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## Motorola Solutions Technical Notification (MTN)

**TITLE:** Premature low battery alert with APX portable radios when using either the PMNN4547 or PMNN4573 batteries

**TECHNOLOGY:** ASTRO Subscriber

### **SYMPTOMS:**

Listed radios may indicate 'Low battery' or 'Wrong Battery' approximately 10 seconds following power up. The radios will show full charge before the 10 seconds then show the battery fuel indicator as low and chirp low battery every 60 seconds. The Radio Certification setting controls which message is displayed: If the Radio Certification is set to 'None' the radio will display 'Low Battery' if the setting is set to another type such as 'UL-DIV1/2 or FM' the radio will display "Wrong Battery".

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

APX 6000 (all versions)  
SRX2200 (all versions)  
APX7000 (all versions)  
APX 8000 (H, and HXE versions only)

APX radios listed above with firmware below R19.03.00 using the PMNN4547 or PMNN4573 batteries

### **SEVERITY RECOMMENDATION:**

**Medium / Operational** - Schedule to implement

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

Firmware issue

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

NA

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

For the listed APX Radios that are experiencing this issue firmware is available on Motorola On-Line web page which is located at:

<https://businessonline.motorolasolutions.com/Member/ContentManagement/resourcecenter.asp>

Select the following path from the items on the left side of the page, Software -> Two-Way -> APX Family Portables and Mobiles

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

Firmware version R19.03.00 or newer

### **ADDITIONAL INFORMATION:**

### **REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:**

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

After reboot \_\_\_  
After (re)installation \_\_\_  
After upgrade \_\_\_

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After power cycle \_\_\_  
After database restoration \_\_\_  
After failure \_\_\_  
On FRU replacement \_\_\_  
During maintenance \_\_\_  
Immediately \_\_\_  
As instructed \_X\_  
Information only \_\_\_

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