

Phone: 6053373377

Email: MIKEL@TWOWAYSOLUTIONSINC.COM

Web: www.twowaysolutionsinc.com

We have prepared a quote for you

Winner Police Dept Zetron Max Console

Quote # 000242

Version 2

Prepared for:

WINNER POLICE DEPT

Prepared by:

Mike London

Thursday, September 17, 2026

WINNER POLICE DEPT
ANDREA PTACEK
217 E 3RD ST
WINNER, SD 57580
wincomsd@goldenwest.net

Dear ANDREA,

REVISED 09-17-2026

ADDED BUFFALO COUNTY TAB FOR CROW CREEK LAW STATE RADIO CONTROL STATION AND CONTROL OF ANALOG BUFFALO COUNTY REPEATER

BUFFALO COUNTY DETAILS - First portion of that tab covers the equipment and installation of hardware necessary to add a state radio control station for crow creek law enforcement and the hardware necessary to add an analog control station (will be located in Gann Valley and controlled via internet VPN link) to control the Buffalo County Analog repeater. ASSUMPTION MADE that APX6500 radio will be provided and an internet connection we can control and program will be provided in Gann Valley. This cost is **\$15,095.81**. Second portion of this tab is to add 1 Zetron MSB Gateway with licensing to the console system keeping 1 full unused gateway on site ready to be used as a spare in case of failure of an existing gateway. This is not a requirement, but the addition of the Crow Creek Law station without adding a gateway reduces our original design spare capacity and does not leave a spare gateway in the system. This portion is **\$5,012.99**

ADDED TAB FOR ANTENNA SYSTEM LIGHTNING SUPPRESSION

There are no lightning suppression or grounding provisions on the existing antenna and coax runs for the control stations. If this system will be moving the IT equipment upstairs to the proposed new location, we will have to move, re-run, install new feedlines for all control stations. This would be the time to add grounding and lightning suppression since we have to run new or move existing feedline (will be doing some of both). For the protection of the console system, radios and other equipment located in the IT room, this should be done. Materials cost **\$2,054.55** for this portion, no additional labor as we have to move and install new feedlines anyway and did not add labor or materials to the project for that. The benefits to us for serviceability and access in the future are being traded for the costs of the relocation.

The quotation that follows covers a Zetron MAX Dispatch system with 4 permanent operator positions and a laptop position. The console will have hardware and licensing for 10 conventional radio control stations (you are currently using 7) leaving 3 open for future expansion. Hardware and licensing for 12 digitally controlled APX State Radio control stations (we will be using 10 including the addition of Pierre INT and Buffalo Co) leaving 2 open for future expansion. A Higher Ground Logging recorder has been quoted. Replacement of all onsite conventional radio resources has been quoted. Replacement of all P25 Digital State Radio control Stations (using surplus APX6500 radios upgraded for WiFi, SmartConnect and 5 with AES Multikey Encryption)

Mike London

Two Way Solutions Inc - Platte

Zetron Console Hardware/Software

Description		Price	Qty	Ext. Price
Operator Position Hardware/Software				
4 Desktop Operation Positions and 1 Lap Top Position usable anywhere adequate internet access is available (Wi-Fi or Wired)				
905-0581	MAX STANDARD WORKSTATION BUNDLE	\$10,092.00	4	\$40,368.00
415-0219-1-BUNDL	MAX STANDARD WORKSTATION BUNDLE INCLUDED IN WORKSTATION BUNDLE 905-0581	\$0.00	4	\$0.00
416-0012-BUNDL	AC POWER CORD (NORTH AMERICA) INCLUDED IN WORKSTATION BUNDLE 905-0581	\$0.00	4	\$0.00
421-0286-BUNDL	SPEAKER LABEL SET INCLUDED IN WORKSTATION BUNDLE 905-0581	\$0.00	4	\$0.00
709-0170-10F-BUNDL	10 FT SHIELDED CAT5E CABLE FOR SPEAKERS INCLUDED IN WORKSTATION BUNDLE 905-0581	\$0.00	8	\$0.00
802-0692-BUNDL	POWER SUPPLY, DESKTOP 60W INCLUDED IN WORKSTATION BUNDLE 905-0581	\$0.00	4	\$0.00
802-0756-BUNDL	OPTICAL MOUSE, WATERPROOF ANTIMICROBIAL INCLUDED IN WORKSTATION BUNDLE 905-0581	\$0.00	4	\$0.00
901-9691-BUNDL	MEDIA DOCK XS INCLUDED IN WORKSTATION BUNDLE 905-0581	\$0.00	4	\$0.00
950-1200-BUNDL	MEDIA DOCK XS UNDER DESK TOP MOUNTING KIT INCLUDED IN WORKSTATION BUNDLE 905-0581	\$0.00	4	\$0.00
950-1405-BUNDL	AMPLIFIED 5W SPEAKER V2 ASSEMBLY INCLUDED IN WORKSTATION BUNDLE 905-0581	\$0.00	8	\$0.00
DPC-SFA-WINB-00-BUNDLE	DELL, XES, SFF, WIN11 PRO, 3 YR	\$0.00	4	\$0.00
905-0590	MAX STANDARD WITH LAPTOP	\$4,983.00	1	\$4,983.00
415-0219-1-BUNDLE	ZETRON MOUSE PAD, FINISHED	\$0.00	1	\$0.00
802-0607-BUNDLE	HEADSET, UNAMPLIFIED, STEREO W/BOOM MIC	\$0.00	1	\$0.00

Zetron Console Hardware/Software

Description	Price	Qty	Ext. Price
802-5591-BUNDLE COMPUTER,LAPTOP,W10 PRO	\$0.00	1	\$0.00
957-0003 WIRELESS HEADSET ADAPTER, NC, NA ONLY	\$1,491.00	4	\$5,964.00
950-0032 ZETRON 6 WIRE PTT HEADSET	\$578.00	8	\$4,624.00
950-1077 ZETRON HEADSET JACKBOX	\$1,211.00	4	\$4,844.00
709-0170-10F ZETRON 10FT SHIELDED SPKR CABLE, BLACK	\$29.99	8	\$239.92
901-9745 DESKTOP MICROPHONE, 6' RJ45	\$1,540.00	4	\$6,160.00
950-9102 ZETRON FOOTSWITCH W/ CABLE (10' CABLE)	\$350.99	4	\$1,403.96
P2225H  21.5" 100HZ FHD COMPUTER MONITOR 5MS GRAY TO GRAY (FAST MODE) 8MS GRAY TO GRAY (NORMAL MODE) 99% SRGB P2225H	\$279.99	4	\$1,119.96
930-0222 INDIVIDUAL CALL SOFTWARE FEATURE SET	\$1,513.00	5	\$7,565.00
930-0224 TONE SIGNALING/PAGING FEATURE SET	\$2,269.00	5	\$11,345.00
930-0225 EVENT REPLAY	\$2,571.00	5	\$12,855.00
930-0226 MAX DISPATCH AUX I/O CONSOLE FEATURE SET	\$2,269.00	5	\$11,345.00
930-0240 MAX DISPATCH BASE SOFTWARE LICENSE	\$7,046.00	5	\$35,230.00
IT Room Hardware/Software			
TZ370W SONICWALL ROUTER WITH WIFI 370W	\$799.99	1	\$799.99
RM-SW-T11  RACKMOUNT KIT FOR SONICWALL TZ270, TZ270W, TZ370, TZ370W, TZ470, TZ470W – 1U W/ ANTENNA PUNCH-OUTS AND FIBER OPENING	\$199.99	1	\$199.99
HT6724 KINAN 4 PORT RACK MOUNT KVM CONSOLE W/ 15.6" 1080P RACKMOUNT MONITOR, 1U HDMI KVM SWITCH DRAWER + KEYBOARD + TOUCHPAD + 4 USB HDMI KVM CABLE, OSD HOTKEY BUTTON SWITCHING FOR SHALLOW DEPTH 24" NETWORK CABINET.	\$1,249.99	1	\$1,249.99

