

Motorola Solutions Technical Notification (MTN)

TITLE: Eight-digit dual-tone multi-frequency (DTMF) page transmission may fail.

TECHNOLOGY: ASTRO 25

SYMPTOMS:

When a dispatch console sends a DTMF page immediately after sending a previous page, the base station fails to receive the last digit of the earlier page, and the intended function of the earlier page is not performed.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

A7.14 through A7.16

This issue affects systems in which one or more dispatch consoles are configured for sequential paging through a Conventional Channel Gateway (CCGW).

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Defect in EOS DSP software loaded on CCGW. The root cause of this issue is the CCGW dropping the audio jitter buffer containing the end of a DTMF page tone immediately after receiving the next Audio_Start message.

WORKAROUNDS AND CORRECTIVE ACTIONS:

A fix was implemented to insert an interval between the end of a DTMF page transmission and the start of the next transmission.

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-0059-17-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):

ASTRO Release	KC number, EOS software version (or later)
A7.14	KC147C079000071404 , Motorola Network Router and Gateway EOS 16.6.4.02
A7.15	KC147C079000071506, Motorola Network Router and Gateway EOS 16.7.1.29
A7.16	KC147C079000071604, Motorola Network Router and Gateway EOS 16.8.4.03

ADDITIONAL INFORMATION:

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

NA

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



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 #: _____

Upgrade Operations Software Team

Phone Number: (800) 221-7144

- 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 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

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:

Software Description

Part# or Version #

Quantity:
