



MOTOTRBO™ SOFTWARE SUPPORT POLICY

FREQUENTLY ASKED QUESTIONS



WHAT IS MOTOTRBO SOFTWARE?

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.

WHAT IS THE SOFTWARE SUPPORT POLICY (SWSP)?

The Software Support Policy (SWSP) defines what software versions are supported, and the level of support that will be given.

WHAT IS CHANGING?

No changes are being made to Motorola Solutions practices concerning software testing or maintenance. The Software Support Policy has been issued to clarify Motorola Solutions software regime to our customers.

WITH THE LAUNCH OF THE SOFTWARE SUPPORT POLICY, HOW DOES THE OPERATION OF MY SYSTEM AND DEVICES DIFFER FROM TODAY?

By introducing the Software Support Policy, Motorola Solutions is highlighting the importance of maintaining customers' systems and devices on the most current version of software. It aligns third party vendor lifecycle restrictions both for hardware and software into a support schedule for MOTOTRBO Software. It does not, however, introduce a change from the current way MOTOTRBO systems and devices operate today. Keeping systems and devices on supported software versions ensures customers are up to date and have access to the latest security updates, defect repair, features and functionality available. The Software Support Policy defines what software versions are supported, and the level of support that will be given. Motorola Solutions does not test software once it has matured beyond these defined versions. Compatibility of unsupported systems with the latest supported versions of software are therefore not guaranteed.

MY DEVICES/REPEATERS HAVE BEEN CANCELLED BUT THEY ARE STILL COVERED UNDER A SERVICES PACKAGE. WILL I STILL CONTINUE TO RECEIVE SUPPORT FOR THESE PRODUCTS?

Yes. All products that are covered under a services package will continue to receive support for the remaining term of the services contract. However an extension to the services contract or services for cancelled products already owned or purchased after cancellation will not be available.

OUR CUSTOMERS NEVER UPGRADE THEIR SYSTEMS SO HOW DO WE SHOW THEM THE VALUE OF PAYING FOR SOFTWARE UPGRADES AND THE BENEFITS OF KEEPING SOFTWARE UP TO DATE?

There are two key aspects to software value: the value of features and the value of security. Motorola Solutions is always working to improve features and functionality of our systems and to make the end users' experience that much better. New software releases provide the end customer with opportunities to improve their operating processes by fixing identified defects, as well as incorporating new features that will enhance the way they operate making them more efficient, thus increasing their return on investment. Additionally, new software programs are typically more secure and can help protect the customers' systems and applications from viruses, spyware and/or other malicious software. Continuing to use unsupported software may pose a serious security risk. Therefore, software updates provide greater reliability, security, capability and performance to your users, helping minimise unforeseen costs and service disruptions.

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WHEN A NEW VERSION OF MOTOTRBO SOFTWARE IS RELEASED, HOW MANY OLDER VERSIONS OF SOFTWARE IS THE NEW VERSION TESTED AGAINST?

Table A below gives an indication of the MOTOTRBO software version testing.

TABLE A. MOTOTRBO Software Version Testing

		INFRASTRUCTURE OPERATING SOFTWARE RELEASES					
INFRASTRUCTURE	Software Version 2.05	Software Version 2.06	Software Version 2.07	Software Version 2.08	Software Version 2.09	Software Version 2.10	Software Version 2.11
System operating on SW V 2.05	■	■	■	■	■	■	■
System operating on SW V 2.06	■	■	■	■	■	■	■
System operating on SW V 2.07	■	■	■	■	■	■	■
System operating on SW V 2.08	■	■	■	■	■	■	■
System operating on SW V 2.09	■	■	■	■	■	■	■
System operating on SW V 2.10	■	■	■	■	■	■	■

		DEVICES / INFRASTRUCTURE OPERATING SOFTWARE RELEASES					
DEVICES	Software Version 2.05	Software Version 2.06	Software Version 2.07	Software Version 2.08	Software Version 2.09	Software Version 2.10	Software Version 2.11
Devices operating on SW V 2.05	■	■	■	■	■	■	■
Devices operating on SW V 2.06	■	■	■	■	■	■	■
Devices operating on SW V 2.07	■	■	■	■	■	■	■
Devices operating on SW V 2.08	■	■	■	■	■	■	■
Devices operating on SW V 2.09	■	■	■	■	■	■	■
Devices operating on SW V 2.10	■	■	■	■	■	■	■

KEY

■ Voice and feature tested
(Full compatibility guaranteed)

