



# Bulletin

TECHNICAL INFORMATION /COMMERCIAL, GOVERNMENT & INDUSTRIAL SOLUTIONS SECTOR

SRN - 1446  
APC - 169  
June 2004  
Deadline Dec. 2004

Memo To: MOL: Service: Bulletins: Paging  
From: Motorola RPSD Product Group: Paging Subscriber  
Subject: **Advisor II Firmware Upgrade**

**Symptoms:**

Improved Code Function slot utilization, Blurry LCD icon, Incorrect Out of Range (OOR) indicator/alert, Alleviate Truncated mail drop message length, Down Arrow missing from notebook list in Zoom mode, Utilization of Advisor Gold archived files, 2400 BPS function.

**Potential Problem Radios:**

Models: A03DTS5962AA, A04DTS5962AA utilizing the following tanapas:

RLD1012A	RLD1012B	RLD1012C
RLD1013A	RLD1013B	RLD1013C
RLD1014A	RLD1014B	RLC1014C
RLE1053A	RLE1053B	RLE1053C
RLE1054A	RLE1054B	RLE1054C

**Cause:**

Firmware & Pager Programming Software (PPS)

**Corrective Action:**

Upgrading the firmware will correct the symptoms outlined in this notice.

The firmware upgrade is accomplished by utilizing the "ADII-Firmware" provided in the Advisor II Programming Software CD - Version R06.15.06. The software upgrade will be mailed to all registered users of the Advisor II software (PPS).

Refer to the specific firmware upgrade instructions included in the Advisor II Programming Software CD.

The firmware upgrade process transfers the existing pager information, therefore the Code, Frequency and individual settings are retained.

**NOTES:**

Five (\$5.00) labor reimbursement per unit is authorized by warranty if pagers are reprogrammed by an Authorized Motorola Service Center. No other charges are implied or intended.

If a Motorola Authorized Service Center with the programming capability is not available locally the Advisor II pager may be sent to:

Motorola Radio Support Center  
2216 Galvin Dr.  
Elgin, IL. 60123

? Users that are unable to upgrade their units: Send only the Advisor II Pager – DO NOT send batteries or accessories.

? Please reference this SRN number 1446.

? Please contact Motorola's Product Services Group at 800-909-5153 if further information is required

If applicable, enter this information or note this bulletin number and subject material in the appropriate equipment instruction manuals and make necessary schematic diagram changes. Enter this bulletin in the correct MASTER and CLASSIFIED INDICES for future reference. Labor or parts warranty reference is limited to products sold and in use in the United States. For products sold or in use internationally this bulletin is for informational purposes only. Radios that are Agency Approved must follow designated agency guidelines.

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