TAIT AXIOM Wearable TWX550 with Tait PTToX

User Manual

MWX-00003 - Issue 01 - December 2024

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Preface

Scope of Manual

This manual provides information on the use of the TAIT AXIOM TWX550 Wearable with the Tait PTToX Application installed.

Alerts

Please follow exactly any instruction that appears in the text as an ‘alert’. An alert provides necessary safety information as well as instructions about the proper use of the product. This manual uses the following types of alert:

This alert is used when there is a hazardous situation which, if not avoided, could result in minor or moderate injury.

This alert is used to highlight significant information that may be required to ensure that you perform procedures correctly, or to draw your attention to ways of doing things that can improve your efficiency or effectiveness.

Associated Documentation

The following associated documentation for this product is available on the Tait Partner Portal website, https://partnerinfo.taitradio.com/.

- MPE-00008-xx TWX550 Quick Start Guide
- MPE-00009-xx TWX550 Safety and Compliance Information

The characters **xx** represent the issue number of the documentation.

Technical notes are published from time to time to describe applications for Tait products, to provide technical details not included in manuals, and to offer solutions to any problems that arise. Look for new or updated technical notes on the Tait Partner Portal website.

Acronyms

Acronym	Definition
ICCID	Integrated Circuit Card Identifier
IMEI	International Mobile Equipment Identity
IMSI	International Mobile Subscriber Identity
IP	Internet Protocol
LED	Light Emitting Diode
OLED	Organic Light Emitting Diode
PABX	Private Automatic Branch Exchange
PSTN	Public Switched Telephone Network
PTT	Push to Talk
PTToX	Push to Talk over [bearer]. This may be cellular, Ethernet or Wi-Fi.
SIM	Subscriber Identity Module
SSID	Service Set Identifier
Wi-Fi	Wireless Network

Publication Record

Issue	Publication Date	Description
1	December 2024	Initial release

1 Getting Started

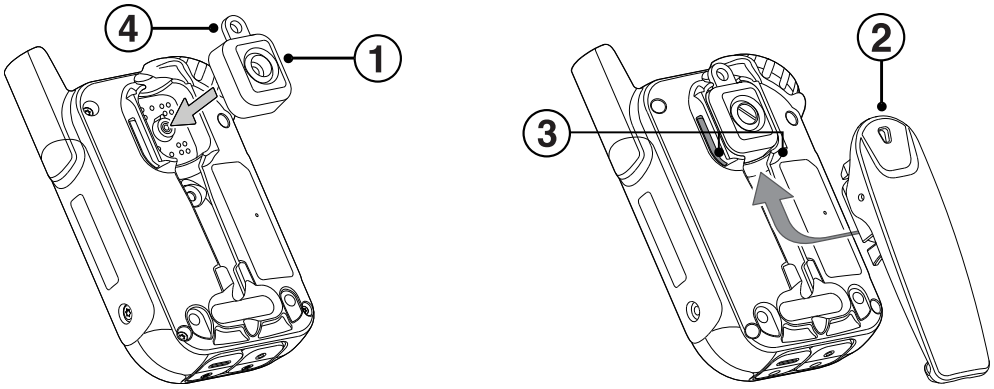
Before using the TWX550, ensure it is fully charged. See Charging the Device on the next page.

> Ensure you have read MPE-00009-xx, TWX550 Safety and Compliance Information, available from the Tait Partner Portal before use.

1.1 Attaching the Belt Clip

To attach the supplied belt clip:

1. Ensure either cover ① or connector (not shown) is fitted and screwed into place.
2. Push the top of the belt clip ② onto the bottom of the clip holder ③ .
3. Push the belt clip up until it clicks into place.



> The cover can be fitted with the lanyard hook ④ facing up or down as preferred.

1.2 Connecting a Headset

To attach a headset[1] to the TWX550:

1. Pull back the rubber cover over that protects the 3.5mm audio jack socket on the base of the unit.
2. Insert your headset into the socket.

