> ● The radio is receiving. ● The battery is fully charged.
Glows red	<ul style="list-style-type: none"> ● The radio is transmitting. ● The radio is charging.
Flashes orange	A call is on hold.
Flashes red	<ul style="list-style-type: none"> ● The battery power is low. Recharge or replace the battery. ● The PoC (Push-to-Talk over Cellular) service is registering.
Flashes green	There is/are missed call(s).

2.4.2 Screen Operations

Switching Between Sleep/Wake Mode

To put the screen to sleep, on the home screen, short press .

To wake up the screen, press any key on the keypad.


Locking the Screen

When the screen is not in use, you can lock it to avoid unintended operations, protect privacy, and increase battery life.

- To enable the Screen Lock feature, do the following:
 - Press the **Navigation** key to select **Settings**, and then press the **OK/Menu** key.
 - Press the **Navigation** key to select **Screen lock**, and then press the **OK/Menu** key.



c. Press the **Navigation** key to select **Keypad**, and then press the **OK/Menu** key.

2. To lock the screen, do one of the following:


- Manual lock: Press  .
- Automatic lock: Set the sleep time. For details, see [Setting the Sleep Time](#).

If the standby time reaches the sleep time, the screen is automatically locked.

Unlocking the Screen

Wake up the screen, and then press  and then .

2.5 Setting the Programmable Key

The radio provides  as the programmable key. When you assign a specific feature to the key, you can long press this key to quickly activate the feature.

1. Press the **Navigation** key to select **Settings**, and then press the **OK/Menu** key.
2. Press the **Navigation** key to select **Programmable key**, and then press the **OK/Menu** key twice.
3. Press the **Navigation** key to select the feature, and then press the **OK/Menu** key.

2.6 Checking the Radio Information

1. Press the **Navigation** key to select **Settings**, and then press the **OK/Menu** key.
2. Press the **Navigation** key to select **About phone**, and then press the **OK/Menu** key.

You can check the radio information such as status, model, and version.

3. PoC Service

The Push-to-Talk over Cellular (PoC) service provides one-to-one and one-to-many voice communications over the wider-coverage public network.

NOTE

This service is available only when you have installed the PoC application on the radio.

After the radio is connected to a WLAN or cellular network, you can initiate a call through the PoC application.

1. Press the **Navigation** key to select the PoC application, and then press the **OK/Menu** key.
2. Do either of the following:
 - Select a contact from the contact list or recent call list.
 - Enter a contact number in the dialpad.
3. Select a call type, and then press the **OK/Menu** key.
4. Speak into the microphone.
 - For a half-duplex voice call, press and hold the **PTT** key to speak, and release the **PTT** key after the speech.
 - For a full-duplex voice call, speak directly without pressing the **PTT** key.

If you set the standby group, you can initiate a call to the group directly.

1. Press the **Navigation** key to select the PoC application, and then press the **OK/Menu** key.
 2. Press and hold the **PTT** key to speak, and release the **PTT** key after the speech.
-

NOTE

For more operations, refer to the *User Manual* of the PoC application.

4. Settings

In the **Settings** menu, you can configure the network, radio, and system.

4.1 Wireless and Network

4.1.1 Cellular Network

Before connecting to the cellular network, make sure that the Nano SIM card is installed and the cellular data service is activated.

Press the **Navigation** key to select **Data usage**, and then press the **OK/Menu** key. You can perform the following operations.

Enabling the Cellular Data

Press the **Navigation** key to select **Cellular data**, and then press the **OK/Menu** key.

Checking the Data Usage

Press the **Navigation** key to select **Cellular data usage**, and then press the **OK/Menu** key.

You can view the amount of data usage to avoid exceeding the data usage limit.

Enabling the Data Roaming

1. Press the **Navigation** key to select **Mobile network settings**, and then press the **OK/Menu** key.
2. Press the **OK/Menu** key to enable **Data roaming**.

You can access data services when you are outside the service area of your network provider.

Selecting the Network Type

1. Press the **Navigation** key to select **Mobile network settings**, and then press the **OK/Menu** key.
2. Press the **Navigation** key to select **Preferred network type**, and then select the network.

