



G-Series Voice Pager Battery Resource Guide

Battery Optimization, Replacement Schedule & Resources

G1 VOICE PAGERS

Battery: TENERGY Premium or PowerEx 1000mAh AAA NiMH Rechargeable Batteries

Battery Life/Replacement Schedule: 6 Months/ For optimal performance replace G1 batteries every 6 months

Charging: G1 Desktop Charger, G1 Amplified Charger (Use only the OEM power adapter with G1 Chargers)

RECOMMENDED TROUBLESHOOTING STEPS FOR BATTERY/CHARGING ISSUES:

1. Verify that the correct batteries are being used.
2. Verify that the batteries have been replaced within past 6-months (G1 AAA battery has a 6-month life and should be replaced every 6 months).
3. Verify that the correct power adapter is being used with charger. Charger should be plugged directly into a wall outlet (not a power strip or extension cord).
4. Verify that the battery door screws are not over-tightened. Over tightening/torquing the screws can cause the battery door to flux, or bend, which may affect how the unit rests in the cradle. Ensure that battery door is flush with the rest of the pager.

G-SERIES P25 VOICE PAGERS (G2/G3/G4/G5 P25 VOICE PAGERS)

Battery: G-Series 2800mAh Li-Ion Battery

Battery Life/Replacement Schedule: 12 Months/ For optimal performance replace G2-G5 batteries every 12 months

Charging: G-Series Micro USB Charging Cable & Power Adapter, G-Series Desktop Charger, G-Series Amplified Charger (Use only the OEM charging cable & power adapter to charge your G-Series Voice Pager)

RECOMMENDED TROUBLESHOOTING STEPS FOR BATTERY/CHARGING ISSUES:

1. Verify that the correct OEM micro-USB charging cable AND power adapter are being used to charge the pager. Charger should be plugged directly into a wall outlet (not a power strip or extension cord).
2. Verify that the battery has been replaced within past 12-months (G2-G5 battery has a 12-month life and should be replaced annually).
3. G-Series P25 Voice Pagers reported as “no power/no response to charge” or “not charging with flashing lights” may require a battery hard reset. The “Hard Reset” battery pull will force the pager into a complete power down state so that battery charging can commence. Follow the instructions below exactly as outlined.

BATTERY Hard Reset Instructions- G2-G5 P25 Voice Pagers:

1. *Remove the battery from pager for at least 5 minutes.*
2. *Make sure that pager power is turned OFF, then replace the battery.*
3. *Connect the pager to the charging cable & power supply for minimum 2-3 minutes (Use the micro-USB cable & power supply included with each G-Series Pager).*
4. *Turn pager ON and then back OFF and leave in the OFF position for 3 minutes.*
5. *After 3 minutes, you should be able to press the center joystick button and see the charging indicator once again.*
6. *Allow pager to continue charging until battery shows full charge of 100%.*