DaneCom Outreach Update 3/30/2018

City of Madison Radio System Upgrade

The City of Madison Police will be switching their radio communications over to their new P25 trunked radio system on April 4th at 5:00am. This exciting update will allow for better interoperability between DaneCom and those entities on new Madison radio system. A brief interruption of Madison Police talk groups currently being transmitted over DaneCom is expected during the minutes following the Madison radio system change. DaneCom law users that routinely scan Madison Police 1 and 3 (for example) will notice an increase in clarity of transmissions on those talk groups shortly after the Madison cuts over to their new radio system.

DaneCom User Radio Firmware Updates – Deadline 5/31/2018

As mentioned in the previous DaneCom Outreach Update, radio firmware is an important part of ensuring your radios will continue working as expected – and will not cause unwanted issues to other radios or to the radio system itself.

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.

Please ensure that **_all_** of your radios have the most current firmware 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.

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.

If you have any other questions, please feel free to reach out to me.

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