> Location of the socket is shown in User Controls on page 10.

[1]Compatible with single speaker ear pieces and single speaker ear pieces with microphone.

1.3 Charging the Device

To charge the TWX550 either:

- insert the USB Type-C cable provided into the USB socket on the base of the unit and connect the other end to a USB power supply capable of delivering at least 2 Amps (2A)
- or dock the device in a Tait TWX550-MC6 six way charger.

The nominal charge time for the TWX550 is 4 hours when using a compatible fast charger, see Fast charger requirements below.

> ⚠ Ensure the device is charged in a location that provides an ambient temperature between 15°C and 24°C. If the ambient temperature is beyond these limits, the wearable will apply safeguards to ensure the battery is not damaged and will not create a potential safety risk.

1.3.1 Fast charger requirements

Any charging port (computer, handheld device, or dedicated charger) used to fast charge the TWX550 needs to:

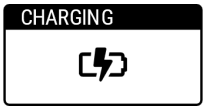
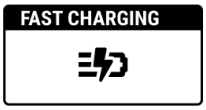
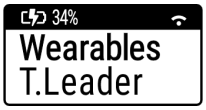
- conform to USB BC 1.2 (Battery Charging Specification version 1.2)
- have a 5VDC 2.3A output.

Charging the TWX550 unit using a USB port that does not conform to USB BC 1.2 will result in charge times exceeding the 4 hour specification.

1.3.2 Charging status

The status of any charging activity is shown on the TWX550 display, see Table 1.1 below.

Table 1.1 Charging status on-screen indication

Charging activity	On-screen indication
A pop-up notification is displayed when charging commences	
A pop-up notification is displayed when fast charging commences	
The addition of a lightning bolt, together with the battery percentage, shows the charging status of the battery	

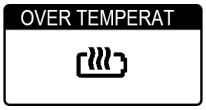
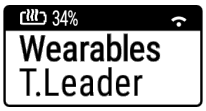
In addition to the user display indication, the status indicator Light Emitting Diode (LED) will illuminate red when charging and green when fully charged, see Front LED status indicators on page 11. The charge status indication will override any call status indication shown by the LED.

Battery over temperature

If during the charging process the battery exceeds allowable temperature limits, or the unit is placed on charge when it already exceeds allowable temperature limits, the following will be displayed. See Table 1.2 below.

Charging stops if battery temperature limits are exceeded.

Table 1.2 Over temperature indication

	On-screen indication
A pop-up notification appears when the battery has exceeded the allowable temperature limit, charging will now stop. This pop-up is displayed for 5 seconds	
The over temperature icon will then replace the battery charge indication icon. Charging will start once the battery has cooled to within the allowable temperature limits	

1.4 User Controls

Shown below are the user controls, connections, and additional features of the TWX550.

