

Motorola Solutions Technical Notification (MTN)

TITLE: A7.17 customer documentation updates for MCC 7500 Dispatch Console, MCC 7100 IP Console, Dynamic Transcoder, and Group Data Gateway.

TECHNOLOGY: A7.17

SYMPTOMS: Customer documentation for A7.17 contained incomplete configuration instructions for MCC 7500 Dispatch Console, MCC 7100 IP Console, Dynamic Transcoder, and Group Data Gateway.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

A7.17 MCC 7500 Dispatch Console, MCC 7100 IP Console, Dynamic Transcoder, and Group Data Gateway.

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Incomplete information provided to documentation team during A7.17 development.

WORKAROUNDS AND CORRECTIVE ACTIONS:

NA

RESOLUTIONS AND REPAIR PROCEDURES:

Customer documentation for A7.17 updated with incomplete configuration instructions for MCC 7500 Dispatch Console, MCC 7100 IP Console, Dynamic Transcoder, and Group Data Gateway.

Updated manuals will be available on or before January 31, 2017.

External customers can download updated manuals from Motorola On Line (MOL).

Internal customers can download manuals from the Documentation Library at http://www.motorolasolutions.com/content/learning/en_us/documentation-portal.html.

PARTS REQUIRED (HARDWARE/SOFTWARE):

None

ADDITIONAL INFORMATION:

None

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

A7.17 <i>Dynamic Transcoder User Guide</i>	MN003264A01-C; section 2.1.7
A7.17 <i>Group Data Gateway Feature Guide</i>	MN003281A01-B; section 2.1.12
A7.17 <i>MCC 7100 IP Dispatch Console Setup and User Guide</i>	MN003327A01-B; sections 3.7 and 4.4
A7.17 <i>MCC 7500 Dispatch Console with Voice Processor Module</i>	MN003328A01-B; section 2.2.3.1

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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 ___
Information only _X_

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https://www.motorolasolutions.com/en_us/support.html