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Motorola Solutions Technical Notification (MTN)

Title

APX NEXT & N70 radios may display 'Storage Space Running Out' or 'Storage Almost Full' or exhibit 'Android Recovery Mode'

Technology

ASTRO Devices

Severity Recommendation

High/Safety - Perform Immediately

Symptoms

After an extended period of device usage (months of usage) an APX NEXT or N70 device may run low on memory storage capacity. The following symptoms may be observed as storage usage approaches its limit in order:

1. The user will receive a 'Storage Space Running Out' message
 - The device remains fully functional at this stage and user is able to dismiss notification
2. The user will receive a persistent 'Storage Almost Full' message
 - The device remains fully functional at this stage however, it is a persistent notification
3. The user experiences an – 'Android Recovery Mode'
 - **The mission critical processor/Baseband Processor (for LMR operation) remains functional**
 - A number of the device applications, for example, SmartConnect, SmartLocate and front display UI, are not functional in this state.

Models Affected

APX NEXT

N70

Impacted Software Versions:

2024.1 FW release

- APX NEXT - R06.33.00, R06.32.00, R06.04.00, R06.21.00, R06.04.02, R06.02.10

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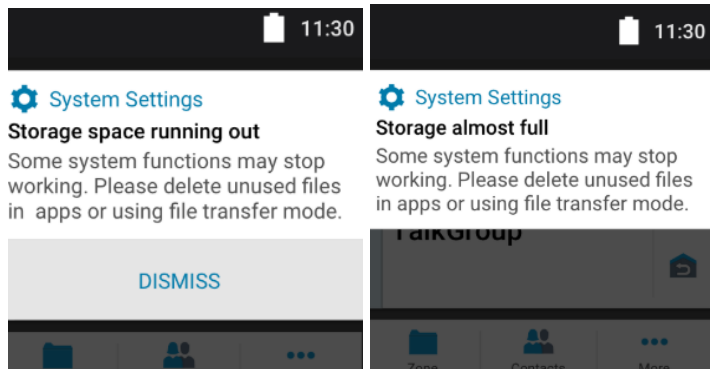
- N70 - R03.33.00, R03.32.00, R03.06.00, R03.06.02

When To Apply

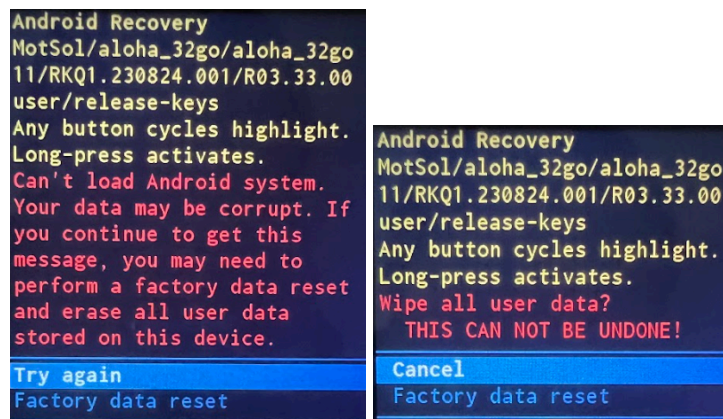
Perform Immediately

Workaround/Recovery

1. If the device exhibits '**Storage Space Running Out**' or '**Storage Almost Full**' on main display:



- a. Upgrade to 2024.1 MR firmware (APX NEXT - R06.34.00, N70 - R03.34.00) release or 2024.2 (or later release).
2. If the device exhibits '**Android Recovery Mode**' condition, the user can execute the following Android Recovery Mode procedure as displayed on the screen:
 - a. Swipe up/down to navigate the options within the Android Recovery Mode interface



- b. Select the '**Factory Data Reset**' option
- c. Press the '**Home**' / '**Touch Screen Lock**' button on the device to select ('Factory Data Reset')

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APX NEXT 'Home' / 'Touch Screen Lock' button



N70 'Home' / 'Touch Screen Lock' button

- d. A second confirmation screen will appear, please proceed to swipe down to **'Factory Data Reset'** option.
- e. Press the **'Home' / 'Touch Screen Lock'** button on the device to select ('Factory Data Reset') and start the reset process.
The device will be in an operational state upon restart.
Please note, the device will NOT delete your programmed codeplug settings.
- f. Upgrade device to 2024.1 MR firmware (APX NEXT - R06.34.00, N70 - R03.34.00) release or 2024.2 (or later release) using Resolution and Repair Procedure
- g. In rare situations, the user may experience **'Android Recovery Mode'** after upgrading. Please proceed with step 2a-2e, and the issue will resolve.

Resolution And Repair Procedure

3. If planning to remain on 2024.1 Baseline Release, upgrade devices to the following 2024.1 MR firmware release (available on MyView/CustomerHub):
 - a. **APX NEXT - R06.34.00,**
 - b. **N70 - R03.34.00**
4. Other options are to upgrade devices to 2024.2 or 2024.3 firmware
 - a. APX NEXT 2024.2 Release - R07.xx.xx
 - b. APX NEXT 2024.3 Release - R08.xx.xx
 - c. N70 2024.2 Release - R04.xx.xx
 - d. N70 2024.3 Release - R05.xx.xx

Labor Allowance

This is an informational bulletin. No labor warranty is implied, intended or authorized.

For assistance with this bulletin, please contact your MSI Technical Support Centre at <https://motorolasolutions.com/support>.

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