4.1.2 WLAN Network

After successful WLAN connection, you can visit the Internet or shared media from other devices in the network.

To connect the radio to the WLAN network, do as follows:

1. Press the **OK/Menu** key to enter the WLAN interface.
2. Press the **OK/Menu** key to enable **WLAN**.

3. Press the **Navigation** key to select an available network from the WLAN list.
4. Press the **OK/Menu** key.

If a password is required, enter the password, press the **Navigation** key to select **Done**, and then press the **OK/Menu** key twice.

The radio saves WLAN information upon successful connection.

4.1.3 Hotspot

After connecting the radio to the cellular network, you can create a hotspot to offer internet connection to other devices.

1. Press the **Navigation** key to select **More**, and then press the **OK/Menu** key.
2. Press the **Navigation** key to select **Tethering & portable hotspot**, and then press the **OK/Menu** key.
3. Press the **OK/Menu** key to enable **Portable WLAN hotspot**.
4. Specify **Network name**, **Security**, and **Password**.

4.1.4 BT

The BT feature allows you to transmit voice through wireless earpiece or wireless ring PTT.

Pairing with a BT Device

1. Press the **Navigation** key to select **BT**, and then press the **OK/Menu** key.
2. Press the **OK/Menu** key to enable **BT**.
3. Press the **Navigation** key to select the device from the **Available devices** list.
4. Press the **OK/Menu** key.

The **Pair with xxx?** dialog box appears. xxx indicates the BT device name.

5. Press the **OK/Menu** key again to pair with the device.

Disconnecting from a BT Device

Press the **Navigation** key to select the device from the **Paired devices** list, and then press the **OK/Menu** key twice to disconnect from the device.

Modifying a BT Device Name

After BT is enabled, the device name is the model by default.

For easier identification, do the following to modify the name:

1. Press the **Navigation** key to select **Device name**, and then press the **OK/Menu** key.
2. Enter the device name.
3. Press the **Navigation** key to select **Done**, and then press the **OK/Menu** key twice.

4.1.5 Airplane Mode

When you are in an airplane or in an area with radio restrictions, you may be required to turn off your radio or make your radio enter the Airplane mode. In Airplane mode, your radio automatically disables the cellular network and WLAN. In this case, you cannot use voice or data services.

To enable the Airplane mode, do the following:

1. Press the **Navigation** key to select **More**, and then press the **OK/Menu** key.
2. Press the **OK/Menu** key to enable **Airplane mode**.

4.2 Radio

4.2.1 Display

Adjusting the Brightness

You can adjust the brightness to make the screen brighter or dimmer in different situations.

1. Press the **Navigation** key to select **Display**, and then press the **OK/Menu** key.
2. Press the **OK/Menu** key.
3. Press the **Navigation** key up or down.

Setting the Sleep Time

You can set the sleep time to allow the radio to automatically turn off its screen if no operation is made within the preset sleep time. It helps save battery power.

1. Press the **Navigation** key to select **Display**, and then press the **OK/Menu** key.
2. Press the **Navigation** key to select **Sleep**, and then press the **OK/Menu** key.
3. Press the **Navigation** key to select the sleep time, and then press the **OK/Menu** key.

4.2.2 Sound

Adjusting the Media Volume

1. Press the **Navigation** key to select **Sound**, and then press the **OK/Menu** key.
2. Press the **OK/Menu** key, and then press the **Navigation** key up or down.

Enabling the Emergency Broadcast

In case of emergencies, the emergency broadcast allows you to receive the relevant information through the radio.

1. Press the **Navigation** key to select **Sound**, and then press the **OK/Menu** key.
2. Press the **Navigation** key to select **Emergency broadcasts**, and then press the **OK/Menu** key.
3. Do one of the following:
 - Press the **Navigation** key to select a broadcast type, and then press the **OK/Menu** key.
The options include **Show extreme threats**, **Show severe threats**, and **Show AMBER alerts**.
 - Press the **Navigation** key to select **Turn on notifications**, and then press the **OK/Menu** key to enable or disable it.
 - Press the **Navigation** key to select **Alarm reminder**, and then press the **OK/Menu** key to select the frequency of alarm reminder.

