XT400 SERIES REFRESH
FREQUENTLY ASKED QUESTIONS

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WHAT IS CHANGING IN THE REFRESH?

This refresh adds three enhancements to the XT400 Series:
1. Additional 8 frequencies added:
   - Changes in PMR446 regulations now allow 16 channels in the PMR446 space (446.00625 to 446.19375 MHz).
   - Units will continue to ship with 8 frequencies enabled. Access to the additional frequencies is via CPS & licence key.
   - Resellers/users must ensure local regulations allow use of the additional frequencies before enabling them.
2. Local language Voice Announcements added:
   - Voice announcements were previously only available in English. This enhancement adds announcements in French, Spanish, Italian, Russian, Dutch, Portuguese, German, Polish & Turkish have been added.
3. Call tones increased from 3 to 6:
   - Additional call tones provide additional functionality.

WHAT IS THE REASON FOR THESE CHANGES?

The changes are to designed provide users with greater flexibility and customisation. The increase in number of channels has been enabled by a change to PMR446 regulations that now permits analogue PMR446 radios to operate across the full PMR446 band from 446.00625 to 446.19375 MHz.

WHEN WILL THE CHANGE HAPPEN?

Refreshed models will begin shipping from the Motorola Solutions Distribution Centre (DC) after depletion of existing stock. That is currently expected to happen mid-November.

CAN THE NEW FREQUENCIES BE USED IN ALL COUNTRIES?

No. For example, the new frequencies may not be used in Russia.

SINCE THESE NEW FREQUENCIES ARE NOT ALLOWED IN ALL COUNTRIES, WILL WE BE ABLE TO SELL IN THE SAME TERRITORIES AS BEFORE?

Yes. The additional frequencies are only accessed via a licence key in the CPS. All product shipped from the Motorola Solutions DC will only have the current 8 frequencies accessible by default.
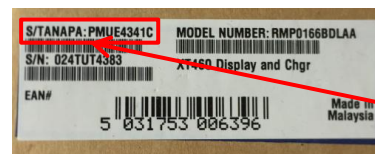
ARE THE PART NUMBERS OR MODEL NAMES CHANGING?

No. Model names and part numbers used to order the XT400 Series are not changing.
- You can differentiate between old and refreshed models by checking the tanapa number given on the radio chassis or the S/Tanapa number on the box: latest models end in "C".

Tanapa label position on radio

MODEL	Old Tanapa	Refreshed Tanapa
XT460	PMUE4345B	PMUE4345C
XT420	PMUE4346B	PMUE4346C

S/Tanapa label position on box

MODEL	Old S/Tanapa	Refreshed S/Tanapa
XT460 with charger	PMUE4341B	PMUE4341C
XT460 no charger	PMUE4342B	PMUE4342C
XT420 with charger	PMUE4343B	PMUE4343C
XT420 no charger	PMUE4344B	PMUE4344C

WILL THE NEW RADIOS WORK IN PARALLEL WITH MY EXISTING FLEET OF XT400 SERIES RADIOS?

Yes. For existing systems there is no need to expand the frequencies, simply integrate new models into your existing fleet.

DO I NEED A DIFFERENT CPS TO ALLOW CHANGING THESE NEW FEATURES?

Yes. A new CPS is required to programme the new versions of XT400 Series. Please download V06.00 Business Radio CPS from MOL.

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WHAT ARE THE CHANGES TO THE CPS?

The CPS has been updated to allow programming of the additional frequencies (country dependant) and other new features including the additional local language channel announcements and the new additional call tones.

CAN I UPDATE MY EXISTING RADIOS TO 16 FREQUENCIES?

No. Previous versions of XT400 Series support 8 Frequencies.

DOES THIS REFRESH EFFECT PRICING?

No. This refresh does not effect pricing.

WILL I BE ABLE TO CLONE FROM MY OLD XT400 SERIES RADIOS TO THE NEW RADIOS IF I NEED AN EXTRA RADIO OR REPLACEMENT?

Yes, you can clone from an old to a new version of XT400 Series.

WILL I BE ABLE TO CLONE FROM NEW XT400 SERIES RADIOS TO OLD MODELS OF XT400 SERIES?

Yes, provided that the new radio has not been programmed to enable 16 frequencies as older radios can only support 8 frequencies. Table A below shows cloning compatibility for both radio-to-radio (cable and SUC/MUC cloning) and CPS cloning (read and write to another radio).

FROM: TO:	New XT400 Series default (8 frequencies)	New XT400 Series opened (16 frequencies)	Old XT400 Series (8 frequencies)
New XT400 Series default (8 frequencies)	Yes	Yes	Yes
New XT400 Series opened (16 frequencies)	Yes (radio opened up to 16 frequencies)	Yes	No (Old XT400 does not support 16 ch)*
Old XT400 Series (8 frequencies)	Yes	Yes	Yes

TABLE A. XT400 Series Cloning.

* As the previous version of XT400 Series is not expandable to 16 frequencies, this is the only scenario where cloning is not allowed and no data will be cloned.

HOW DO I GET ACCESS TO PROGRAMME THE ADDITIONAL FREQUENCIES?

