MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

The CommandCentral AXS Dispatch Console resets when the USB headset or USB microphone is connected while a long alert tone is playing

Technology

ASTRO® 25

Severity Recommendation

Medium/Operational - Schedule to implement during the maintenance window.

Symptoms

Connecting USB devices (microphone or headset) to the AXS console while an Alert Tone is being transmitted on the console may cause the console to reset. When this occurs, the console will return to operation after approximately 1 minute. This issue may only occur when connecting USB accessories and only during an Alert Tone transmission.

Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version
A2022.1 / A2022.HS / AN2024.1 / AN2024.HS	CommandCentral AXS Dispatch Console software version 3.4.159

When To Apply

During maintenance

Resolution And Repair Procedure

Upgrade to the appropriate version as listed in the "Software/Hardware Parts Required" section below, based on the model.
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-0024-25 in the 'Reason for Software/Hardware Change' section of the software order form.

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- 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 operator position - 15 min

High - Loss of functionalities/audio/downtime - Operator position will be unavailable for 15 minutes (during the software installation)

Software Parts Required

System Release	Name / SW version	
A2022.1 / A2022.HS / AN2024.1 / AN2024.HS	CommandCentral AXS Dispatch Console software version 3.4.160 and later	KC504V00E000250002 or later

Reference The Following Documents/Processes For Installation Procedures

AXS Dispatch Console Installation Guide - MN010309A01-J

      Chapter 2: Installing the AXS Dispatch Console Inside the RNI

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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