



# NEW PRODUCT SERVICE BRIEF

MAINTAINABILITY ENGINEERING • 8000 W. Sunrise Blvd., Plantation FL., 33322

**PRODUCT: EP450 Portable Radio**

**DATE: 11/18/03**

**MODELS:**

LAH65KDC9AA2AN	146-174 MHz, 16 Ch. Non-Display, 1/5W, Conv.
LAH65KDH9AA4AN	146-174 MHz, 64 Ch. Display w/Full Keypad, 1/5W, Conv.
LAH65RDC9AA2AN	438-470 MHz, 16 Ch. Non-Display, 1/4W, Conv.
LAH65RDH9AA4AN	438-470 MHz, 64 Ch. Display w/Full Keypad, 1/4W, Conv.
LAH65QDC9AA2AN	403-440 MHz, 16 Ch. Non-Display, 1/4W, Conv.
LAH65QDH9AA4AN	403-440 MHz, 64 Ch. Display w/Full Keypad, 1/4W, Conv.
LAH35SDC9AA2AN	465-495 MHz, 16 Ch. Non-Display, 1/4W, Conv.
LAH65SDH9AA4AN	465-495 MHz, 64 Ch. Display w/Full Keypad, 1/4W, Conv.
LAH65JDC9AA2AN	136-162 (1/5W) 16 Ch. VHF, Non-Display, 1/5W, Conv.
LAH65JDH9AA4AN	136-162 MHz, 64 Ch. Display w/Full Keypad, 1/5W, Conv.
LAH65TDC9AA2AN	490-527 (1/5W) 16 Ch. UHF, Non-Display, 1/4W, Conv.
LAH65TDH9AA4AN	490-527 MHz, 64 Ch. Display w/Full Keypad, 1/5W, Conv.

**Objective:** The purpose of this document is to provide all Authorized Motorola Distributors with a highlight description of how service will be provided for the above-mentioned product(s). This is a continuously changing document and amendments are probable.

**Product Features:** The objective of this program is to create a low cost portable radio platform. The product will be distributed through the indirect dealer channel, and will serve the customer requirements for lower tier product other than the 'professional series' platform. The primary platform driver will be to achieve the lowest possible cost. The platform will replace existing products which are facing component obsolescence, such as P1225 and SP50+. The platform will also avoid the use of components likely to face cost, availability, or quality issues in the future, such as LVZIF, and will also replace the PRO3150 portable radio.

**Service Support Plan:** Product users and SAMs are allowed preventative maintenance as outlined in the User's Guide. This portable will be supported during the standard warranty period. During this period level I/II/III service will be allowed at service locations, which have been certified. Listed below are the regional depot locations within Latin America:

**Regional Depots in Latin America:**

**MOTOROLA DE MÉXICO, S.A.**

Bosques de Alisos 125  
Col. Bosques de las Lomas CP 05120  
México D.F., México  
TEL: (5) 257-6700

**MOTOROLA DE COLOMBIA, LTD.**

Carrera 7 No. 71-52  
Torre B piso 13  
Oficina 1301  
Bogota - Colombia  
TEL: (571) 376-6990

**NOTES:**

- This Service Strategy may change after the initial warranty period ends.
- Please forward any questions about this product to MOL "Contact us"  
<http://www.motorola.com/businessonline>

**Warranty:** The EP450 portable radio will have a **2-year parts and labor warranty period**. The accessories will have the **standard 1-year warranty period**. The terms and conditions of the

warranty are defined fully in the Motorola dealer or distributor/reseller contract. These conditions may change from time to time and this information is for guidance purposes only.

**Parts:** All field replaceable parts listed in the service manual and this Service Brief are available at the Customer Care and Services Division (CCSD) was formerly known as the Accessories and Aftermarket Division (AAD) by calling **1-800-422-4210** (In the US) or **847-538-8023** (Internationally).

**Manuals:**

The following manual is listed for your convenience:

**HKLN4215\_** E Series Basic Service Manual  
**HKLN4216\_** E Series Detailed Service Manual  
**HKLN4212\_** E Series User Guide (99P85759E01)

**Training:** For a schedule of classes and the availability of training materials please call **954-723-8597**

**Service Aids required:**

**RLN4460** Portable Test Set  
**RVN4195** E Series CPS (Customer Programming Software) & Tuning Software (CD)  
**RLN4008** Radio Interface Box  
**8180384N65** Housing Eliminator  
**6686533Z01** Removal Tool  
**AAPMKN4004A** Program Cable, req's ribs  
**AAPMKN4003A** Cloning Cable  
**HSN9412A** Wall Mount Power Supply  
**HKN9216** IBM Computer Interface Cable  
**0180305K08** Battery Eliminator  
**RLN5583** Flashing Adapter  
**5886564Z01** RF Adapter

**Programming:** This radio uses CPS (Customer Programming Software) part number RVN4195. This software will program EP450 portable radios plus it comes with a tuner utility on the disk.

**Recommended minimum hardware/software platform for the CPS:**

**Operating System**

Microsoft® Windows® 98 First Edition

Microsoft® Windows® 98 Second Edition

Microsoft® Windows® Millennium Edition

Microsoft® Windows® NT 4.0

Microsoft® Windows® 2000 Professional

Microsoft® Windows® XP Home/Professional Edition

**Required Patches**

Windows 98 Year 2000 Update

Windows 98 Year 2000 Update 2

System Update

SP5 or greater, excluding SP6 (SP6a is supported).

**Hardware Recommendations**

- The application takes approximately 16 MB of free disk space on your PC. However, you may want more space to allow you to save archive files of your radios. Each archive file varies in size depending on the features of the radio that are enabled. A good rule of thumb is 75 KB per archive file.
- For processor speed and RAM, nothing is required beyond the recommendations given by Microsoft for the release of the operating system that you are using.
- The graphical user interface is best displayed using 1024\*768 and 65536 color display or better (use small font).
- A CD-ROM drive.
- A serial port or USB to serial port adapter. The BAFO(R) BF-810 USB to serial port adapter has been tested successfully with the CPS application.

**Test Equipment:** The standard setup will be required to test the units, see basic service manual for listing.

**Troubleshooting:** Troubleshooting techniques can be found in the Service Manual.

**Special Notes:** Additional product information, including the current Service Repair Notes (L.A.T.I.N) are available at Motorola On line (MOL) at <http://www.motorola.com/businessonline>

**NOTE:** if you are a Motorola Authorized Service Provider then you can request access to MOL by following this process:

1. Log- In to <http://membership.motorola.com> and follow the first 4 steps. When completed, an e-mail will be sent back with an activation code.
2. Log back in to <http://membership.motorola.com> click on Activate Account; enter you ID, Password and Activation. Call your BDM to complete set-up and it will be done within 24 to 48 hours.