

Event Tone Wireless
Making Wireless Easy

2017

Rental Manager

TRAINING & OPERATIONS MANUAL

Welcome Aboard!

On behalf of all of us at EventTone Wireless, I'd like to say "thank you" for joining us. We pride ourselves in hiring great people who are committed to growing our company while improving their own lives. We all appreciate your participation.

The following manual was designed to serve two purposes. The first is to introduce you the Rental Manager position. At EventTone Wireless we're fond of saying "as rentals go, so goes the company." That means your position, and your success in that position, has a direct effect on the growth and success of our company. Rest assured we're here to work with you in any way to help you succeed, grow, benefit and reach both your and our company's goals.

To help you learn about this position, a large part of this manual is instructive. It includes explanations of the services we offer, the equipment we rent, the paperwork we generate, the CRM management system we use and more. We have tried to be as clear and descriptive as possible, but we know you'll have questions. As you review this material, know we are here to answer any questions you may have and to provide clarity where you are unsure.

The second part of this manual is designed as a "day to day" primer on how to do your job. It includes everything from phone & email scripts to instructions on how to fill and deliver orders.

This manual is meant to be used as a reference during your entire time here at EventTone. Keep it handy. Refer to it often. It was designed to be used.

Also, as with most training and operations manuals, it is a living document. As our company grows and you grow in your position, this text will need supplementation. If there is additional information you feel we should include, please feel free to let us know. We want your input.

Thanks again. We hope you find your new position challenging and enjoyable. We look forward to working with you.

Roles & Responsibilities of the Rental Manager

The Rental Manager is an important position, key to the on-going success goals for each location and the company as a whole. He is responsible for the day to day rental operations including but not restricted to, inventory control, order processing and delivery, ongoing client interaction, basic equipment repair and maintenance and all other rental related activities.

RESPONSIBILITIES

- By working with the General Manager to achieve and exceed the company's branch assigned Rental Department EBITDA objective
- Working as a team to achieve or exceed gross profit objectives for the Rental Department
- Coordinate day to day activities including processing orders, scheduling deliveries and pick ups, check in and track equipment and facilitate invoice and billing.
- When required effectively utilize EventTone Customer Relations Management System daily for all calls, quotes, forecast, tracking and managing Prospects and Customers. This includes the 20 Per Day Customer touch requirement.
- Rental Manager must be detail oriented and be able to "keep his finger on the pulse" of the department. Details include maintaining efficient inventory, programming equipment, organization of stock and keeping department in good order each day, week, month and quarter.
- Follow through by working with other locations.
- ALL ORDERS MUST BE ENTERED INTO THE EVENTTONE SELLSY SYSTEM REGARDLESS OF THE SIZE AND TIMING OF THE ORDER. THIS IS A MUST. The Rental Operations Center will look at utilization and determine what you have available in your inventory and demand you send them the products.
- Make sure you are efficient in your daily delivery and pick up schedules to insure all radios are delivered to our customers on time and pick up on the appropriate day and time. Be efficient with your route and drive times.
- Insure all equipment is received back in the branch and logged back into the EventTone system when returned and logged out of the system when delivered to the customer. This requires accuracy.
- Be an ambassador for EventTone when participating in local, regional and national events.
- Interact with all departments to advance the goals of EventTone solving external and internal business-related issues
- When dealing with Customers be professionally dressed, maintain the proper hygiene, be courteous, helpful and effective in your communicate to all our customers plus report to the Rental Manager any unhappy customers.
- Your responsibility is to always be courteous and responsible when driving a company owned vehicle.
- Adhere to EventTone's business processes and policies
- Hold yourself personally responsible to EventTone's code of ethics.

Glossary of Radio Terms

Before we get into the details of your position as Rental Manager it may be necessary to review the nomenclature unique to our company and to the industry as a whole.

The following pages will list and define most of the terms you will encounter. Please review and internalize these terms. They will help you do your job each day.

Base Station

A Transmitter / Receiver sited in a fixed location

Lithium ion (Li-ion)

This is the battery technology used in most mobile phones. Li-ion batteries hold more energy than other batteries of the same weight. They do not suffer from the memory effect that can damage other batteries if charged incorrectly.

NiCad (Nickel Cadmium)**NiMH (Nickel Metal Hydride)****Community Repeater**

A repeater base station which is shared by several separate user groups

CTCSS

Continuous Tone Controlled Squelch System. CTCSS codes are sometimes referred to as 'privacy codes' as they allow several groups of radio users to make use of the same channel without overhearing the other groups.

dB

Decibel

DTMF

Dual Tone Multi-Frequency

Duplex

Simultaneous two-way sending and receiving

ERP

Effective Radiated Power

FM

Frequency Modulation

Handie-Talkie

Became a trademark of Motorola for a hand portable radio in 1951

Hz (Hertz) –

1 cycle per second

KHz (Kilohertz)

1,000 cycles per second

Lone Worker

A safety feature that is available on some radios for those who work alone. At pre-set intervals the lone worker will receive an audible alert from his radio to press a button. By pushing the button he is letting his control centre know that he is ok. However should the user continue to ignore the audible alerts then the radio will go into Emergency Mode and alert the control centre accordingly.

Manned Based Unit

Desk mounted radio with power supply and fist or desktop microphone

Man-Down

This is a safety feature available on some radios. A tilt-switch within the radio automatically sends an alarm signal when the radio is tipped on its side for longer than the pre-set period. However, the radio will first bleep to alert the user that the alarm signal will be sent if the radio is not repositioned upright. This feature alerts the other radio users to the possibility that the lone worker may have been, for example, overcome by a sudden illness or attacked.

MHz (Megahertz)

1,000,000 cycles per second

Mobile Radio

Radio installed in a vehicle

PMR

Private Mobile Radio or Professional / Personal Mobile Radio

PTT

Press-To-Talk or (Push-To-Talk)

This is the button on the radio that is held down to make the radio transmit and then released to receive.

RF

Radio Frequency

Repeater Base Unit

Unmanned fixed base unit with external antenna providing enhanced site coverage

RX

Receive

Sellcall

Selective Calling

Semi-Duplex or Half Duplex

This is when you can send and receive, but only one-way at a time, as with a two-way radio. The radio user is unable to interrupt the calling party and must wait until they finish before they can reply

Simplex

A one-way communications channel as used in paging systems

STS

Sequential Tone Signalling

Squelch

Electronic circuitry that mutes the radio speaker and controls the hissing 'white noise'

Talkthrough Repeater see (Repeater Base Unit)**TETRA**

Terrestrial Trunked Radio

Transceiver

A radio that transmits and receives, the term being created by combining the words 'transmitter' and 'receiver'

Two Way Radio

A term used for any radio that transmits and receives

TX

Transmit

UHF

Ultra High Frequency (400 – 470 MHz) for business radios

VHF

Very High Frequency (136 – 174MHz) for business radios

Walkie Talkie

Is another reference for Two-Way Radio although the original name referred to a back pack radio.

Rental Manager – Day to Day Responsibilities

The Rental Manager is responsible for all aspects of the operations side of the rental business. He/she may do some sales, but he/she is mostly responsible for the production end of the rental business. These responsibilities include:

1. Managing Rental Department Staff assuring and implementing their training and managing them day to day.
2. Working with the EventTone Sales Representative to understand our client's rental needs.
3. Occasional outbound sales calls to help ascertain new business and solidify current business.
4. To inventory all rental equipment and to have an understanding of exactly what equipment is available in their location.
5. Test and determine operational status of each piece of rental equipment.
6. Writing and programming equipment with proper code plugs and frequencies when required.
7. Fill each order sold by an EventTone representative with the equipment requested.
8. Deliver or have delivered each order, whether locally with our own vehicles, or preparing for "round trip" shipping with an outside shipping service.
9. Reclaim each order when the run of the rental has concluded by either picking up an order themselves or having the order picked up by a driver or an associate.
10. Returning equipment back into inventory. This step requires reviewing each returned order to assure all equipment rented was returned, returned in good order, testing each piece, then returning it into inventory.
11. Recording any lost or damaged equipment from a returned order, calculating monetary damages and submitting "L/D Reports" for processing.
12. Monthly "parts and accessories" inventory reports for the purpose of insuring proper stock levels are antenna, knobs, batteries, belt clips, etc.

Managing Rental Department Staff assuring and implementing their training and managing them day to day.

As EventTone grows, new rental staff will be hired to assist in the processing and delivery of orders. As Rental Manager, it is your responsibility to find and hire the proper personnel. You will be responsible to connect with the proper channels to find qualified people, interview, hire and train them and to monitor their day to day activities to assure they are doing their jobs properly and efficiently.

Working with the EventTone Sales Representative to understand our client's rental needs.

As with most order processing in any company, there is a sales end and an execution or operations end. As the Rental Manager, you will be in contact with our clients daily, but the initial orders will be attained and "closed" but a sales representative. Once that rep sells the contract and inputs into our CRM system, you will be responsible to "pull" the order and process the delivery. In doing so, it will be necessary to communicate with our reps on a regular basis and to develop a healthy and cooperative relationship with them.

Occasional outbound sales calls to help ascertain new business and solidify current business.

As with most businesses, EventTone Wireless has cycles which, at certain times of the year, are busier than others. During those slower periods, we will require you to go through our database of current clients and reconnect with them. This will be an opportunity to discuss upcoming business and enter it our system. This serves several purposes including cementing the relationship with the client and locking up their recurring business for the upcoming cycles. This is key to our consistent growth and client development.

