

MC40 REGULATORY GUIDE



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Warranty

For the complete Motorola Solutions hardware product warranty statement, go to: <http://www.motorolasolutions.com/warranty>.

Service Information

If you have a problem using the equipment, contact your facility's Technical or Systems Support. If there is a problem with the equipment, they will contact the Motorola Solutions Global Customer Support at: <http://www.motorolasolutions.com/contactsupport>.

For the latest version of this guide go to: <http://supportcentral.motorola.com>.



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Regulatory Information

This device is approved under Motorola Solutions, Inc. This guide applies to Model Number MC40N0.

All Motorola devices are designed to be compliant with rules and regulations in locations they are sold and will be labeled as required.

Local language translations are available at the following website: <http://supportcentral.motorola.com>
Any changes or modifications to Motorola equipment, not expressly approved by Motorola, could void the user's authority to operate the equipment.

CAUTION Only use Motorola approved and UL Listed accessories, battery packs and battery chargers.

Do NOT attempt to charge damp/wet mobile computers or batteries. All components must be dry before connecting to an external power source.

Declared maximum operating temperature: 40°C.

Radio Modules

The device contain approved radio module(s). These module(s) are identified below.

Motorola XWing 2 802.11a/b/g/n radio module,
Type: 21-148603-0B

Bluetooth® Wireless Technology

This is an approved Bluetooth product. For more information or to view the End Product Listing, please visit <http://www.bluetooth.org/tpg/listings.cfm>.

Wireless Device Country Approvals

Regulatory markings, subject to certification, are applied to the device signifying the radio(s) is/are approved for use in the following countries: United States, Canada, Japan, China, S. Korea, Australia, and Europe.

Please refer to the Declaration of Conformity (DoC) for details of other country markings. This is available at <http://www.motorola.com/doc>.

Note: Europe includes, Austria, Belgium, Bulgaria, Czech Republic, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

Country Roaming

This device incorporates the International Roaming feature (IEEE802.11d) which will ensure the product operates on the correct channels for the particular country of use.

Ad-Hoc Operation (5 GHz band)

Ad-Hoc operation is limited to Channels 36-48 (5150-5250 MHz). Use of this band is restricted to Indoor Use Only; any other use will make the operation of this device illegal.

Frequency of Operation - FCC and IC 5 GHz Only

The use in the UNII (Unlicensed National Information Infrastructure) band 1 (5150 - 5250 MHz) is restricted to Indoor Use Only; any other use will make the operation of this device illegal.

Industry Canada Statement:

Caution: The device for the band 5150 - 5250 MHz is only for indoor usage to reduce potential for harmful interference to co-Channel mobile satellite systems. High power radars are allocated as primary users (meaning they have priority) of 5250 - 5350 MHz and 5650-5850 MHz and these radars could cause interference and/or damage to LE-LAN devices.

Avertissement: Le dispositif fonctionnant dans la bande 5150 - 5250 MHz est réservé uniquement pour une utilisation à l'intérieur afin de réduire les risques

de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

Les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bands 5250 - 5350 MHz et 5650 - 5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

2.4 GHz Only

The available channels for 802.11 b/g operation in the US are Channels 1 to 11. The range of channels is limited by firmware.

Health and Safety Recommendations Ergonomic Recommendations

CAUTION In order to avoid or minimize the potential risk of ergonomic injury follow the recommendations below. Consult with your local Health & Safety Manager to ensure that you are adhering to your company's safety programs to prevent employee injury.

- Reduce or eliminate repetitive motion
- Maintain a neutral posture
- Reduce or eliminate excessive force
- Keep objects that are used frequently within easy reach
- Perform tasks at correct heights
- Reduce or eliminate vibration
- Reduce or eliminate direct pressure
- Provide adjustable workstations
- Provide adequate clearance
- Provide a suitable working environment
- Improve work procedures.

Warnings for Use of Wireless Devices

Please observe all warning notices with regard to the usage of wireless devices.

Safety in Aircraft

Switch off your wireless device whenever you are instructed to do so by airport or airline staff. If your device offers a 'flight mode' or similar feature, consult airline staff as to its use in flight.

Safety in Hospitals

Wireless devices transmit radio frequency energy and may affect medical electrical equipment.

Wireless devices should be switched off wherever you are requested to do so in hospitals, clinics or healthcare facilities. These requests are designed to prevent possible interference with sensitive medical equipment.

