

DEALING WITH A FAULTY RADIO GOVERNMENT WIRELESS NETWORK (GWN)



Queensland

If your radio appears to not work as expected, try these troubleshooting tips before reporting a fault.

If you experience.... Try these steps

My radio will not turn on...

Check the battery is securely in place.
If it is not in place, remove the battery and click it in firmly. You should hear two clicks.
In case your battery is flat, swap it out for a charged battery. Place your flat battery in a charger



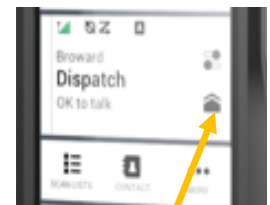
The radio is working but the screen is blank...

The **screen may be locked**. Tap the Screen Lock button to unlock the screen



The radio is set to an unusual talk group and I'm not sure how to get back to SLSQ groups....

Start over by pressing the **Home button** to be taken back to the home talk group/ 401 enquiry
Once you are on 401 enquiry you can ask SurfCom for further assistance



I can't connect and/or talk to other radio users...

You may need to:

- Check you're on the correct talk group
- Change locations if out of range
- Apply other lost communication procedures.



Talk Group Selector

**ADHERE TO THE SPECIFIC RADIO PROCEDURES ESTABLISHED BY EACH CLUB
GWN IS A MANAGED SERVICE. PLEASE DO NOT MARK, ENGRAVE, OR LABEL THE RADIOS**

RADIO FAULT MANAGEMENT

If you encounter any issues with your GWN radio or accessories, please contact:

Telstra Service Desk
1800 998 852