DaneCom Outreach Update

DaneCom / WISCOM ISSI

The ISSI between DaneCom & WISCOM is experiencing an issue where voice traffic on certain talk groups simply stops getting passed from one system to the other. WISCOM, DaneCom, and EFJohnson techs are working on this issue and a potential fix is in the works.

This issue can affect DALAW1 (on WISCOM) and WSPSW1 (on DaneCom). If your agency utilizes either of these talk groups on the noted systems, please be aware of this issue. I will update this group once the issue has been resolved. In the meantime, let me know if you notice any issues.

DANETAC1 / 2

We believe the issues previously affecting the DANETAC channels has been fixed. Dispatchers now have the ability to manually select what radio tower will be used at any given incident. This solution has been in use for the past few weeks and seems to have eliminated the issues previously reported.

Dispatch follows a matrix to select what transmitter to use based on the first-responding agency. If you encounter poor quality communications on your assigned DANETAC, please ask Dispatch to select the alternate transmitter site for your area. Field units will not need to do anything, such as switch channels, for this type of change to go into effect.

This change in the DANETACs will not affect simplex / talkaround communications, as those types of communication take place without any on-the-ground DaneCom infrastructure.

FCC Licensing & Unnecessary Services offered by 3rd Party Companies

The "wideband waiver" the County requested (and was granted by the FCC) has expired. Those entities that allowed the County to seek a waiver for their radio channels have likely already been contacted by the FCC to update their radio licenses.

If you have retained a radio channel your entity used prior to DaneCom, if you haven't already, you'll need to update your FCC license. There are a few companies that send out letters that look like they may be from the FCC offering to update your license for you for a fee. Most of the time, changes like this can be done free of charge directly on the FCC's website. Any questions, please feel free to reach out to me or whomever is responsible for maintaining your FCC radio licenses.

Legacy Radio Channels – can be removed from your radios

If you haven't done so already, you can remove all legacy wide-area wideband analog radio channels from your radio's programming. All legacy on-the-ground infrastructure has been decommissioned and physically removed from their respective radio tower sites, as we are no longer authorized to be transmitting on those channels in wideband – or at all in most cases. You *do not* need to schedule a special round of reprogramming just to remove the legacy channels. You can remove them in the future during the normal course of your radio programming schedule.

DaneCom Contact Information

Emergency / urgent DaneCom-related issues can be reported to the 24hr DaneCom Help Desk 608-283-1444. Non-urgent issues and questions can be emailed to danecom@countyofdane.com.

If you have any questions, please let me know!

Chad Fleck

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