



# License Plate Recognition Services

It's not just about having the right technology, it's about achieving peak performance.

Ensure your license plate recognition (LPR) systems are at their best. From included to optional upgrades, we offer a wider range of services to get you up and running and keep you there. Our dedicated team of experts is available round-the-clock to address any issues or concerns and to provide prompt assistance.

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## Remote Technical Support

Support representatives are available with 8 AM to 5 PM CST, Monday - Friday to answer questions and assist with technical issues. Call or email and our technicians will work with you to troubleshoot and fix any issues with your system.

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## System Updates

We routinely deliver system updates that not only keep you secure, but bring you our best, most powerful new features as soon as they are ready. Software updates occur automatically and almost always include advance notification with information on enhancements. Camera system updates can be configured to happen automatically or can be manually pushed out to your network.

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## Training

Becoming an LPR power user doesn't happen overnight. That is why our training team offers on-site, virtual and on-demand training for our entire portfolio.

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System Start Up & Commissioning	With this service, which can be applied to one mobile system or fixed camera, a certified technician visits your site to conduct startup, configuration, and commissioning of your LPR system. It also includes CarDetector training.
Extended Hardware Warranty	You can choose to extend the standard warranty to up to a total of 5 years and get full LPR hardware component replacement warranty.
Remote Monitoring of Camera System Health	With this service we remotely monitor the health of your camera systems and if issues are found our support team engages and determines the appropriate response.
Onsite Replacement	When your LPR cameras are installed in hard to reach places, such as high up on poles or above highways, this service provides onsite support for camera replacement. If hardware replacement is required, Motorola Solutions Support Team or 3rd party support team dispatches field resources to perform onsite replacement of the hardware in question.
Preventive Maintenance	This service provides onsite operational tests and maintenance on your camera system so that the equipment is functioning to Motorola Solutions specifications.

For more information please contact your Motorola Solutions account manager.



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