

DaneCom Outreach Update 5/29/2018

DaneCom User Radio Firmware Updates

The deadline for updating radio firmware is fast approaching. We've all had many weeks to get affected radios updated by the May 31st deadline and I trust any affected radios yet to be programmed are on your radio programmer's schedule for completion by May 31st. As a reminder, there are currently two separate known issues caused by old radio firmware that have negatively affected some DaneCom users:

- Certain Kenwood radios
 - When a user tries to talk on a talk group at the same time another user is speaking, the radio will notify the user and will not allow the 2nd user to speak (that's what's supposed to happen). However, those radios with old firmware will prevent the radio from transmitting on that talk group for 15 seconds – even if the talk group has no one talking on it at the time. This can cause confusion and responder safety issues.
- Motorola APX radios
 - APX radios with old firmware can switch talk groups without any notice or user input. Further, the talk groups the radio can switch to are specialized talk groups that will “talk” on multiple talk groups at once. This can cause confusion and responder safety issues as well – and affect others using affected APX radios.

Please ensure that **all** of your radios have the most current firmware – or at least firmware not afflicted by the above - by no later than 5/31/2018. This applies to not only the radios mentioned above, but also **any** radio make / model that is capable of using DaneCom. **Failure to update your radio firmware by 5/31/2018 may result in degraded performance and cause unwanted issues for others.** Regular firmware updates (done at perhaps each reprogramming cycle) are vital to keep your radios operating at their best.

If by some chance you haven't already, *contact your radio vendor for any firmware – related questions. They are the ones most familiar with your radios and how they are programmed. They will have the most current info related to your radio fleet.*

While the known Kenwood – related issues are important to fix, I am more focused on the Motorola APX issue, as it's possible for one affected radio to interfere with the expected functionality of other affected radios on the radio system after May 31st. So, it's worth repeating and said another way:

At this point, if your affected Motorola APX radios are not updated to the latest firmware by 5/31/2018, those radios may not work properly on DaneCom and can affect other APX radios on the system that have not been updated to firmware that prevents the issue noted above.

If you won't be ready by 5/31, please reach out to me so we're all clear on:

- ***Who is responsible for getting your radio firmware updated?***
- ***What your local plan for firmware updates looks like (including scheduled start and completion dates)***

Should you have any questions, please let me know.

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