

## RADIO CONSOLE INSTANT RECALL RECORDER (IRR) – NOVEMBER 13, 2013

### ISSUE AND BACKGROUND

A common report from dispatch centers is that their radio console's IRR software is not recording at a particular position.

In the past, the most common sources of IRR problems have been: (1) the IRR is selected on the wrong date, (2) an audio cable has come unplugged from the back of the radio console computer, or (3) the keyboard has a key stuck.

Recently, we've had occasional unexplained IRR problems, and the usual causes have been ruled out. The only solution Motorola technicians have found to return the IRR to normal operation has been a computer restart, which indicates a software problem that needs more investigation.



### WHAT WE NEED YOU TO DO

Periodically check your radio consoles to see if the IRR is working. As an initial step, you can verify that you are on the correct date. That procedure is shown below. If you are on the correct date, and the IRR is not recording, submit a support ticket on our website or email [radiohelp@butlersheriff.org](mailto:radiohelp@butlersheriff.org).

Continue to report IRR problems, so that we can track how often it is occurring and provide that information to Motorola. Restarting is not the long-term fix we want, and we have to help Motorola identify the cause.

At some centers, console IRRs have gone long periods of time without recording and no one has reported it. Let us know!

### TROUBLESHOOTING STEPS

If there are no recordings, or no recent recordings:

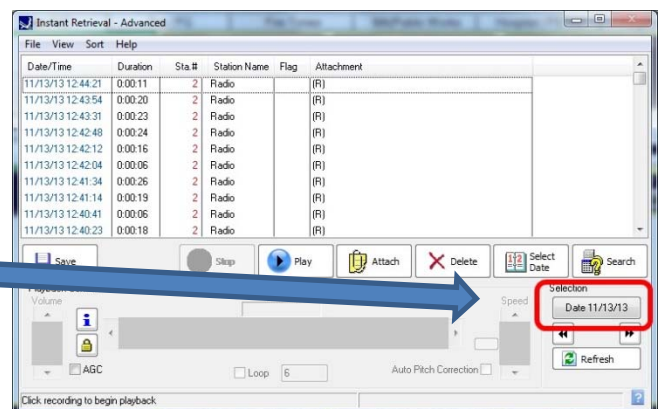
Do you have a talkgroup selected? The IRR only records your selected talkgroup and any dispatcher transmissions.

Are you looking at the correct date?

To check your date selection:

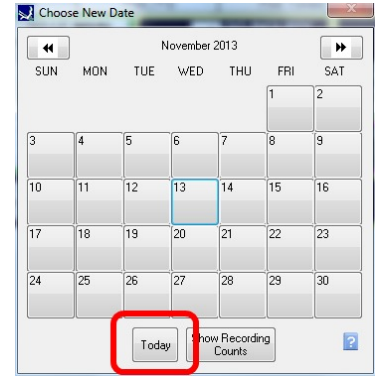
1. Click the Date button.

This will open a date selection calendar window.



- On the date selection calendar, use the Today button at the bottom to automatically select today.

Occasionally, the calendar has been selected on an entirely different month so the Today button is the quickest way to make sure you're on the right day.



- As another troubleshooting step, you can click the Show Recording Counts button.



If you see [0] on today's date, or on recent days, you know that date selection is not the problem. The only way there can be zero recordings is if the console did not have a talkgroup selected, and a dispatcher did not transmit all day long. This likely means a cord has come unplugged, or there is a software problem. Open a support ticket or send us an email.

If there are recordings listed, but you can't hear them:

The IRR uses separate speakers (not the select / unselect speakers you use for radio traffic). They may be black, desktop computer speakers. At some centers, the sound comes through a monitor's built-in speakers.

Are they on? Is the volume turned up?



(not these speakers)