



THE FUTURE OF INTEGRATED COMMAND AND CONTROL STARTS NOW





YOUR COMMUNITY COUNTS ON YOU TO KEEP THEM SAFE **TRANSFORM THE WAY YOU RESPOND AND CONNECT WITH THE CITY**

The communications landscape is changing rapidly. Nearly half of the US population has a smartphone – and they use it for more than just talking. They text, Tweet, take pictures, record and upload videos all with a press of a button. They expect to call for emergency help in the way they communicate every day. And assume you'll answer that call quickly and effectively. Creating safer cities depends on your ability to turn information into intelligence and act with speed and decisiveness.

We understand that your ability to manage the new kind of call for help brings added complexity, particularly with the challenges of aging infrastructure, siloed technologies and increasing demand for interoperability. Next Generation 9-1-1 adds even more complexity and will likely be the first of many tipping points in your communications transformation. Robust data applications, like video, data and messaging, are now deemed as mission critical as voice. The ability to receive, intelligently correlate and share information – and better predict outcomes – defines next generation capabilities. Without the right, integrated platform to make this intelligence actionable, it will quickly overwhelm your operation, as well as responding agencies. We can help.

A SMART CHOICE TODAY WILL PREPARE YOU FOR TOMORROW

A more powerful, Next Generation Integrated Command and Control platform is here. And it's backed with Motorola's years of proven mission critical experience and innovation. Within the information flowing between citizens, responders, and agencies is the intelligence that builds a safer city. We'll help you collect more of it, make it actionable and securely distribute it across mission critical devices and easy-to-manage networks. Our solutions will transform the way you respond and help build a reliable, standards-based operational environment – on your terms – so you can focus on your mission.

NO MATTER THE STARTING POINT, OUR EXPERTISE HELPS YOU PREPARE

Today, command and control operations are taking center stage. How do you keep up with the rapidly changing technology landscape and the expectations that come along with it? How do you drive greater efficiency into your operation? Where do you begin?

We can help you identify what you need – infrastructure, applications and resources – and map out a plan to integrate the next generation technologies that make sense first, evolving to a fully integrated platform over time. To begin this process, we'll help you consider how to:

- Handle new non-voice information without overwhelming staff
- Integrate and enable innovative new applications
- Create more intelligent, intuitive work flows
- Manage and secure all data sources, including devices
- Train personnel on new incident management procedures
- Enable interoperability and data access outside your operation
- Support and update networks, hardware and software cost-effectively
- Ensure that new and legacy systems work seamlessly

YOUR CITY IS CONNECTED AND ENGAGED

WE LIVE IN AN INCREASINGLY MOBILE, CONNECTED WORLD.

