

MOTOTRBO ION FAQ

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General

Can I use MOTOTRBO Ion for both work and personal use?

If the device is to be used for work-related purposes only, then customers cannot install applications for personal use on this device. If the device is configured for both work and personal use, then customers may install their own personal applications. Note that the work and personal apps will be logically separated, so there is little or no interaction between the two.

Is LCD Lock available to save battery?

Yes, MOTOTRBO Ion supports Android keypad lock.

How does Seamless Voice Handover work?

Seamless Voice Handover maintains your voice communications by automatically switching to broadband when your radio signal fades. Authentication, status, talkgroups, and encryption are all preserved, without interruptions or resets. Seamless Voice Handover is not currently supported at launch, but is planned for release two (software upgradable).

Where can I access the MOTOTRBO Ion specifications?

You can access the specifications in the MOTOTRBO Ion datasheet.

Which accessories are compatible with MOTOTRBO Ion?

Please refer to the MOTOTRBO Ion accessories catalog for more information

Is it true that the third speaker is only used for wind porting?

Yes. In fact it should be noted that if the user holds the phone like a smartphone and talks into the lower “speaker/mic”, the “speaker/mic” will not pick up the audio unless in a windy environment. So it might be prudent to let users know that even when using the ION for a cellular phone call, they should hold it with their mouth near the microphone on the top of the front of the ION.

Can customers speak into the rear microphone and use the front mic for noise cancellation?

MOTOTRBO Ion radio has been configured to use only the front microphone for speech. The rear mic is only intended to sample the ambient noise.

Does Ion support the WAVE PTX app?

Yes. In order to setup the WAVE PTX app on MOTOTRBO Ion, customers will need to:

1. Install the App from Google Store
2. Setup a WAVE account
3. Configure Ion as a “tablet” in the WAVE PTX app

Please refer to [this document](#) for more details.

Are there any limitations for the WAVE PTX with MOTOTRBO Ion?

At launch, push-to-talk (PTT) through WAVE PTX will need to be initiated through the app, and not the physical PTT button. Wave PTT button integration is planned for MOTOTRBO Ion release two, tentatively scheduled for Q2 2021..

Which type of SIM card should customers buy?

Customers should buy a data-only SIM card that includes a phone number, as Ion does not support voice telephony.

Does MOTOTRBO Ion require programming cables?

No it doesn't require one. The primary method of programming is over the air through radio central.

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Apps

Which apps come installed by default?

MSI Applications:

- Smart Touch
- Quick Start Guide

G-Suite Applications:

- Google Search
- Google Chrome
- YouTube
- Google Play Store
- Google Drive
- Gmail
- Google Hangouts
- Google Messages
- Google Duo
- Google Maps
- Google Photos

Other applications can be downloaded from the Play Store.

Can I install my current Android apps on MOTOTRBO Ion?

This device is intended to be GMS compliant, which means by default it will have full Google Play Store access. Customers or partners can use a Mobile Device Management (MDM) tool to set policies on the device that allow or restrict which apps can be installed. If the device will not be managed by an MDM policy, then there will not be any restrictions.

How do upgrades of Google applications take place?

All standard Android applications can be updated when a new version of that application is published to the Play Store. All Motorola Solutions apps will be updated through Radio Central only.

Do I have to pay for Google applications?

Typically, the customer's organization will purchase the G-Suite on behalf of its users, which has all the Google applications. Access to G-Suite apps are not purchased on an individual basis. Android

How will customers update the Android Operating System (OS) on MOTOTRBO Ion?

As MOTOTRBO Ion devices are managed by customers, they will use RadioCentral to schedule software updates. Motorola Solutions will publish software updates (new features, defect fixes, etc.) multiple times per year, and provide complete firmware upgrade packages through RadioCentral.



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Will applications be impacted if customers update the Android OS?

Android OS supports backward compatibility for applications, so they will not be impacted.

Which version of Android OS comes installed on Ion?

