School District 42
Maple Ridge & Pitt Meadows
Learning Today, Leading Tomorrow

SCHOOL USER GUIDE

Radio Programming and Troubleshooting for Schools

Abstract

This document outlines hardware and software requirements for programming district supported two-way radios. It identifies where to find the software required and how to program an individual radio with the default channels approved by the district.

Revisions

Date	Author	Version	Changes
January 2026	James Manley	0.1	Initial Version
March 2026	LM	0.2	Formatted with documentation template and removed internal documentation

1 | Overview

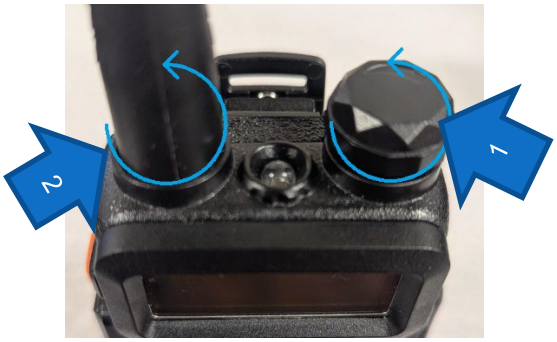
Schools have been provided two-way radios by the district. Elementary through learning services if replacements are required. When the radios arrive at your school, they need to be configured so they can communicate with each other on the same channel. The specific software to program the radios is called CHIRP. This needs to be installed on the computer you are configuring the software from. The following document outlines the steps to set up the radio for use at your school.

2 | Programming the Radio

Below are the steps to follow to configure a radio for use at your school.

If you encounter an error or another problem here. See the Troubleshooting section for more information on what to do.

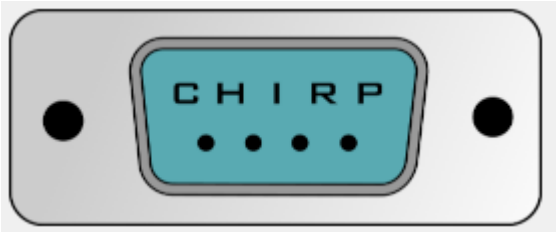
1) **Turn off radio, then unscrew and remove antennae.**



2) Plug data transfer cable into radio and computer,

3) Turn on the radio and set the volume to maximum. (Turn the dial clockwise until you can't do so anymore)

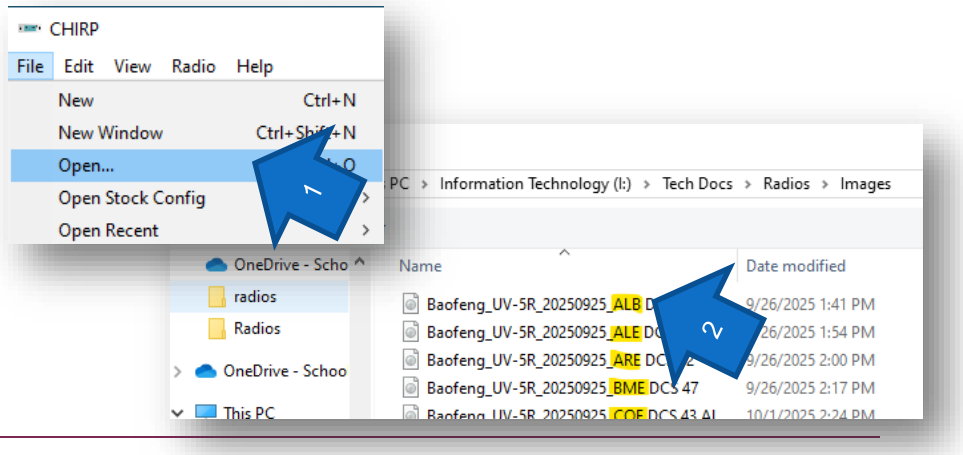
4) Open the CHIRP application on your laptop/computer



5) In CHIRP, open the image file.

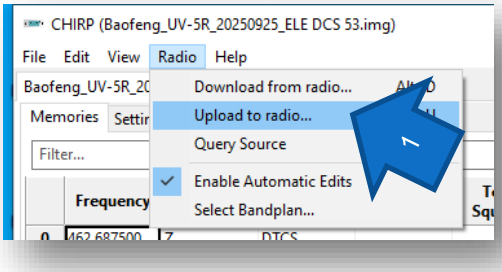
File>Open

Each school has their own image file for programming radios. Open the file for your school.



6) With the correct image file open, choose the option to upload to the radio.

