ADVANCED SERVICES FOR APX™ TWO-WAY RADIOS

ACCELERATE DEPLOYMENT AND IMPROVE CONTINUITY

Your mission-critical communications depend on the consistent availability of your radios. Advanced Services provide the tools and expert support needed to efficiently manage your radio fleet.
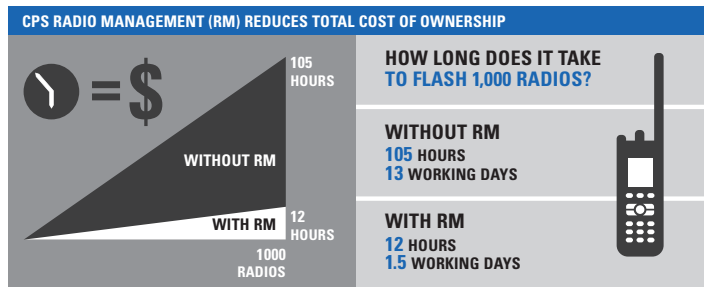
SIMPLIFY RADIO PROGRAMMING AND DATA STORAGE

Maintaining your radio fleet doesn't have to be expensive and time consuming. Simplify radio programming and reduce risk of data loss with our Radio Management software and database hosting.

APX Radio Management supports batch programming of up to 16 radios at one time that are connected to a PC, or via over the air programming (OTAP) on a Project 25 system. Easily track and view your entire radio fleet programming status along with the codeplug history for each device.

Store the configurations and codeplug data on our secure, hosted server for efficient remote programming and mitigate the potential challenges of insufficient local data storage space.

Centralizing your configurations will ensure all of your radios are updated and reduce your overall downtime and labor. Any changes to a codeplug template can be automatically applied to all affected radios, and additional programming jobs can be scheduled ahead of time for greater operational efficiency.


CPS RADIO MANAGEMENT (RM) REDUCES TOTAL COST OF OWNERSHIP

🕐 = $

105 HOURS

WITHOUT RM

WITH RM — 12 HOURS

1000 RADIOS

HOW LONG DOES IT TAKE TO FLASH 1,000 RADIOS?

WITHOUT RM
105 HOURS
13 WORKING DAYS

WITH RM
12 HOURS
1.5 WORKING DAYS

* Time shown are average estimates based on small sample of actual data on APX 7000

INCREASE RADIO MANAGEMENT EXPERTISE

Making sure your radios are fully operational is a high priority. We provide you with Radio Management training to help you provision, program and maintain your radios more efficiently. Learn useful skills to expedite configuring radio channels, talk groups, site access, user IDs, priority codes, etc. Discover helpful tips to navigating the software program and how to troubleshoot common operational issues.

MOTOROLA *SOLUTIONS*
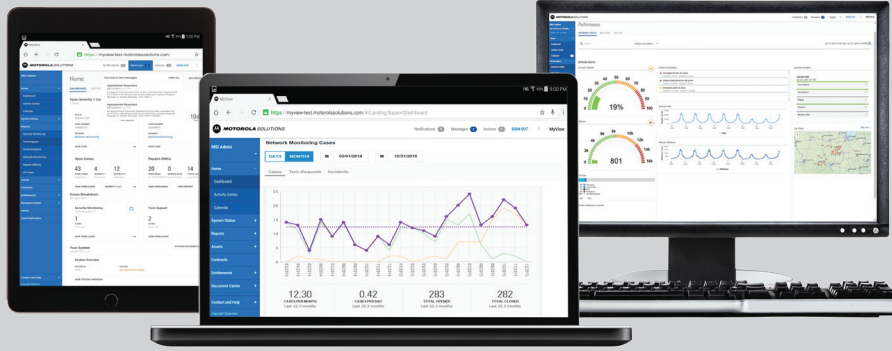
MYVIEW PORTAL

MYVIEW PORTAL: ACTIONABLE INSIGHTS INTO DEVICE PERFORMANCE

MyView Portal is a web-based platform that gives you a transparent, single source view for system and service delivery information to help make smarter, faster and more proactive decisions to keep your network running smoothly and effectively.

Our Advanced Service package provides access to MyView Portal to see your radio data, service case history, firmware and software status and preventive maintenance information.

ACCESS ENHANCED TECHNICAL SUPPORT

To help isolate and resolve any issues you may have with your radios or Radio Management software, our experienced technologists are available 8x5, Monday – Friday, local time. These dedicated professionals have access to documented and repeatable solutions and test environments to recreate your conditions to effectively troubleshoot and resolve your issues within a four hour time frame.

RELY ON EXPERT REPAIR

State-of-the-art diagnostics equipment, repair tools and an extensive inventory of replacement parts helps ensure your radios are protected from normal wear and tear and back in operation within five days. Two way shipping is included. All radios are returned to factory specifications and updated with the latest firmware before being returned back to you.

Motorola Solutions service centers are certified to comply with ISO9001 and TL9000 standards using proven, repeatable processes so that your repair is completed right the first time, every time.

EXPAND YOUR COVERAGE

While our two-way radios are built for superior performance, accidents happen. If additional device management services are needed, we offer the following repairs for: chemical, liquid, and physical damage; three day repair turnaround time; two-hour window for help desk response; 8x5 technical support and a battery refresh program.

AT-A-GLANCE

COVERAGE	ADVANCED
Radio Management Software with Database Hosting	▮
Radio Management Training	
Hardware Repair	
8x5 Technical Support for Radios and RM Software	

ENSURE CONTINUITY. ENHANCE PRODUCTIVITY. REDUCE RISK.

RISK & RESPONSIBILITY

ESSENTIAL   ADVANCED   PREMIER

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 more of the risk and responsibility to Motorola Solutions.

MOTOROLA SOLUTIONS