

Motorola Solutions Technical Notification (MTN)

TITLE: R7.17 MCC 7100 Dispatch Position used with A7.15, A7.16, and A7.17 System Cores resolve multiple issues as defined in the SYMPTOM section

TECHNOLOGY: ASTRO MCC7100 Console

SYMPTOMS:

Appendix A – Additional Symptom details

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

R7.17 MCC 7100 Dispatch Position software used with an ASTRO A7.15, A7.16, and A7.17 System Core

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Software defects

WORKAROUNDS AND CORRECTIVE ACTIONS:

NA

RESOLUTIONS AND REPAIR PROCEDURES:

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 Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
2. Await confirmation email from UOST with instructions
3. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
 - a. Reference **MTN-0049-17-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 UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):

R7.17.17.05 MCC 7100 software - KC443V01N000071701

ADDITIONAL INFORMATION:

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

R7.17 MCC 7100 IP Dispatch Console Setup and User Guide - MN003327A01-C

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WHEN TO APPLY RESOLUTION:

After reboot ___
After (re)installation ___
After upgrade ___
After power cycle ___
After database restoration ___
After failure **X**
On FRU replacement ___
During maintenance ___
Immediately ___
As instructed **X**
Information only ___

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.

Appendix A – Additional Symptom details – Closed Defects

Abstract: MCC 7100 console does not transmit audio from the console after using External Phone Interface (EPI) functionality

Special Configurations: MCC7100 with UABB/AIM and EPI port connected

User Symptoms: The customer cannot transmit audio from the console when using EPI (External Phone Interface) functionality. After the phone call, the console does not return to EPI on-hook mode. In this mode audio is not being transmitted from the AIM to the Console.

Impacted Releases/Products: A7.17 MCC7100 Dispatch Position with UABB/AIM and EPI port connected

Description: Now, the customer can transmit audio from the console when using EPI (External Phone Interface) functionality.

Abstract: After certain amount of time, the IRR stops working

Special Configurations: MCC7100 dispatch position with IRR option

User Symptoms: When the dispatcher is trying to access recordings from IRR, the IRR stops working.

Impacted Releases/Products: A7.17 MCC7100 Dispatch Position software with IRR option

Description: Now, the dispatcher is able to access recordings from the IRR.

For assistance with this bulletin please contact your MSI Technical support centre

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



SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date _____
System ID _____
System Name _____
Customer _____
Name _____

Case Number _____
Site ID _____
Site Name _____

Form _____
Completed by _____
Organization _____
Phone _____
Number _____
Pager Number _____
Fax Number _____

Field Contact _____
Organization _____

Phone Number _____
Pager Number _____
Fax Number _____

SECTION 2: Order Information

Product Type: _____

Serial Number _____

Reason for Software / Hardware Change: _____

Downgrade? If so, list current and target releases. _____

Software / Hardware Description: _____

Part # or Version # _____

Quantity _____

Date Required _____

SECTION 3: Shipping / Billing Information

Ship To: _____

Bill To: _____

Email: _____
Attn: _____

Attn: _____

Phone: _____

Phone: _____

Customer Billing

P.O. #: _____
CUST #: _____
TAG #: _____

Internal Billing

PROJECT #: _____
FSB #: _____
DEPT #: _____
APC #: _____

Upgrade Operations Software Team

Phone Number: (800) 221-7144

- ° This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- ° Please fill out the order form and email back to the Upgrade Operations Software Team
- ° If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- ° Orders will normally be processed in 3-5 business days once all information has been received.
- ° If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

NOTE:

- 1) If this is an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

Thank you and have a good day!

Supplemental Order Information Addendum

(Optional)

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:
