

Troubleshooting/help – here are some video links and info to help fix your problem!!!

NOTE: if you are using a FTDI type of USB to DB9 adapter and you are having problems getting Zello to “key up” when a radio is key up switch that cable out to a CH340 type!! when the right combination happens between FTDI cable AND computer this may cause this problem!!! You can check under device manger then under ports (COM & LPT) to see what type of cable it is. if its a CH340 it will say that if it don't say that, then its a FTDI type!!!

link on this page to a CH340 type USB to db9 adapter:

<https://www.gmrstwowayradio.com/forum/viewtopic.php?t=93&sid=ca407b2ceb51857aa2a4c85a5eae34da>

How to do a P.O.S.T (power on self test) video:

<https://youtu.be/xxLGerVUqKg>

How to test the interface board with and without computer video:

<https://youtu.be/57tZTgDeE78>

How to check your com ports video:

<https://youtu.be/thU6t44pZD8>

how to adjust sound levels on interface board video:

<https://youtu.be/fBbrP192q3Q>

No audio/sound/poor sound when using a radio on Zello:

1). check your Gateway!! NOTE: even if it looks OK but still don't work DELETE GATEWAY AND REDO IT!!! doing that may fixed the problem!!!

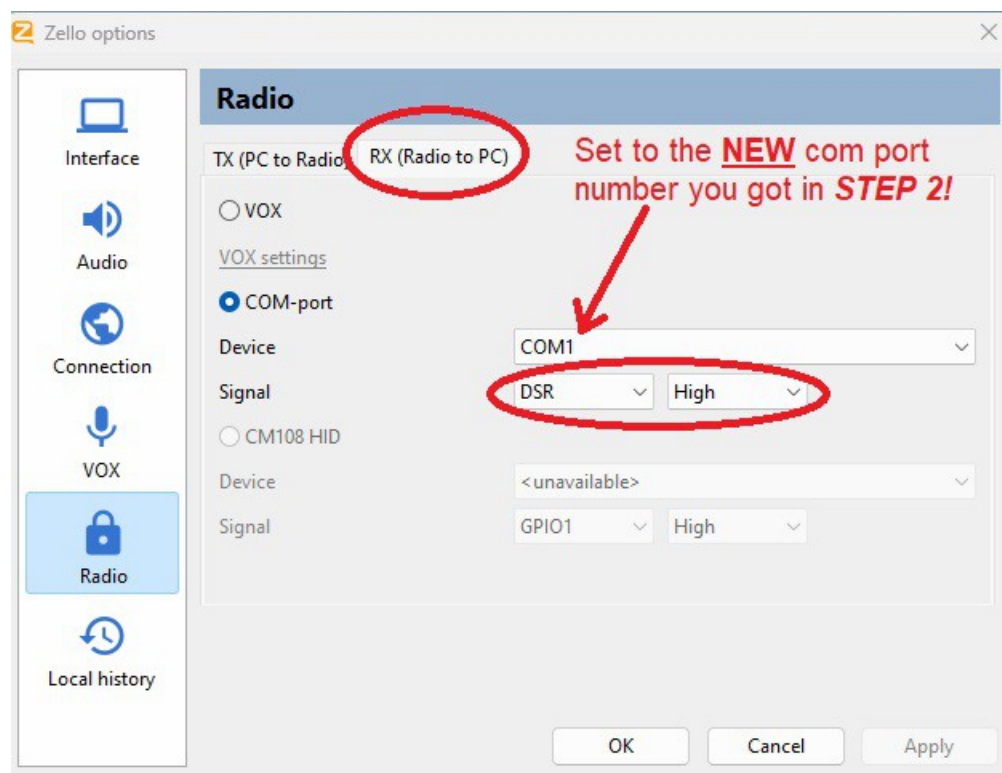
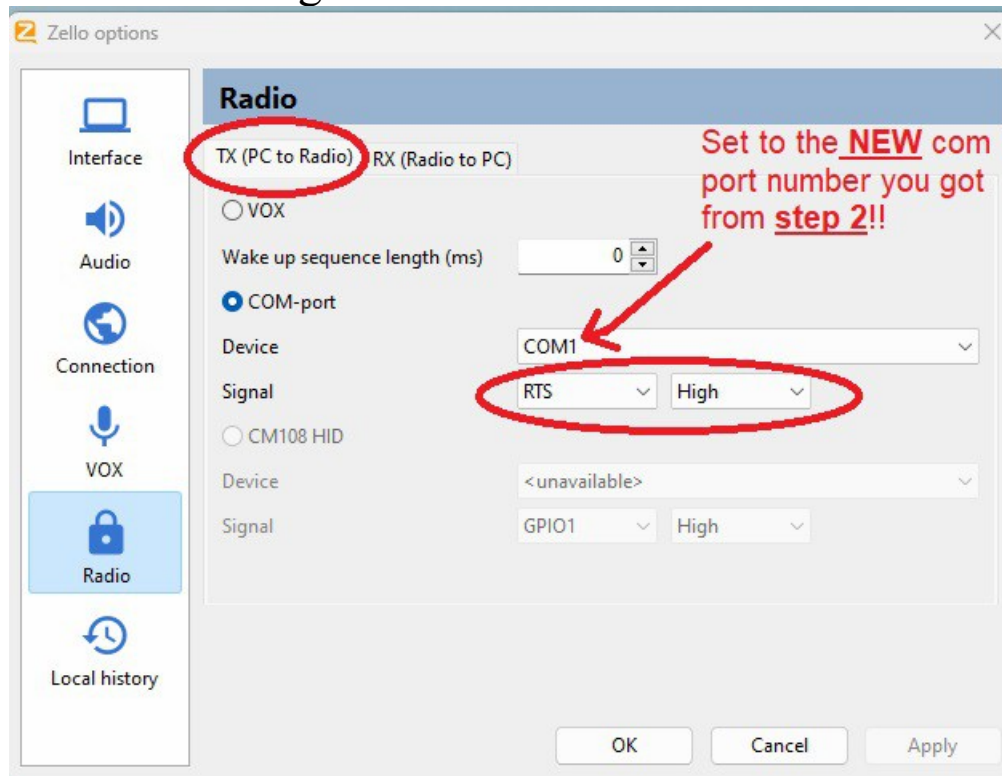
video on checking your Zello gateway:

<https://youtu.be/U7OSO4upbmw>

2).Also make sure go under Privacy/Security/Microphone, under the LET DESKTOP APP ACCESS YOUR MICROPHONE, changed it to ON!!!

3). if you are having poor sound check to see if sound blaster player is installed!!! if it is you will need to adjust the sound within that program!!!!!!

Check your Zello setting:



for more help for the interface board go to my forum at:

<https://www.gmrstwowayradio.com/forum/viewforum.php?f=22>