

RFinder Support Quick Guide

Always ensure the user is on the latest ROM and software prior to trying to resolve any support issue!

Radio not transmitting all of a sudden

- RFinder Menu -> Advanced Support -> Reset RF module -> Follow Prompts

Radio only transmitting on one band

- RFinder Menu -> Advanced Support -> Reset RF module -> Follow Prompts

Set RFinder to IPV4 to stop warble and duplicate sounds

- Settings -> Network -> Mobile Network -> Advanced -> Access Point Names -> Select -> APN Protocol -> IPV4 -> Save -> Exit.

Radio transmitting but not receive or partial receiving repeater

- Check that the antenna connection is tight. But do not over tighten.
- Check that the pin in the antenna connection has not been pushed down into the radio.

RFinder App keeps crashing and cannot be opened

- Exit app -> Go to app drawer -> Find RFinder -> Press and hold the RFinder icon -> App info -> Force Stop

SD Card not found

- Allow storage permissions for Chrome
 - Android Settings -> Apps & notifications -> See all apps -> Chrome -> Permissions -> Click Storage -> Turn on both Read the contents of SD card **AND** modify or delete the contents of SD card

AT&T wants to know what phone I'm using.

- Tell them it's a Samsung Galaxy 8 or A13

M1/K1 Cannot update / Crash on update

- Exit RFinder app -> Go to app drawer -> Press and hold the RFinder icon (white background) -> Drag to App Info -> Permissions -> Enable all permissions (Ensure user enables Storage)

User forgot Secure Messaging pin

- 2 options
 - Will clear application data, allowing the pin to be reset
 - Exit app -> Go to app drawer -> Find RFinder -> Press and hold the RFinder icon -> App info -> Storage -> Clear Storage
 - Will delete app and do a clean install, allowing the pin to be reset
 - Exit app -> Go to app drawer -> Find RFinder -> Press and hold the RFinder icon -> Uninstall -> Exit settings -> Exit app -> Go to app drawer -> Find RFinder -> Press and hold RFinder -> App info -> Storage -> Clear Storage

Radio transmits by itself

- RFinder Menu -> Advanced Support -> Reset RF module -> Follow Prompts

Low DMRoIP volume

- Delete application
 - Exit app -> Go to app drawer -> Find RFinder -> Press and hold the RFinder icon -> App info -> Uninstall
- Reinstall application
 - Chrome -> "[install.rfinder.net](https://www.rfinder.net)" -> Exit out of chrome -> File manager -> Internal shared storage -> Download -> (Have user click on latest APK -> Install -> Open

DMRoIP logs out and goes into connecting status

- Connection issue
- Ask user if they are on a Mesh Network - Mesh networks are known for complications with DMRoIP - Nothing can be done
- If internet signal is solid
 - Turn off DMRoIP -> RFinder menu -> DMRoIP Options -> Change "BM Server Selection" -> Reboot radio by clicking and holding power button, and clicking restart
- If internet connection is not solid
 - Nothing we can do. Have the user possibly reboot wifi, or wait for better cellular connection if they are willing to.

Broken antenna port

- *Will have an answer soon*

Broken battery clip

- Under warranty? (within 365 days of purchase - unless extended warranty was purchased) If so, contact support and a replacement will be sent for free.
- Outside of Warranty, replacement clips are available for a small fee at buy.rfinder.net

No subscription password

- Ask administrator for user ID and send person the link below
[https://www.rfinder.net/confirm.php?userid=\(user id goes here\)](https://www.rfinder.net/confirm.php?userid=(user id goes here))

Crash on specific menu / after specific operations / bug report

- Test this and if this is replicable, if so, take a video and send to developer

No TX or RX in DMR or FM specifically, but proper operations in the other

- RFinder Menu -> Advanced Support -> Reset RF module -> Follow Prompts

Off frequency and unable to hit hotspot because of it

- RFinder Menu -> QRG Offsets -> Work on figuring out what offset is needed
- Determine if the hotspot is on UHF or VHF. Have them do a test, switch hotspot to other band and adjust RFinder to the new band freq, and test with Offsets set to 0.

Popping noise

- Should have been corrected on ROM 8.1 upgrade and the latest version of RFinder.

Popping noise on external microphone

- This is an issue our engineering team is working on and hopes to resolve in a future rom update.

Garbled Audio:

- Garbled Audio is caused when the DMR packets become out of alignment because of a small network drop or when a user transmitting into the BM server sends a transmission with significant loss. MMDVM servers use a TCP connection which can realign the packets, whereas UDP (what is used in DMRoIP) just processes the raw data.
- If a transmission becomes garbled, click Options -> Refresh DMRoIP Stream to reset the packets.

Warble or double audio on DMRoIP:

- Settings>Network & Internet>Mobile Network Settings>Access Point Names>{carrier name}>APN Roaming Protocol> and set to IPV4 (not IPv6 or IPv6/IPv4). Remember to SAVE the selection before backing out.

RFinder FAQs:

Updated May 6, 2022

What do I need to do prior to putting my new RFinder on the air?

