

Work instructions for Motorola headsets

User instruction for the Motorola CLP 446, hereafter called headset. We advise you to completely read this manual before using the system with the headset.

Purpose

The main purpose is for users to start using the system even faster and more effectively.

The system with the headset has the following advantages:

- **Customer orientation** (the customer quickly receives answers to questions and has more peace of mind during the work)
- **Working efficiently** (employees save significant time due to direct communication)
- **Open communication** (direct response from everyone on the system)
- **Increased employee knowledge**
- **Higher measure of safety** (colleagues with a headset are immediately informed in case of an emergency)

Warranty

The headset lasts about six months in case of normal use.

We recommend testing all headsets regularly (weekly).

Cable breakage of the headset can be prevented by:

- Making sure the headset is properly stored
- Making sure the cable isn't too taut
- Making sure that the cable isn't caught behind anything
- Making sure you roll up the cable loosely

Warranty terms:

- CLP itself - 1-year warranty
- CLP headset - six-month warranty
- CLP battery - 1-month warranty

Advice

- We advise you to always keep 2 new Motorola headsets HKLN4602 as backups, so a malfunction can be solved quickly.
- We advise you to always keep a new Motorola battery HKNN4014 as a backup, so a malfunction can be solved quickly.

Motorola headset CLP 446



- 1 Volume “-” button
- 2 Volume “+” button
- 3 On/off button (hold down button for several seconds)
- 4 Connection for headset cable
- 5 Menu button
- 6 Light:
 - Indicates different colours per channel. There are eight different colours/frequencies.
 - Indicates battery status while charging
- 7 Push-to-talk button of two-way radio

Motorola headset HKLN4602 (article number MO-HKLN4602)



- 1 Headset with push-to-talk button to talk to other colleagues who have a two-way radio, the microphone is located there too
- 2 Earpiece (can be turned to wear on left or right)
- 3 Fastening clip
- 4 Connection for headset cable

Miscellaneous parts



Motorola Multi charger
(article number MO-IXPN4029)



Motorola Single charger
(article number MO-IXPN4028A)



Motorola cover
(article number MO-HKLN4441)



Motorola clip
(article number MO-HKLN4438)



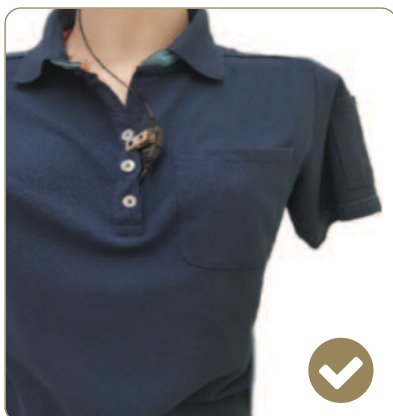
Motorola battery
(article number MO-HKNN4014)

Information on use of Motorola products

To optimally use the Motorola system, we have set up the principles below.

Wearing the two-way radio and headset

- Attach the two-way radio to the belt, edge of your trousers or trouser pocket.
- Never wear the two-way radio in your breast pocket. There's a chance of the headset cable rolling up, increasing the chance of cable breakage. Additionally, wearing the two-way radio in your breast pocket limits the range of the two-way radio.
- Wear the two-way radio on the hip and try to prevent the wire from coiling over itself or getting kinked. This prevents cable breakage in the wire.
- Attach the wire with the microphone to the clothing slightly above the chest using the clip.
- Always wear the wire under your clothes, as seen in the picture below.



Place headset cable

- Attach the headset by holding the plug of the wire and attaching the two-way radio to it. This prevents the wire from coiling, which could cause breakage.



- Attach the headset by using a loop, as shown in the picture below. This prevents a twisted wire with chance of breakage. You turn the belt clip horizontally, which releases the slot, and then you fold a loop of the wire through the entrance (clasp) and press the wire into the half circle. Make sure that the wire isn't taut.



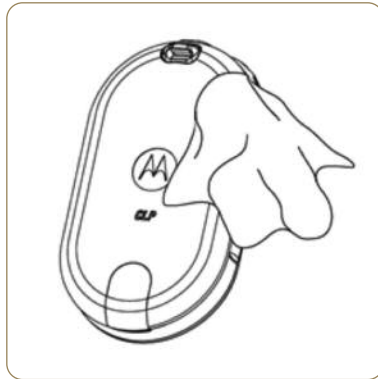
Instructions Motorola headsets

Cleaning

- It's advisable to clean the headsets after use by using sterile hygienic wipes.
- While cleaning by using the wipes, wipe the earpiece clean and make sure no moisture enters the holes. This could cause malfunctions.
- If the two-way radio has become too moist during cleaning, then immediately remove the battery and only put it back when the two-way radio and headset are completely dry again.



