

Motorola Solutions Technical Notification (MTN)

TITLE: APX NEXT Upgrade to firmware version R04.20.00 is not recommended at this time

TECHNOLOGY: Astro APX NEXT Portable

SYMPTOMS:

The issues below have been identified with APX NEXT firmware version **R04.20.00** and for this reason it is recommended to postpone further device upgrades until a fix is available.

- **APX NEXT may not achieve GPS lock under certain circumstances**
- **Editing the scan list via Scan List Programming feature will cause radio lock up**

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

APX NEXT Radio Firmware version: **AP R04.20.00**

Radio Hardware: PNUW1100A, PNUW1100B, PNUW1100C, PNUW1200A, PNUW1201B, PNUW2100A, PNUW2100B

WORKAROUNDS AND CORRECTIVE ACTIONS:

- **To correct the APX NEXT GPS issue (until the unit is power cycled):**
 - In Radio Central Enable:
 - Radio Wide > Location > Location Enable (Check box)
 - User Selectable Location Enable (Check box)
 - In the APX NEXT Radio menu:
 - Toggle Location: On > Off > On

Note: Toggling the location setting (to restore GPS) on the radio may need to be repeated after a subsequent power cycle.

- **To restore the unit after a Scan List Programming lock-up**
 - Remove & Reinsert Battery to recover radio from lock-up.
 - Use Radio Central (or CPS) to modify and program Scan List into the radio.
 - Do not use the radio interface to edit the scan list until a firmware fix is released.

RESOLUTIONS AND REPAIR PROCEDURES:

- Upgrade to APX NEXT Firmware version greater than R04.20.00 (when available).

WHEN TO APPLY RESOLUTION:

When firmware is available

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

ANY USE NOT APPROVED BY MOTOROLA SOLUTIONS IS PROHIBITED. This Motorola Technical Notification (MTN) is issued pursuant to Motorola's ongoing review of the quality, effectiveness, and performance of its products. The information provided in this bulletin is intended for use by trained, professional technicians only, who have the expertise to perform the service described in the MTN. Motorola disclaims any and all liability for product quality or performance if the recommendations in this MTN are not implemented, or not implemented in compliance with the instructions provided here. Implementation of these recommendations may be necessary for the product to remain compliant with applicable laws or regulations. Please be advised, that failure to implement these recommendations in the manner instructed may also invalidate applicable warranties, or otherwise impact any potential contractual rights or obligations. MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2016 Motorola Solutions, Inc. All rights reserved."