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Setup and troubleshooting procedure for Retevis RB48 Plus 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 6

2.1. Radio fails to power on: 6

2.2. How to reset the radio? 6

2.3. The RB48 Plus walkie talkie cannot be charged: 7

2.4. The radio is not working. 7

2.5. The radio has a short range. 8

2.6. RB48 radio cannot transmit 8

2.7. RB48 radio cannot receive 9

2.8. Walkie talkies seem to be stuck in Channel 1. It keeps showing the lock sign and “off”. 9

2.9. The RB48 plus radios purchased on two separate occasions cannot communicate. 9

2.10. The walkie-talkie is stuck on a channel and cannot switch. 10

2.11. How to turn off the CTCSS on RB48 Plus with one key? 10

2.12. How to enable group call function on RB48 Plus? 11

3. Contact Manufacturer 12

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 knob clockwise to turn on the radio, the radio will sound a power-on prompt.

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

1.3. Daily Use

Ensure both walkie talkies are set to the same channel. Ensure both walkie-talkies are set to the same channel. Please use the side up/down buttons to adjust 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, hold down the [PTT] key to talk. The indicator light on the walkie-talkie LCD screen will light up. To avoid interrupted transmission, wait briefly after pressing the [PTT] key before speaking.

2. Release the [PTT] key to receive signals from the same channel. Audio will play through the speaker, and the indicator light on the walkie-talkie will turn on when receiving signals.

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

Key lock function aims to prevent changing radio settings from accidental operations.

1.Long press the Menu key, hear a beep sound, and the radio displays icon, the radio enters key lock status.

2.Long press the Menu key, hear two beep sounds, and the radio displays icon, the radio exits key lock status.

Note: In key lock status, press any key except the PTT key, the radio will send failure sound.

1.3.4. CTCSS/DCS Codes Selection

CTCSS/DCS codes can reduce the interference between radios. The radios with different CTCSS/DCS codes can't communicate. The radio has a total of 159 CTCSS/DCS codes. The 1-50 are CTCSS codes, and the 51-159 are DCS codes. 0 is to turn off the CTCSS/DCS codes.

1.In standby status, press the Menu key twice. The current CTCSS/DCS codes setting flashes.

2.Press the ▲ or ▼ key to choose the wanted CTCSS/DCS codes. Press the ▲ or ▼ key to switch CTCSS/DCS codes quickly.

3.Press the PTT key to save the current setting and exit the menu, or press the Menu key to the next menu setting.

Note: when canceling CTCSS/DCS, the CTCSS/DCS codes display OF.

1.3.5. VOX function

When turning on the VOX function, speak towards the microphone directly. The radio will transmit automatically without pressing the PTT key.

1.In the standby status, press the Menu key four times. The VOX appears on the display. Program to set the VOX level.

2.Press the ▲ or ▼ key to select the level from 0-9:

9: High sensitivity level

5: Medium sensitivity level

1: Low sensitivity level

0: OFF

3.Press the PTT key to save the current setting and exit the menu, or press the Menu key to the next menu setting.

1.3.6. High/Low Power Setting

1.In the standby status, press the Menu key five times. The radio displays Pr.

2.Press the ▲ or ▼ key to choose LO or HI. (LO: Low power/HI: High power)

3.Press the PTT key to save the current setting and exit the menu.

Note:CH8-CH14 only has low power.

1.3.7. 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. Radio fails to power on:

Troubleshooting steps if your built-in walkie-talkie cannot power on:

1. Confirm the battery is fully charged. Charge it for 4-6 hours and try again.

2. Try another compatible charger to check if the original charger is defective.

3. Try charging the radio directly with a Type-C charging cable. See if this charges the radio and turns it on.

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

2.2. How to reset the radio?

Here is how to factory reset the RB48 Plus:

In shutdown status, press the PTT key on the side and ▼ key, and turn on the radio. The radio will prompt two beep sounds. Release the keys and restart the radio to restore factory setting.

Here is the link for your reference:

Tinyurl-dot-com/zyzbzxx9

Please replace "-dot-" with "." to access the link.

2.3. The RB48 Plus walkie talkie cannot be charged:

Please help run the troubleshooting steps below:

1. Please wipe the charging contacts on the charger and radio to remove dust or oxidation.

2. Please test charging via both the desktop charger and Type-C direct cable.If the unit fails to charge with both methods, the radio itself may be faulty.