- Obtain DMR ID from radioid.net
- Obtain RFinder WWRD Subscription at subscribe.rfinder.net
- Review the Advanced User Guide, available at manual.rfinder.net
- (Optional) Insert a cell provider nano-SIM card into the radio. In some cases, the card must first be activated in the provider's device, then moved over to the RFinder device.
- Assemble RFinder, attach antenna and battery (remember to press the battery firmly against the radio when latching. Charge the battery fully.
- Have your DMR ID, login password, RFinder subscription email address and password handy.
- Power on RFinder and follow the Advanced User Guide for config and setup.
- DO THIS: Settings -> Network -> Mobile Network -> Advanced -> Access Point Names -> Select -> APN Protocol -> IPV4 -> Save -> Exit.
- Make your first QSOs with the finest amateur radio device ever made!

What SIM cards work with RFinder?

- AT&T, Verizon, T-Mobile, Mint Mobile.....

AT&T will not let me into their network? What should I do?

- You may contact Ralph Meatier at AT&T, who will allow you to use AT&T with your RFinder radio. His phone number is: +1(561)236-9232.

Verizon will not let me into their network! What should I do?

- You will need to go to the Verizon store, and have them put the device's IMEI numbers into their system, and allow you onto their network.

I changed my callsign after getting my DMR ID and registering for RFinder WWRD. How do I get it all updated?

- First update with the Brandmeister system. You will need to submit a copy of your new callsign to them, just as when you first registered.
- Next, submit a support ticket to RFinder. Once it's in their system, uninstall the RFinder app, reinstall from install.rfinder.net, and re-register with the new call.

Can I use a data-only SIM card in RFinder?

- Yes, you can, but why? For as little as \$15/month, with a Mint Mobile card, you can have 4GB of data usage and use the phone capabilities of the RFinder.

How do I renew my World Wide Repeater Directory (WWRD) subscription?

- You can do this via the web, or from within the RFinder app. Make sure to use the same email address you originally registered with.

Where can I buy accessories for my RFinder device? I'm looking for an extra battery, belt clip, screen protector, drop in charger, cigarette lighter cord, microphone, wired headset, mic port dust cover, and that stubby antenna.

- All of these accessories can be found at RFinderOutlet.com !

I broke the clip holding my device to the battery. How do I get it fixed?

- If you are within your warranty period, the replacement piece will be shipped to you, free of charge. If your warranty period has expired, the battery clip pieces are available to buy at our online store at RFinderOutlet.com

Is there a dual-band shorter antenna that works with my RFinder?

- YES! There is a new antenna available at our online store, RFinderOutlet.com, and is able to transmit VHF and UHF, and is much shorter than the stock antenna.

What is Promiscuous Mode(PM)?

- PM is a DMR mode that allows the user to listen to multiple DMR Talk Groups.
- PM operates and is configured through the Brandmeister Dashboard, and then is used while the RFinder is in RF mode working with hotspot.....
- For DMRoIP, Promiscuous Mode is known as Multi-RX, and can be configured with up to four DMR Talk Groups, then activated from within the radio on DMRoIP

What's the RF Power Output on the B1, B1+, P7, and P10?

- Low power is
- High power is
- Turbo power, coming soon, is

What is the Green PTT button for?

- The green PTT button is for Android apps like Echolink and Zello. The button needs to be configured in the application setting.
- Zello wants to “take over” both PTT buttons, so the Red button used for the radio needs to be deactivated from the Zello settings.

How do I activate the PTT button for Echolink?

- Start Echolink, Go to Echolink Settings, Scroll down to Options, PTT Button and select, choose PTT Button. Return to main screen and test on Test Server.

After I installed Zello my RFinder no longer transmits when I hit PTT.

- When you added the PTT button in the Zello app it detected and added both PTT buttons on the RFinder.
- Go to Zello Options, Push-to-talk buttons, and delete one of the two Hardware buttons NOT marked 301. Retain the button marked 301, which is the Green lower button.

Where did the Mic Gain setting go? I can't find it anymore.

- With version 13.11 the manual mic gain setting has been replaced with AGC.

What size SD card do I put in my RFinder?

- You don't. *****

How do I manually add frequencies to my RFinder memory?

- The EASIEST method to add frequencies to the RFinder devices is through the web interface at web.rfinder.net.
 - Enter your User E-Mail and Password, then click on “Manage RFinder Android Radio Memories”
 - Here you can create Zones and individual “channels” or memories that can be imported to the RFinder devices.
 - There are several pre-built Special Zones already created and ready for import.
 - When done, select Menu, Memories, Restore Memories From Cloud.
- You can also add memories manually from the device. Remember to click Save Memories to Cloud after entering any memories directly into the device.

How do I activate APRS on my RFinder?

- On the device, Menu, Options, enter Operator Name Preference
- Check the box for Post to APRS Network
- Adjust the Update Frequency to how often you want the location updated to the APRS-IS, and which SSID you want. Default SSID is -15.
- Hit SAVE.
- To activate the RFinder Network map location and APRS-IS active, touch the world globe at the bottom center of the main screen, so a green line appears underneath it.

- Check verify APRS reporting by looking at www.aprs.fi/callsign-SSID

What's the frequency range(s) of the RFinder?

