

Motorola Solutions Technical Notification (MTN)

TITLE: MOTOTRBO™ ION radios upgrade to R2.0 (M-ION.2021.04) - action required prior to upgrade/failure recovery

TECHNOLOGY: MOTOTRBO™ ION Subscriber Radios

SYMPTOMS:

Users will experience the following symptom after performing an upgrade on ION subscriber radio to FW version M-ION.2021.04:

- ION subscriber radio's front display will show "Initializing" with "Codeplug Load Error" prompt upon power up

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

All ION subscriber radios with Radio Control APK version 4.5.188 or 4.5.189.

SEVERITY RECOMMENDATION:

Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

Issue was root caused due to the Radio Control App installed on the ION subscriber radio with Radio Control APK version 4.5.188 or 4.5.189 will have conflict with the M-ION.2021.04 release which has a newer version of the Radio Control App embedded.

WORKAROUNDS AND CORRECTIVE ACTIONS:

Please refer to the section "RESOLUTIONS AND REPAIR PROCEDURES" and follow the steps on how to remove the Radio Control Application and correct the issue.

Notes:

Please perform step #1 to #9 if you have NOT upgraded the device to M-ION.2021.04 yet.

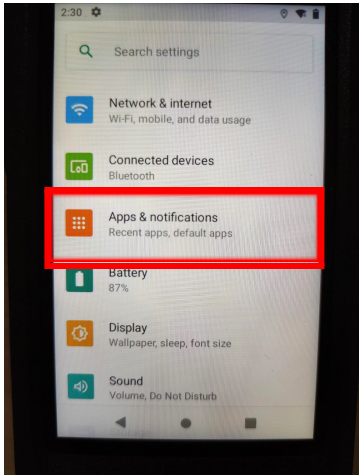
Please perform step #1 to #8 if you have completed upgrading the device to M-ION.2021.04, AND if the device is displaying "Initializing" with a "Codeplug Load Error" prompt on the front display upon power up.

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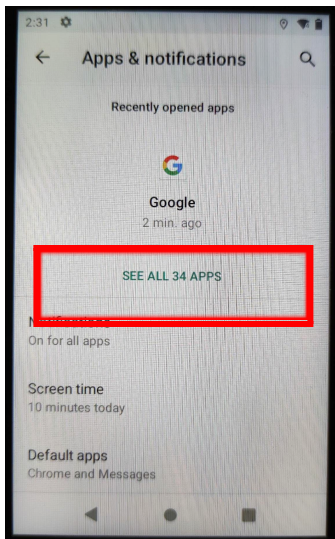
RESOLUTIONS AND REPAIR PROCEDURES:

Follow these steps:

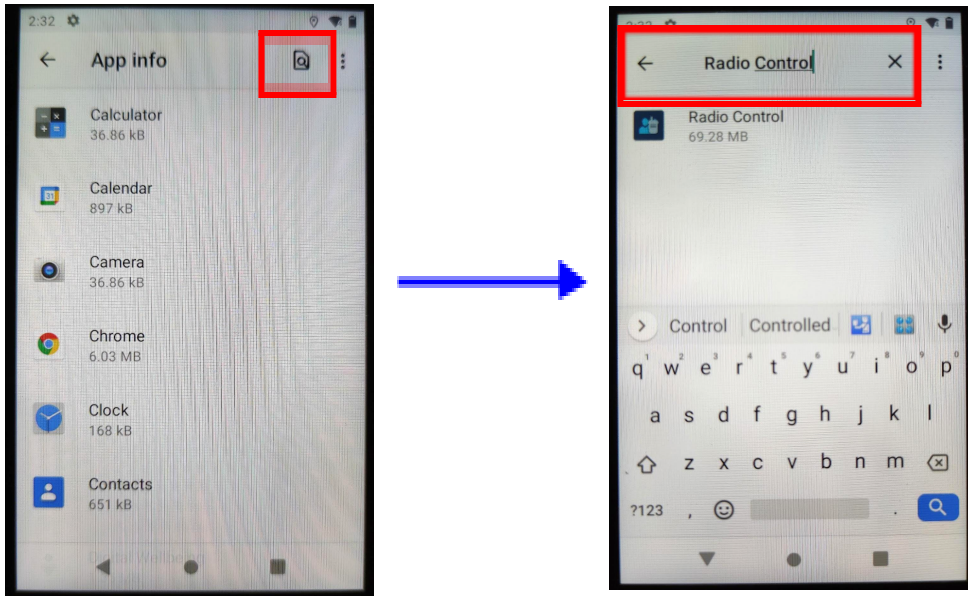
1. Locate **Settings > Apps & notifications**



