

Motorola Solutions Technical Notification (MTN)

TITLE: No audio in Wireless RSM and Push-To-Talk Pod during transmit and receive

TECHNOLOGY: Accessory - APX/PCR Remote Speaker Microphones and Push-To-Talk Pod

SYMPTOMS:

After the Wireless RSM/ Push-To-Talk Pod has successfully paired to the radio, there is no audio from or to the RSM / Push-To-Talk Pod. This issue is observed upon first time of usage. Units shipped out by MSI between 21-Sep-20 until 4-Dec-20 are potentially at risk of having this issue.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

PMMN4095A, PMMN4096A, NNTN8188B and NNTN8191C

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

Few batches of RSM and Push-To-Talk Pod were programmed with incorrect license, causing no audio being transmitted nor received via the RSM and Push-To-Talk Pod.

WORKAROUNDS AND CORRECTIVE ACTIONS:

None

RESOLUTIONS AND REPAIR PROCEDURES:

Affected units will need to be returned for replacement. Only units exhibiting no audio symptoms and within the shipment date range (21-Sep-20 until 4-Dec-20) will be replaced under this MTN - returned units will be verified for failure symptoms upon receipt.

Please contact customer support at 1-800-422-4210 to place a Warranty replacement order referencing this MTN

PARTS REQUIRED (HARDWARE/SOFTWARE):

None

ADDITIONAL INFORMATION:

None

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

None

WHEN TO APPLY RESOLUTION:

After reboot ___
After (re)installation ___
After upgrade ___
After power cycle ___
After database restoration ___
After failure ___
On FRU replacement ___
During maintenance ___

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