

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Certain APX Mobile radios fail at power up if a non-English language pack is enabled after an upgrade, Code Plug or Flashport modification.

**TECHNOLOGY:** Astro CPS, Radio Management, and Subscriber radio

### **SYMPTOMS:**

The APX Mobile models listed below may fail at power up (reset-loop) if loaded with a non-English language pack followed by a Radio Refresh operation, Flash Upgrade, or Code Plug modification from the CPS/Radio Management applications.

Recovery of the mobile radio from this condition will require returning the impacted unit to a Service Center for reprogramming.

**Note: Radios configured with the default settings; English language are not impacted by this issue.**

**Note:** Some mobile and portable radios may display "Error 01/02" after powerup. This means that the language pack failed to load and needs to be loaded again (Code Plug Write).

### **MODELS / SYSTEM RELEASES / KITS / DATE CODES AFFECTED:**

CPS version R23.00.01, R23.00.03, or Radio Management version 2.31.124, 2.31.126 when used to configure the APX Mobile models below with Radio firmware (R23.00.00, R23.01.00 and R23.02.00):

- **APX1500, APX2500, APX4500, APX6500**
  - See Appendix 1 for a Table with the impacted Radio Model Numbers.
  - **Note:** Only the mobiles listed in Appendix 1 are impacted by this problem. No other models are impacted.

### **SEVERITY RECOMMENDATION:**

**High / Operational - Perform Immediately**

### **ROOT CAUSE / DEFINITIVE TEST:**

Defect in loading Language Packs.

### **WORKAROUNDS AND CORRECTIVE ACTIONS:**

Until an upgrade to APX CPS R23.00.04 or Radio Management 2.31.127 (or greater) is available:

#### **APX CPS:**

1. Before performing a "**Radio Software Refresh**" or "**Flashport upgrade**", or "**Codeplug Write**" in CPS:
  - a. Switch the radio language to English (Radio Ergonomics Configuration -> Display -> Advanced -> Radio Display Language -> select English)
  - b. Write the Codeplug.
2. Perform the desired operation.
3. Switch the radio language back to desired non-English language (e.g. French)
  - a. RadioErgonomics Configuration -> Display - Advanced -> Radio Display Language -> select desired language
  - b. Write the Codeplug.

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### **Radio Management:**

1. Before performing a "**Firmware Upgrade**" or "**Flashport Upgrade**", or "**Codeplug Write**" in Radio Management
  - a. Import latest version of Language Pack (Actions>Manage->Languages Pacs then Import) eg. 00.22.03
  - b. Switch the radio language to English (EditConfiguration -> RadioErgonomics Configuration -> Display - Advanced -> Radio Display Language -> select English).
  - c. Write the Codeplug.
2. Perform the desired operation
3. Switch language option to desired language
  - a. (EditConfiguration -> RadioErgonomics Configuration -> Display - Advanced -> Radio Display Language -> select desired language).
  - b. Write the Codeplug.

### **RESOLUTIONS AND REPAIR PROCEDURES:**

When the fix release is available on MyView, upgrade the Software release as follows:

- CPS Software version R23.00.04 or greater
- Radio Management Software version: 2.31.27 or greater

### **WHEN TO APPLY RESOLUTION:**

Immediately \_x\_ (when fix release is available or use described workaround)

### **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. For assistance with this bulletin please contact your MSI Technical support center

For more information on this release visit: <https://myview.motorolasolutions.com/login>

**Appendix 1: Table with Impacted Radio Model Numbers**

<b>Radio Family</b>	<b>With Options</b>	<b>Software version</b>	<b>Model Numbers</b>
<b>APX1500</b>	Non-English Language Pack	R23.00.00, R23.01.00, R23.02.00	M36SSS9PW1AN, M36QSS9PW1BN, M36KSS9PW1BN, M36URS9PW1BN
<b>APX2500</b>	Non-English Language Pack	R23.00.00, R23.01.00, R23.02.00	M24SSS9PW1AN, M24QSS9PW1BN, M24KSS9PW1BN, M24URS9PW1BN
<b>APX4500</b>	Non-English Language Pack	R23.00.00, R23.01.00, R23.02.00	M22URS9PW1BN, M22KSS9PW1BN, M22QSS9PW1BN, M22SSS9PW1AN, M22WRS9PW1AN