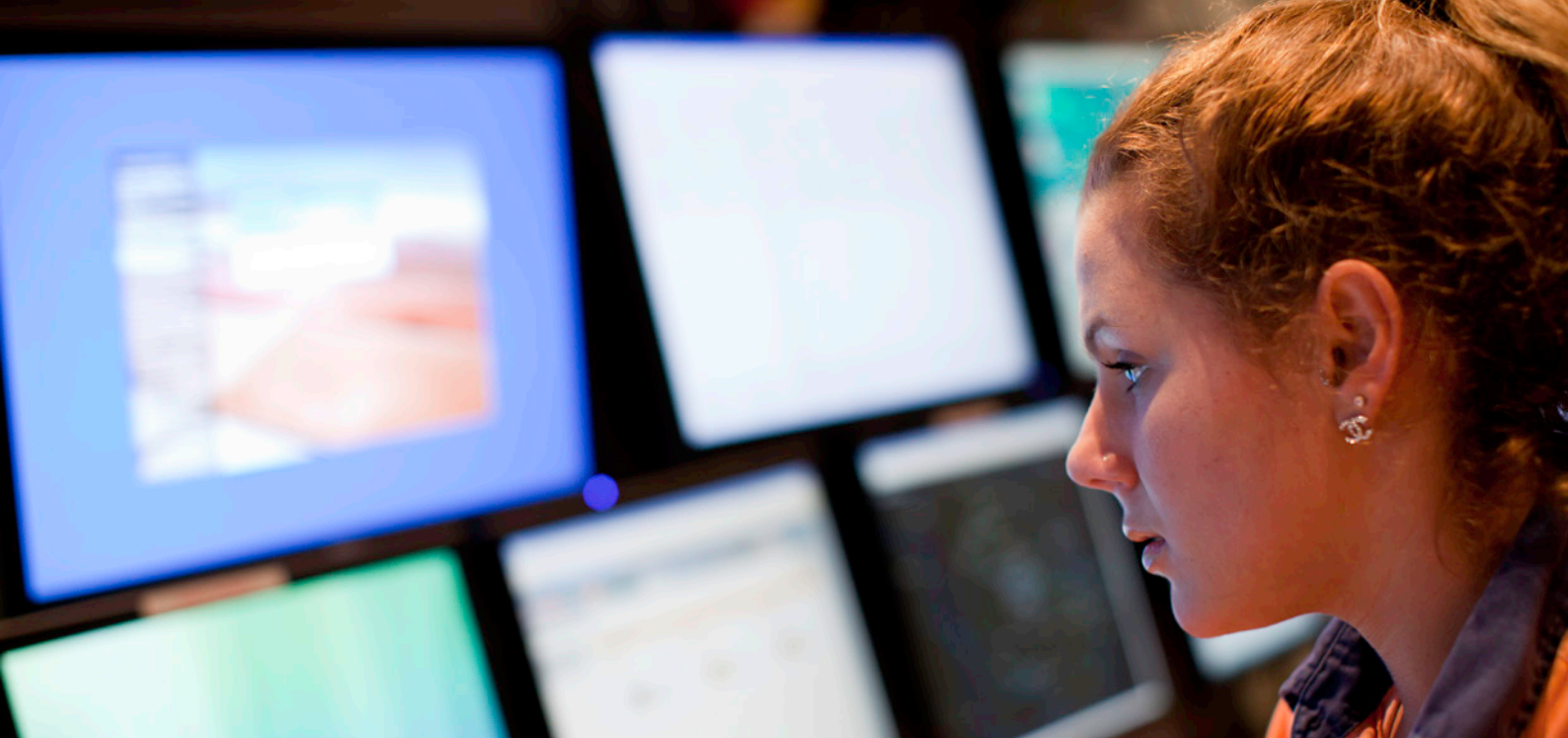
■ Voice tested
(Voice compatibility guaranteed)

