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MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

When setting a Simulcast Transmit Offset Delay greater than 288 μ sec using CSS, the Conventional Base Radio will reset and lose connection to CSS.

Technology

ASTRO® 25

Severity Recommendation

Medium/Operational - Schedule to implement

Symptoms

When reducing the interference in the overlap area by adjusting the Simulcast Transmit Offset Delay value, a customer may observe a Conventional Base Radio reset when the launch time delay value from CSS is set to 288 μ sec (over 53 miles) or higher.

NOTE: This issue is applicable only to analog simulcast.

Models / System Releases / Kits / Datecodes Affected

A2020.x, A2021.1, A2022.x

GTR 8000/GPW Conventional Base Radio / Version: CONVBR_R09.02.041 & prior

When To Apply

During maintenance _X_

After failure _X_

Workaround

None.

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:

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- Reference MTN-0038-24 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:

- ASTRO Conventional products are upgraded individually: approximately 15 minutes for software transfer and less than 5 minutes to install.

High - Loss of functionalities/audio/downtime:

- ASTRO Conventional products are upgraded individually: less than 5 minutes of downtime during installation.

Software Parts Required

System Releases: A2020.x, A2021.1, A2022.x

Name / SW version / System Release	Details / Part Number
GTR 8000/GPW 8000 Conventional Base Radio / Version: CONVBR_R09.02.043 or later	KC112C04W000200105 or later

Additional Information

None

Reference The Following Documents/Processes For Installation Procedures

[Software Download Manager User Guide](#)

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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