Troubleshooting Guide for Tramigo MCPTT-1

1. Network Connectivity Issues:

Problem: No network found on the device.

Solution: Contact Tramigo support for assistance as suggested on the product page​1​.

2. Button Functionality:

Problem: Unable to adjust volume or select a talk group.

Step 1: Ensure the rotary knob is in an unlocked position.

Step 2: Rotate the knob to adjust the volume or press and rotate to select a different talk group​1​.

3. Wi-Fi and Bluetooth Connectivity:

Problem: Poor mobile internet connection.

Solution: Connect the device to a Wi-Fi network via the main menu settings​1​.

Problem: Bluetooth accessory not connecting.

Solution: Ensure Bluetooth is enabled on the device and try pairing again​1​.

4. Location Services:

Problem: Location services not working.

Solution: Ensure location services are turned on via the main menu settings​1​.

5. Initiating Calls:

Problem: Difficulty initiating one-to-one calls.

Step 1: At the main menu, locate groups. Users should be shown at the bottom rows as usernames.

Step 2: Press the switch key to enter the user's window.

Step 3: Use navigation keys to scroll from groups to users.

Step 4: Press the PTT button and select the 1-1 icon to start a one-to-one call with the recipient.

Step 5: Press the switch key again to go back to the group​1​.

6. Battery and Charging Issues:

Problem: Device not charging.

Step 1: Ensure the battery is properly inserted into the compartment.

Step 2: Ensure the charging cable is properly connected to the device and the power source​1​.

7. Physical Inspection:

Problem: Device is dirty or has physical damage.

Solution: Clean the device with a moistened or antistatic cloth. If there is physical damage, contact Tramigo support for further assistance​1​.

8. Accessing ICCID Setting:

Problem: Difficulty accessing ICCID setting for troubleshooting or connecting the device to groups and platforms.

Step 1: Press and hold the switch key for three seconds to enter ICCID setting.

Step 2: Click OK to open the main menu, scroll down to feedback, select OK and scroll to ICCID number​1​.

9. Contacting Support:

If the above steps do not resolve your issue, contact Tramigo support for further assistance.

This guide aims to cover potential common issues based on the available information about the device. For a more accurate and comprehensive troubleshooting guide, it's advisable to contact Tramigo support directly.