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Motorola Solutions Technical Notification (MTN)

TITLE: Remote Speaker Mic (RSM) PMMN4099 incorrect information in users guide

TECHNOLOGY: APX PMMN4099

SYMPTOMS:
RSM PMMN4099B User Manual instructed the user to speak into the RSM towards the mic port area as per Figure 1.

Figure 1: RSM User Manual instruction for user to speak

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
PMMN4099 - Date Code 1817 (Week 17, Year 2018) and before

SEVERITY RECOMMENDATION:
Low / Maintenance - Perform if system exhibits above symptoms

ROOT CAUSE / DEFINITIVE TEST:
The user manual incorrectly instructed the user to speak through the Mic Port

WORKAROUNDS AND CORRECTIVE ACTIONS:
Corrected the RSM User Manual to instruct the user to speak through the RSM Speaker as per Figure 2.

Figure 2: Corrected RSM User Manual instruction for user to speak

RESOLUTIONS AND REPAIR PROCEDURES:
Corrected User Manual shall be implemented on the RSM with Date Code 1818 and after.

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PARTS REQUIRED (HARDWARE/SOFTWARE):

NA

ADDITIONAL INFORMATION:

NA

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

NA

WHEN TO APPLY RESOLUTION:

After reboot __
After (re)installation __
After upgrade __
After power cycle __
After database restoration __
After failure __
On FRU replacement __
During maintenance __
Immediately __
As instructed _X_
Information only __

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