



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

FSB NUMBER: FSB10421
APC: 509
DATE: Apr-10
EXPIRES: 30-Apr-11
BULLETIN TYPE: Warranty Service

FIELD SERVICE BULLETIN

SUBJECT: Tone Remote Control (TRC) sequence is intermittently not decoded by Quantar.

MODEL / SYSTEM AFFECTED:

Quantar - System software version SC_020.14.043 (R14.08.00) with TRC Detection Algorithm set to Tight

SYMPTOM:

When TRC sequence is not decoded by Quantar, actions assigned to the Function Tone (FT) sent with this TRC sequence are not executed.

CAUSE:

When High Level Guard Tone (HLGT) duration is one of 60 ms, 90 ms, 120 ms or 150 ms and FT is set to standard duration of 40 ms, FT detection window (30 ms) is shifted in relation to FT signal. Such window shift introduces signal detection problems in DSP

RESOLUTION:

Upgrade Conventional/6809 Trunking software to version SC_020.14.044 (R14.08.01) or newer.

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, the attached software order form.

Note: Please include the serial number and backplane ID of each station being upgraded in the Supplemental Order section of the enclosed form.

SEVERITY RECOMMENDATION:

Low - Perform when system exhibits above symptoms

PARTS REQUIRED (HARDWARE/SOFTWARE):

Conventional/6809 Trunking software (SC_020.14.044) - PC509F103000014044, KC509C03P000140801

LABOR ALLOWANCE

Travel not to exceed 2 hours per site, plus labor up to 30 minutes per site

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

The labor and travel allowance provided for in this bulletin applies to in-warranty units only. Labor and travel for out of warranty units cannot be reimbursed under this bulletin.

Attachments:

☒ Yes ☐ No

Identification: Software 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 Techs directly with correspondence

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:	_____		
Downgrade? If so, list current and target releases.	_____		

Software / Hardware Description: _____

Part # or Version #	_____	Quantity	_____
Date Required	_____		

SECTION 3: Shipping / Billing Information

Ship To:	_____	Bill To:	_____
	_____		_____
	_____		_____
Email:	_____		_____

Attn: _____

Phone: _____

Customer Billing

P.O. #: _____

CUST #: _____

TAG #: _____

Attn: _____

Phone: _____

Internal Billing

PROJECT #: _____

FSB #: _____

DEPT #: _____

APC #: _____



Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

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

Email UOST Techs directly with correspondence

Facsimile Transmittal Sheet

To:	_____
Company:	_____
Fax Number:	_____
Phone Number:	_____
Re:	_____

From:	_____
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 the form back to UOST or email the form back to a member of the Upgrade Operations Software Team directly.
- ° 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 addendum on page 3 below in addition to the original order form. This addendum is for use with large orders with multiple part numbers.

NOTE:

- 1) If this is 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

***Serial
number and
backplane
IDs:**

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version # _____

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____

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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.