Enabling or Disabling the Screen Lock Sound

1. Press the **Navigation** key to select **Sound**, and then press the **OK/Menu** key.
2. Press the **Navigation** key to select **Other sounds**, and then press the **OK/Menu** key.
3. Press the **OK/Menu** key to enable or disable the **Screen locking sounds**.

4.2.3 Storage

Viewing the Storage Usage

1. Press the **Navigation** key to select **Storage**, and then press the **OK/Menu** key.
2. Press the **OK/Menu** key to view the internal storage.

Freeing up the Storage Space

1. View the storage usage. For details, see [Viewing the Storage Usage](#).
2. Press the **Navigation** key to select **Cached data**, and then press the **OK/Menu** key.

The **Clear cached data?** dialog box appears.

3. Press the **OK/Menu** key.

4.2.4 Battery

Viewing the Battery Power

You can view the proportion of remaining battery power and the power usage of applications.

1. Press the **Navigation** key to select **Battery**, and then press the **OK/Menu** key.

The remaining battery power is shown.

2. Press the **Navigation** key to select **Battery usage**, and then press the **OK/Menu** key.

The power usage of applications is shown.

Enabling the Battery Saver Mode

1. Press the **Navigation** key to select **Battery**, and then press the **OK/Menu** key.
2. Do either of the following:
 - To enable Battery Saver mode manually, press the **Navigation** key to select **Battery saver**, and then press the **OK/Menu** key.
 - To allow the radio to enable Battery Saver mode automatically, press the **Navigation** key to select **Power saving mode is on**, press the **OK/Menu** key, select the criterion to trigger Battery Saver mode, and then press the **OK/Menu** key.

4.2.5 Memory

Press the **Navigation** key to select **Memory**, and then press the **OK/Menu** key.

You can view the occupied memory of running applications.

4.2.6 Location

The Location feature allows the radio to obtain its location information through WLAN, cellular network, or GPS.

The location-related application such as Hytera HyTalk can access the location data of the radio.

Setting the Location Mode

1. Press the **Navigation** key to select **Location**, and then press the **OK/Menu** key.

2. Press the **OK/Menu** key to enable **Location**.
3. Press the **Navigation** key to select **Mode**, and then press the **OK/Menu** key.
4. Select one of the following location modes:
 - **High accuracy**: The radio locates accurately through GPS, WLAN, and cellular network.
 - **Battery saving**: The radio locates only through WLAN and cellular network, so as to save battery power.
 - **Device only**: The radio locates only through GPS without using data traffic.
5. Press the **OK/Menu** key.

Setting the Scanning Mode

1. Enable **Location**. For details, see [Setting the Location Mode](#).
2. Press the **Navigation** key to select **Scanning**, and then press the **OK/Menu** key.
3. Select whether to enable the following scanning modes:
 - **WLAN scanning**: Improve location by allowing system applications and service to detect WLAN network at any time.
 - **BT scanning**: Improve location by allowing system applications and service to detect BT devices at any time.

4.3 System

4.3.1 Language

1. Press the **Navigation** key to select **Languages**, and then press the **OK/Menu** key.
2. Press the **Navigation** key to select the display language, and then press the **OK/Menu** key.

4.3.2 Factory Data Reset

CAUTION

- The Factory Data Reset feature will erase all information on the radio such as personal information and downloaded applications.
- Ensure that the battery power is above 50% before factory reset.

When the radio runs slowly or the applications quit unexpectedly, you can reset the radio to the factory settings to fix the problem.

Press the **Navigation** key to select **Factory data reset**, and then press the **OK/Menu** key three times.

4.3.3 Date and Time

The radio can automatically synchronize with the local date, time, and time zone over a cellular network or allows you to manually set them.

Setting the Date, Time, and Time Zone

1. Press the **Navigation** key to select **Date & time**, and then press the **OK/Menu** key.
2. Press the **Navigation** key to select **Automatic date & time** or **Automatic time zone**, and then do one of the following:

If you want to ...	You can ...
Enable the radio to update the date, time, and time zone automatically	Press the OK/Menu key to enable the option.
Set the date, time, and time zone manually	<ol style="list-style-type: none">3. Press the OK/Menu key to disable the option.4. Press the Navigation key to select Set date, Set time, or Select time zone, and then press the OK/Menu key.5. Specify the date, time, or time zone.