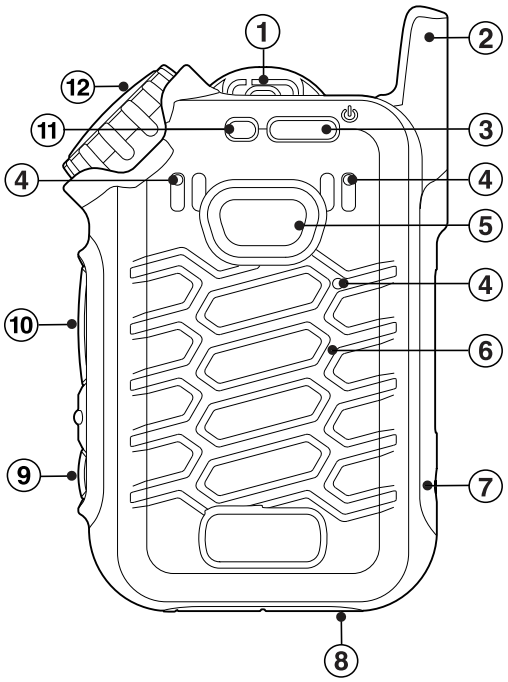


Figure 1.2 TWX550 front view

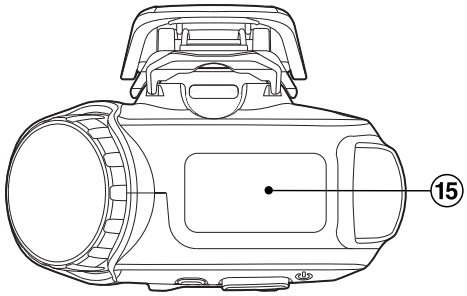


Figure 1.1 TWX550 top view

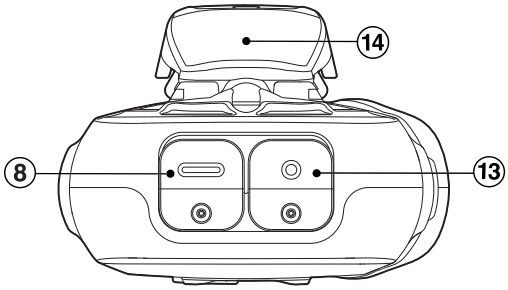


Figure 1.3 TWX550 bottom view

Table 1.3 User controls and features

	Function		Function
1	Lanyard hook	9	Blue function key
2	Antenna	10	Push to Talk (PTT) button
3	Home/power button	11	Multicolor Light Emitting Diode (LED)
4	Microphones	12	Selector dial with center confirmation button
5	Emergency button (orange)	13	3.5mm headset jack
6	Speaker	14	Belt clip
7	SIM card slot	15	Organic Light Emitting Diode (OLED) display
8	USB Type-C connector		

Some buttons may have a feature associated with both a short button press and a long button press.

1.5 Indicators

The TWX550 on-screen user interface uses indicators to show status and selections. In addition, the LED on the front of the unit also shows TWX550 status.

1.5.1 Front LED status indicators

Status of the TWX550 is indicated by a single LED on the front of the unit, see Table 1.4 below.

Table 1.4 LED indicator status

LED status	TWX550 state
Blue	Start up boot sequence initiated
Red	Transmitting in call (or charging if connected to a charger)
Green	In call (or fully charged if connected to a charger)
Green, flashing	In call, idle
Orange, flashing (approximately once every 3 seconds)	In service
Orange, flashing (approximately twice every second)	No service

1.5.2 Menu selection indicators

On-screen menu selections are shown with a different indicator depending on the option chosen, see Table 1.5 below.

Table 1.5 Menu selection indicators

Indicator	Function
	Adjustable slider for settings such as volume and brightness
	On-screen toggle switch, on (enabled)
	On-screen toggle switch, off (disabled)
	Tick box for selection

1.5.3 Unit and group identification

When idle and connected, the TWX550 indicates unit and group identification on the display:

- top display line - the group theTWX550 belongs to (home group)
- bottom display line - the name of the TWX550 as it appears on the network

When in call the two lines indicate call/talker information.

1.5.4 Bearer indication

The communications bearer in use is shown via a display icon, see Table 1.6 below.

Table 1.6 Bearer indication

Icon	Bearer Type
	Cellular
	Wi-Fi®
	Tethered to a compatible Tait portable radio

1.6 Menu Map

Use the menu map to locate options and settings within the TWX550 menu structure. Some menu options are enabled during configuration and may not be available.

To enter the menu:

1. Press the confirmation button (center of the selector dial).
2. Navigate to the required option using the outer ring of the selector dial.
3. Press the confirmation button to enter the chosen menu or make a selection.

To step back out of a menu press the **Home** button.