Turn off and remove battery.



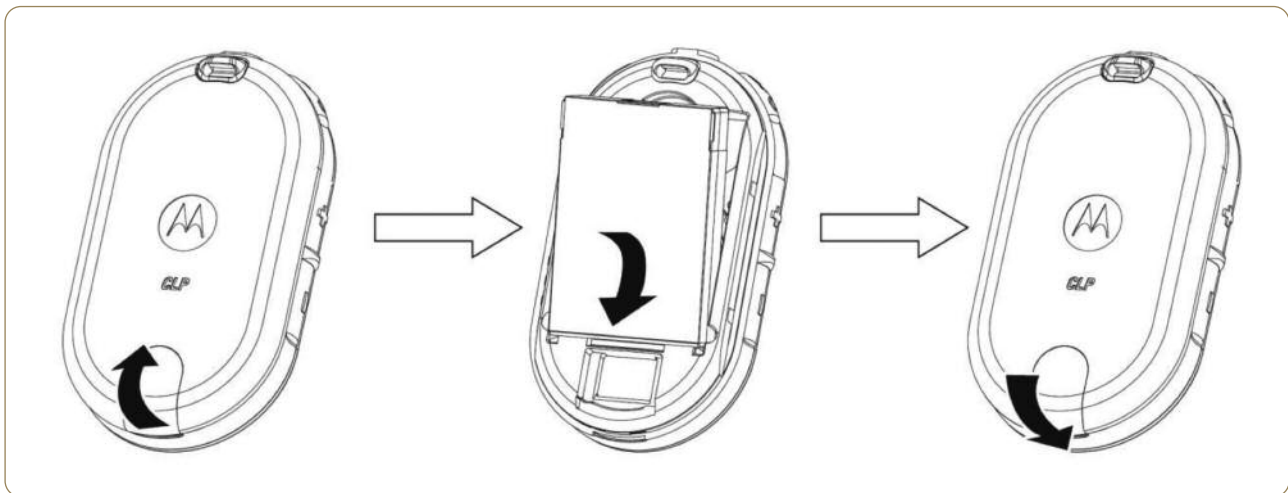
Clean the two-way radio with soft wipes.



Do not use before the two-way radio is completely dry again.

Replacing the battery

The battery is replaced as shown below.



Charging

A completely charged two-way radio will last a maximum of 9 hours.

- Turn off the two-way radio and place it in the charging station.
- Don't wrap the wires tightly around the two-way radios, but very loosely place them in the compartments at the top of the charger.
- If the two-way radio was on while charging, take the two-way radio from the charger. Then turn off the two-way radio and place it in the charging station again.
- If the two-way radio isn't turned off or improperly placed in the charger, a red light will flicker. Check if the two-way radio is turned off and is properly placed in the charger.
- If the two-way radio continues to charge insufficiently, clean the contacts of the two-way radio and the charger with wipes. See the pictures below on the left.



When a two-way radio is almost empty, it will beep in an increasingly fast pattern. Turn off this two-way radio and place it in the charger.

The status of the battery can be checked by briefly pressing the on/off button (3).

Cloning two-way radios (synchronising settings)

- When you have received a new two-way radio, it's possible that it's still in the default settings. To synchronise this two-way radio with the two-way radios present in the branch, you use the cloning process.
- You can also use this process when one of the present transmitters in the branch has (received) different settings, like a different channel (frequency).

Choose a two-way radio that's already present in the branch. This two-way radio has the right frequency and the respective language of the country (you can check this by pressing the menu button (5) once and listening to the spoken language).

Also make sure that the source two-way radio has no end of message tone. This is a beep you hear after every message. Otherwise, this setting is copied to the new two-way radio and this setting isn't desirable.

- 1 Make sure that both two-way radios are completely charged.
- 2 Turn off one of the two-way radios that's already present. Hold down the on/off button (3) the [-] volume button (1) and the push-to-talk button (7) until you hear a tone and the light flashes yellow (3 seconds).
- 3 Place this two-way radio in the left most charging station. See 1 in the image below.
- 4 Turn on the new two-way radio and place it directly to the right of the other two-way radios in the charging station. See 2 in the image below.
- 5 Briefly press the menu button (5) on the two-way radio on the left.
 - Do note that the menu button is now mirrored because the front of the two-way radio is facing the charger.
- 6 During cloning, you can see the different colours pass by in the reflection of the charging station. Do note, this happens quickly.
- 7 Cloning the existing two-way radio to the new two-way radio will commence. When this is done, the existing two-way radio emits a sound and the LED briefly turns green.
- 8 Then turn both two-way radios off and on. The two-way radios are now ready for use.

