

# Radio Scanners

## [How do I know if I can update the software or firmware in my scanner?](#)

WS1040, WS1065: Check our scanner downloads page to see if there is an update. WS1080/88, WS1095/98 & TRX 1/2– Launch the EZ Scan software that came with the scanner. Normally it will automatically look for all updates. If launched in the last few days and you want to force the check, click on the Updates tab and select Check for All Updates.

## [How do I manually add conventional frequency to WS1040 and WS1065 scanners?](#)

Trunking systems are best programmed using 3rd party PC software. If programming is not done correctly it can make the scanner not function properly.

1. Press PROG. 3 menu items show up above the F keys (F1, F2, F3)
2. Press F1 (NEW) then F2 (CONV)
3. Flashing cursor is on Scan lists. Default Scan list 1 (\*01). The \* indicates that Scan list is selected. Note: if you are not saving the new frequency to Scan list 1 then press SEL to unselect Scan List 01 before proceeding.
  - a. Change scan list: Press the right or left arrow to select a different scan list.
  - b. Press SEL an \* will be in front of the new scan list.
4. Press the Down button to FREQ:
5. Press the SEL button. Enter the frequency you want to listen to. Make sure that you use the decimal point when entering in frequencies, i.e., 154.235
6. Press F1 (DONE) when completed entering in the frequency.
7. Press Down again to the TAG: option. Here is where you would name the Frequency – “city police” or “county fire” for example. See page 21 for how to enter in text.
8. When finished press F1 (Done)
9. *Optional:* Press Down again to the SQ Mode option. If you know the squelch type and code press either the right or left arrow to the correct Squelch type for the frequency you entered.
  - a. Press the Down arrow.
  - b. Press the Right arrow to select the correct squelch tone.
10. If you want to have the LED come on when this frequency is reporting
  - a. Press the Down button to LED Mode: default is Solid, option is Flash - use right or left button to change.
  - b. Press the Down button to LED Color: Use right or left button to select a color.
11. When finished press F1 (Save)
12. When it's saved you can add another frequency by repeating from step 2 (F2 button [CONV]) on. If finished simply press SCAN button

## [How to manually add trunking to WS1040 and WS1065 scanners](#)

Add Frequency –Trunking systems

**NOTE:** it is best to use 3rd party PC software. If programming is not done correctly it can make the scanner not function properly.

## Creating the System

1. Press PROG. 3 menu items show up above the F keys (F1, F2, F3)
2. Press F1 (NEW) then F1 (TGRP)
3. Flashing cursor is on Scan lists. Default Scan list is Scan list 1 (\*01). The \* indicates that Scan list is selected. Note: if you are not saving the new frequency to Scan list 1 then press SEL to unselect Scan List 01 before proceeding.
  - a. Change scan list: Press the right or left arrow to select a different scan list.
  - b. Press SEL an \* will be in front of the new scan list indicating that it is selected.
4. Press the Down button to TSYS:
5. Press the SEL button. Use the Right or Left arrows to select the correct Trunking System type.
6. Press Down again to the TAG: option. Here is where you would name the Trunking System – “city police” or “county fire” for example. See page 21 for how to enter in text.
7. Press F1 (Done) when naming the TAG field.
8. Press the Down button to Frequencies: Press SEL
9. Flashing cursor is on the “Ch01” Frequency for the trunking system.
10. Press the SEL button. Enter the first frequency. It should be the Primary Frequency for this Trunking System.
11. Press F1 (Done) to save the first frequency. Press the Down button to the next frequency (Ch02)
12. Repeat the above step for the remaining Primary and Secondary frequencies.
13. Press F1 (Save) twice when completed entering in the frequencies

## Creating/adding a TalkGroup to a System

1. Flashing cursor is on TSYS:. It should show the name of the System that was created in step 6.
2. Press the Down button to ID: Default is WILDCARD. If you do not know the talkgroup number leave this setting as is. See page 59 of the user guide for more info on Wildcard setting. If the talkgroup number is known press SEL to continue.
3. Press FUNC/CL to remove the WILDCARD text and enter the talkgroup number.
4. Press the Down button to TYPE: Press the right or left arrow to select a type; Group or Private
5. Press the Down button to TAG: Here is where you would name the TalkGroup. Similar to step 6.
6. Press F1 (Save) when completed

### [I don't have the EZ Scan software. How do I get it?](#)

The EZ Scan software comes on the scanner's SD Card. Connect the cable to your Windows PC or alternately, turn the scanner off remove the SD card and put it in your PC's SD card reader. After a moment, your PC will recognize the SD card and give it a drive assignment. Browse to the Software folder and launch the setup.exe file. Follow the prompts.

