

TrellisWare Technologies

TW-900/950 TSM Shadow Radio User Guide

UG-TW950 r3



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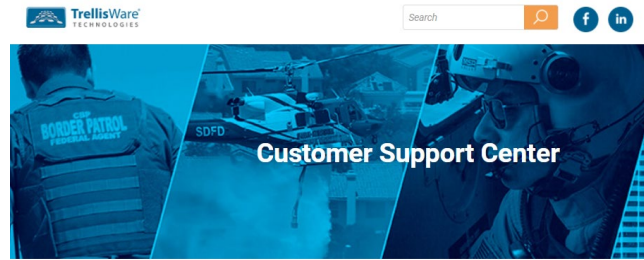
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<https://support.trellisware.com>

Access technical notes, documentation, and information about training and software updates.

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Throughout this document, references to Technical Notes (TN) look like:

Please refer to **TN-0000 – Example** for more information.

And special notes look like:

NOTE: These are important notes about the product and software.

CHAPTER 1

Introduction

TSM Networking

TrellisWare's TSM waveform enables a self-forming, self-healing, infrastructure-less Mobile Ad-hoc Network (MANET) that provides wireless coverage in challenging environments or during critical situations. It is designed with advanced signal processing and cooperative communication techniques for long distance connectivity, and it supports a variety of services. Your Software Defined Radio (SDR) product is powered with TrellisWare's unique TSM waveform for superior mobile ad-hoc networking.

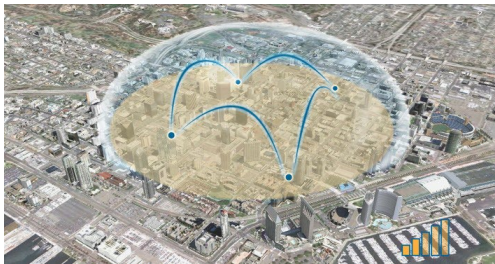
This chapter discusses the following:

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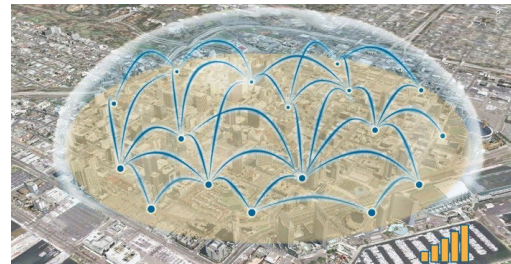
TSM Waveform Characteristics

Common features for your tactical mobile ad-hoc network:

- No towers needed; it is not dependent on a fixed infrastructure
- No central control points, programmed routes or tables, access points, or directional antennas (needed for Wi-Fi or cellular networks)
- No restrictions on topology
- No restrictions on the number of radios to host in a single network
- No special setup required to connect to a computer or existing network Every radio is a receiver, transmitter, and relay – all in one
- Each radio directly communicates with other radios for all network traffic Reliable communications with low latency and low overhead
- The entire MANET increases in robustness, area of coverage, and path diversity as more radios are deployed.



Radios form a network in an urban area



Network strength improves with more radios

TSM Waveform Benefits

Network Benefits

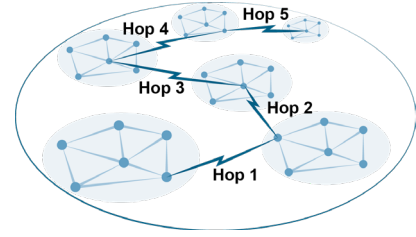
- **Self-forming, Self-healing** - Infrastructure-less mobile ad-hoc networking
- **Scalable** - Large and small network capability, 500+ nodes in a single RF channel
- **Fast re-entry** - Less than one second
- **Non-routing** - IP devices are plug and play
- **Secure** - AES-256, remote disable, RSA-2048, SHA-256

Services of Network

- **Voice, Data, PLI** - Simultaneous voice, data, PLI (GPS), gateway
- **Cellular quality voice** - Up to 16 channels, AMR 5.9, or MELPe
- **Video** - Capable of streaming multiple simultaneous videos
- **Data rate** - Up to 33 Mbps IP throughput per channel
- **Talk groups** - Up to 32 voice talk groups

Wide Network Coverage

- **Range** - 26 mile Line of Sight (LOS) per network hop, 150 mile LOS per network hop in Long Range Mode
- **Multi-hop** - Up to 8 hops
- **Mobility** - Instantaneous network anywhere at any time (vehicle to ground to air)
- **Harsh RF Environments** - Urban, desert, dense foliage, etc.



Network Capabilities

TSM gives you tactical mobile networking when it matters most. Many radios can be deployed quickly by being able to auto-configure into a wide area network (WAN) without relying on a fixed infrastructure.

Whoever you are, TSM is ideal for you!

- First responder (Fire fighter, disaster relief, paramedic)
- Warfighter (Tactical communications)
- Miner Mariner/sailor Security
- ISR
- Unmanned (Aircraft, robot)



Wherever you are, TSM is perfect for any environment.

- Dense urban Heavy foliage
- Hilly or rugged terrain
- In high multipath
- Onboard ships
- Mines/caves/tunnels
- Desert
- Coastal



CHAPTER 2

Radio Basics

The TW-900/950 TSM Shadow radio features unparalleled performance powered by the TSM waveform. The radio provides an expanded frequency range, higher throughputs for streaming HD videos, and is interoperable with devices that run TSM-X™ waveform functionality. TSM Shadow radio is redefining the edge of tactical networking.

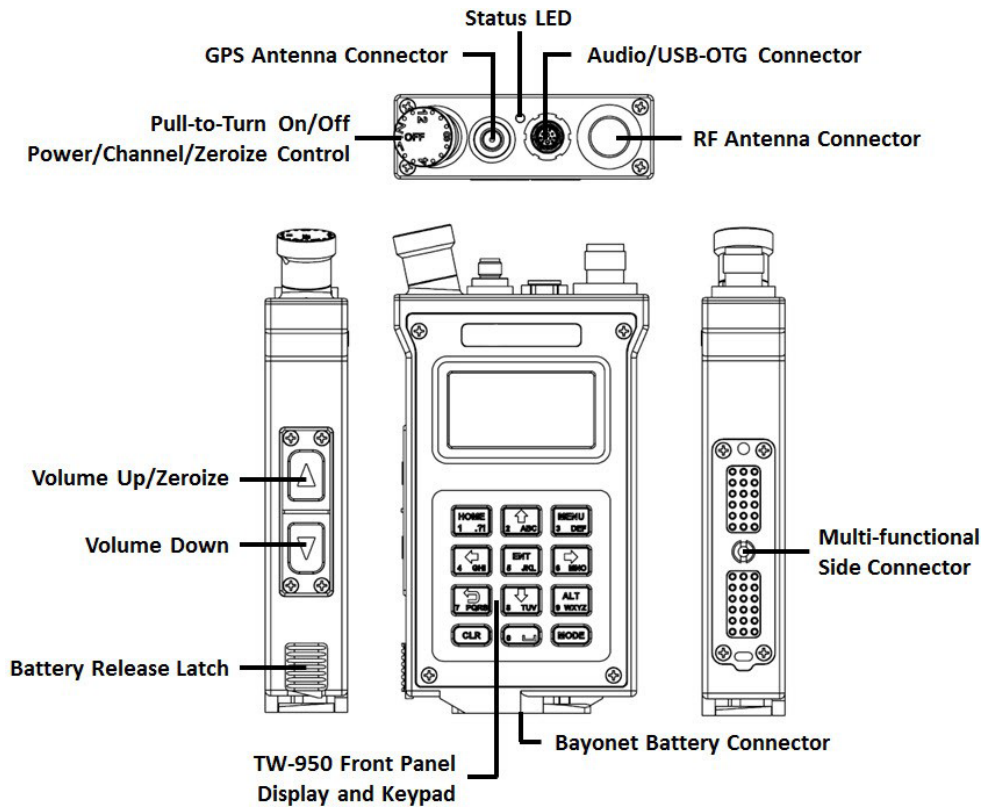
This reliable radio is simple to configure, has many interchangeable accessories, and is easy to deploy.

- SD and HD H.264 video encoding
- UHF, L-band, S-band in a single radio
- Up to 33 Mbps and 32 voice talk groups

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TSM Shadow Diagram



Item	Description
Power/Channel/Zeroize Control	Pull-to-turn on /off, 14 channel voice selector, and zeroize control knob. (The 1st channel click is power, and the last channel click is zeroize.)
GPS Antenna Connector	SMA for GPS antenna connection.
Status LED	Multi-color LED that indicates network status and signal quality.
Audio/USB-OTG Connector	Water-tight ODU for PTT audio in/out, or USB-OTG data connection.
RF Antenna Connector	TNC for RF antenna connection.

Item	Description
Multi-functional Side Connector	Multi-pin side connector point for dongles with an O-ring around pin field. Supports HDMI video interface (1030p 30fps HD video), and sensor triggers. The side-connector pin interface is backwards compatible with existing side connectors, and is compatible with some TW-400 accessories. TN-0083 - Dongle Pin Removal
BA-5590 Style Battery Connector	Connector point for battery
Battery Release Latch	Power adapter release lock
Volume Down	Volume down push button for audio output
Volume Up/Zeroize	Volume up push button for audio output, zeroizing the radio, and entering Programming mode
Front Panel Display and Keypad	TW-950 TSM Shadow radios include a front panel display and keypad for programming and direct access to network status.

TSM Shadow Specifications

Features	Specifications
Size	4.54"(H) x 2.76" (W) x 0.90" (D)
Weight (R/T only)	11.3 oz
Frequency Range	L-UHF: 225-450 MHz U-UHF: 698-970 MHz L/S Bands: 1250–2600 MHz
Configurable Bandwidth	1.2, 4, 10, 20 MHz
Transmit Power	100 mW, 250 mW, 500 mW, 1 W, 2 W
Battery Life	8 Hours with 32 Wh Rechargeable Battery
Environmental	MIL-STD-810G
Water Resistant	IP68
Connectors	ODU Data/Audio, TNC RF, SMA GPS, 36-pin side connector
Data Rate	Pt. to Pt., up to 16 Mbps (1-hop Standard TSM), up to 33 Mbps (1-hop High Data Rate Mode)
Operating Temperature Range	-20C to +55C
Video Encoding	SD and HD H.264
Waveform	TSM Release 6

Radio Accessories

The specifications listed apply to all TSM Shadow radios. The radios have internal web applications, default factory settings, and are compatible with hardware accessories: dongles, audio/data cables, RF and GPS antennas, headset, and battery or adapter for power. You can interchange accessories to meet the needs of your network and mission.

TSM Shadow Radio Structure

There are two TSM Shadow radio models, the TW-900 and the TW-950. The TW-900 TSM Shadow radio provides the same capabilities as the TW-950 but without the screen or keypad.

The front panel allows for direct access to network status and programming network or peripheral settings. The front panel information is from the Preset file or from the networked device itself.



Keep in mind the following tips when interacting with the TW-950:

- In the Front Panel Display, the current enabled option is in bold, and the item for selection is highlighted. If you see a scroll bar on the right edge there are more options below.
- At any time press the BACK keypad button to navigate back through screens.
- The display backlight can timeout; adjust duration of backlight via the Peripherals Screen. To re-engage the screen after it times out, press any button on the keypad.
- Data displayed on screens may vary depending on the frequency band.

NOTE: If the back light comes on but nothing displays, the radio's battery may be very low.

Notes about the TW-900:

Since the TW-900 lacks the front Front Panel Display, the following are a few important functions:

- Programming mode - Set the radio to Programming mode by holding the radio's side Volume Up button while turning on the radio.
- Network Status -Use the Status LED to determine network status. See "Read the LED Light".

Power On

To turn the radio on: Pull and Rotate the **Power/Channel/Zeroize** control clockwise to one of

the voice channel positions. If you are using a dongle, be sure to attach it before powering on the radio.

During the start-up process, the Status LED emits: white, red, yellow, light blue, blue, and LED off. When the LED goes off, the radio is ready to be used.

Change the Radio Channels

Activate a voice channel by turning the **Power/Channel/Zeroize** control to a numbered position. With an audio device attached, a voice prompt announces the channel number.

The radio supports voice COMMs with up to 32 half-duplex user defined Push-to-Talk (PTT) cellular quality talk groups and data COMMs with up to 33 Mbps of IP data accessible from any radio on the network.

Connect Power Source

One of the following power options is needed to operate the radio:

- DC power adapter (standard for sensor missions)
- Rechargeable battery (standard for COMMs missions)
- MBITR battery adapter

To connect:

1. Place the power source on the bottom of the radio at a 90 degree angle.
2. Twist it clockwise until the power source clicks into place. (If using an adapter, attach the power source to the adapter.)



To disconnect:

1. Fully power the radio off.
2. Slide the battery connection latch on the side of the radio upward.
3. Twist the power source counter-clockwise until removed.

WARNING: When changing and using batteries do not smash, puncture, break, or short circuit them. If the battery appears larger than normal, as if it is ballooning, do not use it.

Please refer to **TN-0016 Battery Shipping** for more information.

Connect a Dongle

The radio supports IP data and associated functionality through the use of dongles. You'll need

one of the following:

- Ethernet/USB dongle
- Wi-Fi dongle
- Ethernet or USB pigtail dongle
- Multi-sensor dongle (standard for sensor missions)

To connect:

1. With the radio powered off, connect the dongle to the multi-functional side connector on the radio.
2. Use the thumbscrew to secure the dongle to the radio.
3. Once the dongle is firmly connected, turn the radio on. It automatically recognizes the attached dongle.

Tips:

If the dongle becomes disconnected, reconnect it and cycle the power on the radio again. With USB dongles, USB drivers available on the software download are required when using Windows.

Please refer to **TN-0020 - Installing USB Drivers** and **TN-0083 - Dongle Pin Removal** (legacy dongles require a minor modification for use with the TSM Shadow radio) for more information.

