



CLR SERIES FREQUENTLY ASKED QUESTIONS (FAQ)



NEW CLR SERIES OVERVIEW

<p>What are the key features of the new CLR Series?</p>	<ul style="list-style-type: none"> • A new compact and lightweight design with enhanced 8-colour LED. • More traditional radio form-factor with external antenna and high-quality loudspeaker operation. • Additional 8 frequencies/channels can be accessed via the CPS (Customer Programming Software). Units will ship with 8 frequencies/channels enabled with access to the additional frequencies enabled via a license key. Resellers/users must ensure local regulations allow the use of the additional frequencies before enabling them. • Long battery life. With BT90 Lithium-Ion battery offering up to 18 Hours (PMR446) or 16 Hours (1W) operation. (Based on a 5/5/90 duty cycle). • Custom and pre-defined voice announcements. • IP52 dust and water protection. • The new 1W variant offers additional flexibility and range, using 450-470 MHz UHF range and repeater capability. • Additional features include Scan, Monitor, Call Tones and Escalate Call.
<p>Why are these features so important?</p>	<p>Customers have been requesting a small compact radio form-factor with an in-built speaker. The external antenna offers additional range advantages and the optional audio accessories offer greater flexibility in working operation. Coupled with the extended PMR446 frequencies, permitting PMR446 radios to operate across the full PMR446 band (from 446.00625 to 446.19375 MHz), the colour LED and a long battery life, the CLR Series offers a high degree of style, flexibility and functionality to improve communication in the customer's workplace.</p>

Can the additional PMR446 frequencies be used in all countries?	No. For example, the additional frequencies may not be used in Russia.										
Since these PMR446 frequencies are not allowed in all countries, will we be able to sell in the same territories as per current products?	Yes, the additional frequencies are only accessed via a license key in the CPS. All products shipped from the Motorola Solutions DC will only have the standard 8 frequencies accessible by default.										
What are the new part numbers / model names for the new CLR Series?	<table border="1"> <thead> <tr> <th data-bbox="602 573 1040 604"><u>Model</u></th> <th data-bbox="1040 573 1438 604"><u>Sales Item</u></th> </tr> </thead> <tbody> <tr> <td data-bbox="602 604 1040 636">CLR446 0.5W PMR446 MODEL</td> <td data-bbox="1040 604 1438 636">CLR0166BHLAA</td> </tr> <tr> <td data-bbox="602 636 1040 667">CLR446 0.5W PMR446 NO CHARGER KIT</td> <td data-bbox="1040 636 1438 667">CLR0166BHSAA</td> </tr> <tr> <td data-bbox="602 667 1040 699">CLR PLUS UHF MODEL</td> <td data-bbox="1040 667 1438 699">CLR1166BWLAA</td> </tr> <tr> <td data-bbox="602 699 1040 730">CLR PLUS UHF MODEL NO CHARGER KIT</td> <td data-bbox="1040 699 1438 730">CLR1166BWSAA</td> </tr> </tbody> </table>	<u>Model</u>	<u>Sales Item</u>	CLR446 0.5W PMR446 MODEL	CLR0166BHLAA	CLR446 0.5W PMR446 NO CHARGER KIT	CLR0166BHSAA	CLR PLUS UHF MODEL	CLR1166BWLAA	CLR PLUS UHF MODEL NO CHARGER KIT	CLR1166BWSAA
<u>Model</u>	<u>Sales Item</u>										
CLR446 0.5W PMR446 MODEL	CLR0166BHLAA										
CLR446 0.5W PMR446 NO CHARGER KIT	CLR0166BHSAA										
CLR PLUS UHF MODEL	CLR1166BWLAA										
CLR PLUS UHF MODEL NO CHARGER KIT	CLR1166BWSAA										
Can I use these radios along with current CLP / CLPe / XT400 radios?	As the PMR446 version uses the same free-to-use frequencies, the radios will operate in a mixed system. The 1W Licensed version uses the same 450-470 MHz band as other UHF licensed radios including the 1W CLPe PLUS.										
Can I use the 1W UHF radios alongside the 0.5W PMR446 radios?	No. The 1W radios use 450-470 MHz UHF. They are designed to be used within a licensed radio system. PMR446 is license-free and uses fixed frequencies within the 446 MHz band.										
Can I use current Motorola Solutions accessories with the CLR Series?	Current unlicensed radio 2 pin audio accessories are compatible. Please see Table B on page 6 to see full compatibility.										
What is the Busy Channel Lockout (BCLO) feature?	Prohibits transmission when the channel is busy. This feature is programmable via CPS programming.										
What is the Codeplug reset delay?	This feature allows you to adjust the amount of time you need to hold the PTT/Menu and Power On button to reset the codeplug. Please see Table A on page 5 to see how to access other advanced functions.										
What is the Auto Power Off feature?	Once the radio is plugged into a powered single or multi-unit charger, the radio will start a countdown based on the timer selected (180s is set as default) and when the timer has expired the radio will power down automatically. This feature will be temporarily disabled if a user initiates the CPS read/write or clone mode. The feature will be re-enabled the next time the radio is powered up.										