Pacemakers

Pacemaker manufacturers recommended that a minimum of 15 cm (6 inches) be maintained between a handheld wireless device and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with independent research and recommendations by Wireless Technology Research.

Persons with pacemakers:

- Should ALWAYS keep the device more than 15 cm (6 inches) from their pacemaker when turned ON.
- Should not carry the device in a breast pocket.
- Should use the ear furthest from the pacemaker to minimize the potential for interference.
- If you have any reason to suspect that interference is taking place, turn OFF your device.

Other Medical Devices

Please consult your physician or the manufacturer of the medical device, to determine if the operation of your wireless product may interfere with the medical device.

RF Exposure Guidelines

Safety Information

Reducing RF Exposure - Use Properly

Only operate the device in accordance with the instructions supplied.

International

The device complies with internationally recognized standards covering human exposure to electromagnetic fields from radio devices. For information on "International" human exposure to electromagnetic fields refer to the Motorola Declaration of Conformity (DoC) at <http://www.motorola.com/doc>.

For further information on the safety of RF energy from wireless devices - see <http://responsibility.motorolasolutions.com/index.php/ourapproach/wirelesscommhealth/>

Europe

Handheld Devices

This device was tested for typical body-worn operation. Use only Motorola tested and approved belt-clips, holsters, and similar accessories to ensure EU Compliance.

To satisfy EU RF exposure requirements, a mobile transmitting device must operate with a minimum separation distance of XX cm or more from a person's body.

US and Canada

Co-located Statement

To comply with FCC RF exposure compliance requirement, the antenna used for this transmitter must not be co-located or operating in conjunction with any other transmitter/antenna except those already approved in this filing.

Handheld Devices

This device was tested for typical body-worn operation. Use only Motorola tested and approved belt-clips, holsters, and similar accessories to ensure FCC Compliance. The use of third-party belt-clips, holsters, and similar accessories may not comply with FCC RF exposure compliance requirements, and should be avoided.

To satisfy US and Canadian RF exposure requirements, a transmitting device must operate with a minimum separation distance of XX cm or more from a person's body.

Pour satisfaire aux exigences Américaines et Canadiennes d'exposition aux radiofréquences, un dispositif de transmission doit fonctionner avec une distance de séparation minimale de XX cm ou plus de corps d'une personne.

Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body.

NOTE IMPORTANTE: (Pour l'utilisation de dispositifs mobiles)

Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Laser/LED Devices

Class 2 laser scanners use a low power, visible light diode. As with any very bright light source, such as the sun, the user should avoid staring directly into the light beam. Momentary exposure to a Class 2 laser is not known to be harmful.

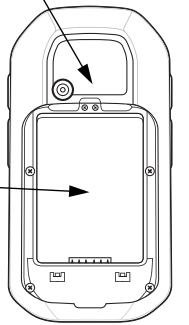
The following statement is required to comply with US and international regulations.

Caution: Use of controls, adjustments or performance of procedures other than those specified herein may result in hazardous laser light exposure.

Scanner/LED Labeling

① LASER/LED LIGHT-DO NOT STARE INTO BEAM OR VIEW DIRECTLY WITH OPTICAL INSTRUMENTS. CLASS 2 LASER/LED PRODUCT 630-680nm, 1mW
激光/LED辐射 勿直视或透过光学仪器直接观察激光/LED产品

② COMPLIES WITH 21CFR1040.10 AND 1040.11 EXCEPT FOR DEVIATIONS PURSUANT TO LASER NOTICE NO. 50, DATED JUNE 24, 2007 AND IEC 60825-1 (Ed. 1.2, 2.0), EN60825-1: 2001, 2007 & IEC 62471 (Ed 1.0), EN62471:2008.



Labels read:

1. LASER/LED LIGHT - DO NOT STARE INTO BEAM OR VIEW DIRECTLY WITH OPTICAL INSTRUMENTS.
2. COMPLIES WITH 21CFR1040.10 AND 1040.11 EXCEPT FOR DEVIATIONS PURSUANT TO LASER NOTICE NO. 50, DATED JUNE 24, 2007 AND IEC 60825-1 (Ed. 1.2, 2.0), EN60825-1: 2001, 2007 & IEC 62471 (Ed 1.0), EN62471:2008.

Power Supply

Use ONLY a Motorola approved UL LISTED ITE (IEC/EN 60950-1, LPS) power supply with electrical ratings: Output 5 VDC, min 1.2 A, with a maximum ambient temperature of at least 50 °C. Use of alternative power supply will invalidate any approvals given to this unit and may be dangerous.

