



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

FSB NUMBER: FSB10594A
APC: 509
DATE: Dec-2011
EXPIRES: 31-Dec-2012
BULLETIN TYPE: Warranty Service

Up-Issued to correct an error in the Part Required section of the bulletin

FIELD SERVICE BULLETIN

SUBJECT: Quantar Base Radio – APX subscriber units used close to an A6.9/A7.2 repeater site may not gain system access.

MODEL / SYSTEM AFFECTED:

Quantar Base Radio on A6.9/7.2 system release

SYMPTOM:

APX subscribers operating in close proximity to an A6.9/7.2 Quantar repeater site may not obtain system access (by not being decoded quickly enough). The proximity is dependent on several coverage variables including subscriber transmit power, antenna configuration, site amplification, etc. Other types of subscriber units (XTS5000, XLT2500, etc.) will be decoded when used in the same area.

CAUSE:

A software timing issue between the Quantar base radio and the APX subscriber can prevent the Inbound Signaling Packet (ISP) of the APX subscriber unit from being decoded by the Control Channel.

RESOLUTION:

Upgrade the Quantar Base Radio software to the appropriate version (See parts section below).

Note: Software packages for the remaining system releases for A7.4 to A7.11, not included in the parts required section below, will be updated in future releases of the software.

Software can be obtained by completing the Upgrade Operations Software Team (UOST) – Software Order Form and contacting the Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800) to request a software request case be created. Please reference **FSB10594** in the 'Reason for Software/Hardware Change' section **and** list the **part number as (KCxxxxxxxxxxxxxxx)** in the 'Part # or Version # section of the software order form.

Reference the following documents/processes for installation procedures:

A6.9/A7.2 Programming Software manual 6881015Y97; Chapter 2
A7.5 Programming Software manual 6871009P68; Chapter 2
A7.7 Software Download manual 6871014P33; Process 2-1

SEVERITY RECOMMENDATION:

High - Perform Immediately

Attachments:

☒ Yes ☐ No

UOST - Software order form

PARTS REQUIRED (HARDWARE/SOFTWARE):

KC112C03K000071102 MsBR Base Radio software on Quantar
KC112C03L000071102 SiteRptr Base Radio Software on Quantar

LABOR ALLOWANCE

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

*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: _____ Attn: _____

Phone: _____ Phone: _____

Customer Billing**Internal Billing**

P.O. #: _____

PROJECT #: _____

CUST #: _____

FSB #: _____

TAG #: _____

DEPT #: _____

APC #: _____



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 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

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:
