UCA
UTAH COMMUNICATIONS AUTHORITY

P25 SOFT CUTOVER
Programming

Lessons Learned and ways to help with coordination!

At a glance

So far, the soft cutover has been a success, and we are grateful for the preparation undertaken by our agencies in anticipation of our arrival. Through this process, we've gained valuable insights and faced some challenges that we wish to share and address.

PREPARATIONS ⌄

PSAP managers, please review and promptly respond to email from Blake Collins regarding VHF, Paging, and AuxIO resources at your PSAP ASAP before the soft cutover date.

Here are some additional suggestions to streamline the preparation process:

1. Ensure there is a programming location with a tested WIFI connection and necessary connectivity credentials available whenever possible.
2. Provide an accurate count of radios to be programmed to optimize efficiency during the programming sessions.
3. Implement a scheduling system to stagger users throughout the programming period. A recommended schedule format is 16 timeslots every 20 minutes. You can utilize resources like https://signupgenius.com/ to organize this effectively.
4. Schedule a break mid-programming day to ensure the team stays refreshed and focused.
5. For larger agencies or those with a cache of unassigned radios, it's beneficial to have these gathered and onsite at cutover. This enables the programming team(s) to address these radios during downtime.
6. If there are radios with special requirements, such as unique talk group assignments, allocate additional time for these cases. Ensure you have all necessary documentation for specialty talk groups like VFAST.
7. Remain flexible as unexpected calls, emergencies, and personal leave my impact the schedule.
8. It's advantageous to have someone onsite who understands the agency's needs, personnel, and equipment to address any questions or concerns that may arise.

MINI REMINDERS

Radios must be P25 Phase 1   **Fully charged Portable Radio Battery**   **Know your Equipment**   **We work through the Unexpected with you!**

CHALLENGES ⌄

1

PROGRAMMING DAY 1

Each startup presents its unique set of minor challenges. When scheduling user programming times, it's beneficial for the programming team(s) to start gradually and increase pace. Having fewer users waiting during the initial 60-90 minutes allows for smoother issue resolution.

PSAPS DAY 1

PSAP Managers, please ensure your VHF/Paging/Radio expert is present on-site for the cutover.

2

RADIO IDS

Due to the specific setup of the L3Harris system, current user serial numbers may not contain complete alphanumeric values. L3Harris has modified serial numbers for the system by removing characters, posing challenges in ensuring correct ID assignments to associated radios. While UCA is collaborating with L3Harris on this matter, providing agencies with a block of IDs for preprogramming radios is presently not feasible. Additionally, some serial numbers not in the system require additional communication with the L3Harris team for resolution.

3

Firmware

On-site firmware updates are not conducted by UCA. Like cell phones or computers, it's recommended to update firmware to the latest version for enhanced features and bug fixes. Firmware updates typically take 7-20 minutes, with specific version requirements for L3Harris system compatibility:
1. All legacy radios mut be P25 Phase 1 and preferably Phase 2 flashed.
2. XTS/XTL radios require version 20.50.7 or better to work on the system.
3. Kenwood firmware version 8.36 has a compatibility bug with the L3Harris system and should be updated.
4. Motorola APX radios haven't experienced issues, but older firmware may affect system performance and PSAP operations, so updating is advised.

4

EQUIPMENT

Familiarity with equipment expedites the programming process. Users should know the mounting location of their radios in vehicles, ensuring accessibility and obstruction-free operation. They should also be aware of the programmed personality (e.g., SAR, PATROL, FIRE) and ensure Batteries are charged.

PSAPS

Please bring VHF radios and pagers to the PSAP responsible for dispatching for your agency to facilitate Symphony Console testing, as discussed in Blake Collins' previous email.