Zetron Console Hardware/Software

Description	Price	Qty	Ext. Price
065030855211 STARTECH 42U 4-POST MOBILE OPEN FRAME SERVER RACK, 19" NETWORK RACK W/ WHEELS, ROLLING RACK FOR COMPUTER/AV/DATA/IT EQUIPMENT, CASTERS, LEVELING FEET OR FLOOR MOUNTING	\$649.99	2	\$1,299.98
065030826358 STARTECH 1U ADJUSTABLE VENTED SERVER RACK MOUNT SHELF, 175LBS, 19.5" TO 38" ADJUSTABLE MOUNTING DEPTH UNIVERSAL TRAY FOR 19" AV/NETWORK EQUIPMENT RACK, 27.5" DEEP, TAA	\$174.99	10	\$1,749.90
RS-1215 TRIPP LITE 12 OUTLET RACKMOUNT PDU POWER STRIP	\$149.99	2	\$299.98
901-9740 ZETRON MAX CENTRAL PLATFORM	\$5,564.00	3	\$16,692.00
901-9738 ZETRON MAX CENTRAL PORTAL HOST	\$4,750.00	1	\$4,750.00
901-9675 MAX RADIO GATEWAY	\$5,504.00	5	\$27,520.00
709-7979-10F MAX RADIO GATEWAY TONE REMOTE CABLE	\$95.00	3	\$285.00
802-0194 ZETRON DMR-921,USB TO SERIAL CONVERTER MOTOTRB	\$1,874.00	5	\$9,370.00
709-8059-20F CBL, MRG TO MOTOTRBO, 20FT	\$290.00	5	\$1,450.00
901-9693 ZETRON MAX MSB RADIO GATEWAY	\$3,781.00	6	\$22,686.00
709-8005-20F ZETRON MAX APX RADIO GATEWAY SB9600	\$269.00	11	\$2,959.00
950-1142 ZETRON MAX D RDNDNT 12 VDC POWER SYS KIT - 20	\$4,201.00	1	\$4,201.00
7571021002 TRIMM FUSE PANEL GMT DUAL BUS 10/10, SET SCREW INPUT & OUTPUT, +12/24VDC, 80A PER BUS	\$672.99	1	\$672.99
GMT-3A BUSSMANN TELECOM PROTECTION FUSE, GMT SERIES, FAST-ACTING, CRICKET, 3 A, 125 V AC, 60 V DC, 13/16 IN	\$29.99	33	\$989.67
950-1462 MAX DIPATCH 48-PORT (NON-POE) MNGD SWITCH	\$3,726.00	2	\$7,452.00
950-0588 ZETRON DUAL UNIT RACK MOUNT	\$263.99	9	\$2,375.91
930-0231 Z-NODE MANAGER	\$4,689.00	2	\$9,378.00
930-0221 ADD 10 RADIO CHNL LIC BLOCK	\$906.99	1	\$906.99
930-0233 ZETRON MAX PORTAL REMOTE RADIO LICENSE	\$303.00	1	\$303.00
930-0445 ZETRON MAX D MOTOTRBO RG LIC	\$3,298.00	5	\$16,490.00

Zetron Console Hardware/Software

Description	Price	Qty	Ext. Price
930-0278 ZETRON APX INTERFACE LICENSE	\$484.00	12	\$5,808.00
395-0135 MAX DISPATCH SOFTWARE	\$126.00	1	\$126.00
395-0162 MAX DISPATCH COMMON COMPONENTS	\$0.99	1	\$0.99
XMP-0344-RCS MAX-PSP RMT CONFIG SERVICES SYSTEMS & CS	\$5,568.00	1	\$5,568.00
PR1500RT2UC CYBERPOWER SMART APP SINEWAVE UPS BATTERY BACKUP	\$1,279.99	1	\$1,279.99
CAT 5 CAT 5 E NON PLENIUM BLUE CABLE	\$0.50	500	\$250.00
RJ45 8 PIN MODULAR CONNECTOR	\$0.99	100	\$99.00
MSS Digital Temperature Sensor of IT room overtemp	\$36.00	1	\$36.00
SERVICE CHARGE Z3 SERVICE CHARGE Z3	\$125.00	5	\$625.00
MSS MISC SHOP SUPPLIES	\$199.00	1	\$199.00
ZCC-MXD-0001-01 ZETRON CONNECTED CARE MAX D (ANNUAL) YEAR 1 WITH TWS MSP	\$3,650.00	1	\$3,650.00
ZCC-MXD-0001-02 ZETRON CONNECTED CARE MAX D (ANNUAL) YEAR 2 WITH TWS MSP	\$18,544.37	1	\$18,544.37
ZCC-MXD-0001-03 ZETRON CONNECTED CARE MAX D (ANNUAL) YEAR 3 WITH TWS MSP	\$18,544.37	1	\$18,544.37
ZCC-MXD-0001-04 ZETRON CONNECTED CARE MAX D (ANNUAL) YEAR 4 WITH TWS MSP	\$18,544.37	1	\$18,544.37
ZCC-MXD-0001-05 ZETRON CONNECTED CARE MAX D (ANNUAL) YEAR 5 WITH TWS MSP	\$18,544.37	1	\$18,544.37
LABOR HT/OC/DR LABOR HT/OC/DR	\$69,980.99	1	\$69,980.99
Subtotal:			\$443,928.68

Control Station Radio Equipment

Description	Price	Qty	Ext. Price
Replacement of on site existing Conventional Radio Control Stations - (5)			

Control Station Radio Equipment

Description	Price	Qty	Ext. Price
AAM28JQN9R XPR5550E VHF 45W ENABLED A1 Tripp County RPTR, Mellette Co RPTR, Vivian FD, City of Winner Utility	\$1,400.00	4	\$5,600.00
AAM28QPN9R XPR5550E UHF 40W ENABLED A1 Winner Jail	\$1,400.00	1	\$1,400.00
ICT12012-20A 20 AMP SWITCHING POWER SUPPLY	\$169.99	5	\$849.95
Additional Antennas for future Buffalo County Talkgroup & Pierre INT			
MBS BASE ANTENNA ADAPTOR	\$39.99	2	\$79.98
PCTCN1520 VHF QUARTERWAVE ANTENNA	\$15.99	2	\$31.98
LMR-400 LOW LOSS CABLE	\$1.99	200	\$398.00
RFU-507-SI UHF MALE CRIMP ON FOR LMR400	\$9.99	2	\$19.98
2880376E84 CONNECTOR-PLUG,CONNECTOR, MINI UHF	\$6.99	2	\$13.98
MSS NON-PENETRATING ROOF MOUNT	\$199.00	1	\$199.00
MSS MISC SHOP SUPPLIES	\$49.99	1	\$49.99
SERVICE CHARGE Z3 SERVICE CHARGE Z3	\$125.00	1	\$125.00
LABOR 1 LABOR 1	\$99.00	9	\$891.00
Subtotal:			\$9,658.86

