Manitoba 🦬

Central Services
Public Safety Communications Service

Reactivating a Radio (Uninhibit)

Date Created:	July 12, 2019
Last Updated:	May 14, 2021

Background

PSCS is specifically designed and operated for the public safety and public service community in Manitoba. To maintain the integrity of PSCS, procedures are established to ensure that all of its encrypted assets are qualified to be in PSCS.

Any reactivation request has to be reported to Bell with corresponding approvals.

Purpose and Scope

To establish and implement a consistent process for reactivating a radio.

Process Input

The process is prompted by the Public Safety Entity (PSE)/user reporting radio reactivation in writing.

Process Flow

1. PSE sends a Service Request via email to Bell Service Desk team at BMRadioCC@bell.ca.

2. Service Request includes:
    a) Department Manager's or Supervisor's approval via email,
    b) Radio serial number#, tag number # and/or LID number #.

   *A risk has been identified by Bell that a request to reactivate a radio could be provided/requested to Bell in which case a radio could be reactivated to the network causing unwanted communications to an unauthorized radio on the network.

3. In the event that the radio was zeroed out from the Network, the radio will need to be provided to Bell in order to have the codeplug reloaded into the radio.

4. Bell Service Desk notifies RKA (RCMP KMF Administrator) in order to have encryption keys made available for the Radio.

5. Bell Service Desk creates a task to the RCAP (Radio Codeplug and Provisioning) team in order to re-authenticate the radio to the network.

6. RCAP team re-enables the radio onto the network and notifies the Bell Service Desk.

7. RKA reassigns the radio to the correct user profile.

8. Encryption Keys will be pushed via over the air rekeying (OTAR).

9. Radio Operator may also need to complete the OTAR from the menu options on the radio.

10. Bell Service Desk updates equipment record from lost to active capturing the now known location of the radio.

11. PSE accepts and verifies radio is reactivated.

Version History

Version	Date	Author	Change Description
1.0		Bell	Initial Release
1.02		Manitoba	Minor Edits
1.03	May 14, 2021	Bell	Bell contact updated