USING NEW CLR SERIES CUSTOMER PROGRAMMING SOFTWARE (CPS)

Do I need a different CPS for CLR?	Yes. A new CPS is required to programme the new CLR Series. This will be able to be accessed from the Motorola Solutions web page. For EMEA this will be packaged with v7.02 of the Business Radio CPS. Access via www.motorolasolutions.com/clar . Once downloaded the CLR Series CPS icon will appear on your desktop.
What are the updated features in the CPS?	Additional frequencies/channels (country dependant), additional call tones, escalate call, auto power off. In addition custom and pre-recorded channel voice announcements in 11 languages have been added. You can upload your own audio file for personalised channel names or the text to voice feature reads out channel alias defined in the CPS. Further functionality includes Busy Channel Lock-Out (BCLO) and the 1W model repeater settings.
What is Escalate Call? When would you use it?	Escalate call is a feature which allows quick access to send a call tone to either your existing channel, or to a predetermined channel followed by a transmission. This can be used to highlight important calls, else be able to highlight, call and speak to a colleague who is on a different channel.
What Languages does the CLR Series support? For the CPS? For Voice Announcements?	The CLR Series supports 11 languages in the CPS and Voice Announcements: English, French, Spanish, Portuguese, Italian, German, Polish, Dutch, Russian, Turkish and now updated with Ukrainian. This includes the pre-defined voice prompts also.
Do I need new programming and cloning cables for the CLR Series?	Existing Cloning and Programming cables will work with the new CLR Series. Please refer to Table B on page 6 for full detail.
How do I get access to program the additional frequencies and channels?	Within the CPS, you will need to register and add a license key. This will allow access to the additional frequencies and channels. If you have already registered you should not need to action this again.
How do I get a license key?	Contact your Motorola Solutions Account Manager to request the License Key Generator Tool. This is a software application that provides the required license key. The tool will not be issued in areas where the additional channels are not permitted.
I have the license key - what next?	See page 7 for step by step instructions.

EARPIECES & ACCESSORIES

<p>Can I use my existing earpieces with the new CLR Series?</p>	<p>Yes. You can re-use XT200/400/600d two-pin audio accessories.</p>
<p>Why is the earpiece not supplied with the CLR Series radios?</p>	<p>The radio is designed with an internal loudspeaker making the earpiece an optional accessory. This enables the customer to pick from a range of accessories if they are required.</p>
<p>What earpieces are available for the CLR Series Radio?</p>	<p>There are a variety of earpieces available including Earbud, D-Type and Swivel; a Surveillance earpiece is also available. Please refer to Table B on page 6 for full detail.</p>
<p>Any other audio accessories?</p>	<p>Yes there is also a Remote Speaker Microphone (HKLN4606_) available for the CLR Series. Please refer to Table B on page 6 for full detail.</p>
<p>Can I use my existing chargers with the new CLR Series Radios?</p>	<p>No, The Multi-Unit Charger and Single Unit Charger are new. The new chargers also have the option to charge batteries that are not connected to a radio*. *MUC offers 12 slots, 6 of which have the capability to charge batteries on their own..</p>
<p>Will I be able to reuse my existing BT90 batteries?</p>	<p>Yes. The existing BT90 High Capacity battery is compatible with the new CLR Series radios. Both the HKNN4013A and the HKNN4013SP01 battery are compatible.</p>