NOTE: For a complete list of compatible accessories, see the TSM Product Catalog.

Connect Antenna

Attach an antenna to the radio to transmit and receive signals. You'll need one each of the following:

- TNC RF antenna
- SMA GPS stub antenna



To connect:

1. Attach the TNC connector on the antenna to the RF antenna connector, and connect the SMA connector on the GPS antenna to the GPS connector.
2. Turn the connector clockwise until it is firmly seated.

Tips:

- The GPS antenna can be set to "on" via TNC or Remote Control. Do not use the RF antenna as a handle when it is connected to the radio.
- When deployed, always try to elevate the antenna or bend it upwards if the radio is lying flat.
- If multiple radios are deployed in the same frequency, antennas should be at least 15 feet apart.

Connect Audio

Connect a headset or microphone device to your radio via a ODU cable. You'll need one of the following:

- ODU-to-6 pin audio cable
- ODU-to-10 pin audio cable
- ODU to Glenair USB + 6-pin audio V cable
- ODU to Glenair USB + 10-pin audio V cable

NOTE: The V cable accessory allows you to simultaneously connect PTT audio and USB data cables to the radio's Audio/USB-OTG connector. Data connections can also occur on the 36-pin side connector.

To connect:

1. Align the red dots on the Audio/USB-OTG connector and ODU cable.
2. Push the ODU cable downward until the connector clicks into place.
3. Attach your headset to the jack.

To disconnect:

1. Slide the ODU locking mechanism connecting the cable and radio upward.
2. Remove the cable from the radio.

NOTE: The radio supports noise canceling headsets such as Peltor (6 pin and 10 pin), handsets such as H-250, and many common headsets.

Please refer to **TN-0017 - Headset Recommendations** for more information.

How to Talk on your Radio

In and out tones indicate when the voice transmission starts and ends. Only one user can actively key a voice channel at a time. If a second voice channel is keyed while a current voice channel is occupied, then you hear a hold-off tone.

Audible Alerts

Voice prompts, or audio alerts, provide status of a radio and are heard when a headset is attached to the radio. Alerts are local and are not broadcast over the network.

Audible alerts defined:

- **Enter Net** - A network audible alert; a radio has joined the command (CMD) or primary network.
- **Exit Net** - A network audible; a radio has moved out of the command network and voice coverage range.
- **Zeroized** - Crypto keys have been cleared.
- **1, 2, 3, ...** - Channel indicator prompts.

- **Battery** - Low battery. Remaining battery is equal to or less than 10%. This prompt repeats every 5 minutes.
- **Volume** - An increase or decrease in volume produces beeps.

Adjust the Volume

1. The level of sound can be adjusted using the side button controls on the radio.
2. Press the top button to increase the volume, making it louder.
3. Press the button below the top button to decrease the volume, making it softer.

NOTE: If using the side button controls on the TW-950 TSM Shadow radio, a pop-up volume graphic displays on any screen on the front panel display. Adjust to your desired volume level.

Read the LED Light

The radio indicates status through the status LED on the unit. It flashes during the power on and off process, and provides network state information.

NOTE: The LED function can be disabled. Do this while configuring your radio in TNC (Remote Control/Advanced Menu/Light Discipline).

Network Status

The network automatically assigns a reference point. You have the option to select a radio as a command node, where that assigned radio then acts as the reference point for the network. If no radios have been tagged as a command node, then the network would appear as a non-command network (or alternate network).

NOTE: There is no difference in performance between a command or alternate network.

Please refer to **TN-0023 – Command Radio** for more information.

The TW-950 TSM Shadow shows the network status via the front panel display. The network state displays as:

Network status:

- **CMD** - Command radio in the command network.
- **cmd** - Other radios in the command network.
- **ALT** - Command radio in an alternate network.
- **alt** - Other radios in an alternate network.

Signal Quality

To see the signal strength of network connectivity from your radio to the command radio (or other designated node), do the following:

On the TW-950 or TW-900:

Press the two Volume buttons at the same time, and view the radio's Status LED

On the TW-950:

Alternatively, view the status bars on the front display panel for signal quality.

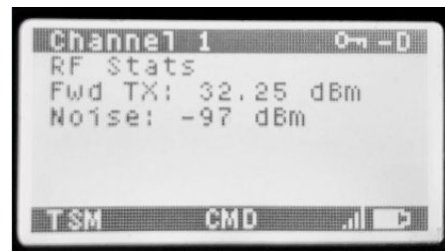
The colors range from blue, green, yellow, to red. The signal quality ranges from better to worse, where blue is the best.

Noise Detect

If a radio experiences jamming/interference, there may be an interference source close by. Some examples of jamming/interference sources are any RF emitting devices or another TSM network operating in overlapping frequency band.

The TSM network uses a centrally-managed schedule which provides every radio with information as to when no part of the network is transmitting (Idle Slot). For RF sensing, a radio measures the background noise level during the idle slot and records it, then distributes the measured background noise floor to all other radios. The noise power measured is for the same frequency and bandwidth as whatever the preset sets for communication.

The radio's front panel displays the calibrated noise floor value in the RF status screen and the TNC web interface displays a map of radios, depicting the individual noise floor of each radio and the links established between the radios.



Device	Model Number	Battery Level	Noise Floor	Connectivity to NTR
SN-180937	TW-950	100%	-98 dBm	NTR
SN-180934	TW-950	100%	-70 dBm	82%

With this capability, the end user can quickly determine network strength and make an educated decision to 1) continue using the current preset or 2) change the preset and center frequency altogether. The action part is left to the user based on the information presented. For example, he/she may decide the current channel is heavily jammed and switch to another frequency.

As a reminder, the throughput/performance of a network or link is not solely dependent on the amount of noise present. Preset options like bandwidth, the amount of network congestion, and signal strength are also contributing factors. It is possible to get good throughput with a decently high noise floor, or bad performance with a low noise floor.

Please refer to TN-0107 – Noise Detect for more information.

Power Off

To turn the radio off, rotate the **Power/Channel/Zeroize** control counter-clockwise to the off position. During the shut-down process, the Status LED quickly flashes and then LED off.

TW-950 Keypad

Use the following descriptions as reference for navigating through the TW-950 TSM Shadow front panel displays screens or for programming the radio via the keypad buttons. The TW-950 keypad and screens are a convenient way for interacting with the radio and for viewing network status.

Keep these keys in mind as you work through the front panel display screens:

HOME - Press at any time to return to the Home Screen.

UP ARROW - Press to navigate up in a list of menu items.

MENU - Press at any time to return to the Main Menu.

LEFT ARROW - Press to navigate to menus or adjust brightness.

ENTER - Press to navigate to sub-screens and to set a selected setting.

RIGHT ARROW - Press to navigate to menus or adjust brightness.

BACK ARROW - Press to navigate back through the screens.

DOWN ARROW - Press to navigate down in a list of menu items.

ALT - Hold to pop-up the Brightness screen from any other display screen.

CLR - N/A (Backspace when typing is enabled).

SPAC - Space key for typing (applicable for entering the Admin Login PIN).

MODE - N/A Switch from number keypad to alpha keypad).



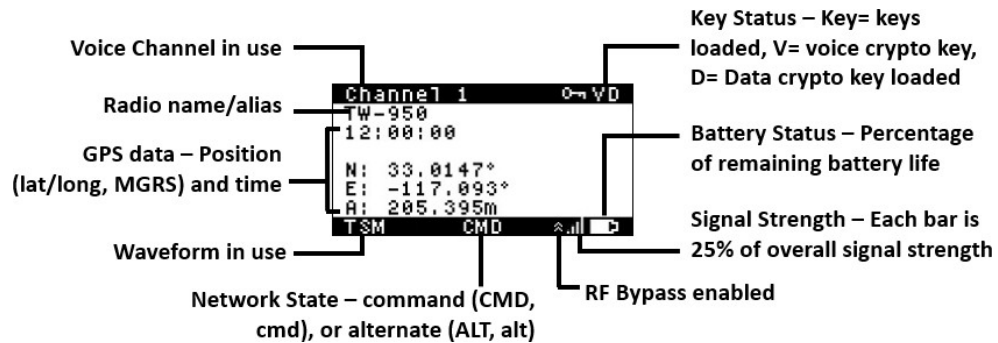
NOTE: If the front panel display screen backlight times-out and goes dark, re-engage the screen by pressing any button on the keypad.

TW-950 Front Panel Display

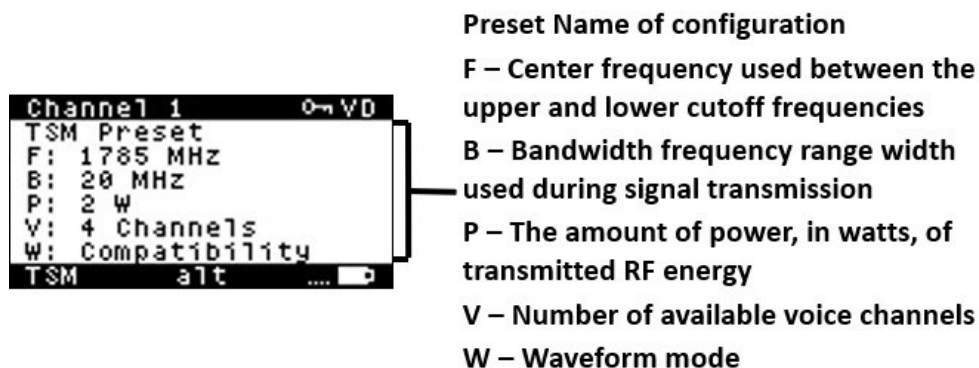
The three main screens that lead to other sub-screens are:

- **Home** - The Home screen is the first displayed after a boot-up. It provides a snapshot of radio configuration and networking status. From this screen press the LEFT ARROW for the Status Screen, or the RIGHT ARROW for the Main Menu.
- **Status** - The Status screen displays the settings of the active Preset.
- **Main** - The Main Menu leads navigation to all other screens for radio status such as network, Preset, and unit information.

Home Screen Diagram



Status Screen Diagram



TW-950 TSM Shadow Radio Menu/Screen Descriptions

Home Screen - The parent screen leading to all other menus/screens

The Home Screen includes some information visible to all screens. These items are referred to as system trays. They are the following:

- Current voice channel in use
- COMSEC key status – The “key” icon displays if keys are loaded, a “V” displays if a voice
- Crypto key is loaded, and a “D” if a data crypto key is loaded
- Waveform in use
- Network state – Indicates if the radio is in a command or alternate network
- Signal strength – Each bar is 25% of the overall signal strength. 4 bars are best
- Battery status – The battery icon graphically displays the remaining battery life percentage

The following information applies to the Home Screen:

- Radio name and current alias
- *GPS data showing position in latitude/longitude or Military Grid Reference System (MGRS), and time; time is synced across all networked radios

Main Menu - Opens the way to other screens, select from the following:

- Status – Leads to menu screens for viewing wireless, network, or unit status
- Advanced – Leads to menu screens to change Preset settings
- Peripherals – Leads to screens for adjusting radio display or surrounding settings

Status Menu - Press the ENTER key on selection to display status details regarding:

- Networking – Leads to Networking Screen showing IP host and subnet mask
- Configuration – Identical to the Status Screen showing information about the Preset file, such as frequency, bandwidth, power (with override), number of voice channels, and the maximum data rate
- Unit ID – Info about the radio, such as software version loaded, operational mode, radio alias, radio serial number, unit ID, and the network ID; the Unit ID is the MAC address of the radio, and the Network ID is the MAC address of the network's reference point

Advanced Menu - Press the ENTER key on selection to change Preset settings:

- Admin Login – If an Admin PIN is set, use the radio keypad, enter PIN to access menu sub-screens. If no PIN is set, no PIN is required. If the PIN is correct, available Preset files loaded in TMT display on the screen. You can change Preset files on-the-fly. A wrong PIN results in an “invalid” screen.
- Preset – Select a Preset for the Status Screen. The active Preset is in bold.
- Channel Name – Change the voice channel. The loaded Preset file determines the number of supported voice channels. You can override the control position. If the knob is moved after this is set, the control's value takes over again.
- Tx Power Override – Select power setting. Doing so overrides what is stored in the Preset, but it does not wipeout the setting. To revert back to the Preset configuration, select “None.”
- OTAR – Prompts a request to Rekey the device's COMSEC keys. By selecting Yes, the OTAR process begins petitioning and finishes with a “Denied” or “Complete” screen. Press the BACK key to cancel the petition. You must interface with the COMSEC Request Manager in TNC to send a key to the radio.
- BIT – Select to run a built-in test (performed automatically). Press Yes to see the results.
- Radio Mode – Select a mode to put the radio in. TSM Shadow radio modes are: Operational, Sensor, Gateway, Relay, and Programming. The bold mode is the active mode. The radio reboots when the radio mode is changed. By selecting the Programming mode, you are overriding the current mode of the radio until you perform a reboot. Use the Programming mode to perform software updates (6.0), or make a Preset update (although it is recommended to use the Preset screen instead).
- RF Bypass - Enable or Disable. When enabled an icon displays on the Home Screen, and communications are more susceptible to interference. You will be prompted with a confirmation screen.

Peripherals Menu - Press the ENTER key on selected peripheral to adjust settings:

- Headset Screen – Leads to headset options for customization, and an enable/disable screen
- GPS Menu – Enable or Disable GPS option; if enabled confirm voltage for powered antennas and set the GPS format for the Home Screen
- Display – Select the Brightness or Timeout options for the front panel display

Brightness refers to the backlight intensity of the display. A full sun indicates the brightest display, where no sun fill indicates no backlight. Press the LEFT or RIGHT ARROW to adjust, and ENTER key to set the brightness.

NOTE: As an alternative, hold down the ALT key to pop-up the Brightness screen from any other display screen, and then press the LEFT or RIGHT ARROW from the keypad to adjust.

