MOTOTRBO® System Release Notes
Professional Commercial Radios (PCR) & Accessories

North America Region

Version: R2.8.3
Date: October 24 2017

MOTOTRBO October 2017 Software Release

Contents

Contents

Overview

This section details the known MOTOTRBO product issues which remain outstanding at the time of this release of software to the field.

Known product issues are divided into two categories:
- Known issues contained within the current release
- Resolved Issues that have now been fixed within the current release

Definitions

A known issue is a problem that is currently unresolved (open).

A closed or resolved issue is one that has been repaired and no longer should occur in the product after upgrading to the new product version.

The risk and workaround aspects are included in the release note description (Known Issues) for overall assessment of the problem.

What's new in the Release

Updated for CMSS R2.8 defect fix (R2.8.2)

Updated Radio Management to version R2.8.15 (R2.8.3)

Infrastructure features

New SLR 5700 UHF2 Repeater

The SLR 5700 repeater is now available in the 450-512 MHz frequency band.

New SLR 1000 Wideband UHF Repeater

The SLR 1000 Repeater is a rugged 100% continuous duty cycle compact repeater suited for indoor and outdoor locations. It's available in 400-512 MHz, 1–10 W transmit power and supports all MOTOTRBO system architectures. The SLR 1000 has an IP65 enclosure, fan-less design and can be wall or ceiling mounted with the included bracket or pole mounted with an optional kit.

Capacity Max Bridge

The Capacity Max Bridge (CMB) is a software application that resides on the Capacity Max System Server which creates a tunnel between a Connect Plus system and a Capacity Max system. This connection will allow customers to share Group Calls, Private Calls, Emergency Voice Calls & Emergency Alert between the two systems. By "bridging" audio communications between the 2 system topologies, the CMB is a powerful tool to can aid in migration to Capacity Max. Monthly subscription required.

Confirmed Group Data

Confirmed Group Data allows an application to send a message to a group of radios and to receive back the failure/success of delivery.

Radio Features

New SL3500e Radio

Slim, lightweight, and discreet, the MOTOTRBO SL3500e portable available in VHF and UHF1 bands gives you the power of instant two-way communication without compromising your style. The SL3500e supports Wi-Fi, BT 4.0 and Capacity Plus systems (licenses required) and share same accessories as the SL300 portable.

WAVE Communicator on MOTOTRBO
Applicable to XPR 7000e, SL 7000e, XPR 5000e display radios
This release integrates WAVE on MOTOTRBO Wi-Fi Enabled Display Radios enabling them to act as WAVE clients.
Supports Group Calls and Share Location with both WAVE OnCloud and WAVE 5000 (Enterprise) systems

Bluetooth Enablement for MOTOTRBO Entry Professional Portable Radios
Applicable to XPR 3000e and SL3500e portables
Bluetooth 2.0 and 4.0 LE is now available on these portables. Requires software license HKVN4412A.

Enable/Disable Indicator for SL Series Radios
Applicable to SL300, SL3500e portables
 The Radio On Indicator supported in SL Series Radios is now CPS/RM configurable. This feature allows the user to enable or disable the LED indicator that shows that the radio is powered on even when the display is off.

Job Ticket Enhancements
Applicable to XPR 7000/7000e, SL7000/7000e, XPR 5000/5000e display radios
Enhanced Job Ticket Protocol offers increased functionalities and flexibility:
- send a job ticket with different priority to a particular user or group.
- modify the contents of a job ticket that was previously sent.
- inform radios about the cancellation of a job ticket.
Available in Conventional, IP Site Connect, Capacity Plus and Capacity Max modes.

Connect Plus System Feature Updates

Slow Knob Selector Improvement - User can see the channel and alias on the display during the search/registration phase allowing the user to quickly change channels upon powering up

Quicker Contact Access - When operating in a single zone, users can navigate directly to their list of contacts from the Contacts menu. Fewer steps equal a better customer experience.

