



Government and Public Safety
1301 E. Algonquin Road
Schaumburg, IL. 60196

FSB NUMBER: FSB10174
APC: 512
DATE: Mar-08
EXPIRES: 31-Mar-09
BULLETIN TYPE: Warranty Service

FIELD SERVICE BULLETIN

SUBJECT:

Issue 1: MTR2000 station locks up in transmit with no PL.
Issue 2: MTR2000 station does not transmit an analog audio on wireline line 2.

MODEL / SYSTEM AFFECTED:

Issue 1: All software versions prior to and including version R003.04.002.
Issue 2: Software version R003.04.002.

SYMPTOM:

Issue 1: MTR2000 station locks up in transmit with no PL. Therefore, communication among the subscribers is blocked. When the MTR locks up, it stays keyed up with no PL and it never times out. The receiver continues to work normally and audio is still being transmitted only with no PL. The MTR will stay locked up until it is either given a warm or cold reset.

Issue 2: MTR2000 station does not transmit an analog audio to the infrastructure after power up or a cold reset, as wireline line 2 is muted. However, when the status tone is enabled and after 'RX Wireline' alignment, the audio is transmitted correctly.

CAUSE:

Issue 1: Different PTT types (e.g. Wireline or Subscriber PTT) were not handled properly when active at the same time.
Issue 2: New DSP code, introduced in R003.04.002, requires an additional configuration message on boot up.

RESOLUTION:

Upgrade the station software to version R003.04.003. Software can be obtained by opening a software case with the System Support Center (SSC) at 800-221-7144 and then completing and faxing in the attached software order form.

NOTE: When ordering the software; the 12 digit station ID will be required. The station ID can be found by reading the station with RSS, on the "Station Configuration" screen. The Station ID is located directly under the station serial number.

The software is available for delivery by CD, floppy, or by email. Please specify your preferred medium when ordering.

PARTS REQUIRED (HARDWARE/SOFTWARE):

Software version R003.04.003 - P/N: 5185360Y04

LABOR ALLOWANCE:

Labor is authorized at 15 minutes per station. Travel is authorized for 2 site visits, the first to obtain the station ID and the second for software installation, not to exceed 2 hours travel maximum per visit.

Labor will be provided to authorized servicers under the terms of Motorola's product warranty, Labor Warranty Guidelines, or Motorola Service Agreement.

Attachments:

☒ Yes ☐ No

Identification: Software Order Form



Software Order Form

Upgrade Operations Software Team

Phone Number: (800) 221-7144

Fax Number: (847) 538-0409 or (847) 538-0364

Email: UOST@Motorola.com

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR 90 DAYS

Date: _____
System ID: _____
System Name: _____
Customer Name: _____

CASE Number: _____
Site ID: _____
Site Name: _____

Form Completed by: _____
Organization: _____
Phone Number: _____
Pager Number: _____
FAX Number: _____

Field Contact: _____
Organization: _____
Phone Number: _____
Pager Number: _____
FAX Number: _____

SECTION 2: Order Information

Product Type: _____ Serial Number: _____

Reason for Software/Hardware Change: _____

Software/Hardware Description: _____

Part or Version Number: _____ Quantity: _____

Date Order is Required: _____

SECTION 3: Shipping / Billing Information

Ship To: _____

Email: _____
Attn: _____
Phone: _____

Bill To: _____

Email: _____
Attn: _____
Phone: _____

Customer Billing

Internal Billing

P.O. #: _____

CUST #: _____

TAG #: _____

PROJECT #: _____

FSB #: _____

DEPT #: _____

APC# _____



MOTOROLA

Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0409 or (847)-538-0364

Email: UOST@Motorola.com

Facsimile Transmittal Sheet

To:	_____
Company:	_____
FAX Number:	_____
Phone Number:	_____
Re:	_____

From:	_____
Date:	_____
Total Pages Including Cover:	_____
Sender's Case Number:	_____

- This form has been sent to you because you have requested an order from the Motorola Upgrade Operations Software Team.
- Please complete the order form and fax or email back to the Upgrade Operations Software Team.
- If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- Orders will normally be processed in 3-5 business days once all information has been received.
- If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

NOTE:

- 1) If this in an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

Thank you and have a good day!



Upgrade Operations Software Team

Supplemental Order Information Addendum

(Optional)

Software/Hardware Description: _____

Part or Version Number: _____

Quantity: _____

Software/Hardware Description: _____

Part or Version Number: _____

Quantity: _____

Software/Hardware Description: _____

Part or Version Number: _____

Quantity: _____

Software/Hardware Description: _____

Part or Version Number: _____

Quantity: _____

Software/Hardware Description: _____

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Quantity: _____

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Part or Version Number: _____

Quantity: _____