



FAQ – MOTOTRBO™ POLICY UPDATES FOR INFRASTRUCTURE & DEVICES

JUNE 2018

Q. WHAT IS MOTOTRBO SOFTWARE?

A. MOTOTRBO Software refers to the firmware and application software for Infrastructure and Devices. MOTOTRBO Software updates can be delivered either in a major release or in an incremental release, which is an extension of the major release. Major releases typically support new features for infrastructure and devices, whereas incremental releases typically deliver additional new features and defect repair, which were previously sold separately. Moreover, ensure continuous security, performance and enhanced functionality of your two-way radios and infrastructure by getting access to MOTOTRBO certified and tested software updates.

Regular release software updates protect and enhance operations to extend the lifespan of your MOTOTRBO infrastructure. Invest in planned updates to minimize unforeseen costs and service disruptions.

Essential Software protects your investments through access to new features as they are developed and expands your capabilities beyond voice for increased productivity, reliability and safety.

Q. WHAT IS CHANGING WITH THE MOTOTRBO POLICY UPDATES?

A. Motorola Solutions is launching a new policy for software updates, technical support and hardware repair for the MOTOTRBO portfolio.

Software Updates

Starting with MOTOTRBO Software release R2.9, licenses for MOTOTRBO Software will be granted subject to the provisions of the [Motorola Software Redistribution License](#) and Motorola Solutions End-User License Agreement and subject to the payment of applicable license fees.

Technical Support

Technical Support will be limited to MOTOTRBO Infrastructure and Devices with software levels within the supported window, which is currently defined as to 2 years after the general availability of a MOTOTRBO Software release.

Hardware Repair

If the equipment sent to Motorola Solutions for repair has firmware that's within the two-year support window, it will be repaired and delivered back with the same firmware. Otherwise, it will be updated with the latest firmware and subject to applicable license fees.

Q. DO I GET MOTOTRBO SOFTWARE UPDATES FOR PRODUCTS THAT ARE IN WARRANTY?

A. Yes. MOTOTRBO Software updates are available for products that are in warranty at no additional cost.

Q. DO I GET MOTOTRBO SOFTWARE UPDATES FOR PRODUCTS THAT ARE OUT OF WARRANTY?

A. MOTOTRBO Software updates are available for products that are out of warranty with the purchase of a Motorola Solutions MOTOTRBO Service Package.

Q. WHY SHOULD I PAY FOR MOTOTRBO SOFTWARE UPDATES FOR PRODUCTS THAT ARE OUT OF WARRANTY?

A. MOTOTRBO Software updates provide access to new or enhanced functionality and improved reliability and security. Getting access to software updates protect your investment and extends the life of your MOTOTRBO communication system.

Q. WHAT ARE THE BENEFITS OF KEEPING UP WITH MOTOTRBO SOFTWARE UPDATES?

- A.** Keeping your MOTOTRBO Software current reduces security vulnerabilities, fixes identified defects and enables new feature functionality. This means you can provide greater reliability, security, capabilities and performance to your users minimizing unforeseen costs and service disruptions.

Q. HOW CAN I GET ACCESS TO MOTOTRBO SOFTWARE UPDATES?

- A.** MOTOTRBO Software updates are available for download in Motorola Online (MOL). This applies to both infrastructure and devices.

Q. WHAT DO I DO IF I DON'T HAVE ACCESS TO MOTOROLA ONLINE (MOL)?

- A.** Partners can request either the distributors or service authorized partners to download the software updates.

Q. WHERE CAN I FIND WHAT IS INCLUDED IN EACH MOTOTRBO SOFTWARE RELEASE?

- A.** Release notes are available to channel partners via Motorola Online (MOL) in the Resource Center section. Log in to MOL and navigate to Resource Center > Software > Two Way > MOTOTRBO and select the option you are interested in.

Q. ARE THERE ANY CHANGES ON HOW TO ACCESS MOTOROLA SOLUTIONS TECHNICAL SUPPORT?

- A.** The process to contact and engage with Technical Support remains the same. However, when these policies take effect (January 1, 2019), Technical Support will be limited to MOTOTRBO Infrastructure and Devices with software levels within the supported window, which is currently defined as to 2 years after the general availability of a MOTOTRBO Software release. If you call about equipment with software levels outside of this window, you will be requested to update to a version that is within the supported window as a prerequisite to get support.

Q. MY CUSTOMER'S SYSTEM SOFTWARE IS OUTSIDE OF THE SUPPORTED WINDOW, WOULD I BE ABLE TO DOWNGRADE A COMPONENT SENT IN FOR HARDWARE REPAIR?

- A.** There are no kits to downgrade equipment software outside of the supported window. Consider that your customer is at a higher security risk and missing out on platform improvements if they are operating on older software versions.

Q. ARE THERE CHANGES TO HOW I ENGAGE MOTOROLA SOLUTIONS FOR HARDWARE REPAIR SERVICES?

- A.** There will be no changes on the process to engage with hardware repair services. However, starting on January 1, 2019 if the equipment sent to Motorola Solutions for repair has firmware that's

within the two-year support window, it will be repaired and delivered back with the same firmware. Otherwise, it will be updated with the latest firmware and subject to applicable license fees.

Q. WHAT ARE MOTOROLA SOLUTIONS MOTOTRBO SERVICE PACKAGES?

- A.** Motorola Solutions MOTOTRBO Service Packages are a suite of services, designed to be sold through channel partners, that help customers get the most out of their MOTOTRBO communications system, with a combination of software and hardware related services to ensure continuity, enhance productivity and reduce risk.

