

DOCUMENT NUMBER:	MTN-0165-24
ISSUE DATE:	2024-11

MOTOROLA SOLUTIONS TECHNICAL NOTIFICATION (MTN)

Title

N50/N30 7/800 MHz subscribers may enter permanent Out of Range condition while operating within specific coverage.

Technology

N50/N30 SERIES P25 RADIOS operating in the 7/800 MHz band

Severity Recommendation

Low/Maintenance - Schedule to implement

Symptoms

N50/N30 Series 7/800 MHz radios have the potential to enter a permanent 'Out of Range' state/display while operating under the following combined factors:

- Fringe condition where the radio is receiving a low signal (operating in the 'Poor RSSI threshold' at 52 RSSI or below),
AND
- Single site coverage where the radio is unable to switch to a more desirable site

Models / System Releases Affected

N50/N30 Series 7/800 MHz subscribers using a firmware version of R33.04.00 or earlier

Workaround/Recovery

- Upgrade radio to R33.52.00 [2024.1 MR] or higher
 - Downloadable on CustomerHub or MyView
- Until the firmware is upgraded, a radio user can recover the error condition via power cycle or mode change to restore normal operation

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 Center at <https://motorolasolutions.com/support>

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