

## Motorola Solutions Technical Notification (MTN)

**TITLE:** Certain APX Portable radios with firmware R23.01.00 and option Q667(Software ADP), reset on PTT

**TECHNOLOGY:** Astro Subscriber

**SYMPTOMS:**

The specific APX Portable models (listed and configured as described below), may reset upon pressing the PTT button.

- Option Q667AN or Q667BB (Software ADP) enabled
- Conventional Digital and FDMA P25 trunking (Analog and TDMA are not impacted)

**MODELS / SYSTEM RELEASES / KITS / DATE CODES AFFECTED:**

The following APX Portable models with **Radio firmware R23.01.00:**

- **APX1000, APX2000, APX3000, APX4000, APX4000XH, APX4000Li, APX6000AN, APX7000**
  - See Appendix 1 for a Table with Impacted Radio Model Numbers and options.
  - **Note: APX900, APX1000 Li, APX6000 “BN” models, APX8000 series, and APX Mobile radios are NOT impacted by the issue.**

**SEVERITY RECOMMENDATION:**

**High / Operational - Perform Immediately**

**ROOT CAUSE / DEFINITIVE TEST:**

Firmware defect.

**WORKAROUNDS AND CORRECTIVE ACTIONS:**

Disable SW ADP and operate in clear mode until an upgrade to release R23.02.00 (or greater) is performed.

**RESOLUTIONS AND REPAIR PROCEDURES:**

Upgrade the radio Firmware release from MOL or MyView, as follows:

- R23.02.00 or greater

**WHEN TO APPLY RESOLUTION:**

Immediately \_x\_

**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

For more information on this release visit: <https://myview.motorolasolutions.com/login>  
Or Motorola Online (MOL): <http://businessonline.motorola.com>

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**Appendix 1: Table with Impacted Radio Model Numbers**

<b>Radio Family</b>	<b>With Options</b>	<b>Software version</b>	<b>Model Numbers</b>
<b>APX1000</b>	Q667AN or Q667BB	R23.01.00	H84UCD9PW5 N, H84UCF9PW6 N, H84UCH9PW7 N, H84WCF9PW6 N, H84KDD9PW5 N, H84KDF9PW6 N, H84KDH9PW7 N, H84QDD9PW5 N, H84QDF9PW6 N, H84QDH9PW7 N, H84SDD9PW5 N, H84SDF9PW6 N, H84SDH9PW7 N
<b>APX2000</b>	Q667AN	R23.01.00	H52UCF9PW6AN, H52UCH9PW7AN, H52KDF9PW6AN, H52KDH9PW7AN, H52QDF9PW6AN, H52QDH9PW7AN, H52SDF9PW6AN, H52SDH9PW7AN
<b>APX3000</b>	Q667AN or Q667BB	R23.01.00	H59UCD9PW4 N, H59KGD9PW4 N, H59QDD9PW4 N, H59SDD9PW4 N
<b>APX4000</b>	Q667AN or Q667BB	R23.01.00	H51UCF9PW6 N, H51UCH9PW7 N, H51WCF9PW6 N, H51WCH9PW7 N, H51KDF9PW6 N, H51KDH9PW7 N, H51QDF9PW6 N, H51QDH9PW7 N, H51SDF9PW6 N, H51SDH9PW7 N
<b>APX4000XH</b>	Q667BB	R23.01.00	H51VCH9PW7 N
<b>APX4000Li</b>	Q667BB	R23.01.00	H51UCF9PW6AN, H51KDF9PW6AN, H51WDF9PW6AN, H51SDF9PW6AN
<b>APX6000AN</b>	Q667AN or Q667BB	R23.01.00	H98UCD9PW5AN, H98UCD9PW5_N, H98UCF9PW6AN, H98UCF9PW6_N, H98UCH9PW7AN, H98UCH9PW7_N, H98KGD9PW5AN, H98KGD9PW5_N, H98KGF9PW6AN, H98KGF9PW6_N, H98KGH9PW7AN, H98KGH9PW7_N, H98QDD9PW5AN, H98QDD9PW5_N, H98QDF9PW6AN, H98QDF9PW6_N, H98QDH9PW7AN, H98QDH9PW7_N, H98SDD9PW5AN, H98SDD9PW5_N, H98SDF9PW6AN, H98SDF9PW6_N, H98SDH9PW7AN, H98SDH9PW7_N
<b>APX7000</b>	Q667AN or Q667BB	R23.01.00	H97TGD9PW1 N, H49TGD9PW1 N