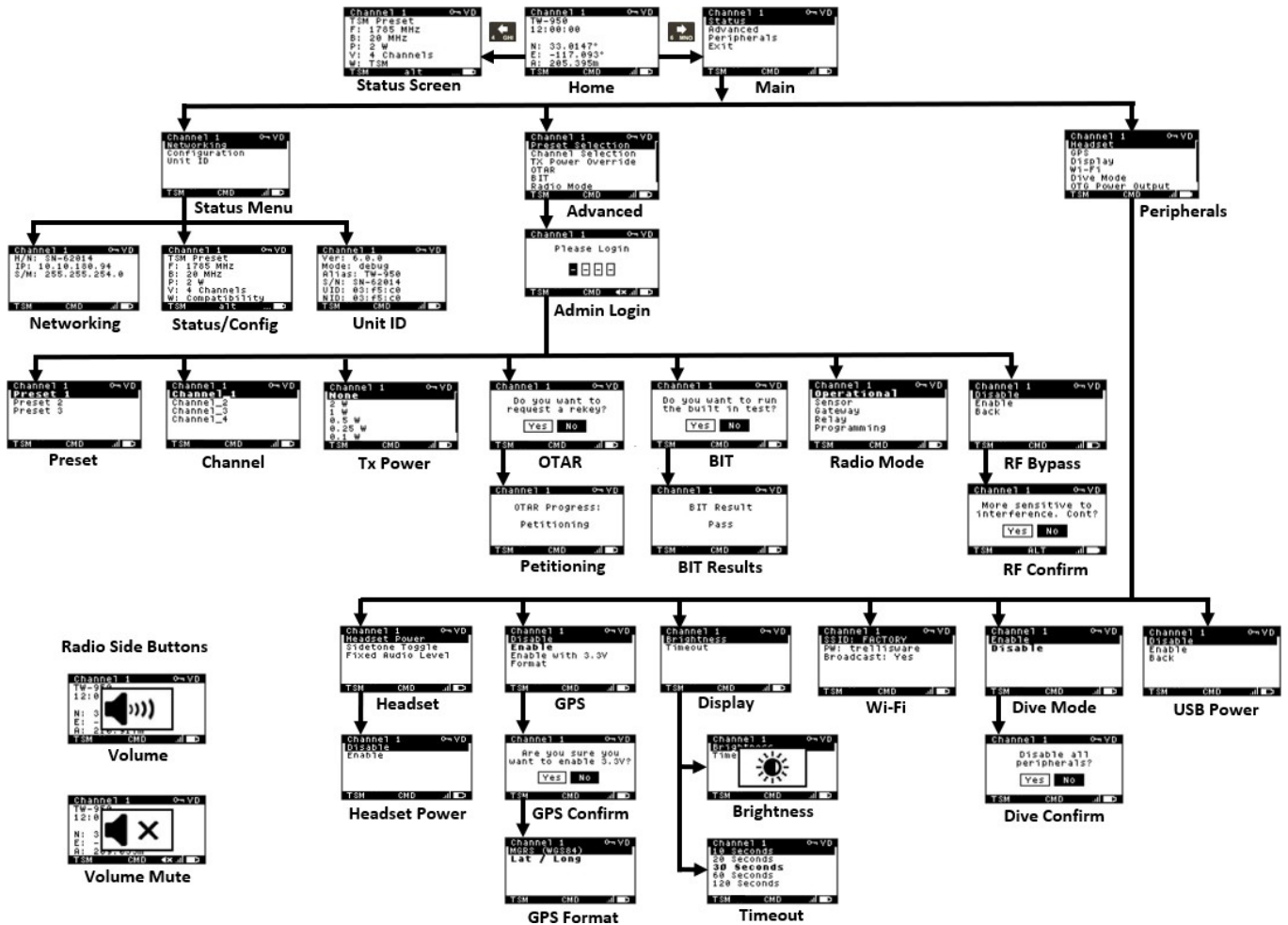
Timeout is the amount of time the display panel stays backlit. Select the duration 10, 20, 30, 60, or 120 seconds. Longer durations will drain the battery faster.

- Wi-Fi – View the Wi-Fi settings for the radio.
- Dual Dive Mode – Enable or Disable Dive mode. The radio is immersible, but active voltages on exposed pins can cause damage to the radio over time. To enable maximum flexibility for use in the water, the HPSR is equipped with Dual Dive Mode. The MFC is the connection interface for radio sidemates (dongles) and the ADP is the connection interface for the Audio and Data cables. They are independently controllable via the dive mode menu on the front panel. If MFC dive mode is enabled, MFC functionality is disabled and the radio can safely be immersed with the MFC pins exposed. If ADP dive mode is enabled, ADP functionality is disabled and the radio can safely be immersed with the ADP connector left open.
- USB Power - Enable or Disable mode. If enabled, USB power is on the go as a power override. This is specific to users with Nett Warrior systems in an EUD situation. To use you will need a cable set and an EUD.

Notes about GPS:

- GPS can be set in the front display menu or using the TMT application.
- If the GPS has a fix, the Zulu time zone and altitude displays as the Lat/Long or MGRS data.
- If the GPS does not have a fix “No GPS Fix” is displayed. GPS disabled displays if GPS is turned off in the settings.
- Allow up to 10 minutes for a GPS fix. GPS may not work inside some buildings.
- GPS consumes additional power and could reduce total battery operation run-time.
- GPS is automatically enabled after power cycle.

TW-950 Menu Tree



CHAPTER 3

Quick Start

After getting familiar with the radio, you'll need to know how to set up your network. We'll go over what you need to get started, step through basic concepts of the MANET, and perform simple tasks for configuring radios and monitoring a network.

Every radio includes a series of software applications that you'll use to interact with the radios from initial configuration through deployment. In addition, you'll use the TW Management Tool to create preset files that customize and optimize the performance of your network.

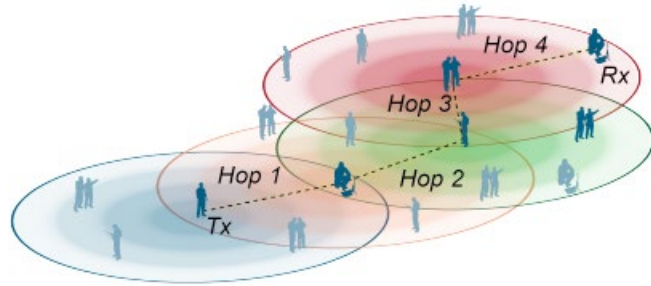
This chapter discusses the following:

Network Basics for Hop Count.....	26
Programming Mode.....	27
Pre-Mission Configuration.....	28
Configure Radio.....	30
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Network Basics for Hop Count

Hop Count

Networked radios communicate by broadcasting messages to one another. Each radio is a peer, and receives, transmits, and relays its transmission to all radios within its coverage area. A hop is created when it reaches its maximum distance. Another radio within the network relays that same transmission to radios within its coverage area. This process continues until it reaches the destination radio. A hop always takes the shortest path, and each relay in that path is a hop count. The network can extend 8 hops from its reference point and each hop can reach up to 26 miles.



Command and Alternate Networks

The network designates a reference point on its own for network timing, but you can also assign a radio as a command node. The reference point also serves as a starting point for the hop count. Once deployed, any radio that comes within range of the command radio or the command network will automatically join the command network. If no command radio is designated prior to deployment, the network selects a command node. If one or a group of radios goes out of range of any radio in the command network, then they form an alternate network.

A command radio only indicates that a priority level has been set and therefore, it acts as a reference point for the network. If no radios have been tagged as a command node, then the network would appear as a non-command network (or alternate network). See "Read the LED Light" for more information.

NOTE: Alternate network command radios cannot be designated.

Please refer to **TN-0023 – Command Radio** for more information.

Tips:

- If no command radio is present, the network automatically forms an alternate network.
- For increased range, a good GPS signal for known satellite time synchronization may be required.
- Avoid placing the command radio in an Unmanned Air Vehicle (UAV) since it is better in a fixed location.

For highly mobile networks it is better not to assign a command radio, but rather to let the network select a reference point dynamically as the network changes.

Planning for a Strong Network

- Network robustness and coverage improves as more radios are deployed.
- Strengthen the network by placing radios as relays or in strategic positions to increase RF multipath. Do not spread your network too thin.
- Establish a LOS vantage point without obstructions to increase transmission distances. Higher ground is better than lower ground.
- Avoid placing radios in depressions or valleys.
- Point antenna up and elevate it - on body, in vehicles, and in the field.

See "Build a Strong Network" for additional information.

Programming Mode

Programming mode is used if you want to configure and customize your own TSM network. When configuring a radio, installing new certificates, and loading new software to the device, the radio must be in Programming mode.

In addition to Programming mode, the radios have other operational roles that can be assigned to them through TNC. The modes offer levels of security and functionality during deployment.

NOTE: The "agent radio" is the unit that serves the browser-based web applications. The agent radio cannot update itself, but it is necessary to access other radios while in Programming mode or Operator mode.

To power on in Programming mode:

1. Connect a dongle with an Ethernet port.
2. Press and hold the **Volume Up/Zeroize** button and pull-to-turn the **Power/Channel/Zeroize** control clockwise. The LED will flash white.

NOTE: When a radio is in Programming mode, all RF communications are disabled.

Pre-Mission Configuration

Before configuring your network, some basic computer pre-configuration is necessary in order to communicate with radios and to access the radio hosted web applications.

To do this, you'll need:

- Recommended System Requirements with administrator privileges on your computer
- TrellisWare's default certificate
- Radio, dongle, and Ethernet cable
- USB cable (for radios that connect via USB, make sure you have the RNDIS driver installed - see below)

The pre-configuration steps are:

1. Load certificates.
2. Set the computer IP address.
3. Connect to your radio.

Install RNDIS Driver

A Remote Network Driver Interface specification (RNDIS) driver is needed for a PC and a device to communicate with each other via USB. The driver is available for download on the TrellisWare Customer Support site via My Products/Your Registered Product/Software/Drivers.

To install:

1. Connect the radio and PC by inserting one end of the USB cable into the computer and the other end into the USB connector on the dongle.
2. Power on the radio.
3. When the PC prompts for unknown hardware, point it to the downloaded USB driver folder to update the driver software. Follow the sequence of windows to install.

Please refer to **TN-0020 – Installing USB drivers Win7**, **TN-0085 – Installing USB Drivers Win10**, **TN-0040 – Computer Pre-Configuration** for more information.

Load Certificates

The certificate adds a layer of physical security to your network.

Chrome

1. Launch the Chrome web browser to load the certificate to your personal Windows store.
2. At the top right, click the three dots, then click **Settings**.
3. Click the search icon (magnifying glass) and type **Cert**.
4. Click **Security**.
5. Click **Manage Certificates**.
6. From the Certificates window > Personal tab, click the **Import** button.
7. Follow the Certificate Import Wizard and click **Browse**.
8. Navigate to the location of the certificate on your local machine. (Make sure the bottom right dropdown says **All Files**) This will import into the Windows Current User certificate store.
9. When asked for a password, leave it blank.
10. Click **Next>Next>Finish** to import the new certificate.

Firefox

1. Launch the Firefox web browser.
2. From the Firefox main menu bar, click the three bars in the top right corner and select **Options**.
3. In the left panel, select **Privacy & Security**.
4. Under Privacy & Security, scroll to the bottom to find **Certificates**, then click the **View Certificates** button.
5. On the Certificate Manager, select the **Your Certificates** tab.

6. Click the **Import** button and navigate to the Certificates folder in the software release bundle.
7. Select your generated certificate or the **oem-default.p12**, and click **Open**.
8. At the Password Entry Dialog, click **OK** as no password is required.
9. The Certificate Manager now displays the TrellisWare certificate.

Please refer to **TN-0115 – Certificates** for additional certificate information.

Set the Computer IP Address

Access TrellisWare software web applications for configuration and network management through the radio's IP address.

If you have a DHCP server on your LAN, skip to "Connect to your Radio."

If you do not have a DHCP server on your LAN, do the following to configure your PC:

1. Open the Network Connection window for your computer (the location varies depending on OS used).
2. Click the **Local Area Connection**.
3. In the Local Area Connection Status window > **General** tab, click **Properties**.
4. In the Local Area Connection Properties window > **Networking** tab, select Internet Protocol (TCP/IP v4), and click **Properties**.
5. In the IP Properties window > **General** tab, click **Use the following IP address**, and enter the IP address for the computer. It is recommended to enter the IP address of 10.x.x.x, and a subnet mask of 255.0.0.0.
6. Click **OK** and close out of the other windows.

IP Addressing

When connecting a radio to an end user device (EUD), such as a laptop, you must be aware of 1) the radio's serial number, and 2) the default subnet mask of 255.0.0.0. The PC should be set 10.x.x.x, to connect to the radio using the mDNS name as the radio will auto-assign an IPv4 address in the 10.x.x.x IP range by default.

TrellisWare radios use the multicast Domain Name System (mDNS) protocol, which is implemented by Bonjour. This makes it easy to access a radio because the mDNS is the radio's serial number, or sn-xxxx.local name. When using the mDNS name, the EUD must be in the subnet of the radio. Which by default is 10.x.x.x.

As an advanced feature, the radio allows you to set a static address on the radio, configuring all octets of the IPv4 address. This offers more flexibility when you know a specific IP address; with very little chance of experiencing an address conflict.

If a radio is in Programming mode in a local area network (LAN), the DHCP networking protocol always takes precedence over an auto-static IP address. But if there is no DHCP service, then it defaults to auto-static or the user set static address. See "Programming Mode."

In some modes of operation, a secondary common (or maintenance) IP address is available: 10.1.0.2. This address is provided for flexibility in those operational modes, but it is recommended that the mDNS name be used in all circumstances.