Table 1.7 Menu map

Menu Options	
Groups	Allows the user to select or change group
Contacts	Allows the user to initiate an individual call to a preset contact
Missed Call	Only shown if there is a missed call. This feature allows the user to return the missed call. Only the contact name of the last missed call is displayed
Diversion	**> Divert To** - Set the contact to divert calls to **> Clear Own** - Clear any user set diversions **> Clear Incoming** - Clear any incoming diversions
Callback	**> Request** - Request a callback **> Cancel** - Cancel a requested callback
Network	**> WiFi** - Enable or disable Wi-Fi **> Cellular** - Enable or disable cellular connectivity **> WiFi Networks** - Connect and disconnect from available in range Wi-Fi networks

Menu Options	
Bluetooth®	**> Enable** - Enable or disable Bluetooth **> Devices** - Search and connect to Bluetooth devices **> Find new** - Search for compatible Bluetooth devices **> Options** - Additional Bluetooth options **> Power-on** - Reconnect to a device at power-on **> Radios** - Select from a list of Bluetooth enabled Tait portable radios **> Tether** - Connect to a Bluetooth enabled Tait portable radio **> About** - Display information of paired devices **> MAC Address** - Display the MAC address of the TWX550
Settings	**> Display** - Manage display settings **> Brightness** - Set the brightness level for the display **> Reversed** - Change the display orientation for easier viewing **> Loneworker** - Enable or disable Lone Worker **> Sounds** - Manage device sounds **> Key Tones** - Enable or disable confidence tones for button presses
System	**> Regulatory Information** - Access device regulatory information **> E-Label** - Show regulatory labeling information on the display **> Modem** - Access modem information **> IMEI** - Display the International Mobile Equipment Identity (IMEI) **> Model** - Display the model of the modem in use **> Hardware** - Display the hardware version of the modem **> Firmware** - Display the firmware version of the modem **> Serial No.** - Display the device serial number **> Product No.** - Display the device product code **> Firmware** - Display the installed firmware version **> Certificate** - Check security certificate information **> Applications** - Display the installed applications **> Updates** - Manage updates **> Check now** - Allow the user to force the device to check for updates **> Logs** - Manage log files **> Save** - Save all logs **> Delete** - Delete all stored logs

Menu Options	
Diagnostics	**> Location** - Display the device location **> Refresh** - Refresh device location. No Fix indicates location is unavailable **> Network** - Access network information **> IPV4** - Display IPV4 information **> Address** - Display the device Internet Protocol (IP) address **> WiFI** - Display the Wi-Fi information **> Signal** - Display Wi-Fi signal strength as a percentage **> SSID** - Display the Service Set Identifier (SSID) **> Cellular** - Display cellular information **> Signal** - Display cellular signal strength as a percentage **> Technology** - Display the cellular carrier technology in use **> Operator** - Display the name of the cellular carrier **> IMSI** - Display the International Mobile Subscriber Identity (IMSI) **> ICCID** - Display the Integrated Circuit Card Identifier (ICCID) **> Key Test** - Test mode to test individual buttons are functioning
Power	**> Shutdown** - Initiate a device shutdown **> Reboot** - Initiate a device reboot **> Shipping Mode** - Electrically isolate the battery for shipping

2 Basic Operation

2.1 Turning On/Off and Rebooting

To turn the TWX550 on, press and hold the **Home** button for approximately 5 seconds. The front indicator LED will illuminate blue when power-on begins. The Tait logo will then appear on the user display and after a brief period of time the unit will be ready for use.

To turn the TWX550 off, navigate to **Menu > Power > Shutdown** using the selector dial and then press the confirmation button to shutdown.

To reboot the TWX550 either:

- navigate to **Menu > Power > Reboot** using the selector dial and then press the confirmation button to reboot
- press down the **Home** button for 10 seconds; the display will go blank and the unit will reboot

2.2 Bearer Connection

Calls cannot be made until the TWX550 is connected to a communications bearer.

A successful bearer connection is indicated by:

- an orange flashing LED indicator, flashing approximately once every 3 seconds
- a cellular or Wi-Fi icon on the display, see Bearer indication on page 12.

A failed connection is indicated by:

- an orange flashing LED indicator, flashing approximately twice every second
- a "No Service" message on the display.