Within the CPS, you will need to Register and add a Licence Key. This will allow access to the additional channels.
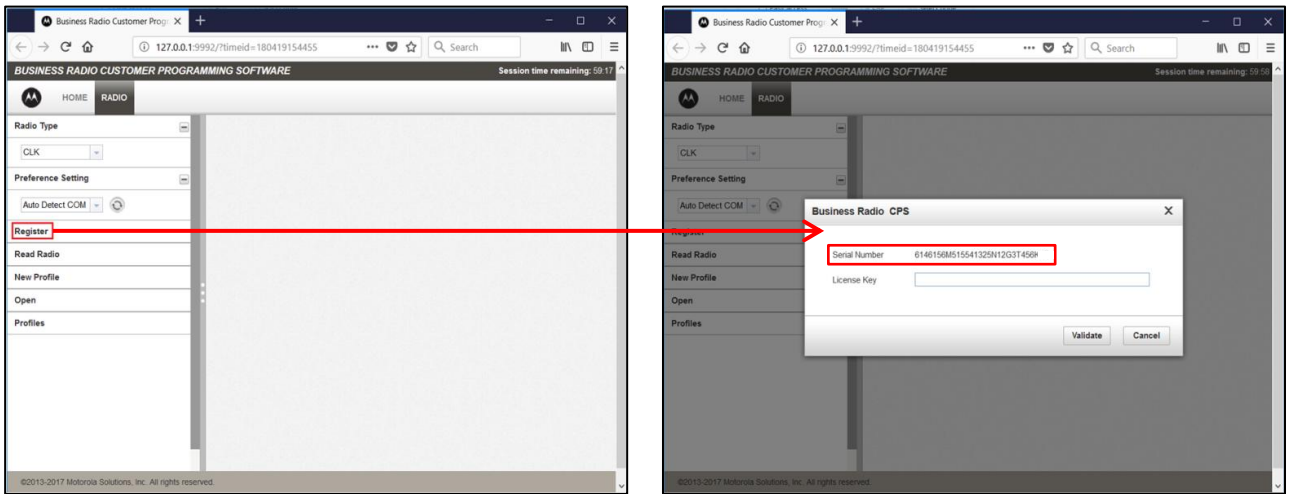
HOW DO I GET A LICENCE KEY?

Contact your Motorola Solutions Account Manager to request the Licence Key Generator Tool. This is a software application that provides the required Licence Key. The tool will not be issued in areas where the additional channels are not permitted,.
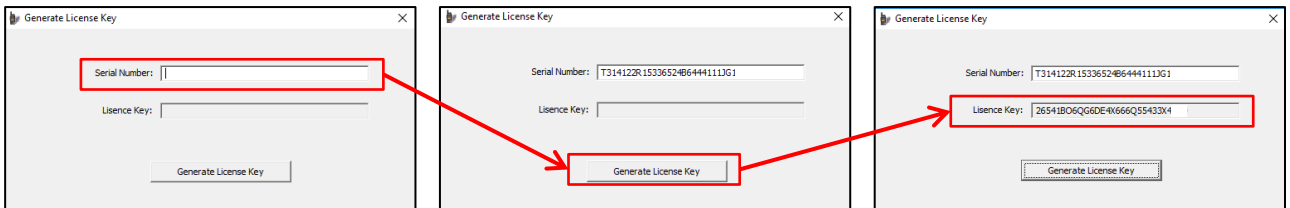
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I HAVE THE LICENCE KEY - WHAT NEXT?

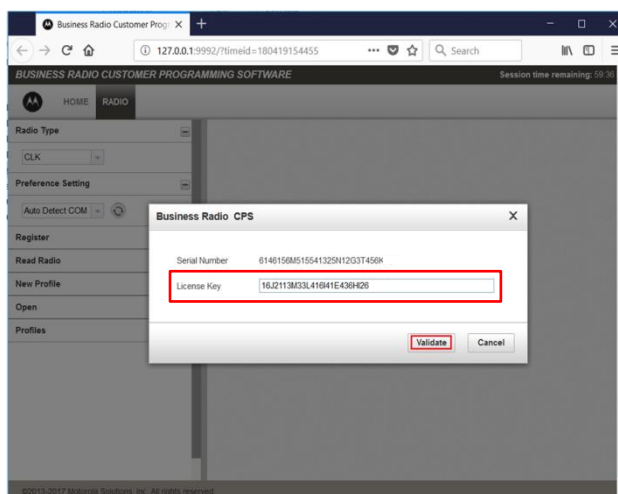Follow steps below and on the next page to obtain and use a Licence Key.
STEP 1: Click the "Register" link in the CPS. A pop-up dialog box will appear giving the radio serial number and asking for the Licence Key.

STEP 2: Copy the serial number from the dialog box into the Licence Key Generator Tool and click the "Generate License Key" button. The tool will then generate the required Licence Key.

STEP 3: Copy the Licence Key into the "Register" dialog box in the CPS and click the "Validate" button.

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I HAVE THE LICENCE KEY WHAT NEXT (continued)?

STEP 4: The "Register" menu item disappears from the left pane. Click on the "RADIO" tab. On the RF Frequency list, click "Add" to add the frequencies 9 to 16.

STEP 5: On the Channel list, select a row in the Frequency column and there will be 16 frequencies available to set.

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To learn more about XT400 Series, visit
www.motorolasolutions.com/XT400

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