Connect to your Radio

1. Attach a dongle to your radio
2. Connect the radio and computer via Ethernet cable. (You can also connect multiple radio's via switch or router.)
3. Turn the radio on (in Programming mode for configuration).
4. Access the web apps to configure, view, and manage the network by typing the following in the Firefox web browser's address bar:
 - The radio's serial number. Enter sn-xxxx.local wc-xxxxa.local or wc-xxxxb.local where xxxx is the SN.

Please refer to **TN-0001 – Avoiding Network Loops**

Configure Radio

Out of the box, the radio includes a default IP address (IPv4 = 10.x.x.x, subnet = 255.0.0.0), loaded software applications, and a factory Preset configuration. The radio's default common IP address is set to 10.1.0.2. The common IP is disabled in Programming mode, but functions in Operator mode.

Once the certificate is loaded, and the network connection is made, radios can then be setup for customization.

TMT recognizes all radios connected to the IP network, so you can configure one radio via USB/Ethernet or multiple radios via an Ethernet switch at the same time.

To configure your radio, you'll need:

- Radio(s) for configuration
- Dongle(s) with Ethernet or USB port
- Ethernet cable
- USB cable
- Ethernet switch or router (if connecting multiple radios)
- The TSM Management Tool
- Computer with web browser to access TNC

Configuration steps include:

1. Open the TW Management Tool. First-time users will have to click the Add Preset button available on the **Preset Manager** tab.
 - a. Create a network preset file.
 - b. Change configuration parameters to mission needs and generate security keys.
 - c. Save the preset.
2. Turn on the radio(s).
 - a. Ensure radios are on the same network as the PC.
 - i. To load multiple radios on a switch, they all must be in **Programming** mode.
 - ii. To load an individual radio, it can be in **Operational** or **Programming** mode.

- b. On the **Device Configuration** tab, select the radio(s) to configure and the preset for the selected radio(s).
 - c. Apply the configuration to the radio.
3. (optional) Start TNC to further define network characteristics.

For more information about connecting the radios to a network, see **TN-0040–Computer Pre-Configuration** and **TN-0113 – TW Management Tool**.

Monitor Network

With the preset loaded and radio configurations applied, your network is ready for deployment. You can launch the TrellisWare Network Controller (TNC) web application from any radio within the network to monitor and manage your operating network.

To monitor the network, you'll need:

- Radio to access TNC
- Attached dongle with an Ethernet port
- Ethernet cable
- Computer with web browser to access TNC

Basic TNC operations are:

1. Start the TNC web app.
2. Map radio locations and view connectivity.
3. View video activities.
4. Remotely change radio settings and set audio thresholds.

Start TNC

1. Access TNC by typing in the radio's IP or hostname into the browser.
2. A security prompt appears. Accept the risk and select continue.

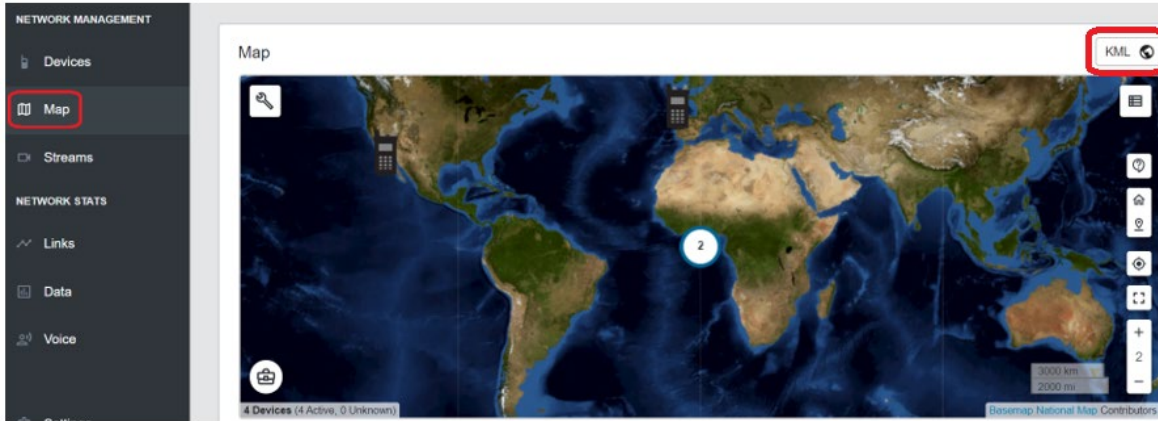
Map Radio Locations

The purpose of the Maps application in TNC is to show the location of the devices in your network. You can also view information about the radios in your network devices, such as links between nodes, RF noise floor, NTR connectivity, etc. You also have the ability to manage your TSM network in the **Map** tab by remote-controlling into individual radios and changing settings.

There are several ways to visualize radio locations on a map:

1. You can use the built in TNC map tiles.
2. You can download the KML file generated by TNC to view the radio topology outside of TNC in Google Earth Pro. Be aware that Google Earth would first have to be installed on your computer. Additionally, only certain versions of Google Earth are compatible with the KML file in TNC.
3. The user may specify a Custom Tile Server URL for TNC to use. Note that the tile server must be accessible from your network.

4. The user may specify a Custom WMS Server for TNC to use.



Devices - show as a thumbnail on the map. To see more information about a particular device, click on it and a pop-up will appear. The pop-up displays basic information and controls specific to that node.

Map Details Button – Clicking this button displays a list which shows all devices on the map and allows the user to enable link lines for each respective one by clicking the **Show Links** button next to it.

Links – Each device has two link readings – the receive SNR as measured by the radio on both ends of the link. This means two lines are drawn next to each other for each link.

Please refer to **TN-0114 – Trellisware Network Controller** for more information.

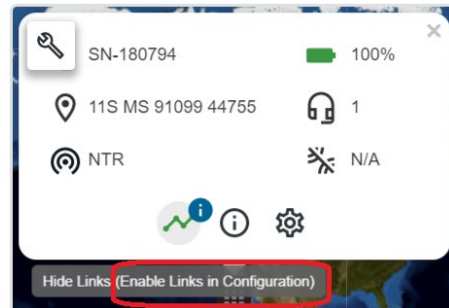
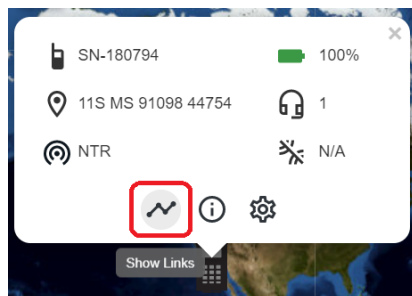
Network Connectivity

Each device has two link readings – the receive SNR as measured by the radio on both ends of the link. This means two lines are drawn next to each other for each link.

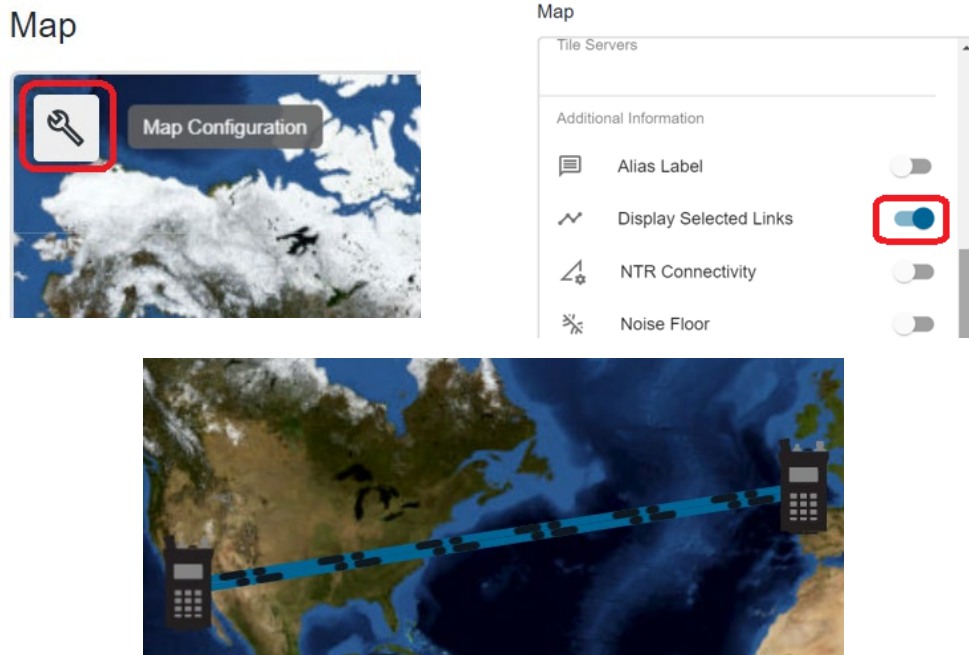
- The color ranges from Red>Yellow>Green>Blue, depending on signal strength (bad to good).
- If you hover over a link line, it tells you the SNR readings and the alias names of the devices it belongs to.

To display the links for a node observed on the map, follow these steps:

1. Click the radio on the map and then click the **Show Links** button. You may receive a message prompting you to enable the links from the **Map Configuration** menu. Note that enabling links for a radio can also be done within the **Map Details** pane.



2. To ensure that links are enabled in the **Map Configuration** menu, click the **Map Configuration** icon in the top, left corner of the map. Scroll down within the pop-up window and click the **Display Selected Links**. The footprint pattern shows the direction. A footprint has the longer part first and the shorter part after, so if the link line is going from left to right and a short dash is followed by a long dash, the link is going right.



View Live Video

Network activities happen through the Streams tab in TNC. There are several methods on how to view videos, but the easiest way is using a VLC player.

NOTE: The advantage to streaming through a VLC player is that you can record video. Also, using VLC offers less latency than some other video source applications.

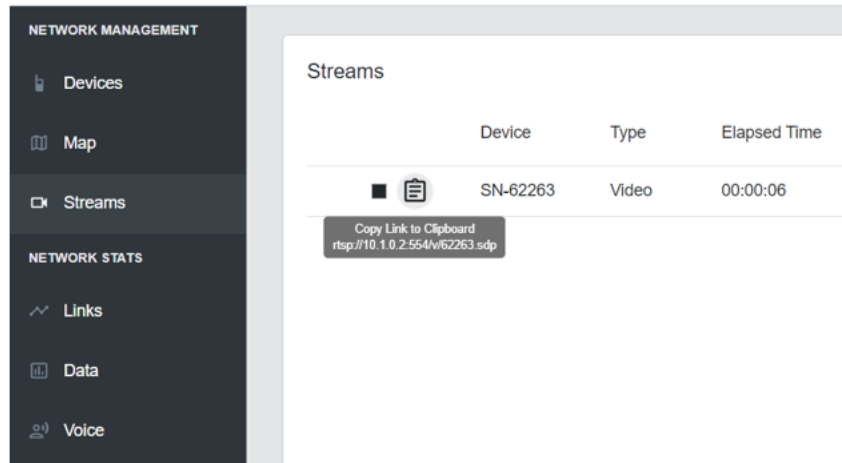
View in a VLC player

You'll need:

- The latest version of VLC: 3.0.8 or higher. Download it from <http://videolan.org/vlc>.
 - The PC running VLC must be connected to a radio in the TSM network.
1. Optimize the VLC player. From the VLC's **Tools** drop-down, select **Preferences**.
 2. Select the **Input and Codecs** option from the top panel.
 3. Select the **RTP over RTSP (TCP)** located in the Network section.
 4. From the Streams tab (under Network Management) in TNC, you will see all available/active streams in the network.
 5. You will see either a **Play** symbol or a **Stop** symbol.
 - a. If you see the **Play** symbol, the stream is not active. Press **Play** to start the stream.
 - b. If you see a **Stop** symbol, that stream is active and will offer you a "Copy Link to Clipboard" symbol.

NOTE: If the stream is actively streaming, it consumes network IP bandwidth. If you set up a stream to Auto Start, the stream will activate upon the radio powering up and power is applied to your camera source.

1. Click on the **Copy Link to Clipboard** icon. This will allow you to paste the RTSP link in VLC.

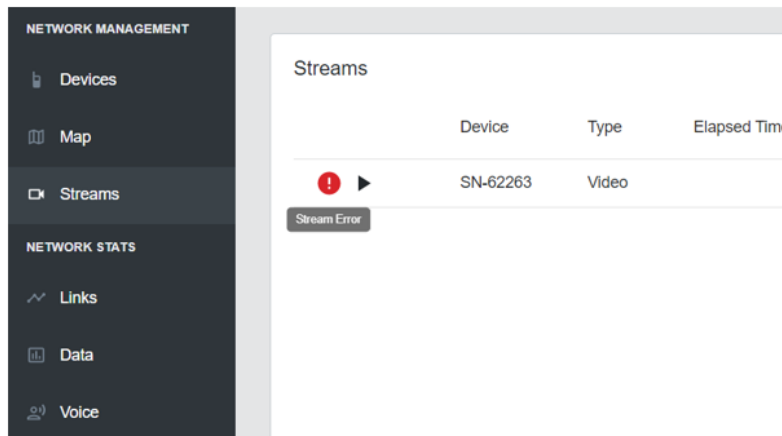


2. From the VLC player's **Media** menu, select **Open Network Stream**.
3. In the Open Media window, paste the link in the **Network URL** text box, then click **Play**.

Please refer to **TN-0035 – Viewing Media Streams in VLC**, **TN-0041 – IP Cameras and Video Encoders** for more information.

Tips:

- If the sensor stream does not play and you get a Stream Error (see screenshot below), check the signal strength. If the stream source or viewer has weak signal strength, the stream does not play. This can also happen if you do not have power to the camera or the sensor dongle has a hardware issue (i.e. damaged pins)
- If the video stops after a minute, make sure the RTP over RTSP option in VLC's Preferences is selected. If not, a sensor video stream starts but will stop after 1 – 2 minutes.



Change Radio Settings Remotely

Using the Remote Control functionality, you can change basic parameters over the network.

