



October 30, 2024

****PRIORITY MESSAGE – potential field unit safety related****

Stakeholders:

UCA has identified a Motorola radio programming setting that may cause lost traffic from dispatch under certain conditions. This email outlines the conditions, workarounds, and resolution steps to address the issue.

Issue Details: This issue may occur when:

- A Motorola radio user initiates a call to dispatch, and dispatch responds using the “**simul-select**” (multi-select) function on the radio console; AND
- The Motorola radio user has **channel scan enabled**; AND
- The radio programming is set with **Scan Configuration > Scan Wide > General > Voice Rx Tx Hold Time (sec)** greater than 0 seconds.

Impact: In this scenario, the receiving radio will miss traffic for the number of seconds specified in the **Scan Configuration->Scan Wide->General->Voice Rx Tx Hold Time(sec)** setting. UCA believe that for most radios are currently set to a hold time of 3 seconds across the state.

Affected Users:

- All Motorola portable and mobile radios

Workarounds:

1. **Disable Scan Function:** Users can turn off the scan function and stay on their primary channel, preventing this issue.
2. **Delay Dispatch Transmissions:** Dispatch may delay transmissions by 2 seconds after receiving a call, ensuring units scanning will capture the traffic.
3. **Use the “Patch” Feature:** Dispatch may use the “patch” function on transmission talk groups instead of simul-select. This ensures all units, including those scanning, hear the traffic.

Resolution: Motorola radios with **Voice Rx Tx Hold Time (sec)** set above 0 seconds should be reprogrammed to **0 seconds**. UCA also advises minimizing the use of scanning on a trunked radio system to prevent potential missed dispatch traffic. It is advised that the radio user remains on their main working channel if they must scan.

- **Updated Programming:** Radios programmed by UCA on or after October 30, 2024, will have the setting programmed to 0 seconds.
- **Request Updated Code Plug:** If your Motorola radios were programmed before October 30th and your agency can reprogram radios, email tmathieu@uca911.org with the subject line “**CODE PLUG NEEDED**” for the updated code plug.
- **Request Reprogramming:** If UCA needs to perform reprogramming, email tmathieu@uca911.org with the subject line “**MOTOROLA REPROGRAMMING NEEDED**”. We will work with you to coordinate reprogramming.

Additional Recommendations: Until reprogramming can be completed, please consider having your field units discontinue scanning or the PSAPs temporarily discontinue long-term simul-select to eliminate the chances of this occurring until reprogramming can occur.

We understand this is a huge inconvenience for our Motorola radio users. I sincerely apologize that this will require those of you using Motorola radios to be reprogrammed

Thank you for your understanding and patience as we work to resolve this issue. Your safety remains our top priority.

Sincerely,

Tina Mathieu

Executive Director, Utah Communications Authority