> The "No Service" message will also appear if connection to the internet is made but the Tait PTToX application installed on the TWX550 is unable to connect to the server.

2.3 Adjusting the Volume

To adjust the output volume at any time during normal operation turn the selector dial. An adjustable slider on the display will indicate the set level.

> Volume adjustment is not available while accessing the device menu screen.

2.4 Adjusting the Display Brightness

To change the brightness of the TWX550 display to suit the lighting conditions:

1. Navigate to **Settings > Display > Brightness** using the selector dial.
2. Press the confirmation button to enter the brightness adjustment screen.
3. Use the selector dial to set the display brightness level.

2.5 Making a Call

The TWX550 may be programmed with individual or group contacts for other devices on the network, Private Automatic Branch Exchange (PABX) extensions or Public Switched Telephone Network (PSTN) numbers. These contacts are accessed through the TWX550 menu.

2.5.1 Individual Calls

To make an individual call:

1. Navigate to **Contacts** using the selector dial.
2. Select the required contact to call and then press the confirmation button.
3. When **Call** is displayed, press the confirmation button to start the call. A ringtone will sound during call initiation and the handset icon will be displayed.
4. Hold the TWX550 about 2 inches (5 cm) from your mouth.
5. Wait for the selected contact to answer the call.
6. Press the **PTT** key to transmit. The red LED indicator will illuminate and an up arrow on the display will indicate transmission.
7. Speak clearly into the microphone and release the PTT key when you have finished talking.

2.5.2 Group Calls

Group calls enable the user to communicate with a number of different devices simultaneously. To change groups see Changing Groups on page 20.

Groups may be preconfigured with the following properties:

- Broadcast - all members of the group will receive a broadcast call but may not reply
- Permanently Subscribed - calls will be received even if they are not from the currently selected home group
- Call Priority Override - calls from a specific group will override other calls in progress

To make a group call:

1. To call the currently selected home group press the **PTT** key.
2. Speak clearly into the microphone and release the PTT key when you have finished talking.

2.6 Ending a Call

To end a call, press the **Home** button; an end call message will appear on the display.

2.7 Receiving a Call

An incoming call is indicated by:

- a ringtone
- a green LED indicator illuminating
- an incoming call message and the handset icon appearing on the display.

To answer the call press the **PTT** key and speak into the microphone.

2.8 Making an Emergency Call

Emergency mode can be accessed by using a programmed function button.

An emergency call is sent to the dispatcher, group, or some other predetermined location, as defined in the TWX550 configuration.

To activate emergency mode:

1. Press the **orange** emergency mode button on the front of the unit. The display background will turn orange when activated.
2. Press the **PTT** key and speak into the microphone while the emergency mode call is in progress.

To cancel emergency mode, press and hold the **Home** button on the front of the unit. The message "Hold To Cancel" will appear.

A request to make an emergency call to a group, with an existing call in progress, will end the normal group call and start the emergency call instead.

2.9 Request for Callback

If the request for call back feature is enabled during configuration a callback can be requested from a dispatcher. The dispatcher can then respond at their convenience. Multiple requests from the same TWX550 are automatically collated and cleared once the dispatcher has responded.

To request a callback from the dispatcher either:

- Give a short press to the **Blue** function key
- Alternatively, navigate to **Callback > Request** using the selector dial and then press the confirmation button.

If the callback request is successfully received by the dispatcher a success tone is played and the message "Callback Sent" is displayed.

If the callback request fails, a failed tone is played and the message "Callback Failed" is displayed.

To cancel a requested callback either:

- Give a long press to the **blue** function key
- Alternatively, navigate to **Callback > Cancel** using the selector dial and then press the confirmation button.

If the cancel callback request is successfully received by the dispatcher a success tone is played and the message "Cancel Sent" is displayed.

If the cancel callback request fails, a failed tone is played and the message "Cancel Failed" is displayed.