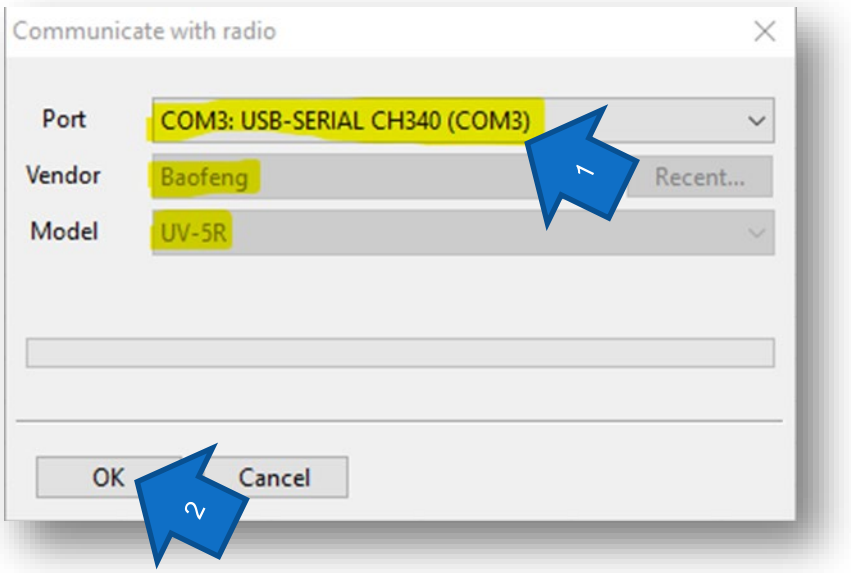
Radio> Upload to radio (Alt-U)



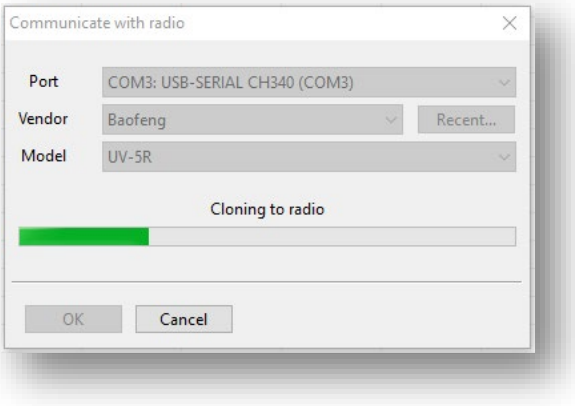
7) Make sure the Port dropdown menu has the radio selected. (1)

   Note the port description may vary, the vendor and model should match the diagram.

   Click on ***OK*** (2)



8) Progress for cloning the radio shows at the bottom of the window. This window will close automatically when finished.



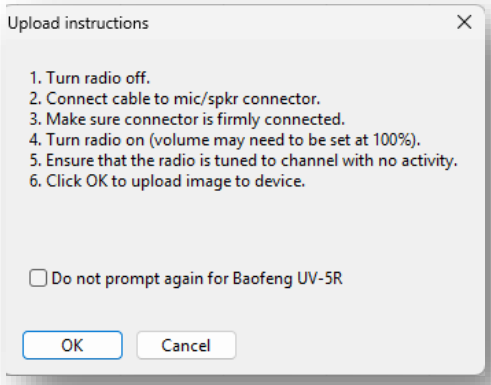
9) Once the upload is successful, turn off the radio, unplug the cable, and reconnect the antennae. Test the radio to ensure programming was a success.

2.1 | Programming Troubleshooting

Below are known issues and solutions that may occur while programming your radio. If the error or issue you are facing is not listed, please log a ticket with the IT Helpdesk to request assistance.

2.1.1 | Upload Instructions Popup

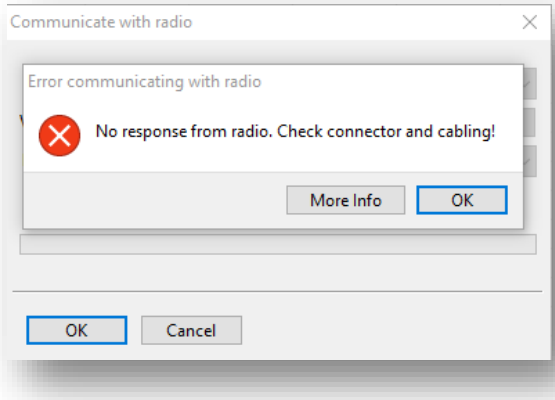
This upload instructions popup may appear the first time you use CHIRP to program a walkie talkie. ***Click the "Do not prompt again for Baofeng UV-5R***" check box and then click "**OK**" to prevent this window from popping up again.



2.1.2 | No response from radio.

Cable connection is not secure. Turn off the radio, disconnect and reconnect the data transfer cable, turn radio back on, and try uploading the image again.

This may take a few tries to get working. Keep trying and it will eventually work.

