

FIELD SERVICE BULLETIN

SUBJECT: GTR 8000 (A7.11, A7.13) – Garbled audio on a 9600 Trunking simulcast channel that has a mix of STR 3000 and GTR 8000 Base Radios (BRs) or a mix of QUANTAR and GTR 8000 BRs.

MODEL / SYSTEM AFFECTED:

A7.11 and A7.13 System Releases

GTR 8000 9600 Trunking BR (all A7.11 versions prior to **MsBR_R07.BX.096**) on the same 9600 Trunking simulcast channel with one of the following:

STR 3000 9600 Trunking BR (**MsBR_R06.90.060** and earlier)

QUANTAR 9600 Trunking BR (**MsBR_R06.94.061** and earlier)

SYMPTOM:

If a mixture of BR models is deployed at different simulcast subsites and transmitting on the same 9600 Trunking simulcast channel, there may be degraded audio (increased bit error rate (BER)) performance in the coverage overlap areas where two different models of BRs are deployed.

CAUSE:

A software change in A7.11 resulted in an inadvertent change to the GTR 8000 9600 Trunking BR such that it is incompatible with the STR 3000 9600 Trunking BR and the QUANTAR 9600 Trunking BR. This incompatibility may cause degraded audio performance in the coverage overlap areas when the GTR 8000 BR is used on the same 9600 Trunking simulcast channel with the STR 3000 or QUANTAR BR.

This issue can also been seen with sites with mixture of RMC settings. For example, channels could be configured for "GTR 8000 Base Radio standalone" and "GTR8000 Base Radio emulates STR3000" in same simulcast channel.

Note 1: This issue is not present with pre-A7.11 GTR 8000 9600 Trunking BRs.

RESOLUTION:

Upgrade all 9600 Trunking BRs (GTR 8000, STR 3000 or Quantar) with the software listed in Part Required section below, based on the system release to resolve the above listed symptom. Software can be obtained by completing the Upgrade Operations Software Team (UOST) –Software Order Form and initiating a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444 9800). Please reference **FSB10703A** in the 'Reason for Software/Hardware Change' section **and** list the **part number (KC # as listed in the Part Required section below)** in the 'Part # or Version # section of the software order form

****Important Note:** This resolution does not require simulcast site optimization to be performed after software upgrade.

Note 2: This FSB supersedes FSB10703 for 9600 Trunking. For Conventional operation, the GTR 8000 BR may be used with a QUANTAR BR on the same ASTRO conventional simulcast channel. This capability has been supported since the initial ASTRO Conventional GTR 8000 BR release and was not impacted by the aforementioned A7.11 software change. All BRs used for a conventional analog simulcast channel must be the same model BR.

Reference the following documents/processes for installation procedures:

A7.13 Software Download Manual # 6871023P37

A7.11 Software Download Manual # 6871019P63

SEVERITY RECOMMENDATION:

High - Perform Immediately

PARTS REQUIRED (HARDWARE/SOFTWARE):

Order the following parts (or later) based on the system topology and system release required:

SOFTWARE NAME	KC_NUMBER
A7.11 MsBR GTR 8000/STR 3000 and Quantar Software	KC112C03K00007X002
A7.13 MsBR GTR 8000/STR 3000 and Quantar Software	KC112C03K000071306

LABOR ALLOWANCE:

Travel not to exceed 2 hours to the master site, plus labor not to exceed 10 minutes per GTR 8000, STR 3000 or Quantar.

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.



Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

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		Field Contact	_____
by	_____	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:	_____	Attn:	_____
Phone:	_____	Phone:	_____

Customer Billing

P.O. #: _____

CUST #: _____

TAG #: _____

Internal Billing

PROJECT #: _____

FSB #: _____

DEPT #: _____

APC #: _____



Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0364

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 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 is 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!

(Optional)