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# MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

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## Title

Alert tones encoded as AMBE half rate have a poor quality sound from the transcoder

## Technology

ASTRO® 25

## Severity Recommendation

Low/Maintenance - Perform if system exhibits below symptoms

## Symptoms

Alert tones encoded as AMBE half rate have a poor quality sound from the transcoder

## Models / System Releases / Kits / Datecodes Affected

A2019.2 / A2020.1 / A2020.HS / A2021.1 / A2022.1 / A2022.HS  
22.7.10 and prior versions of Motorola Dynamic Transcoder software

## When To Apply

After failure \_X\_  
During maintenance \_X\_

## Test To Perform

None

## Workaround/Recovery

None

## Resolution And Repair Procedure

Upgrade to the appropriate version as listed in the "Software/Hardware Parts Required" section below, based on the model.

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To obtain software:

1. Initiate a software request case through Motorola Solutions, Inc. Centralized Managed Support Operations (CMSO) - see contact numbers at <https://motorolasolutions.com/support> (for NA call directly: 800-MSI-HELP (800-674-4357) or 302-444-9800)
2. Await confirmation email from Motorola Solutions Software Factory (MSSF) with instructions
3. Complete the Motorola Solutions Software Factory Software Order Form:
  - Reference MTN-0046-24 in the 'Reason for Software/Hardware Change' section of the software order form.
  - List the part number (KC # as listed under "Software Parts Required" below) in the 'Part # or Version #' section of the software order form.
4. Email completed Software Order Form to MSSF for processing

## Time To Implement/System Impact

Estimated time to implement - per machine – 30 min

Low - not time-consuming, no loss of functionalities – Gracefully disable each instance of Motorola Dynamic Transcoder to facilitate upgrade with no downtime.

## Software Parts Required

Name / SW version / System Release	Details / Part Number
Motorola Dynamic Transcoder 24.2.4 A2022.1, A2021.1, A2020.1, A2019.2	KC443V02X000240000

## Reference The Following Documents/Processes For Installation Procedures

A2022.1 Motorola Dynamic Transcoder User Guide - MN009804A01

A2021.1 Motorola Dynamic Transcoder User Guide - MN007182A01

A2020.1, A2019.2 Motorola Dynamic Transcoder User Guide - MN005948A01

## Labor Allowance

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

For assistance with this bulletin please contact your MSI Technical Support Centre at <https://motorolasolutions.com/support>

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