■ Not tested

TABLE B. MOTOTRBO Support Levels

INFRASTRUCTURE	Add a repeater with latest software (Expansion)	Add a feature	Critical defect* found	Adding radios with supported software
In warranty (system on latest software version)	Voice and features are tested for compatibility	Features are tested for compatibility	Repaired in minor or major software release	Voice and all features tested for compatibility
Post warranty - No service contract (System on unsupported Software version)	Voice and features are not tested for backward compatibility against unsupported software versions. There are no changes to this process following the launch of the SWSP	Features are not tested for backward compatibility against unsupported software versions. There are no changes to this process following the launch of the SWSP	The system must be operating on the last available free software release, deemed by Motorola Solutions as a critical defect caused by the software, and be present on first shipment of the software. Motorola Solutions will then work with the customer to resolve the critical defect	Voice and features are not tested for backward compatibility against unsupported software versions. There are no changes to this process following the launch of the SWSP
Post warranty with service contract (System on unsupported Software version)	Voice and features are not tested for backward compatibility against unsupported software versions. There are no changes to this process following the launch of the SWSP	Features are not tested for backward compatibility against unsupported software versions. There are no changes to this process following the launch of the SWSP	If a fix has been made on a later available release of software, then the customer will be asked to upgrade. If a fix has not been made on a later release of software then a Software fix will be deployed	Voice and features are not tested for backward compatibility against unsupported software versions. There are no changes to this process following the launch of the SWSP
Post warranty with service contract (System on supported Software but not latest Software release)	Voice only tested for compatibility. Features are not tested for backward compatibility against previous software versions. There are no changes to this process following the launch of the SWSP	Features are not tested for backward compatibility against previous software versions. There are no changes to this process following the launch of the SWSP	Later available release of software, then the customer will be asked to upgrade. If a fix has not been available on a later release of software then a Software fix will be deployed	Voice and all features tested for compatibility
Post warranty with service contract (system on latest Software version)	Voice and features are tested for compatibility	Features are tested for compatibility	Repaired in minor or major software release	Voice and all features tested for compatibility

*Critical defect is defined as a fault that causes the system to have a complete loss of functionality of any Voice, Data or Network Management service



HOW DO I KEEP MY SYSTEM/DEVICES FULLY SUPPORTED FOR THE LIFECYCLE OF THE PRODUCTS?

The MOTOTRBO service packages are designed to provide partners/customers with optimal life cycle support. The Essential and Advanced service tiers are designed to offer software and hardware support with enhanced service level agreements, making it easier for partners/customers to understand the range of support and targeted outcomes. The Essential package gives you the security of receiving the latest software updates and support from Motorola Solutions Technical Support Engineers. Advanced packages provide all services available in the Essential package plus network updates, as well as the possibility for system remote monitoring. All packages offer optional hardware repair beyond the warranty period.

WHAT IS THE LENGTH OF EACH SERVICE PACKAGE?

Each of the MOTOTRBO service packages are sold in three (3) year increments. If purchased at the time of sale, the service package benefits will uplift the 2 year product warranty and provide the service package benefits over a total of 5 years (2 year warranty + 3 year service package).

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

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

WHAT IF A PARTNER/CUSTOMER DOES NOT WANT TO PURCHASE A MOTOTRBO SERVICE PACKAGE?

The partner will be supported during their warranty period in line with the warranty policy. For support beyond this period the device/system will need to be covered by a service package.

IF A CUSTOMER WISHES TO EXTEND THEIR SYSTEM AND PURCHASES A NEW REPEATER, IT COMES WITH LATEST SOFTWARE – BUT EXISTING DEVICES HAVE A PREVIOUS VERSION OF SOFTWARE. HOW DO WE DOWNGRADE THE SOFTWARE OF THE NEW REPEATER IF THE CUSTOMER DOES NOT WANT TO UPDATE TO NEW SOFTWARE RELEASE?

There are no kits to downgrade the equipment's software. Unless there is a fundamental change to how the MOTOTRBO systems operate, for example a change in the DMR protocol, then there should be no need to downgrade the software for the devices to work. We have customers who have expanded systems and operate repeaters and devices on different software versions with no problems. However please consider that if your customer is operating on older software versions they face higher security risks and known faults that have been fixed in newer releases. Additionally, customers are missing out on platform improvements and should be made aware that older software will not be tested on newer hardware platforms so could be problematic. (Refer to Tables A and B for tested software and compatibility).



CUSTOMERS HAVE HAD MANY YEARS OF USING RADIOS WITH NO SOFTWARE UPDATES – AND NOW MOTOROLA SOLUTIONS HAS MOVED TO MOTOTRBO SOFTWARE UPDATES ON A REGULAR CADENCE. THEY DO NOT UNDERSTAND OR WANT MOTOROLA SOLUTIONS TO CHANGE THEIR SOFTWARE AS IT WILL IMPACT THEIR APPLICATIONS, ETC.

