1. **Introduction/Purpose**

   Critical Connect is a subscription-based service that allows a customer to connect the ASTRO system to other “systems” like a Harris platform, another P25 platform, a Kodiak platform, MotoTrbo, or some other yet to be identified platform. The supported Motorola Kodiak platform is marketed as Motorola Wave. The Motorola Wave application is installed on smart phones, is a per phone number billed monthly service, and allows the smart device application to conduct receive and transmit operations to and from the ASTRO system.

2. **Definitions**

   All definitions are located in the “Definitions” document located on the SIRN Website at [www.sirn.wv.gov](http://www.sirn.wv.gov).

3. **Subscription and Management**

   a. The State currently has a subscription valid for three years (2021-2024). The state does not provide for licensing individual smart devices.

   b. Agencies who desire to add a Motorola Wave device into the SIRN network must coordinate with the County or State agency point of contact.

   c. Agencies will be responsible for any subscription fees for the device to Motorola.

      i. Agencies that are interested in using a Critical Connect Component must contact their local RIC chair, in writing, for initial processing.

      ii. Already approved SIRN participating agencies will need to contact Motorola directly to begin a subscription for each phone number they wish to use on the application.

      iii. Once the phone number has been registered and the application prepared, agency points of contact will coordinate with the SIRN System Manager to begin integration of the talkgroup(s) they wish to use.

   d. Management of talkgroup integration and the Motorola Wave application will be managed by the SIRN system administrator(s). Talkgroup integration requests must follow the same request procedures through the established points of contact. No agency credentialling will be permitted to access cloud services.

4. **Understanding the limitations of the application and its connectivity**

   a. Agencies who desire to use the Motorola Wave product must be aware that the service should be viewed as an add-on to current SIRN availability and should NOT be viewed as a life safety critical communication method or a complete replacement for a subscriber unit.
b. The current limitations within the Critical Connect platform allow for up to 25 users to perform Critical Connect functions simultaneously.

c. If usage of the Critical Connect function exceeds 25, the 26th and future attempts for communication between the Motorola Wave app and the attached ASTRO talkgroup will not be successful, thus a “busy” situation would occur. Extreme caution should be exercised when agencies desire to connect smart devices to ASTRO talkgroups as it may be possible to place a significant burden on the system.