APX 6500 Control Stations

Description		Price	Qty	Ext. Price
MSS	WiFi & SmartConnect Flashport Upgrade Costs to upgrade (5) APX6500 Mobiles to use as control stations - adding WiFi Capability, SmartConnect & 5 year SmartConnect subscription. This line item is supplied through the MR program @ SD State Bid Price. This will be ordered directly from Motorola, and billed to Winner PD from Motorola once shipped. • MARTIN INTERAGENCY • WINNER INTERAGENCY • CHAMBERLAIN INTERAGENCY • PHILLIP INTERAGENCY • PIERRE INTERAGENCY - (NEW RESOURCE)	\$777.11	5	\$3,885.55
MSS	WiFi, SmartConnect, AES Encryption & Multikey Encryption Flashport Upgrade Costs to upgrade (5) APX6500 Mobiles to use as control stations - adding WiFi Capability, SmartConnect with 5 year SmartConnect subscription, AES Encryption & Multikey Encryption. This cost assumes that the existing radios have ADP encryption currently and they can be upgraded in the field and will not have to be sent to the Motorola Depot for upgrade. This line item is supplied through the MR program @ SD State Bid Price. This will be ordered directly from Motorola, and billed to Winner PD from Motorola once shipped. • Tripp County Law • Special OPS • Winner PD • Gregory Co Public Safety • Buffalo County - (NEW RESOURCE)	\$1,691.46	5	\$8,457.30
HLN7042	CONTROL STATION MOUNT	\$89.99	10	\$899.90
RDAN-24/71-SQM	RFMAX WIFI STUBBY ANT FOR APX8500 W/ QMA 2.4-7.125GHZ	\$44.99	10	\$449.90
HKN9557A	ADAPTOR - MALE MINI UHF TO FEMALE PL259	\$34.99	10	\$349.90
LABOR 1	Install Flashport Upgrades, Obtain Unit ID#'s and Program	\$99.00	8	\$792.00
Subtotal:				\$14,834.55

Higher Ground Recorder

Description	Price	Qty	Ext. Price
P048-600K-R1-V13 4U PSAP CHASSIS, i3-10100, 16GB RAM, Windows 2022Server, 4TB RAID 1	\$7,909.99	1	\$7,909.99
NG911-CORE NG Capture911 Core SW w/ANI/ALI, Interaction Search and Retrieval, Redaction, Stand-Alone CD, 2 Std. Dashboards, Quality911 and Real-Time Monitor	\$2,469.99	1	\$2,469.99
SACH-E024-A Card, Analog Interface PCIe, 24-Port	\$3,069.99	1	\$3,069.99
NG911-SWRL NG Capture911 Channel licensenew license	\$329.99	32	\$10,559.68
NG911-SIP SIP Interface Surcharge - Capture 911	\$2,519.99	1	\$2,519.99
NG911-SWRL NG Capture911 Channel licensenew license	\$329.99	4	\$1,319.96
VOIP-PORT-P VoIP Per Port Interface	\$0.00	4	\$0.00
SACH-E008 Card, Analog Interface PCIe, 8-Port	\$1,309.99	1	\$1,309.99
INSTALL REMOTE INSTALL REMOTE (CEC)	\$1,559.99	1	\$1,559.99
SERVICE CHARGE Z3 SERVICE CHARGE Z3	\$125.00	1	\$125.00
LABOR HT/OC/DR LABOR HT/OC/DR	\$4,500.00	1	\$4,500.00
MSS MISC SHOP SUPPLIES	\$99.00	1	\$99.00
Subtotal:			\$35,443.58

Buffalo County Hardware

Description	Price	Qty	Ext. Price
The following is the equipment needed to add 1 analog base station via ROIP which will allow the Winner 911 PSAP to control the Buffalo County Repeater in Gann Valley that is used for Fire and Law enforcement local county coverage. The below also covers 1 additional state radio control station for Crow Creek Law Dispatch. Original console design left 3 open slots for analog control stations and 2 open slots for State Radio Control stations, this will reduce that to 2 open slots for analog control stations (1 full gateway) and 1 open State Radio Control station slot (1/2 of gateway device).			
MISC SHOP SUPPLIES	\$99.99	1	\$99.99

Buffalo County Hardware

Description	Price	Qty	Ext. Price
STARTECH 4-POST 8U HINGED WALL-MOUNT NETWORK RACK, 19" OPEN FRAME SERVER RACK WITH 19.8 MOUNTING DEPTH, WALL MOUNT SWING OUT DATA RACK FOR IT/AV/COMPUTER EQUIPMENT, TAA	\$499.99	1	\$499.99
STARTECH 1U ADJUSTABLE VENTED SERVER RACK MOUNT SHELF, 175LBS, 19.5" TO 38" ADJUSTABLE MOUNTING DEPTH UNIVERSAL TRAY FOR 19" AV/NETWORK EQUIPMENT RACK, 27.5" DEEP, TAA	\$174.99	1	\$174.99
SONICWALL ROUTER WITH WIFI 270W	\$999.99	1	\$999.99
RACKMOUNT KIT FOR SONICWALL TZ270, TZ270W, TZ370, TZ370W, TZ470, TZ470W – 1U W/ ANTENNA PUNCH-OUTS AND FIBER OPENING	\$199.99	1	\$199.99
ZETRON 6302 ROIP DUAL CHANNEL	\$3,335.85	2	\$6,671.70
ZETRON GATEWAY POWER SUPPLY	\$224.00	1	\$224.00
ZETRON DUAL UNIT RACK MOUNT	\$263.99	2	\$527.98
20 AMP SWITCHING POWER SUPPLY	\$179.99	1	\$179.99
TONE REMOTE ADAPTER	\$899.99	1	\$899.99
MIDIAN TTC-1 CM200D CABLE	\$99.99	1	\$99.99
CM200D UHF 40W 16CH DIGITAL MOBILE	\$725.00	1	\$725.00
HARDWARE KIT MOBILE ACCESSORIES EXPANDED ACCESSORIES TERMINAL KIT	\$10.99	1	\$10.99
LOW LOSS CABLE	\$1.99	70	\$139.30
ADAPTOR - MALE MINI UHF TO FEMALE PL259	\$34.99	2	\$69.98
UHF MALE CRIMP ON FOR LMR400	\$9.99	4	\$39.96
N MALE CRIMP ON FOR 9913	\$14.99	2	\$29.98
N FEMALE CRIMP 9913	\$11.99	2	\$23.98
POLYPHASER N FEMALE/N MALE	\$109.99	2	\$219.98
BASE ANTENNA ADAPTOR	\$44.99	2	\$89.98
VHF QUARTERWAVE ANTENNA	\$15.99	2	\$31.98

