



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.

**CAUSE:**

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

**RESOLUTION:**

Upgrade Conventional/6809 Trunking software to version SC\_020.14.038

OR

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: UOST@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:       | _____ |               |       |

|                     |       |          |       |
|---------------------|-------|----------|-------|
| Part # or Version # | _____ | Quantity | _____ |
| Date Required       | _____ |          |       |

### SECTION 3: Shipping / Billing Information

|          |       |          |       |
|----------|-------|----------|-------|
| Ship To: | _____ | Bill To: | _____ |
|          | _____ |          | _____ |
|          | _____ |          | _____ |
| Email:   | _____ |          | _____ |
|          | _____ |          | _____ |
| Attn:    | _____ | Attn:    | _____ |
|          | _____ |          | _____ |
| Phone:   | _____ | Phone:   | _____ |

### Customer Billing

P.O. #: \_\_\_\_\_  
CUST #: \_\_\_\_\_  
TAG #: \_\_\_\_\_

### Internal Billing

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

|               |       |
|---------------|-------|
| <b>To:</b>    | _____ |
| Company:      | _____ |
| Fax Number:   | _____ |
| Phone Number: | _____ |
| Re:           | _____ |

|                 |       |
|-----------------|-------|
| <b>From:</b>    | _____ |
| Date:           | _____ |
| Total Pages:    | _____ |
| Sender's Case#: | _____ |

- 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.
- 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!*



***Supplemental Order  
Information Addendum***

(Optional)

Software Description \_\_\_\_\_

Part# or Version # \_\_\_\_\_

Quantity: \_\_\_\_\_

Software Description \_\_\_\_\_

Part# or Version # \_\_\_\_\_

Quantity: \_\_\_\_\_

Software Description \_\_\_\_\_

Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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