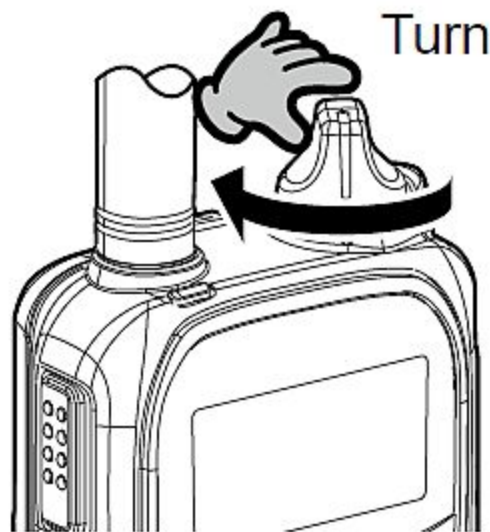


# LTE Transceivers - Loss of Signal Help Sheet

## Step 1 - Turn the transceiver off and back on again

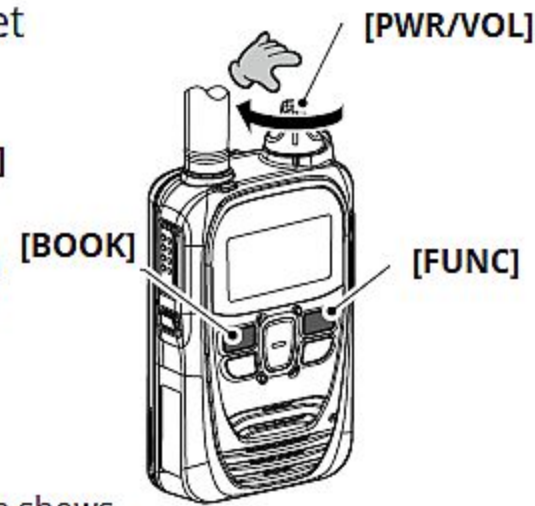
- 1 Rotate **[PWR/VOL]** fully anticlockwise until it clicks, wait 10 secs and turn **[PWR/VOL]** Clockwise to the 12 o'clock position



If this hasn't worked - Try Step 2 -->

## Step 2 - Perform a CPU Reset

- 1 Turn the unit off
- 2 Press and hold **[BOOK]** & **[FUNC]** whilst turning the unit on again
- 3 Keep **[BOOK]** and **[FUNC]** held in until the screen shows as below
- 4 Press **[FUNC]** once so the screen shows
- 5 Press **[UP]** once so the screen shows
- 6 Press **[Call History]** to confirm changes, radio will delete settings and reboot several times.



If this hasn't worked - Try Step 3 -->

## Step 3 - Fix Unit to One Network Provider

- 1 Turn the unit off
- 2 Press and hold **[BOOK]** & **[FUNC]** whilst turning the unit on again
- 3 Keep **[BOOK]** and **[FUNC]** held in until the screen shows as below
- 4 Press **[BOOK]** until SET Network Select Auto is shown, then press **[UP]** to change to User Select  
 -->
- 5 Press **[FUNC]** once screen changes to SET - Network Search - Search as below, then Press **[LOG]** to scan for Network Providers  
 Press **[LOG]** -->
- 6 Press **[UP/DOWN]** to scroll through the available Network Providers. Highlight O2 - UK (23410) first and press **[LOG]** to confirm. Once selected then press **[CLR]** and radio will boot up normally

## Step 4 - Return unit to Auto Network Select

Perform this step after a few days once Network Service in the Area returns to Normal

- 1 Turn the unit off
- 2 Press and hold **[BOOK]** & **[FUNC]** whilst turning the unit on again
- 3 Keep **[BOOK]** and **[FUNC]** held in until the screen shows as below
- 4 Press **[BOOK]** Until SET - Network Select - User Select is shown, press **[DOWN]** to display Auto, now press **[FUNC]** to confirm setting  
 -->
- 5 Press **[CLR]** to exit SET Mode menu and for radio to boot up as normal