1. From TNC's Devices list, click the **Remote Control** icon for the radio you'd like to change settings for.
2. The Remote Control panel appears on the right side. Remote Control provides a means for remotely changing features on the radio that would otherwise be performed locally.
3. Make the desired changes.
 - To make audio changes, adjust the **Volume** and **Headset** settings under the **Voice** tab.
4. Changes are automatically saved.
5. Close the Remote Control panel once you have completed making changes.

NOTE: Changes to settings in Remote Control are immediate and do NOT force a radio reboot.

Please refer to **TN 0114 – TrellisWare Network Controller** for details.

CHAPTER 4

Get the Most from your Product

Now that you have the basics down, let's explore what your product is really capable of doing. We'll cover a wide range of topics, from how to build successful networks, TSM networking basics, to over the air functionality, and maintenance.

This chapter describes how to approach your product as a whole and the processes involved for getting the most out of your tactical mobile ad-hoc network.

This chapter discusses the following:

Build a Strong Network.....	37
Voice and PLI Services.....	39
IP Data Services.....	41
Over the Air Capabilities.....	46
Software Maintenance.....	49

Build a Strong Network

There are many factors to consider when creating a network, such as the deployment environment, where a radio is located, RF obstructions, or the number of radios, which all contribute to connectivity, signal strength, and network robustness. This section goes over:

- Radio placement and network planning
- Command radio
- Monitoring links
- Reviewing data during and post-mission

To do this, you'll need:

- Radios configured with the same preset file

Key Factors

Creating a strong and successful MANET can require some network planning. Planning is not essential, but it helps to ensure a robust network. Keep in mind the following best practices for optimizing your MANET with radio placement:

Pay attention to your antenna

- Keep the antenna pointed up
- Avoid touching the antenna with your hands, body, or other objects
- Avoid local obstructions, such as placing the radio behind a body or vehicle. Man-made or natural objects degrade performance

Pay attention to your environment

- When possible, strive for Line of Sight between radios
- Avoid large transmitters such as cell towers
- Use height to your advantage (better LOS and fewer obstructions)

Pay attention to your signal strength

- Better signal strength leads to better network performance
- When signal strength is low, consider leaving a radio as a relay to extend network
- Adding more radios to the network will increase coverage and performance

Asymmetric Links

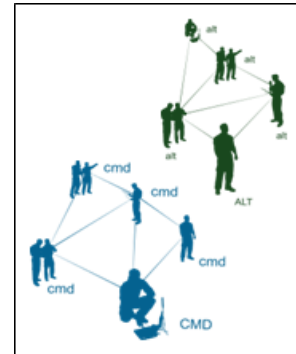
Symmetric links between radios on the network is recommended for ideal connectivity. This is when one radio can reach another, and vice versa with the same link quality. For example, Radio (or alias) A can reach Radio B, and Radio B can reach Radio A (with the same link quality). An asymmetric link happens when radios can only communicate in one direction (Radio A can reach Radio B, but Radio B cannot reach back to Radio A). Asymmetric links are caused by local interference near one of the radios or by having different transmit power levels between two radios.

TSM relies on bidirectional communication between each radio in the network for relaying voice, IP data, and PLI. When planning your network, consider radio placement and power settings to avoid asymmetric links.

NOTE: Asymmetric links may reduce network robustness in the local area, but the network is designed to work around local interference.

Command Radio

By default, the TSM network automatically elects a network reference and forms a network. The network can change the alternate network reference as network conditions change to select the best available node. The command radio property allows this default behavior to be overridden and forms the network around a user-specified reference radio. All other radios in the network adjust their timing to match the network reference, so if a command radio is selected, it is recommended to place it in a known good location with good GPS reception.



If a command radio is present in the network, network join audibles can be enabled to announce entering and exiting the command network. Since every radio is treated equally in an alternate network, there are no hierarchical audibles in alternate networks.

To assign a command radio over the air:

1. From the TNC Devices list, select a radio and click on the **Remote Control** icon.
2. From the **Remote Control** side panel that appears, scroll down to the **Advanced** category and enable **Command Node**.

Please refer to **TN-0023 – Command Radio** for more information.

Monitor Network Connectivity

You can monitor the quality of your network, network activity, and view radio locations using GPS in TNC maps (or Android, or other mapping app). Please refer to **Chapter 3>Map Radio Locations** and **Network Connectivity** for more information.

Since standard links update rather slowly and do not provide a real-time report of information, you also have the option to implement Rapid PLI at any time.

Rapid PLI

Rapid PLI supports faster position information updates on a network encompassing geolocation, network status, links, configuration, etc. Rapid PLI is beneficial over standard PLI, reduces latency, and shows information in real-time. Its drawback from standard PLI is it uses the data channel and thus reduces the available bandwidth for user data.

Rapid PLI is enabled per node and can be viewed from all other radios in the network.

NOTE: If using Rapid PLI, data throughout will be reduced.

To enable Rapid PLI:

1. From the TNC Devices list, select a radio and click on the **Remote Control** icon.
2. From the **Remote Control** side panel that appears, scroll down to the **Advanced** category and enable **Rapid PLI**.

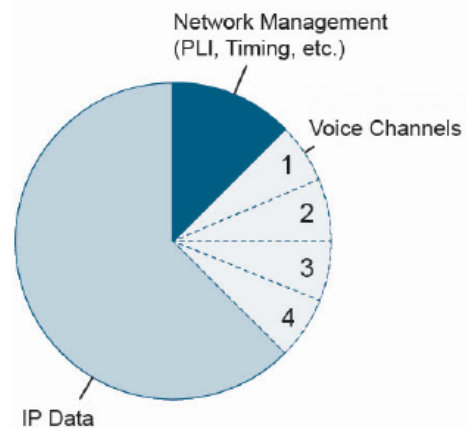
Voice and PLI Services

In real-world deployments, talking to people and knowing where others are in your network is imperative for a successful MANET. When other devices may lose RF connectivity in harsh environments, TSM products deliver robust voice transmissions and position location information (PLI).

Network Resources

Voice and PLI services (as well as data services) take up bandwidth on the network. With TSM, there are set network resources for each of these services. The resources are not shared, but they work simultaneously with each other.

- PLI is part of dedicated resources for network management. This also includes bandwidth for network timing and other services that keep the network running.
- Voice channels always have a certain amount of bandwidth allocated to them. Voice channels are never shared with data or network management resources.
- IP data also has dedicated resources and can never override allocated voice channel or network management resources.



Example: Overview of TSM's Dedicated Network Resources

The TSM Shadow supports up to 32 logical talk groups that can be trunked onto up to 16 voice channels. (The number of talk groups do not change the data throughput from the normal data throughput of the network voice channels configuration.)

Talk groups support private conversations to other radios in the network. Voice channels dictate simultaneous conversations that you can have in the network. Using the TW Management Tool you can input custom names for each talk group.

Voice Connectivity

Voice parameters for the network get set while making a preset file in the TW Management Tool. Voice components are important because it contributes to how your network resources are divvied up; which network the radios are on and how radios talk to one another (so long as they are within range of each other and able to transmit and receive radio frequencies).

Please refer to **TN-0113 – TSM Management Tool** for more information.

PLI

All TrellisWare radios are capable of GPS (when equipped with an antenna). Position Location Information (PLI) is a feature that extracts GPS data so you can track where radios are and how well they are connected on the network. Since all radios share PLI data within the MANET, this is an excellent resource for situational awareness monitoring.

There are three ways to view PLI:

PLI in TNC

View PLI in the Map tab. TNC displays PLI as it is available from the radio.

- Steps on how to view radios in the network are in **Chapter 3 > Map Radio Locations**.
- When viewing PLI in TNC, you can quickly see signal strength and the status of connectivity for all the nodes in your network.

PLI with KML

Serves data in the Keyhole Markup Language (KML) format. Google Earth can be used to read and visualize this information. A Google Earth PLI client periodically requests PLI updates from the server radio.

PLI with Cursor on Target (CoT)

A radio can be configured to send network PLI data in a CoT format as it becomes available. There are many applications that read CoT, but some are FalconView, Android Precision Assault Strike Suite (APASS), and Android Tactical Assault Kit (ATAK).

NOTE: When using ATAK or WinTAK, the following versions have been tested and verified
ATAK 4.3.0.2, WinTAK 4.2.1.143

Please refer to **TN-0013 – Cursor on Target**, **TN-0008 – Connect Radio and Android** for more information.

IP Data Services

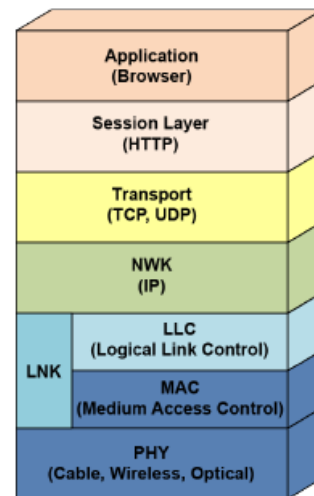
TSM products support IP data services where information can transmit over your network. In this section, we'll take a closer look at TSM's network:

- Understand IP networking
- Network layers that TSM operates in
- Data channels and data rates
- Test the network

You'll need access to a computer on a configured network.

Understand IP Networking

Functionality of a network can be very complex. To visualize and organize this complexity, network functions are described and viewed in layers. Each layer of a network provides a set of capabilities. Interfaced together, different layers provide full network functions. The classic layered model is defined by the OSI (Open Systems Interconnection) model, as shown here.



A typical network such as the IP network, consists of a Physical layer (PHY), Link layer (LNK), Network layer (NWK) and Transport layer. The Link layer (LNK) is further divided into Logic Link Control (LLC) and Medium Access Control (MAC) sub layers. Different protocols are used at each layer. A network node can contain all or part of those layers, depending on their role in the network. It is customary to call the Physical layer as Layer 1, Link layer as Layer 2 and Network layer as Layer 3. Note that many networking protocols, including TCP/IP networking, do not follow the strict layering model depicted in the OSI model.

Relationship of various network layers in a typical IP network

Layer	TCP/IP Network	Functionality
Application layer	Web browser	User applications
Session layer	HTTP, FTP	Establish connection sessions between applications
Transport layer	TCP, UDP	Provide end-to-end routing of data
Network layer	IP	Route IP packets between network nodes
Link layer	Ethernet	Direct data connectivity between nodes
Physical layer	Ethernet cable, Fiber, radio/wireless modem	Transmit and receive bits between nodes

TSM Network Layers

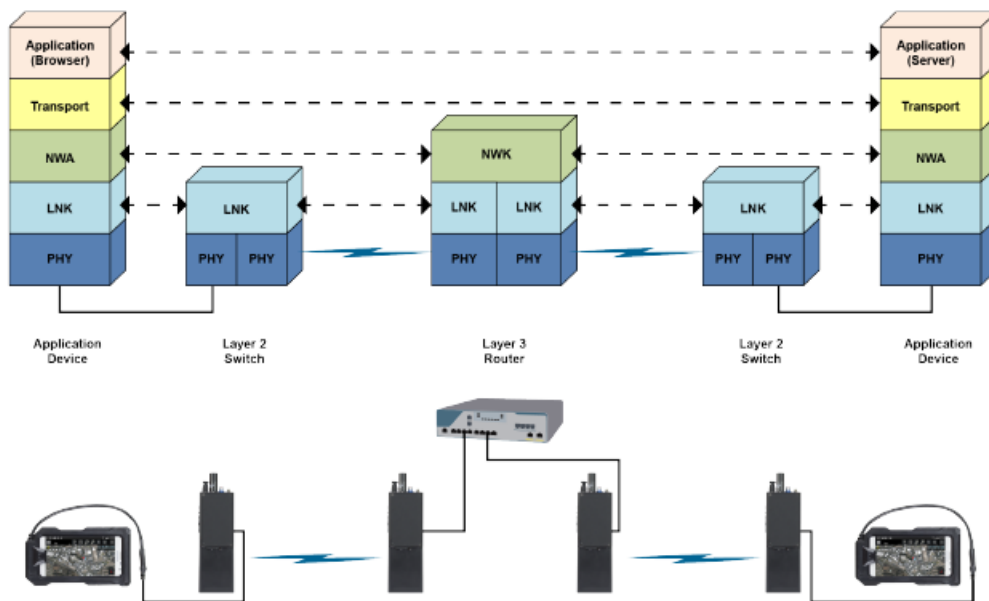
TSM supports IP networking traffic at Layer 2 (Link layer), similar to the Ethernet. In fact, TSM radios present themselves to IP capable devices as an Ethernet Interface or Ethernet over USB interface. One way is to view the whole TSM network as an Ethernet hub that spans over a multi-hop wireless medium.

Because TSM is a Layer 2 network, it shares common characteristics with other Layer 2 networks, such as the Ethernet:

- TSM does not care about the IP address of devices (computer or mobile devices)
- All Ethernet traffic, even non-IP traffic, is transported transparently over the TSM network like an Ethernet hub

TSM radios do have IP addresses for configuration and network monitoring. The web applications reside with an IP address so they can be accessed by a web browser. However, the IP addresses have no impact to the traffic transported on the TSM network. The following illustrates the TSM networking functions in relationship to the network layers.

NOTE: TSM radios do not need matching IP addresses to forward traffic, but the matching addresses are needed to access web applications, APIs, or streaming servers.



TSM and IP Devices

A computer and a radio communicate if they are in the same IP subnet. By default your radio acts as a DHCP server for any connected devices ensuring that the radio and device are in the same subnet.

Access to Data Channels

As discussed in "Voice and PLI Services," voice, PLI, and IP data take up network resources, but these resources are not shared and they work simultaneously with each other. IP data has dedicated resources, so the allocation of IP data cannot override other network resources and other resources cannot reduce the available IP data bandwidth.

Dedicated resources protect allotted data schedules and time slots, but there are limitations because data and access to data channels all consume bandwidth. All data transmissions are scheduled by the network. A network can be considered full if all bandwidth is being used or if all the channel access bandwidth is being used. It is important to keep in mind the overall “size,” data rates, and usage of network services in your network.

