

1. When I ask questions through store feedback or product reviews, why can't the seller reply to me in time?

Amazon only publishes store feedback and product reviews that comply with the platform's rules, so reviewing your store feedback or product reviews can take days and sellers won't be able to see your questions during this time.

If you need to get timely reply from the seller, please click the link, then follow the Messaging Assistant instructions, step-by-step click "An item for sale"—"Something else"—"Other", then send message.

https://www.amazon.com/gp/help/contact-seller/contact-seller.html?marketplaceID=ATVPDKIKX0DER&sellerID=A11717APY1PGNV&ref=v_sp_contact_seller

2. How to get timely reply from Topsung's professional customer service?

Seller customer service is different from Amazon customer service, the seller is more knowledgeable about products and can provide more personalized after-sales service. Here is the right way to contact Topsung customer service.

As shown, click the store name "topsung technology", then click "Ask a question" and follow the Messaging Assistant instructions, step-by-step select "An item for sale"—"Something else"—"Other", then send message.

The screenshot illustrates the process of contacting a seller's customer service. It shows the product page for 'topsung technology' with buttons for 'Add to Cart' and 'Buy Now'. A red box highlights the 'topsung technology' store name under 'Sold by'. A blue arrow points to a modal window titled 'Have a question for topsung technology?' with a red box around the 'Ask a question' button. Another blue arrow points down to a chat interface with the 'Seller Messaging Assistant'. The chat shows a series of prompts from the assistant, with red boxes highlighting the selection options: 'An item for sale', 'Something else', and 'Other'. At the bottom, there is a text input field with a character limit warning, a 'Nevermind, I'm all set' link, and buttons for 'Attach file(s)' and 'Send Message'.

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The screenshot shows the Amazon seller messaging interface for "topsung technology". It includes buttons for "Add to Cart" and "Buy Now", a "Secure transaction" badge, and the "Ships from Amazon" and "Sold by topsung technology" information. A blue arrow points to the "Have a question for topsung technology?" modal, which features a red box around the "Ask a question" button. Another blue arrow points down to the chat interface with the "Seller Messaging Assistant". The chat shows a series of prompts from the assistant, with red boxes highlighting the selection options: "An item for sale", "Something else", and "Other". At the bottom, there is a text input field with a character limit warning, a "Nevermind, I'm all set" link, and buttons for "Attach file(s)" and "Send Message".

3. I've read the manual and found a lot of interesting features, it would be nice to have a Quick Start Guide.

Here is the Quick Start Guide I summarized for you. There are only 4 steps, it's easy to use.

(1) **Insert the battery:** As shown, take off the belt clip, use your finger to open the battery cover and insert the batteries, then close the lid.



(2) **Turn on the device:** Hold down the power button  for 3 seconds to turn the devices on/off, a BEEP sound will be played to confirm.

(3) **Set main channel and privacy code:** Press the MENU button once, the main channel flashes, then press the up or down button to set a number, then quickly press the MENU button once again, the CTCSS code flashes, then press the up or down button to set a number, then press the PTT button to confirm your setting, for example 07, CTCSS 11.

(4) **Push to talk(PTT):** Press and hold the PTT button until you finish speaking into the microphone, then release the PTT button and wait for your partner to reply.

Warning! All walkie talkies must be set to the same main channel and privacy code, for example (07,CTCSS 11) can only talk to (07,CTCSS 11), but not (07,DCS 11).

4. The buttons of One walkie talkie don't work, I can't set the channel or turn off the device.

Keypad Lock function can prevent people from accidentally modifying the channel or turning off the device. You can long press the Lock button  to lock or unlock the MENU button or the Power button. The function can be very useful for some families, teams, farms, schools etc.

5. How to reset the walkie talkies?

Here is the Reset Guide for M900 and M920 Models.

(1). Install the battery, then press the power button to shut down

(2). Keep pressing the PTT button and the power button  at the same time to turn on, the channel will be reset to 01.

(3). After making sure that the reset is successful, please set to the same main channel and privacy code. **Warning! The CTCSS code can not communicate with the DCS code, for example (07, CTCSS 11) can only talk to (07, CTCSS 11), but not (07, DCS 11).**

6. One of the walkie-talkies worked fine at first, but now it can't communicate with the others.

The walkie talkies only work with each other on the same main channel and privacy code. **The CTCSS privacy code can not communicate with the DCS privacy code, for example (07,CTCSS 11) can only talk to (07,CTCSS 11), but not (07,DCS 11). You can also try to reset all the walkie talkies, the channels will be reset to 01.**

7. One of the walkie-talkies is too sensitive, it can be interfered by other signals and make static sound.

Please set the CTCSS/DCS privacy code to reduce the interference from other signals, this helps to get better sound quality. **You can also try to reset the walkie talkie reduce the static signals.**

8. How to make the walkie-talkie have longer standby time?

Here are 4 tips that can help you.

(1) Please charge the batteries for more than 5 hours.

- (2) 8,9,10,11,12,13,14 main channels have longer standby time.
- (3) Please turn the NOAA function off, as it consumes the power very quickly.
- (4) Please press the MENU button 4 times, then use up/down button to turn the iVOX function off.

9. One of the walkie-talkies can not be charged or turned on, or repeatedly turned on and off automatically, you can try to troubleshoot the product first, and then tell the seller the result for professional suggestion.

- (1) Please make sure you have removed the clear plastic packaging from the battery.
- (2) Please try to long press the Power button to turn on.
- (3) Poor contact: Please hand to pull up the battery slice of the battery compartment.
- (4) Wrong install: Please check carefully whether the positive and negative poles of the battery are installed correctly.
- (5) The device or the battery is defective: Please try to test it with the new batteries, then tell the seller the result.**
- (6) The charger or the charging cable is defective: Please try to test it with the new charger or the new charging port.**

10. How to listen to NOAA All Hazards Radio channels transmitting in your area?

Here are the steps to listen to NOAA Hazards Radio.

- (1) Press and hold the Weather() button until the "WX" icon is displayed.
- (2) Press the up or down button to listen to All Hazards Radio channels.
- (3) Press and hold the Weather() button to exit Hazards Radio.

11. How to automatically receive NOAA Hazard Alert radio signals and warnings from designated NOAA broadcast stations.

Please follow the steps(1)(2)(3)(4)(5) to turn the NOAA Hazards Alert on . The Alert function consumes the power very quickly, you can follow the steps (1)(3)(4)(5)to turn it off.

- (1) Press and hold the Weather() button until the "WX" icon is displayed.
- (2) Press the up or down button to select the strongest Weather channel.
- (3) Press the MENU button once, the Weather Alert icon() flashes.
- (4) Press the up or down button to turn the Weather Alert on or off.
- (5) Press the PTT button twice to save the setting.

12. Here are the Amazon link of the accessories.

- (1) The charger and charging cable for K10 and M880 models:
<https://www.amazon.com/Topsung-880-k10-Charger/dp/B08ZY5NVVG>
- (2) The charger and charging cable for K12 and M920 models:
<https://www.amazon.com/Topsung-Regular-Micro-USB-Charger/dp/B08ZXR3F93>
- (3) The 1000mAh AA batteries for K12,M880,M920 models:
<https://www.amazon.com/AA-Battery-Pack-Include-Batteries/dp/B08ZXQC6VY>
- (4) The better earpiece for K10,K12,M880,M920,T388 models:
<https://www.amazon.com/Topsung-earpiece-1-Pack/dp/B08ZYDX59F>