Batteries

Taiwan - Recycling



「廢電池請回收」 EPA (Environmental Protection Administration) requires dry battery producing or importing firms in accordance with Article 15 of the Waste Disposal Act are required to indicate the recycling marks on the batteries used in sales, giveaway or promotion. Contact a qualified Taiwanese recycler for proper battery disposal.

Battery Information

Use only Motorola approved batteries. Accessories which have battery charging capability are approved for use with the following battery models:

- Motorola 82-160955-01 (3.7 VDC, 2680 mAh)
- Motorola rechargeable battery packs are designed and constructed to the highest standards within the industry.

However, there are limitations to how long a battery can operate or be stored before needing replacement. Many factors affect the actual life cycle of a battery pack, such as heat, cold, harsh environmental conditions and severe drops.

When batteries are stored over six (6) months, some irreversible deterioration in overall battery quality may occur. Store batteries at half of full charge in a dry, cool place, removed from the equipment to prevent loss of capacity, rusting of metallic parts and electrolyte leakage. When storing batteries for one year or longer, the charge level should be verified at least once a year and charged to half of full charge.

Replace the battery when a significant loss of run time is detected.

Standard warranty period for all Motorola batteries is one year, regardless if the battery was purchased separately or included as part of the mobile computer. For more information on Motorola batteries, please

visit: http://mysymbolcare.symbol.com/battery/

batbasics1.html

Battery Safety Guidelines

- The area in which the units are charged should be clear of debris and combustible materials or chemicals. Particular care should be taken where the device is charged in a non commercial environment.
- Follow battery usage, storage, and charging guidelines found in the user's guide.
- Improper battery use may result in a fire, explosion, or other hazard.
- To charge the mobile device battery, the battery and charger temperatures must be between +32 °F and +113 °F (0 °C and +45 °C)
- Do not use incompatible batteries and chargers. Use of an incompatible battery or charger may present a risk of fire, explosion, leakage, or other hazard. If you have any questions about the compatibility of a battery or a charger, contact Motorola Solutions Global Customer Support.
- For devices that utilize a USB port as a charging source, the device shall only be connected to products that bear the USB-IF logo or have completed the USB-IF compliance program.
- Do not disassemble or open, crush, bend or deform, puncture, or shred.
- Severe impact from dropping any battery-operated device on a hard surface could cause the battery to overheat.
- Do not short circuit a battery or allow metallic or conductive objects to contact the battery terminals.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.
- Do not leave or store the equipment in or near areas that might get very hot, such as in a parked vehicle or near a radiator or other heat source. Do not place battery into a microwave oven or dryer.
- Battery usage by children should be supervised.
- Please follow local regulations to promptly dispose of used re-chargeable batteries.
- Do not dispose of batteries in fire.
- Seek medical advice immediately if a battery has been swallowed.
- In the event of a battery leak, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with large amounts of water and seek medical advice.
- If you suspect damage to your equipment or battery, contact Motorola Solutions Global Customer Support to arrange for inspection.

Radio Frequency Interference Requirements-FCC



Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected

- Consult the dealer or an experienced radio/TV technician for help.

Radio Transmitters (Part 15)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Radio Frequency Interference Requirements - Canada

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Radio Transmitters

For RLAN Devices:

The use of 5 GHz RLAN's, for use in Canada, have the following restrictions:

- Restricted Band 5.60 - 5.65 GHz

This device complies with RSS 210 of Industry Canada. Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Label Marking: The Term “IC:” before the radio certification only signifies that Industry Canada technical specifications were met.

CE Marking and European Economic Area (EEA)

The use of 2.4 GHz RLAN's, for use through the EEA, have the following restrictions:

- Maximum radiated transmit power of 100 mW EIRP in the frequency range 2.400 - 2.4835 GHz
 - France, outside usage is restricted to 2.4 - 2.454 GHz.
 - Italy requires a user license for outside usage.
- Bluetooth Wireless Technology for use through the EEA has the following restrictions:
- Maximum radiated transmit power of 100 mW EIRP in the frequency range 2.400 - 2.4835 GHz
 - France, outside usage is restricted to 10 mW EIRP
 - Italy requires a user license for outside usage.

Statement of Compliance

Motorola hereby, declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A Declaration of Conformity may be obtained from http://www.motorola.com/doc.

