



Government and Public Safety
 1301 E. Algonquin Road
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FSB NUMBER: FSB10868
APC: 481, 756
DATE: May 2014
EXPIRES: 30-Apr-2015
BULLETIN TYPE: Informational Only

FIELD SERVICE BULLETIN

SUBJECT: ASTRO® Digital APX™ 6000 and APX™ 6000XE (7/800 MHz) “Accy hardware not available” or “USB overcurrnt” error code when pressing PTT and may exhibit a loss of transmit audio thru a remote accessory.

MODEL / SYSTEM AFFECTED: ASTRO® Digital APX™ 6000 and APX™ 6000XE 7/800 MHz radios manufactured after May 2012 and prior to Feb 2014 (represented by serial number range xxxxNKxxxx to xxxxQDxxxx) and only when radio is used with a remote microphone accessory.

SYMPTOM: The below message(s) are displayed when used with a remote accessory and may exhibit a loss of transmit audio thru the remote accessory. Issue occurs when remote microphone accessory cable is coiled around the radio antenna and the Push-to-Talk (PTT) button is pressed:

“ACCY HDW N/A” or “USB overcrnt” - Visible on top display model radios
 “Accy hardware not available” or “USB overcurrnt”- Visible on front display model radios

Note: Issue only seen with remote microphone accessories that do not have their own antenna (ie: not an issue with Public Safety Microphones)

Note: Approximately 4% of the all the radios manufactured during the time noted above may experience this issue. Results may vary from customer to customer.

CAUSE: Error in the manufacturing.

RESOLUTION:

Motorola Solutions, Inc. recommends that all radios in the suspected date code range are screened per procedure outlined in Appendix A. A lightweight headset (Kit# RMN5058) and a whip antenna (NAF5085A) are required for the screening. Customers who do not have these accessories should call the Motorola Solutions, Inc. Subscriber Technical Call Center at 1-800-927-2744 to obtain the required accessories at no charge. Please reference FSB10868 and inform the associate that they are needed for screening suspected radios when calling.

If a radio exhibits symptom described, it **MUST** be returned to the address listed below for repair at no cost, as the repair cannot be performed in the field.

Please fill out the attached return material form (double click this paper clip to open form). (Also please reference **FSB10868 in the 'specific complaint' section to ensure proper billing).**

Motorola Federal Technical Center
10105 Senate Drive
Lanham, Maryland 20706
Attn: FSB10868

For Customers in Canada: Please return radios to the following address (Please use standard repair request form and reference **FSB10868** to ensure proper billing):

Motorola CTLC
181 Whitehall Drive
Markham, Ontario L3R 9T1
Canada
Attn: FSB10868

Note: Send **ONLY** radios that exhibit the error message on the display when screening, or in normal operation with other accessories, in for repair. Radios not exhibiting the symptom during screening should not be returned, as they are not affected.

SEVERITY RECOMMENDATION:

High - Perform screening as soon as possible

Attachments:

Yes No

Appendix A: Screening process for manufacturing error problem.

PARTS REQUIRED (HARDWARE/SOFTWARE):

RMN5058 Lightweight Headset, NAF5085A Whip Antenna (Available at No cost by contacting the Call Center)

LABOR ALLOWANCE

This is an informational bulletin. No labor warranty is implied, intended or authorized

APPENDIX A: SCREENING PROCESS FOR MANUFACTURING ERROR PROBLEM

Note: A light weight headset and a whip antenna are recommended to perform the screen. If you don't have a light weight headset (Kit# RMN5058) or a whip antenna (NAF5085A) call the Call Center at 1-800-927-2744 and reference FSB10868 to receive one for the purpose of screening your radios.

1. Attach a whip antenna to the radio.
2. Attach the lightweight headset to the radio's accessory connector.
3. Power on the radio.
4. Put the radio into test mode by pressing the lower side button 5 times followed by the top emergency button within the 1st ten seconds of the radio power up.

1. Press lower side button 5 times to initiate test mode.



2. Press top emergency button one time after lower side button is pressed to get radio in to test mode

5. The top or front display should read "1 CSQ 25 KHz" to indicate the radio is in RF test mode channel 1.



6. Wrap the straight portion of the accessory cable around the whip antenna at least 1 full turn.



7. Press the accessory PTT button 10-15 times while moving the cable around the antenna and watch for the top or front display to flash the error messages listed in this FSB. The error message clears after approximately 1 second.



Example of Error Message. For model I radios check top display for similar error messages

8. If the error message does not appear, cycle the radio power and repeat the test 4 more times or until the message appears.
9. If no error message appears, the radio is good. No further action is required.
10. If error message appears, the radio is impacted and needs to be returned to Motorola Solutions, Inc. for repair (See resolution section for instructions to return for repair).