

# Resound Services Overview

We help our customers achieve their ideal radio system with a full range of supporting services.

**Systems Design** – in the modern business radio environment there are often many different ways to solve the same communications problem. At Resound, we apply our many years of experience to working with customers to design the best system that we can, taking into account;

- current and future communications needs - including calling groups, simplex v multiplex communication, privacy/security issues, expandability, ...
- the physical aspects of the area in which the radios will be used to ensure reliable coverage
- the need, or otherwise, to integrate the radio systems with telephones, alarms or computers
- added value applications like Lone Worker, Man Down or Automatic Vehicle Location
- the ability, or otherwise, to include continued use of current equipment
- the budgetary position.

The design service begins with a site survey performed by our specialist engineers supported by professional diagnostic equipment.

**Systems Integration** – it is increasingly common for customers to want to integrate their radio systems with other business systems, including telephone networks, building management and alarm systems, and computer applications.

Resound is extremely experienced in building systems that allow functionality from a wide range of sources to be available to the radio users. Our capability includes in-house computer programming skills to design and build supportable 'black box' solutions to the most intractable technical problems. These skills and experiences extend across both analogue and digital networks.

In fact, Resound has already developed solutions for precisely locating individual handsets within a site, seamlessly connecting in and outbound telephone calls, and passing intelligent messages from scheduling, building management and alarm systems directly to nominated handsets.

**Systems Installation, Support and Maintenance** – Resound will fully install, support and maintain the radio systems that it has designed. Depending upon need, the support and maintenance can be delivered on a 24x7 basis.

- **Fixed Installation** – Base Stations, Aerials, Cabling, Power Supplies – The base station and aerial systems are probably the most important item in any installation. We provide a wide range of masts, towers, feeder cables and aerials to suit any requirement. The aerial radiating pattern is carefully considered when designing and specifying the radio system to ensure the coverage is adequate. In addition, our long term experience of the requirements of the Licensing Authority (which is OFCOM in the UK) will ensure that the design will not exceed licence limitations. Resound will supply Uninterruptible Power Supplies where appropriate to the need for a continuous radio service.
- **Mobile Installation** – Vehicles - Our experience extends to vehicles operated by emergency services, public transport, and heavy goods transit. Vehicle electrical systems operating at 12 volts, 24 volts and 48 volts can be accommodated using suitable voltage converters which are held in stock. Many types of vehicle aerials can be fitted including low profile, magnetic, glass mount and covert.
- **Usage Training** – We adopt a 'train the trainer' approach to system handover, making sure that the lead individual for the radio system is fully conversant with the configuration and

suitable operating procedures. The final system configuration is fully documented within our engineering software, so that we can provide detailed telephone support thereafter.

- **Support & Maintenance Options** – We offer a range of services to meet all business needs, including;
  - **Telephone Support** – direct access to our engineering professionals within the hours of maintenance cover.
  - **Site Visits** – where telephone support cannot resolve the problem, then we will despatch an engineer to the customer site with diagnostic test equipment.
  - **Equipment Repair** – where economically viable, we can repair radio equipment in our in-house workshop.
  - **Equipment Replacement** – where agreed, we will replace faulty equipment with the same or equivalent equipment.
  - **Standby Equipment** – for customers using our 24x7 maintenance service, we can arrange to hold standby equipment ready for rapid swap-out of faulty items.

#### Coverage Levels

- **UK Office Hours (09:00-17:00 Monday-Friday)** – a choice of ‘next working day’ or ‘3 working days’ options within which faulty equipment will be repaired/replaced.  
*(NOTE: Customers that choose to acquire their radio equipment using our Managed Service (Long-Term Hire) financing option will automatically receive office hours support and maintenance coverage within their monthly fee.)*
- **24 x 7-** agreed response and fix options within which faulty equipment will be repaired/replaced.

**Systems Programming** - The programming of supplied two-way radio equipment will be undertaken by our service department. We are familiar with the commonly used signalling systems, including Selective Calling using 5Tone and FFSK. We keep scrupulous records within our Service Management System, so that we can support our customers in their programming needs over the life of their radio system. In addition, we can often suggest small changes in equipment programming which will enhance its operation and add value for the user.

**Equipment Repair** – Resound operates its own in-house repair/refurbishment workshop for a range of two-way radio equipment. Should customers request repair of equipment they will be issued with a unique Service Request Number to track progress.

Small items should be dispatched to us by post, carefully packed, and using a suitable overnight parcel courier ensuring that a goods note is enclosed showing the name and address and telephone number for contact. For fixed or non-portable equipment, Resound will contact you to arrange for a suitable time to come on site.

Before repair work is carried out, an estimate of the cost and time to repair will be provided. Workshop time is charged at £26 per 30 mins (with a minimum of 30 mins).

#### Common Faults and Example Pricing

1. Non-obvious battery faults - diagnose and replace battery (£26 + cost of battery)
2. Faulty aerial or aerial connection - diagnose and repair connection (£26 + cost of aerial if replaced)
3. Water ingress/damage to handset - test for level of ingress/damage - most common outcome is the replacement of the handset
4. Cracked display screen - replace screen (£26 + cost of screen)
5. Impact damage to handset case - assess for internal damage and replace case (£26 + cost of new case)

All fault diagnosis work includes a full radio equipment test.

*VAT will be added to all above prices. Above prices are indicative only and will vary according to the nature of the equipment and the level of damage.*