

DaneCom Outreach Update 9/20/2017

The DaneCom trunked radio subsystem experienced a brief interruption on Thursday 9/14 at around 2pm. The interruption prevented field radios from talking into the trunked radio system, although dispatch consoles were able to transmit. All other subsystems of the DaneCom radio system, including public safety paging, continued to work as designed throughout the event affecting the trunked radio subsystem. This service interruption lasted approximately 14 minutes before service was fully restored.

We learned of the issue from a phone call, and a page was sent out by the Comm Center advising departments to use the telephone to reach the Comm Center – although this is not how we normally expect to handle such a situation. Field users unable to get into the trunked system should switch to VCALL10, and any reminders from the comm. center should reinforce this. Use of telephones is always a possibility, but probably wouldn't come into play unless there were much more significant DaneCom (and WISCOM) issues preventing mobile/portable radio use.

The interruption was not caused by any malfunction to any component (hardware or software; rather, human error) and steps have been taken to reduce the possibility of recurrence.

As a reminder, should you experience any issues with DaneCom, please let us know. Routine/non-urgent issues can be reported to the DaneCom Help Desk via email: danecom@countyofdane.com. Any emergent issues / requests for service can be reported via phone 24/7: 608-283-1444.

If you have any questions, please feel free to reach out to us at the DaneCom Help Desk.