

Motorola Solutions Technical Notification (MTN)

TITLE: APX6000BN /SRX2200BN / APX8000/XE/8500_radios cannot access a Type II Trunking site resulting in retries.

TECHNOLOGY: ASTRO Subscriber

SYMPTOMS:

In certain locations, the APX6000BN /SRX2200BN / APX8000/XE/8500 radio may not be able to reliably access a Type II Trunking site. This behavior can lead to a delayed connection or a failure to connect.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

APX radios using R15.00.00 firmware and higher

Only applies to Type II Trunked system

Only applies to **APX6000BN** /SRX2200 **BN** models (factory dates: Nov 2, 2016 – Feb 13, 2017)

APX8000 / XE / 8500 affected units (factory dates: Feb 13, 2017 – Mar 17, 2017)

Radio	Correct ISW Window Adjust Value
APX6000 BN Only Models	FEA0
SRX2200 BN Only Models	FEA0
APX8000 / XE	FEA8
APX8500	FEA8

SEVERITY RECOMMENDATION:

X* **Medium** - Perform at next scheduled maintenance

* Only if the using the affected configuration.

ROOT CAUSE / DEFINITIVE TEST:

Firmware defect

WORKAROUNDS AND CORRECTIVE ACTIONS:

NA

RESOLUTIONS AND REPAIR PROCEDURES:

See affected dates above / correction dates.

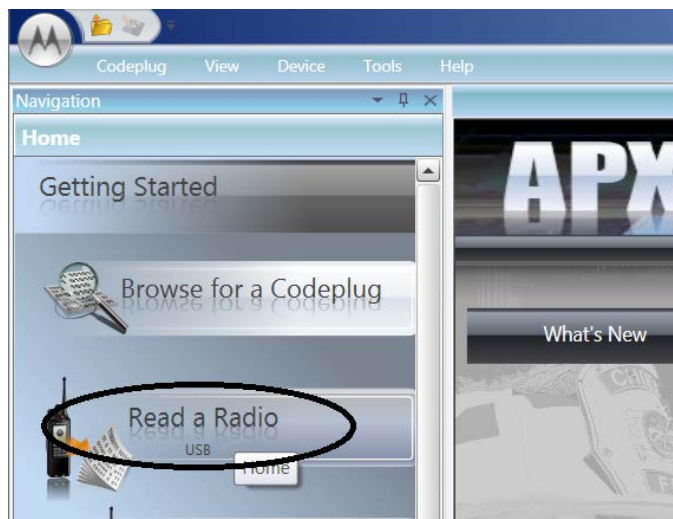
For Fielded Units

Utilize the **APX CPS** to **change the ISW Window Adjust value** to the following recommend values:

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."

