



Government and Public Safety
1301 E. Algonquin Road
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FSB NUMBER: FSB10454
APC: 509
DATE: Aug-10
EXPIRES: 31-Aug-11
BULLETIN TYPE: Informational Only

FIELD SERVICE BULLETIN

SUBJECT: Quantar station may stop sending audio voice to the wireline after it has received TRC function tone from the console.

MODEL / SYSTEM AFFECTED:

Quantar stations and Astro-TAC receivers with software version newer or equal to SC_020.14.040 (R14.06.00), configured with Radio Service Software application older than R14.06.00.

SYMPTOM:

When the station receives one of the TRC function tones added in R14.06.00 release (FT16 - 550Hz or FT17 - 450Hz) it will log an CP_TO_OLD_FOR_17_TRCS alarm and stop sending audio voice to the wireline.

CAUSE:

Newly added TRC function tones are handled incorrectly if the station was configured with Radio Service Software application older than R14.06.00.

RESOLUTION:

Read the station configuration with Radio Service Software application newer or equal to R14.06.00 and write it again to the station. Both reading and writing the station configuration are explained in the Quantar/Quantro Radio Service Software Instruction Manual contained in Radio Service Software application CD.

SEVERITY RECOMMENDATION:

Medium - Perform at next scheduled maintenance

PARTS REQUIRED (HARDWARE/SOFTWARE):

N/A

LABOR ALLOWANCE

This is an informational bulletin. No labor warranty is implied, intended or authorized.

Attachments:

☐ Yes ☒ No

Identification: NA