Japan (VCCI) - Voluntary Control Council for Interference

Class B ITE

この装置は、情報処理装置等電波障害自主規制協議会（V C C I ）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。

Korea Warning Statement for Class B ITE

기종별	사 용 자 안 내 문
B 급 기기 (가정용 방송 통신기자재)	이 기기는 가정용 (B 급) 전자파적합기 기로서 주로 가정에서 사용하는 것을 목적으로 하며 , 모든 지역에서 사용할 수 있습니다 .

Other Countries

Australia

Use of 5 GHz RLAN's in Australia is restricted in the following band 5.50 - 5.65GHz.

Brazil

Regulatory declarations for MC40N0 - BRAZIL

Declarações Regulamentares para

Nota: “A marca de certificação se aplica ao Transceptor, modelo MC40N0. Este equipamento opera em caráter secundário, isto é, não tem direito a proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.”

Para maiores informações sobre ANATEL consulte o site: www.anatel.gov.br

Chile

“Este equipo cumple con la Resolución No 403 de 2008, de la Subsecretaria de telecomunicaciones, relativa a radiaciones electromagnéticas.”

China



Mexico

Restrict Frequency Range to: 2.450 - 2.4835 GHz.

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

South Korean

For a radio equipment using 2400 - 2483.5MHz or 5725 - 5825MHz, the following two expression should be displayed:

해당 무선설비는 운용 중 전파혼신 가능성이 있음
당해 무선설비 는전파혼 신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없습니다 .

Taiwan

臺灣

低功率電波輻射性電機管理辦法

第十二條

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信規定作業之無線電通信。

低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

在 5.25–5.35 兆赫頻帶內操作之無線資訊傳輸設備，限於室內使用。

Ukraine

This equipment corresponds to requirements of the Technical Regulation No. 1057, 2008 on restrictions as to the use of some dangerous substances in electric and electronic devices.

Thailand

เครื่องโทรคมนาคมและอุปกรณ์นี้

มีความสอดคล้องตามข้อกำหนดของ กทช .



Waste Electrical and Electronic Equipment (WEEE)

English: For EU Customers: All products at the end of their life must be returned to Motorola Solutions for recycling. For information on how to return product, please go to: http://www.motorolasolutions.com/recycling/weee
Français : Clients de l'Union Européenne : Tous les produits en fin de cycle de vie doivent être retournés à Motorola Solutions pour recyclage. Pour de plus amples informations sur le retour de produits, consultez : http://www.motorolasolutions.com/recycling/weee.
Español: Para clientes en la Unión Europea: todos los productos deberán entregarse a Motorola Solutions al final de su ciclo de vida para que sean reciclados. Si desea más información sobre cómo devolver un producto, visite: http://www.motorolasolutions.com/recycling/weee.
Bulgarian: За клиенти от ЕС: След края на полезния им живот всички продукти трябва да се връщат на Motorola Solutions за рециклиране. За информация относно връщането на продукти, моля отидете на адрес: http://www.motorolasolutions.com/recycling/weee.
Deutsch: Für Kunden innerhalb der EU: Alle Produkte müssen am Ende ihrer Lebensdauer zum Recycling an Motorola Solutions zurückgesandt werden. Informationen zur Rücksendung von Produkten finden Sie unter http://www.motorolasolutions.com/recycling/weee.
Italiano: per i clienti dell'UE: tutti i prodotti che sono giunti al termine del rispettivo ciclo di vita devono essere restituiti a Motorola Solutions al fine di consentirne il riciclaggio. Per informazioni sulle modalità di restituzione, visitare il seguente sito Web: http://www.motorolasolutions.com/recycling/weee.
Português: Para clientes da UE: todos os produtos no fim de vida devem ser devolvidos à Motorola Solutions para reciclagem. Para obter informações sobre como devolver o produto, visite: http://www.motorolasolutions.com/recycling/weee.

