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Setup and troubleshooting procedure for Retevis RT22 Walkie Talkie

目录

1. Unboxing and Initial Setup 3

1.1. Check 3

1.2. Turn on/off 3

1.3. Daily Use 3

2. Troubleshooting 5

2.1. The RT22 walkie talkie cannot be charged: 5

2.2. Walkie talkie battery not charging 5

2.3. The charger is not working 6

2.4. The radio indicates that the battery needs to be replaced 6

2.5. How many watts are those? Can they be programmed using CHIRP? 6

2.6. Poor sound quality, the sound quality is questionable. There's a lot of static and the sound is crackly. 7

2.7. Requesting programming software and setup instructions,I would like to make channel private 7

2.8. The url you gave for the program is getting blocked by my virus scan. Do you have another way to get the software? 7

2.9. How to turn on VOX on the RT22 walkie talkie? 8

2.10. How to communicate with other Retevis FRS 22 channels, such as RB48, etc. 8

2.11. How to communicate with other Retevis FRS 16 channels, such as RT27, RT19, RT68 etc. 9

2.12. How can the RT22 communicate with other UHF frequency walkie talkies? For example, the RT29 UHF? 9

2.13. Why is RT22 always in transmitting state? I didn't press PTT, but it was always in transmit mode. .10

2.14. How far can RT22 be reached? 10

3. Contact Manufacturer 11

1.Unboxing and Initial Setup

1.1. Check

Please check if your package contains all parts listed in the package detail list.

1.2. Turn on/off

2.1 Turn the power switch clockwise to turn on the radio, the radio will sound a power-on prompt.

2.2 When turning off the radio, turn the power switch counterclockwise until a click sounds.

1.3. Daily Use

Ensure both walkie talkies are set to the same channel. Please use the side keys "+" and "-" to change the channel.

Press and hold the push-to-talk (PTT) button to speak, then release the button to listen for a response.

1.3.1. Transmit/Receive

1. In standby mode, press and hold the transmit button [PTT] to speak. The indicator light on the walkie talkie will turn red. To avoid cutting off your call content, please press the [PTT] key for a short pause, and then start speaking.

2. Release the transmit button [PTT] can receive the signal sent from the same channel, the speaker emits the call sound, and when receiving, the indicator light on the walkie talkie will turn

green.

Note:

1) When the radio is transmitting, please keep the radio in a vertical position and keep the microphone 3- 5cm away from the mouth.

2) During use, there is no need to perform multiple power-on and power-off actions, and at the same time adjust

the volume to a volume suitable for your hearing.

3) Before calling on radio, please set the channel of the transmitter and receiver to the same.

4) Please set the CTC/DCS of the transmitter and receiver for the channel you want to talk to to be the same.

1.3.2. Volume adjustment

In standby or receiving state, please rotate the power knob. Turn clockwise to increase the volume, counterclockwise to decrease the volume.

Note:

When the volume is not adjusted to a suitable state, please do not put the radio speaker too close to the ear to avoid the sound being too loud and hurting the hearing.

1.3.3. key lock function

Press and hold the "+" and "-" key at the same time to trun on/off keylock.

(only the PTT key can be used, and the channel "+" and "-" cannot be used)

1.3.4. Headset function

1) Connect the headset accessories to the radio (radio A&B).

2) Press the [PTT] button on the headset of the radio A, sending a call to the MIC of the headset, and the radio B should be able to receive it normally. Repeat the same operation on radio B.

2.Troubleshooting

2.1. The RT22 walkie talkie cannot be charged:

This could be a problem with the walki talkie's charging port or the charging device itself.

---How to determine if it's a problem with the walkie talkie's charging port:

Try charging another walkie talkie with the charging cable and adapter from the faulty device. If the other walkie talkie charges normally, then the problem lies with the walkie talkie's charging port.

---How to determine if it's a problem with the charging device:

If the other walkie talkie still cannot charge after completing the first step, please try a different charging cable or adapter. If it charges normally then, the problem lies with the charging cable or adapter.

After confirming the above, please contact us via Amazon message, and we will send you the corresponding replacement parts.

2.2. Walkie talkie battery not charging

Please try this faulty battery in another working walkie talkie. If it works normally, the problem lies with the walkie talkie radio itself; if it doesn't work, the problem is with the battery.

Once the battery is confirmed to be the issue, please contact us via Amazon Message, and we

will send you a replacement battery.

2.3. The charger is not working

Please try replacing the charging cable and adapter to determine if the problem lies with the cable or the adapter.

Once this is determined, please contact us via Amazon Message and we will send you the necessary replacement parts.

2.4. The radio indicates that the battery needs to be replaced

Please troubleshoot according to the following:

1. Please check if the battery is fully charged. Please know that this battery generally requires 4-6 hours of charging time. It may be caused by insufficient battery to indicate that you need to recharge.

2. Please replace the battery in this radio with another known good radio. Check if the battery works in other radios. Or put good batteries from other radios into this radio to check whether the radio works after replacing the batteries.

