



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

FSB NUMBER: FSB10400  
APC: 443  
DATE: Feb-10  
EXPIRES: 28-Feb-11  
BULLETIN TYPE: Warranty Service

# FIELD SERVICE BULLETIN

**SUBJECT:** Dropped audio for a subscriber in a SmartX site with Astro 25 Quantar base station.

**MODEL / SYSTEM AFFECTED:**

Astro 7.7, Astro 7.8 SmartX Site Converter (B1933A with CA01401AA):  
KC443C019000007800, R7.8.00.09  
KC443C019000007730, R7.7.00.13  
KC443C019000007720, R7.7.00.12  
KC443C019000007710, R7.7.00.11

**SYMPTOM:**

The applicable call scenario occurs when a subscriber on a 3600/SmartX site is sourcing audio on a call involving a destination radio at a ASTRO 25 RF site. To encounter the problem, the ASTRO 25 site must be using a Quantar series station on the assigned station. An ASTRO 25 destination site containing GTR (Summit) series stations will not encounter this problem. Further, during the course of the call the audio stream received on the 3600/SmartX site must suffer at least a 200 millisecond gap. Once the 200 millisecond gap is encountered, the ASTRO 25/Quantar site will drop audio for the duration of the PTT. The other destinations in the call (other SmartX sites, GTR ASTRO 25 sites, consoles) will hear the gap, but the audio for the PTT will continue to be played after the audio gap.

**CAUSE:**

This issue is caused by a defect in the Astro 7.7 and Astro 7.8, SmartX, Site Converter software.

**RESOLUTION:**

This defect is fixed in Astro 7.7 SmartX Site Converter Software, KC443C019000007740, R7.7.00.14  
This defect is fixed in Astro 7.8 SmartX Site Converter Software, KC443C019000007810, R7.8.00.10

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.

**SEVERITY RECOMMENDATION:**

High - Perform Immediately

**PARTS REQUIRED (HARDWARE/SOFTWARE):**

Astro 7.7 SmartX Site Converter Software, KC443C019000007740, R7.7.00.14  
Astro 7.8 SmartX Site Converter Software, KC443C019000007810, R7.8.00.10

**LABOR ALLOWANCE**

Travel not to exceed **2 hours** per site, plus labor up to **15 minutes** per SmartX Site Converter

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**

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

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

- ° 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

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Part# or Version #

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Quantity:

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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.