Inventory all rental equipment and to have an understanding of exactly what equipment is available in their location.

Inventory management is key to the rental end of our business. It is necessary for the Rental Manager to have a firm grasp on what we have available in our rental fleet, what we may need and what we have out on rental and where.

Test and determine operational status of each piece of rental equipment.

Obviously, making certain each piece of rental equipment is working before it is delivered to our clients is extremely important. It is imperative we never deliver any equipment to our clients we are not absolutely certain is completely operational.

Writing and programming equipment with proper code plugs and frequencies when required.

A “code plug” is the programming installed in each radio that includes the “transmit” and “receive” frequencies and the “privacy” codes required to allow the radios to communicate with each other.

EventTone Wireless owns and operates a collection of preinstalled code plug programming in each of the radios in our fleet, however, there are times when we are required to install different programming in our radios. The reasons for this are:

- Our radios are being rented as a supplementation to our client’s radios and they must all communicate with each other.
- We must program our radio to work with a repeater to increase the coverage area.
- We must program our radios to work with an outside “city wide” trunked network.
- We must reprogram our radios with different frequencies so our radios don’t interfere with other radios on the same frequencies.

Obviously, this is a new skill set, and we will provide the proper training necessary to do the job.

Fill each order sold by an EventTone representative with the equipment requested.

The most important part of the rental process is filling & delivering the proper, functioning equipment to the client. Most of the time, the delivery is done the day before the first day of the rental period. The rental period is stated on the order.

In this manual, we provide descriptions and illustrations to help you understand how the orders are to be filled and how to pack them so as to assure proper delivery while protecting the equipment during transport.

Deliver or have delivered each order, whether locally with our own vehicles, or preparing for round trip shipping with an outside shipping service.

As Rental Manager, you will have to coordinate delivery of each order. This can be a bit complicated due to the fact that EventTone Wireless has a presence all across the contiguous United States.

Though much of our rental business is local to the New York Metro Area and can be delivered with one of our delivery vehicles, a substantial percentage of our business is shipped and requires the implementing of our “round trip” shipping system. This system is covered in a later chapter of this manual, but be aware, you will be responsible for this.

Reclaim each order when the run of the rental has concluded but either picking up an order themselves or having the order picked up by a driver or an associate.

When each rental order period ends, each order must be reclaimed and returned into our inventory. As Rental Manager, you will be responsible to track each order, know when each is concluding and to make sure each is picked up in a timely manner. If the order is being shipped back to us, you will be responsible to call the client, review the return process with them to make sure they understand, and advise them how to deliver the order to the proper shipper for return.

Returning equipment back into inventory. This step requires reviewing each returned order to assure all equipment rented was returned, returned in good order, testing each piece, then returning it into inventory.

Unfortunately, one of the issues with the rental side of the business is our clients sometimes lose, damage or fail to return all the equipment rented from us. As Rental Manager, you **must** review each returned order and make sure each piece of equipment rented has been returned, review each item to make sure it isn't damaged or broken, and test each piece to make sure it is fully functioning. This step is extremely important. If equipment has been damaged or lost, we charge the client for these items. We must have a full accounting of what is missing, damaged or lost so we can explain these charges properly.

Recording any lost or damaged equipment from a returned order, calculating monetary damages and submitting "L/D Reports" for processing.

Before we submit an invoice to our clients for lost or damaged equipment we must have a full accounting of what the issues are. As Rental Manager, you will be required to fill out, or have your subordinate fill out, a "Lost/Damaged Report" detailing which equipment was affected and what the fees for replacement are.

Monthly "parts and accessories" inventory reports for the purpose of insuring proper stock levels are antenna, knobs, batteries, belt clips, etc.

This is self-explanatory. As stated earlier, you are responsible for all rental inventory. As part of the inventory management, you will be asked to do a monthly review of "parts and accessories." EventTone keeps an inventory of parts such as belt clips, antenna, batteries, radio channel knobs, etc. These items are necessary to fix or replace damaged or missing pieces. It is important to keep an amount of each of these pieces in stock to keep the rental process running smoothly.

Once per month, you will need to review these stocks and order replacements.

Order Processing

In this section, we will start with the “front end” of the order cycle. This will include:

1. Review of the standard rental inventory
Here we will look at each item rented and explain what it does and why the client may rent it.
2. Order Processing Paperwork
Each order delivery starts with a document called the “Delivery Form.” This is the form used to understand and fill orders. We will break down the form here and explain each aspect of it.
3. Programming Process
From time to time, radios will need some additional or alternate programming. We will review this process
4. Delivery
This is a simple process, but it is necessary to review proper processes.
5. The “Round Trip” Shipping Process
As mentioned previously, much of our business is outside the New York Metro area and requires using an outside shipper. We have a detailed and tested process for this.
6. Reclaiming The Rental Order
Once the order has concluded, reviewing and returning the order properly into inventory is extremely important.
7. Lost/Damaged Accounting and Reports

Rental Equipment List

Analog

Motorola CP200 Analog Radio & Corresponding Accessories

Motorola CP200 Analog Radio



This radio is the workhorse of the industry. It is the most popular rental radio by far and fairly popular in most of the categories of business which use radios. Event production, construction, manufacturing, film and TV production, and more still request them. Motorola stopped manufacturing it in 2014 and has since, come out with a new version called the CP200D. It is basically the same radio, with the availability of a digital upgrade.

The radio offers 16 channel selection, with a consistent 4 watt output. The radio to radio coverage (also referred to as simplex) is from $\frac{1}{2}$ mile to $\frac{3}{4}$ of a mile in the city and further in a location with less obstructions. They are also easy to program, extremely durable with an acceptable battery life of between 8-10 hours of average use.

Motorola CP200, 6, 12 & 18 Port Charging Stations

This is a multiple unit charging station. It holds up to 6 radios or spare batteries at a time and can charge them simultaneously. EventTone also uses multiple level chargers which have 12 or 18 ports allowing up to 18 radios charging in one unit.



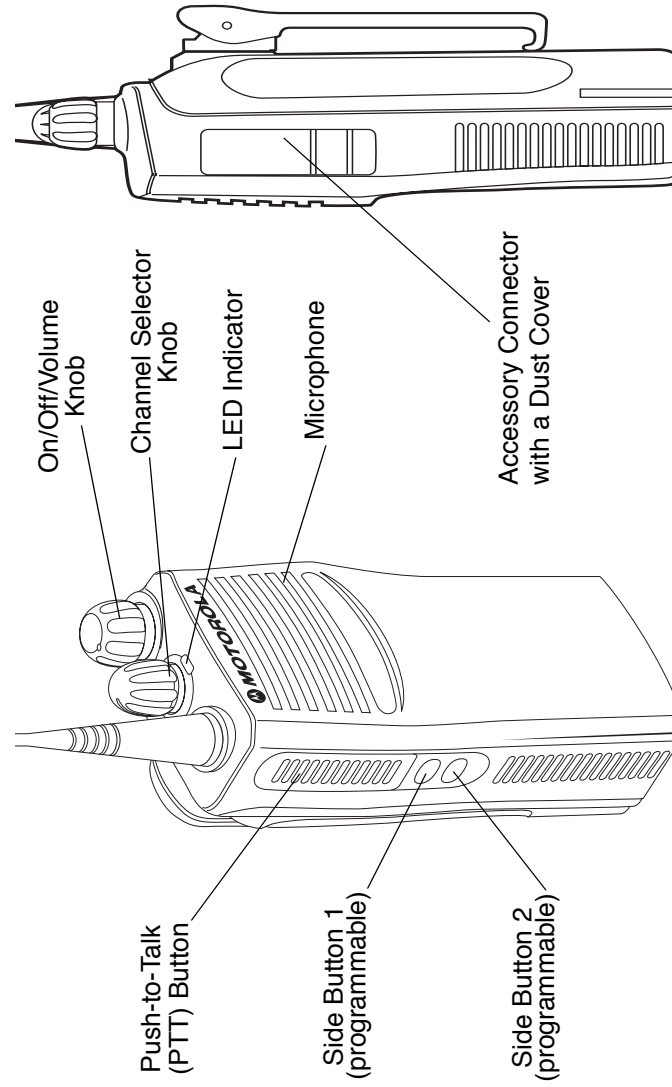
Motorola CP200 Battery

The batteries used for the CP200 are Lithium-Ion 2,500 mAh batteries. They are delivered with the belt clip attached.



RADIO OVERVIEW

PARTS OF THE RADIO CP150/CP200 Models



Digital

Hytera PD562

EventTone began renting these digital portables in 2015 and they have become very popular.



They are light weight and smaller, but offer durability, long battery life and consistent output exceeding 4 watts. Also, they offer a stubby, shorter antenna is located at the center of the top of the radio making the radio much more comfortable to carry.

They are a great choice for, just about, every vertical. They are very popular with our female clients because they are much less cumbersome. They can be worn comfortably with dressier clothing. Also, since they are digital, they offer clearer audio, better coverage, can be programmed to work will with digital repeaters. They have a screen on the front of the radio to allow for channel labeling and texting, and, since they are digital, are designed to block out background noise.

The radio to radio coverage (also referred to as simplex) is from ½ mile to a mile in the city and further in a location with less obstructions. They can also be programmed with multiple zones, and can offer up to 512 channels.

Hytera 6, 12 & 18 Port Charging Stations

This is a multiple unit charging station. It holds up to 6 radios or spare batteries at a time and can charge them simultaneously. EventTone also uses multiple level chargers which have 12 or 18 ports allowing up to 18 radios charging in one unit.

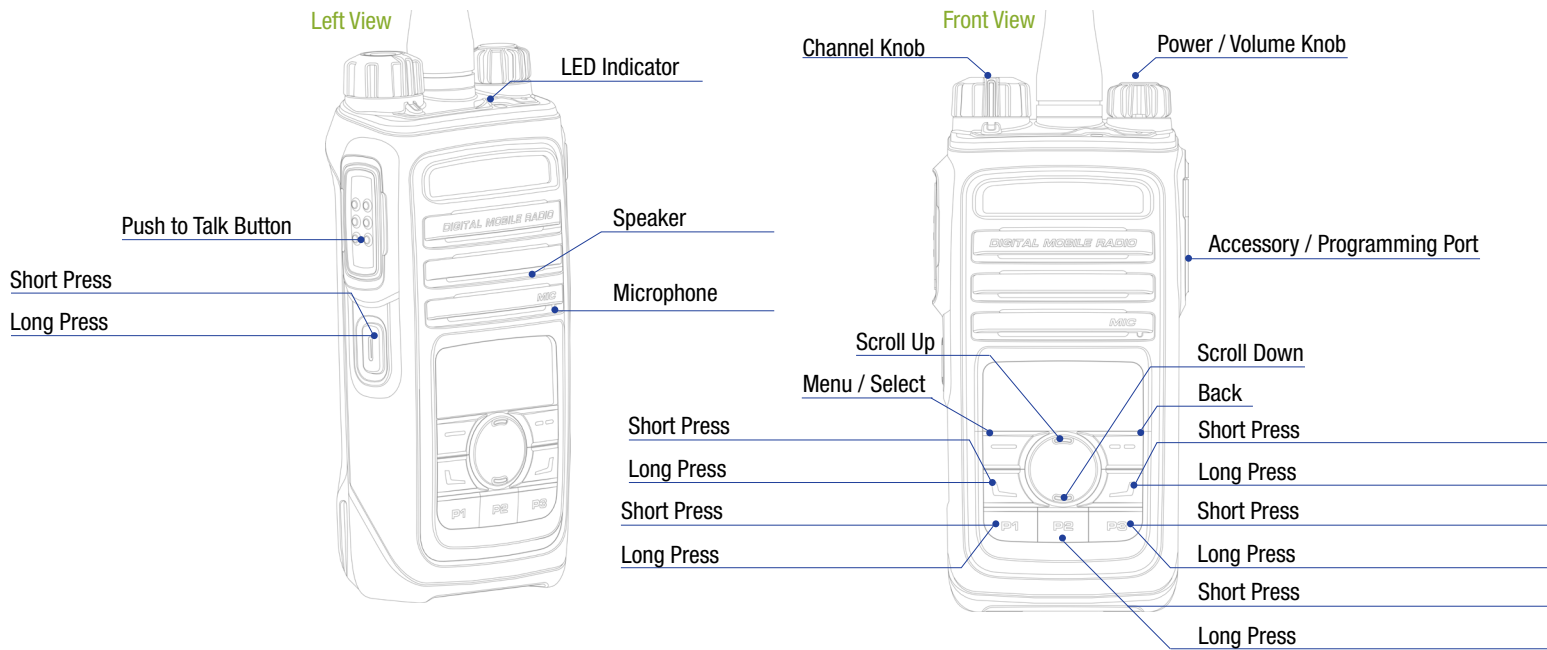


Hytera PD562 Batteries

The batteries used for the Hytera PD562 is a Li-ion 1500mAh battery. It clips into the back of the radio.



Radio Guide for



Radio Operation

Charging the Radio

- Please ensure the radio is off when charging
- Charging while the radio is on shortens the lifespan of your battery
- Full charge may take up to 3 hours
- The radio should be placed in the charger with the screen (front of radio) facing the front of the charger.

Viewing Text Messages

- When the radio receives a text message it will beep, vibrate & display a mail icon
- Pressing the select button will allow you to view the message
- If multiple messages have been received, pressing the select button will display a list of messages
- You can highlight the messages using the scroll button
- Pressing the select button again will allow you to view the highlighted message

Transmitting Voice Calls

- To initiate a transmission hold the Push to Talk (PTT) Button
- Once you press the PTT Button, the radio will emit a talk permit chirp
- This talk permit chirp signals that you can begin to speak
- When done speaking release the PTT Button
- For a set period of time the system resources are held to allow immediate responses
- If there is no response within this period the system will be released signaled by a call ended chirp

Receiving Voice Calls

- Portables automatically receive transmissions on the Talkgroup
- When receiving the screen will display the Talkgroup & the Radio ID / Alias of the transmitting unit

Turning the Radio On

- Rotate the on / off volume knob to power on & set the volume
- If the radio is tuned to a non-programmed channel it will emit a continuous error tone
- Please reference the zone / channel list to select the appropriate channel

Sending Text Messages

- To send a text, press the select button to display the menu
- Use the scroll button to scroll down to the quick text option & press the select button
- This will display the pre-programmed text messages
- Use the scroll button to scroll until the desired message is highlighted then press the select button
- Once completed, press the select button to confirm & select the send option, then select contact list
- Use the scroll button to scroll to the desired contact & press the select button to send

Transmitting Voice Calls Out of Talkgroup

- To call outside your talkgroup press the contact list button to bring the list on the screen
- Use the scroll button to highlight the desired contact
- Press the PTT Button & you will transmit on the selected contact's talkgroup
- The radio will stay on the selected group until a set time of inactivity or canceled via the home button

Channel Controls

- There are zones
- Each zone has channels programmed
- To switch zones
- To switch channels Turn the Channel Knob

Sprint Kyocera Direct Connect Cellular Phones



The Sprint Direct Connect phone is a solution for the client who needs to cover a large area and doesn't have access to a city wide, trunked, two-way radio repeater network. The phones are, for the most part, a hybrid between a cell phone and a two-way radio. It combines one on one instant communication with the benefits of using a cell tower network with nationwide coverage.

The downside to direct connect phones is that it only offers one to one communication. If, for example, you were a medical supervisor on a large event and you were required to contact your entire team on a single channel, you would be unable to do so. The only other option for this type of communication is the addition of an "all call" channel. There are, also, other options, but it requires additional programming and cost.

However, if your coverage area is large and instant coverage is required, Sprint Direct Connect phones are a great choice.

Mobile Units

These are vehicle mounted radios used to transmit within a local area, city or state. They are often installed into the dashboard of the vehicle and run off it's power source. Mobiles are perfect for someone who doesn't need to communicate away from their transportation.



Base Station

Base Stations are modified mobile units designed to be used as an onsite command center. They are plugged into the local power source and offer greater power and coverage than a portable.



Get Started

This section gives you all the information you need to set up your phone and Sprint service the first time.

Your Phone at a Glance

The illustration below shows the parts of your phone.

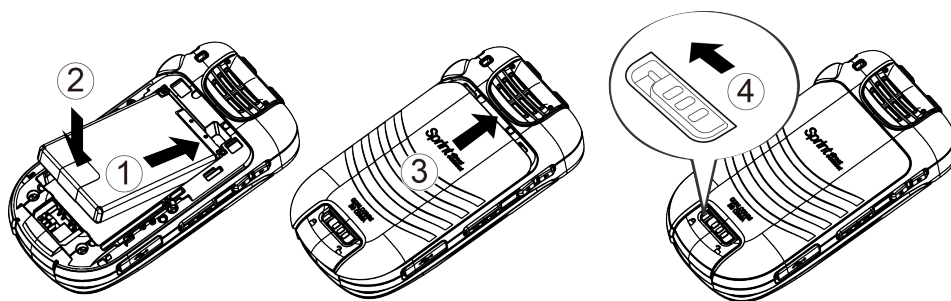


Set Up Your Phone

You must first install and charge the battery to begin setting up your phone.

1. Install the battery.

- Insert the battery into the battery compartment, making sure the connectors align (1). Gently press down to secure the battery (2).
- Position the back cover over the battery compartment, making sure the locking tabs align. Gently slide the cover upward with your thumbs until you hear a slight click (3).
- Slide the battery cover release latch to the locked position (4).



2. Charge your battery.

- Plug the USB connector into the charger/accessory jack on the lower left side of your phone.
- Plug the AC adapter into an electrical outlet.

Note: Your phone's battery should have enough charge for your phone to turn on and find a signal, set up your voicemail, and make a call. You should fully charge your battery as soon as possible.

3. Press **END** to turn the phone on.

- If your phone is activated, it will search for Sprint service and enter standby mode.
- If your phone is not yet activated, see [Activate Your Phone](#) for more information.

Activate Your Phone

Depending on your account or how and where you purchased your phone, it may be ready to use or you may need to activate it on your Sprint account.

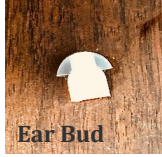
- If you purchased your phone at a Sprint Store, it is probably activated and ready to use.
- If you received your phone in the mail and it is for a new Sprint account or a new line of service, it is designed to activate automatically.
- If you received your phone in the mail and you are activating a new phone for an existing number on your account (you're swapping phones), you can activate on your computer online or directly on your phone.

Activate on Your Computer

- Go to sprint.com/activate and follow the instructions to activate your phone.

Universal Accessories

Surveillance Microphone Kits



with a soft acrylic ear bud for comfort during extended wear.

The headset accessories are our most popular. We stock hundreds of pieces because our clients request these headsets the most. They allow the user to communicate discreetly and easily whether you're in security or hospitality. The set includes a dual wire earpiece with a push to talk microphone and a clear acoustic tube



Speaker Microphones

These accessories have an assortment of different names. Though their proper name is "speaker microphones" you will hear clients refer to them as "hand mics", "fist mics", "brick mics" and more. These accessories are very popular in security, police work, construction and other locations where privacy and discretion aren't as necessary. It attaches to the operator's clothing for louder audio and easier accessibility to the Push-To-Talk button. This mic makes it convenient to communicate by eliminating the need to remove the radio from your belt.

Light Headsets

These headsets are also referred to as "Madonna Mics" or "Singers Mics." They are not those kinds of microphones, but they do have that look.

They are simply a single ear head phone with a boom microphone attached. It allows the user to hear the communication while still hearing other stimuli. The boom allows for "hands free" communication.

These headsets are very popular in film and television production, along with live music and theatre shows.



mic

“C” Rings and “D” Rings with Push To Talk Microphones

These headsets are very popular with users who need discretion and privacy but don't wish to have anything inside their ears. They are popular in production and event management, but you will also see these a lot in retail.

The “C” or “D” Ring part is a label given to the part of the headset that sits **on** the ear instead of, like the surveillance microphone ear bud, sits **in** the ear. They are named for the shape of this part of the unit. They also have an “inline” “push to talk” microphone that the user can use to speak into.

“C” Ring Push To Talk



“D” Ring Push To Talk



Repeaters

Repeaters are popular items with clients that need to cover a larger area than the standard radio can reach. It is designed to be programmed to one (analog) or two (digital) channel(s) to boost the signal for those channels. In simple terms, an average radio, using its own power to communicate with another radio, can reach an area between ½-1 mile in circumference, based on the infrastructure it is in. A radio channel programmed to a repeater will take that signal and increase it by multiples. In an urban setting, one can expect about a doubling of the signal distance. However, if you are in an unobstructed area, like a body of water or an open plain, the signal can travel for miles. The coverage is also affected by the height of the placement. The higher the repeater is, the further the signal will travel. This is why you see radio towers. These towers were constructed as a means to get the repeater unit and its signal as high as possible for the area. The higher it is, the further it will go.

Analog Repeater



Digital Repeater



Order Processing Paperwork

In this section, we will review a standard “Delivery Form.” This is the form you will be using to preview an order, understand the items in the order, fill and deliver the order.

The example we are using is of a more common order. They can be more or less complicated, but this example will represent most of the orders you should be handling.

**Contact : James DeRosa**

Phone : (855) 396-5450

Fax : (855) 224-0729

Mobile : (973) 801-6720

Item 1. EventTone Document DEL.20171215.486
 Parent document QUO.20171206.1239
 Date : 12/15/2017

Item 2. Griffin Industries
 To : **Mr. Andy Muniz**
 1401 Front Street
 Yorktown Heights, NY 10598
 United States

Item 3.**Rental: 12/15/2017 12:00 am To 12/15/2017 11:55 pm Item 4.**

Description	Qty	Unit price	Line total
Client equipment rental includes the below mentioned date(s):			
Delivery Date: 12/15/2017			
Return Date: 12/16/2017 Item 5.			
Total Days Rented: 1			
Motorola CP200 16 Channel/4 Watt Radio Item 6.	70.00 Day	11.00	770.00
Replacement Cost: \$500.00			
Motorola CP200 Battery Item 7.	70.00 Day	0.00	0.00
Replacement Cost: \$100.00			
Motorola CP200 Battery Item 8.	35.00 Day	0.00	0.00
Replacement Cost: \$100.00			
6 Port Multi Charging Station Item 9.	5.00 Day	0.00	0.00
Replacement Cost: \$450.00			
Surveillance Microphone Kit Item 10.	70.00 Day	5.00	350.00
Replacement Cost: \$125.00			
Heavy Duty Shipping and Travel Case Item 11.	3.00 Day	0.00	0.00
Replacement Cost: \$500.00			
Loss Protection Item 12.	50.00 Day	1.00	50.00
Estimated Delivery Fee Item 13.	1.00	75.00	75.00

Document number of items : 303

Item 15.

Notes :

Delivery Address:

Sheraton Times Square New York Hotel

811 7th Avenue

New York, NY 10019

Att: Andy Muniz

Item 14.

Total	1,170.00 \$
Reduction (27.95%)	-327.00 \$
Total after discount	843.00 \$
Total shipping	75.00 \$
Total	918.00 \$
New York 8.88%	81.52 \$
Total due	999.52 \$

Item 16. Client signature :

Payment means : check, cash, direct debit, American Express, Visa, Mastercard, Discovercard
Check payable to : EventTone Wireless
Phone number : (917) 642-1224

Item 17.

I/We hereby rent the above listed equipment subject to following terms & conditions

1. Client is renting equipment specific to the dates stated on the above contract. Client understands fees stated are for those dates. If client retains equipment longer than dates stated above, the rental fees may continue to be charged until all equipment is returned to EventTone Wireless.
2. Product sales estimates are based on pricing pertinent to the date requested. If client delays purchase for 30 days or causes delays in delivery or installation increased costs may be incurred.
3. Client is fully responsible for all lost or damaged equipment caused by Client, based on the rates stated above and will be charged those costs immediately upon determination of lost or damaged equipment. If it is determined returned equipment is unrepairable, or if there are damages or losses missed on initial assessment, EventTone has the right to collect additional charges up to 30 days after equipment return date. Further, client understands they are completely responsible for all equipment until it is returned to EventTone Wireless or its representatives. This includes equipment left in the possession of hotels, shipping companies, warehouses, etc. Client understands and agrees EventTone Wireless has the right to charge for late returned, damaged or missing equipment. If, at any time, Client disputes the late, damaged or missing charges with credit card companies, merchant services providers or bank, and the dispute is found to be without merit, the Client may be charged an additional \$200.00 to cover costs incurred by EventTone Wireless.
4. For rental orders, if equipment is not returned within 7 days of "Return" date stated above EventTone will consider equipment lost and unreturnable and client will be charged for the full value of all lost equipment. Late fees are assessed on all equipment, regardless of if the client was initially provided the equipment at no cost. Late fees may also include "loss of business" fees. "Loss of business" fees may be incurred if rental is not returned within 7 days of return date. The discount only covers technician fee. Any additional fees for room, board or travel expense may be charged to the client.
5. Based on inventory, EventTone may provision the order with different equipment than what is stated. Equipment will be comparable and of the same quality. All rented equipment cannot be taken out of the contiguous United States unless previously agreed by EventTone or it's agents.
6. Client agrees to indemnify EventTone or any of it's employees or agents and hold harmless from any claims, actions, suits, proceedings, costs, expenses or damages incurred or connected with from the equipment for the company or personnel provide hereunder.
7. Client understands a 50% deposit will be charged upon approval and the balance of the full payment is due 10 days before the start of rental period by cash, check or credit card and no terms are offered unless previously agreed to by EventTone Wireless. If client cancels rental within 21 days of rental start date, deposits are non-refundable. Any contract which total less than \$500.00 may be collected in full. If client is renting for a term longer than one month and is being billed monthly, client understands EventTone has the right to increase fees by ten percent semi-annually based on any additional costs incurred by EventTone for said rental. Any lost or damaged equipment costs will be assessed and billed after the rental is completed. Client further understands that, based on certain equipment rented such as direct connect phones, tablets or satellite phones, additional fees may be incurred based on service requirements or enhancements.
8. If Client chooses to pay for rental by check or cash, a credit card is required to be kept on file. Credit card will be used to pay for lost or damaged equipment.
9. Long term rental client contracts (60 days or longer) allow for 1 service/maintenance call per month. Any additional "non-emergency" calls within the month will be billed at \$95.00 per hour. Upon signing a long term rental contract, EventTone requires first and last month's payment. Upon cancellation, EventTone requires 30 days notice. If client choses to cancel an active, on going agreement with EventTone, said Client agrees to give EventTone right of first refusal before changing vendors in an effort to retain said contract. If Client cancels contract and fails to do so for any reason, EventTone has the right to charge client total due for balance of contract as damages for breach of contract. Long term contracts automatically renew at 6 months. Agreements are potentially subject to an increase at that time, not to exceed 10% to cover increased costs.
10. Client understands and agrees all items rented to be the sole property of EventTone Wireless and that the failure to return said items to EventTone Wireless may result in additional fees.
11. EventTone retains the right to alter the final amounts provided of non chargeable items such as chargers and batteries based on inventory and other requirements. If client rents any item requiring cellular service, whether voice or data, and provider of service increases rates for any reason, the additional cost will be added.
12. Based on payment or damage history, or if you are a new client, EventTone retains the right to initially collect an additional "security deposit" payment to cover damage and/or lost equipment that may equal up to 10% of the overall cost of equipment replacement. If all equipment is returned without damage, security deposit will be refunded within 7 days or rental return.
13. Shipping and delivery costs are estimates. EventTone Wireless retains the right to increase or decrease the rate based on circumstances. Additional shipping costs may be charged after rental period has concluded if it is determined extra costs were incurred by shipper. EventTone Wireless will provide proof of additional costs at client's request.
14. Additional Missing/Damaged Equipment Replacement Costs: Surveillance Microphones: Ear Tubes: \$75.00. 2 Way Radio Belt Clips: \$40.00. 2 Way Radio Antenna: \$25.00.
15. If items rented by client are deemed to be malfunctioning in any way upon receipt of said items, it is the client's responsibility to notify EventTone Wireless within a 24 hour period. It is EventTone's responsibility to replace any malfunctioning equipment at it's expense. If client does not notify EventTone within that 24 hour period, it will be assumed by EventTone that equipment was damaged by client and client will be charged the

replacement costs for said equipment.

