Hytera

Preface

Welcome to the world of Hytera and thank you for purchasing this product. This manual includes a description of the functions and step-by-step procedures for use. To avoid bodily injury or property loss caused by incorrect operation, please carefully read the *Safety Information Booklet* before use.

This manual is applicable to the following product:

PNC380 PoC Radio

Contents

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Documentation Information

Icon Conventions

Icon	Description
NOTE	Indicates references that can further describe the related topics.
CAUTION	Indicates situations that could cause data loss or equipment damage.

Notation Conventions

Item	Description	Example
Boldface	Denotes menus, tabs, parameter names, window names, dialogue names, and hardware buttons.	To save the configuration, click **Apply**.
		The **Log Level Settings dialogue** appears.
		Press the **PTT** key.
" "	Denotes messages, directories, file names, folder names, and parameter values.	The screen displays "Invalid Battery!"
		Open "PDT_PSS.exe".
		Go to "D:/opt/local".
		In the **Port** text box, enter "22".
>	Directs you to access a multi-level menu.	Go to **File** > **New**.
Italic	Denotes document titles.	For details about using the DWS, refer to *Dispatch Workstation User Guide*.
Courier New	Denotes commands and their execution results.	To set the IP address, run the following command: `vos-cmd - m name IP`

Key Operations

Operation	Description
Short press	Press and release quickly.
Long press	Press and hold for preset time.
Press and hold	Keep the key pressed.

1. Unpacking

1.1 Packing List

Please unpack carefully and check that you have received the following items. If any item is missing or damaged, please contact your dealer.

Item	Quantity (PCS)	Item	Quantity (PCS)
Radio	1	Data Cable	1
Battery	1	Battery Cover	1
Power Adapter	1	Strap	1
Belt Clip	1	Documentation Kit	1

NOTE

- Figures in this manual are for reference only.

- Check the main unit label inside the battery compartment to ensure that the purchased product is correct.

1.2 Product Overview

1.3 (Optional) Installing the SIM Card and Micro SD Card

1. Unlock the battery latch, and then remove the battery cover.

NOTE

> The battery cover is tightly fastened to ensure optimum waterproof performance. It is recommended to remove the battery cover with tools.

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2. Open the card slot covers.

3. Install the SIM card and Micro SD card.

4. Put the card slot covers back in place.

SIM Card slot .... SIM Card

Micro SD Card Slot .... SD Card
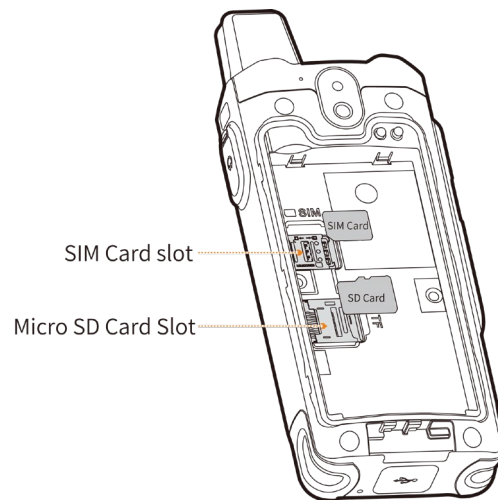
1.4 Attaching the Battery

⚠️ **CAUTION**

● Use the approved battery to avoid the risk of explosion.

● Dispose of the used battery according to "Precautions for Disposal" in the *Safety Information Booklet*.

1. Insert the battery into the battery slot.

2. Press the battery cover into place.

3. Slide the battery latch to the lock position.
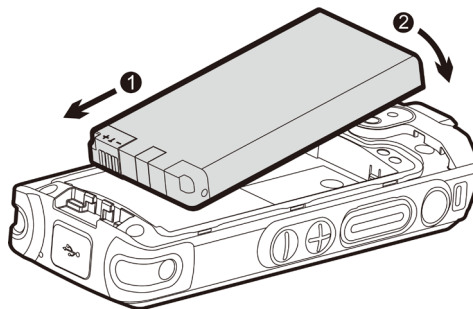
1.5 Attaching the Belt Clip
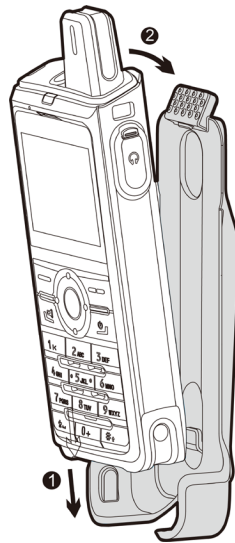
1.6 Attaching the Audio Accessory

Open the cover of the audio accessory connector, and then insert the audio accessory into the connector.

