Model	Question	Solution
T2020 Series II	What is the part number of the "snap hat" battery?	290-00010-41
T800	Mute cycles open and closed	Check the yP pins 3 & 12. These should both have signals on. In faulty units, one or both are missing and the mute cycles open/closed with about a 100 second period.
TM8115	Not voting	Voting has now been introduced into programming software. However the firmware needed (01.01.06.01 or later) has not yet been released. The expected release date is around the end of November.
TM8100	Can I use the T2000 programming lead.	You may use the T2000, T3000 or ORCA programming leads, but not the T800 as this uses a different system for programming.
TM8100	Is there a slide in cradle.	Not right now, however there will be a lockable slide in cradle released before the end of the year.
T2000 II	How do I download firmware with the new Windows software.	Connect the normal programming lead to the radio, power up and switch on. Run the normal programming software to read the radio. Save this file, as it will be needed after the firmware upgrade. Click on TOOLS menu, then click on DOWNLOAD and navigate to your store of firmware. Select the correct firmware to start the download process. After download has finished it is advisable to re-program the radio with the saved set-up file.
T2020 Series I	What is the part number of the "snap hat" battery?	This is not available as a separate item. When the T2020 series one was designed the back up battery was an integral part of the RAM, and therefore can only be supplied as a complete item. Part number = 002-00018-35.
T2020 Series II	"WAIT" appears on the screen when trying to TX.	This may be caused by the synthesiser failing to lock in the allocated time period. To speed up the synthesiser lock, change R511 on the control/logic board, from 470K to 390K.