16. EventTone Wireless will deliver equipment to client clean, properly assembled, properly prepared and in good order. Client must return rented equipment to EventTone Wireless in the same condition or client may be charged an additional fee to cover labor charges required to do so.

Explanation of Delivery Form

As stated previously, the delivery form is the main form used by the Rental Department in the process of understanding, processing, delivering and reclaiming rental orders.

Each section to be explained is either numbered or highlighted.

Item 1.

This is the document numbering system. There are three documents in the order chain. The first is the Estimate or Quote which is written up by the sales representative. Once the Estimate or Quote is approved by the client, two more documents are generated. The first is the Invoice, which is created for collection of payment. The second is the Delivery Form which is used to fill the order.

Reviewing this section, you will see the Delivery Form number and, just above it is the "Parent Document" which is the originating Estimate or Quote number.

Just under these numbers is the date the document was created.

Item 2.

This is the client's name and the main company address.

Item 3.

This is the Sales Person's information.

Item 4.

This information is extremely important. It is the dates and duration of the rental agreement. The first date is the first day of the rental and the second is the last day of the rental.

Item 5.

This information is the delivery date and return date of the equipment. The date of delivery is, usually, the day before the first day of the rental period. The return is the day after the last day of the rental period. The "Total Days Rented" field is there for the client to fully understand the number of days they are being charged for.

Item 6.

This is the first item on the rental order. It is usually a two-way radio of some model. Here it is a Motorola CP200 Radio. It could also be a Hytera PD562 or some other radio we rent.

Item 7.

This line is an accounting of the radios attached to the radio listed above it. Understand, the client is responsible for every item they have rented until everything is fully returned. Sometimes the client removes the radio from the battery and we just receive one or the other back. If the client rents a certain

number of radios, they are responsible for the radios and the batteries attached to them. Even though they are delivered connected, they are listed separately.

Item 8.

Along with the radios, the client also receives a number of extra, charged batteries in case one of the batteries already attached to the radios fail. These are accounted for here.

Item 9.

This line item accounts for any single or multi chargers the client receives as part of the rental.

Item 10.

This line item is for any accessories they should rent.

Item 11.

This line item covers any shipping or delivery cases used to transport the rental equipment.

Item 12.

Loss Protection is designed to offer the client a way of buying down the cost of replacing the equipment is it is lost or damaged. Without Loss Protection, they will be responsible for the full retail value of the lost or damaged equipment. With Loss Protection, they will be responsible for the current value of the equipment allowing for wear and tear and depreciation.

This is NOT insurance. Insurance is regulated by the state and the federal government and you need proper licensing to sell or, even, offer it.

Item 13.

This is the cost of delivery. It is always an estimate until the order is processed.

Item 14.

This is a section for notes. Most times we input the delivery address here.

Item 15.

This is a listing of total charges including any discounts, sales tax and shipping.

Item 16.

Upon delivery of the order, the client should affix their signature here acknowledging full receipt of the equipment stated above on the Delivery Form.

Item 17.

This section includes all of our Terms and Conditions. This is the fine print. You should also read and understand them so you can offer an explanation if the client requests any.

Highlighted Fields

The highlighted items represent a statement of charges to be incurred by the renter if items rented are lost, damaged or malfunctioning when returned to us after the rental period has concluded.

For example, if the client loses or damages a Motorola CP200, the replacement cost is \$500.00. The cost for the battery attached to that radio is \$100.00. If they lose the radio and battery attached the total fee charged for replacement is \$600.00.

Each line item listed on the Delivery Form is listed along with its replacement. That cost is also listed on the Quote and Invoice.

Delivery

The delivery process requires several steps which start with the delivery document and concludes with the final delivery and review of the equipment with the rental client.

We have reviewed the delivery document earlier in this manual. The processing, packing, transport and delivery of the order will be covered here.

Packing an Motorola CP200 Analog Radio Order

One of the most important aspects of the Rental Manager is properly assembling a rental order. EventTone Wireless offers an assortment of different wireless equipment in its fleet. Currently, we offer both analog and digital two-way radios, direct connect phones, repeaters, personal wifi and more. When packing an order, it is essential the orders be organized in such a way as to look clean and professional while assuring the equipment can be moved without damaging the equipment.

Bagging Radios & Preparing For Delivery or Shipping

Unlike some other companies, EventTone Wireless packs and ships orders in Pelican Cases. They have proven to be sturdier and offer better protection for the items inside.



For the sake of cleanliness and organization, we pack radios in long clear bags and most of the accessories are packed in smaller, 12"X12" clear bags. (See Photos)

The Motorola CP200 analog radios are packed 15 in the long bags. (See Photo) CP200's come with the standard "whip" antennas. They are long and thin, and, if left on



the radios during transport, will break over time. To avoid this we unscrew the antennas, bind them with a rubber band and store them in the bottom of the bag with the radios. The finished bag should reflect the photo here:



Radio Labels:

Each EventTone Wireless radio is to be cleaned and labeled. Over time and with the constant in and out, packing and shipping, and use of our equipment, the labels will begin to show wear. We always have a stock of labels in house for both our analog and digital radios. If the radio's label is beginning to show signs of wear, please remove them by peeling them off and replacing the old label with a new one. (See photo.)



Placing Bagged Radios Into Pelican Case or Tote For Shipping or Delivery

To allow for proper shipping and so as to avoid any damage to the equipment during the delivery or shipping process, equipment should be packed into each case for delivery in a certain order.

Take your Pelican case and lay it on its back so you can open the lid fully. Make sure you have padding on the bottom.

Place heavier items on the bottom of the order. Also, be cognizant of the fact most Pelican cases have wheels and will be rolled much like a piece of luggage you'd see in an airport or hotel. Since there is a good chance once you're done packing the case it will be stood up and rolled, place all the heavier items on the bottom and down all the way towards the wheels. Doing this will allow for less movement or damaging shifting of the equipment once it is stood up and rolled.

Here is as an example of the standard way to pack a case:

1. Place heavier items on the bottom and down by the wheels. These items are usually the 6, 12 or 18 port multi chargers.
2. A top of them, place your bags of radios. No more than 15 to a long bag.
3. Place accessories such as surveillance microphones, "D" Ring "Push To Talk" or "C" Ring "Push To Talk" headsets, single ear headsets with the boom microphone or the speaker microphones
4. Please bag of extra, spare batteries and place them on the open areas on the sides of the case.



Bagging & Packing Accessories

When preparing accessories for delivery or shipping, each item has its own concerns. When preparing each item, here are a few points to remember:

1. Surveillance microphone kits has a tendency to tangle due to their design. There are 2 long, thin wires soldered to a single wire with a clear tube at one end. These will tangle easy. To properly pack them, start by holding the single wire side and letting it dangle. Once it is outstretched and

all knots are untied, simply wind the wires around your hand until it is completely looped, then wrap a rubber band around the center. (see photos)



Also, the ear bud tip of the surveillance microphone is inserted into the user's ear. Cleanliness and sterility is an issue. To assure the ear buds are sanitized, pull the ear bud off of the tip of the surveillance microphone and drop them into the container filled with alcohol. This will sterilize the ear buds. When packing the surveillance microphones into the standard 12"X12" bag, pull the corresponding number of ear buds out of the alcohol container and place them into a separate 2"X2" bag. Seal the bag and drop it into the 12"X12" bag containing the surveillance microphone. This will assure each ear bud is clean and sanitary when the client receives them.

2. Speaker microphones are long and a bit wieldy. They can tangle and will break if not handled properly. As most accessories fit nicely in smaller bags, speaker microphones are placed in the same longer bags the radios are packed in. Bind speaker microphones in groups of 10 and drop them, full extended into the bag. Most longer bags can hold between 3 and 4, 10 microphone bundles.



3. Light, single ear, headsets are usually handled the same as speaker microphones. They are bulky with a long wire connected on the bottom. Bunch them together in bundles of 5, bind the wires together with a rubber band to avoid entangling them, and place them in the long bags.

4. "C" Ring and "D" Ring, push to talk, headsets should be wound up in a similar fashion as surveillance mics and placed in a 12"X12" bag for delivery or shipping.



Packing A Digital Hytera PD562 Radio Order

One of the most important aspects of the Rental Manager is properly assembling a rental order. EventTone Wireless offers an assortment of different wireless equipment in its fleet. Currently, we offer both analog and digital two-way radios, direct connect phones, repeaters, personal wifi and more. When packing an order, it is essential the orders be organized in such a way as to look clean and professional while assuring the equipment can be moved without damaging the equipment.