Contact Alias Improvement -The word 'Contact' is removed from the one touch call programmable button allowing the user to view the full contact alias

One Touch Button Personalization - User is able to personalize the soft button for one touch calls so they know exactly who they are calling

Fixed Volume Alert Offset
Applicable to XPR 7000/7000e, SL7000/7000e radios
This feature allows radios to apply Volume Offset to Fixed Volume alerts so that alerts with Fixed Volume can be boosted or lowered by the Volume Offset. This allows a radio to play an alert tone at max rated volume (Fixed Volume + 25 dB offset).

Product Versions

Listed below are all MOTOTRBO Product types with a reference to the released version of software:

MOTOTRBO Product	Version Supported in Release
Subscriber – MOTOTRBO 2.0, 2.5 (incl SL Series) – XPR 7000/7000e, XPR 5000/5000e, XPR 3000/3000e, SL 7000/7000e, SL 3500e	R02.08.01.0000 (CP R12.00.16)
Subscriber – MOTOTRBO – SL300/CP200d/CM200d/CM300d, XPR 2500	R01.01.21.0000 (CP R09.00.14)
Subscriber – MOTOTRBO - XPR 4000/6000	R01.12.17
Option Board – MOTOTRBO 2.0 (incl SL Series) – XPR 7000/7000e, XPR 5000/5000e, SL 7000/7000e	R02.07.20 (CP 1.1.17)
Option Board – MOTOTRBO – XPR 4000/6000	R01.07.45 (CP 1.0.16)
Repeater – XPR 8300/8400 Repeater – MTR 3000 Repeater – SLR 5700, SLR 8000, SLR 1000	R02.08.00.07 (CP R18.00.08) R02.08.00.07 (CP R18.00.08) R02.08.00.07 (CP R05.00.13)
XRC 9000 / 9100 Controller	R02.80.00.0274_1238
XRT 9000 / 9100 Gateway	R02.80.00.0274_1238
XRI 9100 Interconnect	R02.80.00.0261_816
Network Manager (merged with XRC / XRI packages)	R02.80.00.0261_816
Network Manager Connection Tool	R02.80.00.0261_816
XRT Configuration Tool	R02.80.00.0261_816
Capacity Max Bridge (CMB)	R02.80.00.0379_914
CPCPS	R02.07.21
Radio Management / CPS	RM V2.8.15.0 / CPS V15.00 Build 755
Tuner	V15.0 Build 234
RDAC	V8.0 Build 101
AirTracer	V10.0 Build 32
Device Discovery Mobility Service (DDMS)	R03.80.5000
Multi Channel Device Driver (MCDD)	R2.1.3 (not changed in 2.8.0)
MNIS Data Gateway	R02.80.5001
MNIS Voice and Radio Command (VRC) Gateway	R02.80.5001
MNIS Status Agent	R02.70.5000 (not changed in 2.8.0)
Capacity Max ESU	DESU-R13.03.53.03 (DESU-PCR-02.08.03.53-03.iso)
Capacity Max Trunk Controller	TC_R02.80.50.03 (cmxtc-pcr-02.80.50.03-01.iso)
Capacity Max System Advisor	EUEM-02.08.00.70 (UEM-PCR-02.08.00.70-00.iso)
Capacity Max Software Upgrade Bundle	CapMax_SW_Upgrade_Bundle_2.7_to_2.8.2_R02.80.00.02.iso (This is required for 2.7 to 2.8.2 upgrade) CapMax_SW_Upgrade_Bundle_Patch_2.8_R02.80.00.02.iso (This is only required for 2.8 to 2.8.2 upgrade)
System Design Tools	Version 06.07

3rd Party Applications	Version Supported in Release
GW3-TRBO	GW3-TRBO v3.2.14.5.1 for Capacity Max GW3-TRBO v3.2.14.3.11 for other PCR systems
Avtec VP Gate	*4.4.8.7*
Avtec Scout Console/Scout Manager	*4.4.8.15*
Avtec VPGate Advanced Radio Support w/Encryption	*4.4.8.2*
Avtec Data Management Services - Scout Central Distributor	*4.4.8.15*
SmartPTT PLUS	SmartPTT_PLUS - 9.1.2.23236
TRBOnet PLUS	*TRBOnet_Plus_5.2.0.1304*

