

Motorola Solutions Technical Notification (MTN)

TITLE: The transmit power cannot be set up correctly for GTR 8000 Conventional base station, when configured for mixed-mode operation using LSM modulation for digital calls.

TECHNOLOGY: ASTRO 25, conventional mixed-mode using LSM and FM modulations with distinctive transmit power

SYMPTOMS:

A GTR 8000 Conventional base station, when configured for mixed-mode operation and using LSM modulation for digital calls, will use the LSM output power for analog calls as well, regardless of FM configuration. Setting the FM transmission power to a higher value than LSM modulation power is possible but will not be applied. As a result, the system may experience a negative impact to communication range in analog mode.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

The KC part numbers below are applicable for the A2019.2 release:

- | | | |
|------------------------------------|--------------------|------------------------------------|
| • GTR 8000 Conventional Base Radio | KC112C04W000190202 | Version: CONVBR_R08.04.221 & prior |
| • GPW 8000 Conventional Base Radio | KC112C054000190202 | Version: CONVBR_R08.04.221 & prior |

The KC part numbers below are applicable for releases A2020.1 and newer:

- | | | |
|------------------------------------|--------------------|------------------------------------|
| • GTR 8000 Conventional Base Radio | KC112C04W000200102 | Version: CONVBR_R09.02.021 & prior |
| • GPW 8000 Conventional Base Radio | KC112C054000200102 | Version: CONVBR_R09.02.021 & prior |

SEVERITY RECOMMENDATION:

High / Safety - Perform Immediately

ROOT CAUSE:

Software defect

DEFINITIVE TEST: N/A

WORKAROUNDS: N/A

CORRECTIVE ACTIONS:

Upgrade software to the version listed under Parts Required.

RESOLUTIONS AND REPAIR PROCEDURES:

Perform Single Device SWDL operation to upgrade the box.

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 Solutions, Inc. Centralized Managed Support Operations (CMSO) at 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:
 - a) Reference **MTN-0042-22-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 MSSF for processing

TIME TO IMPLEMENT/SYSTEM IMPACT:**Estimated time to implement - per machine:**

Approximately 15 minutes for software transfer and less than 5 minutes to install.

High - Loss of functionalities/audio/downtime:

Less than 5 minutes of downtime during installation.

PARTS REQUIRED (HARDWARE/SOFTWARE):

The KC part numbers below are applicable for the A2019.2 release:

- | | | |
|------------------------------------|--------------------|------------------------------------|
| • GTR 8000 Conventional Base Radio | KC112C04W000190203 | Version: CONVBR_R08.04.233 & later |
| • GPW 8000 Conventional Base Radio | KC112C054000190203 | Version: CONVBR_R08.04.233 & later |

The KC part number below is applicable for releases A2020.1 and newer:

- | | | |
|---|--------------------|------------------------------------|
| • Conventional GTR 8000/GPW 8000 Base Radio | KC112C04W000200103 | Version: CONVBR_R09.02.033 & later |
|---|--------------------|------------------------------------|

ADDITIONAL INFORMATION:

From now on, the A2020.1+ KC and PC parts for Conventional GTR and GPW are combined into common Conventional GTR 8000/GPW 8000 ones. The KC and PC CDs will mention both GTR and GPW on the cover.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

[Software Download Manager User Guide](#)

WHEN TO APPLY RESOLUTION:

During maintenance X

Immediately X

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.

If, after attempting to perform the solution steps, you are having issues with the resolution in the MTN then please contact your MSI Technical support center.

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

SW ORDER FORM IS AVAILABLE UNDER THE LINK:

http://www.motorolasolutions.com/content/dam/msi/docs/robots/motorola-technical-notification/SW_order_form.pdf