NEARLY 50%

OF THE US POPULATION HAS A SMARTPHONE¹

80% OF BROADBAND CONNECTIONS

WILL BE MADE WITH MOBILE DEVICES BY 2016²

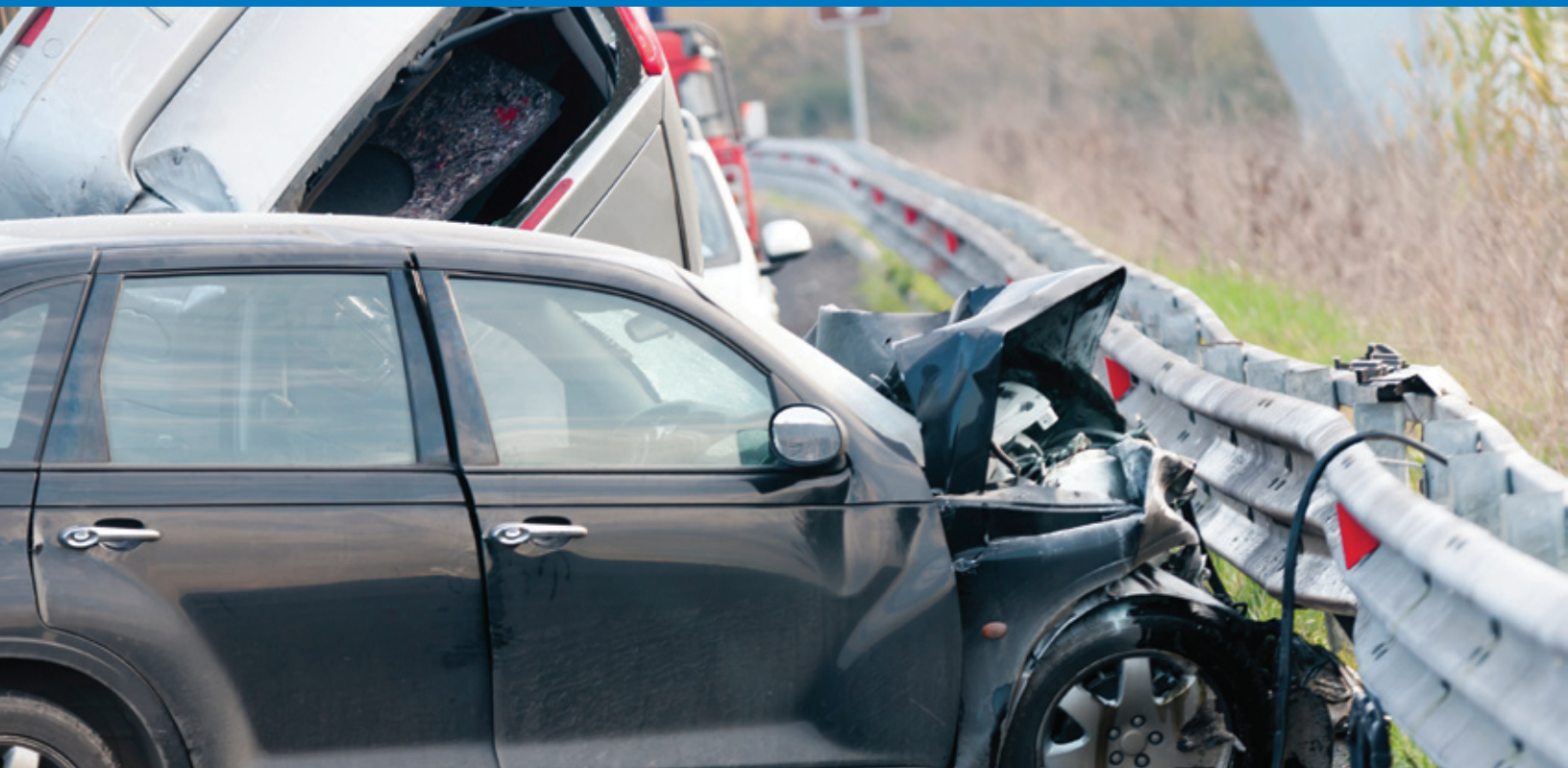
MORE THAN 540 MILLION

PEOPLE ACTIVELY USE FACEBOOK ON THEIR MOBILE DEVICES³

EVERY MINUTE

72 HOURS OF VIDEO ARE UPLOADED TO YOUTUBE⁴

“PLEASE SEND HELP! THERE’S BEEN A SERIOUS ACCIDENT.”



WIRELESS CALLS, TEXTS AND VIDEOS from citizens rapidly flood into your command center.

TELEMATICS, ALARMS AND SENSOR DATA collect critical details.

FIRST RESPONDERS ARE ALERTED and video is pushed to mobile devices as they race to the scene.

INFORMATION IS QUICKLY SHARED from your command center out to responders at the scene and from responding agencies, citizens and officers into the command center.

CRITICAL LOCATIONS ARE MONITORED in real-time and predictions made.

THIS IS THE REALITY OF WHAT’S POSSIBLE WITH NG9-1-1

TRANSFORM THE WAY YOU RESPOND

When an incident occurs, time is your enemy. You need to get up-to-the-minute information to the right resources at the right time. Precious time is lost if dispatchers have to work between multiple consoles or screens to collect and coordinate information from disparate sources. The same holds true if critical information is hard to find, systems are not integrated, and the ability to share with other agencies and jurisdictions is limited. Next Generation Integrated Command and Control changes all that – by giving you the tools to transform how your agency views and assesses information and prepares first responders – so you can respond smarter and faster to incidents as they occur.

ONE, REAL-TIME VIEW

Motorola Integrated Command and Control solutions provide one-real time view of voice, data and video. Built-in intelligence automates workflows and data retrieval to simplify incident assessment. NG9-1-1 multimedia call management allows your system to receive, manage and interact with voice, text, multimedia and sensor inputs from various sources. We will help you achieve a unified operational view of incidents as they unfold so you can deliver a faster, safer and more effective response.

TURN INFORMATION INTO INTELLIGENCE

You can't predict what you don't know or can't see. Turn relevant, timely information into intelligence so you can act. Our system goes beyond just simply collecting and aggregating data; we'll help you leverage advanced analytics so your staff can more effectively assess that data to better anticipate, forecast and predict incidents and potential impacts for a more proactive response.

EXTENDING COMMAND TO THE FRONT LINE

Delivering better information and greater control to the front line creates a significant force multiplier. Our mobile solution extends your command center to the field, increasing incident management and reporting capabilities. With real-time inputs from CAD, Records, video and other communications sources, officers can spend more time serving the community because they can perform all records functions from their mobile office.

SMARTER DECISIONS, FASTER RESPONSES

What it all comes down to and what you will ultimately be held accountable for is how quickly you responded and the effectiveness of the decisions you made. Our solutions eliminate guesswork, enable easy access to both current and historical information and let you seamlessly share that information across departments, agencies and jurisdictions. Simplified data entry, uniform information flow and greater "on the scene" visibility with real-time video streams allow your staff to stay focused on the incident at hand and help responders make smarter, faster decisions.



REALIZING YOUR VISION: INTEGRATED COMMAND AND CONTROL

Transform how you respond. Motorola Next Generation Integrated Command and Control is a standards-based platform that intelligently automates workflows and data retrieval to simplify incident management and speed decision making. It allows you to integrate key information sources – data, voice and video – into a unified stream. Public safety information is coupled with citizen-generated inputs so you can anticipate, forecast, predict and manage for safer cities and thriving communities.

A TRUSTED OPERATIONAL ENVIRONMENT DESIGNED FOR THE WAY YOU WORK

Every day, your public safety operations are under increasing pressure, not only to respond quickly, but also to proactively detect and prevent incidents. Uncompromising demands and information-sharing needs require you to think beyond traditional siloed and disparate applications. To achieve greater information access and smarter workflows, you need a next generation platform that breaks down barriers that prevent the flow of information to those who need it most. Our end-to-end, standards-based technologies enable the integration you need for the seamless voice and data flow that defines next generation public safety systems.

Whether you coordinate incidents for a single agency or multiple agencies, our portfolio of scalable, standards-based applications work to intelligently converge all communications sources and help operationalize the data that surrounds you. We are focused on helping you simplify and improve your operational environment with solutions designed for the way you work.

END-TO-END INTEGRATED SOLUTIONS

Our end-to-end enterprise solutions portfolio and broad ecosystem of partners provides the tools you need to streamline your entire operational environment. We make it easy to instantly access and share information with station and field personnel, increasing their situational awareness. We'll also help you achieve interoperability with other agencies, systems and databases so you can improve collaboration. No matter where you start your next generation journey -- voice and multimedia services or NG9-1-1 CPE, CAD and records management -- we will put the necessary pieces together to build an integrated platform that allows you to realize your next generation vision.

BUILT FOR TODAY, READY FOR TOMORROW

We are your partner. With decades of mission critical experience and a deep commitment to innovation, we understand the complexities of the public safety communications environment and will work with you to minimize them. We'll help evolve your current operations to new levels while building a solid foundation for the future with a NG9-1-1, multimedia-ready and standards-based platform that brings your system together into a single, streamlined operational environment. Highly configurable and scalable, our modular approach allows you to start small, meeting your immediate needs today while ensuring total systems integration when you add new solutions tomorrow.

SIMPLIFYING YOUR OPERATIONS

Our Integrated Command and Control solutions minimize the complexity associated with next generation system demands. Flexible solutions work the way you do, tailored to your workflows, processes and staff. You'll be able to handle calls faster, allocate resources more efficiently and coordinate seamlessly with other departments and agencies. A common provisioning platform and user interface (UI) helps simplify the configuration of applications and devices, minimizing training time and increasing the speed of technology adoption. Using the advanced remote deployment capabilities of PremierOne™, you can pre-schedule server, single-client, multi-agency or fleet-wide updates to minimize or eliminate downtime.

PURPOSE BUILT FOR MISSION CRITICAL

Built for you and the way you work. That's what sets our public safety solutions apart and fuels our ongoing innovation. Highly skilled Human Factors experts conduct extensive usability testing with customers in the field to better understand how they use technology, as well as their work flows, pressures and distractions. This knowledge allows us to optimize our GUIs (graphical user interfaces) for high stress, information-filled public safety environments. Our purpose-built applications reduce keystrokes and deliver critical information without interruption so users can concentrate on the situation at hand, not the technology.



