

DaneCom Outreach Update 3/16/2018

Radio Firmware – is yours up to date?

Think of firmware as the radio's computer operating system. It should be kept up-to-date whenever possible. Just like an update to a home PC or cell phone, keeping your radio's firmware up-to-date will ensure you have the latest updates, features, and stability which will help to ensure your radios will perform at their best.

Recently, a department reported numerous busies on DaneCom during a high-profile event. These busies would persist even when no one else was talking on the talk group the radios were tuned to. Two preventable things were noted following this particular incident:

1. *Only one person can talk on the radio at any given time.* Anyone else that tries to talk will receive a busy indication on their radio. This is by design. You only want one person to be able to talk on the same talk group at a time. During this particular high-profile incident, people tried talking at the same time as others over 50 times!
 - a. There are several talk groups on DaneCom (and many nationwide simplex channels) that are available for use during high profile / high radio traffic scenarios. If a talk group or channel is extremely busy, consider using a talk group or channel in addition to whatever main talk group the incident is currently being handled on.
2. Most of the radios involved in the above incident were found to have very old firmware programmed. That old firmware would not allow the radios to transmit for a period of 15 seconds following a busy on the talk group it was tuned to. This meant that when a radio would try to talk over another transmission, that radio couldn't try again for 15 seconds – even if the talk group was available within that 15 second timeframe.

Please take the time to update your firmware. Now and every time your radios are re-programmed. If you have any questions about the firmware in your radios, contact your radio dealer.

Update your radio fleet information

Radio information you provide me is entered into the DaneCom radio database. This process not only allows your radio to communicate on DaneCom, but also shows the dispatcher who or where that radio belongs every time they transmit. Some departments are very good with keeping their radio database up-to-date, but there are some departments that have never updated their radio info since it was first entered into the system well over a year ago. While your radios still can communicate on DaneCom, the information provided to the dispatcher may be incorrect / out of date. Please verify your DaneCom radio information to ensure dispatch has the latest information available.

Radio Programming

- It has been over a year since DaneCom became fully operational. Please remove any programming related to any County legacy radio systems as soon as possible; perhaps during your next radio programming cycle. Some of those legacy radio frequencies are in use by other agencies. An accidental mic bump or radio transmission can cause interference to others.

- Please include the talkaround / simplex version of DANETAC 1 and DANETAC 2 into your radio programming matrix.
- Please strongly consider programming the following nationwide simplex channels into your fire department radios for additional means of communicating in hazard zones:
 - Fireground Red
 - Fireground White
 - Fireground Blue
 - Fireground Gold
 - Fireground Gray
 - Fireground Black

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