

ADVANCED SERVICES FOR APX™ TWO-WAY RADIOS

ACCELERATE DEPLOYMENT AND IMPROVE CONTINUITY

Your mission-critical communications depend on the consistent availability of your radios. Advanced Services provide the tools and expert support needed to efficiently manage your radio fleet.

MANAGING YOUR TWO-WAY RADIOS: THE CORE OFFER

We provide critical services to protect your investment and keep your APX two-way radio fleet up-to-date and organized.

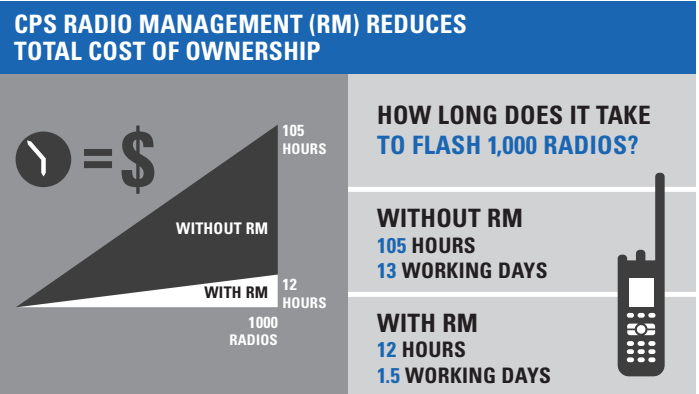
SIMPLIFY RADIO PROGRAMMING

Maintaining your radio fleet doesn't have to be expensive and time consuming. Simplify radio programming with our Radio Management software.

APX Radio Management supports batch programming of up to 16 radios at one time that are connected to a PC, or via over the air programming (OTAP) on a Project 25 system. Easily track and view your entire radio fleet programming status along with the codeplug history for each device.

ACCESS ENHANCED TECHNICAL SUPPORT

To help isolate and resolve any issues you may have with your radios or Radio Management software, our experienced technologists are available 8x5, Monday – Friday, local time. These dedicated professionals have access to documented and repeatable solutions and test environments to recreate your conditions to effectively troubleshoot and resolve your issues within a four hour time frame.



* Time shown are average estimates based on small sample of actual data on APX 7000

AT-A-GLANCE

ADVANCED SERVICES FOR APX TWO-WAY RADIOS CORE PACKAGE

Radio Management Software Licensing

Radio Management Technical Support

Option 1

On-Site Setup/Commissioning and Training (minimum 500 units)

Option 2

Radio Management User Database Hosting

Advanced MyView Portal Access

Option 3

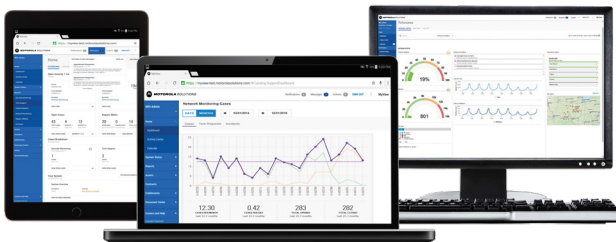
Hardware Repair

LEVERAGING SUPPLEMENTAL SUPPORT SERVICES: THE OPTIONS

To ensure all your APX two-way radio communication needs are met, Advanced Services can provide supplemental coverage to help you manage your radio fleet.

Option 1: Increase Radio Management Expertise Making sure your radios are fully operational is a high priority. This option includes Onsite Radio Management Hardware set up and Radio Commissioning in the Radio Management Database. Your technical staff can be trained side by side with our technical team during this process for valuable immersion training. We also provide you with Radio Management classroom training to help you and your team provision, program and maintain your radios more efficiently.

Option 2: Radio Management Database Hosting and MyView Portal Store the configurations and codeplug data on our secure, hosted server for efficient remote programming and mitigate the potential challenges of insufficient local data storage space. Centralizing your configurations will ensure all of your radios are updated and reduce your overall downtime and labor. Any changes to a codeplug template can be automatically applied to all affected radios, and additional programming jobs can be scheduled ahead of time for greater operational efficiency.



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. motorolasolutions.com

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MyView Portal: Actionable Insights Into Device Performance

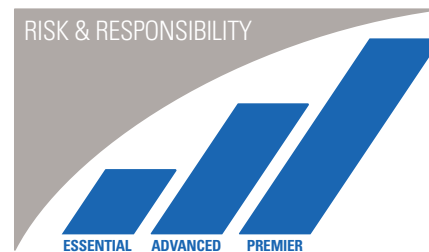
MyView Portal is a web-based platform that gives you a transparent, single source view for system and service delivery information to help make smarter, faster and more proactive decisions to keep your network running smoothly and effectively.

This option provides access to MyView Portal to see your radio data, service case history, firmware and software status information.

Option 3: Rely On Expert Repair State-of-the-art diagnostics equipment, repair tools and an extensive inventory of replacement parts helps ensure your radios are protected from normal wear and tear and back in operation within five days. Two way shipping is included. All radios are returned to factory specifications and updated with the latest firmware before being returned back to you.

Motorola Solutions service centers are certified to comply with ISO9001 standards using proven, repeatable processes so that your repair is completed right the first time, every time.

ENSURE CONTINUITY. ENHANCE PRODUCTIVITY. REDUCE RISK.



Rely on us to help you achieve your performance targets with the right service level you need for systems, devices and applications. Each package provides a higher level of support, transferring more of the risk and responsibility to Motorola Solutions.