Bagging Radios & Preparing For Delivery or Shipping

Unlike some other companies, EventTone Wireless packs and ships orders in Pelican Cases. They have proven to be sturdier and offer better protection for the items inside.

For the sake of cleanliness and organization, we pack radios in long clear bags and most of the accessories are packed in smaller, 12"X12" clear bags. (See Photos)

The Hytera PD562 Digital radios are packed 15 in the long bags. (See Photo)
Unlike the analog Motorola CP200 radio with the older style "whip" antenna, which are removed during transport, and are susceptible to breakage, the antenna on the Hytera PD562 is a short, thicker, "stubby" antenna and is much sturdier. For this reason, we leave them antennas attached to the radios during transport.



Accessories, such as surveillance microphones and headsets, are packed in 12"X12" clear 4 mm bags.

Radio Labels:

Each EventTone Wireless radio is to be cleaned and labeled. Over time and with the constant in and out, packing and shipping, and use of our equipment, the labels will begin to show wear. We always have a stock of labels in house for both our analog and digital radios. If the radio's label is beginning to show signs of wear, please remove them by peeling them off and replacing the old label with a new one. (See photo.)



Placing Bagged Radios Into Pelican Case or Tote For Shipping or Delivery

To allow for proper shipping and so as to avoid any damage to the equipment during the delivery or shipping process, equipment should be packed into each case for delivery in a certain order.

Take your Pelican case and lay it on its back so you can open the lid fully. Make sure you have padding on the bottom.

Place heavier items on the bottom of the order. Also, be cognizant of the fact most Pelican cases have wheels and will be rolled much like a piece of luggage you'd see in an airport or hotel. Since there is a good chance once you're done packing the case it will be stood up and rolled, place all the heavier items on the bottom and down all the way towards the wheels. Doing this will allow for less movement or damaging shifting of the equipment once it is stood up and rolled.

Here is as an example of the standard way to pack a case:

1. Place heavier items on the bottom and down by the wheels. These items are usually the 6, 12 or 18 port multi chargers.
2. A top of them, place your bags of radios. No more than 15 to a long bag.
3. Place accessories such as surveillance microphones, "D" Ring "Push To Talk" or "C" Ring "Push To Talk" headsets, single ear headsets with the boom microphone or the speaker microphones
4. Please bag of extra, spare batteries and place them on the open areas on the sides of the case.



Bagging & Packing Accessories

When preparing accessories for delivery or shipping, each item has its own concerns. When preparing each item, here are a few points to remember:

1. Surveillance microphone kits has a tendency to tangle due to their design. They are 2 long, thin wires soldered to a single wire with a clear tube at one end. These will tangle easy. To properly pack them, start by holding the single wire side and letting it dangle. Once it is outstretched and all knots are untied, simply wind the wires around your hand until it is completely looped, then

wrap a rubber band around the center. (see photos)



Also, the ear bud tip of the surveillance microphone is inserted into the user's ear. Cleanliness and sterility is an issue. To assure the ear buds are sanitized, pull the ear bud off of the tip of the surveillance microphone and drop them into the container filled with alcohol. This will sterilize the ear buds. When packing the surveillance microphones into the standard 12"X12" bag, pull the corresponding number of ear buds out of the alcohol container and place them into a separate 2"X2" bag. Seal the bag and drop it into the 12"X12" bag containing the surveillance microphone. This will assure each ear bud is clean and sanitary when the client receives them.

2. Speaker microphones are long and a bit wieldy. They can tangle and will break if not handled properly. As most accessories fit nicely in smaller bags, speaker microphones are placed in the same longer bags the radios are packed in. Bind speaker microphones in groups of 10 and drop them, full extended into the bag. Most longer bags can hold between 3 and 4, 10 microphone bundles.



3. Light, single ear, headsets are usually handled the same as speaker microphones. They are bulky with a long wire connected on the bottom. Bunch them together in bundles of 5, bind the wires together with a rubber band to avoid entangling them, and place them in the long bags.

4. "C" Ring and "D" Ring, push to talk, headsets should be wound up in a similar fashion as surveillance mics and placed in a 12"X12" bag for delivery or shipping.



Order Checklist

Below, on the next page, is the order checklist which should be posted on the walls of the Rental Office. It is a last-minute list to review after assembling each order, to make certain you haven't missed any of the important steps necessary in arranging an order properly.

Please post this where orders will be processed.

ORDER CHECKLIST

WHEN FILLING ORDERS MAKE SURE TO CHECK FOR ALL CORRESPONDING PARTS TO EACH PIECE. SUCH AS:

RADIOS:

TEST EACH RADIO AS THEY ARE PROGRAMMED TO MAKE SURE ALL COMMUNICATE AS ORDERED. ALSO REMEMBER ALL THE PARTS:

- RADIO
- ANTENNA
- BATTERY
- CLIP
- CHECK LABELS ON FRONT AND MAKE SURE THEY ARE CLEAN

CHARGER:

TEST EACH PORT IN THE BANK CHARGER AND MAKE SURE EACH WORKS: ALSO REMEMBER:

- CHARGER
- PLUG

SURVEILLANCE MIC KIT

TEST EACH SURVEILLANCE MIC AS THEY RETURN FROM AN ORDER. TESTING IS TIME CONSUMING AND, WITH LAST MINUTE ORDERS, YOU MAY NOT HAVE THE TIME TO TEST. PLACE ALL WORKING SURVEILLANCE MICS IN THEIR BIN AND, WHEN FILLING AN ORDER, REMEMBER ALL THE PARTS:

- CLEAR TUBE IS ATTACHED
- EAR BUD FOR EACH MIC

SPEAKER MICS

TEST EACH SPEAKER MIC AS THEY RETURN FROM AN ORDER AND PLACE IN BIN. ALSO, WHEN FILLING THE ORDER, REMEMBER

- SPEAKER MIC
- CLIP

HEADSETS & D RINGS

TEST EACH AS THEY RETURN FROM AN ORDER AND PLACE IN BIN.

WRAP AND BAND EACH ACCESSORY SO THEY ARE READY FOR THE NEXT ORDER

Once the order is packed, print 2 copies of the delivery document, place one in the case, then close the case, place in the delivery vehicle and drive the order to the local client.

The “Round Trip” Shipping Process

A high percentage of EventTone’s business is outside our local metro area. Our Search Engine Optimization strategy lands on the first page of approximately 14 different major and minor markets throughout the country. Due to this, it is necessary to have a process developed to efficiently deliver and reclaim orders through an outside shipping service such as Federal Express or United Parcel Service. We have also developed an instructional process the client can easily follow to make sure all the rental equipment is returned easily and efficiently.

After the order is packed as we discussed previously, it is necessary to order and print both an outbound, peel and stick, shipping label and a return, peel and stick, shipping label to enclose in the case with the other shipping documents.

The shipping documents are placed in an envelope (see “Shipping Documents Enclosure) with our Instruction Enclosure Letter, the client copy of the delivery document, the return shipping label, and the radio specific instructional material. Place the envelope in the case with the equipment along with “zip ties” to secure the case for the return.

Now, simply close the case, place zip ties through the holes on the outside of the case, place the label(s) on the case(s) and drop the items at the shipper.

The proceeding pages are examples of the "Shipping Documents" to be used to assure proper "Round Trip Shipping."



Thank you so much for your trust in EventTone Wireless. We always appreciate your business.

Enclosed, please find your order.

In your case you will find FedEx return-shipping labels. At the conclusion of your rental, please place all the EventTone Wireless rented equipment back in to the case, affix the label, apply the plastic ties, and give to any FedEx Ground carrier. If you have trouble finding a carrier, please give us a call at 855-396-5450 and we'll make the arrangements to have it picked up for you. It is helpful for us to receive the equipment back as efficiently as possible.

At EventTone Wireless, all of our equipment is fully charged before shipping. However, like other electronic equipment, radios will lose some charge over time, even if unused. We recommend, if you have the time and ability, to set up the chargers and "top off" the radios to assure a complete charge for your needs. Also, all equipment is fully tested to assure they are functioning properly before we ship. However, items can become damaged during shipping. Upon receipt of your order, please review and confirm everything is working properly. If not, please notify us immediately and a replacement will be sent free of charge. If you do not notify us, you may be charged for the damaged items.

If you have any concerns or problems, or if you need amend your order in any way, please give us a call. We're here for you whenever you need us.

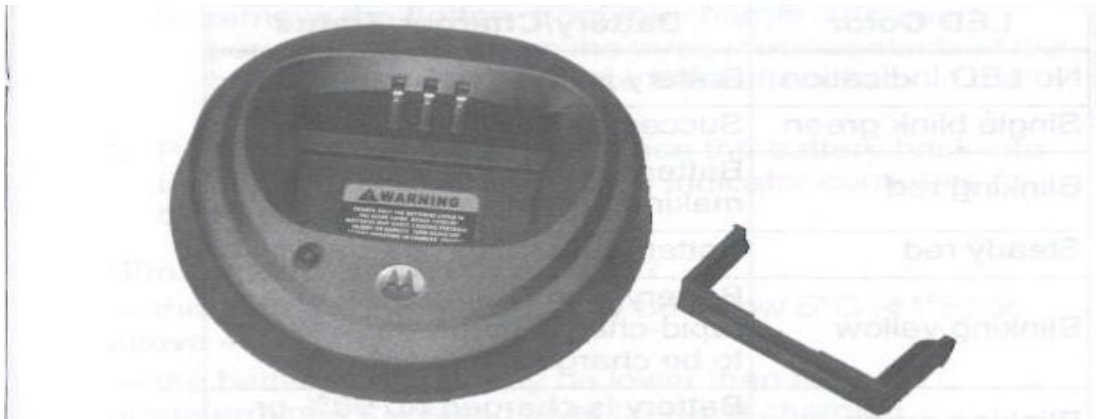
Thank you again for your business.