2.9.1 Request for callback when tethered

When tethered to a Tait portable radio the user can:

- request or cancel a callback on the TWX550 via the Callback menu, see Request for Callback above
- use the portable radio keys ***0** (Request Callback) or **#0** (Cancel Callback Request).

This feature must be also configured on the Tait portable radio to enable operation.

2.10 Missed Call

When an incoming call isn't answered, the missed call icon will appear at the top of the display. The missed call option will appear in the menu with the ability to return or delete the missed call.

To return or delete a missed call:

1. Navigate to **Missed Call** using the selector dial. The contact name of the missed call is displayed.
2. Use the selector dial to select either:
   - **Call**, to return the call
   - **Delete**, to delete the missed call
3. Press the confirmation button to carry out the chosen operation.

2.11 Changing the Display Orientation

To change the orientation of the TWX550 display to suit body positioning:

1. Navigate to **Settings > Display > Reversed** using the selector dial.
2. Press the confirmation button to toggle display orientation.

2.12 Turning Keypress Tones On and Off

Whenever theTWX550 keys are pressed, the keypress tones give you an audible indication as to whether or not an action is allowed.

To turn the keypress tones on or off:

1. Navigate to **Settings > Sounds > Key Tones** using the selector dial.
2. Press the confirmation button to turn the key tones on or off.

3 Additional Features

3.1 Changing Groups

The groups option sets the group the TAIT AXIOM Wearable TWX550 is associated with.

To change the group setting:

1. Navigate to **Groups** using the selector dial and press the confirmation button.
2. Select the desired group from the list using the selector dial.
3. Press the confirmation button to confirm the group.

The selected group will be displayed in the top line of the scrolling message on the display, this is now the current home group.

3.2 Call Diversion

A user is able to divert their calls to another user, or optionally, a telephone number.

Call diversion to a telephone number requires a telephone interconnect.

To enable call diversion:

1. Navigate to **Diversions > Divert To** using the selector dial.
2. Select a contact to divert calls to from the menu list.
3. Press the confirmation button to enable diversion to the selected contact. The message "Diversion Changed " will be shown on the display.

A user is able to clear their own diversion or clear any incoming diversions to the TWX550.

To clear a user set diversion:

1. Navigate to **Diversions > Clear Own** using the selector dial.
2. Press the confirmation button to clear the diversion. The message "Diversion Changed " will be shown on the display.

To clear incoming diversions:

1. Navigate to **Diversions > Clear Incoming** using the selector dial.
2. Press the confirmation button to clear the diversion. The message "Diversion Changed " will be shown on the display.

3.3 Network Selection

Wi-Fi and cellular network access can be enabled or disabled, along with connection, either manual or automatic, to individual available Wi-Fi networks.

To enable or disable network access:

1. Navigate to **Network** using the selector dial and select from the following list:
   - **WiFi**, enable or disable Wi-Fi
   - **Cellular**, enable or disable cellular connectivity
2. Press the confirmation button to enable or disable the selected network. The toggle switch screen icon indicates if a network is enabled or disabled.

> Networks will automatically be shown as disconnected when they are unavailable. The toggle switch indicator on the display will automatically change to show the disconnection. This will automatically switch to showing as connected when a network becomes available and Autoconnect is enabled. See To enable Wi-Fi network autoconnect: below.

To connect to, or disconnect from, individual available Wi-Fi networks:

1. Navigate to **Networks > WiFi Networks** using the selector dial and then press the confirmation button to access a list of available networks.
2. Select an available Wi-Fi network using the selector dial. Only Wi-Fi networks in range will appear in the list, these may take time to appear while scanning for available networks takes place.
3. Press the confirmation button to connect to, or disconnect from, the selected Wi-Fi network.

To enable Wi-Fi network autoconnect:

1. Navigate to **Networks > WiFi Networks** using the selector dial and then press the confirmation button to access a list of available networks.
2. Select an available Wi-Fi network using the selector dial and then confirm the selection by pressing the confirmation button.
3. Select **Autoconnect** using the selector dial and then press the confirmation button to toggle autoconnect on or off.

