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## Motorola Solutions Technical Notification (MTN)

**TITLE:** APX7000, APX6000-AN Model, APX4000/2000, APX3000, APX1000 intermittently slow to power-up

**TECHNOLOGY:** ASTRO APX portable Subscriber

**SYMPTOMS:**

Units will intermittently be **slow to power-up** by 3-4 seconds and might also falsely show a "BT-HW error" on the display. Despite the error message Blue Tooth functionality is not impacted

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

(APX7000, APX6000 model AN, APX4000/2000, APX3000, APX1000) with SW versions R15.00.00 to R15.01.53

**Note:** APX8000 and APX6000BN Models not affected

**SEVERITY RECOMMENDATION:**

**Medium / Operational** - Schedule to implement

**ROOT CAUSE / DEFINITIVE TEST:**

SW implementation error

**RESOLUTIONS AND REPAIR PROCEDURES:**

Upgrade radio firmware to R15.10.00 or later.

R15.10.00 firmware requires the use of R15.00.01 or later APX Customer Programming Software (CPS)\*\*

\*\*Requires a current license subscription.

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

DVN1881L or higher

**Firmware can be obtained by downloading from Motorola-On-Line at the following location:**

Resource Center > Software > Two-Way > APX Family Portables and Mobiles.

Or by contacting the Motorola Post Sales Subscriber Technical Support team at 1-800-927-2744 to request disk.

**ADDITIONAL INFORMATION:**

NA

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

NA

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**WHEN TO APPLY RESOLUTION:**

After reboot \_\_\_  
After (re)installation \_\_\_  
After upgrade \_\_\_  
After power cycle \_\_\_  
After database restoration \_\_\_  
After failure \_X\_  
On FRU replacement \_\_\_  
During maintenance \_X\_  
Immediately \_\_\_  
As instructed \_\_\_  
Information only \_\_\_

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