

## **To Report an Audio Problem on the MARCS Radio**

When calling the MARCS helpdesk (866-646-2727) to report an audio problem with your MARCS radio, first obtain the information below.

\*Do not call to report a known CAD (MCT) problem.

The report will need to include:

- a. Date and time of the incident.
- b. Officer's name and unit #.
- c. Field units Radio ID#.
- d. Talkgroup that was used at the time of the incident.
- e. Exact location of the field unit at the time of the incident.
- f. Comm Center Console # (if applicable).

\*This information is vital in helping MARCS/Motorola troubleshoot the problem.