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# **Motorola Solutions Technical Notification (MTN)**

<u>TITLE:</u> 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
 GPW 8000 Conventional Base Radio
 KC112C04W000190202
 Version: CONVBR\_R08.04.221 & prior
 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
 GPW 8000 Conventional Base Radio
 KC112C04W000200102
 Version: CONVBR\_R09.02.021 & prior
 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.

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## 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
 GPW 8000 Conventional Base Radio
 KC112C04W000190203 Version: CONVBR\_R08.04.233 & later
 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 <u>X</u> Immediately <u>X</u>

## **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

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