Nederlands: Voor klanten in de EU: alle producten dienen aan het einde van hun levensduur naar Motorola Solutions te worden teruggezonden voor recycling. Raadpleeg http://www.motorolasolutions.com/recycling/weee voor meer informatie over het terugzenden van producten.
Polski: Klienci z obszaru Unii Europejskiej: Produkty wycofane z eksploatacji nalez y zwróciæ do firmy Motorola Solutions w celu ich utylizacji. Informacje na temat zwrotu produktów znajduj* siê na stronie internetowej http://www.motorolasolutions.com/recycling/weee.
Čeština: Pro zákazníky z EU: Všechny produkty je nutné po skonèení jejich životnosti vrátit společnosti Motorola Solutions k recyklaci. Informace o zpùsobu vrácení produktu najdete na webové stránce: http://www.motorolasolutions.com/recycling/weee.
Eesti: EL klientidele: kõik tooted tuleb nende eluea lõppedes tagastada taaskasutamise eesmärgil Motorola Solutions'ile. Lisainformatsiooni saamiseks toote tagastamise kohta külastage palun aadressi: http://www.motorolasolutions.com/recycling/weee.
Magyar: Az EU-ban vásárlóknak: Minden tónkrement terméket a Motorola Solutions vállalathoz kell eljuttatni újrahaszonítás céljából. A termék visszajuttatásának módjával kapcsolatos tudnivalóként látogasson el a http://www.motorolasolutions.com/recycling/weee weboldalra.
Slovenski: Za kupce v EU: vsi izdelki se morajo po poteku življenjske dobe vrniti podjetju Motorola Solutions za reciklažo. Za informacije o vraèilu izdelka obišeite: http://www.motorolasolutions.com/recycling/weee.
Svenska: För kunder inom EU: Alla produkter som uppnått sin livslängd måste returneras till Motorola Solutions för återvinning. Information om hur du returnerar produkten finns på http://www.motorolasolutions.com/recycling/weee.

Suomi: Asiakkaat Euroopan unionin alueella: Kaikki tuotteet on palautettava kierrätettäväksi Motorola Solutions-yhtiöön, kun tuotetta ei enää käytetä. Lisätietoja tuotteen palauttamisesta on osoitteessa http://www.motorolasolutions.com/recycling/weee.

Dansk: Til kunder i EU: Alle produkter skal returneres til Motorola Solutions til recirkulering, når de er udtjent. Læs oplysningerne om returnering af produkter på: http://www.motorolasolutions.com/recycling/weee.
Ελληνικά: Για πελάτες στην Ε.Ε.: Όλα τα προϊόντα, στο τέλος της διάρκειας ζωής τους, πρέπει να επιστρέφονται στην Motorola Solutions για ανακύκλωση. Για περισσότερες πληροφορίες σχετικά με την επιστροφή ενός προϊόντος, επισκεφθείτε τη διεύθυνση http://www.motorolasolutions.com/recycling/weee στο Διαδίκτυο.

Malti: Għal klijenti fl-EU: il-prodotti kollha li jkunu waslu fl-aħħar tal-hajja ta' l-użu tagħhom, iridu jiġu rritornati għand Motorola Solutions għar-riċiklaġġ. Għal aktar tagħrif dwar kif għandek tirritorna l-prodott, jekk jogħġbok żur: http://www.motorolasolutions.com/recycling/weee.

Slovenčina: Pre zákazníkov z krajín EU: Všetky výrobky musia byť po uplynutí doby ich životnosti vrátené spoločnosti Motorola Solutions na recykláciu. Blížšie informácie o vrátení výrobkov nájdete na: http://www.motorolasolutions.com/recycling/weee.
Lietuvių: ES vartotojams: visi gaminiai, pasibaigus jų eksploatacijos laikui, turi būti gražinti utilizuoti į kompaniją „Motorola Solutions“. Daugiau informacijos, kaip gražinti gaminį, rasite: http://www.motorolasolutions.com/recycling/weee.

Latviešu: ES klientiem: visi produkti pēc to kalpošanas mūža beigām ir jānogādā atpakaļ Motorola Solutions otrreizējai pārstrādei. Lai iegūtu informāciju par produktu nogādāšanu Motorola, lūdzu, skatiet: http://www.motorolasolutions.com/recycling/weee.

TURKISH WEEE Statement of Compliance

EEE Yönetmeliğine Uygundur

Software Support

Motorola Solutions wants to ensure that customers have the latest release of entitled software at the time of product purchase.

To confirm that your Motorola Solutions device shipped with the latest release of entitled software, visit: www.motorolasolutions.com/support. Check for the latest software from *Software Downloads > Product Line/Product > Go*.

If your device does not have the latest entitled software release as of your product purchase date, please e-mail a request to Motorola Solutions at: entitlementservices@motorolasolutions.com.

You must include the following essential device information with your request:

- Model number
- Serial number
- Proof of purchase
- Title of the software download you are requesting.

If it is determined by Motorola that your device is entitled to the latest software release, you will receive an e-mail containing a link directing you to a Motorola Solutions Web site to download the appropriate software.