

## Motorola Solutions Technical Notification (MTN)

**TITLE:** A7.13 to A7.16 GTR8000 Multiple PL does not work correctly with alarm tones over the air

**TECHNOLOGY:** GTR8000 A7.13, A7.14, A7.15, A7.16

**SYMPTOMS:**

GTR 8000 Standalone Conventional Base Repeater configured to use Multi-PL table for repeat call, transmits repeat call with wrong PL/DPL when Alarm Tones are transmitted together with voice.

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

Conventional GTR 8000 – A7.16 ASTRO 25 Systems  
Conventional GTR 8000 – A7.15 ASTRO 25 Systems  
Conventional GTR 8000 – A7.14 ASTRO 25 Systems  
Conventional GTR 8000 – A7.13 ASTRO 25 Systems

**SEVERITY RECOMMENDATION:**

**Medium / Operational** - Schedule to implement

**ROOT CAUSE / DEFINITIVE TEST:**

When Alarm Tones were transmitted together with voice, base radio started using PL/DPL from first row of PL/DPL table instead of continuing transmission with current PL/DPL.

**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-0045-17-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

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

A7.16:

KC112C04W000071601	SOFTWARE,CONVENTIONAL LEGACY BR APPL ON GTR8000	CONVBR_R07.16.42
KC112C054000071601	SOFTWARE,CONVENTIONAL LEGACY ON GPW8000	CONVBR_R07.16.42

A7.15:

KC112C04W000071504	SOFTWARE,CONVENTIONAL LEGACY BR APPL ON GTR8000	CONVBR_R07.15.056
KC112C054000071504	SOFTWARE,CONVENTIONAL LEGACY ON GPW8000	CONVBR_R07.15.056

A7.14:

KC112C04W000071406	SOFTWARE,CONVENTIONAL LEGACY BR APPL ON GTR8000	CONVBR_R07.14.089
KC112C054000071406	SOFTWARE,CONVENTIONAL LEGACY ON GPW8000	CONVBR_R07.14.089

A7.13:

KC112C04W00007X013	SOFTWARE,CONVENTIONAL LEGACY BR APPL ON GTR8000	CONVBR_R07.DX.095
KC112C05400007X013	SOFTWARE,CONVENTIONAL LEGACY ON GPW8000	CONVBR_R07.DX.095

**ADDITIONAL INFORMATION:**

NA

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

\_A7.13: 6871023P37-A A7.13 Software Instruction Manual

A7.14: 6871025P23-B Software Download Manager

A7.15: MN000702A01-A Software Download Manager

A7.16: MN001940A01-A Software Download Manager

**WHEN TO APPLY RESOLUTION:**

After reboot \_\_\_

After (re)installation \_\_\_

After upgrade \_\_\_

After power cycle \_\_\_

After database restoration \_\_\_

After failure \_\_\_

On FRU replacement \_\_\_

During maintenance \_\_\_

Immediately \_\_\_

As instructed \_X\_

Information only \_\_\_

**LABOR ALLOWANCE:**

This is an informational bulletin. No labor warranty is implied, intended or authorized for U.S. Domestic Partners/Customers. Other regions should follow their own standard procedures.

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)



**SECTION 1: General Information**

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date \_\_\_\_\_  
 System ID \_\_\_\_\_  
 System Name \_\_\_\_\_  
 Customer Name \_\_\_\_\_  
 Form Completed by \_\_\_\_\_  
 Organization \_\_\_\_\_  
 Phone Number \_\_\_\_\_  
 Pager Number \_\_\_\_\_  
 Fax Number \_\_\_\_\_

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

*Upgrade Operations Software Team*

Phone Number: (800) 221-7144

Fax Number: (847) 538-0364

- 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 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 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 #

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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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Software Description

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Part# or Version #

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Quantity:

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