

Clearer Connections, Safer Communities: Unleashing the Power of Advanced Two-Way Radios for Rural Law Enforcement

Posted by PROCOM Blue

In the realm of rural law enforcement, effective communication is the backbone of public safety. As sheriffs' offices in rural counties and small-town police departments navigate the unique challenges they face, upgrading to a next-gen two-way radio system is not simply nice—it's pivotal.

Let's delve into three key features and their corresponding benefits that make an advanced two-way radio system an invaluable asset for the men and women protecting small-town America.



1. Crystal-Clear Audio Quality

"Is there something we could do to make this radio come through a little clearer?" The young law enforcement officer held out his two-way radio for me.

With a wave of my hand, I gestured for him to have a seat across the table from me there in the foyer of our little radio shop.

"Are you saying you're not getting enough coverage out on some of those rural patrols?" I asked.

He shifted uncomfortably in his chair.

"It's not that," he said. "That used to be more of a problem than it is now. Since you guys got the new tower working, it's been a lot better, coverage wise."

"Good to hear." I said. "But you've got me confused. If you're getting good coverage in the dead zones now, what exactly do you need me to help you with?"

"Not sure you can help," he grinned. "Don't tell my wife I said this, cause she's always telling me I don't listen to a word she says, but I guess she's right." The smile turned into an outright chuckle. "I either need to start listening more carefully, or go get my ears checked, because I'm just not hearing that radio well."

"What happens if you don't catch everything in a particular transmission?" I asked.

“Well, I have to ask them to say it again,” he said. “That’s fine when it happens during routine conversation,” he continued. His face grew serious. “But what if I can’t hear what my dispatcher just told me when someone’s life is on the line, I don’t want to lose those critical seconds, you know?”

I could tell by his pained expression that this was a much bigger problem now than it had been when he’d come through the door a few minutes ago.

“I can’t do anything about your ears,” I said reaching for a shiny new Kenwood Viking P25 radio on the shelf behind me. “But there’s no doubt you’ll feel a lot better about your hearing after you’ve used this one a time or two. I promise you the difference will be like night and day.”

He gave me a puzzled look, and, for a moment, his face resembled a kid in the candy store more than it did a big, burly LEO.

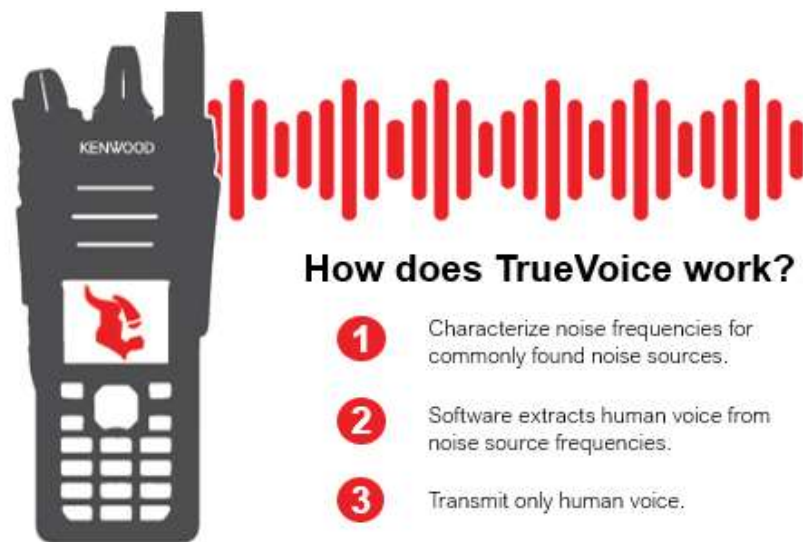
“I’ll have my guy program it up,” I said. “It’ll just be a minute. You’re going to want to hear for yourself what you’ve been missing.”

“Deal,” he said. He grabbed my hand and gave it a shake.

“I’m afraid I can’t help you with the wife thing though,” I said.

“Yeah, maybe need to see the doc on that one,” he laughed.

The moral of the story is that signal strength and audio clarity are two different issues. And if you want to serve and protect out there every day at your very highest level, you’re going to need both. We’ll save coverage for another time, however, and focus on one of the key things that separates the latest in two-way radios for law enforcement from all that have come before—that is—**Enhanced Audio Technology**.



Here in Kenwood Viking land, this advanced software-based audio feature is known as True Voice. True Voice works by characterizing noise frequencies for commonly found noise sources then extracting and transmitting only the human voice from them. Proprietary technology, True Voice is equally effective in analog or digital mode and works flawlessly with any accessory ensuring clear and crisp communication in even the harshest of environments.

