

Common Two-Way Radio Questions: Tips from the CavCom Team



At CavCom, we're proud to support your communication needs with reliable two-way radio systems. To help you get the best performance out of your devices, we've compiled answers to some of the most frequently asked questions--along with expert tips to keep your radios working effectively and efficiently for the long haul.

"Why isn't my radio transmitting properly?" "Why can't my team hear me clearly?"

If you're experiencing transmission issues or static-filled audio, you might be dealing with reception interference. Signal quality is key for two-way radios--and interference or environmental obstacles can affect performance. Here's what we recommend:

1. Optimize Your Location. Natural and structural obstacles--like trees, thick walls, or large buildings--can interfere with radio signals.

Consider these tips:

- Choose a radio with strong signal penetration capabilities.
- For extended range needs, use a radio repeater to boost your signal coverage.

2. Check Your Antenna. Your antenna is crucial to clear communication. Here's how to keep it in shape:

- Avoid bending or mishandling the antenna--it contains a coil that, if damaged, can reduce transmission quality.
- Periodically unscrew the antenna to inspect the connector for damage or wear.

? "Why is my radio or battery dying so quickly?"

Battery performance can fade over time, especially without proper care. If your charger blinks, the battery doesn't hold a charge, or runtime seems unusually short, here are some best practices to follow:

Battery Care Tips from CavCom:

- Turn off your radio before charging. Radios that charge while powered on can reduce battery lifespan.
- Replace batteries every 12-18 months. Check the date code on the battery to determine its age (e.g., "1325" = 25th week of 2013).
- Avoid overcharging. Charging overnight or too frequently can degrade battery life. Unplug once fully charged.
- Don't fully drain batteries. This can be just as damaging as overcharging.

Use Multi-Unit Chargers:

- A multi-unit charger lets you power multiple radios or batteries at once--ideal for team environments.
- Bonus tip: Label each slot to keep devices organized without engraving radios. And don't forget to check and replace charging pods as needed to ensure peak power output.

"How can I protect my radios from damage?"

We understand that drops, bumps, and quick grabs happen--especially in fast-paced work environments. CavCom offers a wide range of accessories to help protect your gear and extend the life of your devices.

Proper Handling & Protective Accessories:

- Always grip your radio by the body, not the antenna. Pulling on the antenna can damage the port and degrade performance.
- Radio Carry Cases & Lanyards - Provide quick access and physical protection. Great for industries that require fast, hands-free access.
- Belt Clips - Keep radios secure on uniforms or tool belts. Pair with earpieces or remote speaker microphones for hands-free operation.
- Audio Accessories - Remote mics and earpieces help reduce wear-and-tear on the radio itself, while also improving communication efficiency.
- Looking for discreet communications? CavCom offers multiple earpiece styles including:
 - D-Shells
 - G-Hooks
 - 2-Wire Surveillance Kits

Explore your [options](#) or watch product [videos](#) on our website.

"Do you offer warranties or repair services?"

Absolutely. CavCom stands behind the products we offer. If your device experiences wear or damage, our warranty process is straightforward and easy to navigate.

Need help walking through it? Give us a call--our team is happy to assist you directly.

"How do I clean my radios or accessories?"

- Sharing devices? Keeping equipment clean is important for both hygiene and longevity. Here's how:
- Use disinfectant wipes--but wring them out before use to avoid moisture damage.
- Close all ports before cleaning (battery latch, antenna, audio ports).
- Avoid excess moisture, even if your device is waterproof.
- Cleaning Audio Accessories:
 - Sanitize with wipes after each use.
 - If sharing earpieces, rotate out disposable mushroom tips and replacement coils.
 - Limit user sharing when possible to avoid cross-contamination.

We hope this guide helps you get the most out of your CavCom equipment. Whether you're troubleshooting, upgrading, or just looking for best practices--our team is here to support you every step of the way.

Still have questions?

[Request Support!](#)