



Magnolia Fire Department

BULLETIN

No. 2025-13

Date: 6/03/2025 Rev. 6/13/2025

To: Emergency Operations Personnel

From: Operations Chief

Subject: New Motorola Radios

INFORMATIONAL
OPERATIONAL

Recent reports on issues concerning the new handheld radios have been received.

- Out of range or RMS failure, **lapel mic issues remove and report.**
- Rear screens wake green button not tied to channel lock knob.
- Rear screen home icon going to non-monitored admin 18.
- **Conroe and spring creek channels not working.**
- **Loose antenna signal loss.**
- **Missing assigned holsters, we have two holsters unaccounted for. Per directive below units are to be kept and accounted for in assigned holster at all times.**

Chief Thorton is currently out of the office this week, we have spoken with the county radio personnel in attempt to address. They have reviewed their side of the system unfounded. We will continue to test locations and gather information. For now, we ask that you do the following until further notice.

- Forward via email or text your location/the radio ID/and if possible, **video** of instance to Chief of Operations.
- **Radios have smart connect features you may see no signal bars and hear audible tone as it switches to cellular signal when in dead spots. Its seamless connection can be tested by conducting a radio check with fire comm for your trustworthiness value.**
- **Keep radios in the issued belt clip holster. If radio does not fit in personal radio straps with issued holster, we ask that you move to PPE coat pocket until screen lock can be addressed.**
- Lock channel select knob on correct channel prior to entering any IDLH.
- Activate DVRS as early as possible in response.

Resolutions are being sought, your assistance is appreciated.