MOTOROLA SOLUTIONS

MOTOTRBO™ WI-FI CAPABILITY

FREQUENTLY ASKED QUESTIONS

Q: WHICH RADIOS HAVE WI-FI CAPABILITY?
A: All next-generation MOTOTRBO radios (SL8550e, DGP™8000e/DGP™5000e, DGM™8000e/DGM™5000e, and DEP™500e Series) have Wi-Fi capability. For some models, you need to purchase a license to activate it.

Q: CAN WI-FI BE ADDED TO EARLIER-GENERATION RADIOS?
A: No.

Q: WHAT FUNCTIONALITY DOES WI-FI SUPPORT?
A: Using Wi-Fi, you can:
- Read, write and update the radio codeplug
- Enable new charge-for-software (CFS) features on the radio
- Add or update radio resource files (language packs, voice announcement files, text-to-speech voice packs)
- Update the radio firmware

Q: WHAT SOFTWARE IS REQUIRED TO PROGRAM RADIOS OVER WI-FI?
A: You need the Radio Management (RM) application, version 2.0 or higher. Radios need to be pre-programmed to Release 2.5 or higher. Radios on a Connect Plus system will not support Wi-Fi Programming until Release 2.7.0.

Q: HOW DO I CONFIGURE MY RADIO TO CONNECT TO WI-FI?
A: To enable your radio to connect to Wi-Fi, you first need to program the radio with the Wi-Fi SSID, Security Type and Password. You can do this through the CPS or Radio Management (via USB).
Radios are shipped with a codeplug that includes the following default network details:
- SSID: MOTOTRBO
- Security Type: WPA/WPA2 Personal
- Network Passphrase: Radio Management
- The radio will auto-discover the Radio Management Device Programmer if it is connected to a Wi-Fi network with these parameters.

Q: HOW WILL RADIO MANAGEMENT WORK WITH A MIXED FLEET OF LEGACY AND NEXT-GENERATION RADIOS?
A: Radio Management has a "Job Status" indication for every radio. This will show legacy radios as unable to receive Wi-Fi updates. You can continue to use OTAP for codeplug updates, but not to enable CFS features, update firmware or add resource files on legacy radios.

Q: HOW MANY RADIOS CAN BE PROGRAMMED SIMULTANEOUSLY?
A: There is no limit: you can schedule an update for your entire fleet of radios. Radios are updated in batches of 16.

Q: HOW WILL I KNOW WHEN A WI-FI UPGRADE HAS BEEN COMPLETED?
A: Once the radio has been successfully updated, the radio will re-register with the Radio Management server and the job status will show the scheduled job as completed. The radio will reboot, and display a message "Software Updated".

Q: DOES RADIO MANAGEMENT NEED TO BE IN THE SAME NETWORK AS THE WI-FI ACCESS POINT?
A: Yes. The RM Device Programmer depends on a DNS-SD (Service Discovery) multicast to discover the radio. The multicast address is 224.0.0.251 and it should not be routed by a router. It is also possible to configure a VPN connection, as long as the VPN can support the DNS-SD broadcast

Q: WILL THE RADIOS BE ABLE TO ACCESS A PUBLIC WI-FI NETWORK?

A: Yes, but public Wi-Fi cannot be used for Radio Management, as the radio and server need to be on the same network.

Q: CAN BLUETOOTH AND WI-FI BE USED TOGETHER?

A: Using Bluetooth and Wi-Fi simultaneously is not recommended, as Wi-Fi performance will be degraded.

Q: HOW DO I TRANSFER CODEPLUGS BETWEEN CPS AND RM?

A: You can simply "read" the codeplug from the radio and store it in the RM database. Alternatively, you can import the .ctb file.

Q: ARE THERE ANY OTHER APPLICATIONS FOR WI-FI IN THE RADIO?

A: We are evaluating many other possible applications, and will announce them when they are available.

Q: CAN THE USER DELAY THE IMPLEMENTATION OF AN UPDATE?

A: The user cannot delay an update. However, if the radio is in Emergency Mode, the update will be delayed until the Emergency is over.

Q: CAN THE RADIO SUPPORT DHCP OR MUST IT HAVE A STATIC IP?

A: You can choose between DHCP and Static IP when you configure the radio.

Q: DO I NEED TO PURCHASE LICENSES TO USE WI-FI UPDATES?

A: Depending on the radio model, you may need to purchase a license to activate Wi-Fi. You also need to obtain a RM license for each radio. RM ships with 10 radio licenses pre-installed.

Q: DO RADIOS SUPPORT "WPA/WPA2 ENTERPRISE"?

A: No. Currently only "WPA/WPA2 Personal" is supported.

Q: IS THERE AN OPTION TO USE "WEP" SECURITY?

A: Yes, this option is available under the security type in the codeplug field. However, when WEP is used, the radio will not be able to detect an authentication failure due to an incorrect password.

Q: HOW MANY NETWORK SSID PROFILES CAN BE SUPPORTED?

A: A maximum of 64 network profiles can be configured from RM or CPS. A maximum of 64 network profiles can be configured from the radio front panel.

Q: CAN I CONFIGURE TWO DIFFERENT WI-FI NETWORKS WITH THE SAME SSID BUT WITH DIFFERENT SECURITY TYPES AND DIFFERENT SECURITY KEYS?

A: No. Duplicate SSIDs are not permitted in the same radio.

Q: WHAT CHARACTER ENCODING IS SUPPORTED FOR SSIDS?

A: SSIDs may only be entered in UTF-8 or ASCII.

Q: ARE NEXT-GENERATION MOTOTRBO RADIOS WI-FI CERTIFIED?

A: The Wi-Fi modules within the radios are certified by the Wi-Fi Alliance®.   ®.

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