

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 keypad buttons and control knob won't work...

The **lock switch** may be on. Change the position of the lock switch to A or B to unlock the key pad.

Lock Switch



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.

Home button



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