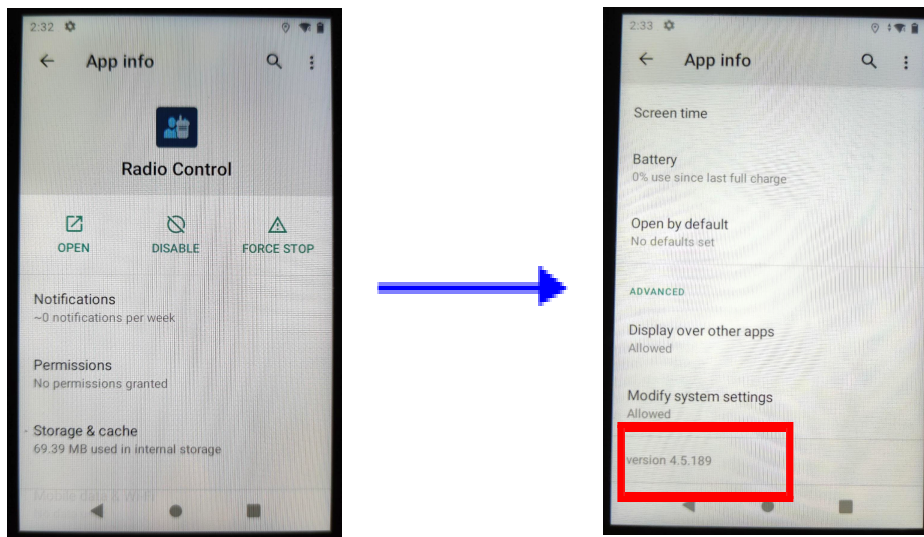
2. Press on **“SEE ALL APPS”**



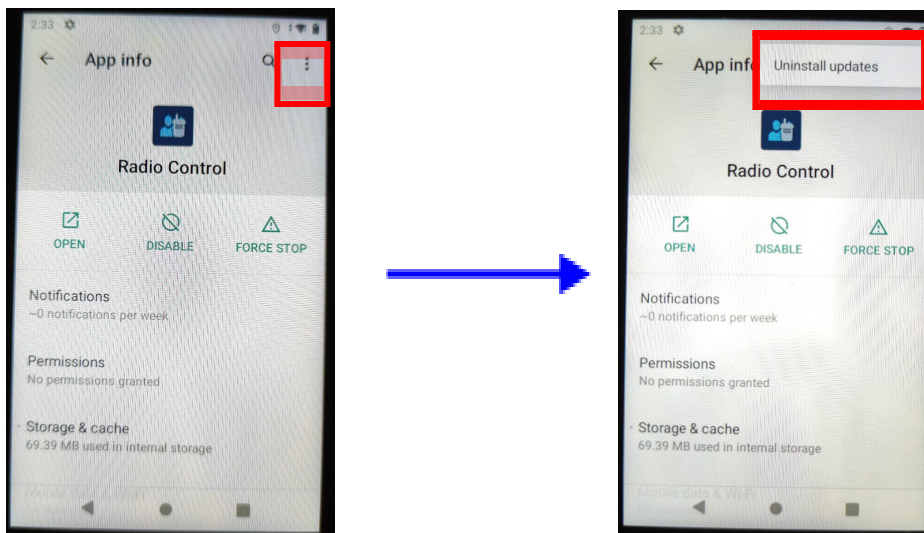
3. Search and locate for **Radio Control**



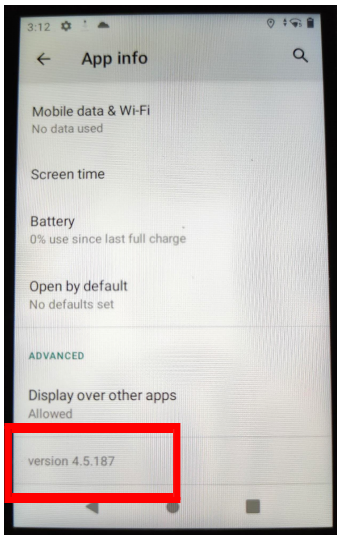
4. Press on the App to access the App info, scroll down to the end and press **Advanced > Current version**. Check whether the current Radio Control version is **4.5.189** or **4.5.188**.



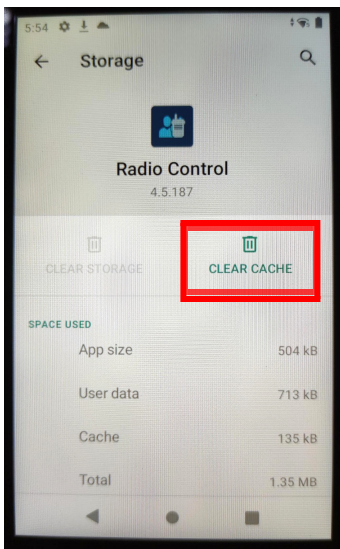
5. To remove/uninstall the APK (version 4.5.189 or 4.5.188). Scroll to the top and **press the 3-dots on top-right** “:”, then press **Uninstall updates** (refer to the image below).



- After the uninstallation, verify the App version has reverted back to **4.5.187**. To check the version, scroll down to the end again, press on **Advanced**.



- Do a Clear Cache in **App info > Storage & cache > Select CLEAR CACHE**



- Perform a power cycle to reboot the radio.
- Once the power cycle is complete, the subscriber radio is ready to be upgraded to the M-ION.2021.04 version.

PARTS REQUIRED (HARDWARE/SOFTWARE):

N/A

ADDITIONAL INFORMATION:

Please check and confirm that the ION subscriber radio was loaded with Radio Control APK version 4.5.188 or 4.5.189 before performing the procedures.

Important: Once the ION subscriber radio is upgraded to M-ION.2021.04, **do not** install any other Radio Control APK. Discard any copies of the older Radio Control APK versions 4.5.188 and 4.5.189!

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

N/A

WHEN TO APPLY RESOLUTION:

As instructed X

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For assistance with this bulletin please contact your MSI Technical support center

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

Appendix A – Additional Symptom details