



Device management services for APX Two-Way Radios

APX radio performance is critical for effective mission-critical operations. Your users rely on their radios to be available and connected.

To help support the performance of your APX radio fleet and maximize the value of your investment, we offer a variety of services and tools for radio hardware, programming and diagnostics to meet your radio fleet needs.



Hardware support services

Expert hardware repair

With state-of-the-art diagnostic equipment, repair tools and replacement parts, your APX radio fleet components are protected in the event of an unexpected failure and are back in operation as soon as possible. When serviced, all device components are returned to you with original factory specifications and updated with the latest firmware. Plus, our service centers are certified to comply with ISO 9001, ensuring the highest quality repairs.

Expert technical support

Our experienced technologists are available to help isolate and resolve any issues you may have with your APX radios. With an extensive knowledge base, trained and certified technical engineers and leading standards for escalation procedures, this team can troubleshoot and provide prompt resolution to your technical device issues. We understand the importance of maintaining the radio fleet to its optimal performance. That's why we apply leading industry standards to record, monitor, escalate and report technical service calls from our customers.

Accidental damage

While our APX two-way radios are built for superior performance, accidents happen. Adding Accidental Damage offers you peace of mind through full coverage, no questions asked. Water, chemical, or physical abuse are not a concern. Your radio repair and replacement costs are fixed and predictable.

We repair and restore the radio back to original factory specifications.

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.



Radio programming support

Whether you are using Radio Management (RM) or RadioCentral (RC), Motorola Solutions offers programming tools, assistance, and training to cover your radio fleet initial and ongoing operational requirements – including software and firmware updates, flashcode and codeplug upgrades – so your APX radio fleet is current.

On-site setup

Initial provisioning and programming are conducted by an expert technician to ensure your radios are fully operational as soon as possible. With our deployment process and best practices, you will be able to configure your entire radio inventory to your specifications and push updates from your different programming locations through cable or WiFi and even OTAP and LTE networks, depending on your device.

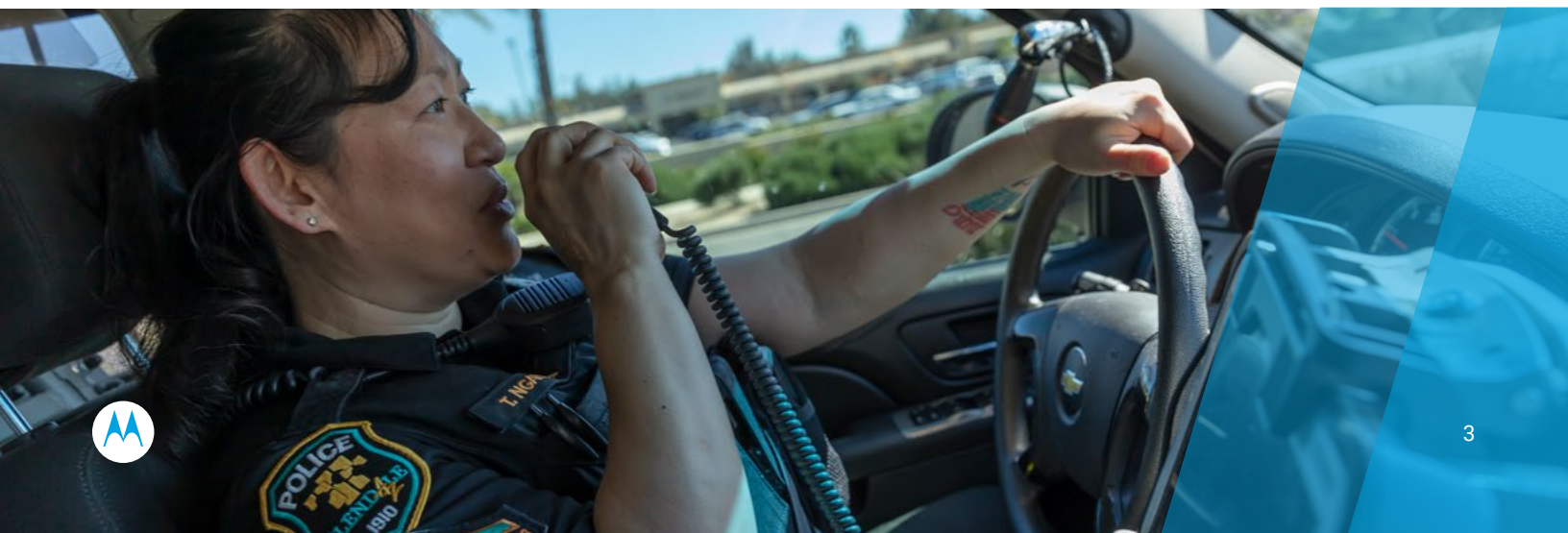
With Radio Management hosted or RadioCentral, our experts perform all database backup & restore, server patching, server software updates, server os & hardware updates.

Device management training

We will train you on how to use your programming tools - either Customer Programming Software (CPS), RM or RCP - to best manage your radio fleet. We will train your staff on the radio management and radio commissioning in the management database, enabling your team to configure radio channels, set up talkgroups, provide site access and establish user IDs.

On-demand codeplug and firmware updating

Looking for someone to program and update your radio your radios codeplugs, firmwares, flashcodes yourself? Our trained experts will do it all for you. 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. This service is designed to reduce risks, optimize costs and provide end users a better experience with up-to-date and fully operational devices.



We deliver on results that matter



Reduced Management Complexity

Drive efficiency of maintaining your device fleet while addressing technology evolution, time and cost savings.



Optimized Fleet Performance

Superior first responder experience with ongoing software and security updates for fully operational radios.



Optimized Costs

Subscription service that helps with a more predictable opex model, help save staff hours for cost optimization.

Motorola Solutions: your trusted partner

We believe that our set of highly knowledgeable people with industry certifications and mission-critical expertise, industry-leading ITIL process for centralized service delivery and governance, and state-of-the-art tools allow us to provide superior Device Services that address your needs today and in the future.

To learn more, visit:
www.motorolasolutions.com



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

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