	Tait Electronics Pty Ltd – Product Support	
	Frequently Asked Questions # 1 – 04/10/01	
Model	Question	Answer
T2020	How can I make the T2020 decode selcall from a system with a 9-tone selcall sequence.	A series 2 T2020 fitted with firmware 5.48, or later, will decode the number of digits defined in the RXDECODE field (maximum 8) and ignore the rest. Earlier firmware will not decode if the number of digits do not match the defined number. If status decode is enabled the next digit, after the number of digits defined in the RXDECODE field, will be regarded as a status digit. However if further digits follow this, they may make status decoding unreliable. TIP1. If some of the incoming digits vary, then use wild cards in the RXDECODE sequence. i.e. 10000∗∗∗, here the first five digits are fixed and the following three are variable. TIP2. Make both RXDECODE sequences that same number. A sequence of zeros is a valid sequence.
T2020	Can the T2020 decode unsolicited selcall status.	From radio firmware version 5.48 this feature became available. Earlier versions will only decode status if it is part of an acknowledgement, from a called radio.
Orca Elan	Is repeater talk-around available on this radio.	Define a side button as such using the "key settings" page.
T2010	Is enhanced scanning available on this model.	No, this is a feature of the T2015 from firmware version 2.11. Note 2.15 does not support this feature.
ORCA ECLIPSE	How many channels can be programmed into this radio.	That depends. There is a limited amount of memory available, and it is used for all stored information. If the radio has many DTMF and selcall pages defined, then this will reduce the amount of memory available for channel storage. As a rule of thumb, 300 –350 channels should be available on a radio supporting DTMF and a single selcall system.
T201X	I have programmed the radio for more than one channel, but can only select CH1.	There is a mismatch between the latest programming software (1.40) and earlier versions (1.38-1.39 etc). This is being looked into and a new software release should fix the problem, in the meantime the work around is as follows. Use PGM 1.40, start the software, select the model type from the specification page, and enter channel information etc, then program the radio. In some cases, a file saved with an earlier version, may be used, but check that CHANEL SELECTION KEYS are ENABLED on the OPTIONS page before programming the radio.