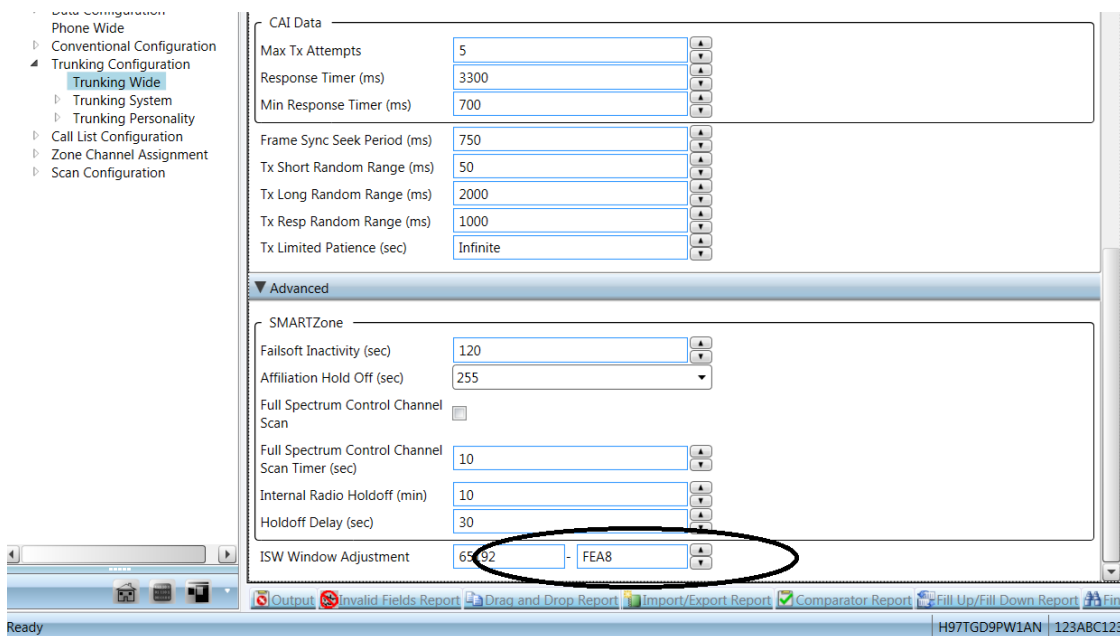
See following pages

1. Attach USB programming cable to the radio, open CPS and perform a codeplug read by selecting "Read a Radio."



2. In the opened codeplug, navigate to Trunking Configuration->Trunking Wide. The last field at the bottom of the Trunking Wide Page is the ISW Window Adjustment Setting. **Verify the value for the 'Radio' is as listed below.** (see below):

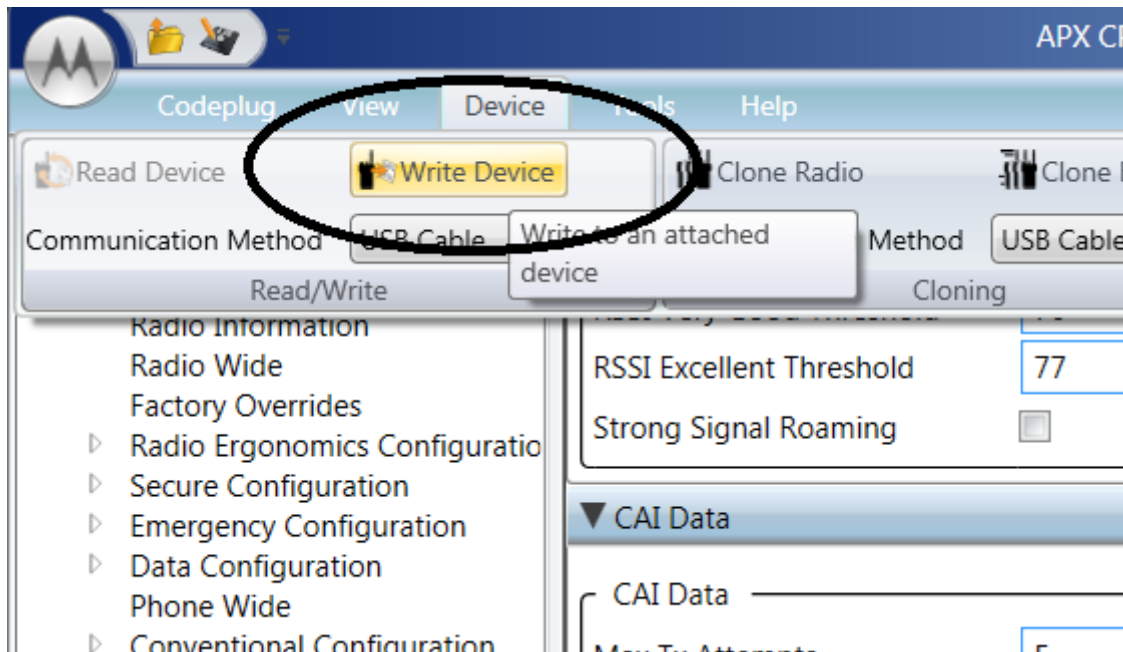
Radio	Correct ISW Window Adjust Value
APX6000 BN Only Models	FEA0
SRX2200 BN Only Models	FEA0
APX8000 / XE	FEA8
APX8500	FEA8



3. **Modify the ISW Window Adjustment hex value**, the second field on the right, **to the correct value if applicable.**

Radio	Correct ISW Window Adjust Value
APX6000 BN Only Models	FEA0
SRX2200 BN Only Models	FEA0
APX8000 / XE	FEA8
APX8500	FEA8

4. Write codeplug back in radio by selecting and clicking Device->Write Device, with the default Communication Method: USB Cable (see below);



5. To verify the codeplug has been written properly and contains the correct value, repeat steps 1-2, and verify the ISW Window Adjustment value matches the value in Step 3:

PARTS REQUIRED (HARDWARE/SOFTWARE):

APX CPS R15.00.02

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

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

****Requires a current license subscription.**

ADDITIONAL INFORMATION:

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

NA

WHEN TO APPLY RESOLUTION:

If upgrading to R15.00.00 firmware and above

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 centre

https://www.motorolasolutions.com/en_us/support.html