MOTOROLA

Service & Repair Notes (SRN)
Bulletin

Technical Information	**SRN: S-0176**
Government & Enterprise Mobility Solutions - GEMS	**APC: 509**
1301 E. Algonquin Rd.	**DATE: September 2005**
Schaumburg, IL. 60196	**EXPIRES: January 2006**

IMPORTANT NOTICE RE EMERGENCY ALARM FEATURE

SUBJECT: Quantar ASTRO®25 Conventional base stations running Release 13.xx.xx (control board firmware versions 020.13.009, 020.13.011, 020.13.017, or 020.13.022) intermittently drop Emergency Alarm messages relayed by another Quantar repeater. This will only affect those systems where the Emergency Alarm feature is used with the configuration identified in this Bulletin.

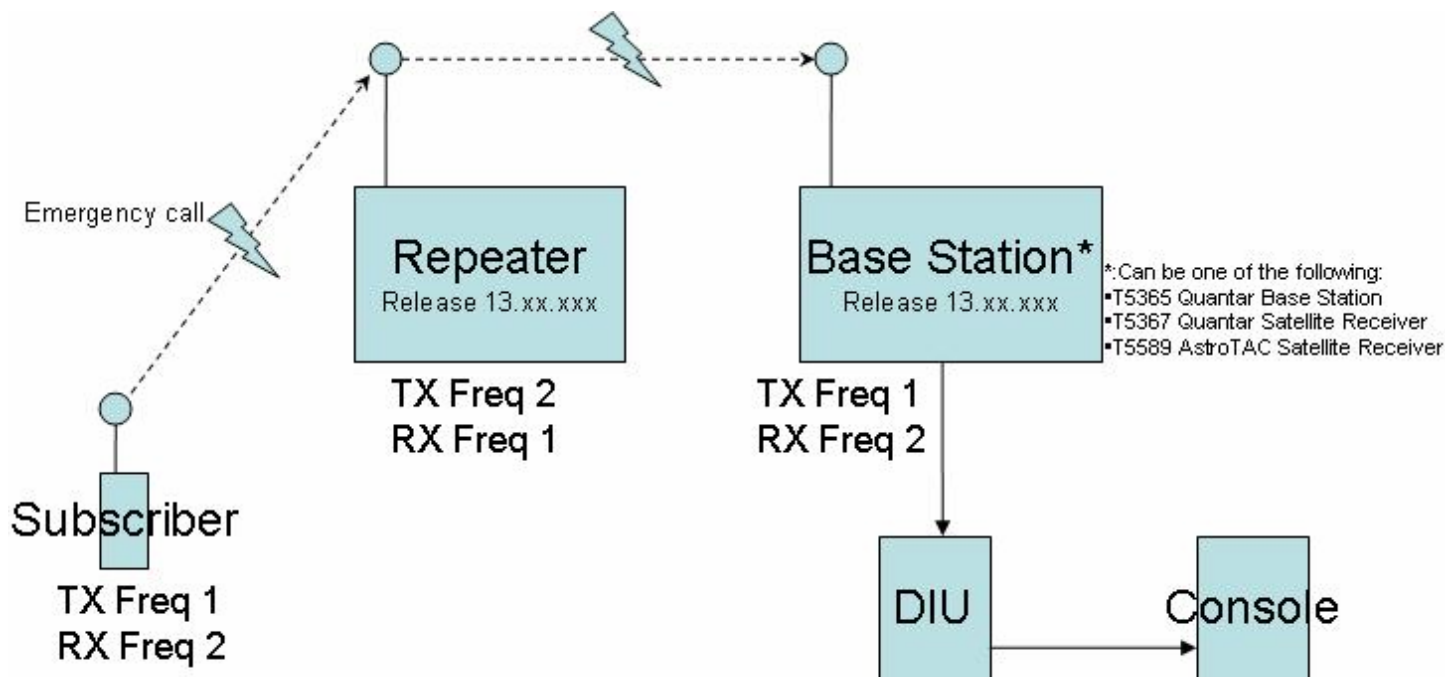**SYSTEMS AFFECTED:** ASTRO®25 Conventional 3.1

MODELS AFFECTED:

- T5365 Quantar®
- T5367 Quantar® Satellite Receiver
- T5589 AstroTAC® Satellite Receiver

When used with:

- X806 CONV ASTRO CAI OPER

SYMPTOMS: In the event the configuration identified in this Bulletin is utilized by the Customer,, the Quantar repeater will relay all subscriber messages back to the Quantar Base Station[*], where they are then forwarded to a Comparator or DIU/Console. When the Base Station[*] and the Repeater in this configuration are equipped with Release 13.xx.xx firmware, the Quantar base station fails to receive the relayed Emergency Alarm message and send it to the DIU. As a result, the console will not display the emergency alarm. If either the Repeater or the Base Station is equipped with Release 12.xx.xx, then the failure to relay the Emergency Alarm message is intermittent, meaning that some Emergency Alarm messages will not reach the DIU and will not be displayed on the console.

Emergency call

Repeater
Release 13.xx.xxx

TX Freq 2
RX Freq 1

Base Station*
Release 13.xx.xxx

*:Can be one of the following:
•T5365 Quantar Base Station
•T5367 Quantar Satellite Receiver
•T5589 AstroTAC Satellite Receiver

TX Freq 1
RX Freq 2

Subscriber

TX Freq 1
RX Freq 2

DIU

Console

CAUSE: Under investigation.

ACTION REQUIRED: **Those customers who are currently using the Emergency Alarm feature with the system configuration identified in this Bulletin should contact the System Support Center immediately. For new systems, the system should not be installed utilizing this configuration. Those customers should contact the System Support Center at 1-800-221-7144 for further instructions.**