ENABLING COLLABORATIVE AND EFFICIENT WORKING PRACTICES

M-RADIOCONTROL

MOTOROLA SOLUTIONS

CHALLENGE:

Two-way radios provide a communications channel for critical operations.

Frontline personnel often work in conditions where it's not always convenient to detach and operate a radio, or in some situations, remaining discreet is critical to the safety of the officer and the public. Take some of these specific use cases for example.

COMMUNICATING WHEN THE NETWORK IS CONGESTED

An officer attends a briefing for an unexpected event. They are told that they should only use the radio for essential communications.

This is because the event is likely to require a lot of voice communication to manage it, and as it was unexpected there is only so much capacity available on the network. If the officers use the network for non-essential communications, it will quickly become congested, impacting on the network capacity for time sensitive messages.

> " ONLY USE YOUR
> RADIO FOR ESSENTIAL
> COMMUNICATIONS "

That is not to say non-essential communications are not important - they may just be of a lower priority and this can lead to officers waiting for a break on the network.

It can also impact negatively on officer effectiveness as they are waiting, but if officers are expected to use the airwaves for only essential communications, how are they sending non-essential communications?
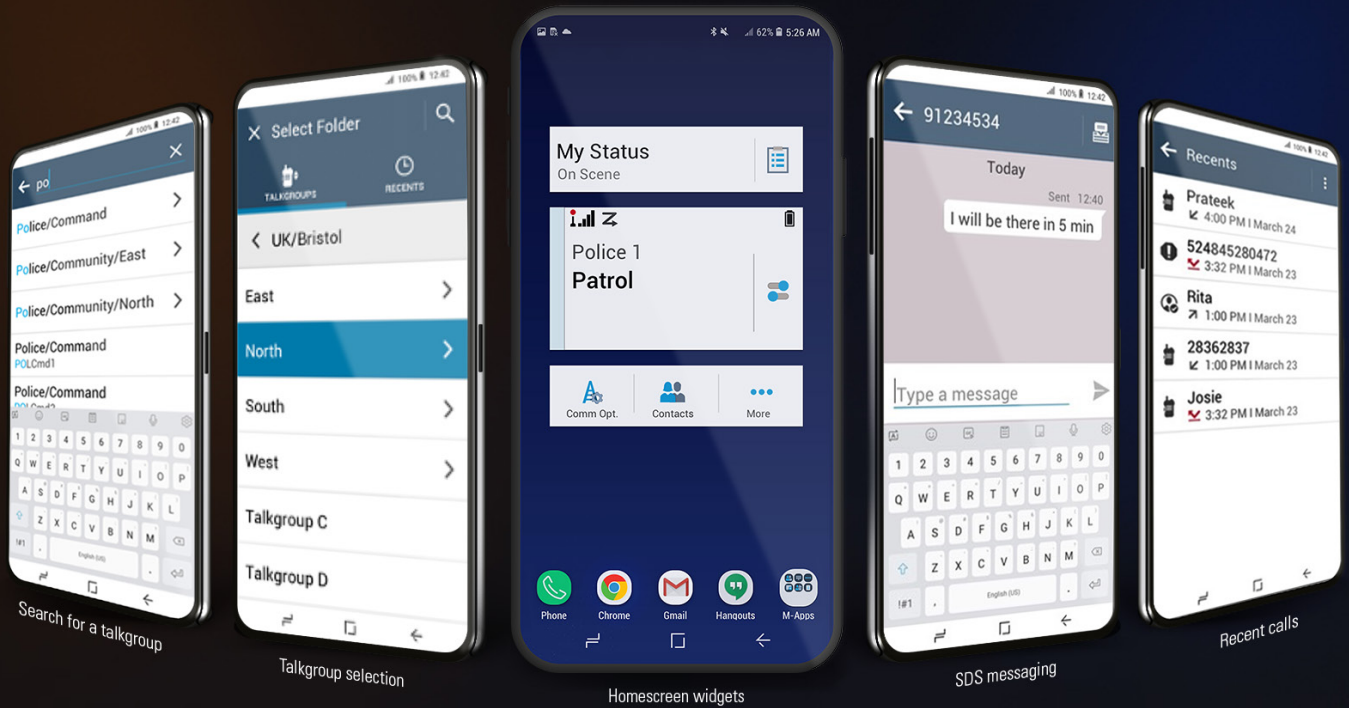
This may force officers to turn to other means of communication for non-essential messages, and if they aren't on the TETRA network, they cannot be audited, leaving both the officer and the police force vulnerable if they face investigation.