360 DEGREES OF INTELLIGENCE

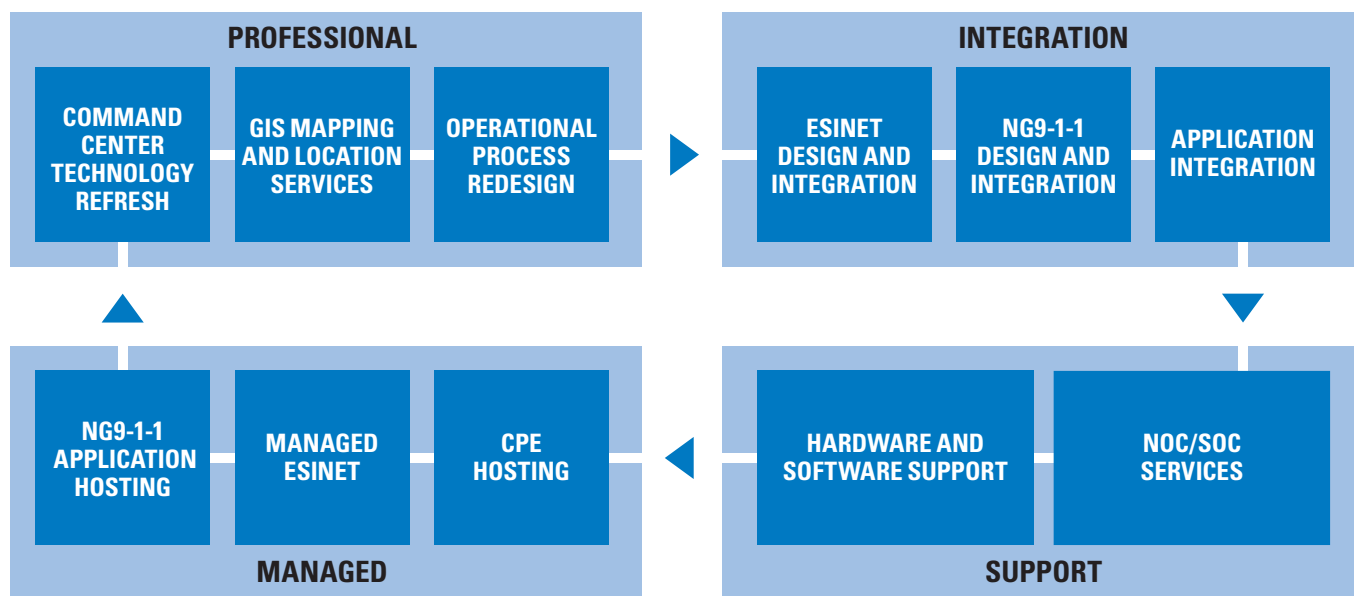
SOLUTIONS USED: PUBLIC SAFETY LTE, OPTIMIZED VIDEO SECURITY, REAL-TIME VIDEO INTELLIGENCE, MW810 MOBILE WORKSTATION, PREMIER HANDHELD, LEX 700 HANDHELD, PREMIERONE™ CAD, PREMIERONE MOBILE

As fans celebrate the season's championship game, larger than normal crowds are building in the streets. Video analytics trigger street cameras and live video is streamed to the command center alerting them to the potential threat. At the same time, concerned onlookers call 9-1-1 and send texts with video and pictures of the rowdy crowd. As units are dispatched, the live video feeds are also streamed to the field supervisor. Assessing the video from his mobile workstation, he assigns additional motorcycle and foot patrol responders and they each receive an alert about the incident on their LEX device. Police quickly move in and diffuse the crowd, allowing order to be maintained within the city.

BRINGING IT ALL TOGETHER TO KEEP YOU FOCUSED ON YOUR MISSION

Ready or not, change is coming. Emerging technologies, financial constraints and new operational models will forever change the way you work, collaborate and share information. The value of multimedia communications for public safety has grown rapidly, but the technology to support it into and out of the command center adds complexity. To keep pace and take control of the complexity that surrounds you requires planning, the right technology and ongoing support. Our complete Lifecycle Services portfolio provides that and more, helping you create a migration path that aligns with your goals – both short term and long term. From technology planning and selection, integration and managed services, to redesigning the policies and procedures that will help prepare your operation for this inevitable transformation, we'll be with you every step of the way.

NEXT GENERATION INTEGRATED COMMAND AND CONTROL LIFECYCLE SERVICES



APPLICATION INTEGRATION, INTEROPERABILITY AND HOSTING

Your command center consists of many vital components – CPE, CAD, Mobile, Video, Records – that require integration to make them work effectively. We deliver the technology and manpower you need to rapidly introduce, update and control access to multimedia applications. Plus, our command center integration services bridge legacy to next generation applications, provide hosting options and ensure interoperability across existing technology platforms, departments and agencies.