Also, please ensure the slot of the desktop charger aligns properly with the groove on the radio when charging on the base.

3.Please try another charging base and power adapter.

4.Please keep charging for 4-6 hours

5. Try a different charging outlet.

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

2.4. The radio is not working.

Please provide more details about the radio issue. Is the radio unable to power on, fail to communicate, or experiencing other malfunctions?

If it cannot power on, please try charging it for 4-6 hours with a different charger.

If it cannot communicate, verify that both radios are set with identical frequencies and CTCSS tones.

If you encounter other faults, please share more specific details with us.Please contact us via Amazon message.

2.5. The radio has a short range.

The RB48's communication range is 0.5-2 miles.

Communication range will be greatly shortened under below conditions:

Low battery power;

Tall buildings, hills, metal walls,

Rainy, foggy and other bad weather;

Loose, damaged or missing antenna.

low power channel.

If you have any questions,please contact us via Amazon message.

2.6. RB48 radio cannot transmit .

If the radios cannot transmit signals, please check the following points:

1.Are the frequency and CTCSS code consistent on both radios?

2.Does the indicator light on the LCD screen turn on when transmitting?

3.Please try switching to other channels.

4.You may reset the radio to factory settings. Here is the operation method:

In shutdown status, press the side PTT key and ▼ key simultaneously, then turn on the radio.

The radio will emit two beeps. Release the keys and restart the radio to complete factory reset.

2.7. RB48 radio cannot receive

1.Please double-check that the channel number and CTCSS/DCS privacy codes fully match those on the transmitting radio.

2.You may test with a compatible headset to determine if the issue lies with the built-in speaker.

3.Try switching to another channel with less signal interference.

4.Please check if the indicator light on the LCD screen lights up when a signal is received.

5.You may reset the radio to factory settings. Here is the operation method:

In shutdown status, press the side PTT key and ▼ key simultaneously, then turn on the radio. The radio will emit two beeps. Release the keys and restart the radio to complete factory reset.

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

2.8. Walkie talkies seem to be stuck in Channel 1. It keeps showing the lock sign and “off”.

Please try restoring the radio to factory settings following these steps:

In shutdown status, press the side PTT key and ▼ key simultaneously, then turn on the radio. The radio will emit two beeps. Release the keys and restart the radio to complete factory reset.

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

2.9. The RB48 plus radios purchased on two separate occasions cannot communicate.

We believe this is a radio version issue. The radios have modified CTCSS codes, so even though

the CTCSS code values are both, they represent different values.

1.This can be resolved by upgrading the firmware.

2. I have attached detailed steps and instructions, here is the link:

Tinyurl-dot-com/26nxbm88

Please replace "-dot-" with "." to open the link.

3.Please note that you need to upgrade the old version of the radio, not the new version.

How to distinguish the old and new radios:

Check the CTCSS code. If it is 121, it is the new version; if it is 159, it is the old version. You can program the old version.

If you find this too troublesome, you can also set both CTCSS codes to 1, which will allow your two radio purchases to communicate with each other.

2.10. The walkie-talkie is stuck on a channel and cannot switch.

It may be that the keylock function was accidentally turned on. Please disable it and check if you can switch channels normally. Here is how to turn the keylock on/off:

1.Long press the Menu key. You will hear one beep, and the lock icon appears on the screen. The radio enters key lock mode.

2.Long press the Menu key again. You will hear two beeps, and the lock icon disappears. The radio exits key lock mode.

2.11. How to turn off the CTCSS on RB48 Plus with one key?

In the shutdown status, press the ▲ key and turn on the radio.

The radio sends a beep sound to turn off all the CTCSS/DCS codes.

When it sends two beep sounds, restore all the channel CTCSS/DCS codes.

Here is the video for your reference:

tinyurl-dot-com/mtyraz3a

Please replace "-dot-" with "." to open the link.

2.12. How to enable group call function on RB48 Plus?

1.Connect the radio to PC, choose the correct COM port.

2.Switch to another port if the current one does not work.

3.Read radio data.

4.Set the side key as Group Call in the menu.

5.Configure the group call channel.

6.Write all the settings into the radio.

Test effect: Radios on the same channel cannot communicate if their CTCSS codes are different. After pressing the group call key, all radios can talk with each other smoothly.

And Here is the link for your reference:

Tinyurl-dot-com/nh8xrfrm

Please replace "-dot-" with "." to access the link.

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.