Buffalo County Hardware

Description	Price	Qty	Ext. Price
SERVICE CHARGE Z3	\$125.00	2	\$250.00
CYBERPOWER PFC SINEWAVE UPS BATTERY BCKUP AND SURGE PROTECTOR, 500VA/300W, 6 OUTLETS, AVR, 1U RACKMOUNT, UL CERTIFIED	\$379.99	1	\$379.99
CONTROL STATION MOUNT	\$89.99	1	\$89.99
RFMAX WIFI STUBBY ANT FOR APX8500 W/ QMA 2.4-7.125GHZ	\$44.99	1	\$44.99
WiFi & SmartConnect Flashport Upgrade Costs to upgrade (1) APX6500 Mobiles to use as control stations - adding WiFi Capability, SmartConnect & 5 year SmartConnect subscription. This line item is supplied through the MR program @ SD State Bid Price. This will be ordered directly from Motorola, and billed to Winner PD from Motorola once shipped.	\$777.11	1	\$777.11
• CROW CREEK LAW ENFORCEMENT			
LABOR HT/OC/DR	\$250.00	4	\$1,000.00
LABOR 1	\$99.00	6	\$594.00
As mentioned earlier console design with these additions leaves 2 open analog slots and 1 open digital slot. We typically like to leave a few spots open for future expansion, emergency additions and having a spare on site in case of failure. Each gateway supports 2 control station radios. If we add this additional Crow Creek Law channel we will be down to 1 open digital slot, meaning 1/2 of a gateway. That would leave no extra gateway on site in case of a failure, not the end of the world, but our preference would be to have 1 full gateway on site that could be swapped with another in case of a failure. Below are the costs to add 1 additional MSB State Radio Gateway to keep the system design as originally planned having 1 full on-site gateway (2 radio slots) ready to go for a spare if needed.			
ZETRON MAX MSB RADIO GATEWAY	\$3,781.00	1	\$3,781.00
ZETRON APX INTERFACE LICENSE	\$484.00	2	\$968.00
ZETRON DUAL UNIT RACK MOUNT	\$263.99	1	\$263.99
Subtotal:			\$20,108.80

Antenna System Lightning Supression

Description	Price	Qty	Ext. Price
The following are costs to install lightning suppression and proper ground to all of the exterior antenna for the control station radios hooked to the console. System does not currently have lightning suppression and grounding on the feedlines on the control station antennas. If we will be moving this IT equipment to the new location upstairs and thus moving, re-routing, adding new antenna line this would be the time to add that protection since we have to move all the feedline anyway.			
IS-50NX-C2-ME POLYPHASER N FEMALE/N MALE	\$109.99	15	\$1,649.85
RFN-1006-3I N MALE CRIMP ON FOR 9913	\$14.99	15	\$224.85
RFN-1028 N FEMALE CRIMP 9913	\$11.99	15	\$179.85
Subtotal:			\$2,054.55

Winner Police Dept Zetron Max Console

Prepared by:
Two Way Solutions Inc - Platte

Mike London

605-337-3377

MIKEL@TWOWAYSOLUTIONSINC.COM

Prepared for:
WINNER POLICE DEPT

217 E 3RD ST

WINNER, SD 57580

ANDREA PTACEK

(605) 842-3324

wincomsd@goldenwest.net

Quote Information:
Quote #: 000242

Version: 2

Delivery Date: 09/17/2026

Expiration Date: 10/02/2026

Quote Summary	Amount
Zetron Console Hardware/Software	\$443,928.68
Control Station Radio Equipment	\$9,658.86
APX 6500 Control Stations	\$14,834.55
Higher Ground Recorder	\$35,443.58
Buffalo County Hardware	\$20,108.80
Antenna System Lightning Supression	\$2,054.55
Total:	\$526,029.02

Summary of Selected Payment Options	Amount
Term Options: Quote Expiration	
Total of Payments	\$526,029.02

Equipment and parts pricing is as of this quote and is subject to change due to the current U.S. tariff environment. Accordingly, Two Way Solutions Inc reserves the right to revise its pricing and will provide you with updated pricing at the time of your order. All orders placed for equipment and parts will be fulfilled at the pricing in effect at the time you place your order and by placing your order you are agreeing to the updated pricing.

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Two Way Solutions Inc - Platte
WINNER POLICE DEPT

Signature: _____

Name: Mike London

Title: _____

Date: 09/17/2026

Signature: _____

Name: ANDREA PTACEK

Date: _____

ZETRON

MAX Dispatch

Maximize Your Control



Improving your operations, preparing you for the future



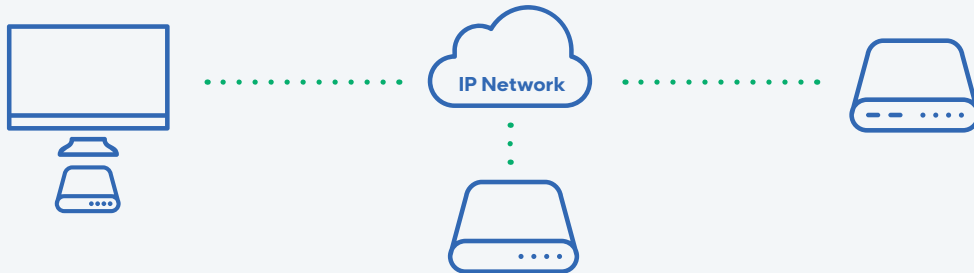
There's a lot riding on your dispatch system. That's why we've designed MAX Dispatch to be one of the most effective tools available for managing a range of operations—from routine to mission-critical. It links those who need services with those who provide them. It connects the control center with staff in the field and field staff with each other. It coordinates operations that span departments, agencies, or geographic regions. And it gets your critical messages through, even when other communication modes can't.

What is MAX Dispatch?

Zetron's IP-based MAX Dispatch integrates a full range of tools and resources into a single console system and presents them to the dispatcher through a streamlined graphical user interface (GUI). This gives your dispatchers instant access to the information they need from a single, centralized point. MAX Dispatch can be set up to display information pertinent to an incident only when it's needed. Its IP functionality not only eliminates the need for costly leased lines, but supports mobile, remote, and geographically diverse operations.

How MAX Dispatch Works

Three basic components—the **MAX Console with Media Dock**, the **MAX Gateway**, and **MAX Central**—form the building blocks of each MAX Dispatch system. The size and capabilities of your system will determine how many of each of the three basic components your system will require. The flexibility and simplicity of the MAX Dispatch architecture allows you to easily scale your system up or down to accommodate changes in your organization.



MAX CONSOLE WITH MEDIA DOCK

The MAX Console with Media Dock is the point through which the dispatcher interacts with the MAX Dispatch system.

MAX RADIO GATEWAY

The MAX Gateways serve as the interface point between a radio, base station or radio system and the rest of the MAX Dispatch system. These allow MAX to be ready for whatever the market demands.

