

## DaneCom Outreach Update 5/31/2018

### **Firmware Updates**

A very large number of Motorola APX radios have not yet been updated with firmware to correct the potentially serious issue I have mentioned previously. It was hoped that by tomorrow, radios would be updated and our countywide dispatch center would have been able to broadcast key critical information to first responders in a more efficient way than we do today. Please get your Motorola APX radios with the old, “buggy” firmware updated as soon as possible. For those affected, what are your plans / schedule for completion?

It’s also very possible that updating your radio firmware can also “fix” other issues that aren’t necessarily documented or known to users. For example, I was contacted recently by a DaneCom radio programmer that was helping a local fire department troubleshoot an issue with their Motorola APX radios where users reported getting “bonked” (unable to transmit) roughly every third attempt to transmit at certain times. Once that radio was updated with the latest firmware, testing noted a virtually 0% “bonk” rate (compared with up to 33% prior to the firmware update).

### **Radio Issues & Reporting**

I’ve received a couple of reported issues, primarily from Dane County deputies in the southeastern part of the county - one of which involved the user getting “bonked” several times when trying to transmit on the radio. We’re still looking into these reports – and always welcome more. As a reminder, a good radio report involves:

- Date / Time of incident
- (If you were assigned to an incident at the time, provide the case number)
- Radio Make / Model / ID number / mobile, portable, or base?
- Location (if a portable, is it inside a structure or outside)
- Nature of the problem (has the same thing occurred at the same location in the past?)
- Did the radio display or otherwise indicate anything out of the ordinary?
- Anything about the location or circumstances that you think could have led to the issue occurring in the first place?

I know it can be hard to note everything, especially when you’re busy doing something else at the time – just be as descriptive as possible when reporting a potential issue. It makes a difference. There’s a lot that can go awry with radio communication. Anything from the microphone you hold in your hand, to the radio itself, the radio’s hardware & firmware, the electric wiring, and the antenna /how the antenna connects to the radio are all factors that can affect your DaneCom experience even before your signal tries reaching the DaneCom system.

### **Firmware Updates – Again**

Special attention: Motorola APX users. Please ensure your radio’s firmware is up-to-date as soon as possible. Failure to do so may result in undesired performance of you radios and cause undesired operation to others. If you have any questions about your radio firmware, please contact whomever is responsible for your radio programming.

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