NG9-1-1 APPLICATIONS AND APPLIANCE INTEGRATION

To keep you focused on your mission, you need a reliable, scalable network behind you. Emergency Services IP Networks leverage today's high-speed, IP-based networks and NG9-1-1 applications to deliver powerful new public safety communications capabilities. Our integration services will ensure interoperability of NG9-1-1 applications and appliances with ESInet and your legacy networks, and transform the efficiency of your call management system for faster, more effective responses that maximize public, responder and city safety.

VIDEO SOLUTIONS INTEGRATION

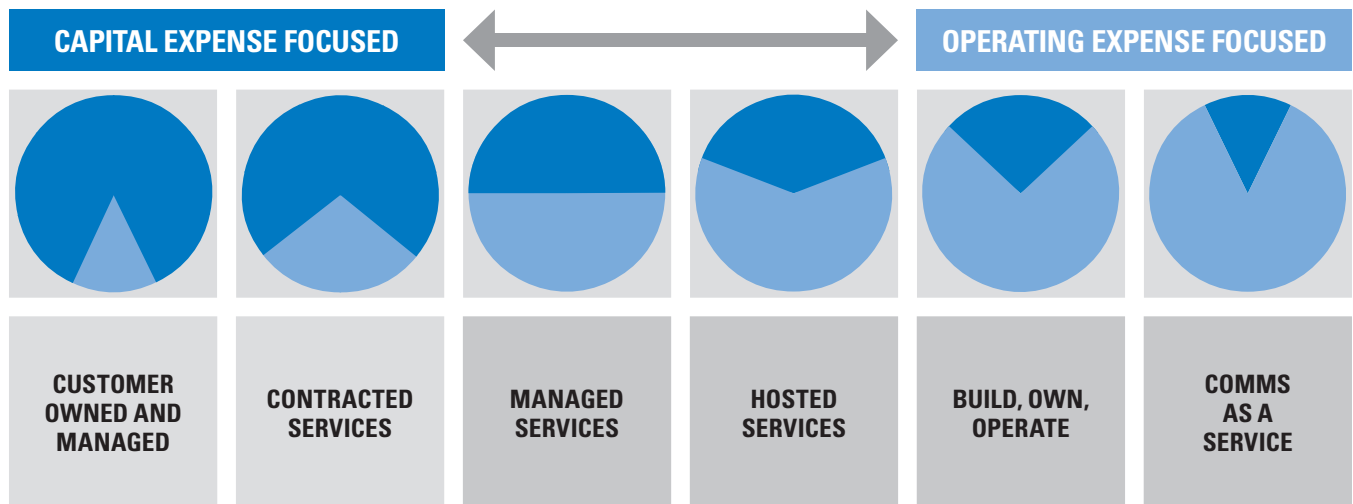
Integrated video solutions improve situational awareness and help you make smarter decisions for more effective responses by providing:

- Two-way video communication and real-time collaboration
- Instant access to video from public and private cameras
- In-vehicle video to help first responders be fully prepared upon incident arrival

And with Motorola, you get much more than just a camera. Our next generation video solutions integrate everything from analytics and sensors to storage, video management and more. We'll help you design, implement, manage and support advanced video solutions that empower agencies and first responders across the entire public safety network.

BUSINESS MODEL OPTIONS

Our services support the continuum of business models from CAPEX- to OPEX-centric and allow you to control all aspects of system management and operations. You own the network and network assets and can manage them yourself or opt for contracted management services. We also provide lifecycle management services, including fully hosted and managed solutions, that lift the burden of system management, deliver predictable costs and ensure business continuity.



CONNECTING YOUR OPERATIONS TO INDUSTRY-LEADING INNOVATION

We work directly with our public safety customers to continuously evaluate and define the type of strategies and technologies needed to help their operations run smarter and safer, both today and into the future. Then we leverage our strong ecosystem of partnerships to deliver the most compelling public safety solutions. Our vast mission critical domain expertise allows us to ensure that our best-in-class partners and certified subcontractors meet our exacting mission critical standards. Few organizations can offer the comprehensive range of Integrated Command and Control solutions and Lifecycle Services that we do. Even fewer are prepared to deliver.

BUSINESS PROCESS CONSULTING AND OPTIMIZATION

No command and control solution is ever successfully deployed or managed without a comprehensive operations and technology strategy. Our highly experienced and collaborative Professional Services team will help you determine the goals, expectations and requirements you have for your system. We'll assess, plan, design and optimize your network – including IP infrastructure, devices and applications – and guide you through the complexities involved with realizing your next generation command and control vision. And we'll continue to work with you throughout the lifecycle of your system to ensure optimal performance to maximize your NG9-1-1 investment.