MAX CENTRAL

MAX Central hosts and serves as the control point for a variety of centralized system functions, such as voice-logging services and administrative telephone lines.

Why MAX Dispatch?

→ **A streamlined UI that improves response times and efficiency.**

The clean design of the MAX Dispatch user interface (UI) reduces screen clutter, operational steps, and response times. It gives dispatchers instant access to information pertinent to the task at hand. And it's easy for dispatchers to grasp—trainers report that it takes about 30 minutes to learn. This reduces training time and costs. Plus, MAX Dispatch is highly configurable, allowing you to create screen layouts that meet the unique needs of your dispatch center.

→ **Redundancy you can rely on.**

Because MAX Dispatch supports network redundancy for every end point, it can tolerate any single point of failure in the IP network with no loss of service. This keeps your vital operations up and running, even if a fault condition occurs.

→ **Low-cost expansion, upgrades, and maintenance.**

MAX Dispatch is built to not only support your current operations, but to adapt as your operations change over time. You can easily add channels and consoles to MAX Dispatch. The system hardware and software architecture also provides an easy upgrade path that keeps your technology current without the need for a large-scale system overhaul. Plus, it can be configured and maintained remotely. This keeps your costs low and ensures that changes and updates can be made quickly.

→ **High interoperability.**

Its compatibility with all major radio interfaces and major radio manufacturers' equipment makes MAX Dispatch one of the most interoperable systems available. This is critically important when you have to manage events across departments or jurisdictions.

→ **Resource sharing and backup across geo-diverse locations.**

MAX Dispatch can be used with the MAX Geo-diverse Portal to link and share resources across geographically distributed locations. This maximizes the efficient use of resources, reduces costs, and allows systems at different sites to back each other up—with just the click of a mouse.

→ **Dispatch from anywhere.**

Because MAX Dispatch can be operated over a laptop or tablet, it gives you the flexibility to deploy remote, temporary, backup, or mobile operations quickly and securely. And delivers all of the features, functionality, and interoperability available in the control room.

→ **MAX Dispatch is future ready.**

Its design is well suited for anywhere the market moves.



Why Zetron?



Zetron Services and Support

Zetron offers unparalleled customer service, training and support through Zetron's Connected Care plan. Services include telephone support, software maintenance, hardware replacement and repair, remote and on-site configuration assistance, system re-optimization, and technical and operational training.



Performance You Can Count On

Zetron has a reputation for the reliability and robustness of its products. They are specifically designed to meet the needs of mission critical operations that must stay up and running 24/7. Zetron solutions are also known for their longevity. Not only do they continue to deliver a rock solid performance over time, but they have the flexibility to keep pace with emerging technologies and changing operational requirements.



About Zetron

Zetron is a leading provider of communications technology and services that help save lives and enable critical operations. Zetron solutions are highly interoperable, configurable, and scalable, offering unrivalled choice, flexibility, and value. Our customers are located on all seven continents and across a variety of industries, including public safety, federal government, transportation, utilities, natural resources and more. With an exceptional reputation for high quality and reliability earned over decades of experience serving both public and private sectors, Zetron delivers solutions that are purpose-built to be always ready, always on — anywhere that uninterrupted mission critical communications are non-negotiable. For more information visit www.zetron.com and connect with us on [LinkedIn](#), [Facebook](#), [Instagram](#), [X](#) and [YouTube](#).

ZETRON AMERICAS
6812 185th Ave. NE
Redmond, WA USA 98073
P: +1 425 820 6363
F: +1 425 820 7031
E: zetron@zetron.com

ZETRON EMEA
Minster Corner
South Church Side, Hull
HU1 1RR, United Kingdom
P: +01 482 686366
E: emea@zetron.com

ZETRON APAC
4/87 Webster Road
Stafford QLD 4053, Australia
P: +61 7 3856 4888
F: +61 7 3356 6877
E: au@zetron.com

ZETRON

Always ready, always on.

MAX Dispatch

SPEC SHEET

Zetron's IP-based MAX Dispatch console system is designed to meet the varying needs of the dispatch community while providing a low cost of ownership to the customer. Whether it is expanding the positions and interfaces of one system, sharing resources across multiple systems, increasing mobility options for staff or ensuring your control room can interface to legacy and emerging technologies, the MAX Dispatch radio dispatch console provides the customer an easy path on which to move forward.

FEATURES

- **Simpler operation, lower training Cost:** The user interface is designed to focus attention on the incident by reducing screen clutter, improving response times, and therefore reducing user stress. MAX Dispatch requires minimal training and fewer steps to perform tasks and access information.
- **Three workstations** supports standard PC with Media Dock, laptop version, and CommandIQ complete desktop station.
- **Map-based dispatching:** Available for systems that support location services.
- **High reliability:** End-to-end network redundancy keeps the system up and running even if the IP network goes down. Minimize Maintenance Time and Cost: Configure, troubleshoot and maintain the system from the convenience of the office.
- **Scalable Operations:** The architecture provides scalability for system designs ranging from dedicated LAN network to multi-node, geographically diverse WAN applications.
- Support for PTT/C applications.

MAX Dispatch Standard Console with Media Dock

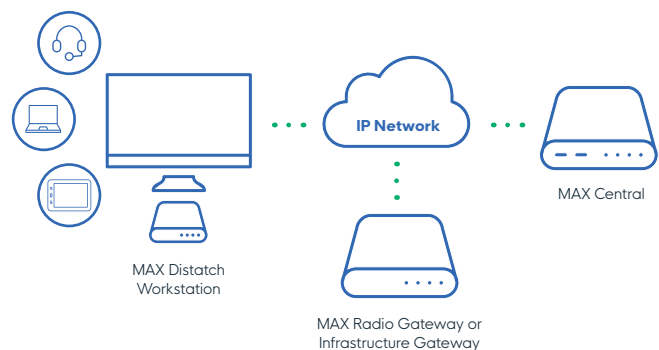
The MAX Dispatch console is the system element that provides the critical user interface to dispatchers. Each console consists of a Windows®-based client running the MAX Dispatch application software and the optional Media Dock. The console PC is equipped with two, full-duplex Ethernet ports for full network redundancy. If your system has a Media Dock it provides additional audio interfaces and connection points for accessories.

MEDIA DOCK INTERFACES SUPPORT

- Up to eight speakers
- Desktop microphone
- 4-wire or 6-wire headset jackbox
- PTT and monitor footswitches
- Four local binary inputs and output that can be used for workstation status
- Four local relay contact closure outputs

WORKSTATION REQUIREMENTS

Operating System:	Windows 7 x 64 Windows 10 Professional
Video Monitor(s):	1920 x 1080 required DirectX 10-compatible graphics processor with a Windows Display Driver Model (WDDM) 1.1 driver pixel shader 3.0 in hardware 1GB of video RAM (minimum)
Processor:	i5 3.0 GHz or better
Memory:	16GB
Drive:	256GB SSD or larger
Network:	100/1000 Ethernet Connection
VideoCard:	AMD Radeon R5 430, 2GB, HH (DP/DP)



CommandIQ for MAX Dispatch

The CommandIQ workstation is a compact, fully functional hardware console option for MAX Dispatch with an embedded PC, internal speaker and microphone, 10.1" touchscreen display, handset, and supports external accessories (e.g., additional speakers, headsets, microphones, footswitches, etc.). Its efficient 15" X 10" x 4.5" footprint saves space on desks, enables it to be stored easily, and is configured to easily wall mount. The CommandIQ workstation provides mobility, flexibility, and adaptability to meet any command center, office, or field work environment while maintaining full access to radio, telephone, auxiliary I/O, and paging networks.