TABLE A - Accessing Advanced Features

Feature	Power On/Off	“+”	“-”	PTT	Menu
Clone	Yes		Yes	Yes	
Programming Mode	Yes	Yes		Yes	
CP Reset	Yes			Yes	Yes
Battery Saver Toggle	Yes		Yes		Yes
Roger Beep Toggle	Yes	Yes			
Keypad Beep Toggle	Yes		Yes		

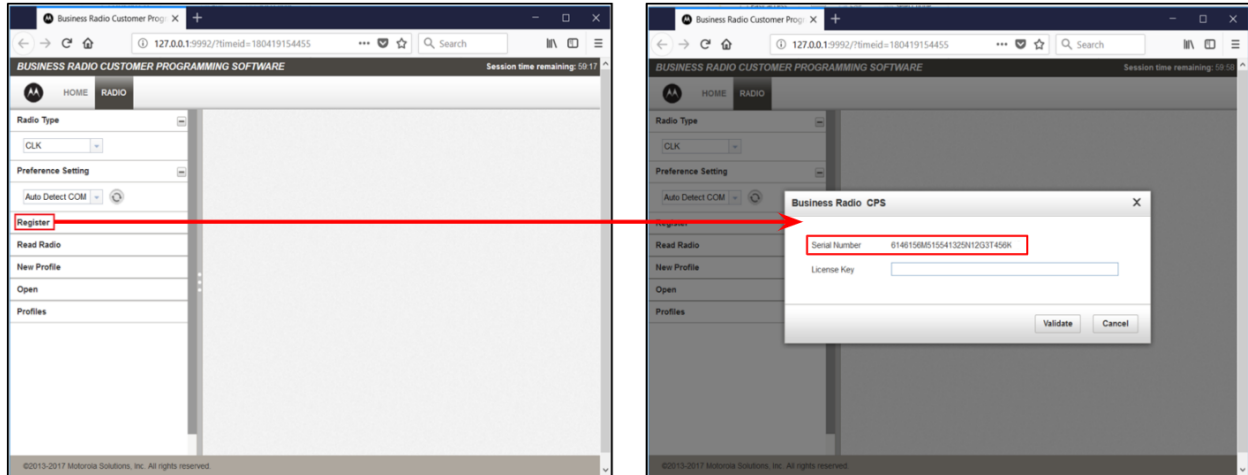
TABLE B - ACCESSORY CHART

	Model Number	Model Description
Batteries	HKNN4013_	BT90 1800mAh Li-Ion battery
Chargers - SUC	PMLN7141_	CLR Single-Unit Charger
Chargers - MUC	PMLN8250_	CLR 12 Way Multi-Unit Charger
Audio Accessories - Earpieces	HKLN4599_ HKLN4601_ HKLN4604_ HKLN4605_	D-Type Earpiece with In-line PTT Surveillance Earpiece with In-line PTT Swivel Earpiece with In-line PTT Earbud with In-line PTT
Audio Accessories (RSM)	HKLN4606_	Remote Speaker Microphone
Belt Clip Holster	HKLN5006_	Belt Clip Holster
Battery Door Kit	HKLN5005_	CLR Li-Ion Battery Door Kit
Programming Cables	HKKN4027_ HKKN4028_	CPS Programming Cable Radio to Radio Cloning Cable

I HAVE A LICENSE KEY. WHAT NEXT?

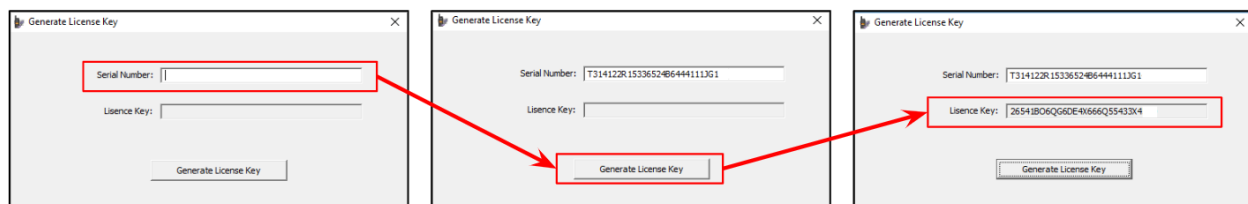
Follow steps below and on the next page to obtain and use a license key.