SEPARATE RANDOM FROM RELATED

SOLUTIONS USED: PUBLIC SAFETY LTE, ALPR, REAL-TIME VIDEO INTELLIGENCE, MVX 1000 IN-CAR VIDEO, LEX 700 HANDHELD, PREMIERONE™ CAD, PREMIERONE MOBILE, PREMIERONE RECORDS

During routine patrol, Officer Lopez's ALPR system detects plates for a stolen vehicle associated with a large auto theft ring that has been plaguing the city. He initiates an incident from his mobile workstation and pursues the suspect. Dispatch receives Lopez's status and elevates his LTE priority while sending backup. The field supervisor views the in-car video and authorizes a road-block. Officers are able to quickly apprehend the suspect, identify him using photos received on their LEX devices, and the booking and reporting is initiated in the field. The arrest leads to the break-up of the major auto theft ring and the recovery of millions of dollars in stolen property.

INTEGRATED SOLUTIONS HELP ACHIEVE NEXT GENERATION MISSIONS

Transformative change is coming to command and control operations, driven by rapidly evolving communications capabilities, public expectations and NG9-1-1 requirements. The days of stand-alone public safety applications will end, along with the burdens and inefficiencies that go with managing them. Our end-to-end, standards-based Integrated Command and Control portfolio enables the integration you need for the seamless voice and data flow that defines Next Generation Public Safety, from NG9-1-1 systems, command center operations and first responder networks. Use them to build a scalable platform that transforms the way you respond and help build a reliable operational environment – on your terms – so you can better connect to the community and deliver more enduring safety.

CONVERGED COMMUNICATIONS SOLUTIONS SIMPLIFY OPERATIONS

The integrated command center is where it all comes together. Our complete incident management solution streamlines the entire call intake and dispatch workflow process from the moment a 9-1-1 call is received to when it is dispatched to field personnel and updated with new real-time information. Only Motorola gives you the end-to-end, integrated solutions you're looking for to simplify operations while empowering your agency to make proactive decisions – decisions that make a difference to your community and to the safety of responders. From combining radio console functions within CAD for streamlined communications and resource management to the handling of non-emergency citizen requests with Customer Service Request (CSR), our extensive portfolio is designed to address your unique needs.

COMPUTER AIDED DISPATCH

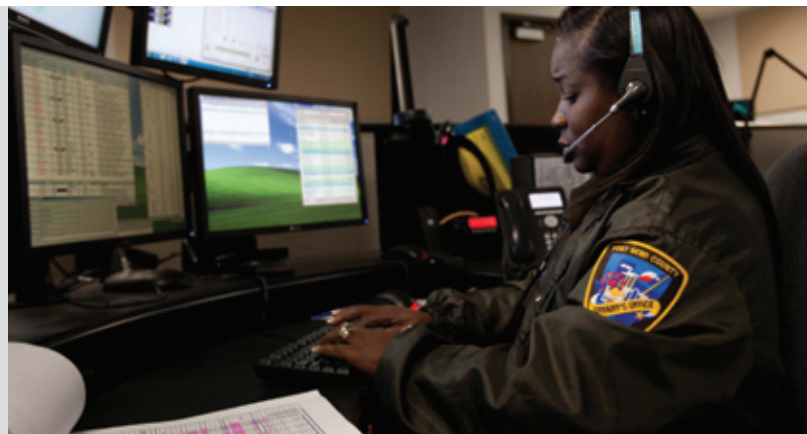
Efficient communications coordination is key for the effective use of field resources. We've designed our multimedia PremierOne™ CAD application to be the central convergence point for communications from multiple sources and systems, mission critical information and resource management. With PremierOne CAD you can:

- Access 9-1-1 call controls within CAD for efficient call handling and dispatch
- Select real-time video camera feeds directly from your CAD map
- Send photos, video and text messages to field personnel in seconds
- Monitor officer safety with in-vehicle or wearable video cameras
- Track first responders with GPS-equipped radios or mobile data applications
- Update unit status, run queries and text message from portable radios

Whether deployed in a communications center or in a mobile command post, PremierOne CAD connects resources and communications throughout the operation. You'll be able to handle calls faster, allocate resources more efficiently, coordinate seamlessly with other departments and agencies, and more effectively serve the community, protect life and preserve property.