NOTE

To ensure optimum waterproof and dustproof performance, close the cover after removing the audio accessory.
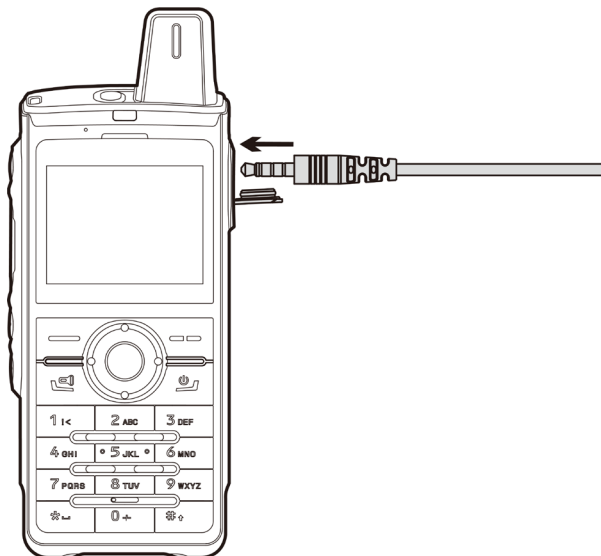
1.7 Charging the Battery

⚠ CAUTION

- Use the approved charger to charge the battery.

- Read the *Safety Information Booklet* before charging.

- The remaining lithium-ion battery power is limited to 30% pursuant to the new lithium battery shipment regulation approved by International Air Transport Association (IATA).

Before initial use, charge the battery. To charge the battery, connect the radio to a power adapter, power bank, or computer with the USB cable.

To determine the charging status, check the battery icon or percentage shown on the LCD display.

✎ NOTE

To ensure optimum waterproof and dustproof performance, close the USB port cover after charging the radio.

2. Basic Operations

2.1 Turning the Radio On or Off

- To turn on the radio, long press 〔⏻〕 for two seconds.

- To turn off the radio, long press 〔⏻〕 for two seconds, and then select **Power Off**.

2.2 Adjusting the Volume

- To increase the volume, press the **Volume +** key.

- To decrease the volume, press the **Volume –** key.

2.3 Switching Between Sleep/Wake Mode

- To put the screen to sleep, press **SK**.

- To wake up the screen, press any key on the keypad.

2.4 Locking/Unlocking the Screen

When the screen is not in use, you can lock it to avoid unintended operations, protect privacy, and increase battery life. When the screen is locked, you can still initiate emergency calls, answer calls, and receive messages and notifications.

To set screen lock pattern, go to **Settings** > **Screen lock**, and then select **None**, **Keypad** or **Password**.

To lock the screen, press **SK** or wait the standby time reaches the preset Sleep time.

2.5 Turning the Flashlight On or Off

To turn the flashlight on or off, long press 〔◁〕.

2.6 Setting the Programmable Key

The radio provides **SK** as the programmable key. To set the key as the shortcut of radio features, go to ⚙ > **Programmable key**, and then select the feature.

2.7 Checking the Radio Information

To check the radio information such as status, model, and version, go to ⚙ > **About phone**.

3. Status Indication

3.1 LCD Icons

Icon	Radio Status
▌	The battery is fully charged.
❗	The battery is low.
➕	The Battery Saver mode is enabled.
⚡	The battery is being charged.
▨	No SIM card is installed.
E/3G/4G	The 2G/3G/4G cellular network is enabled.
◢	The SIM card has registered with the mobile network.
◺	The SIM card does not register with the mobile network.
▼	The WLAN network is connected.
⊙	The hotspot is enabled.
✈	The airplane mode is enabled.
🎧	An earpiece is connected.
🔇	The radio operates in silent mode.
B	The Bluetooth feature is enabled.
📍	The GPS is positioning.