Use the TMT and TNC web applications to monitor general network resources, and data utilization for reducing data collisions and avoiding IP network congestion specifically.

NOTE: The TSM network uses the TDMA (Time Division Multiple Access) channel access method, which divides shared channels into different time slots.

TCP and UDP

As the network processes and then forwards data packets at the Link layer, any Transport layer can be used to transmit data across the network. The most common ones are: User Datagram Protocol (UDP) and Transmission Control Protocol (TCP).

UDP is recommended for use on the TSM network due to its low overhead and ability to communicate to multiple receivers efficiently. The main drawback when using TCP is that each TCP segment has to be acknowledged, which consumes additional bandwidth and channel access bandwidth.

Data Rates

Network resources are dynamically divided and allocated a number of time slots to transmit data from one radio to another when sharing a frequency (using TDMA). These time slots are used whenever data is transmitted from one device to another, or if data is transmitted from a device with the intention of being received by many other devices in the network (multicast or broadcast).

The data rate for IP resources is based on the number of users on a channel and the number of slots allocated for voice. The maximum number of time slots depends on the voice channel map used, and how many hops (1, 2, or multi-hop) the data must travel before reaching the destination address.

NOTE: The TW Management Tool configures data rates for you based on parameters selected. The TW Management Tool also shows the maximum achievable data rates based on the configuration.

Please refer to **TN-0113 – TSM Management Tool** for more information.

Latency

Data latency varies slightly based on the selected number of voice channels, but on average you should expect the following IP data latencies in an idle network: 1 hop – 200 ms, 2 hop – 300 ms, Multi-hop – 600 ms.

Multicast vs. Unicast

Two main ways the network supports data transport are by unicast or multicast broadcasting. Depending on the data you are sending one method makes sense over the other.

Unicast is for sending information from one entity to another. It is optimal if one destination needs to receive the data, and the recipient is within 1-2 hops of the source where higher data throughputs can be used.

Multicast is for sending information from one entity to everyone else. It is optimal if the transport needs to be received by multiple destinations and any recipients are 3 hops or more away from the source. With multicast, additional receivers do not consume network bandwidth —this point is unique to TSM networking.

Please refer to **TN-0006 – Understanding Unicast vs. Multicast** for more information.

1 hop and 2 hops vs. Multi-Hop

TSM has the advantage of automatically increasing the usable throughput of the network by a factor of 2 (in a 2 hops case) or 4 (in a 1 hop case) when data only needs to travel 1 or 2 hops from the data source to the intended receiver of the data. If a destination is farther than two hops from the data source the default multi-hop data rates are used.

When designing networks, placing radios that exchange large amounts of data within 1 or 2 hops from one another can have substantial data throughput gains. The 1 and 2 hop adaptation factors in answers to these questions:

- Is the data unicast?
- Is the destination for the data ≤ 2 hops away?
- Is there good link quality to the destination?

If so, the 1 and 2 hop adaptation is engaged and higher data rates can be achieved between two nodes.

Tips

Data rates are determined by IP data type, priority, and the topology of the network.

- Configure the network to use 20 MHz of frequency allocation. Selecting a smaller bandwidth allocation reduces the maximum data rate across the network.
- Unicast one hop and two hop transmissions provide the maximum data rate.
- Maximize connectivity whenever possible. Weaker signal strength between nodes can lead to poor data performance.

Test the Network

Once you have your network set up for IP data and are comfortable with the data rates, it is a good idea to test the network. There are a few things you can do to make sure all the connections work:

- Ping device
- Measure bandwidth using Iperf

Ping

Use the ping network utility to test between the host and destination device. It indicates whether or not the devices can “talk” to each other, and it measures the speed of the connection (round-trip time, latency, and completion rate). This is an easy way to validate hardware and network configurations. For example, test a connection between laptop to laptop, or laptop to radio. There are several ways to ping an IP address, but here is a common way:

1. Open a command prompt (cmd) on your computer.
2. Enter a ping command. Type `ping <IP Address>` (or you can type `ping <hostname>`). For example, `ping 10.1.5.5`.
3. Press the ENTER key. The results display in the window.

Tips

- No response can mean there is no connection. Check for typos or check the IP address in network settings.
- Lost packets can mean an unreliable connection and that data is lost in the transfer.

Iperf

The Iperf program is a reliable way to test IP data by measuring the amount of IP throughput that is sent over the network. Iperf for Windows is run through the Windows command prompt and can be downloaded from the following site: <http://www.softpedia.com/get/Network-Tools/Misc-Networking-Tools/Iperf.shtml>

To measure bandwidth the Iperf program needs to be run from two PCs, one set as the server and the other as the client. The client side generates data and sends it over the network to the server, who measures the amount of data received.



To run Iperf:

1. Set up the server. In this example the server (`-s`) is configured to listen for UDP traffic (`-u`). At the Windows command prompt, type: `iperf -s -u`
2. With the Iperf server set up, the Iperf client can send data to the server. Consider the following options: `-c` sets the Iperf application as the client, `-b` sets data rate that the client is to send data over the network (setting a bandwidth implies UDP), `-t` sets the total length of time in seconds that the test is to run.
3. To start the client, type: `iperf -c <IP address of server> -b <bandwidth> -t <time>`. For example: `iperf -c 172.16.10.75 -b 200k -t 120`
4. Press the ENTER key, and the client starts to send data to the server.
5. The test results show the length of testing, the amount of data transferred, and the bandwidth, or rate at which the data was sent.

NOTE: To get an accurate measurement of the bandwidth, it is recommended to run Iperf for a minimum of 5 minutes (at setting of 300 seconds).

Please refer to **TN-0032 – Measuring IP Throughput with Iperf**, **TN-0034 – Optimizing a PC for a TSM Network** for more information.

Over the Air Capabilities

Over the Air (OTA) controls allow you to interact with all the radios on a network from a central location. This alleviates the need for physical access to a radio to change its settings, which ultimately saves time and effort.

One of the capabilities is Remote Control, where a unit is controlled remotely by performing OTA functions. This is useful when your network is deployed in a remote location and you need to change settings on a specific radio from its current configuration. Remote Control works well when a person is not nearby to directly make changes to it. Refer to Chapter 5 - TNC for details on the Remote Control panel and functionality.

NOTE: Remote Control does not require a radio reboot for changes to take place.

To do OTA functions, you'll need:

- A configured network
- Access to the web applications

OTA functions covered are:

- Change device settings OTA - Make basic radio configuration changes OTA
- Change and start stream settings - Using Remote Control change sensor settings OTA
- Change audio thresholds - Using Remote Control adjust audio decibels OTA
- Rekey - Provide new security keys OTA
- Zeroize - Make radio act as a relay only OTA
- Shutdown - Remotely turn off a radio
- Clean - Remove configurations and wireless capabilities off a radio

Change Device Settings OTA

It is sometimes necessary and useful to make changes to the radio configuration settings when your network has already been deployed and the radios are not centrally located.

1. From the TNC Devices List, select a radio and click on the **Remote Control** icon. The Remote Control side panel opens, displaying information for the selected radio.
2. Under the Remote Control section, change a setting. For example:
 - Type a new alias.
 - Click the various drop-downs such as **Voice, GPS, or CoT** and make a change. The changes take place over the air.

Change and Start Stream Settings OTA

1. From the TNC Devices List, select a radio and click on the **Remote Control** icon. The Remote Control side panel opens, displaying information for the selected radio.
2. Under the Streams section, add new or change existing sensor parameters during deployment. For example:
 - a. Select the **Video** tab.
 - b. Select the appropriate video compressor parameters.
 - c. Under the **Video** tab > **Advanced**, set a multicast IP address, port, time-to-live, and priority in order for the video stream to broadcast over the network. This is necessary for others on the network to see the stream.
3. Click the **Save** button to push the changed settings to the unit. Under the Stream window, click the **Play** button to broadcast the stream OTA.

NOTE: This same process applies to other stream types.

Perform Rekey

Use this function to rekey a zeroized radio. Rekey distributes new secure COMSEC keys to one radio at a time.

1. From the TNC Devices list, select a radio to zeroize and click the **Remote Control** icon.
2. From the **Remote Control** side panel that appears, select the **OTA** category in the top toolbar.
3. Scroll down to the **COMSEC Rekey** category and click the **Rekey** button.
4. A dialog box appears asking you to browse for the key file. Select the correct key file to continue.

Perform Zeroize

A zeroized radio only functions as a relay for network data, voice, and PLI, but decrypt it. To zeroize a node over the air:

1. From the TNC Devices list, select a radio to zeroize and click on the **Remote Control** icon.
2. From the **Remote Control** side panel that appears, select the **OTA** category in the top toolbar.
3. Scroll down to the **Zeroize COMSEC Keys** category and click the **Zeroize** button.

Perform EMCON

Emissions Control (EMCON) is a status in which radios in an area are asked to stop transmitting for safety or security reasons. This mode is controlled by an API call, which can be invoked locally on the front panel of the radio or remotely via the web interface. EMCON can be configured and functions in all operational modes (except Programming mode).

In EMCON mode:

- RF transmission is inhibited, which will be transparent to all higher-level components attempting to transmit.
- Any communication requiring transmit will not work on an EMCON enabled-radio.
- For a radio to be the active NTR of a network, it can't be in EMCON mode since a radio that is not transmitting cannot serve as the NTR.

- ARP (and by extension, unicast data) will not work with EMCON enabled-radios.
 - EMCON mode will persist (even after radio reboot) until another API call is received to change the setting.
1. Access EMCON Mode on the front panel of the radio under **Menu -> Advanced**.
 2. Select **Enabled**. A confirmation dialog appears, confirming your EMCON selection. The bottom left corner of the front panel will read EMCON instead of TSM when the radio is running in normal operation, and once EMCON is disabled, the display returns to TSM.

NOTE: Anytime the radio restarts or the active preset is changed while EMCON is enabled, an informational dialog appears, indicating that EMCON is enabled and the radio transmitter is **DISABLED**.

Please refer to **TN-0109 – EMCON Mode** for details.

Perform Shutdown

To remotely shut off one or multiple radios at once, perform a shutdown. This is useful for emergency power off situations.

1. From the TNC Devices list, select a radio and click on the **Remote Control** icon.
2. From the Remote Control side panel that appears, select the **Maintenance** category.
3. Click the **SHUTDOWN** button in the **Remote Shutdown** section.
4. Confirm the decision in the prompt that follows.

NOTE: After a remote shutdown, the radio must be retrieved and physically be turned off (by turning the Power/Volume/Zeroize knob off), before it can be turned on again.

Perform Clean

Perform a clean operation over the air to a unit that may have been compromised, where sensitive information and the radio need to be removed from the network. Remote clean wipes all configurations and wireless capabilities from a radio. The unit becomes non-operational and left in a tamper mode. To recover, re-load certificates and software to the radio. Please be aware that there is no fast way to get that radio working again on the field.

1. From the TNC Devices list, select a radio and click on the **Remote Control** icon.
2. From the Remote Control side panel that appears, select the **OTA** category.
3. Scroll down to **Clean Keys and Certificate**, and click the **CLEAN** button.
4. Confirm the decision in the prompt that follows.

Please refer to **TN-0057 – Identify and Recover from a Tamper** for details.

Software Maintenance

To keep your product working with optimal performance, it is sometimes necessary to know and be able to perform basic maintenance tasks.

Routine maintenance includes:

- **Software Updates** - Keep the latest and greatest software version loaded.
- **Certificates** - Your radios and web browser must have certificates installed for operation and security.

Software Updates

TrellisWare is always improving its software components. The software loading process is quick and robust, as it offers benefits such as load status indicators, reconfiguring to the factory defaults, displaying error messages, and storing older software versions. It is important to upgrade the software promptly upon release. This keeps your network and radios working at top performance.

Before updating the software:

- Get the software update files from the Support Center (<https://support.trellisware.com>).
- Review the **upgrade-paths** file in the **/Updates/** folder from the software download.
- Review the latest software Release Notes.

Use the TSM Software Download Tool to load software updates and certificates to one or more radios at the same time.

Please refer to **TN-0059 - TSM Software Download Tool, TN-0060 – TSM Software Load Tool-Bootstrap**.

Restore Default Settings

Restore Default Settings is a feature that allows users to restore radio settings to the last software update. The Restore Default Settings feature is supported on TW-135, TW-900, TW-950, TW-650, TW-600, TW-660, TW-870, TW-875.

- Restore Default Settings will **NOT** restore radio software (hard reset).
 - A user should reload software if radio-level software changes are made (ex: loading a patch).
- **ONLY** the TW-135 and TW-950 support an HMI menu option to restore the radio to default settings.
 - Location of feature: Advanced->Restore Defaults
- Restore default settings for all devices using the TW Management Tool (TMT).

On completion of restore default settings, the radio will reboot and the operational mode will automatically be set to **Operator** mode.

Please refer to **TN-0112 – Restore Default Settings** for details.

Error Codes

If any software loading error occurs, the radio alerts you:

- For radios with an LED status indicator: the LED light flashes red and green.
- For radios with a display panel: the screen displays “Loading Error. Error code: XXX”

NOTE: If you receive an alert to an error, you can press any button on the radio to resume using it with the previously loaded software; and the radio remains fully functional.

If problems occur when uploading software, error codes could appear. In general, error codes in the 100 range are user fixable, and error codes in the 200 to 300 range may require assistance from customer support.

Certificates

TrellisWare radios are protected by certificates that add a level of data security and ensure user authorization when accessing the radio. Even though each TrellisWare radio is loaded with default certificates (OEM-Default) before it is shipped, the best security option is to create your own and change periodically as needed. In order to access a radio with a PC and make changes to the radio, the radio and the PC must have the same certificate loaded.