1. **For Capacity Max, the Firmware versions specified above for the ESU is contained in the "ESU_CM_2.7.0_to_2.8.0_Upgrade_v53-03.iso" and available on MOL.**
2. **The Capacity Max Software Upgrade Bundle which contains Trunk Controller, VRC Gateway and System Advisor has two One-Click iso files and are all available on MOL:**
   a). "CapMax_SW_Upgrade_Bundle_Patch_2.8_ R02.80.02.iso" is used for Capacity Max System Server upgrade from 2.7 to 2.8
   b). "CapMax_SW_Upgrade_Bundle_R02.80.02_2.8.iso" is used for Capacity Max System Server upgrade from 2.8.0 to 2.8.2 as the patch.
   c). Please refer to the "*Capacity Max Infrastructure R2.7.0 to R2.8.0 Upgrade Guide*" for additional details. The Upgrade Guide applies for the patch upgrade as well.
   For Capacity Max, updated Switch and Router configuration files are also available on MOL.
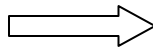
MOTOTRBO CPS/RM DOWNLOAD AND INSTALLATION

Due to its size the MOTOTRBO CPS/RM package version 15.0 build 754 has been split into 4 files to make it easier the upload and download from Motorola Online.

To download and install the latest CPS /RM version 15 build 755 follow these steps:

1. Download the 4 zip files for MOTOTRBO CPS/RM (Part 1, Part 2, Part 3, and Part 4) from MOL.

2. Extract cps_15dot0_build755.z01 from cps_15dot0_build755.z01.zip and copy the file to the folder where cps_15dot0_build755.zip is located

3. Extract cps_15dot0_build755.z02 from cps_15dot0_build755.z02.zip and copy the file to the folder where cps_15dot0_build755.zip is located

4. Extract cps_15dot0_build755.z03 from cps_15dot0_build754.z03.zip and copy the file to the folder where cps_15dot0_build755.zip is located

Name	Date modified	Type	Size
cps_15_dot0_build755.z01	10/24/2017 4:44 PM	Z01 File	716,800 KB
cps_15_dot0_build755.z02	10/24/2017 4:41 PM	Z02 File	716,800 KB
cps_15_dot0_build755.z03	10/24/2017 4:39 PM	Z03 File	716,800 KB
cps_15_dot0_build755.zip	10/24/2017 4:37 PM	WinZip File	456,701 KB

Use WinZip to unzip cps_15dot0_build755.zip and install software in the usual manner.

Known Issues in Product Release

Infrastructure Impact

Issue Number: **CCMPD02136886**
System/Product: SLR 1000 Repeater
 Description: General Purpose I/O (GPIO) Pin #8 on the SLR 1000 with MOTOTRBO firmware version R2.8
                          is inactive and unusable.

Workarounds: GPIOs Pin #2, Pin #5 and Pin #6 are functional and may be used to address GPIO needs.

 Issue Number: **CCMPD02127314**
System/Product: MOTOTRBO Network Interface Service (MNIS) Data Gateway
 Description: When the MNIS Data Gateway is uninstalled on a Windows 10 machine, the Tunnel
                          network adapter is not properly removed. When it is reinstalled, a second Tunnel is
                          created, but MNIS Data Gateway finds the uninstalled Tunnel when launched.

 Workarounds: Open the "Device Manager" on the PC. Expand the "Other devices" section. Right-click
                          "Unknown Device" and select "Properties". Click the "Details" tab of the window that
                          appears. Change the "Property" drop-down to "Device instance path" and verify that the
                          Value is "ROOT\NET\000X", where X represents a number. If there is more than one
                          "Unknown device", find the one with the value "\ROOT\NET\000X". Click "OK" to close the
                          Properties window. Right-click the "Unknown device" again and click "Uninstall". Click
                          "Ok".

                          If the Windows 10 computer fails to uninstall MNIS, the original Tunnel network adapter
                          will need to be manually removed before MNIS can be uninstalled. Perform the following
                          steps:
                          Open the "Device Manager" on the PC. Expand the "Network adapters" section. Right-click
                          "MOTOTRBO Tunnel #2" and select "Uninstall". Make sure that nothing is checked in the
                          confirmation pop-up. Click "Ok". MNIS can now be uninstalled.