MAX Radio Gateway

The Radio Gateway serves as the interface point between a radio or base station and the rest of the MAX system. Radio Gateways are available in both analog and digital forms depending on the radio interface requirement.

SUPPORTED FEATURES

- Analog gateways support up to two radio connections.
- Digital gateway supports Ethernet connection to digital base station infrastructure.
- Dual Ethernet ports for network redundancy.
- Analog voice logger output.
- Four binary inputs and outputs for generic site monitoring and control use (analog gateways only). Relay closures available via optional Zetron Model 6080.

ZETRON

SUPPORTED RADIO INTERFACES (INQUIRE FOR ADDITIONAL RADIOS SUPPORTED)

- 2-wire, 4-wire local (PTT/COR).
- Tone Remote Control (per TIA102.BAHA Section 7).
- Analog/conventional radios: Kenwood TK-x180, Motorola XTL 5000 (O5), Harris M7300/XG75, & XG100.
- P25 conventional/trunking radios: Kenwood TK-5x10, Motorola APX 7500 (O5 Mobile), Motorola XTL 5000 (O5 Mobile), Motorola Quantar with DIU-3000 (conventional only), Harris M7300/XG75 & XG100., Viking VM5000.
- Smartnet/SMARTZONE radios: Motorola APX 7500 (O5 Mobile), Motorola XTL 5000 (O5 Mobile), EFJ VM400/600/900.
- EDACS radios: Harris M7300/XG75 & XG100.
- P25 Digital Fixed Station Interface (DFSi) per TIA102.BAHA.
- Kenwood NEXEDGE radios: NX-700/800/900, NX-720/820
- Kenwood NEXEDGE NXR-700/800 Conventional and Trunking Repeaters.
- DMR AIS Tier II and Tier III, Hytera, Tait and JVCKenwood
- MotoTRBO

MAX Infrastructure Gateway (IG)

The IG serves as the interface point between the radio system and the rest of the MAX system. It is server-based and supports both CSSI and DMR Tier III.

SUPPORTED FEATURES

- Unit ID Display
- Talkgroup selection
- Group calls (inbound/outbound)
- Inbound emergency group call
- Individual calls (inbound/outbound)
- Inbound emergency alert
- Inbound call alert
- Encryption (non-FIPS, not to console position)
- Manual encryption key load
- KVL encryption key load support
- Static talkpath to talkgroup mapping through console system acceptable
- Long term voice logging support for voice
- Long Term Logging support for Group call source id
- Patching of talkgroups by operator
- Console behavior same as with current radio interfaces providing consistent visual indications for transmit, receive, audio routing, call state
- Console Pre-emption of inbound calls

MAX Central

The Central is the hardware platform that hosts several software services used in the MAX Dispatch system. These software services provide essential management and control to the system as well as act as a gateway to various third party devices for additional functionality such as telephony gateways, IP voice loggers, MODBUS IP auxiliary I/O devices and Location Services (AVL). It also hosts the service that provides remote console, remote radio gateway and multiple MAX Dispatch site linkage.

SUPPORTED FEATURES

- Dual network connections
- Dual power connections
- Hot standby capability for Z-Node Manager, Telephony Gateway, Portal services and Location Gateway service.
- Long term IP voice loggers supported: Eventide, Exacom, Stancil, CVDS, REVCORD, Higher Ground, NICE, Verint, DSS Corporation.

Specifications

HARDWARE

Dimensions (HxWxD)

Media Dock XS: 2.5 x 7.5 x 10 in. (64 x 192 x 254mm)
Central: 1.25 x 7.5 x 10 in. (31.75 x 191 x 254mm)
Radio Gateway: 1.25 x 7.5 x 10 in. (31.75 x 191 x 254mm)

Weight

Media Dock XS: 2.6 lbs (1.2 kg)
Central: 2.5 lbs (1.13 kg)
Radio Gateway: 2 lbs (0.91 kg)

Operating Temperature

Media Dock XS: 0 to 60 °C
Central: 0 to 50 °C
Radio Gateway: 0 to 50 °C

Maximum Power Draw

Media Dock XS: 3W, 200mA (no speakers), 21W (with speakers)
Central: 1.8A @ 10.5 VDC
Radio Gateway: 1A @ 10.5 VDC

NETWORK

Radio Gateway	168 kbps active. Less than 5kbps idle
Payload (per radio):	84 kbps maximum for each active audio stream (Tx or Rx) N*84 kbps for simultaneous Tx on N channels.
Console Workstation Payload:	< 0.1% (< 1% for non-mission critical)
Packet Loss:	< 40 ms for LAN environments; up to 2 seconds for longhaul (long delay) environments.
Packet Delay:	< 20 ms (< 40 ms for non-mission critical)
Packet Jitter:	
Network Infrastructure:	100 Mbps minimum, full-duplex Ethernet Switches and routers must be multicast aware. Mission-critical applications should use a dedicated network

ZETRON AMERICAS
6812 185th Ave. NE
Redmond, WA USA 98073
P: +1 425 820 6363
F: +1 425 820 7031
E: zetron@zetron.com

ZETRON EMEA
Minster Corner
South Church Side, Hull
HU1 1RR, United Kingdom
P: +01 482 686366
E: emea@zetron.com

ZETRON APAC
4/87 Webster Road
Stafford QLD 4053, Australia
P: +61 7 3856 4888
F: +61 7 3356 6877
E: au@zetron.com

ZETRON

Always ready, always on.



*CRITICAL
COMMUNICATIONS
RECORDING WITH
CONFIDENCE*

Next Generation

capture911™

Incident Reconstruction



Phone



Email



Chat



Radio



SMS



GIS



Mobile



Video



Photo

THE HIGHERGROUND DIFFERENCE

HigherGround provides reliable recording for critical communications in Public Safety Answering Point (PSAP) operations, emergency dispatch facilities and 9-1-1 centers. Our multi-channel recording and incident reconstruction solutions transform data into actionable intelligence, enabling operation optimization, enhanced operator performance and reduced costs. HigherGround is a proven industry leader with successful deployments in thousands of PSAP operations.



HigherGround Delivers:

- Customized solutions to meet specific needs and requirements
- High-quality recording that supports contact analytics accuracy
- Certifications and seamless integrations with all key technologies
- Fully upgradable solutions that scale with your system
- True open architecture with non-proprietary hardware
- Quick and professional response from certified technicians
- Secure multi-layer algorithms and encrypted data between client and server

Are You Next Generation 9-1-1 (NG9-1-1) Ready?