Generate a Custom Certificate

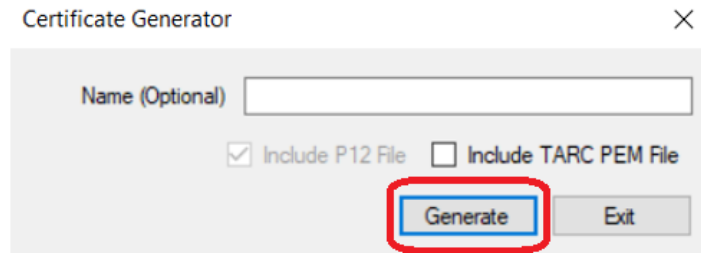
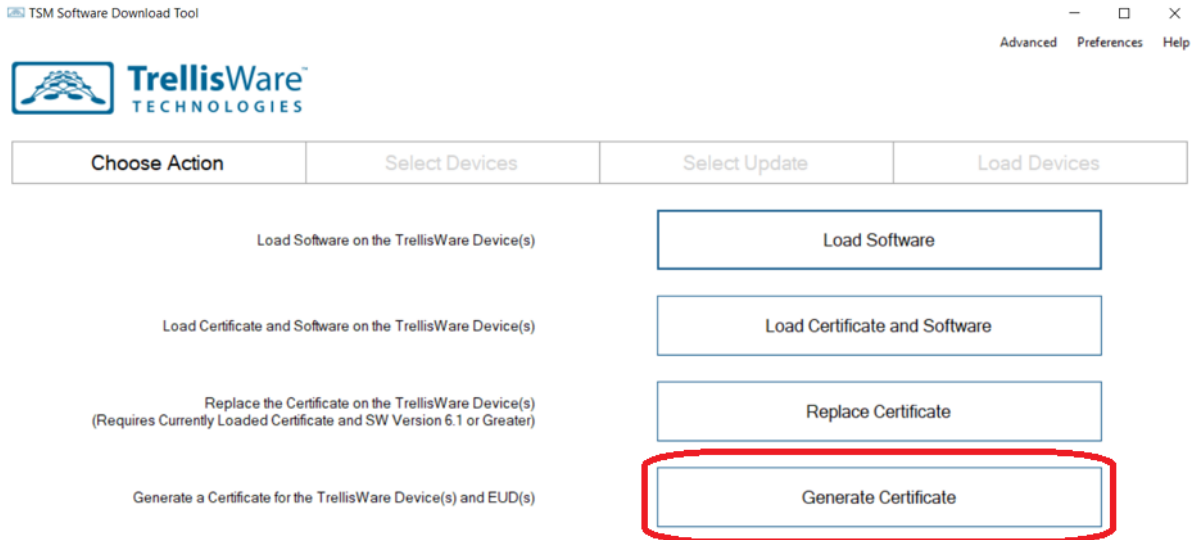
Requirements:

- TSM Software Download Tool

Steps:

1. Launch the **TSM Software Download Tool**. (Screenshot below)
2. From the Home screen, select **Generate Certificate**. (Screenshot below)
3. The Certificate Generator displays. Enter a **name** for your custom certificate (limited to 16 characters) and select either the **.p12** and/or **.pem file format**.
4. Select the **Generate** button.
5. From the Save Certificate window, navigate to a directory and folder, and select the **Save** button. Note that the .p12 and .pem file formats are saved via separate save dialog boxes.

6. From the TSM Software Download Tool Home screen, select either **Load Certificates and Software** or the **Replace Certificate** option to load the new certificate to the networked radio.



NOTE: The P12 file is what you will load in your Windows store on the PC and your radio, whereas the PEM file loads onto your Android device (shown in later sections below).

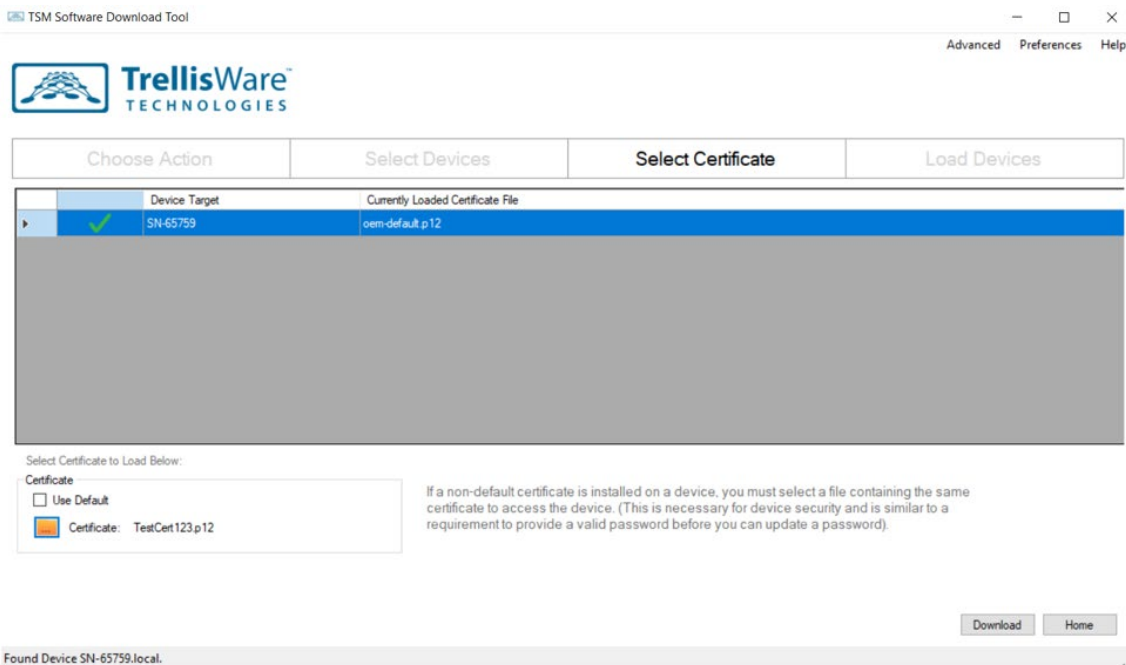
Load a Certificate onto a Radio

Requirements:

- TSM™ Software Download Tool
- Radio booted in **Programming Mode** and connected to a PC
- Two certificates:
 - Existing certificate on the radio
 - New certificate
- Radio must be on 6.1 software (SW) or higher; if the radio is on 6.0 or older SW, update your radio to 6.1 or higher SW

Steps:

1. Launch the **TSM Software Download Tool**.
2. From the Home screen, select **Replace Certificate**.
3. From the main window, select one or more radios to change the certificate on.
4. Click **Next**. The tool automatically bundles selected radios into product types.
5. Select **Currently Loaded Certificate**. The old factory default certificate, TWT-default.p12, auto-fills into the TSM Software Download Tool automatically. If TWT-default is not your currently loaded certificate, right-click in the target product table and click **Select Certificate File** to select the custom certificate currently loaded on the radio.
6. The example below is a radio with oem-default.p12 as the active certificate on the radio. The desired certificate to be loaded is TestCert123.p12.



7. Select a certificate to load:
 - a. Select **Use Default**. This loads the oem-default.p12 certificate.
 - b. Deselect **Use Default** and click the **Certificate** folder to select a custom certificate to load. This opens a type to use.
 - c. Use **Default** or use a custom certificate.
8. Click the **Download** button.
9. The certificate in the radio has been replaced upon completion and reboots automatically.

Load a .p12 Certificate into Chrome/Firefox

Chrome

1. Launch the Chrome web browser to load the certificate to your personal Windows store.
2. At the top right, click the three dots, then click **Settings**.
3. Click the search icon (magnifying glass) and type **Cert**.
4. Click **Security**.
5. Click **Manage Certificates**.
6. From the Certificates window > Personal tab, click the **Import** button.
7. Follow the Certificate Import Wizard and click **Browse**.
8. Navigate to the location of the certificate on your local machine. (Make sure the bottom right dropdown says **All Files**) This will import into the Windows Current User certificate store.
9. When asked for a password, leave it blank.
10. Click **Next>Next>Finish** to import the new certificate.

Firefox

1. Launch the Firefox web browser.
2. From the Firefox main menu bar, click the three bars in the top right corner and select **Options**.
3. In the left panel, select **Privacy & Security**.
4. Under Privacy & Security, scroll to the bottom to find **Certificates**, then click the **View Certificates** button.
5. On the Certificate Manager, select the **Your Certificates** tab.
6. Click the **Import** button and navigate to the Certificates folder in the software release bundle.
7. Select your generated certificate or the **oem-default.p12**, and click **Open**.
8. At the Password Entry Dialog, click **OK** as no password is required.
9. The Certificate Manager now displays the TrellisWare certificate.

For more information, including how to load a custom certificate on an Android for TARC and how to change an expired TWT-Default Certificate, please refer to **TN-0115 – Certificates**.

CHAPTER 5

Web Applications

If you are in the position to configure the radios, control the network during deployment, or make remote changes, you'll need to interact with the web applications. Every TrellisWare radio hosts a variety of software web applications.

To become familiar with tasks, workflow, and scenarios where you would use the web applications, see chapters: Quick Start and Get the Most from your Product.

Use the following sections to learn about the web applications and how to access them.

This chapter briefly discusses the following:

TW Management Tool.....	57
Trellisware Network Controller.....	59

TW Management Tool

The TW Management Tool (TMT) streamlines creating presets and configuring radios operating in a network together. This PC-based application includes features for defining network and radio characteristics for quick and easy deployment. Use TMT for creating network preset files, modifying existing presets, uploading presets, and radio configuration.

The advantage of using TMT is having the ability to build preset and radio configuration without the need for pre-configuration steps or security certification.

Below is a quick overview of TMT. For detailed information, please refer to **TN-0113 – TSM Management Tool**.

Requirements

- Windows 10
- Installation of the TSM Management Tool_<version>.exe which installs .net (4.7.2)
- Factory default certificate oem-default.p12 or custom certificate loaded to your PC's Windows store
- The PC needs to be on the same network as the radios
- Bonjour Print Services

Quick Start Steps

TMT recognizes all radios connected to the IP network. You can configure one radio via USB/Ethernet or multiple radios via an Ethernet switch.

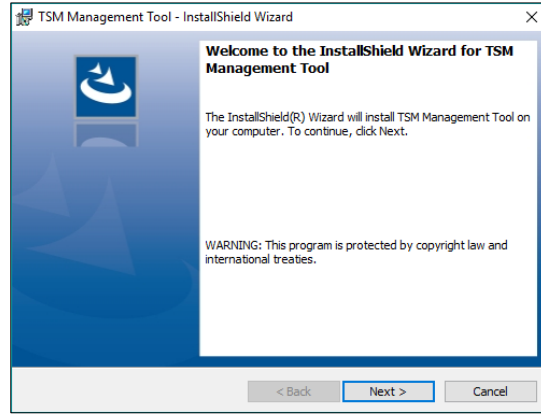
1. Open the TSM Management Tool. First-time users will have to click the Add Preset button available on the **Preset Manager** tab.
 - a. Create a network preset file.
 - b. Change configuration parameters to mission needs and generate security keys.
 - c. Save the preset.
2. Turn on the radio(s).
 - a. Ensure radios are on the same network as the PC.
 - i. To load multiple radios on a switch, they all must be in **Programming** mode.
 - ii. To load an individual radio, it can be in **Operational** or **Programming** mode.
 - b. On the **Device Configuration** tab, select the radio(s) to configure and the preset for the selected radio(s).
 - c. Apply the configuration to the radio.

For more information about connecting the radios to a network, see **TN-0040–Computer Pre-Configuration**, and the radio user guide **Chapter 3, Pre-Mission Configuration > Set the Computer IP Address, IP Addressing, and Connect to your Radio** sections.

How to Install the TW Management Tool

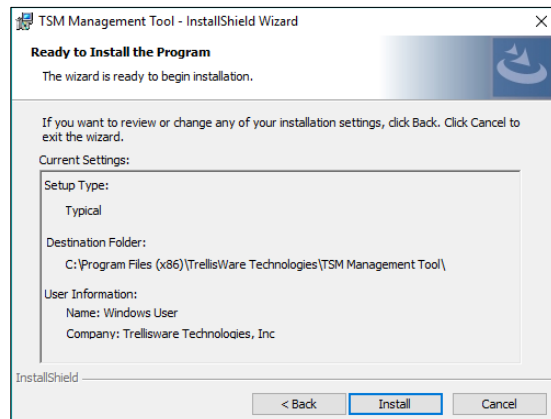
1. Double-click the **TW Management Tool <version>exe** file. If this is not the first time installing TMT, you will be required to uninstall the program first.

2. Select **Yes** to allow this application to make changes to your PC.

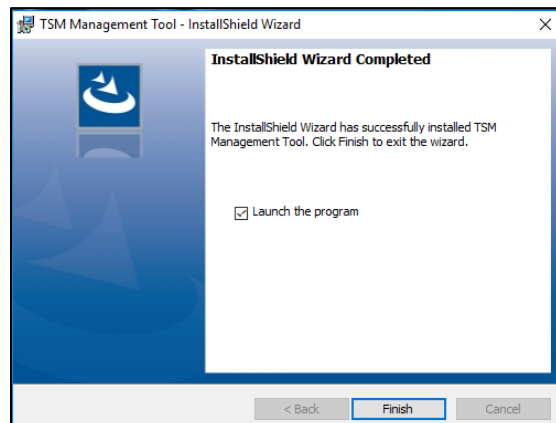


3. At the TW Management Tool InstallShield Wizard, select **Next**.

4. Click **Install**.



5. Click **Finish**.



TrellisWare Network Controller

Feature Overview

TrellisWare Network Controller (TNC) is TrellisWare's web application, enabling users to remote control the radios, monitor network performance, make run time configurations, view GPS locations and maps, access other networks through TSM bridges, stream live videos, and perform over-the-air functions.

Below is a quick overview of TNC. For detailed information, please refer to **TN-0114 – Trellisware Network Controller**.