If you want to clone multiple two-way radios, leave the old two-way radio on the left in the charger. If it still briefly flashes yellow two times, the next new two-way radio can be cloned starting at step 4.



Cloning failed

If the light of the two-way radio still flashes red after cloning, this means that the cloning has failed. In that case, carry out the following steps before trying to clone again.

- 1 Check if both two-way radios have been completely charged
- 2 Make sure that the two-way radios have been placed in the right parts of the charger with the cloning label.
- 3 Make sure that the batteries have properly been inserted into the two-way radios.
- 4 Check if there's no dirt on the contacts of the charging stations or two-way radios.
- 5 Check if the two-way radio on the left is in cloning mode, which can be recognised by the light that constantly briefly flashes yellow twice
- 6 Make sure that the two-way radio that you want to clone is turned on.

Malfunctions

A malfunction in the headsets and/or the two-way radios can occur. You'll hear a crackling/ rustling sound if that's the case. This can be caused by a breakage in the headset's wire, the push-to-talk button being broken or by wrong settings.

One broken two-way radio can already cause malfunctions that are audible to all users. Should there be a malfunction, then at least make sure that the cadre is using the sets that are working until the malfunction has been fixed.

Other sounds and conversations on the channel

It can occur that conversations or sounds can be heard on the designed colour/frequency that clearly don't come from a colleague. This could be because someone nearby is on the same channel. This can also reduce the range of the two-way radio. Should you have issues with the range, then always try a different colour/frequency first.

The solution can be switching between one of the eight default channels until you have found a channel that's free of other conversations or sounds.

Setting colour/frequency

- Press the menu button (5) to navigate channels.
- Press "+" (2)/"-" (1) to change the channel.
- Briefly press the push-to-talk button (7) in the menu mode or wait three seconds to leave the menu.

Try the next colour until you're certain that this channel isn't used by someone else. Make sure that all two-way radios have the same colour.

Channel	Colour
1	Red
2	Green
3	Yellow
4	Blue
5	Purple
6	White
7	Blue-green
8	Orange

Malfunctions

Battery is empty, when you use the CLP, a “beep beep” sound is audible

When the two-way radio comes with a standard battery article HKNN4014A, then this battery has a talk time of 8-9 hours after charging. If your two-way radio is more than a year old, it's recommended to replace the battery with a new one when you have no more than 8-9 hours of talk time.

The button to talk halfway down the wire of the headset doesn't work, my colleagues don't hear me when I talk because of this

Use the large round button (**push-to-talk button**) (7) on the two-way radio itself. If this one does work, the headset is defective. If this button doesn't work, then the headset is likely connected incorrectly. Detach the headset from the two-way radio and connect it again. If the above doesn't work, the headset must be replaced.

A crackle can be heard in the earpiece

If a crackle is audible, then move the cable of the headset while holding down the **push-to-talk button** (7) on the two-way radio. A small crackle is normal. **PLEASE NOTE!** The clear and repeated crackle can only come from one headset and this causes a malfunction on the entire system because this crackle is broadcast. If a crackle is audible, then move the cable of the headset. While you press down the **push-to-talk button** (7) on the two-way radio, you pull the cable you suspect to be defective (for this, you must connect with a two-way radio that works). If the above doesn't work, the headset must be replaced.

Two-way radio 'bloops' after every conversation and when turning it on or off

This is a function that can be turned on and off. When this function is turned on on a single two-way radio, this can be heard across the entire system. Turn this function off by turning off the two-way radio using the **on-off button** (3). After turning it off, first press the + button on the side of the device **volume regulation (+ and -)** (2), keep holding down this button and then press the **on-off button** (3). The bloop will be deactivated.

Two-way radio is in a different language

Download the instruction to clone the two-way radio using www.lumidee.nl (place the document on website or view the cloning chapter in this instruction manual).

The two-way radio's volume button no longer works

Turn off the two-way radio by pressing the **one-off button** (3) for 2 seconds. Press the **volume regulation -** (1) on the side of the two-way radio. Hold this button down and press the **on-off button** (3) on the two-way radio.

Message sounds distorted

Channel settings possibly don't match. Check channel (frequency) by the colours indicated by all two-way radios. Clone all two-way radios using one two-way radio that sounds the clearest.

Range is too short

This can be caused by a transmitter nearby using the same frequency, this decreases the range of the two-way radios. Additionally, the building or other environmental influences can also influence the range. These can be: telephone masts, high-voltage cables, large concrete walls with a lot of steel etc.

Feeling small electrical shocks in the headset

This can be caused by breakage in the insulation of the headset cable, check whether you see any damage to the headset cable. In case of damage, the headset must be replaced. Another cause can be that the headset is too moist due to cleaning or perspiration. Allow the headset to dry properly before turning on the two-way radio.