Issue Number: **CCMPD02128904**
System/Product: XPR/MTR/SLR Repeater

Description: In Linked Capacity Plus (LCP) mode, the Single Site All Call initiated from wireline for a certain site is sent to all sites when "All Wide Area Talkgroups" is enabled.

Workarounds: Disable "All Wide Area Talkgroups" configuration setting on the repeater through RM or CPS

Issue Number: **CCMPD02130310**
System/Product: XPR/MTR Repeaters
Description: When a Radio attempts to end a call to a personal cell phone or landline phone, the user presses the back button to end the call, however, the call is not ended the first time the back button is pressed, pressing the back button a second time will end the call.

Workarounds: In the radio phone system, the DTMF tone configuration is made through RM or CPS.   The TX tone duration default value is 100 (ms) but needs to be set to 300 (ms) to avoid this issue.

Issue Number: **CCMPD02133221**
System/Product: SLR Repeaters
Description: In a Capacity Max system, the repeaters power up in system trunking and are taken into site-trunking and then disabling the network adapter or unplugging the USB cable from the repeater causes a reset. This reset may cause a call to get lost in Cap Max while in site trunking system mode, the System will recover after the reset, which takes about 20 seconds.

Workarounds: None.

Radio Impact

Issue Number: CCMPD02105864
System/Product: MOTOTRBO XPR radios with Bluetooth
Description: Pressing Cancel in the middle of switching Bluetooth headsets may cause the Bluetooth menu display to lock up in rare occasions. Pressing PTT or a channel change will recover this condition.
Workarounds: Do not press "Cancel" in the middle of switching Bluetooth headsets.

Issue Number: **TFS00102884**
System/Product: MOTOTRBO CPS
Description: Can't write a pre-R2.7.0 CM200d/CM300d archive to a R2.7.0 CM200d/CM300d if the value of "General Setting/Min Speaker Volume Level(dB)" is larger than 9 in the archive file.

Workarounds: Set Min Speaker Volume Level to be less than 9 dB before programming that archive to R2.7.0 CM200d/CM300d mobiles.

Issue Number: **CCMPD02126518**
System/Product: Radios with Prioritize GPS Over Voice (PGOV) feature enabled.
Description: If the radio is engaged in a call and a PGOV request is received, then the RSSI icon will not be displayed for the duration of the call.

Workarounds: None

Issue Number: **CCMPD02131510**
System/Product: XPR 7000e/5000e and SL 7000e Radios with WAVE and Front Panel Programming (FPP) Dealer mode enabled.
Description: These radios will allow the user to enter FPP Dealer Mode on a WAVE personality when it should not. There is no adverse impact if a user does enter FPP Dealer Mode on a WAVE personality however many of the parameters do not apply to WAVE.
Workarounds: Do not enter FPP Dealer Mode on a WAVE personality.

Issue Number: **CCMPD2131834**
System/Product: Radio Management - Configuration Mode
Description: In Radio Management - Configuration mode, within a saved Capacity Max System set, if there is more than one line item in the Alternate Trunking Controller Address, Site Announcement, or User Name Verification Application Addresses and a line item other than the last one in the table is deleted, RM will mark all devices as 'Codeplug modified' when only the CMSS devices should be marked as 'Codeplug modified'.

Workarounds: None.

Issue Number: **CCMPD02132143**
System/Product: Radio Management - Configuration Mode
Description: When only the Device ID or Redundancy Group ID gets modified in the 'System view', the tool does not mark the repeaters as modified as it should. Users should schedule a 'write job' for the affected repeaters.

Workarounds: None.

Issue Number: **TFS112256**
System/Product: Radio Management
Description: RM OLH cannot be launched via the "F1" key if RM is not launched with 'Admin rights' one time.

Workarounds: Launch RM with 'Admin rights' one time.

Issue Number: **CCMPD02038621**
                     System/Product: Connect Plus/XPR 5000/5000e mobile
Description: Toggling the Horn and Lights setting via both Menu and Programmable Button will result in a mismatch of the status.

Workarounds: Use only a Programmable Button to toggle the Horn and Lights setting in Connect Plus
mode.