4.3.4 Upgrade

CAUTION

- Do not upgrade the radio system with unauthorized software to avoid radio failure, data loss, or potential security problems.
- Be sure to back up your data before upgrade.
- Ensure that the battery power is above 50% before upgrade.
- During the upgrade, do not remove the battery.

When an update is available, you can upgrade the system in one of the following ways:

- In Auto-Upgrade mode, you can download the firmware package from the MDM server through the WLAN network.
 - a. Press the **Navigation** key to select **System upgrade**, and then press the **OK/Menu** key.
 - b. Follow the on-screen instructions to download and install the upgrade package.

- In Enforced Management mode, the radio is forced to communicate with the MDM server in real time and receive firmware updates from the server.
 - The radio upgrades the system automatically.
 - When receiving the upgrade notification from the MDM server, select **Upgrade now**. The radio starts to download and install the latest upgrade package.

5. Applications

5.1 Installing an Application

5.1.1 Through the APP Center

1. Connect the radio to the cellular or WLAN network.
2. Press the **Navigation** key to select **APPCenter**, and then press the **OK/Menu** key.
3. Press the **OK/Menu** key to enter **App store**.
4. Press the **Navigation** key to select the application, and then press the **OK/Menu** key.
5. Upon downloading completion, press the **OK/Menu** key.

5.1.2 Through the Android Debug Bridge

1. Install the ADB on the PC.
2. Connect the radio to the PC with the data cable.
3. Press the **Win + R** key combination to open the **Run** dialog box.
4. Enter "cmd", and then press **Enter** to open the command prompt window.
5. Run the `adb install -r D:\xxx.apk` command.
"D:\xxx.apk" indicates the path of the installation package.

5.2 Uninstalling an Application

If you no longer use an application, you can uninstall it to release storage and improve radio performance.

1. Press the **Navigation** key to select **Settings**, and then press the **OK/Menu** key.
2. Press the **Navigation** key to select **Apps**, and then press the **OK/Menu** key.
3. Press the **Navigation** key to select the application, and then press the **OK/Menu** key.
4. Press the **Navigation** key to select **Uninstall**, and then press the **OK/Menu** key.

5.3 Forcibly Stopping an Application

If an application is not responding, you can forcibly stop this application.

1. Enter the application settings interface. For details, see step 1–3 in [5.2 Uninstalling an Application](#).

2. Press the **Navigation** key to select **Force stop**, and then press the **OK/Menu** key.

5.4 Clearing the Data or Cache

You can clear the configuration information or temporarily cached data when there is insufficient storage or the application runs slowly.

1. Enter the application settings interface. For details, see step 1–3 in [5.2 Uninstalling an Application](#).
2. Press the **Navigation** key to select **Storage**, and then press the **OK/Menu** key.
3. Do either of the following:
 - To clear the data, press the **OK/Menu** key twice.
 - To clear the cache, press the **Navigation** key to select **Clear cache**, and then press the **OK/Menu** key.

5.5 Setting the Access Permissions

You can manage the permissions for applications to access privacy features, so as to protect your personal data and avoid information leakage.

1. Enter the application settings interface. For details, see step 1–3 in [5.2 Uninstalling an Application](#).
2. Press the **Navigation** key to select **Permissions**, and then press the **OK/Menu** key.
3. Press the **OK/Menu** key to enable or disable the permissions.

6. Sound Recorder

The SoundRecorder application allows you to record voice at any time during your work time or daily life.

6.1 Recording an Audio File

1. Press the **Navigation** key to select **SoundRecorder**, and then press the **OK/Menu** key.
2. Press the **OK/Menu** key to start recording.
3. Press the **OK/Menu** key again to finish recording.

6.2 Managing an Audio File

1. Press the **Navigation** key to select **SoundRecorder**, and then press the **OK/Menu** key.
2. Press the **Navigation** key to select the audio file.
3. Press the **OK/Menu** key, and then do one of the following:
 - Press the **Navigation** key to select **Play**, and then press the **OK/Menu** key to play the audio.
 - Press the **Navigation** key to select **View details**, and then press the **OK/Menu** key to view the audio details, such as recording time, duration, file size, and storage path.
 - Press the **Navigation** key to select **Delete**, and then press the **OK/Menu** key twice to delete the audio file.

