



# TETRA INTEGRATED TERMINAL MANAGEMENT SYSTEM

## FAST AND EFFICIENT TETRA RADIO MANAGEMENT

**Manually programming a fleet of radios is not just time consuming, it also reduces your productivity. By centralising and automating radio programming, software maintenance and upgrades, our Integrated Terminal Management (iTM) system answers the call for a simplified and efficient approach to managing radios in the field.**

### CHOOSE MOTOROLA SOLUTIONS iTM

- Deliver fast, flexible and controlled changes and upgrades to part or all of your radio fleet.
- Seamlessly introduce enhancements and keep your radios in service more of the time - all with a rapid return on your investment.
- Simplify your installation with a solution that combines charging and programming of radios.
- Deploy a robust and scalable solution - so you can start small and grow to as much as 150,000 radios.
- View the status of the radio fleet and your radio managers' activities, at a glance.
- Remotely manage multimedia content stored on your radios to streamline information sharing.

Motorola Solutions iTM solution uses a job issuing system to deliver efficient terminal management over a network. Jobs include a wide range of routine tasks such as fleetmap changes, software upgrades and activation of purchased features.

Based on a centralised system architecture, iTM uses a server to control programming jobs. This centralised architecture delivers a number of benefits. It greatly simplifies the cancelling and editing of jobs. It also makes it easy to have jobs transferred to remote stations when needed. A further benefit is that multiple radio fleet managers (client users) can set up versatile programming jobs concurrently, from any convenient location.

### SIMPLIFIED ASSET MANAGEMENT

To simplify radio terminal audits, we've created a central repository for storing radio programming status. This can be easily integrated with your existing asset management systems through the XML export facility or even through the optional SQL database view. Existing asset management systems can also link with iTM to define programming jobs directly via the XML data import facility.

### INTEGRATION WITH ESTABLISHED WORK PRACTICES

iTM is perfectly suited for front line operation with handheld radios. Your staff members can simply place their radios into designated programming stations at the end of a work shift – so when updates are required, these can occur automatically without impacting workforce productivity.



## STANDARD FEATURES

- Flexible configuration changes, software updates or feature activations to one or multiple radios.
- Customised single and multi-way programming stations available to suit a range of deployment choices.
- Clear on-screen indication of programming status simplifies programming in the operational environment.
- Allows multiple pre-defined radio profiles to be applied to one or more radios for flexible and rapid terminal re-configuration.
- Time scheduled and repeatable programming jobs to set up radios for special events or perform programming at set times. Radios will also respond to programming jobs that occur whilst they are in a programming station.
- Audit by user name, the creator of programming jobs to diagnose errors or aid administrator training.
- Remote software deployment to programming stations via Microsoft SMS compliant tools for centralized management of iTM software.
- To ensure minimum system downtime during an upgrade, iTM Server and client software are backwards compatible with iTM proxies (located at programming stations) using the previous system release.
- Online server backup functionality allows normal iTM operation during server backup. The parameters of the backup can be scheduled in iTM server manager interface that includes all other server administration tasks.
- System expansion and new terminal features can be implemented centrally via a license key.
- Enhanced radio configuration editing facilities - includes the ability to prepare multiple radio configuration templates in advance of a programming operation. These templates can also be easily upgraded to support newer firmware versions.
- Simplified support of new radio firmware versions through Release Packets.

### TERMINALS AND SOFTWARE SUPPORTED

All Motorola Solutions TETRA radios are supported.

**Note:** Contact your Motorola Solutions representative to confirm terminal support of specific software versions.

### FLEXIBLE SYSTEM CONFIGURATIONS

<b>CPSPLUS</b>	Simple to install on a Windows PC, this backoffice programming tool is suited to small fleets of less than 200 radios.
<b>iTM ONE</b>	Incorporates the powerful radio configuration editing capabilities of CPSPLUS and is installed on a single Windows PC. It is suited to bulk programming for up to 2,000 radios at a single site.
<b>iTM ENTERPRISE</b>	In addition to the functions of iTM One, this configuration introduces a centralized database and enables radio management operations over an IP network. It is suited to bulk programming for up to 150,000 radios across dispersed sites.

### SPECIFICATIONS - iTM ONE, SINGLE PC VERSION

<b>SERVER, CLIENT AND PROXY INSTALLED ON ONE PC WITH UP TO 16 RADIO CONNECTIONS HARDWARE</b>	Intel Core i3 3.0 3.0 GHz or above, 4 GB RAM, 100 GB free disk space. Operating System: Windows 7 (32/64 bit), Windows 8.1 (32/64 bit), Windows 10 (32/64 bit)
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## OPTIONAL FEATURES

- **Network Coverage Logging:** to assess network coverage, iTM can be used to extract diagnostic data from Motorola Solutions TETRA radios. This data can be automatically transferred to Motorola Solutions TRACES application in order to assess network quality.
- **Shared server with versatile user roles:** a permission based system for radio terminal management. The flexibility of the permissions based system means that discrete user groups can co-exist independently on the same system managed by their own client users. Further, highly configurable programming rights can be set up for each radio manager (client user).
- **Enforced profiles:** applies user permissions to enforce access control on different parts of the codeplug.
- **Notifications:** allows radio managers to create notifications, such as email messages, to inform radio users that a programming job is due or to provide other relevant information. The notification addresses of the users are stored in a "transmitter" program residing on the iTM server or on a separate PC which communicates with the notification system.
- **Import function:** enables interfacing with external applications such as asset management systems to avoid the double entry of information. It includes a full XML import facility for adding new radios, scheduling jobs and creating templates. A simple ASCII import facility is also available for adding new radios.
- **Export function:** enables on-demand export of programming operation and radio activity information to existing asset management systems. Options include XML or database view, the latter being especially suited to SQL based systems.
- **Configurable attributes:** the feature enables you to define a single attribute that can be assigned to all terminals in the iTM system (e.g. repair state, warranty expiry date, etc.)

### SPECIFICATIONS – iTM ENTERPRISE (SERVER) VERSION

<b>SYSTEM CAPACITY</b>	16 Connections per programming PC (typical) 100 Clients (management program) per system (max.) 1000 Proxy (programming software) per system (max.) 1000 programming jobs per hour (typical), 3-8 minutes per radio (typical) (dependent on job type and number of radios per proxy PC)
<b>PROXY</b>	<b>Hardware:</b> Intel Core i3 3.0 3.0 GHz or above, 4 GB RAM, 25 GB of free hard disk space, at least one USB 2.0 port. <b>Operating System:</b> Windows 7 (32/64 bit), Windows 8.1 (32/64 bit), Windows 10 (32/64 bit)
<b>CLIENT</b>	<b>Hardware:</b> Intel Core i3 3.0 3.0 GHz or above, 4 GB RAM, 25 GB of free hard disk space. <b>Operating System:</b> Windows 7 (32/64 bit), Windows 8.1 (32/64 bit), Windows 10 (32/64 bit)
<b>SERVER</b>	<b>Hardware (minimum requirement for supporting up to 20,000 radios):</b> Intel Xeon 2.66 GHz, 4 GB RAM and 150 GB of free hard disk space. <b>Hardware (minimum requirement for supporting up to 150,000 radios):</b> Intel Xeon 3 GHz, 8 GB RAM and 250 GB of free hard disk space. <b>Operating System:</b> Windows Server 2008 (32/64 bit), Windows Server 2012 R2 (32/64 bit), Windows 7 (32/64 bit), Windows 8.1 (32/64 bit), Windows 10 (32/64 bit)

For further information about iTM, please visit [www.motorolasolutions.com/iTM](http://www.motorolasolutions.com/iTM)

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