

Motorola Solutions Technical Notification (MTN)

TITLE: GGM 8000 Gateway "Test" Indicator Color Difference

TECHNOLOGY: ASTRO and Dimetra

SYMPTOMS:

Customers may notice a difference in the color of the "Test" indicator on the front of the GGM 8000 Gateway. The "Test" indicator is normally yellow however on a small number of units this indicator will have an orange/red appearance. The functionality of this indicator is not affected. It will light during startup to indicate that the system is running a self test and turn off when the GGM 8000 enters normal operation. This is only a difference in color and does not indicate anything beyond the normal functionality of this indicator.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

A subset of GGM 8000 models produced in January and February 2017 will exhibit the different color "Test" indicator.

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:

The "Test" indicator normally illuminates during system startup. The "Test" indicator will have an orange/red appearance versus yellow on the affected units.

WORKAROUNDS AND CORRECTIVE ACTIONS:

No workaround or corrective action is necessary. This communication is for informational purposes.

RESOLUTIONS AND REPAIR PROCEDURES:

No workaround or corrective action is necessary. This communication is for informational purposes

PARTS REQUIRED (HARDWARE/SOFTWARE):

NA

ADDITIONAL INFORMATION:

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

NA

WHEN TO APPLY RESOLUTION:

After reboot ____
After (re)installation ____
After upgrade ____
After power cycle ____
After database restoration ____

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After failure ___
On FRU replacement ___
During maintenance ___
Immediately ___
As instructed ___
Information only _X_

LABOR ALLOWANCE:

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