

SERVICES FOR APX NEXT RADIOS

ACHIEVE MISSION CRITICAL PERFORMANCE

WITH APX NEXT® 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.

Device services provide the tools and expert support needed to efficiently manage your radio fleet. With device services, you transfer your APX NEXT radios operations to our managed services professionals who are focused on maximising performance.

Rely on us to help you achieve your performance targets with the right service level you need for systems, devices and applications. Each service capability provides a higher level of support, transferring the risk and responsibility to Motorola Solutions.

ACCIDENTAL DAMAGE

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 centres are

certified to comply with ISO9001. 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 Centre (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 mission-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 WITH CENTRALISED DATABASE HOSTING

Radio management allows you to manage and program multiple radios at a time. Database hosting enables radio code-plugs to be stored in a central database server allowing for remote configuration of data and remote programming of radios.

Centralised database allows efficient organisation of code-plugs and makes it a one-stop shop for edits or changes to specific devices.

A single code-plug can be used as a template, which can then be shared across multiple radios. Template edits may then be easily applied to all affected radios. Changes to a template or to an individual radio's parameters can be scheduled as a programming job.

With batch programming, programming jobs may be scheduled through an Over-The-Air-Programming (OTAP) or USB or via Wi-Fi connection.

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 two-way radios. Invest in planned updates to minimise 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.



ADDITIONAL SERVICE OPTION

ON-SITE SETUP AND DEVICE MANAGEMENT TRAINING

With on-site setup and device management training, our technical teams can help your organisation set-up provisioning and programming processes to make you more effective in managing your fleet of devices. 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 talk groups, provide site access and establish user IDs.

DEVICE MANAGED SERVICES

MyView Portal	✓
Device and RadioCentral Technical Support	✓
Software Maintenance	✓
RadioCentral (Batch Programming)	✓
Accidental Damage	✓

Note:

- On-site Setup and Device Management Training can be offered as an add-on services with the device purchase.

Device Services provide expert support when you need it, and basic tools that allow you to program and manage radios one by one. It helps improve response and continuity with high efficiency capabilities such as batch programming, advanced scheduling, and fleet level reports.



For more information, please visit
motorolasolutions.com/apx-next-story



APX NEXT