COMMUNICATING DISCREETLY DURING CRITICAL OPERATIONS

Sometimes users need to be discreet. Having a smartphone showing rather than a radio on display, enables surveillance officers to blend in more effectively and arouse less suspicion.

The closer they get to a suspect, the more limited they are in being able to communicate by voice. With their radio concealed, they have no access to send status messages or SDS messages and may rely on more complex communication such as clicks of the PTT, yet critical communications in situations like this shouldn't be complex.

These uses cases highlight how critical two-way radios are for safety and effectiveness as they provide officers a major lifeline.

Search for a talkgroup

Talkgroup selection

Homescreen widgets

SDS messaging

Recent calls

SOLUTION:

TETRA radios remain ideally suited for mission-critical voice communications. The MXP600 mission-critical TETRA portable radio is designed to deliver immediate and intuitive access to mission-critical features.

Smartphones are also being used increasingly for policing tasks, especially those that require a lot of deeper interaction with data. Whether it's to capture evidence using the camera, job scheduling or recording digital evidence on a mobile policing application.

As technology continues to evolve at a rapid pace, companion devices have become increasingly utilised.

The MXP600 allows you to securely pair to a smartphone, where you can launch the M-RadioControl application. The Bluetooth 5.0 connection uses the globally recognised Federal Information Processing Standards (FIPS) approved algorithms to offer greater security and protection against passive eavesdropping, man-in-the-middle and denial of service attacks.

While keeping their radio securely attached for voice communications, officers are able to utilise the larger smartphone screen and home screen widgets to handle some of their everyday tasks.

COMMUNICATING WHEN THE NETWORK IS CONGESTED

When on a busy shift and there is a lot of traffic on the network, the M-RadioControl application enables the officer to use the smartphone and have access to a full qwerty keyboard to be able to send and receive SDS messages through a familiar instant messaging style user interface.

The officer isn't waiting for a break to transmit a low priority communication and can utilise an SDS message to communicate with the control room or colleagues to give updates quickly and return to the task at hand.

The M-RadioControl messaging widget can be added to the smartphone home screen for one-touch access to SDS text messages and allows the officer to get notifications of new messages, as well as review and respond to messages in easy-to-view message threads.

USE CASE | M-RADIOCONTROL

More importantly, because SDS messages are sent over the TETRA network, they are secure and can be audited, whilst not risking a breach of data privacy.

The application can also be used to quickly and efficiently change talkgroups, without having to detach their radio. M-RadioControl allows users to easily search for a talkgroup by inputting just the first few letters, change a talkgroup and even view recent talkgroups, for a more familiar user interaction.

Users can easily search for a talkgroup in the app by inputting just a few letters, change a talkgroup or view recent talkgroups. Selecting a talkgroup in the app, instantly changes the talkgroup on the radio. Group call details including group name and ID of the current talker can also be viewed.

COMMUNICATING DISCREETLY DURING CRITICAL OPERATIONS

Some officers rely on more discreet ways of working. M-RadioControl means that the officer could be using the smartphone to control their MXP600 two-way radio. They'll blend into society and be less likely to arouse suspicion.

The officer is able to then conceal their mission-critical lifeline, the MXP600 radio, inside a jacket or a rucksack and launch the M-RadioControl application on their Android smartphone.

Rather than rely on clicks of the PTT, they'll be able to use SDS and status messages to communicate more effectively and for longer, without alerting the suspect - keeping them connected to their communications lifeline for longer in critical moments.

This deeper interaction afforded by M-RadioControl allows the MXP600 to remain safely out of sight to protect the officers anonymity, all while offering the officer instant communication.

The MXP600 makes using a radio easier and has been developed with customers to enable the increasing number of users carrying a smartphone and radio, to use them securely, effectively and collaboratively to suit a more personal user experience that supports modern ways of working and improves the safety of both officers and the public.

Learn more about the MXP600:
www.motorolasolutions.com/MXP600radio

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