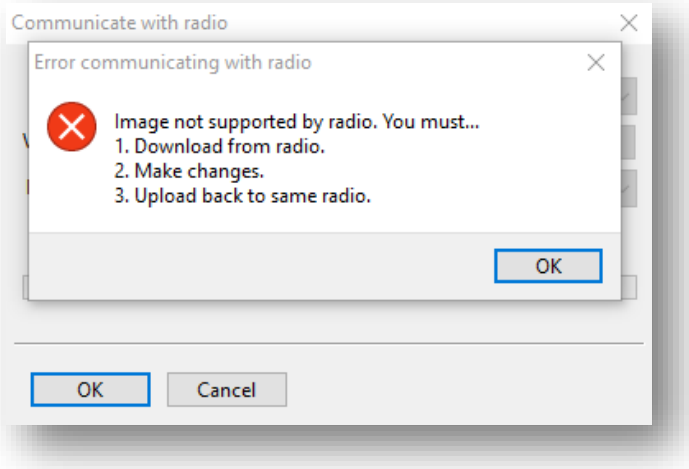


2.1.3 | Image not supported by radio

Minor hardware variations exist within the model of radio that we use. There are two solutions to this issue:

1) If there is another radio image file with the "Alternate #" suffix, open that one and try using it instead.

2) If no file exists, or the alternate file also has this error, contact the IT Helpdesk for assistance.



3 | Radio Use

The radios are set up for simple use and once programmed, need little to no adjustments.

3.1 | Power and Volume

To turn the radio on, turn the dial at the top clockwise. Continue turning clockwise to increase the volume of the radio. To turn the radio off, turn the dial counterclockwise until the screen turns off.

On

Volume Up

Off

Volume Down

3.2 | Broadcast

Press the large button labelled “PTT” on the left side of the radio to broadcast. With the privacy channel enabled, it may take a second for the other radios to begin receiving.

Wait 1-2 seconds between pressing the button and talking.

3.3 | Change Channel

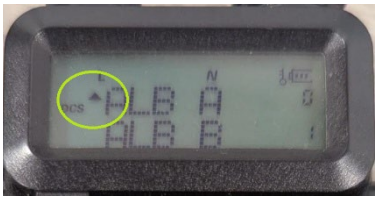
To change between channel A and B, unlock the radio by holding the # button on the bottom right of the keypad (1).

Then press the blue A/B button at the top of the keypad (2). Note the arrow on the screen will tell you which channel you are on (3). Then hold the # button to lock the radio again.

(1)

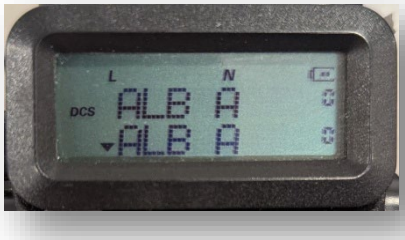
(2)

(3)



Make sure to lock the radio again (1) to prevent accidental button presses.

3.4 | Using the Radio - Common Issues and Fixes

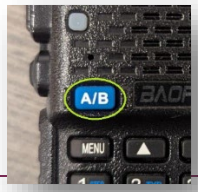


3.4.1 | Channel Duplicated

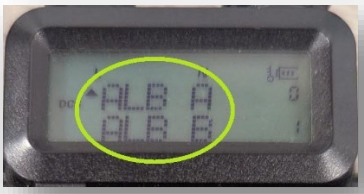
You may sometimes find a walkie talkie that has 2 of the same channels instead of channel A or B. To fix this, follow these 4 steps.

1) **Unlock the walkie talkie (hold the # button until the walkie talkie says "unlocked")**

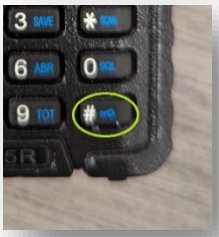
2) Press the blue A/B button to choose the channel you want to change.



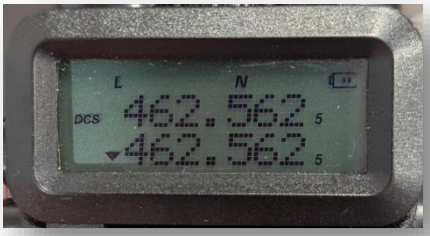
3) Press the up or down arrow to change the channel back to A or B



4) Lock the walkie talkie.



3.4.2 | Frequency Mode



You may find a walkie talkie with the channels replaced with this screen. This means your walkie talkie is in “Frequency Mode.”

Frequency Mode allows you to change which frequencies the radio is broadcasting on and listening to. This screen should be avoided, as it is very easy to change settings on the walkie talkies by mistake.

To change the walkie talkie back to Channel Mode, press the orange VFO/MR button on the front of the walkie talkie.

Make sure to test the walkie talkie after you do so, as the frequency settings may have been changed.

If the walkie talkie is no longer able to hear the others at the school, it will need to be reprogrammed with CHIRP.