

Motorola Solutions Technical Notification (MTN)

TITLE: Incorrect configuration setting for B1951B Desktop Gooseneck Microphone

TECHNOLOGY: ASTRO 25 radio systems with MCC 7100 or MCC 7500E dispatch positions that are using the B1951B desktop gooseneck microphone

SYMPTOMS:

When a dispatcher transmits voice audio using the B1951B microphone on a MCC 7100 or MCC 7500E dispatch position, a noticeable distortion of the "s" sound occurs (the "s" sounds like a hiss). The distortion can be heard on subscribers, on parallel dispatch positions and on the instant recall recorder.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

R7.17.2 MCC 7500E dispatch position software used with an ASTRO 25 A7.17 system core

R7.17.3 MCC 7500E dispatch position software used with an ASTRO 25 A7.17 system core

R7.17.0, R7.17.1 or R7.17.2 MCC 7100 dispatch position software used with an ASTRO 25 7.17 system core

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Incorrect configuration of the B1951B microphone in the Windows operating system.

WORKAROUNDS AND CORRECTIVE ACTIONS:

NA

RESOLUTIONS AND REPAIR PROCEDURES:

No new software is required to correct this issue; it is only a configuration issue. The B1951B microphone should be configured for 8kHz operation instead of 48kHz operation. Reconfigure the microphone using the following procedure:

1. On the MCC 7100 or MCC 7500E dispatch position workstation, go into **Start**, then select **Control Panel -> Hardware and Sound -> Manage Audio Devices**.
2. In the **Sound** window, select the **Recording** tab.
3. Right-click **Motorola Desktop Microphone** and select **Desktop Microphone Properties**.
4. On the **Advanced** tab, **Default Format** area drop-down, select the **8kHz** option.

Click **Apply**.

PARTS REQUIRED (HARDWARE/SOFTWARE):

N/A

ADDITIONAL INFORMATION:

N/A

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

N/A

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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 ___
Information only ___

LABOR ALLOWANCE:

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