3.2 LED Indications

LED Indicator	Radio Status
Glows orange	• Ready to press the **PTT** key to speak to an individual. • A dynamic group call is in progress.
Glows green	The radio is receiving.

LED Indicator	Radio Status
Glows red	The radio is transmitting.

4. Settings

You can access the **Settings** interface by selecting ⚙ to perform the following operations.

4.1 Network and Data Sharing

4.1.1 Cellular Network

Before connecting to the cellular network, make sure that the SIM card is installed and the cellular data service is activated.

- To check data usage, go to **Settings** > **Data usage** > **Cellular data usage**.

- To enable or disable data roaming, go to **Settings** > **Data usage** > **Mobile network settings** > **Data roaming**, and then press the **OK/Menu** key. You can access data services when you are outside the service area of your network provider.

- To select the preferred network, go to **Settings** > **Data usage** > **Mobile network settings** > **Preferred network type**, and then select the network.

> 📝 **NOTE**
>
> Before using the 4G network, make sure that the SIM card is enabled with the 4G service.

4.1.2 WLAN

After successful WLAN connection, you can visit the Internet or shared media from other devices in the network.

To connect the radio to the WLAN network, do the following:

1. Go to **Settings** > **WLAN**, and then enable **WLAN**.

2. Select an available network from the WLAN list, and then select **Connect**.

   If a password is required, enter the password, and then select **Connect**.

The Device saves WLAN information upon successful connection.

4.1.3 Bluetooth

The Bluetooth feature allows you to transmit voice through wireless earpiece or wireless ring PTT.

To enable the Bluetooth feature, do the following:

1. Go to **Settings > Bluetooth,** and then enable **Bluetooth**.

2. Select a device from the **Available devices** list, and then select **Connect**.

3. Select **Pair** to pair with the device. Select **Cancel** to cancel paring.

4.1.4 Hotspot

After connecting the radio to the cellular network, you can create a hotspot to offer internet connection to other devices.

●   To enable or disable the hotspot, go to **Settings > More** > **Tethering & portable hotspot** > **Portable WLAN hotspot**, and then press the **OK/Menu** key.

●   To set up hotspot, go to **Settings > More** > **Tethering & portable hotspot** > **Set up WLAN hotspot**, and then specify **Network name**, **Security**, **Password**, and so on.

4.1.5 Airplane Mode

The airplane mode suspends the radio's signal transmitting or receiving, so as to avoid emitting interference to the airplane when you are on a flight. When the airplane mode is enabled, the radio automatically disables cellular network and WLAN, so that you cannot use voice, or data related services. With the permission of the airline company, you can manually enable the Bluetooth or WLAN.

To enable or disable airplane mode, go to **Settings > More** > **Airplane mode**, and then press the **OK/Menu** key**.**

4.1.6 NFC

The Near Field Communication (NFC) features offers easy, secure, and fast wireless communication. With this feature enabled, the radio can be identified by compatible devices in a short distance for data exchange without connecting to a network.

To enable or disable the NFC feature, go to **Settings > More** > **NFC**, and then press the **OK/Menu** key.

4.1.7 USB

The radio can be connected to the computer through a USB cable for charging or data transmission.

- **Only charge this device**: The radio will only be charged.

- **Transfer files**: The radio can transfer files with the computer.

- **Transfer photos**: The radio can transfer photos with the computer.

4.2 Radio Settings

4.2.1 Display

4.2.1.2 Brightness Level

You can adjust the screen brightness to ensure good visual effect in different situations.

To adjust the brightness level, go to **Display** > **Brightness level**, and then press the left or right **Navigation** key.

4.2.1.3 Sleep

You can set the sleep time for the Screen Lock feature to save battery power. When no operation is made within the sleep time, the radio automatically turns off its screen.

To set the sleep time, go to **Settings** > **Display** > **Sleep**, and then select the sleep time.

4.2.2 Sound

4.2.2.2 Silent/Ringtone

Go to **Settings** > **Sound** > **Profile** to set the profile of the radio to **Silent** mode or **Ringtone** mode according to different scenarios.

4.2.2.3 Volume

To adjust the media volume, go to **Settings** > **Sound** > **Media volume**, and then press the left or right **Navigation** Key.

4.2.2.4 Alert sound

Go to **Settings** > **Sound** > **Other sounds** to turn on or off the **Screen locking sounds** and **Charging sounds**.

4.2.3 Storage

To view the proportion of used storage, go to **Settings** > **Storage**.

To release the storage, go to **Settings** > **Storage** > **Cached data**, and then select **OK**.

4.2.4 Battery

To view the proportion of remaining battery power and the power usage of applications, go to **Settings** > **Battery**.

To enable or disable the **Battery Saver** mode manually, go to **Settings** > **Battery** > **Battery saver**, and then press the **OK/Menu** key.

To allow the radio enable the **Battery Saver** mode automatically, go to **Settings** > **Battery** > **Power saving mode is on**, and then select the criterion to trigger battery saver.

4.3 System Settings

4.3.1 Location

The Location feature allows the radio to obtain its location information through WLAN, cellular network, Bluetooth, or GPS.

The location-related apps, such as Camera and Hytalk can access the location data of the radio.

4.3.1.2 Setting Location Mode

1. Go to **Settings** > **Location**, and then enable **Location**.

2. Select **Mode**, and then select one of the following location modes:

   ● **High Accuracy**: The radio locates accurately through GPS, WLAN, and cellular network.

● **Battery Saving**: The radio locates only through WLAN, and cellular network, so as to save battery power.

● **Device Only**: The radio locates only through GPS without using data traffic.

4.3.1.3 Setting Scanning Mode

1. Go to **Settings** > **Location**, and then enable **Location**.

2. Select **Scanning**, and then select whether to enable the following scanning modes:

   ● **Wi-Fi scanning**: Improve location by allowing system apps and service to detect WLAN networks at any time.

   ● **Bluetooth scanning**: Improve location by allowing system apps and service to detect Bluetooth devices at any time.

4.3.2 Languages

Select **Language**, and then select the display language from the list.

4.3.3 Factory Data Reset

⚠ **CAUTION**

The Factory Data Reset feature will erase all information on the radio such as personal information and downloaded apps.

When the radio runs slowly or the apps quit unexpectedly, you can reset the radio to the factory settings to fix the problem.

Go to **Settings** > **Factory data reset** > **Reset** to erase all information on the radio.

4.3.4 Date and Time

With network connected, you can enable the automatic synchronization of date, time, and time zone of the system. Or you can manually adjust them, if an error appears.

● To enable the automatic synchronization of date, time, and time zone, select **Date & Time**, and then do as follows:

   ➢ Enable **Automatic date & time.**

The system uses the date and time provided by the network.

➢ Enable **Automatic Time Zone**.

The system uses the time zone provided by the network.

● To manually adjust the date, time, and time zone, select **Date & Time**, disable **Automatic date & time** and **Automatic Time Zone**, and then do as follows:

➢ Select **Set Date**, and then select the date according to the actual situation.

➢ Select **Set Time**, and then select the time according to the actual situation.

➢ Select **Select Time Zone**, and then select the time zone from the list.

4.3.5 Upgrade

⚠️ **CAUTION**

- Use the official software only to upgrade the system, to prevent equipment failure, data loss, or damage to the system security.

- Be sure to back up your data before upgrade.

- Ensure that the battery power is more than 30% before upgrading.

When the latest software version becomes available, do one of the following:

- Upgrade the system automatically.

- Restart the radio, select ⚙️, and then select **Upgrade now**. The radio starts to download and install the latest upgrade package.

- When receiving the upgrade notification from the MDM server, select **Upgrade now**. The radio starts to download and install the latest upgrade package.

5. Camera

The Camera application allows you to shoot photos and videos.

NOTE

This feature is only available for PNC380 Advanced.

5.1 Taking Photos

1.   Select to open the camera, and then select .

2.   (Optional) Press the **Option** key to select **Settings** to set the **Resolution** and **Flash**.

