

# CODESPEAR®

## HELP CENTRAL

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### Knowledge Base Article

## Configuring Radio Settings

### SYMPTOMS

See scenarios below.

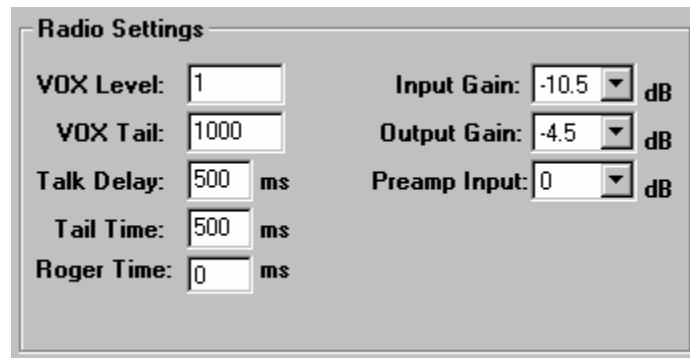
### CAUSE

Different settings work best for different types of radios. Therefore, it is best to configure radio settings for each type of radio cable to get the optimal performance. This may require configuring the radio settings in the SmartMsg Radio Client.

### APPLIES TO

Radios (of a variety of types) and computers using the SmartMsg Radio Client.

## Scenario/Solution



VOX Level:	1	Input Gain:	-10.5	dB	
VOX Tail:	1000	Output Gain:	-4.5	dB	
Talk Delay:	500	ms	Preamp Input:	0	dB
Tail Time:	500	ms			
Roger Time:	0	ms			

Scenario	Solution
Audio from the radio cannot be heard over the computer speakers or if you have to speak loudly to get the audio to transmit.	Lower the VOX Level until you can hear the transmission.
Audio from the radio is polluted with background noise.	Raise the VOX Level.
Audio to the radio stops transmitting after every pause in speech.	Raise the VOX Tail
Audio to the radio is followed by an unnecessary amount of silence.	Lower the VOX Tail.

Scenario	Solution
You are using a trunked radio, or if your radio takes a few seconds to begin transmissions and the first part of each audio message is being cut out.	Adjust the Talk Delay setting. 2000ms is a good level for trunked radios.
Audio to the radio has too much of a pause at the end of the transmission.	Lower the Tail Time.
The radio uses roger beeps, and the beep is being picked up as a separate message to transmit.	Raise the Roger Time. 500ms is a good level for radios with roger beeps.
Audio to the radio is too soft.	There are 2 ways to solve this problem, and it is recommended to first try to increase the volume on the receiving radio. If it is still too soft, try to increase the Output Gain setting.
Audio to the radio is distorted or has static.	Lower the Output Gain setting.
Audio from the radio is too soft.	There are 3 ways to solve this problem and it is recommended to first try to increase the volume on the docked radio. If it is still too soft, try to increase the Preamp Input Gain. If the volume is still too soft, try to increase the Input Gain.


## 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.