3. Please try other good charging base? If the charger is not working, the radio will not be charged.

2.5. How many watts are those? Can they be programmed using CHIRP?

The RT22 support to work on 0.5/2 watts and operates at 2 watts of power on all 16 channels by default.

Regarding programming compatibility with CHIRP software, yes, our RT22 support program via CHIRP or our own programming software. You could choose the way most suitable for you.

2.6. Poor sound quality, the sound quality is questionable. There's a lot of static and the sound is crackly.

The RT22's communication range is 0.5-2 miles. Indoors, the range may be shorter, around 0.5-1 mile, while outdoors it will be longer, around 1-2 miles.

If you are at a distance exceeding the RT22's range, you may experience noise. You may need to choose a higher-powered radio, such as a GMRS or UHF radio.

If you are at a distance within the RT22's range, please try changing the channel.

If the above does not resolve your issue, please contact us via Amazon Message.

2.7. Requesting programming software and setup instructions,I would like to make channel private

To make a channel private and manage other settings, please follow these steps:

1. Download the Programming Software and Driver:

Software: tinyurl-dot-com/4ejeuz8r

Driver: tinyurl-dot-com/y2sewb4t

Please replace ""-dot-"" with "."" in the URLs to access the download links.

2. You could set the different CTCSS/DCS, please not that RT22 is FRS walkie talkie, it can not be modified the frequency.

For a visual guide, you can watch the programming video here: tinyurl-dot-com/2mh5ks5x (replace ""-dot-"" with "."")

2.8. The url you gave for the program is getting blocked by my virus scan. Do you have another way to get the software?

You can open and download the dedicated software and driver via this link:

Software: tinyurl-dot-com/4ejeuz8r (Please replace "-dot-" with ".")

Driver: tinyurl-dot-com/y2sewb4t (Please replace "-dot-" with ".")

Important Programming Notes:

1 Our software is not compatible with MAC systems.

2 Please temporarily turn off any antivirus software on your computer before programming.

3 Ensure your walkie-talkie is powered on throughout the entire programming process.

2.9. How to turn on VOX on the RT22 walkie talkie?

Switch to channel 7, then turn off the radio. Press“CH+”key and turn on the radio at the same time. There will be a voice "VOX ON" or "VOX OFF".

2.10. How to communicate with other Retevis FRS 22 channels, such as RB48, etc.

Although both them are FRS radios, they have a different number of channels.

The RT22 has 16 channels while the RB48 has 22 channels.

Since the RB48 allows for privacy code adjustment via its buttons, if you haven't changed the su b-code settings, the radios should be able to communicate directly on channels 1-5, but the remaining channels do not correspond directly. Please refer to below for your reference.

RT22 RB48

6 ⇔18

7 ⇔ 22

8 ⇔ 6

9 ⇔ 7

10 ⇔15

14 ⇔ 20

2.11. How to communicate with other Retevis FRS 16 channels, such as RT27, RT19, RT68 etc.

Since both models are FRS 16channel radios, they can communicate as long as they are set to t he same channel and the correct CTCSS/DCS code is used.

2.12. How can the RT22 communicate with other UHF frequency walkie talkies? For example, the RT29 UHF?

The RT22 uses FRS channel 16 and its frequency cannot be changed.

You can change the frequency of your UHF walkie talkie to match the RT22's frequency and CTCSS frequency. This will allow the two walkie-talkies to communicate with each other. Below is the default frequency of the RT22 for your reference:

Frequency CTCSS

462.5625 67.0 2W

462.5875 118.8 2W

462.6125 127.3 2W

462.6375 131.8 2W

462.6625 136.5 2W

462.6250 127.3 2W

462.7250 136.5 2W

462.6875 141.3 2W

462.7125 146.2 2W

462.5500 123.0 2W

462.5750 D743I 2W

462.6000 D332I 2W

462.6500 D243I 2W

462.6750 D606N 2W

462.7000 D731I 2W

462.7250 D462I 2W

2.13. Why is RT22 always in transmitting state? I didn't press PTT, but it was always in transmit mode.

Please don’t worry, this is because the VOX function is turned on on the walkie talkie.

Switch to channel 7, then turn off the radio. Press“CH+”key and turn on the radio at the same time. There will be a voice "VOX ON" or "VOX OFF".

2.14. How far can RT22 be reached?

Ideally (open areas, sufficient power, etc.), the use distance is 0.5~2 miles. The distance of the walkie talkie is greatly affected by the weather, the operating environment, the battery level and other uncontrollable factors.

Because the RT22 operates on FRS frequency and has a power output of only 2W, its transmission range is limited.

If you require a communication range exceeding 2 kilometers, or in a confined environment where you want to achieve a distance of approximately 2 kilometers, we recommend using a GMRS or UHF walkie talkie.

You can contact us via Amazon message to tell us your specific needs so we can recommend the right model for you.

3. Contact Manufacturer

If none of the above steps resolve the issue, contact the manufacturer for repair or replacement. We provide 3 years warranty for walkie talkies and 1 year for accessories, even if the product is out of warranty, we will provide appropriate support.