

# TOTAL ENTERPRISE ACCESS AND MOBILITY (TEAM)



RESPOND INSTANTLY. ERASE  
BOUNDARIES. EMPOWER WORKERS.

ANYWHERE, ANYTIME ENTERPRISE-CLASS MOBILE VOICE AND DATA





# ALL THE RIGHT **VOICE** **AND DATA** SERVICES

With Motorola's TEAM solution, you can give your employees anywhere, anytime access to the key mobile business services they need to work smarter...and more efficiently:

## **PBX-based telephony**

Extend deskphone services to your mobile workers

## **Enterprise grade push-to-talk (PTT) services**

Enable private (one-to-one) and group (one-to-many) calls; define up to 255 dispatch groups to reach entire departments and specific teams at the press of a button

## **Corporate email, calendar, address book and other personal information management (PIM) applications**

Keep workers in touch and on top of schedules, task lists and more

## **Text messaging services**

Enable fast, effective communications between workers within the WLAN

## **Internet and intranet access**

Provide easy access to web-based applications and information as needed throughout the business day

## **Line of business applications**

Provide instant access to business-critical server-based applications, allowing workers to view customer data, place orders, check inventory and more — wherever they happen to be

## **Fixed Mobile Convergence (FMC) Services**

Connect workers inside and outside the four walls by extending PBX-based telephony and PTT services over the cellular network to select third party smartphones



# TEAM VOWLAN SMARTPHONES (EWP)

## A COMPLETE POCKETABLE MOBILE OFFICE



Give your workers a single pocketable device for all communication needs inside the Enterprise with Motorola's TEAM VoWLAN smartphones. The EWP2100 semi-rugged VoWLAN smartphone is built to endure the demands of everyday use in the enterprise, offering sealing against moisture and dust, a rigorous 4 ft./1.2 m drop specification that meets military standards (MIL-STD 810F) and a keypad that can be wiped clean.

The EWP3100 starts with the same durability as the EWP2100 and adds two new features. An integrated camera enables 1D/2D light-duty bar code scanning. And BioCote® antimicrobial product protection inhibits the growth of mildew on the surface — ideal in retail, healthcare and businesses where a common pool of devices is shared.

## EMPOWER WORKERS INSIDE AND OUTSIDE THE ENTERPRISE WITH NEXT GENERATION MOBILITY

With Motorola's TEAM solution, workers inside and outside your facility have instant access to the people and information they need to be more productive, collaborative and responsive. Inside your four walls, workers enjoy mobile access to toll-quality PBX telephony, enterprise-grade push-to-talk (PTT) and text messaging over the WLAN. And workers who need to move outside the enterprise can access PBX telephony and PTT services over the cellular network.

The result? Your workforce is always available to customers, co-workers and supervisors, no matter where they are — able to be their best in the moments that matter. Your customers get the kind of service that drives loyalty and sales up. And business efficiency and sales rise — along with your profitability.

## A SINGLE INTEGRATED COMMUNICATIONS PLATFORM FOR ALL YOUR MOBILE USERS AND ALL YOUR MOBILE DEVICES

The TEAM solution overlays onto your existing technology architecture, allowing the easy extension of TEAM services over the WLAN as well as the cellular and two-way radio networks. The result is a single common platform that enables voice and data services on and between different mobile devices connected to different networks. With our TEAM solution, everyone on your team is connected — to each other, to supervisors, to customers and to your business data — enabling a new level of collaboration for a sharper competitive advantage. And not only are your workers connected, they are connected with a single device. Life for users is simplified, and the cost and complexity of mobility is reduced.

## CHOOSE THE RIGHT DEVICE FOR THE JOB

Inside the four walls, workers can use a variety of Motorola devices — including TEAM VoWLAN Smartphones, Motorola mobile computers and select third party smartphones such as the iPhone and Droid. And when the job takes workers beyond the walls of your facility, cellular network support enables seamless delivery of TEAM FMC services (PBX Telephony and PTT) to select third party smartphones.

## ACTIVATE THE SERVICES YOU WANT, WHEN YOU WANT

Our TEAM solution offers the maximum in flexibility. Start with one or all of the available services, and easily add services to meet new business needs. Services are delivered through the TEAM Base System, a hardware appliance with system software, and include:

### PBX Telephony

Give workers a mobile deskphone they can put in their pocket by extending your PBX capabilities to TEAM-compatible devices. Workers enjoy on-the-move toll quality voice, the simplicity of one phone number reach and the same productivity-enhancing PBX features found on your deskphones — such as abbreviated dialing, call forwarding, call transfer and conference calling. The result? Your workers get all of the features of a deskphone, without the limitations of a wired phone.

### Enterprise Grade Push-to-Talk (PTT)

Do some of your workers need instant walkie-talkie style communications? With the TEAM solution, your workers get unmatched, rich PTT services. Users can immediately reach an individual, a team, a department or your entire organization at the press of a button, able to immediately resolve any issue, on the spot.

