

# MOTOTRBO™ Service Toolkit

Upgrades made easy

When you rely on two-way radio communications to keep your teams connected, you need your system to deliver all day, every day. MOTOTRBO Capacity Max provides scalable infrastructure and a range of devices so your system can adapt to meet your business needs.

As your system becomes ever more sophisticated, ensuring optimal performance becomes increasingly complex. The MOTOTRBO Service Toolkit cuts through the complexity, making it easier to monitor and manage system software, helping keep up to date with the latest features, enhancements and software security hardening updates.

Using the MOTOTRBO Service toolkit, authorized Motorola Solutions partners can remotely check the status of system software and carry out any necessary updates, all from a centralized web-based portal.

→ **Keep up to date with the latest releases**

Maximize the value of your investment by adding the new and enhanced features plus security patches included in each MOTOTRBO software release.

→ **Minimize upgrade downtime and cost**

Reduce the time taken and cost incurred to update your Capacity Max System Server (CMSS) to the latest software version.

→ **Proactively manage system components**

Keep track of infrastructure, repeaters and radios on the system, including software versions and software licenses.

→ **Simplify system lifecycle planning**

Optimize performance and control costs by planning upgrades and renewals to match your schedule and budget.

# Remote software upgrade

Unlike hardware which is static, the value of software can keep growing over time. Every new software release delivers increased capability, security and reliability, which increases the value of your investment with each upgrade. The MOTOTRBO Service Toolkit is a cloud-based portal that provides flexible, secure access from any internet enabled PC so authorized technicians can gain remote access from the workshop, customer premises or on the go. The toolkit provides system inventory details in one place, and allows system software across multiple servers to be proactively managed.



## Proactive upgrade planning

The Toolkit will automatically download software upgrades to the system server and allows upgrade eligibility to be validated in advance, including providing anticipated upgrade time and system downtime.



## Remotely manage upgrades

The Toolkit provides clear progress status during upgrades and will automatically rollback to previous software if an upgrade fails, minimizing disruption and down time. Runtime logs are created for audits or troubleshooting if needed.



## Maintain system integrity

The Toolkit records upgrade history, automatically triggers a system status validation check after an upgrade and uploads runtime logs to Motorola Solutions technical support to allow analysis if necessary.

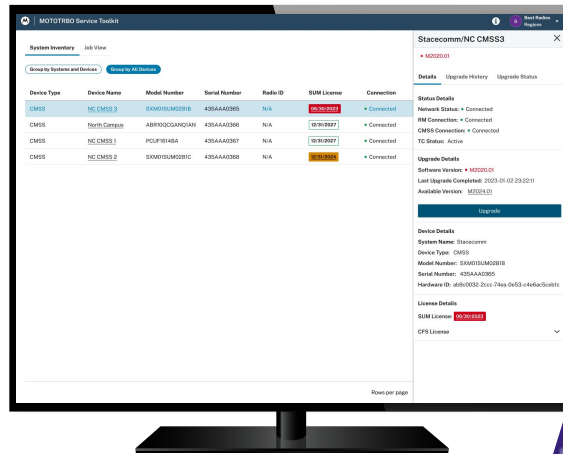


# Inventory management

The MOTOTRBO Service Toolkit gathers all the system software details in one place for an easy inventory of infrastructure, repeaters, devices and licenses, including serial numbers, software version and license expiry dates.

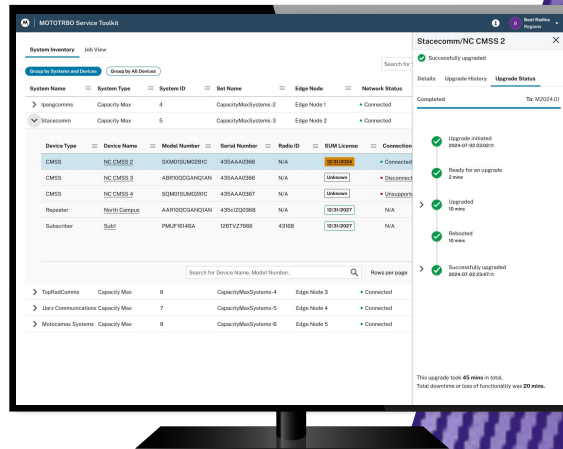
## System status

The Toolkit provides the current status of system servers, last upgrade date and latest version of software available. Simple color coding informs the user when upgrades are available and if licenses have expired or are coming up for renewal.



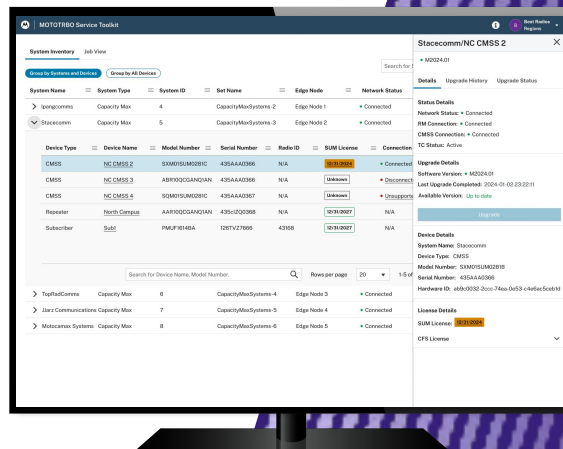
## Upgrade tracking

Multiple systems can be managed, with drill-down to individual servers on each system. During and after an upgrade, the Toolkit provides status with a clear timeline.



## Software management

Different views allow information to be grouped by system of device, allowing the user to manage the information in the way they prefer.



Screenshots show status on 2 July 2024



# Services for MOTOTRBO Systems

Critical communication is becoming increasingly complex as MOTOTRBO systems expand to support greater capacity, higher capabilities, integrated data applications and enhanced features. The MOTOTRBO Service Toolkit is just one of the service offers available to help support your MOTOTRBO system. With a range of offers available, you can rely on Motorola Solutions to help keep your MOTOTRBO system at optimal performance, so you can focus on achieving your goals, not on keeping your system running.

## Device services

Motorola Solutions offer device services with up to 5 years hardware repair, premium software features and software maintenance and updates. We also offer premier add-ons like technical support, accidental damage cover, onsite deployment and commissioning to maintain your devices and to minimize disruption and downtime in the event of a fault.

## System services

MOTOTRBO systems come with five year hardware repair, software maintenance and updates as standard. Optional packages such as MOTOTRBO Care, around-the-clock network event monitoring, remote troubleshooting, dispatch service and optional on-site response help to keep your network, devices, and applications running smoothly.

To learn more about MOTOTRBO service offers, visit:  
[motorolasolutions.com/en\\_us/managed-support-services/infrastructure/services-mototrbo-systems.html](https://motorolasolutions.com/en_us/managed-support-services/infrastructure/services-mototrbo-systems.html)



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MOTOTRBO Service Toolkit is only available in the United States of America. All specifications and details shown are typical unless otherwise stated and are subject to change without notice.

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