STEP 1: Click the "Register" link in the CPS.

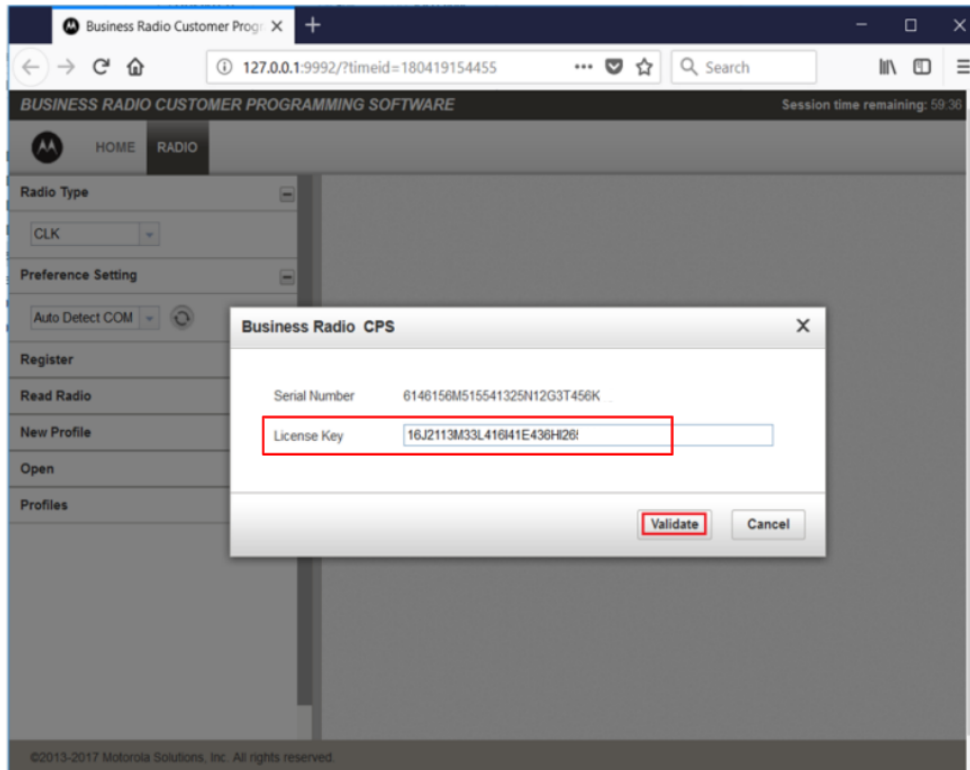


STEP 2: A pop-up dialog box will appear giving the radio serial number and asking for the license key.