### Text Messaging

Text messaging between workers inside the business improves collaboration and accountability. Workers can send messages that might not be appropriate for walkie-talkie style calls — especially in healthcare, where patient privacy is a requirement. Supervisors can send task lists, and workers can send a written acknowledgement as each task is completed, providing a written audit trail.

### Interoperability

The TEAM solution gives you the power to connect your entire team — even if they use different devices on completely different networks:

**TEAM Express:** This software client enables instant, simple push-to-talk communications between TEAM devices and your Motorola mobile computers. Workers have the device they need for the job, but can still stay in touch.

### Two-way radio integration (Radio Link

**Solution – RLS):** Enable push-to-talk communications between your two-way radios and TEAM-enabled devices. With the addition of Motorola's TEAM RLS, your two-way radios become more powerful, able to reach beyond the two-way radio network.

### Fixed Mobile Convergence (FMC)

With FMC, you can easily extend TEAM services to new devices over new networks. The TEAM Phone client allows you to extend the complete set of TEAM services to select Wi-Fi third-party smartphones, such as the Apple iPhone and Motorola Droid. And when workers travel beyond the reach of your WLAN, you can continue to deliver PBX telephone and PTT on dual mode devices via the cellular network. The result? A truly seamless connection between workers inside and outside the four walls — even if workers are carrying different types of devices that are operating on completely different networks.

## SCALABLE FOR ANY SIZE BUSINESS

No matter how large or small your business is now or how it might grow in the future, our TEAM solution can meet your needs. The system can easily scale up to support as many as 4,500 users.

## ENTERPRISE-CLASS PERFORMANCE, SECURITY AND MANAGEMENT

When you choose the TEAM solution, you can expect the superior performance that has made Motorola a leader in mobility solutions. Highly efficient speech codec processing and advanced algorithms prioritize voice packets on the WLAN to address jitter, latency and packet delay, so your users experience true toll-quality mobile voice on every type of call. In addition to support for all the latest encryption and authentication standards, the TEAM solution also encrypts all voice packets as they travel over the air, providing an extra layer of security for all your voice calls. And a single central point of control allows IT to easily and remotely manage all TEAM-based voice and data services.



## GET THE MOST OUT OF YOUR WORKFORCE — AND YOUR EXISTING TECHNOLOGY INVESTMENTS

With the TEAM solution, your workforce achieves peak productivity, allowing you to realize maximum utilization of one of your most valuable assets — your workforce. In addition, by unifying multiple point solutions into a single mobility architecture, there are fewer devices to purchase and manage, reducing capital and operational expenses. Centralized administration and management of your entire mobility solution further reduces operational costs. And the ability to utilize your existing PBX and WLAN improves the return on investment (ROI) and total cost of ownership (TCO) for your current technology investments.

## WORLD-CLASS SERVICES TO COMPLETE THE TEAM SOLUTION

Get the superior uptime you need to get the most value from your Motorola TEAM solution with Motorola Enterprise Mobility Services. Our pre- and post-sales services will help you get and keep your TEAM solution up and running at peak performance, every minute of every day. Our Advanced Services experts help reduce implementation time and minimize potential integration issues, while seamless integration with our Customer Services team keeps all elements of the solution working at peak performance levels. Backed by proven processes and technology and industry expertise, you can count on Motorola Enterprise Mobility Services to deliver true end-to-end support for your TEAM solution.

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To find out how you can empower your team with our TEAM solution, please visit us on the web at [www.motorolasolutions.com/TEAM](http://www.motorolasolutions.com/TEAM), contact your local Motorola TEAM authorized partner or access our global directory at [www.motorola.com/enterprisemobility/contactus](http://www.motorola.com/enterprisemobility/contactus)

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# ROBUST MOBILE COMMUNICATIONS

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When you choose Motorola's TEAM solution to deliver mobile voice and data to workers inside your facility, you get the most comprehensive and flexible communication solution available today.

Technology advantages include:

## A FLEXIBLE MOBILITY ARCHITECTURE

Easily integrate as a non-intrusive overlay with your existing IT infrastructure (including the WLAN and PBX) to create a single common platform for the delivery of integrated voice and data services

## TOLL-QUALITY VOICE

Provides a superior voice experience — give your workers all the convenience of mobile voice with the same performance and quality of traditional wired landline service

## ENTERPRISE-CLASS SECURITY

Supports all of today's best-in-class WLAN standards; encrypts voice packets to provide extra protection for all voice traffic

## SUPERIOR SCALABILITY

Easily add devices and calling capacity as needed

## A STRAIGHTFORWARD EXPANSION PATH

Easily add new TEAM features, such as FMC, as they become available, allowing the TEAM solution to meet your needs today and in the future

## WINDOWS MOBILE® 6.5

Provides the standards-based, open, and extensible platform required to enable robust multi-vendor business applications on-demand, right on your TEAM EWP devices

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- They don't make it anymore? Our inventory also includes manufacturer close-outs and discontinued equipment to support our clients legacy infrastructure.

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- That old equipment laying around your facility may still have some value. Legacy routinely purchases equipment from our clients around the globe.
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  - Hardware disposal
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