

**Motorola Solutions Technical Notification (MTN)**

**TITLE:** MINITOR VI Pager Intermittent charging issues

**TECHNOLOGY:** Minitor VI - Paging Devices

**SYMPTOMS:**

- Minitor VI Pager has intermittent charging
- Minitor VI Pager will not charge

**Note:** Please see [Appendix-A](#) for additional symptom details

**MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:**

- Minitor VI with concave I/O connector pins (Pre-June 2015).
- Single Unit Charger (SUC) model RLN6505A with date code 5151 or earlier.

**SEVERITY RECOMMENDATION:**

**Low / Maintenance** - Perform if system exhibits above symptoms

**ROOT CAUSE / DEFINITIVE TEST:**

Accumulation of debris (dirt, fibers and other non-conductive material) in Minitor VI I/O connector.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

Cleaning the Minitor VI I/O connector regularly can eliminate or reduce the problem. Please refer to FSB10966B for I/O connector cleaning recommendations and instructions. It is recommended to perform this cleaning once a month.

**RESOLUTIONS AND REPAIR PROCEDURES**

- 1) Schedule regular cleaning of the contacts of the pager per FSB10966B. A video of the cleaning process can be found at the following link  
[http://video.motorolasolutions.com/video.aspx/id/5503975243001?\\_ga=2.218556127.714070518.1499960943-239323320.1480599296](http://video.motorolasolutions.com/video.aspx/id/5503975243001?_ga=2.218556127.714070518.1499960943-239323320.1480599296)  
  
The video can also be found on the Minitor VI product webpage at the following link  
[https://www.motorolasolutions.com/en\\_us/products/pagers/minitor-vi.html#tabresource](https://www.motorolasolutions.com/en_us/products/pagers/minitor-vi.html#tabresource)
- 2) If charging issues are still experienced after cleaning and you have one or both of the following proceed to Appendix A:
  - a. I/O connector with concave pins (Pre-June 2015)
  - b. Single Unit Charger (RLN6505A) with date code 5151 or earlier

**PARTS REQUIRED (HARDWARE/SOFTWARE):**

N/A

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**ADDITIONAL INFORMATION:**

Minitor VI with concave I/O connector pins (Pre-June 2015).

**Non-UL models**

<b>Model Number</b>	<b>Model Description</b>
A03JAC8JA2AN	143-174MHZ SGL CH NON-UL M6 PAGER
A03JAC9JA2AN	143-174MHZ FIVE CH NON-UL M6 PAGER
A04QAC8JA2AN	406-430MHZ SGL CH NON-UL M6 PAGER
A04QAC9JA2AN	406-430MHZ FIVE CH NON-UL M6 PAGER
A04RAC8JA2AN	450-483MHZ SGL CH NON-UL M6 PAGER
A04RAC9JA2AN	450-483MHZ FIVE CH NON-UL M6 PAGER
A04SAC8JA2AN	479-512MHZ SGL CH NON-UL M6 PAGER
A04SAC9JA2AN	479-512MHZ FIVE CH NON-UL M6 PAGER

**UL models**

A03JAC8JA1AN	143-174MHZ SGL CH UL IS M6 PAGER
A03JAC9JA1AN	143-174MHZ FIVE CH UL IS M6 PAGER
A04QAC8JA1AN	406-430MHZ SGL CH UL IS M6 PAGER
A04QAC9JA1AN	406-430MHZ FIVE CH UL IS M6 PAGER
A04RAC8JA1AN	450-483MHZ SGL CH UL IS M6 PAGER
A04RAC9JA1AN	450-483MHZ FIVE CH UL IS M6 PAGER
A04SAC8JA1AN	479-512MHZ SGL CH UL IS M6 PAGER
A04SAC9JA1AN	479-512MHZ FIVE CH UL IS M6 PAGER

**Single Unit Charger**

RLN6505A	Minitor VI Standard Single Unit Charger
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**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 – Minitor VI I/O connector/charger replacement requirements**

The following requirements must be met in order for units to qualify for service under this MTN. Units sent to the Motorola Service Center that do not fully meet the requirements will be returned in the condition they were received.

There are 2 options that a customer can choose as part of this repair service. Here is a quick guide to assist you in determining what option is applicable under this MTN:

<p>Does Minitor VI pager have I/O connector with concave pins? (Figure 1) AND Single Unit Charger (RLN6505A) has datecode 5152 or later? (Figure 2)</p>	<p>Yes → Choose <b>Option A</b> Only your Minitor VI requires service</p>
<p>Does Minitor VI pager has I/O connector with concave pins? (Figure 1) AND Single Unit Charger (RLN6505A) has datecode 5151 or earlier? (Figure 2)</p>	<p>Yes → Choose <b>Option B</b> Both your Minitor VI and charger require service</p>



Figure 1 - Minitor VI with I/O connector concave pins



Figure 2 - Date code location in Single Unit Charger RLN6505A (engraved)

**Option A – Send Minitor VI Pager only**

You have determined that only the Minitor VI pager requires service according to the requirements so there is no need to send in the Single Charger Unit.

Requirements:

- Minitor VI must have I/O connector concave pins (Figure 1)
- Minitor VI must be sent in alone

Notes:

- I/O connector will be replaced with flat pins connector at no charge to the customer.
- Units sent in that already have the I/O connector with the flat pins will not have the connector replaced and returned in the condition they were received.
- No other repair will be performed under this MTN.
- Regular maintenance/cleaning of I/O connector pins on a regular basis as specified in FSB 10966B is still good practice after replacement.

**Option B – Send Minitor VI Pager AND Single Unit Charger (RLN6505A)**

You have determined that both the Minitor VI and the Single Unit Charger require service according to the requirements so you need to send both units in the same package.

Requirements:

- Minitor VI must have I/O connector concave pins (Figure 1)
- Single Unit Charger (RLN6505A) must have a date code 5151 or earlier (Figure 2)
- Minitor VI and Single Charger Unit must be sent in together as a package

Notes:

- I/O connector will be replaced with flat pins connector at no charge to the customer.
- Single Unit Charger (RLN6505A) will be repaired/replaced at no charge to the customer.
- Minitor VI units sent in that already have the I/O connector with the flat pins will not have the connector replaced and will be returned in the condition they were received.
- Single Unit Chargers sent in that have a date code 5152 or later will not be serviced and will be returned in the condition they were received.
- Single Unit Chargers sent in alone (any date code) will not be serviced and will be returned in the condition they were received.
- No other repair will be performed under this MTN.
- Regular maintenance/cleaning of I/O connector pins on a regular basis as specified in FSB 10966B is still good practice after replacement.

For Option A and B send units to the Motorola Solutions Service Center and reference this MTN.

<p>United States:          Motorola Service Center          1220 Don Haskins Drive          Suite A          El Paso, TX 79936          800-422-4210</p>	<p>Canada:          Motorola CTLC          181 Whitehall Dr.          Markham, ON L3R 9T1          800-543-3222</p>
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For assistance with this MTN please contact your MSI Technical support center  
[https://www.motorolasolutions.com/en\\_us/support.html](https://www.motorolasolutions.com/en_us/support.html)