Motorola Solutions has always provided software updates to partners on a regular cadence. Like today, it is the customers decision on whether they upgrade their system. If they decide not to then they need to consider that, if they are operating on a non-supported software, they face higher security risks and are missing out on platform improvements. (Refer to Tables A and B for tested software and compatibility).

HOW DO PARTNERS WHO SUPPORT SEVERAL CUSTOMERS WITH A MANAGED SERVICE APPROACH, MANAGE AROUND THE SOFTWARE SUPPORT POLICY? THEY HAVE MULTIPLE SETS OF HARDWARE TO MOVE AROUND THEIR CLIENTS, WHICH WOULD INVOLVE MAINTAINING MANY SOFTWARE VERSIONS IN ORDER TO CATER TO THE DIFFERENT SOFTWARE VERSIONS.

The software support policy highlights the importance of maintaining the customer's systems and devices on the most current version of software. It does not introduce a change from the current way MOTOTRBO systems and devices operate today. So, if Partners are managing fleets with mixed software versions, they can continue to do this. If there is a change to how MOTOTRBO systems operate today, for example a change in the DMR protocol, then Motorola Solutions will work with partners on a case by case basis.

DOES THE MOTOTRBO SOFTWARE SUPPORT POLICY APPLY TO BOTH NEW AND EXISTING EQUIPMENT?

Yes, these policy updates apply to both new and existing MOTOTRBO equipment.

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WHAT IS THE HARDWARE REPAIR POLICY?

Hardware repair Support Policy is:

- For Motorola Solutions manufactured Infrastructure, COMMERCIALY REASONABLE EFFORT to repair for up to 7 years from cancellation date.
- For Motorola Solutions manufactured devices, COMMERCIALY REASONABLE EFFORT to repair for up to 5 years from cancellation date.
- All third-party hardware equipment supplied by Motorola Solutions, COMMERCIALY REASONABLE EFFORT to repair for the duration as highlighted in the Original Equipment Manufacturers (OEMs) stated cancellation policy which will be announced by Motorola Solutions on product cancellation.
- Where possible the repaired item will be returned with the same software that it arrived at the repair centre. However, the software will be upgraded if necessary to carry out the repair.

IS THE HARDWARE ROADMAP ALIGNED WITH THE SOFTWARE ROAD MAP?

Yes, with every release, the entire network solution is evaluated and updates are provided to individual areas in need of refresh. An Advanced package ensures that this never becomes an issue because as part of the Network update all hardware and software is updated as needed.

IF MY SYSTEM IS OPERATING ON AN OUT OF SUPPORT SOFTWARE RELEASE AND I WANT TO EXPAND, WILL MY NEW REPEATERS/ DEVICES WORK ON MY CURRENT SYSTEM.

The SWSP does not change the way that the MOTOTRBO systems operate today and there has been no change to how we test the software. However, if you are expanding an unsupported system with new repeaters/devices, then this would be an untested solution so not all features and system functionality can be guaranteed. (Refer to Tables A and B for tested software and compatibility).

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

For repairs, where possible, the repaired item will be returned with the same software that it arrived at the repair centre. However, the hardware will be upgraded if necessary to carry out the repair. If the hardware is returned with a later software version then please refer to table B for compatibility. Please also consider that your customer faces higher security risk and is missing out platform improvements if they are operating on older software versions.

CAN I REMOTELY UPGRADE A SYSTEM WITHOUT HAVING TO VISIT EACH REPEATER?

Yes. Every repeater which has an IP connection can be remotely upgraded if you are connected to the same Wide Area Network. This is called IP Repeater Programming. The Customer will need to activate this feature license.

I WANT TO EXPAND MY SYSTEM, DO I NEED TO RECONFIGURE MY DEVICES?

When expanding the system, each device will need to be programmed to recognise any new repeaters.

DO THE SERVICE PACKAGES PROVIDE REPAIR BEYOND THE TWO YEAR WARRANTY PERIOD?

Yes. As part of the packages, there is an option to purchase Hardware Network Repair after the two year warranty. These options have enhanced service level Agreements. Alternatively, time and material repairs are available.

WILL ADVANCED REPLACEMENT HARDWARE REPAIR BE AVAILABLE DURING THE 2 YEAR PRODUCT WARRANTY PERIOD?

Standard warranty does not include Advanced Replacement for hardware repairs. However, for customers requiring Advanced Replacement, it is available as part of the service packages.



To learn more about service offerings from Motorola Solutions, visit www.motorolasolutions.com/services

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