

DOCUMENT NUMBER: MTN-0142-19-NA
APC: 305, 426, 481, 536
570, 562, 579, 581
655, 466, 471, 527
652, 656, 681, 757
761
ISSUE DATE: 11-2019
EXPIRATION DATE: 30-11-2020
Bulletin Type: Informational Only

Motorola Solutions Technical Notification (MTN)

TITLE: APX Portable Option Board Software Upgrade Compatibility

TECHNOLOGY: APX Subscribers

SYMPTOMS:

APX Portable Option Board Software is unable to be upgraded to the latest shipping version software. Option board s/w does not upgrade and displays old s/w version.

Additional SYMPTOMS:

- Bluetooth operations may not work
- The radio upgrade process is "slowed down"
- USB display microphones exhibit error "A002"
- XE microphones (without display) red LED will be constant on

MODELS / SYSTEM RELEASES / KITS / DATE CODES AFFECTED:

APX8000/8000XE, APX7000/7000XE, APX6000AN / APX6000AN XE, SRX2200, APX4000 and APX 3000 Portables using firmware version R18.00.00 or older and upgraded to R20.33.00.

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

* Only if using the affected configuration.

ROOT CAUSE / DEFINITIVE TEST:

Firmware defect

WORKAROUNDS AND CORRECTIVE ACTIONS:

NA

RESOLUTIONS AND REPAIR PROCEDURES:

Upgrade firmware to R20.35.00.

PARTS REQUIRED (HARDWARE/SOFTWARE):

Firmware Version R20.35.00

APX CPS/RM version 20.00.03 (RM 2.19.424.0)

APX CPS ** can be obtained by downloading from Motorola-On-Line at the following location:

Resource Center > Software > Two-Way > APX Family Portables and Mobiles.

****Requires a current license subscription.**

ADDITIONAL INFORMATION:

Power Cycle the unit after the R02.35.00 flash upgrade completes for full recovery/completion of the upgrade process.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

NA

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WHEN TO APPLY RESOLUTION:

If the radios had been previously upgraded to R20.33.00 from R18.00.00 or older firmware.

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