

Mag One X10d frequently asked questions

General

What is the Mag One X10d?

The X10d is a Mag One brand portable replacing the Mag One A8 and D8.

What frequencies are supported in the Mag One X10d?

The X10d is available in the VHF (136-147 MHz) and UHF (400-470 MHz) frequency bands.

What modes of operation are supported in the Mag One X10d?

The X10d supports analog and digital (DMR) modes of operation

What is the warranty for the Mag One X10d?

The X10d includes a two (2) year limited warranty

Key features

Are there new features in the Mag One X10d?

Yes there are new improved features in the X10d. The X10d provides USB-C Charging, IP55 Rating, top Emergency Button, and clear and loud audio (Noise Cancellation, 3W audio output). Please refer to the X10d specifications sheet for full details.

Does the Mag One X10d look different from the A8 and D8 models?

Yes. The X10d has a contemporary appearance with a refreshed logo to represent its new and upgraded design.



How many channels X10d support?

The X10d supports a total of 64 channels which can be distributed over 4 zones (max 16 channels per zone).

Backward Compatibility

Will the X10d work with the A8 and D8 models?

Yes, the X10d works with existing A8 and D8 models.

Can the A8 and D8 batteries be used in the X10d?

No. The X10d uses new improved batteries.

Are the D8 accessories compatible with the X10d?

Yes. The Mag One audio accessories offered for the D8 model are compatible with the X10d.

Does the X10d work with MOTOTRBO™?

The X10d comes with many standard analog and DMR II features. When configured correctly, it can work with MOTOTRBO radios.

Recommendations for new battery use, storage, and care

Charging and battery life

What kind of battery does the X10d use?

2200mAh Li Ion battery.

Will the X10d charge via direct USB-C connection as quickly as it does in the desktop charger?

No. Charging via direct USB-C connection on the radio is approximately 30% slower than using the desktop charger.

Will a HI CAP battery be offered in the future?

Currently, there are no plans to offer high capacity battery. The standard 2200mAh Li-Ion battery offered with the Mag One X10d offers 23 hours¹ of talk time, which should cover an entire shift and more. Additionally, the USB-C port allows on-the-go charging for added convenience.

Will the X10d overcharge if it is left in the charger?

No, the radio will not overcharge if left in the charger. The radio, battery and charger system has charging algorithms and protective circuitries, automatically cutting off the charge when necessary.

Will there be a multi-unit charger for the radio?

Currently, there are no plans to offer a multi-unit charger.

Battery storage and care

How should the X10d battery be stored?

Batteries should be stored in a well ventilated, temperature (68°F/20°C to 86°F/30°C) and humidity (30%-60%) controlled environment. Do not store batteries with flammable materials, disassemble, crush, puncture, shred, discard your battery in a fire, or dry a wet battery with an appliance or heat source.

Does the X10d battery ship fully charged?

In compliance with the International Air transport association (IATA) policy, Motorola Solutions Inc. (MSI) ships all Li-Ion batteries at a state of charge less than 30% of their rated capacity.



¹ Based on typical 5/5/90 profile at maximum transmitter power in digital mode

Can the X10d battery be charged in a different charger?

Always charge your battery using the approved charger. Charging in non-approved chargers may lead to reduced performance and battery damage.

Should I charge my battery while stored?

- New batteries that will be stored should be charged to greater than 50% (but less than 100%) state of charge within 1 month of receipt. Every 9 months, batteries must be recharged to greater than 50% state of charge.
- Batteries removed from service for storage should be charged to greater than 50% state of charge. Every 9 months, batteries must be recharged to greater than 50% state of charge.
- Do not store batteries attached to radios or host devices. This will minimize current drain on the battery.

Can I use A8 and D8 accessories with Mag One X10d?

Yes. The Mag One audio accessories offered for A8 and D8 models are compatible with X10d.

- Mag One Earbud With In-Line Microphone and PTT, VOX (PMLN6534)
- Mag One Remote Speaker Microphone (PMLN4092)
- Mag One Ear Receiver With In-Line Microphone and PTT, VOX (PMLN6531)
- Breeze Headset With Boom Mic and PTT (PMLN6542)

Additionally, the X10d is compatible with 2 more audio accessories:

- Mag One Swivel Earpiece With Microphone and PTT (PMLN6532)
- 2-Wire Surveillance Kit With Microphone and PTT (PMLN6536)

Audio and accessories

Is there any latex in the radio or new accessories?

No.

What settings are needed for the best audio experience?

To achieve the loudest audio level and minimize ambient noise, it is recommended to enable Enhanced Audio Power, RX Noise Cancellation, and TX Noise Cancellation. These are set through Customer Programming Software (CPS).

What type of antenna connector does the X10d use?

The X10d uses SMA (SubMiniature version A) RF connector.



Learn more about Mag One X portable two-way radio at motorolasolutions.com/x10d



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