

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

After the Command Central Hub is power cycled, the External Phone Interface (EPI) port may lose audio.

Technology

ASTRO® 25

Severity Recommendation

High/Safety - Perform Immediately

Symptoms

When a dispatcher communicates with an external phone system user via External Phone Interface (EPI), an audio issue may occur in which the dispatcher hears the phone audio, but the phone user does not hear the dispatcher.

The issue may occur following a unit power cycle (i.e. unexpected loss of power, power cycle during system maintenance), not during operation. When the issue occurs, it will continue until the Command Central Hub is power cycled.

Models / System Releases / Kits / Datecodes Affected

System Release	Name / SW version	Model affected
A2020.1, A2020.HS, A2021.1, A2022.1, A2022.HS, AN 2024.1, AN 2024.HS	FPGA firmware version below 1.1.0.7	B1955A, B1956A - Command Central Hub (MCC 75000E or AXS Console)

Customers / Regions Impacted

The issue affects customers using Command Central Hub (models B1955A and B1956A) with External Phone Interface (EPI) with FPGA firmware version below 1.1.0.7.

When To Apply

Immediately _X_

Test To Perform

To check the firmware version please refer to the "Accessing the USB AIM Device Information" section in one the following documents:

For CommandCentral AXS Dispatch Console users: <https://learning.motorolasolutions.com/user-guide/86499enus>

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For MCC 7500E Dispatch Console users: <https://learning.motorolasolutions.com/user-guide/52350enus>

Recovery

In the event this issue is present, power cycle the CCHub for 30 secs and verify the audio is present on the EPI port.

NOTE: In rare cases, the issue may reoccur after the first power cycle and require the procedure to be repeated until audio is present on the EPI port.

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:
 - Reference MTN-0006A-25 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:

1. MCC 7500E - 10 min.
2. CommandCentral AXS Dispatch Console - 15 min.

High - Loss of functionalities/audio/downtime - Operator position will be unavailable for 10-15 minutes.

Software Parts Required

The only supported method for upgrading FPGA firmware is by upgrading dispatch console software.

The FPGA firmware version 1.1.0.7 contains the fix for the issue. To upgrade to this version, use the following dispatch console software versions:

Name / SW version / System Release	Name / SW version	KC Number
A2021.1 / A2022.1 / A2022.HS / AN2024.1 / AN2024.HS	MCC 7500E version 25.1 or later	KC443V00E000250000
A2021.1 / A2022.1 / A2022.HS / AN2024.1 / AN2024.HS	CommandCentral AXS Dispatch Console version 3.4 or later	KC504V00E000250001

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Hardware Parts Required

Name	Part Number
Command Central Hub	B1955A and B1956A

Reference The Following Documents/Processes For Installation Procedures

Please follow:

"Installing the MCC 7500E Dispatch Console" section for MCC 7500E Dispatch Console users:

<https://learning.motorolasolutions.com/user-guide/82047enus>

"Installing the AXS Dispatch Console" section for CommandCentral AXS Dispatch Console users:

<https://learning.motorolasolutions.com/installation-guide/86086enus>

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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