

CODESPEAR®

HELP CENTRAL

Date Created : 8/14/06
Date of Last Review : 8/14/06
Article Number : 70001

Knowledge Base Article

Radio box audio interference

SYMPTOMS

Incomprehensible or poor audio quality between 2 radios (of any type) connected to a Codespear RIU (Radio Interoperability Unit) possibly including static, popping or scratching noises

CAUSE

The computer power cord plugged into the power outlet could have ground noise that can interfere with radio audio.

APPLIES TO

A computer with its power cord plugged into a grounded wall outlet. (The computer may be plugged into a power source that is plugged into a grounded wall outlet.) This computer also is connected to a RIU via USB cable and the radio box has radios attached.

Note: This is not a software related issue.

Workaround

To work around this issue:

1. If it is a laptop, run the laptop on its battery instead of plugging it in to the wall outlet power source.
2. Or, use an adapter (3-prong to 2-prong) for the computer's power cord plug.
3. Or, connect a UPS (Uninterruptible Power Supply) with a ground filter to the computer.


More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out a request form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.