Best of all, True Voice is standard in every Viking radio we sell.

Improved Situational Awareness

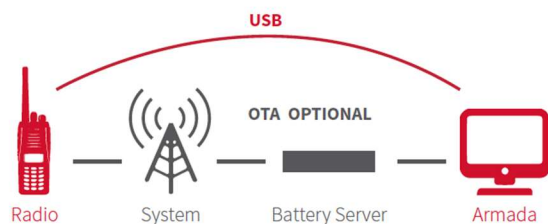
In the field that means officers can receive and relay information without distortion, enhancing their ability to maintain situational awareness during critical incidents.

Quick Decision-Making

That kind of clear communication reduces the likelihood of misunderstandings or the need to repeat instructions allowing for quick decision-making and fast response times.

2. Advanced Connectivity

Like any other maintenance, maintaining the software that runs and synchronizes your radios together within your overall system is a must if you're going to keep your comms operating efficiently. Gone are the days when every radio had to be programmed, updated, and checked for battery life etc. one at a time. Kenwood's ARMADA Advanced Fleet Management feature uses template-based programming that empowers your organization to manage all of these tasks and more simultaneously, whether you have just a few radios to manage or oversee a fleet of ten thousand.



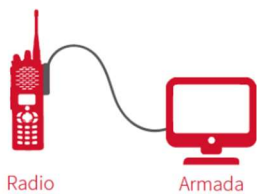
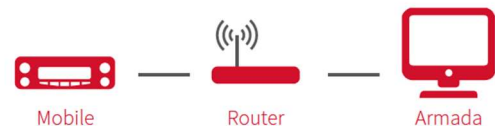
Elite Battery Management

Want to track the health of batteries installed in your portable radios all from one easy-to-use interface? With ARMADA's Elite Battery Management feature, standard in all Viking portables, your radios can be configured to report battery health directly to the operator as well as to the battery server in real time, with a convenient email

and/or text message. Imagine never again having to worry about losing communications with one or more of your officers because their battery dies suddenly without warning.

Over-the-Air Programming (OTAP)

Tired of the hassles associated with programming your mobile radios? OTAP lets you skip the hassle and streamline all of your mobile radio programming remotely using IP-based network services. All you need is a wired (Ethernet), or wireless (Wi-Fi) network to take advantage of this time saving feature.



Updates Made Easy with Kiosk Mode

Keeping your equipment's software up to date is critical to maximizing the up time of your radio communications. Kiosk mode includes a special view that will simplify your radio interaction. This feature, standard in all Viking portables, lets you and your officers quickly connect and automatically install any available updates.

Simplify Planning and Management

These next-gen two-way radio technologies deliver the tools you need to see what's going on with your equipment in real time, identify potential issues before they turn into bigger problems, and easily plan for and manage the simple tasks that ensure that an ounce of prevention really is worth a pound of cure.

Uninterrupted Operations

There's nothing worse than having your critical comms fail in the field when you need them most. Advanced fleet management features, like Viking's ARMADA, help your officers remain connected throughout their shifts, minimizing the risk of communication downtime and improving safety for both law enforcers and the communities they serve.

3. Enhanced Safety Features

When considering some of the huge improvements we've discussed that make next-gen radio technology so important to the effectiveness, safety, and cost efficiency of communications in the field of law enforcement, we should be careful not to take for granted advancements in the seemingly little things as well.

GPS Integration

Integrating GPS functionality allows for real-time tracking of officers, enabling better resource allocation and improving safety by allowing for quick response in emergencies and better coordination during operations.

Text Messaging and Data Sharing

Beyond voice communication, next-gen two-way radios help streamline your critical comms by providing additional communication channels including text messaging and data sharing. These added features promote the fast, efficient, and secure exchange of information while reducing radio congestion.



Conclusion

In summary, upgrading to an advanced two-way radio system offers rural law enforcement agencies a trifecta of benefits: crystal-clear audio quality for effective communication, advanced connectivity options for uninterrupted operations, and enhanced safety features that benefit us all. By adopting these technological advancements, sheriffs' offices in rural counties and small-town police departments can forge clearer connections, ensuring safer and more responsive communities.

PROCOM is a Two-Way Radio and Integrated Smart Security Solutions Provider based in Texarkana, Arkansas. They have been serving law enforcement and public safety in Arkansas, Texas, and Louisiana for over 35 years.

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