In the event that you cannot find the setup file, it can be downloaded from our Scanner Download page. Each model has a different version, so be sure to download the version for your scanner.

### [Is there a protective case available for the WS1040?](#)

No, the protective case is only available for the WS1080, WS1088 and the TRX-1.

### [Is this a 2-way radio?](#)

No, Whistler scanners are only radio scanners. They do not have the ability to transmit and are strictly only receivers. You will not be able to communicate using the scanner. Only listen to the transmission.

[My scanner is programmed but when I turn it on it displays "nothing to scan" or "nothing enabled"](#)

Most likely you unchecked the Scan Set 01 box. Please go to the "What is a Scan Set" FAQ for a complete explanation. The quick fix: From the Main Menu scroll down to Scan Sets. Press the right arrow. Press Select to put a checkmark in Scan Set 01. Press the left arrow to exit. Done!

[My scanner is showing an error code. What does it mean?](#)

**01-00 General heap error**

Contact Support and provide error code information

**01-01 Unable to allocate from help**

Contact Support and provide error code information

**02-00 Unknown object type in data**

Use PC Application to delete any corrupted objects or create a new configuration

**02-01 Unknown TSYS type in data**

Use PC Application to delete any corrupted TSYS objects or create a new configuration

**03-00 No MicroSD card inserted**

Ensure that a properly formatted MicroSD card is fully inserted and locked in the MicroSD slot.

**03-01 General error initializing file system**

Reinsert the SD card to ensure it is fully inserted in locked in the SD card slot. If necessary, reformat the SD card using the PC Application "Prepare SD Card for use" option. Replace the SD card if the problem persists.

**03-02 Cluster size bad**

Reinsert the MicroSD card to ensure it is fully inserted in locked in the MicroSD slot. If necessary, reformat the MicroSD card using the PC Application "Prepare MicroSD Card for use" option. Replace the MicroSD card if the problem persists.

**03-03 Error reading SD card**

Reinsert the MicroSD card to ensure it is fully inserted in locked in the MicroSD slot. If necessary, reformat the MicroSD card using the PC Application "Prepare SD card for use" option. Replace the MicroSD card if the problem persists.

**03-04 Error writing SD card**

Reinsert the MicroSD card to ensure it is fully inserted in locked in the MicroSD slot. If necessary, reformat the MicroSD card using the PC Application "Prepare SD card for use" option. Replace the MicroSD card if the problem persists.

**03-05 MicroSD card is full**

Reduce size of configuration, remove unnecessary audio recordings or switch to a MicroSD card with more capacity.

**03-06 MicroSD card write protected**

Reinsert the MicroSD card to ensure it is fully inserted in locked in the MicroSD slot. If necessary, reformat the MicroSD card using the PC Application "Prepare SD card for use" option. Replace the MicroSD card if the problem persists.

**03-07 Mass storage mode is active**

Under normal conditions this error should not appear. Mass storage device mode is disabled when the scanner is connected to a computer and scanning. Disconnect the radio from the computer, wait a few seconds, then reconnect. Contact Support if the problem persists.

**03-08 Unknown MicroSD card read/write error**

Reinsert the MicroSD card to ensure it is fully inserted in locked in the MicroSD slot. If necessary, reformat the MicroSD card using the PC Application "Prepare SD Card for use" option. Replace the MicroSD card if the problem persists.

**04-00 Initialization error**

Contact Support and provide error code information

**04-01 Initialization error**

Contact Support and provide error code information

**04-02 Firmware load error**

Contact Support and provide error code information

**05-00 Unable to load CONFIG\_.BIN**

Reformat the SD card using the PC Application "Prepare SD Card for use" option. Replace the SD card if the problem persists.

### **05-01 CONFIG\_.BIN file error**

Reformat the MicroSD card using the PC Application "Prepare SD Card for use" option. Replace the MicroSD card if the problem persists.