EventTone Wireless

Understanding Different Radio Charging Ports

In an effort to reduce the weight of their radios and make them easier to handle, Motorola and other various battery manufacturers have designed new slimmer, lighter styles for their batteries. Unfortunately, these new designs required changing the guiding rails for the batteries so as to help them fit into the charging stations. You may find that some batteries don't fit in certain charging ports.

In order to rectify this problem charger manufacturers have installed adjustable guide rails you can adjust. This will guarantee your batteries and radios will charge completely.



The above photo shows the removable rail in a single charger, but they are the same in all chargers from single to 6 Port and up to 18 port chargers.

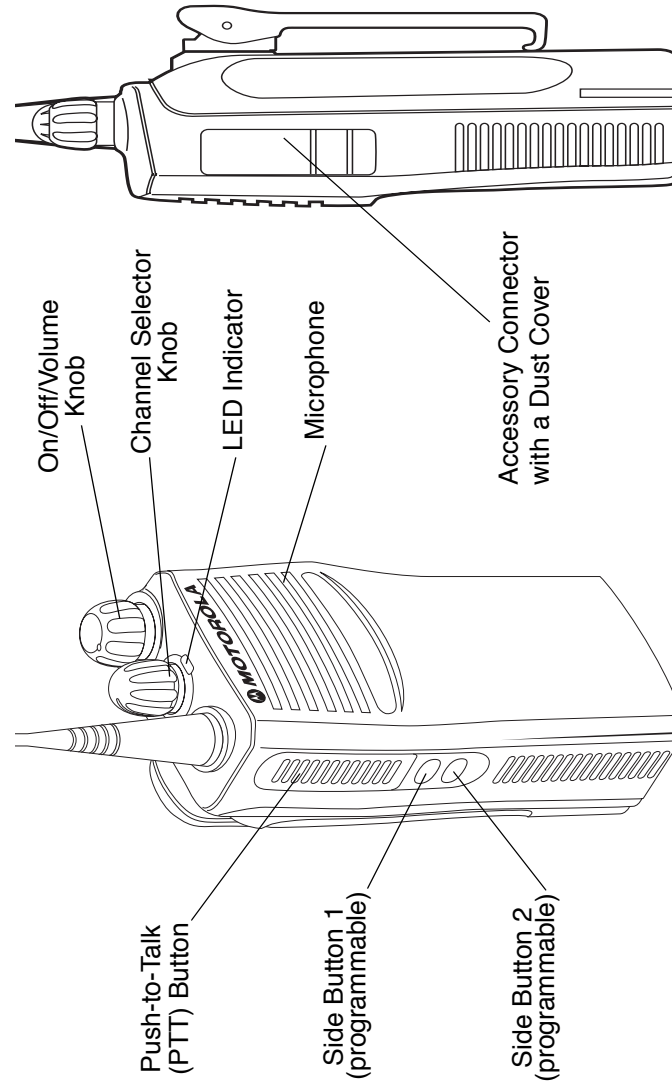
To adjust your charging port, simply do the following:

1. Locate the battery rail inside the charger port.
2. Remove by placing your thumb and index finger on either end of the rail and pinching inward while pulling upward out of the charger pocket.
3. Turn the battery locating rail around so the rail corresponds with the radio you are charging.
4. Re-insert the rail back into the charger pocket.

You're all set to go. Just slide the radio or battery into the charger pocket using the rail to guide it in and you're done.

RADIO OVERVIEW

PARTS OF THE RADIO CP150/CP200 Models





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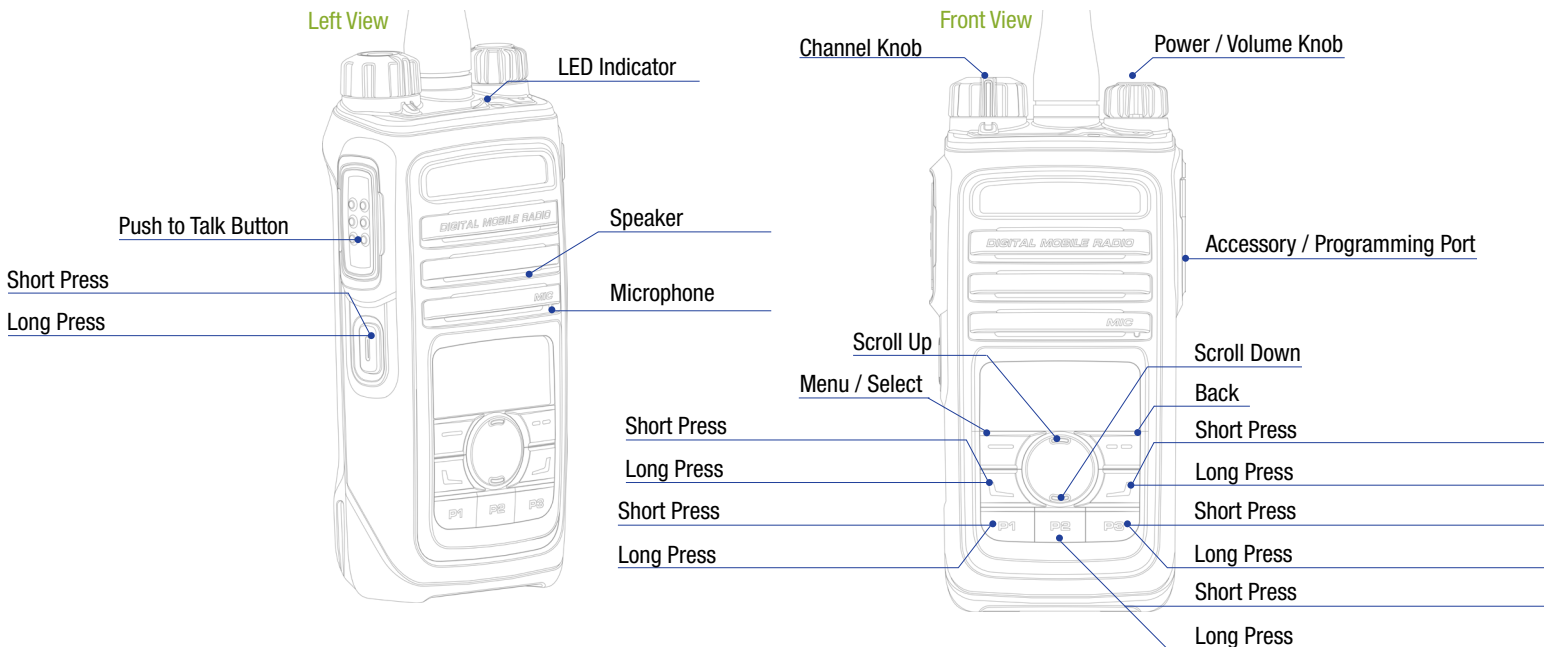
At EventTone Wireless, all of our equipment is fully charged before shipping. However, like other electronic equipment, radios will lose some charge over time, even if unused. We recommend, if you have the time and ability, to set up the chargers and "top off" the radios to assure a complete charge for your needs. Also, all equipment is fully tested to assure they are functioning properly before we ship. However, items can become damaged during shipping. Upon receipt of your order, please review and confirm everything is working properly. If not, please notify us immediately and a replacement will be sent free of charge. If you do not notify us, you may be charged for the damaged items.

If you have any concerns or problems, or if you need amend your order in any way, please give us a call. We're here for you whenever you need us.

Thank you again for your business.

EventTone Wireless

Radio Guide for



Radio Operation

Charging the Radio

- Please ensure the radio is off when charging
- Charging while the radio is on shortens the lifespan of your battery
- Full charge may take up to 3 hours
- The radio should be placed in the charger with the screen (front of radio) facing the front of the charger.

Viewing Text Messages

- When the radio receives a text message it will beep, vibrate & display a mail icon
- Pressing the select button will allow you to view the message
- If multiple messages have been received, pressing the select button will display a list of messages
- You can highlight the messages using the scroll button
- Pressing the select button again will allow you to view the highlighted message

Transmitting Voice Calls

- To initiate a transmission hold the Push to Talk (PTT) Button
- Once you press the PTT Button, the radio will emit a talk permit chirp
- This talk permit chirp signals that you can begin to speak
- When done speaking release the PTT Button
- For a set period of time the system resources are held to allow immediate responses
- If there is no response within this period the system will be released signaled by a call ended chirp

Receiving Voice Calls

- Portables automatically receive transmissions on the Talkgroup
- When receiving the screen will display the Talkgroup & the Radio ID / Alias of the transmitting unit

Turning the Radio On

- Rotate the on / off volume knob to power on & set the volume
- If the radio is tuned to a non-programmed channel it will emit a continuous error tone
- Please reference the zone / channel list to select the appropriate channel

Sending Text Messages

- To send a text, press the select button to display the menu
- Use the scroll button to scroll down to the quick text option & press the select button
- This will display the pre-programmed text messages
- Use the scroll button to scroll until the desired message is highlighted then press the select button
- Once completed, press the select button to confirm & select the send option, then select contact list
- Use the scroll button to scroll to the desired contact & press the select button to send

Transmitting Voice Calls Out of Talkgroup

- To call outside your talkgroup press the contact list button to bring the list on the screen
- Use the scroll button to highlight the desired contact
- Press the PTT Button & you will transmit on the selected contact's talkgroup
- The radio will stay on the selected group until a set time of inactivity or canceled via the home button

Channel Controls

- There are zones
- Each zone has channels programmed
- To switch zones
- To switch channels Turn the Channel Knob

Please Open & Read



Thank you so much for your trust in EventTone Wireless. We always appreciate your business.