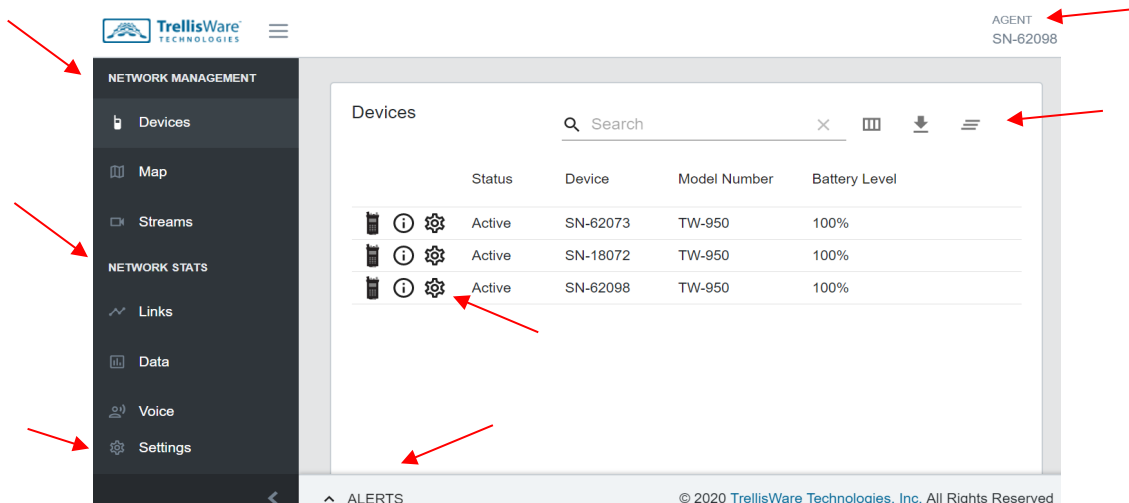
Access

1. Access TNC by typing in the radio's IP or hostname.
2. A security prompt appears in the browser. Accept the risk and select continue.

Home Screen

Once you access TNC, you will be directed to the homepage, which is made up of:

1. Network Management
2. Network Stats
3. Settings
4. Toolbar
5. Devices Action Icons
6. Alerts
7. The Agent radio you are using to view TNC is also listed in the top right corner.

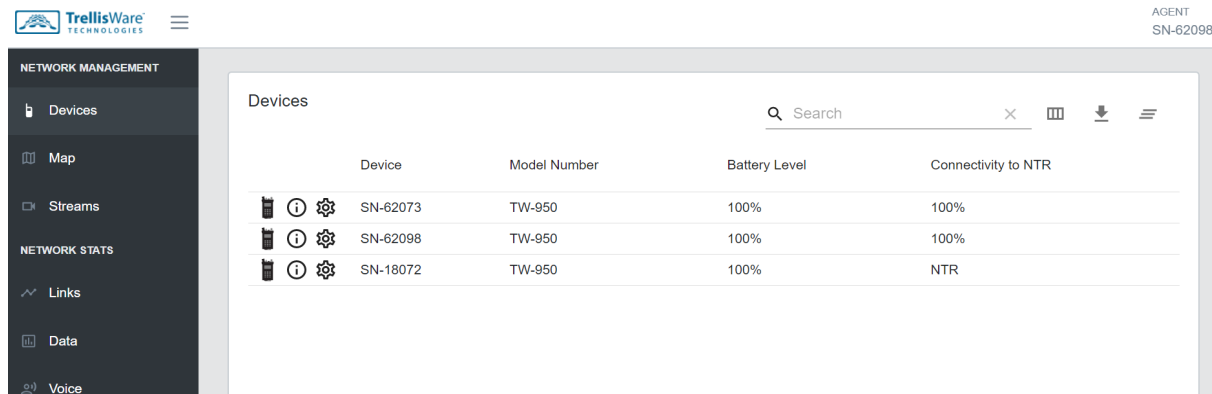


Network Management

On the left side of the screen is the Network Management and Network Stats tab selection area, which contains several tab options to view specific network details. A user can select a tab to view different network details such as link quality, data utilization, or maps.

Devices Tab

The Devices tab lets you view all devices in the network. This is the primary screen you will use to view your network. All active radios in your network are listed here, and include stats and important information. The Devices tab also allows you to make configuration changes to radios in your network.



The screenshot shows the TrellisWare Network Management interface. The top left corner features the TrellisWare Technologies logo and a hamburger menu icon. The top right corner displays the text "AGENT SN-62098". The left sidebar is titled "NETWORK MANAGEMENT" and contains several tabs: "Devices" (selected), "Map", "Streams", "NETWORK STATS", "Links", "Data", and "Voice". The main content area is titled "Devices" and includes a search bar and several icons (close, list, download, refresh). Below the search bar is a table with the following data:

Device	Model Number	Battery Level	Connectivity to NTR
SN-62073	TW-950	100%	100%
SN-62098	TW-950	100%	100%
SN-18072	TW-950	100%	NTR

CHAPTER 6

Troubleshooting

If you are having issues with your radio, its configuration or deployment, review this chapter for quick solutions to common problems involving:

- Hardware
- Configuration
- Deployment

For further support, visit our Support Center at: <https://support.trellisware.com>

Hardware Solutions

Problems	Solutions
<p>Radio does not power on</p>	<p>Check the power source</p> <ul style="list-style-type: none"> • Replace the power source with one that is known to work. • Ensure the battery gasket is in place. • Ensure the battery pins on the bottom of the radio are not bent or pushed in. <p>Attach a dongle and watch its lights - Attach an Ethernet dongle to the radio before turning on. After 2 minutes, connect a PC or other IP device to the dongle and see if the dongle lights come on.</p> <p>Try to access the web apps - Allow 2 minutes for the radio to boot up and then open the web apps page by entering the radio's IP address in a browser.</p>
<p>Radio LED stays red</p>	<p>Reload certificates - See TN-0057 – Identify and Recover from a Tamper</p> <ul style="list-style-type: none"> • Radio is in Tamper mode. When powering on the radio is not operational. Power the radio on in Programming mode and reload the certificates. <p>Reload Software - After the certificates are loaded, reload the current software.</p>
<p>Computer does not recognize USB</p>	<p>Check connections</p> <ul style="list-style-type: none"> • Ensure the radio is fully powered on and check the physical connections at the computer and dongle ends. • Check that the RNDIS drivers are installed on the PC.
<p>Radio LED stays white</p>	<p>Contact support - Older software versions may corrupt the device. If the radio is unresponsive and is displaying a solid or flashing white light, contact support to troubleshoot. To recover, the unit may be bootstrapped or sent back to TrellisWare for Return Manufacturer Authorization (RMA).</p>

Poor L-UHF range	<p>If the user notices degraded L-UHF RF performance while using any MFC or ADP devices, and the radio configuration is using a directly mounted antenna, try “remoting” the RF antenna 6 to 8 feet away from the TW-950 radio.</p> <p>If a choice is given to use either the MFC connector or the ADP connector for data connectivity (USB or Ethernet), better performance may be had with the ADP option.</p>
Accessory connectivity issues when operating in L-UHF	<p>If the user notices degraded accessory performance (device connection issues) when operating at L-UHF, and the radio configuration is using a directly mounted antenna, try “remoting” the RF antenna 6 to 8 feet away from the TW-950 radio.</p>
Reduced Tx Performance	<p>If the user notices reduce Tx performance on the TW-135, it may be that the unit has cut back its power (From 43 dBm to 40 dBm, or 20 Watts to 10 Watts). This condition occurs if the unit gets too hot and reaches approximately 70 deg C (158 deg F) case temperature. Near 85 deg C (185 deg F) case temperature, the TW-950 will shut off its transmitter. Full Tx power is automatically restored when radio temperature drops.</p> <p>To minimize any thermal cutback condition, unit should be operated in an environment with sufficient natural ventilation (when possible) and kept away from direct solar loading.</p>

Configuration Solutions

Problems	Solutions
"Secure Connection Failed" when opening web apps	<p>Load certificates - Check to make sure the PC has web certificates installed.</p> <p>Latest browser - Check the recommended web browser and version.</p> <p>Correct time - The time on your computer must be set for approximately the right time (within valid times of the certificate).</p>
HTTP 0 Error when loading software	<p>Install Bonjour - Bonjour Print Services is required to use TMT. Bonjour is on Macs by default but Windows needs it installed.</p> <p>Power off and on in Programming mode - Cycle the power on the radio and load the software again.</p> <p>Turn Wi-Fi off - If Wi-Fi is enabled on the computer, turn it off.</p> <p>Check the power - Make sure the radio has a good power source or full battery.</p> <p>Restart computer - Restart the computer and reload the software again.</p> <p>Check connections - Try checking all connections on the radio and PC.</p> <p>Use a different computer - If experiencing the error with above checks, try switching computers.</p>

Problems	Solutions
<p>Radios do not show in TMT</p>	<p>Check to see if radio is in Programming mode</p> <ul style="list-style-type: none"> • Activate the display; it should say “Programming,” on it. If it does not, power the radio off and back on in Programming mode. • Check physical connections to the radio. <p>IP network settings - The PC and the radios must be in the same IP network. Check the computer’s network settings to make sure they match the radio.</p> <p>Check for a DHCP server on the network</p> <ul style="list-style-type: none"> • If there is a DHCP server the radio gets its IP address from the DHCP server when in Programming mode. If in Gateway mode, this happens when DHCP is selected through TMT. • If there is no DHCP server, the radio defaults to the last configured IP scheme. Out of box, this scheme is 10.1.0.0 with a subnet of 255.0.0.0. <p>Install Bonjour - Bonjour Print Services is required to use TMT. Bonjour is on Macs by default but Windows needs it installed. Bonjour can be downloaded here: http://support.apple.com/kb/dl999</p> <p>Ping radio - Open a command prompt and attempt to ping the radio. Try to ping the IP address of the radio and then try to ping the host name. (The host name for each radio is sn-xxxx.local, where xxxx is the serial number.)</p>
<p>TNC does not show Cesium as a map option when using the Data Capture Playback Tool 1.2</p>	<p>Clear cached application data from browser. With Firefox open, press keys CTRL+SHIFT+DEL to open the Clear History window. Ensure “Time range to clear” says Everything, and “Offline Website Data” is checked. Click the Clear Now button and refresh TNC.</p>
<p>Radio is in tampered state (shows white LED, or flashing blue and red LED)</p>	<p>Reload certificates and software</p> <ul style="list-style-type: none"> • The software is indicating a tampered state. Reload the certificates and current software, and program the radio. Do this through a wired connection from a PC to the damaged radio via TMT's Device List. • Send in for RMA if unable to recover.

Deployment Solutions

Problems	Solutions
Audio is choppy	<p>Verify headset setting - Check that the headset setting applied to the radio while in Programming mode matches the one actually being used.</p> <p>Swap headsets - Replace the headset with a known good one.</p> <p>Check signal strength - A red signal strength indicates a weak link or that you are on the edge of the network. This can lead to choppy audio quality.</p> <p>Check voice codec - MELPe can sound choppy.</p> <p>Try secondary audio port – The TW-950 provides an option to use either the 6-pin audio port, or the 12-pin ODU with “V-cable” for connection to a headset. Never have two headsets connected at the same time.</p>
IP Data does not work	<p>Check signal strength - A yellow signal or better is needed for IP data, but blue is preferred. Because this is a function of the overall network signal strength, the best way to check is in TNC maps.</p> <p>Check network connectivity - Try to conduct a ping or Iperf test.</p> <p>Check local connectivity – If using EUD, try to ping the TSM radio from the device. Oftentimes it could be a misconfiguration of the local EUD network that precludes IP data services.</p>
Sensor video does not start	<p>Check the Alerts window</p> <ul style="list-style-type: none"> • Look in the Alerts window and see if there is a “Stream Error Detected” message. • If so, check the power source for the video camera. <p>Check the radio's age in the TNC Devices List - If the age is never updating, the radio is not active in the network. Make sure the radio is still active in the network.</p> <p>Check connections</p> <ul style="list-style-type: none"> • Check the connection from the camera to the dongle. • Make sure the camera works. <p>Reboot the video radio - Resets connection between the radio and the sensor dongle.</p> <p>Replace the dongle - Try with a known working sensor dongle.</p>
Error 599	<p>Improve network strength - This error happens when starting a sensor video and there is weak network strength. Look at the TNC maps to get a better view of what needs to be strengthened.</p>
Growing age in TNC with radio in network	<p>Check signal strength - When a radio is on the edge of a network, the signal strength may not be strong enough to update in TNC. The age continues to grow, and GPS position is not reported.</p>

Problems	Solutions
Active video streams not playing	<p>Install VLC for Firefox - When a video displays as the TrellisWare logo, this is indicating that a video codec is required to view sensor video streams.</p> <p>Play the video in VLC</p> <ul style="list-style-type: none">• Download VLC from http://videolan.org/vlc• When a video displays as the VLC logo or as a black screen, copy the video link in the Remote Media Stream Manager and play the video in VLC.• Activate RTP/RTSP under Settings/Input codecs in VLC.

GLOSSARY

A

Agent

Radio used to access other radios while in Programming mode or Operator mode.

B

Bandwidth

Refers to frequency band, or data capacity.

D

Decibel

Measure of signal strength.

DHCP

Dynamic Host Configuration Protocol for automatically assigning IP addresses.

H

Hop

A hop is created when a transmission reaches its maximum distance.

L

Latency

Any delay between the time data is requested to the time it arrives.

M

Multipath

Receiving the same signal at different times and power levels.

P

Preset

A preset file optimizes network performance for specific mission profiles. The file is

generated using the Preset Tool.

Programming Mode

Radio mode for configuration and customization.

Propagation

The environment that the RF energy travels through a medium.

S

Slots

Time is divided into small slots, where each user or application is dynamically allocated some number of these slots to transmit data.

T

TDMA

(Time Division Multiple Access) - Allows multiple users or applications to share a single frequency.

Throughput

Measure of how much data flows over a channel in a given period of time.