### **05-02 CONFIG\_.BIN file error**

Reformat the MicroSD card using the PC Application "Prepare SD Card for use" option. Replace the MicroSD card if the problem persists.

### **05-03 CONFIG\_.BIN file error**

Reformat the MicroSD card using the PC Application "Prepare SD Card for use" option. Replace the MicroSD card if the problem persists.

### **My SD card scanner powers up and shows an error code or it says the files are corrupted. How do I get my SD card scanner working again?**

Launch the EZ Scan software, connect the USB cable to your PC and the scanner. The scanner must be off. Click on the Scanner/SD card tab and select Prepare Scanner Memory/SD Card for Use. Check ALL THREE boxes. Confirm the correct drive is highlighted, click FORMAT. At the prompt, press ENTER and follow the prompts.

The same process works and is faster if you have an SD Card reader on your PC. When done, click CLOSE, reinstall the SD card if using a card reader. Power up the scanner. If you stored your programming data in the EZ Scan software everything is up and running again. If you never saved it to the PC, then your scanner is restored to factory defaults and is ready to program again.

### **My state does not permit mobile use of a scanner. How can I get a permit?**

Most states do not restrict use of a scanner. If your state does, check with your local Sheriff's office or City Police. If you have a valid reason to have a scanner they can issue a permit.

### **My WS1040 / WS1065 scanner displays "heap error" and won't scan. How do I fix it?**

A Heap Error can be caused when you are entering a new talkgroup ID (manually programming) and fail to assign a TSYS (leaving it set to "NEW"). This is rather like saying deliver this package, but not providing a method to deliver it. If your scanner will let you review objects, search for an object where the name of the TSYS is "NEW" and either delete it or assign it to the correct TSYS.

### **Pressing scan on the unit shows "All CH L-Out". It will not scan**

One of two issues causes this error.

No frequencies have been programmed into the scanner

or

One of the banks are not turned on.

To correct #1 press PGM and enter a frequency.

To correct #2 look at the top of the display and you will see BANK and numbers 1-10. They all should be underlined. If one of them is not, let's say Bank 1, then simply press 1 to turn on that bank. The error should clear right away.

**The USB port is not recognized by the EZ Scan software - I am using Windows 8, 8.1 or Windows 10.**

Windows 8.0, 8.1, and 10 require digitally signed drivers and do not give the user an option to easily bypass however there is a way to get around it, it just takes several minutes.

This is only for USB driver installation if you have problems "connecting to your scanner" while using the USB cable.

This has been tested in the Windows 10 and has some similarities with what is required to recognize the driver install on Windows 8 and 8.1

1. Go to Start Menu
2. Hold down Shift key and press Restart under Power menu item.
3. Under Choose an Option .. select 'Troubleshoot'
4. Select 'Advanced Options'
5. Select 'Startup Settings'

Press Restart

Press 7 for Unsigned Drivers.

Once restarted .. login as normal.

1. Go To Device Manager in Control Panel
2. Select Ports (Com + LPT)
3. You should see .. "USB Serial Device (ComX)" when your scanner is connected.

You can now install the USB driver.

1. Right click on the USB device ComX) item above and select 'Update Driver Software.
2. Select Browse My Computer for Driver Software.
3. At the bottom, select "Let me pick from a list of device drivers on my computer"
4. Highlight the scanner Serial Device as applicable.
5. Click Next
6. You will see "Windows cannot verify the publisher of this driver software"
7. Select "Install this driver software anyway"
8. Click Close

**The driver will now be installed.**

### What can I hear on a scanner?

This will depend on the scanner that you have and what you would like to hear. A basic VHF/UHF scanner (or non-800 MHz, because it covers all the important bands except the 800 MHz band) no longer receives police and fire in the vast majority of areas, but covers a lot more than you might think.

It covers both the VHF and UHF business bands (and all the services that use them business, schools and churches – everything from air conditioning contractors to zoos!), all NOAA weather broadcast frequencies, Skywarn, some satellite frequencies and many satellite beacons, Civil Air Patrol search and rescue frequencies, all FRS and GMRS frequencies, three ham bands: 6 meters, 2 meters and 70 cm which are the most popular ham bands, the full marine radio band, railroad communications, government services in the 162 – 174 band including some frequencies allocated for the FBI, federal marshals, treasury department, National Park services, prisons, professional race car drivers (including popular NASCAR and Indy leagues), and the full commercial aircraft band.