7. Troubleshooting

Phenomena	Analysis	Solution
The radio cannot be turned on.	The battery may be installed improperly.	Remove and reattach the battery.
	The battery power may run out.	Recharge or replace the battery.
	The battery may suffer from poor contact caused by dirtied or damaged battery contacts.	Clean the battery contacts.
The keys, LCD display, or LED indicator do(es) not work normally.	The keys, LCD display, or LED indicator may fail to function temporarily.	Restart the radio.
	The keys, LCD display, or LED indicator may be damaged.	Contact your dealer or Hytera technicians for maintenance.
The radio fails to be unlocked.	The keys may fail to function temporarily.	Restart the radio.
	The keys may be damaged.	Contact your dealer or Hytera technicians for maintenance.
The radio cannot access the cellular network.	The SIM card is abnormal or out of service because of unpaid charges.	<ul style="list-style-type: none"> ● Make sure that SIM card functions properly. ● Pay the charges, and then restart the radio.
	The cellular data feature is not enabled for the SIM card.	Contact the carrier to enable the data connection feature.
	The signal may be weak.	Make sure the radio is within the network coverage.
	Both the cellular and WLAN network are turned on, but the WLAN connection is unstable.	Turn the WLAN off.
You are unable to hear anyone	The signal may be weak.	Make sure call participants are within the communication range.

Phenomena	Analysis	Solution
because of too much noise and hiss.	The volume may be low.	Increase the volume.
	The speaker may be blocked or damaged.	Clean the surface of the speaker.
The radio fails to detect the SIM card.	The SIM card may be installed improperly.	Remove and reattach the SIM card.
	The SIM card may suffer from poor contact caused by dirtied or damaged metal contacts.	Clean the metal contacts of the SIM card.
The GPS cannot locate your position.	The radio may be at an unfavorable position. For example, the signal may be blocked by high buildings or frustrated in the underground areas.	Move to an open and flat area, and try again.
The battery fails to be charged.	The power adapter plug may be inserted into the socket improperly.	Remove and reinsert the plug.
	The data cable may be connected improperly.	Reconnect the data cable.

If the above solutions cannot fix your problems, or you may have some other queries, contact your dealer for more technical support.

8. Care and Cleaning

To guarantee optimum performance as well as a long service life of the radio, follow the tips below.

8.1 Product Care

- Do not pierce or scrape the radio.
- Keep the radio far away from substances that can corrode the circuitry.
- Do not hold the radio by the earpiece cable.
- Close the accessory connector cover when no accessory is in use.

8.2 Product Cleaning

CAUTION

Turn off the radio and remove the battery before cleaning.

- Clean up the dust and fine particles on the radio surface with a clean and dry lint-free cloth or a brush regularly.
- Use neutral cleanser and a non-woven fabric to clean the keys, knobs, and front case after long-time use. Do not use chemical preparations such as stain removers, alcohol, sprays, or oil preparations, so as to avoid surface case damage.
- Make sure that the radio is completely dry before use.

9. Optional Accessories

CAUTION

Use the accessories specified by the Company only. Otherwise, we will not be liable for any loss or damage arising out of use of any unauthorized accessories.

Contact your dealer for the optional accessories used with the radio.

10. Abbreviations

Abbreviation	Full Name
ADB	Android Debug Bridge
GPS	Global Positioning System
LCD	Liquid-Crystal Display
LED:	Light-Emitting Diode
PC	Personal Computer
PoC	Push-to-Talk Over Cellular
PTT	Push-to-Talk
SIM	Subscriber Identity Module
USB	Universal Serial Bus
WLAN	Wireless Local Area Networks



Hytera US Inc.

8 Whatney,
Irvine, CA 92618
(949) 326-5742

1363 Shotgun Road,
Sunrise, FL 33326
(954) 846-1011

www.hytera.us info@hytera.us

Hytera Canada

100 Leek Crescent, Unit 11
Richmond Hill, ON L4B 3E6
(905) 305-7545

www.hytera.ca info@hytera.ca

(C) 2022 Hytera Communications Ltd. All rights reserved.