

Motorola Solutions Essential Services Package

MOTOTRBO Radios and Infrastructure



On July 16, 2018, Motorola Solutions enhanced the MOTOTRBO radio and infrastructure platform with new, built-in, multi-year service packages. These services include access to software updates, premium software features and extended hardware repair services.

What Is Essential Services?

Essential Services is Motorola Solutions new, simplified service offering for MOTOTRBO devices and infrastructure. There are three parts of the Essential Services offer:

Software Subscription Agreement. Provides MOTOTRBO users with the latest and greatest features, system improvements, and – perhaps most importantly – security vulnerability patches.






Premium Software Features Package. Include many of Motorola Solutions most powerful and helpful features for devices and infrastructure such as Man-Down, Enhanced Noise Cancellation, and Text-to-Speech.

Hardware Repair Agreement. Extends the standard two-year warranty repair service for an additional three years, resulting in five years total hardware repair on both devices and infrastructure.

Premium Software Features

All users benefit from the rich software features that make MOTOTRBO the best two-way radios available. Software makes the difference to keep performance, functionality, safety, and security at peak operating levels.

Premium Features previously sold ala carte are now included in the Essential Services money-saving bundle:

 SAFETY/SECURITY	 AUDIO	 EFFICIENCY/PRODUCTIVITY	 CONNECTIVITY	 SYSTEMS
Enhanced Privacy	SINC+Noise Cancellation	Text to Speech	Bluetooth Audio	Digital Voting*
Transmit Interrupt	Mute Mode	Multi-Button PTT	Bluetooth Data	Dynamic Mixed Mode*
Man Down	Rx Audio Leveling	Enhanced GPS*		IP Repeater Programming*
Transmit Inhibit				
Indoor Location				

*Infrastructure only

Eligible MOTOTRBO Products Include:

- XPR 7000 Series
- XPR 5000 Series
- SL 7500 Series
- XPR 3000 Series
- XPR 2500 Series
- SL 3500 Series



Contact your BearCom Representative for more details or call: **800.527.1670**.

See back for specifics of the Essential Services offering for Existing and New MOTOTRBO customers.



Motorola Solutions Essential Services are available to existing MOTOTRBO users and to customers buying new equipment.

For New MOTOTRBO Customers

Two-Way Radios Essential Software and Software/Repair Services Overview

	SOFTWARE	SOFTWARE/REPAIR
Premium Software Features	5 years	5 years
Software Maintenance & Updates	5 years (warranty +3 years)	5 years (warranty +3 years)
Hardware Repair	2 years (warranty)	5 years (warranty +3 years)
Priority Repair	No	5 years

Note: Some devices may have a warranty period different than 2 years: refer to the warranty policy.

For New MOTOTRBO Customers

Infrastructure Essential Software and Software/Repair Services Overview

	SOFTWARE/REPAIR
Premium Software Features	5 years
Software Maintenance & Updates	5 years (warranty +3 years)
Hardware Repair	5 years (warranty +3 years)
Priority Repair	5 years

Note: Connect Plus Controllers, Gateways, and System Licenses are not eligible

For Existing MOTOTRBO Customers (Install Base)

If you already have a fleet of MOTOTRBO two-way radio equipment, for a limited time, you can take advantage and sign up for the Extended Services software package.

	TWO-WAY RADIOS	INFRASTRUCTURE
Premium Software Features	3 years	3 years
Software Maintenance & Updates	3 years	3 years

Note: Connect Plus Controllers, Gateways, and System Licenses are not eligible



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