Public safety operations are taking on enhanced interoperability expectations and expanded protocols. Citizens are using a wider range of communication devices and emergency responders are being required to manage agency communications, share data, and report results based on open standards. Emergency dispatch facilities, 9-1-1 mobile command centers, and PSAP organizations using HigherGround's Next Generation Capture911 solution can be assured they will be ready for tomorrow's requirements today with free software updates and the ability to upgrade basic systems throughout the duration of their maintenance contracts.



NG9-1-1
Ready

capture911™



THE CAPTURE911 SOLUTION



CAPTURE INTERACTIONS

Records 100% of every call and radio transaction including associated data: time, date, ANI/ALI, radio ID, alias, talkgroup ID, text, video, GIS data, vehicle telemetry data, TTY/TTD, CAD screens and ID's, incident reports, and more.



COMPLIANT AND SECURE

Capture911 ensures public safety contact centers meet current and proposed legislative mandates for recording all interactions. Recorded data is stored and transmitted using encryption, ensuring the most secure environment possible.

INCIDENT RECONSTRUCTION

Capture911 collects all the data and virtually re-creates an entire incident in a chronological sequence to accurately reconstruct an event. The easy-to-use interface provides efficient and effective investigation analysis.



ASSESSMENT & TRAINING

Maximizes quality assurance and ensures regulatory compliance by assessing and improving the skills of call takers and dispatchers through routine evaluation of recorded interactions. Form-based evaluations and customized scorecards provide effective feedback and training.



CRITICAL COMMUNICATIONS RECORDING WITH CONFIDENCE

HigherGround's Next Generation Capture911 is a cost-effective, reliable, multi-channel recording and incident reconstruction solution for critical communications in Public Safety. Our solutions integrate data from multiple sources into a single, synchronized holistic view.



Capture911:

- Capture interactions from any device: telephone, radio, email, chat, video, SMS, GIS, mobile phone, and visual images
- Intuitive, easy-to-learn and easy-to-use interface
- Seamless integration with major console, radio and telecom systems
- Exceeds NENA and APCO NG9-1-1 standards
- Record interactions and associated metadata available for immediate playback
- Synchronize data from every channel to create chronological incident reconstruction
- Proactive monitoring and notification ensures 24/7 system up time
- Effective operator assessment and training

CAPTURE911 TOTAL SOLUTION

STANDARD FEATURES

Recording
Retrieval
Reporting
Real Time Monitor
Dashboards
Redaction

INTEGRATIONS

Web Integration
Email Recording
Flex Seating
SMDR

FEATURE OPTIONS

Dispatcher Evaluation
KPI Monitoring Dashboards
Screen Capture
Mobile Recording
CAD Integrations
Speech Analytics
Survey

Powerful, Easy-to-Use and Flexible

SECURE & FEATURE-RICH

Recording and incident reconstruction solution for the emergency services industry.



DATA INTEGRATION

Consolidates structured and unstructured data from multiple sources – voice interactions, CAD ID, screen captures, ANI/ALI data, GIS data, text messages, video, and more – and structures it into a single synchronized event with corresponding time line.



CUSTOMIZABLE DATA SEARCH

Easy and convenient search options for instant retrieval of archived data and recordings, including CAD ID, station, dispatcher, talk group, radio alias, and more. Incidents can be saved to media files, emailed, or shared via portal media.



ALL-IN-ONE

Records every type of audio (analog, digital and VoIP phones) as well as radio, P25, and dispatcher consoles into a single recording destination. Additionally, Next Gen technologies such as SMS, video, email, and GIS data can be integrated to provide a comprehensive view of an incident.



REAL-TIME DASHBOARDS

Switch between live calls with just one click for visibility of dispatcher activities as they occur, and monitor PSAP key performance indicator metrics.



DIGITAL SIGNATURE

Industry exclusive “Digital Signature” verifies the authenticity of recorded interactions and that recordings have not been tampered with or altered.



VIRTUAL INCIDENT ARCHIVE DRIVE

Recorded incidents and playback software can be saved to preferred archive. This feature securely locks the recordings and any associated incident data on the archive just as it appears in the actual Capture911 software. The preferred storage will play back the entire incident in chronological order from any PC after permissions have been verified.



REDACTION

Enables users to redact or censor portions of recorded interactions to eliminate sensitive data. The redact module does not affect the recordings on the system, but allows saving a copy of a recording with the sensitive data replaced either by silence or by a tone.



SERVICE RELIABILITY

Proactive monitoring of over 350 alarms and critical applications notifies clients of potential problems before they occur. Remote and on-site technicians are available immediately upon notice of critical alarms anywhere in the country.



I'M ALIVE™

Ensures that your critical communications recording system is up and running 24/7 with proactive monitoring and notifications.



ROBUST SECURITY

All network communication between the client and server is encrypted with multi-layer algorithms, ensuring that recorded interactions are contained in the most secure environment possible. No unauthorized access is allowed. Each user is provided with their own individual set of permissions and rights, allowing for sophisticated audits in the event of a security leak.



REPLICATION SOFTWARE

Several automated online storage options are available for instant access to redundant data locations for disaster recovery.



UNLIMITED PLAYBACK

Access data from any position on the network with free unlimited playback licensing.

See what customers are saying ABOUT HIGHERGROUND



We are done with fork lift upgrades. NextGen Capture911 is an intuitive product. We appreciate the ability for us to do configurations and run several reports on our own without having to involve our tech department.

**Cindy Barbera - Brelle, Executive Director
Northwest Central Dispatch System**

I have been an advocate of HigherGround's Capture911 voice recorder for several years, and was excited to start using the evaluation solution. Capture911 has provided our agency with a tremendous supervisory, training and employee evaluation tool. In fact, I never imagined all the benefits a good quality assurance program would have on our 9-1-1 center.

**Ralph Ladnier, District Manager
East Baton Rouge 911**

HigherGround is very knowledgeable and was dedicated to customizing a solution that met our needs. They spent significant time investing in a custom integration designed specifically to improve Whitcom processes. As long as they continue to exceed our expectations and provide this level of service and commitment, Whitcom will be a happy customer for many, many years.

**Patti Kelli, Director - Whitcom
Communications Center**

We did not lose one single recording, even with the increased volume we experienced. During the I-35W bridge collapse, the 9-1-1 center used HigherGround's Capture911 digital voice recording solution to record each of the incoming telephone calls as well as the radios.