3.   Press the **OK/Menu** key to take the photo.

5.2 Recording Videos

1.   Select to open the camera, and then select .

2.   Press the **OK/Menu** key to start recording video.

3.   (Optional) Press the **Option** key to select **Settings**, and then set the **Resolution** and **Flash**.

4.   Press the **OK/Menu** key again to finish recording.

5.3 Viewing Pictures or Videos

After shooting, select , and then press the **Option** key to view pictures or videos in the gallary.

6. Gallery

The Gallery application allows you to manage pictures and videos.

6.1 Photos

6.1.1 Viewing Photos

1. Select [icon] to open the gallery, and then select **Photos**.

2. Select a photo, and then press the **OK/Menu** key to view the photo.

3. Press **OK/Menu** key again to zoom out the photo.

6.1.2 Managing Photos

1. Select [icon] to open the gallery, and then select **Photos**.

2. Select a photo, and then press the **OK/Menu** key to view the photo.

3. Press the **Option** key to select the following operation:

   ➢ **Move to SD card/Copy to SD card**: Move or copy the photo to the SD card if a SD card is installed.

   ➢ **Share via Bluetooth**: After the radio is connected to a Bluetooth device, you can share photos through Bluetooth.

   ➢ **View details**: View the photo details such as type, time, resolution, file size and storage path.

   ➢ **Delete**: Delete the photo.

6.2 Videos

6.2.1 Playing Videos

1. Select [icon] to open the gallery, and then select **Video**.

2. Select a video, and then press the **OK/Menu** key.

3. Press the **OK/Menu** key again to play the video. Press the left or right **Navigation** key to rewind or fast-forward the radio.

6.2.2 Managing Videos

1. Select [image] to open the gallery, and then Select **Video**.

2. Select a video, and then press the **OK/Menu** key.

3. Press the **Option** key to select the following operation:

   ➢ **Move to SD card/Copy to SD card**: Move or copy the video to SD card if a SD card is installed.

   ➢ **Share via BT**: After the radio is connected to a Bluetooth device, you can share videos through Bluetooth.

   ➢ **View details**: View the video details such as type, time, resolution, file size and storage path.

   ➢ **Delete**: Delete the video.

7. Sound Recorder

The SoundRecorder application allows you to record voice at any time during your work time or daily life.

7.1 Recording Audios

1. Select [icon] to open the SoundRecorder.

2. Press the **OK/Menu** key to start recording.

3. Press the **OK/Menu** key again to finish recording.

7.2 Playing Audios

1. Select [icon] to open the SoundRecorder.

2. Press the **Option** key, and then select the recording file.

3. Press **OK/Menu** key to play the audio. Press the left or right **Navigation** key to rewind or fast-forward the audio.

7.3 Managing Audios

1. Select [icon] to open the SoundRecorder.

2. Press the **Option** key, and then select the recording file.

3. Press the **Option** key again to select the following operations:

   ➢ **Move to SD card**: Move the audio to SD card if a SD card is installed.

   ➢ **View details**: View the audio details such as recording time, duration, file size and storage path.

   ➢ **Delete:** Delete the audio.

8. Applications

8.1.1 Installing Applications

 CAUTION

- To protect the device from malware or viruses, download the trusted applications only.

- To avoid personal information leakage or misuse, read the instruction carefully and operate with caution when installing an application.

You can download and install applications from the MDM after successfully connected and registered with it.

8.1.2 Uninstalling Applications

If you no longer use an app, you can uninstall it to release storage and improve radio performance.

1. Select **Settings** > **Apps**.

2. Select the application.

3. Select **Uninstall**, and then select **OK**.

8.1.3 Force Stopping Applications

If an application is not responding, you can force stop this application.

1. Select **Settings** > **Apps**.

2. Select the application.

3. Select **Force Stop**, and then select **OK**.

8.1.4 Clearing Data

You can clear the configuration information or temporarily cached data when there is insufficient storage or the application runs slowly.

1. Select **Settings** > **Apps**.

2. Select the application, and then press the **OK/Menu** key.

3. Select **Storage**, and then select **Clear data** or **Clear cache**.

8.1.5 Setting the Access Permissions

You can manage the permissions for apps to access privacy features, so as to protect your personal data and avoid information leakage.

