









WARRANTY/SUPPORT TROUBLESHOOTING STEPS- G-Series Voice Pager

The troubleshooting steps below should be performed **prior** to submitting an RMA.

ISSUE	STEPS TO VERIFY THE ISSUE
<p>1. Charging Issues G1 Voice Pagers</p> 	<p>Confirm if the main issue is Pager, Charger, or Battery related.</p> <ul style="list-style-type: none"> • Try charging the pager using a different charger. • Try charging a different pager in charger. • Try replacing batteries – will the device power on? <p>Rule out the following common issues:</p> <p>CHARGER:</p> <ul style="list-style-type: none"> • Is the correct G1 power adapter being used with charger (only the original OEM adapter should be used)? • Is the charger plugged directly into a wall outlet, not a power strip or extension? <p>BATTERY:</p> <ul style="list-style-type: none"> • Are the recommended 1000mAh AAA NiMH rechargeable batteries being used? • Have the batteries been replaced within past 6 months? G1 batteries should be replaced every 6 months for optimal performance. For replacement batteries: CLICK HERE <p>DEVICE:</p> <ul style="list-style-type: none"> • Check that battery door screws are not overtightened. When the G1 battery door screws are overtightened, it can cause the battery door to flux, or bend. This can affect how the unit rests in the charging cradle. Ensure that the battery door is flush with the rest of the pager and loosen screws if needed.
<p>2. Charging Issues G2-G5 Voice Pagers</p> 	<p>Confirm if the main issue is Pager, Charger, or Battery related.</p> <ul style="list-style-type: none"> • Try charging the pager using a different charger/charging cable. • Try charging a different pager in charger/charging cable. • Try replacing batteries – will the device power on? <p>Rule out the following common issues:</p> <p>BATTERY:</p> <ul style="list-style-type: none"> • Is the recommended Lithium-Ion battery being used? • Has the battery been replaced within the past 12 months? G2-G5 batteries should be replaced every 12 months for optimal performance. <p>CHARGER:</p> <ul style="list-style-type: none"> • Is the charger plugged directly into a wall outlet, not a power strip or extension? • Is the correct OEM micro-USB charging cable AND power adapter being used to charge G2-G5? • Does the Micro USB cord end fit loose or floppy in the pager or charger base? <p>If the cord fits loose or if you need a new power supply, these items can be purchased at the links below:</p> <ul style="list-style-type: none"> • Replacement USB Cords: CLICK HERE • Replacement USB AC Power Supply Adapters: CLICK HERE <div style="text-align: right;">   </div> <p>After these steps are verified, the Customer can submit an RMA HERE and include these details.</p>

ISSUE	STEPS TO VERIFY THE ISSUE
<p>3. RX Issues ALL G-Series Pagers</p> 	<p>Rule out the following common issues:</p> <ul style="list-style-type: none"> • Test code plug file in a different unit than the one experiencing issues, to ensure that the issue is not programming related. • Review CP file to verify that programming settings are correct. Attach the Code Plug file to the RMA ticket with the information from steps noted above and provide the details below: <ul style="list-style-type: none"> ○ Which knob position is experiencing the receive issue? ○ Which channel frequency is experiencing the receive issue? ○ Which set of tones is experiencing the receive issue? • For G-Series P25 Voice Pagers, see step 4 about performing a Hard Reset. <p>After these steps are verified, the Customer can submit an RMA HERE with these details and copy of CP file.</p>
<p>4. Multiple Issues G2-G5 Voice Pagers</p> 	<p>Follow the troubleshooting steps below for G-Series P25 Voice Pagers reported with the following issues:</p> <ul style="list-style-type: none"> • No RX • No Audio • No Alert • Stuck in Off Duty • Can't Change Zones • No Power/No Response to Charging • Not Charging with Flashing Lights <p>Over 70% of these issues are resolved through a simple Hard Restart of the device.</p> <p>G2-G5 HARD RESET INSTRUCTIONS:</p> <ol style="list-style-type: none"> 1. Remove the battery for at least 5 minutes. 2. Make sure pager is turned OFF, then replace the battery. 3. Plug pager into the charging cable & power supply for at least 2-3 minutes (use the micro-USB power cable & power supply included with each G2/G3/G4/G5). 4. Turn pager ON and then back OFF. 5. Once the pager has been in the off position for a few minutes, you should be able to press the center joystick button and see the charging indicator once again. 6. Allow pager to continue charging until battery shows full charge of 100%. <p>After these steps are verified, the Customer can submit an RMA HERE with these details and copy of CP file.</p>
<p>5. Knob Issues ALL G-Series Pagers</p> 	<p>Confirm if the knob is functioning.</p> <ul style="list-style-type: none"> • Does turning the knob change the volume/channel? <p>If the knob is not functioning, the dealer can submit an RMA and include these details.</p> <p>If the knob is missing or has physical damage but the switches on the pager are functioning, a Knob Replacement Kit can be purchased at the links below:</p> <ul style="list-style-type: none"> • G1 Replacement Knob Kit: CLICK HERE G2-G5 Replacement Knob Kit: CLICK HERE
<p>6. Physical Abuse</p> 	<p>If pager has obvious PHYSICAL ABUSE</p> <ul style="list-style-type: none"> • If the pager was smashed, driven over, pet chewed, or dropped from excessive heights and shows obvious damage and does not power up anymore. <p>If pager is in any physical damaged condition, don't even bother filling out warranty claim. Unication does not accept any physically damaged pagers that can not be repaired.</p>