- 136 - 174 MHz (VHF) and 400 - 490 MHz (UHF)

Is there a list of important web links I should know?

- <http://radioid.net> Begin here to get your DMR ID. There is no cost for the DMR ID.
- <http://subscribe.rfinder.net> Begin your RFinder experience here with the WWRD subscription.
- <http://rfinder.net> Home base for the RFinder experience.
- <http://forums.rfinder.net> Don't do FB? Fine then. Try these forums for RFinder support.
- <http://manual.rfinder.net> The most-important document related to your RFinder experience.
- <http://support.rfinder.net> Ticket support system when you need RFinder help.
- <http://web.rfinder.net> Manage your RFinder subscription here and Memory Settings here.
- <http://install.rfinder.net> For app download to RFinder devices ONLY if not from within the radio.
- <http://zoom.rfinder.net> Bob's open door if he's in, video chat with him here.
- <http://brandmeister.network> To configure your DMR Selfcare account in the Brandmeister system.
- RFinderOutlet.com RFinder Outlet website. Ordered items ship w/i 48 hours.
- <http://hamradio.com> Ham Radio Outlet web site.
- <http://gigaparts.com> GigaParts web site.
- <http://dmrfordummies.com> A great resource to learn about DMR.

Where can I buy RFinder stuff?

- To buy RFinder products, you may go to our website at RFinderOutlet.com, where products will be shipped within 48 hours based on in-stock availability.

What is DMR and do I need to register?

- DMR is Digital Mobile Radio. In order to operate DMR, you must obtain a DMR ID, typically a seven digit number which must be entered into your DMR-capable devices. Begin the adventure at radioid.net.

Is there a better manual than the little printed foldout card that came with my RFinder?

- Yes there is! You can find our Advanced User Guide at manual.rfinder.net which will walk you through everything you need to know to set up and use your radio!

How do I contact somebody from RFinder?

- You can contact an RFinder representative by emailing support@rfinder.net, or by creating a ticket at ticket.rfinder.net.

Can the B1 be upgraded to Android v9 like the B1+?

- At this time the B1 remains on Android v8 and the newer B1+ remains on Android v9.

How do I update my RFinder app?

- You can update the app by going downloading the latest version from <http://install.rfinder.net> or from within the app by going to Options -> Check for Updates

After I send Set Parameters for a DMR Repeater I found nearby my location, I only get a quick red blip on PTT. Why isn't it working?

- First check to confirm you have ADM showing on your screen, which is Admit Mode. Admit Mode must be ON to work a repeater. Admit Mode is like a quick handshake between the device and repeater exchanging DMR credentials and thus allowing you into the repeater.
- If Admit Mode is ON and you still get the quick red PTT, the repeater may be off air, as no handshake takes place, thus no red LED on PTT.
- Are you hearing any activity on that repeater indicating it's active?

What's the difference between the red and blue power buttons on the RFinder app screen?

- The red power button indicates that the RF module is turned on, whereas the blue power button indicates that DMRoIP is turned on **IN ADDITION TO** the RF module

Can I use my RFinder on the TGIF DMR Talk Groups?

- Yes, you can use TGIF DMR Talkgroups as long as you are going through a hotspot or repeater that is connected to the TGIF network. DMRoIP via TGIF will be integrated in the summer of 2022.

Is there an RFinder talk group on DMR?

- Yes, many RFinder users gather on BM TG 31770 where they share their knowledge and use of the RFinder devices.

Does my RFinder receive aircraft bands?

- Not at this time.

How do I scan frequencies in my RFinder?

- We plan to add this feature as a software update in the future.

P10. Can I use SDRuno software with the RFinder P10 tablet?

- Yes or No?

Do I need to register my RFinder device to use it on the TGIF DMR network?

- No, but you do need to register your callsign, and activate a TGIF password which will need to be listed in your RFinder device when TGIF DMR is activated.

How do I talk with someone on Yaesu WIRES System?

- Go to TG 31656 which is the BM to WIRES America's Link cross connect TG

What's the difference between Personal Call and Private Call?

- 1. Open DMR Terminal Protocol is limited in regards to Private Calls. I need to figure out from an engineering perspective if it;s even possible to do a private call within the protocol.
- 2. In the meantime, I have set the radio to Listen for any calls when in DMRoIP mode that come in on the Talkgroup you are using, and also on your "Radio ID". So if I am on TG 91, my radio is listening for any calls on 91 OR 3182129 (my radio ID).
- 3. If I am in a QSO with KK4ECR and I click the "Personal Call Button", my radio will switch the transmit talk group over to Scott's Radio ID. Then I can begin transmitting.
- 4. Upon receiving the incoming transmission, Scott will receive a pop up message that says that Joe, N4KYS is making a personal call to him. I can either ignore it, or hit the "switch to Join call button". If I join the call, my radio will switch the talkgroup to my personal radio ID, and we can enjoy our QSO off of the public channels.
- 5. Again this is not the same as a Private Call that can be used over RF, but it is a great alternative if you are conversing with a fellow RFinder user and you don't want to tie up a common talkgroup.

P10 RF Analyzer

- Set USB OTG to On.