Enclosed, please find your order.

In your case you will find FedEx return-shipping labels. At the conclusion of your rental, please place all the EventTone Wireless rented equipment back in to the case, affix the label, apply the plastic ties, and give to any FedEx Ground carrier. If you have trouble finding a carrier, please give us a call at 855-396-5450 and we'll make the arrangements to have it picked up for you. It is helpful for us to receive the equipment back as efficiently as possible.

At EventTone Wireless, all of our equipment is fully charged before shipping. However, like other electronic equipment, radios will lose some charge over time, even if unused. We recommend, if you have the time and ability, to set up the chargers and "top off" the radios to assure a complete charge for your needs. Also, all equipment is fully tested to assure they are functioning properly before we ship. However, items can become damaged during shipping. Upon receipt of your order, please review and confirm everything is working properly. If not, please notify us immediately and a replacement will be sent free of charge. If you do not notify us, you may be charged for the damaged items.

If you have any concerns or problems, or if you need amend your order in any way, please give us a call. We're here for you whenever you need us.

Thank you again for your business.

EventTone Wireless

Your EventTone Sprint Duracore Direct Connect Phone



How To Use Your Sprint Direct Connect Phone Through Your List of Contacts

The Sprint Duracore Direct Connect Phone allows you to make direct, push to talk phones from the list of contacts that have been programmed into your phone. The process is simple:

1. From the phone's standby mode, press the Contacts button. It is the soft key located directly below the word "Contacts" on the inside screen.
2. Once that button is pressed your contacts list will appear. Using the scroll button, scroll to the contact you wish to contact.
3. Once you have highlighted the contact you wish to connect with simply push the Direct Connect Button on the left side of the phone (if you are looking at the phone.) Like a 2 way radio, you push to talk, release to listen.

Please Open & Read

Reclaiming Orders

When the rental period ends, it is necessary to reclaim the equipment from the client as close to the last rental date as possible. It is preferable to pick the rental up the day after the last day of the rental.

Once it has been reclaimed it is necessary to completely review the entire order. Print the delivery document again (if you no longer have it) and use it to inventory the items. (See Inventory Return Sheets included)

If any equipment is missing, you must make a record of each missing piece. As stated previously, if a client has equipment lost, damaged or not returned, they will be invoiced for their replacement or repair.

If all the equipment is returned, it is necessary to test each piece of equipment thoroughly before they are returned into rental inventory to prepare them for the next rental.

Included in this manual we have included the necessary work sheets required to finish processing each order.

Reclaiming Orders and Returning Rental Items To Inventory.

One of the most important aspects of the Rental Manager position is the process followed when returning rented equipment to inventory. Inventory is the life blood of any rental business and keeping accurate track of the rental flow both out is crucial to keeping the company profitable and functioning properly.

Local Pick Up

If the order you are reclaiming is a local pick up, try to review the inventory with the client. This is especially helpful if equipment is missing or damaged. Reviewing the items with the client and having them sign off on the return helps to mitigate any issues that may arise.

Unfortunately, most of the time the contact responsible for the equipment is either not available or has left the equipment in the care of a subordinate. Many times, that subordinate knows nothing about the order and can't help inventory anything, so it will be necessary for you to bring the order back to the office and review it there. If equipment is missing or broken it will be necessary to chronicle the missing equipment and follow up by sending an email explaining the issues to the client. We have included a "Lost/Damaged" email script located in the scripts section of this manual. Sending them a full explanation, along with an invoice for the lost items immediately after your review is the best way to reduce any conflict between you, EventTone Wireless and the client.

Once you are done counting in all the rented items it will be necessary to test every item before returning back into the rental inventory. Testing is extremely important. Please, keep in mind, our clients judge our quality in three ways. First is the quality of our equipment and a close second and third is our customer service and technical proficiency. If we release equipment for rental that has not been properly tested beforehand we take a chance the client will receive equipment which will not work. If that happens we will be forced to either race back to the client with a replacement, or, if the client is a distance away, ship the replacement item overnight. Overnight shipping is very expensive and, either way, our reputation with the client has now been damaged. Testing everything before it is returned to inventory solves this problem.

Testing Radios

When testing a radio is simple but crucial. The most efficient way to do this is to use the following procedures:

Radios

1. Take two radios out of the order and put them both on channel 1. To a transmit/receive test making sure each radio works in both modes.
2. Take one of the radios and use it as the test anchor. Leave it on channel 1 and take each radio used in the returned order and test it against the anchor radio, making sure each transmits and receives.

3. Once you know each radio is working, test the volume control knob, channel selector switch and antenna.
4. Lastly, take an accessory, preferably one from the order you are returning, and plug it into the accessory contacts. Make sure that plug is still working.

Accessories

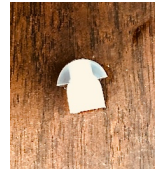
Surveillance Microphones

1. Many times, when surveillance microphones are returned, they are in a tangled ball. It is one of the more frustrating parts of a Rental Manager responsibilities. Before testing anything, each surveillance microphone has to be untangled and rebound. Refer to the picture on the right.
2. Once rebound, test each surveillance microphone but plugging it into the anchor radio. Take another radio from the returned order and test both the ear piece, making sure it is receiving, and the in-line microphone, making sure it is transmitting.



Surveillance microphones are fragile. They do break. Even if they look fine, there is a chance they are not working. Test each one. You'll be happy you did.

3. Lastly, remove the ear bud from the tube and drop it into the alcohol bath. Always use a latex glove for this. Making sure the ear bud is sterile is essential. We do not want to be responsible for transmitting any maladies or ailments. These ear buds go right into the user's ear so the chance of a contagion is possible. Alcohol with sterilize the ear bud and make it safe for the next user.



Speaker Microphones

1. Review the piece and make sure there are no cracks or visible damage.
2. Plug the connecting end into the accessory port on the side of the radio. Each speaker microphone has a "push to talk" button on the side of the speaker part of the unit.
3. Using the same "anchor radio," take another radio on the



same frequency as the anchor radio, use the "push to talk" button on the side of the speaker part, pushing it to transmit, releasing it to listen. Thoroughly test each speaker microphone testing the transmit and receive function.



4. Once ever radio has been tested, take the functioning speaker microphones, assemble them in bundles of 10 and bind them together using a rubber band by the plug end.

Light Headsets

1. Review the piece and make sure there are no cracks or visible damage.
2. Plug the connecting end into the accessory port on the side of the radio. Each light headset has a “push to talk” button in line microphone on the headset wire.
3. Using the same “anchor radio,” take another radio on the same frequency as the anchor radio, use the “push to talk” button on the side of the speaker part, pushing it to transmit, releasing it to listen. Thoroughly test each light headset testing the transmit and receive function.

“D” & “C” Ring Ear Piece with Push To Talk

1. Review the piece and make sure there are no cracks or visible damage.
2. Plug the connecting end into the accessory port on the side of the radio. Each “D” and “C” Ring Ear Piece has a “push to talk” button in line microphone on the headset wire.
3. Using the same “anchor radio,” take another radio on the same frequency as the anchor radio, use the “push to talk” button on the side of the speaker part, pushing it to transmit, releasing it to listen. Thoroughly test each “D” and “C” Ring Ear Piece with Push To Talk In Line Microphone testing the transmit and receive function.

Chargers

1. Each charger has from 1 to 18 ports designed to recharge their corresponding two-way radio. Each port is designed with a set of guard rails to hold the charging contacts on the radio against matching charging contacts in the port. To test, simply take the correct radio that fits the port and test each port by placing the radio into the port. Once the radio is in the port make you can verify the port functionality by seeing if the light in front of the port lights up red or green. Either color shows the port is working. If it doesn’t light up, or if it lights up a color other than red or green, the port is malfunctioning.

Inventory Report

Date _____

	In Office	Out Of Office	Broken/Repairable	Unrepairable
	Total	Total	Total	Total
Radios				
 Analog				
Motorola CP200 16 Channel				
Motorola Cp200 4 Channel				
Motorola PR400				
 Digital				
Hytera PD562				
Motorola XPR 3500				
Motorola XPR 7550				
 Batteries				
Motorola CP200				
Hytera PD562				
Motorola XPR 3500				
Motorola XPR 7550				
 Bank Chargers				
CP200 6 Port				
CP200 12 Port				
CP200 18 Port				
CP200 10 Port With Battery Pt				
PD562 6 Port				
PD562 12 Port				
PD562 18 Port				
 Single Port Charger				
CP200				
PD562				
 Accessories				
 Analog				
 <i>Motorola CP200 Accessories</i>				
Surveillance Microphone Kits				
Ear Buds				
Speaker Microphones				
Light Headsets				

