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The process for purchase and programming (and installing) a radio for the York County radio network

1. The agency would determine their needs and contact either Roger Kohr (717.565.1226 or roger.kohr@tycoelectronics.com) or Lori Miller (717.565.1218 or lmiller@tycoelectronics.com) with their request.
2. Roger or Lori would develop a quotation for the equipment, programming and install if required. The quotation will be sent via email to the agency that made the request.
3. The agency would then approve the quotation and email or fax a purchase order to Lori Miller (fax 717.565.1210 or email lmiller@tycoelectronics.com). If the agency does not use a purchase order, then the agency would respond to the original email with the quotation advising of approval and stating that purchase orders are not used by that agency.
4. Lori will then enter the order into the order system and email the agency an order confirmation with anticipated ship dates.
5. When the order arrives (the complete order), the agency would contact Dave Hahn from York County DES (717.840.2964) and provide the serial number of the radio and unit number or individual to be assigned the new radio. Dave will then provision the radio in the system. Dave will call or email the agency back with additional instructions. Following this confirmation from Dave, you will need to contact Tyco Electronics (TE) 1.800.806.0949 and tell them you have a new radio(s) that needs programmed and / or installed. TE will open a work ticket. Someone from TE or a TE Authorized Service Center (ASC) will be in contact to schedule a date and time to complete the work.
6. The agency will be invoiced each time an order ships and each time work is completed in the process. Most orders will have at least two invoices; one for the equipment and one for the services. Some orders may have additional invoices depending upon items shipped, installs completed, etc.
7. Questions about invoicing or shipments after an order is placed should be directed to Lori Miller (717.565.1218 or lmiller@tycoelectronics.com).

Note: The initial order by an agency requires a new account be established in the TE order system. This will include the agency legal name, bill to address, ship to address, phone number, fax number, name and title of authorized purchaser, cell phone and email address for the authorized purchaser. The new account set-up may take up to three business days to occur.

Questions and Answers for ordering, programming and installing radios on the York County radio network

Q - Where can I obtain pricing for radios used on the York County radio network?

A - Specific York County contract pricing can be obtained from Roger Kohr at M/A Com at 717.565.1226 or roger.kohr@tycoelectronics.com or Lori Miller at 717.565.1218 or lmiller@tycoelectronics.com.

Q – Who should program and install a new mobile radio?

A - Installation pricing is provided for under the York County contract. Tyco Electronics (TE) will require a TE Authorized Service Center (ASC) to install the radio. Failure to have an ASC perform the installation will void the factory warranty. To obtain a quotation for the programming or installation, contact Roger Kohr 717.565.1226 or roger.kohr@tycoelectronics.com or Lori Miller at 717.565.1218 or lmiller@tycoelectronics.com.

Q – I have a new vehicle in which I would like to install an existing TE radio. What do I need to consider for the removal of the radio from the old vehicle and installation of the radio in the new vehicle?

A - To avoid potential problems with factory warranties it is recommended that a TE ASC perform the services. To obtain a quotation for the removal and installation, contact Roger Kohr 717.565.1226 or roger.kohr@tycoelectronics.com or Lori Miller at 717.565.1218 or lmiller@tycoelectronics.com. It is also recommended to purchase a new install kit and antenna from TE for the new vehicle. The install kit includes power cords and cabling for the control head. The new kit lessens the possibility of damaged wiring or cabling that could occur during a removal. Leaving the old wiring and antenna will reduce the amount of time of billable hours associated with this removal.

Q – I just purchased or received a new radio (mobile or portable) what do I do next?

A – Call Dave Hahn from York County DES at 717.840-2964 or djhahn@ycdes.org and supply him with the serial number of the radio and unit number or individual to be assigned the new radio. Dave will then provision the radio in the system. Dave will call or email you back with additional instructions. Following this confirmation from Dave, you will need to contact TE 1.800.806.0949 and tell them you have a new radio(s) that needs programmed and / or installed. TE will open a work ticket. Someone from TE or a TE ASC will be in contact to schedule a date and time to complete the work.