

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

FSB NUMBER: FSB10230A

APC: 225, 360, 448, 509, 537, 590 and 675

DATE: Aug-08 EXPIRES: 31-Aug-09

BULLETIN TYPE: Warranty Service

FIELD SERVICE BULLETIN

Up-Issued: To add APC codes of 448 and 590 that were mistakenly omitted when released

SUBJECT: Quantar station experiences poor squelch operation resulting in a long squelch tail.

MODEL / SYSTEM AFFECTED:

All Quantar Legacy Conventional/6809 Trunking software versions, between and including SC_020.14.021 (R14.01.01) and SC_020.14.035 (R14.05.00).

All Quantar IntelliRepeater software versions, between and including IR 020.14.511 (R14.00.02) and IR 020.14.519 (R14.05.00),

SYMPTOM:

In a noisy RF environment, a station may experience poor squelch operation resulting in a long squelch tail.

The software's extended squelch algorithm proves unreliable in noisy RF environments.

RESOLUTION:

Upgrade Conventional/6809 Trunking software to version SC_020.14.038

Upgrade IntelliRepeater software to version IR 020.14.520.

Software can be obtained by opening a software case with the System Support Center (SSC) at 800-221-7144 and then completing and faxing or emailing in the attached software order form.

SEVERITY RECOMMENDATION:

High - Perform Immediately

PARTS REQUIRED (HARDWARE/SOFTWARE):

Conventional/6809 Trunking software (SC_020.14.038) - PC509F103000014038, KC509C03P000140503 IntelliRepeater software (IR 020.14.520) - PC509F104000014520, KC509C03Q000140501

LABOR ALLOWANCE:

Travel not to exceed 2 hours per site visit, plus labor up to 10 minutes per station. 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: U/O order form		



Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

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

Email: LIOST@Motorola.com

	Litiali. 0031@Motorola.com	!!
SECTION 1: General Information		
NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS		
Date	Case Number	
System ID	Site ID	
System Name	Site Name	
Customer Name		
Form Completed by	Field Contact	
Organization	Organization	
Phone Number	Phone Number	
Pager Number	Pager Number	
Fax Number	Fax Number	
SECTION 2: Order Information		
Product Type:	Serial Number	
		
Reason for Software / Hardware Change:		
Software / Hardware Description:		
	Q 111	
Part # or Version #	Quantity	
Date Required		
	_	
SECTION 3: Shipping / Billing Information		
Ship To:	Bill To:	
Email:		
Attn:	Attn:	
Phone:	Phone:	

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The information contained in this bulletin is intended for use by trained, professional technicians who have the proper tools, equipment, and training to perform the service described above. If applicable, enter this information or note this bulletin number and subject material in the appropriate equipment instruction manuals and make necessary schematic diagram changes. Labor and/or parts warranty reference is limited to products sold and in use in the United States. For products sold and in use Internationally, this bulletin is for informational purposes only. Radios that are Agency Approved must follow designated agency guidelines. MOTOROLA and the Stylized M Logo are registered in the US Patent & Trademark Office. All other trademarks, product, or service names are the property of their respective owners.

	Customer Billing	İr	nternal Billing
P.O. #:		PROJECT #:	
CUST #:		FSB #:	
TAG #:		DEPT #:	
		APC #:	<u>-</u>
MO	TOROLA	Software Ord	der Form
Upgrade Operations Software Team		Phone Number: (800) 221-7 Fax Number: (847) 538-040	

Email: UOST@Motorola.com

Facsimile Transmittal Sheet

From:	
Date:	
Total Pages:	
Sender's Case#:	
	Date: Total Pages:

- This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- Please fill out 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.
- $^{\circ}\,$ If additional space is required for software information, please use the optional addendum on

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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!



Supplemental Order Information Addendum

	(Optional)
Software Description	
Part# or Version #	
Quantity:	
Software Description	_
Part# or Version #	
Quantity:	
Software Description	

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Part# or Version #	
Quantity:	<u>—</u>
Software Description	
Part# or Version #	
Quantity:	<u>—</u>
Software Description	
Part# or Version #	
Quantity:	
Software Description	
Part# or Version #	
Quantity:	<u>—</u>