



# PLEASE READ



## Important Product Notification

Volume: 7, Number: 10

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Product Code(s): XP	System: N/A
Part Number/Model: XG-100P	
Maintenance Document: N/A	
TR#: 109714	Release Type: FULL

**Category:** Unity XGP-100 Portable

**Subject:** Unity XGP-100 Portable may not boot past the UNITY LOGO start-up screen

**Summary:** When turned on, the Unity XG100P Portable may not boot past the UNITY LOGO start-up screen and when turned off the screen may take about 5 minutes to fade away. **Unity XG100P Portables with firmware XGP R01A38 through XGP R03A09 and Pre-XGP R04A12 (v4.0.12 or later) are affected.**

**Action:** The radio must be recovered, upgraded to XGP R03B05 or later and reprogrammed to restore the mission plans. Encryption keys (if any) will be deleted in the recovery process and must be restored also. Contact Harris Software Services to obtain the update firmware.

To recover the radio press and hold the two soft keys plus PTT. Power up to the "RECOVERY MODE ACTIVE" screen then power cycle the radio to reprogram.



Three finger recovery

If you have additional questions regarding this *Important Product Notification*, please contact the Harris Technical Assistance Center at 800-528-7711 (Option 3) or by email at [pspc\\_tac@harris.com](mailto:pspc_tac@harris.com)

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