3.4 Lone Worker Monitoring

The Lone Worker feature provides the capability to monitor the health and safety of lone workers within the workforce.

The Lone Worker icon will be displayed on the home screen when Lone Worker monitoring is enabled.

There are three independently monitored safety conditions that can trigger a Lone Worker alert:

- **no activity** - there are no key presses or use of the selector dial on the TWX550 within the configured timeout period
- **no movement** - the TWX550 does not experience movement within the configured timeout period
- **fall detection** - the TWX550 experiences forces that characterize a fall

> The three Lone Worker safety conditions can be turned on and off independently during configuration. Not all safety conditions may be enabled.

If one of the enabled Lone Worker conditions is met:

- an alert tone is played
- a “Loneworker” confirmation message will appear on the display
- a countdown bar on the display will begin a countdown

If a Lone Worker alert is triggered:

- **do nothing** and allow an emergency alert to be automatically raised
- **confirm** the emergency alert immediately by pressing the **orange** emergency button
- **cancel** the emergency alert by pressing the **Home** button or **PTT** button

If confirmed, the Lone Worker emergency will be activated and transmitted by the connected voice service.

To turn the Lone Worker feature on or off:

1. Navigate to **Settings > Loneworker** using the selector dial and then press the confirmation button to enter the enable/disable menu.
2. Press the confirmation button to enable or disable Loneworker.

The Lone Worker feature can only be turned on and off if Lone Worker "Always active" is disabled during configuration.

If Lone Worker “Always active” is enabled during configuration, Lone Worker monitoring can only be disabled by powering off the TWX550.

> If the TWX550 is tethered to a Tait portable radio Lone Worker monitoring is automatically disabled.

3.5 Bluetooth

Use the TWX550 Bluetooth menu to access the following features.

> TWX550 Bluetooth connectivity is limited to a specific set of device types, not all nearby Bluetooth devices will be discovered.

To enable Bluetooth:

1. Navigate to **Bluetooth > Enable** using the selector dial.
2. Press the confirmation button to enable Bluetooth (toggle on). The message "Starting" will appear on the display.

To disable Bluetooth:

1. Navigate to **Bluetooth > Enable** using the selector dial.
2. Press the confirmation button to disable Bluetooth (toggle off).

To discover and pair to nearby Bluetooth devices:

1. Navigate to **Bluetooth > Devices > Find new** using the selector dial.
2. Press the confirmation button. The TWX550 will display "Searching..." while it looks for nearby devices. Discovered devices are listed during the searching process.
3. Select an applicable device from the displayed list using the selector dial and press the confirmation button to pair.
4. The message "Pair With?" will be displayed. Press and hold the confirmation button to confirm the pairing.

   If pairing is successful the message "Connected" will be displayed. The Bluetooth icon will also appear on the home screen.

To unpair from a paired device:

1. Navigate to **Bluetooth > Devices > Paired** using the selector dial and press the confirmation button.
2. Use the selector dial to choose a paired device from the list and press the confirmation button.
3. Use the selector dial to chose the **Unpair** option and press the confirmation button.
4. The message "Unpair?" will be displayed. Press the confirmation button to unpair.

To disconnect from all paired devices:

1. Navigate to **Bluetooth > Disconnect** using the selector dial.
2. Press the confirmation button, the message "Disconnected" will appear on the display.

To disconnect from a specific device:

1. Navigate to **Bluetooth > Devices > Paired** using the selector dial and press the confirmation button.
2. Use the selector dial to choose a connected device from the list and press the confirmation button.
3. Use the selector dial to chose the **Disconnect** option.
4. Press the confirmation button, the message "Disconnected" will appear on the display.

To reconnect a previously connected device:

1. Navigate to **Bluetooth > Devices > Paired** using the selector dial and press the confirmation button.
2. Use the selector dial to choose a paired device from the list and press the confirmation button.
3. Use the selector dial to choose the **Connect** option from the list and press the confirmation button.

