

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Not able to transmit due to insufficient audio resources or no response to Push to Talk (PTT) on the MCC7100 with UABB/AIM

**TECHNOLOGY:**

MCC7100/AIM

**SYMPTOMS:**

After an unspecified amount of time, the MCC7100 configuration with AIM stops reacting to PTT. The restart of elite.exe can also cause this condition. This issue can also manifest itself by displaying "Audio Initializing" popup that doesn't clear.

Note: Please see Appendix-A for additional symptom details

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

MCC 7100 Dispatch Position Software A7.14 - A7.16 with AIM

**SEVERITY RECOMMENDATION:**

**Low / Maintenance** - Perform if system exhibits above symptoms

**ROOT CAUSE / DEFINITIVE TEST:**

Software issue.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

NA

**RESOLUTIONS AND REPAIR PROCEDURES:**

Upgrade to the appropriate version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below, based on the model.

**To obtain software:**

1. Initiate a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
2. Await confirmation email from UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
  - a. Reference **MTN-0006-16-NA** in the 'Reason for Software/Hardware Change' section of the software order form.
  - b. List the part number (**KC #** as listed under "PARTS REQUIRED (HARDWARE/SOFTWARE):" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to UOST for processing

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

R7.16.63.00 MCC 7100 software - KC443V01N000071604  
R7.15.28.00 MCC 7100 software - KC443V01N000071507  
R7.14.10.31 MCC 7100 software - KC443V01N000071408

**ADDITIONAL INFORMATION:**

None

**REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

A new version of AIM firmware has been included in the MCC7100 software bundle. If the AIM device is connected to the console, when the new MCC7100 software is installed, the AIM firmware will be automatically upgraded. For manual upgrade of the AIM firmware, please see documents below:

- R7.16 MCC 7100 IP Dispatch Console Setup and User Guide - MN001910A01-E
  - Chapter 4: USB Audio Interface Module
- R7.15 MCC 7100 IP Dispatch Console Setup and User Guide - MN000672A01-F
  - Chapter 4: USB Audio Interface Module
- R7.14 MCC 7100 IP Dispatch Console Setup and User Guide – 6871024P93-E
  - Chapter 4: USB Audio Interface Module

**WHEN TO APPLY RESOLUTION:**

- After reboot \_\_\_
- After (re)installation \_\_\_
- After upgrade \_\_\_
- After power cycle \_\_\_
- After database restoration \_\_\_
- After failure \_X\_
- On FRU replacement \_\_\_
- During maintenance \_\_\_
- Immediately \_\_\_
- As instructed \_\_\_
- Information only \_\_\_

**LABOR ALLOWANCE:**

This is an informational bulletin. No labor warranty is implied, intended or authorized.

**Appendix A – Additional Symptom details**

**Symptom 1**

Abstract: Not able to transmit due to insufficient audio resources or no response to Push to Talk (PTT) on the MCC7100 with UABB/AIM

Special Configurations: MCC7100 with UABB/AIM connected through the USB3.0 port running on an ultra low power laptops

User Symptoms: Not able to transmit due to insufficient audio resources or no response to Push to Talk (PTT) on the MCC 7100 system. After an unspecified amount of time, the MCC7100 configuration with AIM stops reacting to PTT. The restart of elite.exe can also cause this condition.

Impacted Releases/Products: A7.14, A7.15, A7.16 MCC7100 Dispatch Position Software with AIMS

Description: The operator will be able to transmit successfully using devices connected through AIM

For assistance with this bulletin please contact your MSI Technical support centre  
[https://www.motorolasolutions.com/en\\_us/support.html](https://www.motorolasolutions.com/en_us/support.html)



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 \_\_\_\_\_  
System ID \_\_\_\_\_  
System Name \_\_\_\_\_  
Customer \_\_\_\_\_  
Name \_\_\_\_\_

Case Number \_\_\_\_\_  
Site ID \_\_\_\_\_  
Site Name \_\_\_\_\_

Form \_\_\_\_\_  
Completed by \_\_\_\_\_  
Organization \_\_\_\_\_  
Phone \_\_\_\_\_  
Number \_\_\_\_\_  
Pager Number \_\_\_\_\_  
Fax Number \_\_\_\_\_

Field Contact \_\_\_\_\_  
Organization \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Pager 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. #: \_\_\_\_\_  
CUST #: \_\_\_\_\_  
TAG #: \_\_\_\_\_

PROJECT #: \_\_\_\_\_  
FSB #: \_\_\_\_\_  
DEPT #: \_\_\_\_\_  
APC #: \_\_\_\_\_

# Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0364

## Facsimile Transmittal Sheet

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

<b>From:</b>	_____
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 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***

(Optional)

Software Description

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Part# or Version #

---

Quantity:

---

Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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Software Description

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Part# or Version #

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Quantity:

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