

SERVICES FOR APX NEXT RADIOS

ACHIEVE MISSION CRITICAL PERFORMANCE

WITH APX NEXT® AND APX NEXT XE, YOUR OWNERSHIP EXPERIENCE IS STREAMLINED, SO YOUR MOST VALUABLE RESOURCES STAY FOCUSED AND READY.

MANAGED AND SUPPORT SERVICES

In public safety, focus is your greatest resource. APX NEXT radios protect your focus when it matters most. Your mission-critical communications depend on the consistent availability of your radios.

Essential and Advanced Services provide the tools and expert support needed to efficiently manage your radio fleet. With Premier Services, you transfer your APX NEXT radios operations to our managed services professionals who are focused on maximizing performance.

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 the risk and responsibility to Motorola Solutions.

RELY ON EXPERT HARDWARE REPAIR

State-of-the-art diagnostics equipment, repair tools and replacement parts help ensure your APX NEXT two-way radios are protected from normal wear and tear and are back in operation. All radios are returned to factory specifications and updated with the latest

firmware. Our service centers are certified to comply with ISO9001. Adding Accidental Damage offers you peace of mind through full coverage, no questions asked. Water, chemical, or physical abuse are not a concern with the Accidental Damage option, so your radio repair and replacement costs are fixed and predictable.

ACCESS TECHNICAL SUPPORT

Motorola Solutions' Technical Support service provides telephone consultation for technical issues requiring APX NEXT products and RadioCentral™ specific knowledge and troubleshooting capabilities. Remote Technical Support is delivered through the Motorola Solutions Support Center (SSC) by a staff of technical support specialists skilled in diagnosis and swift resolution of radio site security performance and operational issues.

Motorola Solutions understands the importance of maintaining business-critical systems. That's why it applies leading industry standards to record, monitor, escalate and report technical service calls from its customers.



RELY ON US TO HELP YOU ACHIEVE YOUR PERFORMANCE TARGETS WITH THE RIGHT SERVICE LEVEL FOR SYSTEMS, DEVICES AND APPLICATIONS.





DEVICE MANAGEMENT & PROGRAMMING

RADIO PROGRAMMING

RadioCentral dramatically reduces the time and resources needed to provision and update your radio fleet. Thousands of parameters—talk groups, interface options and encryption keys—can be programmed remotely in minutes, not months. You can send radio updates out one-by-one or in configuration and programming batches, all securely and without ever handling the radios.

FULL-SERVICE PROGRAMMING

Our team is fully accountable for initial radio deployment plus ongoing operational requirements which includes software updates so your team is always current.

- Initial provisioning and programming are conducted by expert technicians to ensure your radios are fully operational as soon as possible. With our on-boarding process, your entire radio inventory is configured to your specifications.
- On-demand provisioning and programming addresses ongoing changes to your radio inventory. You can modify user configurations for radio features and functionalities as your needs evolve.
- Proactive firmware programming improves performance and protects your radios from known cyber threats.
- Transfer all your radio management to us. We can manage your radios from anywhere with RadioCentral and keep your technology up-to-date and your data secure.
- Leverage RadioCentral to remotely and securely deliver device encryption key information directly to your devices in the field using Touchless Key Provisioning feature and manage your device fleet configuration.

SOFTWARE UPDATES

Ensure continuous security, performance and enhanced functionality of your two-way radios by getting access to APX NEXT certified and tested release software updates and upgrades. Regular release software updates protect and enhance operations to extend the lifespan of your APX NEXT and APX NEXT XE two-way radios. Invest in planned updates to minimize unforeseen costs and service disruptions. Protect your investments through access to new features as they are developed and expand your capabilities beyond voice for increased productivity, reliability and safety.

ACTIONABLE INSIGHTS INTO PERFORMANCE

MyView Portal is your single, consolidated, and web-based platform to track and understand all aspects of your system operations and service delivery from Motorola Solutions. With MyView Portal - you can view network; device; software; and administrative information in one, easy and intuitive, webpage - on any device. MyView aggregates these important data streams to provide actionable insights into your communication operations so you can make data-driven decisions that mitigate the risk of downtime and enhance network performance.

PREVENTIVE MAINTENANCE

Our certified technicians conduct annual maintenance checks to help extend the useful life of your radios, reducing repair and replacement costs. The services performed include:

- Physical inspection and cleaning of all radios to remove build-up and make sure buttons, knobs and external antenna are functioning according to specifications.
- Electronic tuning verification with adjustments made where necessary.
- Firmware and talkgroup verification to confirm each radio has the latest firmware and is correctly configured to assigned talkgroups.

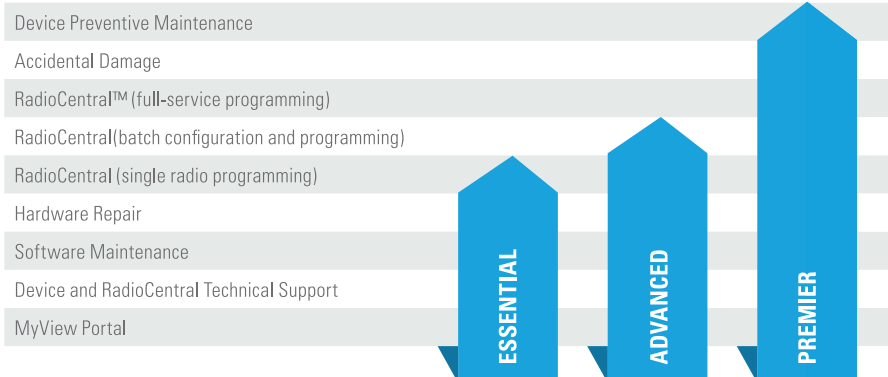


ADDITIONAL SERVICE OPTION

SET-UP & TRAINING

Make sure your radio technicians are prepared and ready to use all that RadioCentral has to offer to program your fleet of radios with our set up and training services. This option is available as an add-on to your Essential, Advanced and Premier levels of service.

SERVICE PACKAGES AT-A-GLANCE



Note:

- Accidental damage can be offered as an add-on service with Essential and Advanced packages.
- Device management training can be offered as an add-on service with all three packages.

Essential Services provide expert support when you need it, and basic tools that allow you to program and manage radios one by one. **Advanced Services** improve response and continuity with high efficiency capabilities such as batch programming, advanced scheduling, and fleet level reports. With **Premier Services**, you transfer your APX NEXT family two-way radio operations, including full service programming, to our managed services professionals, allowing your team to focus on its primary responsibilities.



For more information, please visit
www.motorolasolutions.com/deviceservices



APX NEXT

Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. 800-367-2346 motorolasolutions.com

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2020 Motorola Solutions, Inc. All rights reserved. 09-2020