Resolved Issues in Product Release

Resolved issues are the known product problems that were reported in products releases, but have now been fixed or closed.

Defect ID	Release Introduced	Product	Headline
n/a	2.8	Radio Management Ver. 2.8 14.	Subscriber Radio Read operation attempted using MOTOTRBO™ RM R2.8.0 version 2.8.14 in RM Template mode, for radios previously Read with RM in Release R2.6 or later. MOTOTRBO™ R2.8.0 RM version 2.8.14 unintentionally resets the radio feature information in the RM database Template Mode and thus prevents the radio to register new features. Resolution: Upgrade to MOTOTRBO™ R2.8.3 Release (CPS Version 15.0 – Build 755 and RM version 2.8.15) Refer to **MTN-0129-17-**NA for more details.
CCMPD02137431/C3: 25640113	2.8	Capacity Max	Radio Management error 537 "Provisioning Failed"
TFS00081977	2.7.9	Radio Management	Radio Management does not show the new version of Bootloader in the Radio View after a device upgrade that includes a Bootloader upgrade
CCMPD02126808	2.7	Device Discovery Mobility Service (DDMS)	MOTOTRBO DDMS DA/PAGE LLC- DDMS Crashes When Authentication Response is Incorrectly Formatted
CCMPD02126342	2.7	Capacity Max Trunk Controller	Not authorized to receive when radio tries to sign in to CapMax 2.7 and TRBOnet.
CCMPD02127938	2.7	Capacity Max Trunk Controller	CMSS Authentication Redundancy Query
CCMPD02110863	2.6	Repeater	SLR8000-Aerowave- SLR stops repeating voice on slot 1 after several hours. EGPS on slot 2 continues
CCMPD02122317	2.3	Repeater	IPSC Burst F audio packet has crypto parameters but secure bit is 0
CCMPD02126800	2.6	Repeater	Battery alarms are not being tripped when battery is removed
CCMPD02131757	2.7	Repeater	SLR5300 reboots when SmartPTT Plus is power cycled
CCMPD02120001	2.5	XPR 7000e	No Movement Mandown Pre-Alert may be canceled if a call was received with the Loud Profile selected and audio is routed through the radio speaker
CCMPD02119820	2.5	XPR 7000e	No Movement Mandown Pre-Alert may be canceled if the radio receives a text message/call alert, the Volume Offset is greater than 0, the volume control is set to maximum and audio is routed through the radio speaker and the Ringer is set
CCMPD02116666	2.5	XPR 7000e	No Movement Mandown Pre-Alert may be cancelled if the radio receives a call/alert and the Vibration Style is Medium and the radio is placed on a hard surface.
CCMPD02132472/C3: 25496835	2.3A	MOTOTRBO	Transmit Interrupt - EOB
CCMPD02132466/C3: 25471084	2.5	XPR 3500e	The Password and Lock feature does not work correctly on XPR3500e radios if the radio is powered down with Scan enabled.
CCMPD02132985/C3: 25464354	2.1	MOTOTRBO	OTAP Switchover
CCMPD02128967/C3: 25341364	2.4A	XPR 5000/5000e	PTT problem with XPR 5000/5000e radios during interference
CCMPD02122600/C3: 25277106	2.0	MOTOTORBO	Issue with GPS after turning on option "Power RAMP TRIGGER ON"

Defect ID	Release Introduced	Product	Headline
CCMPD02128189/C3: 25235017	2.5A	XPR 7000/7000e XPR 3000/3000e XPR 5000/5000e	Bluetooth accessories disconnect from the radio.
CCMPD02120577/C3: 25214299	2.4	XPR 3500	XPR3500 radios w/ R02.06.05.0002 firmware lock up during scan
CCMPD02120234/C3: 25187150 25171581 25585088	2.1	XPR 7550e CP200d XPR 3000/3000e	Radios using Dual Capacity Direct Mode and Priority Scan will randomly not receive audio or transmit until a channel change or power cycle is initiated
CCMPD02116006/C3: 25164799	PL 1.0	XPR 2500	XPR2500 Mobiles will not access a Capacity Plus repeater that uses frequencies 160.0575/158.3925