

RM Programming Box

Quick Start & Orientation Guide

For agency Authorized Users | UCA Administrative Services | Version 1.1

1. What the Box Is

Your RM Programming Box is a UCA-managed Motorola Radio Management (RM) workstation. It is the single point through which every radio in your fleet is programmed. The Box connects over cellular data to the UCA Network, where Radio Management keeps the authoritative configuration for each of your radios.

One rule matters above all others: all radio programming goes through the Box. Never program a radio with a laptop running CPS or any other local tool — the change will be detected and overwritten the next time the radio connects, and it will not be preserved.

2. Before Pickup — Connectivity Checklist

Your agency provides the Box's cellular service. Have every item below in place before pickup; UCA cannot release a Box until the static IP is provided.

Item	What you need
Data plan	A cellular data plan sized for radio management traffic plus Windows updates and endpoint security. UCA recommends at least 10 GB per month.
Carrier	Any carrier supports standard (cable-connected) programming. If your agency has — or expects to deploy — Wi-Fi-capable radios and wants to program over Wi-Fi, you must use a FirstNet SIM. Wi-Fi programming requires the Box to be on the same subnet as the RM server, which is not possible with Verizon or T-Mobile SIM cards.
SIM card	Nano SIM (4FF), 12.3 mm × 8.8 mm.
IMEI	UCA will provide the IMEI of the Peplink device that will be assigned to your agency. Your carrier will require this IMEI before it will issue a SIM card, so have it in hand before ordering service. Contact UCA if you have not received it.
Static IP	A static (public) IP address from your carrier.

Send to UCA (dswitzer@uca911.org): your carrier and plan (with monthly allowance), the Peplink IMEI (as provided by UCA), and the assigned static IP. Keep the SIM and data service active for as long as the Box is in use.

3. Pickup Day

- **Come to UCA.** Boxes are picked up at UCA's offices: 5215 Wiley Post Way #550, Salt Lake City. UCA does not deliver.
- **Attend the orientation.** Your designated personnel receive a brief orientation on proper use of the Box at pickup.
- **Sign for receipt.** The person picking up signs for the Box at that time. Loaned Boxes are inventoried out on the equipment schedule; keep the accessories list — everything on it comes back with the Box.

4. Onboarding Your Radios — Three Phases

Each radio comes to the Box twice: once at the start to be read in, and once at the end to receive its updates. UCA handles the middle phase with no radios needed, and sends your points of contact a weekly progress update throughout.

Phase	What happens
I — Read In	Each radio is connected to the Box. RM builds a skeleton record capturing the model, serial number, flashcode, radio ID, and other baseline details. You help schedule and make radios available.
II — Clean Up	UCA completes each record: agency group, personality under the new naming convention, aliases aligned to UEM, firmware verified, radio ID confirmed. UCA queues a “job” of updates for each radio. Nothing is needed from you.
III — Write Out	Each radio is reconnected to the Box. The queued updates are written to it and RM marks the job complete. You make radios available again.

Once a radio completes Phase III, it is fully managed in RM. From then on, all changes to that radio's personality and configuration flow through Radio Management — faster to apply and consistent across your fleet.

5. Day-to-Day Use

- **Connecting a radio.** When a managed radio is connected to the Box, RM checks its record and writes out any updates queued for it. If everything matches, the radio is confirmed in sync.
- **New or replacement radios.** You may program your own radios — but do it in coordination with UCA and through the Box, so each radio is enrolled and tracked. Contact your UCA program lead before putting a new radio into service.
- **Programming over Wi-Fi.** Wi-Fi programming of Wi-Fi-capable radios is available only when the Box uses a FirstNet SIM (see Section 2). On any other carrier, radios must be programmed by cable.
- **Leave the machine alone otherwise.** UCA remotely manages updates, patches, security tooling, and connectivity. Don't install software, connect other devices or networks, or use the Box for anything but radio work.

6. Requesting a Programming Change

Want to change a channel, personality, alias, or other setting? Here's the workflow:

- **Step 1 — Submit a ticket.** Send your proposed change to UCA through a support ticket. You may draft or edit a code plug, but do not write it to a radio yourself.
- **Step 2 — UCA reviews and stages it.** UCA reviews the request and readies the change within seven (7) business days, keeping you posted on status and timing.
- **Step 3 — Connect the radio.** The change is written to the radio the next time it connects to the Box.

7. The Golden Rules

- **No local programming.** Ever. Local changes break sync and are overwritten — UCA cannot restore them.
- **Authorized Users only.** Only designated, trained agency staff operate the Box. Keep it physically secure.
- **Don't move it.** The Box stays at its designated location. Get UCA's written consent (loaned) or give UCA advance notice (purchased) before any relocation.
- **Don't modify it.** No software installs, no peripherals, no opening the case, no disabling UCA's security or management tools.

- **Report problems immediately.** Loss, theft, damage, malfunction, or anything suspicious — tell UCA right away.
- **Keep connectivity alive.** The SIM, data plan, and static IP are your agency's responsibility. If the Box loses connectivity, UCA can't manage your radios.

8. Good to Know

- **The Box is monitored.** UCA remotely monitors, patches, and manages every Box, and may disable or wipe a unit in a security incident. There is no expectation of privacy in Box activity.
- **Loaned Boxes are returnable.** UCA may recall a loaned Box on seven days' notice (immediately for a security issue). Return it complete, with all accessories, in working condition. Lost, stolen, or damaged units carry a \$2,085 stipulated replacement value, plus restoration costs.
- **Purchased Boxes stay UCA-managed.** You own the hardware, but the software, configuration, and connectivity remain UCA-licensed and UCA-controlled for the life of the unit.

9. Who to Contact

UCA Radio Management program lead: Garrett Millward • gmillward@uca911.org • 801-834-1933

Connectivity information (IMEI, static IP): dswitzer@uca911.org

UCA Administrative Services: 5215 Wiley Post Way #550, Salt Lake City, UT 84116 • uca911.org