1. Select **Settings** > **Apps**.

2. Select the application.

3. Select **Permissions**, and then enable or disable the permissions.

9. PoC

The Push-to-Talk over Cellular (PoC) service provides direct one-to-one and one-to-many voice communications over the wider-coverage public network.

> **NOTE**
>
> This service is available only when you have installed the PoC application on the radio.

You can access the PoC menu to initiate a call.

1. Open the PoC application.

2. Select the contact.

3. Press and hold the **PTT** key and speak.

You can receive a call without any operation.

10. Troubleshooting

Phenomena	Analysis	Solution
The radio cannot be turned on.	The battery may be installed improperly.	Remove and reattach the battery.
	The battery power may run out.	Recharge or replace the battery.
	The battery may suffer from poor contact caused by dirty or damaged battery contacts.	Clean the battery contacts or replace the battery.
The radio fails to respond to any operations.	Too many applications are running.	Forcibly stop some running apps or restart the radio.
The keys do not work normally.	The keypad may fail to function temporarily.	Restart the radio.
	The keypad maybe broken.	Contact the dealer or our Company for customer service.
The LED indicator works abnormally.	The indicator may fail to function temporarily.	Restart the radio.
	The indicator maybe broken.	Contact the dealer or our Company for customer service.
The LCD does not display any information.	The LCD may fail to function temporarily.	Restart the radio.
	The LCD maybe broken.	Contact the dealer or our Company for customer service.
The radio fails to be unlocked.	The keypad may fail to function temporarily.	Restart the radio.
	The keypad maybe broken or you forget your password.	Contact the dealer or our Company for customer service.
The radio fails to connect to the cellular network.	The SIM card fails to function properly or is out of service because	Make sure the SIM card functions properly or pay the charges.

Phenomena	Analysis	Solution
	of unpaid charges.	
	The cellular network is not enabled for the SIM card.	Contact the carrier to enable the cellular network.
	The communication signal strength may be weak.	Make sure the radio is within the network coverage.
	Both the cellular network and WLAN are turned on, but the WLAN connection is unstable.	Turn the WLAN off.
During receiving, the voice is weak or intermittent.	The communication signal strength may be weak.	Make sure the radio is within the network coverage.
	The volume level may be low.	Increase the volume.
	The speaker is blocked.	Clean the surface of the speaker.
The radio fails to detect the SIM card or SD card.	The SIM card or SD card may be installed improperly.	Remove and reattach the SIM card or SD card.
	The SIM card or SD card may suffer from poor contact caused by dirty or damaged battery contacts.	Clean the metal contacts of the SIM card or SD card.
The radio cannot locate your position.	The radio may not receive signals due to unfavorable position.	Move to an open and flat area, and try again.
The battery fails to be charged.	The power adapter plug may suffer from poor contact.	Reconnect the power adapter.
	The data cable connector may suffer from poor contact.	Reconnect the data cable.

If the above solutions cannot fix your problems, or you may have some other queries, contact your dealer or the Company for more technical support.

11. Care and Cleaning

To guarantee optimal performance as well as a long service life of the radio, follow the tips below.

11.1 Product Care

- Do not pierce or scrape the screen or radio.

- Do not drop the radio or collide with other objects.

- Keep the radio far away from substances that can corrode the circuitry.

- Do not hold the radio by the earpiece cable.

11.2 Product Cleaning

CAUTION

Turn the radio off and remove the battery before cleaning.

- Clean up the dust and fine particles on the radio surface and charging piece with a clean and dry lint-free cloth or a brush regularly.

  Use neutral cleanser and a non-woven fabric to clean the screen, keys, knobs, and front case after long-time use. Do not use chemical preparations such as stain removers, alcohol, sprays or oil preparations, so as to avoid surface case damage.

- Make sure the radio is completely dry before use.

12. Optional Accessories

⚠️ **CAUTION**

Use the accessories specified by Hytera only; otherwise, we will not be liable for any loss or damage arising out of the use of any unauthorized accessories.

Contact your dealer for the optional accessories used with the radio.