Q. IS MOTOROLA SOLUTIONS TAKING ON SERVICES FROM PARTNERS?

- A.** No. Both the MOTOTRBO Policy updates and MOTOTRBO Service Packages aim to expand your services opportunities as a partner, since your customers will need assistance to keep their systems and devices software within the defined supported window.

Q. HOW CAN YOU PREPARE FOR THESE CHANGES?

- A.** Partners are encouraged to map out firmware levels for infrastructure and devices for your customer base. Update your customers' infrastructure and devices firmware to be within the supported window. Sell Motorola Solutions MOTOTRBO Service Packages for continued access to software updates for equipment that is out of warranty.

Q. MODELS AFFECTED BY NEW POLICY?

- A.** Partners are encouraged to map out firmware levels for infrastructure and devices for your customer base. Incorporate into your services offerings periodic firmware updates. Update your customers' infrastructure and devices firmware to be within the supported window. Sell Motorola Solutions MOTOTRBO Service Packages for continued access to software updates for equipment that is out of warranty. Any model not listed below is not subject to the policy.

Commercial Series

Portables: DEP450 / SL500
Mobiles: DEM300 / DEM400

Entry Professional

Portables: DEP550e / DEP570e / SL500e
Mobiles: DEM500

Professional Core

Portables: DEP5050e / DEP5550e
Mobiles: DGM5500e / DGM5000e

Professional Enhanced

Portables: DGP8050e / DGP8550e / DGP8050e ELITE / SL8550e / DGP8550/8050 EX
Mobiles: DGM8500e / DGM8000e

Q. INSTALLED BASE: CAN WE SELL THE EXTENDED WARRANTY OR TOTAL COVERAGE TO RADIOS WITH 1 YEAR IN THE MARKET, FOR INSTANCE? WOULD IT BE 3 YEARS FROM THE DATE OF PURCHASE?

A. Radios within 2-yr warranty

You are able to add Extended Warranty or Total Coverage.

- The coverage applies to the radio ship date.
- Example: Customer purchases a radio in July 2018 but does not add Extended Warranty. In July 2019, then chooses to add the extended service package. The start of the service is July 2018.

Radios outside of 2-yr warranty

There will be a 3-Year SMA (SOFTWARE ONLY)

- If the CSM /SPM wants to add hardware repair, then they would have to audit the radio prior to adding it to a maintenance contract.
- It will be at the CSM's /SPM discretion if they want to take the risk of adding them to a maintenance contract.

Q. EXTENDED 3-YEAR WARRANTY INCLUDES SOFTWARE UPGRADES AND MAINTENANCE?

- A.** Extended Warranty includes hardware and software updates. It does NOT include Premier Software Features.

Q. WHAT'S THE DIFFERENCE BETWEEN STANDARD WARRANTY AND EXTENDED WARRANTY?

- A.** The same SLAs apply in Extended Warranty as they do in Standard Warranty. Extended warranty adds one additional year of hardware and software updates.

Q. CAN THE PARTNER SEND RADIOS TO DO SW UPDATES ON A RADIO WITH TOTAL COVERAGE PACKAGE THAT DOES NOT HAVE ANY REPAIR ISSUE?

- A.** No. Software updates are provided when the device is sent for repair.

Q. WHAT DOES THE TOTAL COVERAGE PACKAGE INCLUDE?

- A.** Coverage against chemical, liquid and physical damage to protect you from the unexpected. If the radio is deemed unrepairable, then a replacement unit is provided. Replacements are limited to one DAMAGED and UNREPAIRABLE unit per contractual period. Additionally, CSMs will provide a seedstock of parts to the SAM to expedite repairs. Seedstock quantity will be determined by the CSM.

Q. BY PURCHASING AN ESSENTIAL PACKAGE, DO I NEED TO NOMINATE A SAM OF MY PREFERENCE? WHY?

- A.** Warranty term processes apply.

Q. WHAT DOES THE SAM GET WHEN WE NOMINATE IT TO BE THE ESSENTIAL PACKAGE SERVICE PROVIDER?

- A.** If it is a total coverage package, the SAM receives parts in advance for repair, reducing the cycle time to return the radio. All the services will be concentrated on this SAM during the time frame of the service contract agreement.

Q. WHAT HAPPENS IF A NOMINATED SAM LOSES THE SAM CERTIFICATION DURING THE TIME FRAME OF AN ESSENTIAL PACKAGE. CAN WE MOVE THE SERVICE TO ANOTHER SAM IF NEEDED ANYTIME?

- A.** Yes. The customer may utilize a different SAM by sending a written notice to MSI.

Q. ARE THE PRICES TO BUY THE ESSENTIAL SERVICES PACKAGES LOWER AT THE TIME OF THE FIRST PURCHASE COMPARED TO RADIOS ALREADY IN THE MARKET? HOW MUCH?

- A.** Essential Services (Extended Warranty) at point of sale include an additional year of hardware repair and software updates. Customers with units already in the field have the ability to purchase a 3-year software maintenance agreement (SMA). The SMA does not include hardware repair.

Q. FOR A 5-YEAR SERVICE PACKAGE, CAN WE PAY THE SERVICE ANNUALLY?

- A.** Services are paid at the time of purchase.