**Tom Donohoe, Assistant Director
of Emergency Communications
Minneapolis 911**



800-933-4077

comelectronics.com



Authorized Reseller for



ZETRON

CONNECTED CARE

North America



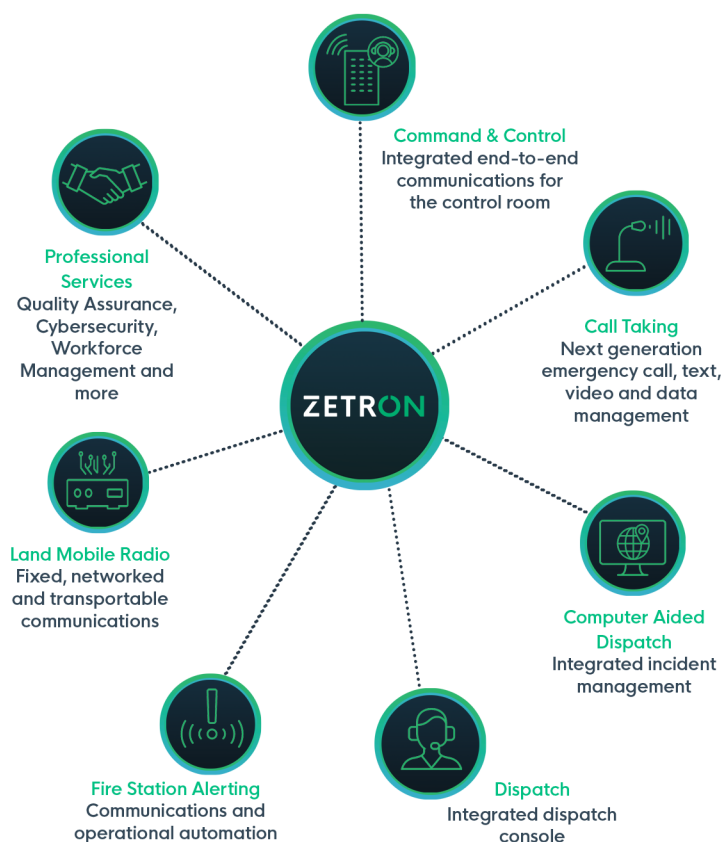
ZETRON

Always ready, always on.

Delivering integrated, end-to-end communications solutions that help save lives and enable critical operations.



Zetron **CONNECTED CARE**



Keeping mission critical systems functioning requires more than working hardware and software, because even the best systems require ongoing maintenance to evolve with changing technology standards, adapt with new functionality and adjust to external changes or threats (i.e., connected systems, cybersecurity, etc.) to perform optimally in environments where downtime isn't an option. Zetron's Connected Care support plan provides customers peace of mind by including new product updates, upgrades when available and efficient resolution of issues that may arise with their Zetron critical communications solutions.

Zetron's Connected Care plan protects systems against defects in materials, workmanship and software, while also providing training and access to other Zetron end users. Zetron's proven history of unrivaled product quality is backed by the same standard for delivering customer service and support with the Connected Care support plan.

Products Covered by Connected Care

The standard Zetron Connected Care plan is available for most Zetron solutions. Due to wide variances in Computer Aided Dispatch (CAD) product requirements and implementations, CAD products are not included in the standard Connected Care plan. Please speak with a Zetron representative for information on CAD-specific support plans.

Overview of Services

The following table provides a high-level overview of the services provided in the Connected Care plan. Included coverage terms are based on each plan's activation date.

Service Type	Services Included	Service Details	Included Coverage
Hardware Services	Hardware Warranty	Hardware warranty and services protect against defects in materials and workmanship, and include the following:	Life of the plan
	Hardware Defects Repair	Provides hardware repair, including parts and labor, within a ten-day turnaround period, free of charge. Return shipping is paid by Zetron, matching incoming shipment class of service.	Life of the plan

Service Type	Services Included	Service Details	Included Coverage
	Advance Replacement of any Hardware Component	- Immediate shipment of replacement hardware based on remote diagnosis. - This is not meant to take the place of spares. For a list of recommended spares for your system consult with your channel partner.	Life of the plan
Software Services	Software Warranty	Software warranty and services protect against material defects in Zetron software and include the following services:	Life of the plan
	Software Maintenance/ Service Packs	Provides patches or bug fixes (service packs) for feature group releases or firmware version(s) for those with active licenses. Zetron typically provides two per year at no additional cost.	Life of the plan
	Software Upgrades	- Provides software updates for feature group releases or firmware version(s) for those with active licenses. Zetron typically provides one per year at no additional cost. - Version management tracking for your configurations and releases. - Major features, which require special licensing, are offered to plan holders at a discount.	Life of the plan
Technical Phone Support	Business Hours Technical Phone Support	Provides standard troubleshooting and support for installing, configuring and maintaining hardware and software issues. - Standard business hours are Monday – Friday, 6:00 a.m. to 5:00 p.m. PT. - For assistance call 1-425-820-6363 or 1-877-284-4616. - Troubleshooting and support offered for all technology purchased as part of a Zetron solution.	Life of the plan
After Hours Technical Phone Support	After Hours Technical Support	Provides after hours phone support for emergencies. Remote non-critical after-hours services must be purchased separately for after-hours upgrade support.	Life of the plan

Service Type	Services Included	Service Details	Included Coverage
Training	Factory and Web-Based Training	- One factory training session per year. - Web-based training course led by a live instructor online. - Additional training can be purchased.	One per year
Zetron MAX User Group	Zetron MAX Solutions User Group Access	- Access to participate in the MAX Solutions User Group, including emails, webinars and product roadmap updates for users (MAX systems users only). - Gain direct access to the product management team to ask questions and provide product feedback, and network with other users for a broader knowledge base.	Life of the plan
Other	Other Benefits	- Discounts for on-site services. - Additional savings on future Zetron Connected Care contracts and system upgrades.	Life of the plan

Please Note: The terms described above are intended as a brief overview of Zetron's Connected Care service plan, actual terms are described in the Terms and Conditions section of Connected Care plan contracts and supersede any information provided above.

Why Zetron?



Zetron Services and Support

Zetron offers unparalleled customer service, training and support through Zetron's Connected Care plan. Services include telephone support, software maintenance, hardware replacement and repair, remote and on-site configuration assistance, system re-optimization, and technical and operational training.



Performance You Can Count On

Zetron has a reputation for the reliability and robustness of its products. They are specifically designed to meet the needs of mission critical operations that must stay up and running 24/7. Zetron solutions are also known for their longevity. Not only do they continue to deliver a rock solid performance over time, but they have the flexibility to keep pace with emerging technologies and changing operational requirements.



About Zetron

Zetron is a leading provider of communications technology and services that help save lives and enable critical operations. Zetron solutions are highly interoperable, configurable, and scalable, offering unrivalled choice, flexibility, and value. Our customers are located on all seven continents and across a variety of industries, including public safety, federal government, transportation, utilities, natural resources and more. With an exceptional reputation for high quality and reliability earned over decades of experience serving both public and private sectors, Zetron delivers solutions that are purpose-built to be always on, always ready — anywhere that uninterrupted mission critical communications are non-negotiable. For more information visit www.zetron.com and connect with us on [LinkedIn](#), [Facebook](#), [Instagram](#), [X](#) and [YouTube](#).

ZETRON AMERICAS
6812 185th Ave. NE
Redmond, WA USA 98073
P: +1 425 820 6363
F: +1 425 820 7031
E: zetron@zetron.com

ZETRON EMEA
Minster Corner
South Church Side, Hull
HU1 1RR, United Kingdom
P: +01 482 686366
E: emea@zetron.com

ZETRON APAC
4/87 Webster Road
Stafford QLD 4053, Australia
P: +61 7 3856 4888
F: +61 7 3356 6877
E: au@zetron.com

ZETRON

Always ready, always on.