

Motorola MSP (Mobility Services Platform) Software Users are invited to join.....



The **MANAGE** Users Group has been formed to promote the exchange of information and ideas relating to Motorola's MSP Remote Device Management and Control Software (motorola.com/mspsoftware). The intended benefits of this organization are to increase the effectiveness of the individual user's MSP implementations and guide the ongoing development of the MSP product.

Two initial components of the **MANAGE** Users Group will include:

1. An on-line community, register at <http://usergroups.motorola.com/community/manage>
2. An annual conference (see information on above web site)

MANAGE Users Group Members will be able to immediately start using the **on-line community** to:

- * Share information about application best practices and lessons learned
- * Share innovative ideas to expand the use of your MSP system
- * Help other users troubleshoot problems
- * Interact and build relationships with other industry experts and Motorolans
- * Enable the exchange for information between MSP customers and Motorola including input and on future product offerings

The initial **MANAGE Users Group Conference** is scheduled in Summerlin, Nevada (U.S.A.) November 7th thru 9th at the Red Rock Hotel <http://www.redrocklasvegas.com>.

Preliminary topics we are considering for the conference include:

- Best practices in mobile device management & control – presented by current MSP Users
- Demonstrations of the very latest MSP features
- Extending MSP – Creating plug-ins and add-ons for MSP
- “Ask (& Tell) the Experts” – An interactive roundtable
- Implementation options for MSP (architecting for small to global deployments)
- Feature drill down (Data Collection & Analysis, Dynamic Deployment, Package Builder, Remote Control, and Security)
- Managing Peripherals – Printers, Scanners, etc.

We also plan on holding optional MSP training on Sunday, November 7th. A list of agenda topics is posted for your input on our MSP User Group On-line Community <http://usergroups.motorola.com/community/manage>.

The final agenda will be determined incorporating MSP User Group member feedback.

Membership

Membership is limited to companies or government agencies that have Motorola's MSP or AirBEAM Smart software installed or a company or government agency under contract for installation of MSP. A member could also include a partner that has implemented MSP systems, however, **MANAGE** User Group Meetings and website are not to be used for promoting company products and services.

Frequently Asked Questions

Q: How much does it cost to join the **MANAGE** Users Group?

A: There is currently no cost for qualified customers to join the **MANAGE** Users Group and participate in the on-line community. Fees and other information on the November **MANAGE** Users Group Conference can be found on the web site.

Q: How do I join the on-line community/**MANAGE** User Group Web Site?

A: Use the link below to register

<http://usergroups.motorola.com/community/manage> and click on "create an account".

- Select User ID: Please use: first name initial and last name in lower case (Example: "jsmith" for John Smith) or some other unique identifier. (Please don't use email address as User ID.)
- Enter email address, please use work email (instead of gmail, yahoo accounts) so it is easier for us to validate and process new membership applications. (Example: jsmith@companyname.com)
- Select "Manage" under the Group Membership
- Verification of your account will be emailed to you once approved.

Q: What are some of the details about attending the **MANAGE** User Group Conference in November?

A: Preliminary information is as follows:

Dates: November 7-9, 2010 (Sunday thru Tuesday)

The registration prices for attendees and guests are as follows:

Registration Rates* and Deadlines:

<u>Expiration Date</u>	<u>Registration November 1</u>
MSP User Conference Fees*	\$450
MSP User Guest Fees†	\$450

*Conference fees include the cost of the food and beverages that will be provided at the event including Sunday (break & reception/dinner), Monday (breakfast, 2 breaks & reception/dinner) and Tuesday (breakfast & 1 break). Lunches on Sunday, Monday and Tuesday will be on your own. †Guest fee entitles an attendee guest to attend same meals as conference attendee, but does not allow individuals to attend daily sessions.

Hotel: Red Rock Hotel <http://www.redrocklasvegas.com>

All conference attendees are responsible for their own travel and hotel arrangements and must [contact the hotel directly](#) to make your reservations. Individuals should identify themselves as being with the 2010 Motorola Users' Group.

Final conference details and a link to the registration site will be found at

<http://usergroups.motorola.com/community/manage>

Q: Who runs the **MANAGE** Users Group?

A: Initially Motorola will establish and facilitate the on-line community and run the 1st Users Group Conference in November. Going forward we would expect an Executive Committee consisting of current MSP Users to lead the Users Group. Motorola Enterprise Mobility Solutions business has helped establish four other Users Groups (for our Two-Way Radio Networks & Public Safety Software Applications). The **MANAGE** Users

Group will be co-located with several other Motorola Users Group at the Red Rock Hotel in November. The theme of the User Group Meetings this year is “Get in the Game!” (based on American Football)

Q: Does the on-line community replace Support Central <http://support.symbol.com> for MSP Support?

A: No, the on-line community is for sharing best practices and facilitating other communications and is not a customer support resource.

Q: Will there be a **MANAGE** Users Group Conference outside of the U.S. in the future?

A: We would work with the **MANAGE** Users Group Executive Committee and MSP customers on that request.

Q: What if I have additional questions about the Users Group, on-line community or the November Users Group Conference.

A: Please contact your Motorola Account Representative first. The internal Motorola contact for the **MANAGE** Users Group is steve.raseman@motorola.com The MSP Product Manager is daphanie.wallace@motorola.com Daphanie is using our on-line community <http://usergroups.motorola.com/community/manage> to host an on-line discussion on topics for this year’s Users Group and other topics of interest to MSP users.