

## Motorola Solutions Technical Notification (MTN)

**TITLE:** New APX software compatibility version requirements prevent radio firmware downgrade lower than R26.xx.xx

**TECHNOLOGY:** Astro Portable and Mobile radio

**SYMPTOMS:**

Due to product changes, once the APX Mobiles and Portables listed below have firmware version R26.xx.xx they cannot be downgraded to a firmware version earlier than R26.xx.xx.

This downgrade restriction will impact the following scenarios:

- **APX radio factory orders and shipments** (radios will contain firmware version R26.xx.xx or greater)
- **Service Center Repairs** (requests to preserve firmware prior to R26.xx.xx may no longer be possible depending on the scope of the repair).

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

**Portables:** APX900, APX4000, APX5000, APX6000\_BN, APX6000XE, APX8000, APX8000H, APX8000HXE, SRX2200\_BN

**Enhanced Mobiles:** APX1500\_BN, APX2500\_BN, APX4500\_BN, APX5500\_BN, APX6500\_BN, APX8500, All Band Console, TXM3000

**Note:** The following models are **NOT affected:** APX1000, APX1000i, APX3000, VX-P949, APX4000XH, APX7000, SRX2200\_AN, including all APX Mobile AN models, and ATS2500p.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

None

**RESOLUTIONS AND REPAIR PROCEDURES:**

- If a repair procedure requires firmware version R26.xx.xx or greater, then the radio will be upgraded to the latest radio firmware version (subsequently, the radio will no longer be capable of loading versions prior to R26.xx.xx).
- Service requests to preserve previous firmware versions will only be performed if the post-repair radio is compatible with the requested firmware version.

**WHEN TO APPLY RESOLUTION:**

During maintenance

**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

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