THE PREMIERONE SUITE AT A GLANCE

Only Motorola can deliver a truly unified platform that transforms your operations by providing you with one, real-time operational view. The PremierOne platform and applications – CAD, Mobile, Records and Jail – dramatically change the way your agency operates, collaborates and shares information.





NG9-1-1 CALL HANDLING SYSTEMS

Whether a call for help comes in the form of a text, a phone call or an alarm, reliable communication is a necessity for effective incident management. Our E9-1-1 and NG9-1-1 call taking solutions meet both emergency and administration demands, including automatic call distribution, full-featured “hot” redundant ANI/ALI controls and powerful mapping and reporting capabilities. As more and more multimedia information flows into the Next Generation 9-1-1 enabled PSAP, 9-1-1 call controls will be tightly integrated with our dispatching solutions to facilitate a truly integrated workflow and speed call handling.

With the benefits of a distributed IP architecture, our call handling solutions allow critical infrastructure to reside in various internal or external locations. This gives call takers full mobility to remotely provide assistance, access data sources or connect with supporting agencies. Delivering true “geo-diversity” of components and personnel, you can assure fault-tolerant call processing in virtually any situation.

RADIO DISPATCH CONSOLE

You need to effectively communicate and coordinate mission critical response while keeping first responders safe and constantly connected. Our MCC 7500 IP Dispatch Console provides reliable field communications and connects directly to an IP network so you don’t need interface boxes, digital voice gateways or backroom electronics. The MCC 7500 command and control solution seamlessly integrates with ASTRO® 25 trunked networks, and conventional channels link to the IP network and use the same audio transport as trunked audio.

Plus, you can further simplify dispatch operations by integrating key MCC 7500 Console capabilities directly within PremierOne™ CAD to quickly handle radio traffic with push-to-talk (PTT) ID and multi-channel select capabilities for streamlined operations and a real-time, comprehensive view of the personnel and equipment supported in the field.

CUSTOMER SERVICE REQUEST

In emergency situations, public call centers are often overwhelmed with inquiries and questions from worried citizens. A public call center with a PremierOne CSR system can efficiently answer inquiries and capture citizens’ requests for service during these emergencies, without interrupting your dispatch personnel. In addition to the benefits during emergency situations, CSR also gives you the ongoing ability to handle non-emergency municipal situations on a daily basis, from code enforcement to street maintenance, keeping your 9-1-1 lines free for true emergencies and enhancing community response.

With PremierOne CSR, you can also improve citizen satisfaction with optimized services and coordination of emergency and non-emergency resources, such as when law enforcement and DOT work together to re-route traffic around an accident, or social services is scheduled to follow up after an EMS response to a domestic dispute. Whether it’s a citizen inquiry or request for government service, CSR manages the full cycle of non-emergency government service delivery.

MOTOROLA PUBLIC SAFETY LTE

We are driving the industry’s most comprehensive plan for delivering advanced communications to public safety agencies and the communities they serve. With LTE networks, multimedia-enabled devices and robust applications, you can supplement voice with rich data and video content to empower first responders with the right information when and where it matters most. Whether you need to send tactical maps to responders en route to an incident or stream live video from the scene back to the command center, Motorola Public Safety LTE is a critical ingredient for delivering the unprecedented capabilities of next generation public safety communications.



MOBILE SOLUTIONS EMPOWER THE FIELD

In the field, timely, relevant information saves lives. PremierOne™ Mobile extends communications center information to the field, and provides full incident management and reporting capabilities to first responders. With real-time information flow from PremierOne CAD, PremierOne Records, Motorola End-to-End Video Solutions and other sources:

- Crucial information such as premise hazard and pre-plans, previous incidents, alternate approaches to the scene and location of backup units is quickly accessed in the field
- Real-time distribution of bulletins and alerts create immediate field awareness
- Video camera feeds are selected directly from the mobile map
- Arresting officers complete the pre-booking process at the scene

Our PremierOne Mobile solutions allow field officers to be more available to the community because they are able to perform all records functions without having to return to the station. They can also file reports in a standardized, easy-to-use format, which not only reduces input time but also allows data to be transmitted securely and directly into the records management system. By spending less time filling out or approving paperwork, field officers and supervisors can be more visible and more productive. And by having real-time access to the best information, they can make smarter decisions every time.



RECORDS SOLUTIONS ENHANCE OPERATIONAL EFFECTIVENESS

Our PremierOne™ Records solutions are at the center of post-incident operations, capturing and correlating all data from every call and every access point across the workflow process. From the initial incident report through the arrest, booking and detention, all the information necessary to fully document the criminal event is maintained within PremierOne Records and PremierOne Jail modules.