Android 10

What is Google Mobile Services (GMS)?

Google Mobile Services is a collection of Google applications and API's that help support functionality across devices. The term GMS commonly refers to the suite of Google-branded apps and services developed and owned by Google.

What advantages does Google Mobile Services offer?

1. The Google brand. Meeting GMS requirements means devices have met an internationally recognized standard for quality, reliability and performance.
2. All GMS devices come with Google Play Protect out-of-the-box, which means users get automatic protection against privacy hacks, viruses and software.
3. Access to a large number of productive applications through the Google Play Store.
4. Uniform functionality and support across various Android devices.
5. Regular software updates to ensure applications operate consistently and flawlessly.

What is Android Enterprise?

Android Enterprise is a management framework for mobile devices that provides a set of consistent APIs and tools for device and application management, enabling developers to integrate their support for Android into their MDM solutions.

How do I manage devices using Android Enterprise?

Device management is typically carried out via a Mobile Device Management (MDM) solution. Typically, the IT or radio administrator of your customers' organization will be responsible for the management of the entire fleet.

Does MOTOTRBO Ion use a standard version of Android (off-the-shelf) or a special limited version?

MOTOTRBO Ion uses a standard off-the-shelf version of Android.

Does MSI intend to support any device-specific or customized API's?

Applications that can be developed using the standard Android SDK will work on this device. Additionally, MSI has some customized APIs outside of the standard Android SDK. Currently, most of these are restricted to internal use for the purposes of interacting with the LMR processor or interacting with our customized hardware. In the future, there is potential for enabling and licensing MSI API's for specialized third-party application development.



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Mobile Device Management (MDM)

What is Mobile Device Management (MDM)?

MDM refers to a product or tool that is used to manage mobile devices such as smartphones, computers, laptops, etc. An organization that needs to manage its fleet of devices typically uses a product from a third party vendor. Typically, IT admins in an organization use MDM to manage, control and secure corporate and personally owned devices. Android MDMs are those that are used to manage Android mobile devices.

What are the major Android MDM solutions available ?

Workspace ONE(from VMware), Intune (from Microsoft), SOTI, MobileIron, etc.

What MDM solutions does MOTOTRBO Ion support?

MOTOTRBO Ion is going to be an Android Enterprise Recommended (AER) device. This means as part of this certification, Ion will be able to support any Android MDM that is part of the AER list. Please refer to Google's list of [AER supported MDM's](#) for more details.

Which features do MDM's support ?

Device Enrollment: registration of enterprise devices (new or existing) using over-the-air enrollment options that include zero-touch, QR code, DPC identifier, Google account and NFC (Note: Except for NFC, all other options for Ion are supported).

Device Configuration: set up common configuration across all devices for features such as WiFi access, VPN client, USB, camera, user profiles, access levels, etc.

Device Monitoring and Data collection: Track device location, view application usage, monitor user activity
Device Security and compliance - set up passcode policies, remote lock and data wipe, block unapproved maps, etc

Device Servicing: this includes application management (install apps across all devices, whitelist apps for corporate use, manage and publish apps to the Google Play Store, etc.), remote file and data transfer, remote troubleshooting, etc.

Are MDM's cloud-based tools?

Both cloud and on-prem versions are available (check with vendor).

How much do I have to pay to use an Android MDM ?

Typical price options include between \$1-\$6 per device per month. For more advanced features, they vary from \$10 to \$20 per device per month.



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Can I use my existing MDM to manage Ion?

If your customers' MDM is certified to manage AER devices, then yes. Please refer to Google's list of [AER supported MDM's](#) for more details.

Can I use an MDM to manage and configure the LMR part of Ion – radio widgets, LMR apps ?

No. Customers can use an MDM to manage and configure the standard Android part of Ion. All other updates are managed by RadioCentral.

Can I use an MDM to update Ion's firmware?

No. Firmware update is usually performed by RadioCentral.



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