



# SUPPORT SERVICES FOR VEHICLE REPEATERS

## EFFICIENTLY INSTALL, PROGRAM & SUPPORT YOUR VEHICLE REPEATER FLEET

Vehicle Repeater (VR) performance is essential for effective mission-critical operation whether it's a DVR-LX™ or VRX1000. First Responders depend on their vehicle repeaters to be available and connected whether they are patrolling deep in a valley or fighting a building fire.

Managing the ever-increasing radio complexities is putting relentless pressure on in-house radio departments. Staying current as technology evolves – including hardware repair, on-site and remote technical support, software and firmware updates – are some of the key services that are needed for your mission-critical communication systems to work.

Maintaining your vehicle repeater is vital to keeping your radio fleet secure. Implementing a well-defined approach to servicing your vehicle repeaters from implementation to on-going operation can help optimize your fleet performance.





# THE SOLUTION

## SERVICE CAPABILITIES

### SUPPORT SERVICES

Our team of specialists offer expertise in troubleshooting and diagnosing operational and performance issues related to Vehicular Repeaters (VR) 7 a.m. to 7 p.m. CST (Monday through Friday, excluding US holidays). We offer support services through telephone consultation with skilled specialists who can diagnose and quickly resolve technical issues.

### INSTALLATION SERVICES

Motorola Solutions provides configuration and installation services for the Vehicular Repeater at the customer's preferred location. Our team follows a highly-vetted process to ensure a smooth installation process at your site as well as validation of infrastructure, subscriber configuration and verification of frequency plan alignment.

### PROGRAMMING SERVICES

Not only will a Motorola Solutions Service Technician come to the customer's preferred location and install programming software – they will ensure connectivity has been established, backup the radio database, and establish code plug templates for each user group and radio type.

### WARRANTY

To maintain your Vehicle Repeater to operate at optimal levels, a standard 18 month warranty is available at time of purchase and the option to obtain a 1-yr extended (2.5 years coverage) and a 4-yr extended (5.5 years coverage) hardware warranties can be added at time of product purchase, giving you additional peace of mind for your VR.

\*Product Warranty or repair services are not included in the pricing of the installation or programming services.



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