WAVE™ TLK 100 FAQs

What is WAVE?
WAVE OnCloud is a push-to-talk subscription service from Motorola Solutions. It connects LTE devices at the push of a button across different networks and devices. It eliminates the barriers between devices, networks and locations to let everyone be part of the conversation.

What is the WAVE two-way radio (TLK100)?
The WAVE two-way radio provides instant push-to-talk team communications over a nationwide LTE cellular network (Verizon). This one bundled solution, including the radio, cellular service and software, is built specifically for the demanding needs of businesses with a geographically dispersed workforce.

The device also:
- Provides communication and location tracking while meeting federal, safe-driving requirements
- Allows immediate, remote updating anywhere across the country
- Is easily scaled to meet a business' changing needs
- Minimizes administration requirements to save businesses time and money

What cellular network does the WAVE two-way radio utilize?
The TLK100 works on Verizon LTE.

What types of businesses will use the WAVE two-way radio?
It will be highly useful to medium- and large-sized businesses with task-oriented workers who require constant, daily communication with dispatch or management. It also will be helpful for industries with field services where tracking vehicle locations and ongoing communication with field teams is essential for business operations. This may be especially applicable in industries such as private security, construction, manufacturing, retail, and transportation and logistics.

Why is Motorola Solutions offering such a simple device given all the features available with LTE smartphones?
Growing feedback from customers indicates that smartphones are challenging to use in certain work environments. Employers in certain industries want to provide their workers with devices that do not require log in, have a single button for push-to-talk, have loud speaker volume, are durable and have long battery life. They also are looking for ways to reduce the distractions that can come with smartphones such as texting friends and surfing the internet, while improving employee efficiency for task work. Aligning the right tools based on worker roles is essential for business success.

How does this radio align with Motorola Solutions' larger portfolio?
WAVE two-way radios complement Motorola Solutions' traditional Land Mobile Radio (LMR) offerings, which are focused on communication on-site or through regional systems. WAVE two-way radios meet customers' needs for "wide area coverage" — across the country or across thousands of facility locations. All WAVE two-way radios also can be integrated into supported MOTOTRBO systems to extend communication between traditional two-way radio systems nationwide.

Why is the TLK100 called a two-way radio if it works on a cellular network?
The device has a traditional two-radio form factor and does not have telephony capabilities.

Will this device work on other cellular networks?
No. WAVE two-way radios work only with Motorola Solutions' WAVE wireless service.

Does the radio have a SIM? Is it removable?
The radio has an embedded 4G SIM. It is permanently attached to the device.

Can the radio be used as a Wi-Fi only device?
No. While the radio can function without LTE coverage by connecting to Wi-Fi, it requires a service plan to operate.

Can talk groups and contact lists be customized?
Yes. The WAVE portal allows partners and customers to program and configure devices remotely.

Is the radio able to work as a conventional radio?
While the radio does support private call capability for 1-to-1 communication, it does not contain traditional conventional land mobile radio capabilities. It uses a cellular SIM.

What MOTOTRBO™ systems are supported?
Capacity Max, Capacity Plus and LCP are supported today. Connect Plus is on roadmap for consideration.