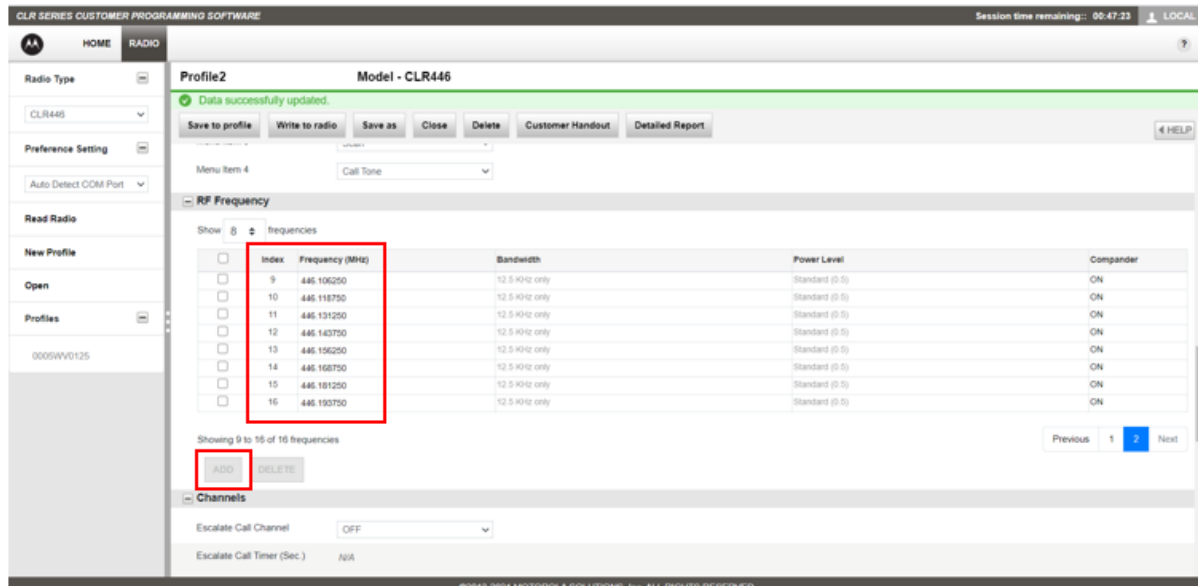
Copy the serial number from the dialog box into the License Key Generator Tool and click the "Generate License Key" button. The tool will then generate the required license key.



STEP 3: Copy the license key into the “Register” dialog box in the CPS and click the “Validate” button.



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 frequencies 9 to 16.



STEP 5: On the Channel list, add up to additional 8 channels, then select a row in the Frequency column and there will be 16 available to set.

The screenshot shows the 'CLR SERIES CUSTOMER PROGRAMMING SOFTWARE' interface for 'Profile2' on a 'Model - CLR446'. A green notification bar at the top states 'Data successfully updated.' Below this are buttons for 'Save to profile', 'Write to radio', 'Save as', 'Close', 'Delete', 'Customer Handout', and 'Detailed Report'. The main area displays a table of 16 channels. A dropdown menu is open for the 'Frequency (MHz)' column, showing a list of frequencies from 1 to 16. The 'ADD' button in the bottom left corner is highlighted with a red box. Below the table is a 'Scan List' section with 'Available Channels' and 'Scan List Members' lists.

Index	Edit More	Name	User Customized VP	User Customized VP Text	Frequency (MHz)	Bandwidth (KHz)	PL/DPL Code
9	Edit More	CHAN 09	<input type="checkbox"/>	N/A	1 - 445.006250	12.5	121 - DPL 754
10	Edit More	CHAN 10	<input type="checkbox"/>	N/A	2 - 445.018750	12.5	121 - DPL 754
11	Edit More	CHAN 11	<input type="checkbox"/>	N/A	3 - 445.031250	12.5	121 - DPL 754
12	Edit More	CHAN 12	<input type="checkbox"/>	N/A	4 - 445.043750	12.5	121 - DPL 754
13	Edit More	CHAN 13	<input type="checkbox"/>	N/A	5 - 445.056250	12.5	121 - DPL 754
14	Edit More	CHAN 14	<input type="checkbox"/>	N/A	6 - 445.068750	12.5	121 - DPL 754
15	Edit More	CHAN 15	<input type="checkbox"/>	N/A	7 - 445.081250	12.5	121 - DPL 754
16	Edit More	CHAN 16	<input type="checkbox"/>	N/A	8 - 445.093750	12.5	121 - DPL 754
					9 - 445.106250	12.5	121 - DPL 754
					10 - 445.118750	12.5	121 - DPL 754
					11 - 445.131250	12.5	121 - DPL 754
					12 - 445.143750	12.5	121 - DPL 754
					13 - 445.156250	12.5	121 - DPL 754
					14 - 445.168750	12.5	121 - DPL 754
					15 - 445.181250	12.5	121 - DPL 754
					16 - 445.193750	12.5	1 - 67.0 MHz



Motorola Solutions, Ltd. Nova South, 160 Victoria Street, London SW1E 5LB, United Kingdom

Availability is subject to individual country law and regulations. All specifications shown are typical unless otherwise stated and are subject to change without notice.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylised M logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners (C)2021 Motorola Solutions, Inc. All rights reserved. 04-2021