   The message "Connecting" will appear on the display, followed by "Connected" when the connection has been established. The Bluetooth icon will also appear on the home screen.

To enable power-on reconnect to the last connected device:

1. Navigate to **Bluetooth > Devices > Options > Power-on** using the selector dial.
2. Use the selector dial to choose from the following options:
   - **None**, to disable the feature
   - **Reconnect last**, to enable reconnection at power-on
3. Press the confirmation button to confirm the chosen option.

To tether to a Tait portable radio:

1. Navigate to **Bluetooth > Radios > Tether** using the selector dial.
2. Press the confirmation button to display the TWX550 device identifier. The message "Tether Ready" will also appear.
3. Use the Bluetooth menu in the Tait portable radio to connect to the TWX550. The TWX550 is identified in the portable radio Bluetooth menu by the identifer shown in step 2 above.

The Tait portable radio must be configured correctly to enable Bluetooth connectivity.

For additional tethering information see Tethering to a Tait Portable Radio on the next page.

3.6 Tethering to a Tait Portable Radio

The TWX550 can be tethered to a compatible Tait portable radio via an optional cable or Bluetooth. The features available depend on the tethering mode and radio model in use.

3.6.1 Remote speaker microphone mode

In this tethering mode the TWX550 is powered down (off) and will:

- operate the PTT key function on the attached radio
- act as a microphone for the attached radio
- act as a speaker for the attached radio.

> Remote Speaker Microphone Mode (RSM) is only available when tethering with a cable. Bluetooth connectivity is unavailable as the radio is powered off.

3.6.2 Smart microphone mode

In this tethering mode the TWX550 is powered on but does not have a connected voice service and will:

- provide all the functionality listed in Remote speaker microphone mode above
- remotely control radio volume and channel selection for the attached radio
- indicate Land Mobile Radio (LMR) service status and signal strength, current group selection, and current call information on the TWX550 display.

3.6.3 Smart microphone with multi-bearer support mode

In this tethering mode the TWX550 is in smart microphone mode and running Tait PTToX voice services. The TWX550 will:

- provide all of the functionality listed in Smart microphone mode above
- allow switching between LMR and broadband bearers
- use the group and contact configuration of the attached radio.

> When a broadband bearer is in use:
>
> - the TWX550 microphone must be used
> - the PTT button on the TWX550 or portable radio can be used.

When an LMR bearer is in use, the active microphone will follow the PTT button used. For example:

- if the portable radio PTT key is used the portable radio microphone will be active
- if the TWX550 PTT key is used the TWX550 microphone will be active.

4 Troubleshooting

For diagnosing basic issues with the TWX550, see Troubleshooting below.

Table 4.1 Troubleshooting

Issue	Solution
The device does not power on	Charge the device, see Charging the Device on page 8
The device does not charge	Check connections to any external charger
No response to button presses	If possible, use the key test to check button operation. See Key Test below
The display is dim	Increase the display brightness level to suit the lighting conditions. See Adjusting the Display Brightness on page 16
The attached headset does not work	Check the headset connection on the base of the device
An over temperature icon appears during charging or general use	Move the device into a location where temperatures are reduced and allow it to cool

4.1 Key Test

A key test is available to check the function and correct operation of the buttons on the device

To access the key test:

1. Navigate to **Diagnostics > Key Test** using the selector dial.
2. Press the confirmation button to start the test.
3. Pressing buttons on the device will trigger a corresponding description to appear on the display.
4. Press the **Home** button to exit the test.

5 General Care

To clean the exterior of the TWX550 use a moistened or anti-static cloth.

Notice To avoid damaging the TWX550:

- do not leave the wearable in extreme temperatures
- do not immerse in water
- do not use a dry or electrostatically charged cloth
- do not insert anything into microphone holes in an attempt to remove dirt
- make sure the headset and USB Type-C port covers are in place when the ports are not in use