Many VHF scanners tune down to 25 MHz so they can also tune the CB radio band if used with a CB antenna.

### What is a birdie frequency on a scanner?

All scanners have birdie frequencies, which are signals created inside a scanner that can cause interference.

To find the birdies in your scanner follow these steps:

1. Disconnect the antenna, and make sure that no other nearby radio or TV sets are turned on.
2. Search every frequency range from its lowest frequency to the highest. Occasionally, the searching will stop as if it has found a signal, often without any sound. This is a birdie.
3. Make a list of all the birdies in your scanner for future reference.

### What is a scanlist?

It is an organized collection of scannable objects. A scanlist can be 1 object or as many as you like. Generally you would organize your scanlists by community and by service.

Examples:

- \* Hurst Police
- \* Hurst Fire
- \* Southlake Police
- \* Southlake Fire
- \* Traffic Helo's
- \* Medivac
- \* Skywarn

### What is a scanner bank?

A bank is a group of memory channels. A scanner with 200 channels will most likely be organized into 10 banks of 20 channels each. If you program 5 frequencies into the first bank, then more in bank 2, then 15 memory channels are left empty in bank 1, but the advantage is that you can turn banks on and off, so it gives you a way to select what you want to scan by bank. Today, new scanner designs allocate memory dynamically into Scanlists. Scanlists can contain as few as one item or as many as you like so they do not waste memory.

### What is a "scan set"? (All SD Card scanners)

A Scan Set is very different than a Scanlist. A Scanlist is a group of objects you want to scan. A Scan Set allows you to enable or disable groups of Scanlists. Let's say you live in one county and work in another. You can create a Scan Set for work county and another for home county. Then by turning on one Scan Set and the other off, you can completely switch large groups of Scanlists without toggling all the Scanlists. By default, Scan Set 01 is set to on and every Scanlist is a member of that Scan Set. If you go to Scan Sets and uncheck Scan Set 01 you will get an error, "Nothing to Scan." This is because the scanner first goes to Scan Sets to see which Scanlists are enabled. If you have turned off Scan Set 01 and did not create a new Scan Set to tell the scanner where to go, there is nothing to scan even though your scanner is programmed. Simply go back to Scan Sets and put a check in the Scan Set 01 position.

### What software can I use to program my WS1040 or WS1065?

**There are a few different pieces of software that you can use to program your WS1040 and WS1065.**

These are all 3rd party software and more information regarding download and/or purchase can be found on their respective websites.

- **WIN500** - StarrSoft
- **PSREdit500** - PSREdit
- **BuTel ARC500** - BuTel

### Will the WS1010 pick up digital (or trunking) signals?

No. The WS1010 is only capable of receiving analog signals.

### Will the xxxxx work with P25 trunk system where frequencies are encrypted?

It is illegal to use a scanner to listen to an encrypted channel therefore the scanner will not pick up those channels.

### WS1010 - I do not have any sound or am just hearing static on my scanner

Squelch may not be properly adjusted.

To correct:

Remove antenna

Press the Storm Cloud button

Turn Squelch knob to MIN, you should hear static – Now turn it slowly clockwise just so the static stops.

Replace antenna and if the unit is programmed press the SCAN button. If not, then press one of the pre-programmed services ( Aircraft/Marine/Ham/Fire-Police)

### WS1010 - My scanner displays "error" when I try to program a frequency.

This indicates that the frequency is not within the range limits of the scanner. See the Specifications section of the manual for covered frequency ranges.

### WS1010 - My scanner does not pick up police or fire

If you pressed the FIRE icon button it is possible that the frequencies pre-programmed in the scanner do not include your area. These Pre-programmed frequencies are generally common Police/Fire frequencies.

WS1010 - The scanner beeps when I hit any key - no functions other than the light work

The Keyboard is locked. There should be a key icon in the upper right corner of the display. To turn off the Keyboard Lock, Press and hold the Light button until the key icon turns off.

WS1010 - The unit did not recharge the batteries in the yellow holder or the batteries didn't last long after I charged them overnight

To fully charge rechargeable batteries its best to use an external battery charger. The scanner only provides a maintenance charge.