PremierOne Records provides fast access to actionable information such as local, state and federal databases. You can also securely capture, log and centralize critical incident data including mobile and fixed video, photographs, voice communications and dispatch console actions. Incident reconstruction is driven by single-query search capabilities that link together all incident-related information for faster access.

With centralized data, you gain enterprise efficiencies through improved data management and retrieval, enhanced information sharing and reduced total cost of ownership. In addition, PremierOne Records is uniquely configurable to meet your department's precise workflows without expensive source coding.

END-TO-END VIDEO SOLUTIONS IMPROVE SITUATIONAL AWARENESS

Video is one of the strongest weapons in the public safety arsenal, and it will only grow in importance. Motorola End-to-End Video Solutions move beyond basic surveillance, incorporating video intelligence into public safety operations to create real-time situational awareness. We also provide back office solutions such as network recorders, physical security information management systems and video-enabled devices and networks.

We've designed our End-to-End Video Solutions to act as a force multiplier for your agency by enabling pro-active monitoring and response. They provide 24/7 monitoring of your community, including high crime areas, critical infrastructure, remote facilities and high-traffic intersections, accessible in both the command center and the field. Plus, video can provide much more than monitoring; streaming video from surveillance cameras, patrol cars and other sources can significantly improve situational awareness and safety throughout an incident.

In addition, video analytics can trigger real-time alerts such as motion detection or crowd build-up; software monitors the area and alerts the command center when something requires attention. By combining powerful analytic capabilities, automated network intelligence and seamless interoperability, our End-to-End Video Solutions deliver a single holistic view of each situation.



THE COMPELLING CASE FOR VIDEO

Intelligent, wireless video solutions help public safety agencies deter crime, keep communities safe and put criminals behind bars.

- A video solution deployed in Los Angeles community of Jordan Downs reduced crime by 40 percent in the first year⁵
- 93 percent of officer charged with misconduct are overturned by video evidence⁶
- When the incident is captured on video, 90 percent of defendant cases plead out⁷

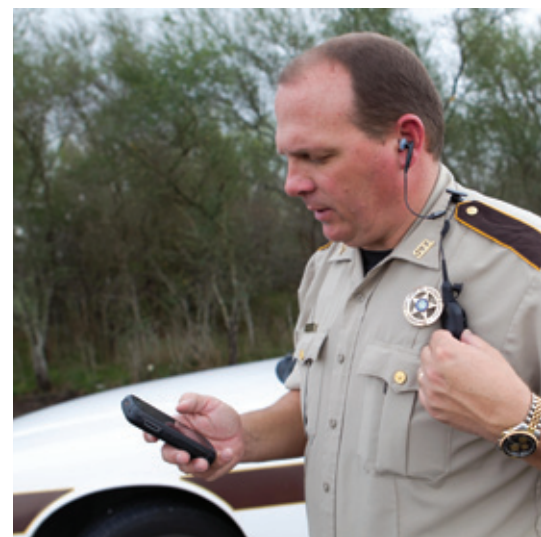


TAKE CONTROL OF COMMUNICATIONS CHANGE WITH A PLATFORM DESIGNED TO MEET NEXT GENERATION DEMANDS

The need to deploy next generation integrated command and control technology is being driven equally by rapidly evolving consumer technology, citizen expectations and NG9-1-1. Inputs from smartphones, from social media, from cameras, sensors and alarms – from everywhere – can help agencies see, hear and do more with less.

This is your new reality. One that requires technology planning and a mission critical enterprise-wide platform with the flexibility and intelligence to support multimedia communications, IP network convergence, streamlined workflows, enhanced interoperability, rapidly evolving applications and services.

Our Next Generation Integrated Command and Control solutions and services will get you there. It's the technology and expertise that turns noise into information, information into intelligence, and intelligence into safety that sets our solutions apart. We'll help you transform the way you respond, simplify your operation and allow you to more effectively focus on your mission – keeping your city safe and allow your community to thrive.



SOURCES

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6. New IACP in-car camera specs and what they mean for your department, governmentvideo.com, 2009
7. The Impact of Video Evidence on Modern Policing, IACP, 2005, page 26

Motorola is helping transform the way you respond with our end-to-end solutions that enable you to collect more information, make it actionable and securely distribute it across mission critical applications, devices and easy-to-manage networks. To learn more about how a next generation integrated command and control platform can help you better connect with the communities you serve, contact your Motorola representative or visit motorolasolutions.com/safercities.

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