

CONCEALED COMMUNICATOR™

Operating Manual

Version #: 120112



The Client purchases and uses the Concealed Communicator™ at his/her own risk. **Client MUST carefully read instructions/operating, safety materials, and all other Concealed Communicator™ literature before using the equipment, and follow these instructions, procedures and rules.** When in doubt, Client must contact Enforcement Technology Group, Inc. (ETGI) or certified service centers authorized by ETGI to perform warranty work on the system. The Concealed Communicator™ is intended for use by individuals properly trained by approved instructors to determine where the device fits into his/her department's rules, regulations, policies and procedures.

ETGI makes **NO** representations concerning the legality of the Concealed Communicator™ such as the making, transmission, or recording audio signals of others without their knowledge and/or consent. We encourage you to check and comply with all applicable local, state, and federal laws and regulations before engaging in any form of surveillance.

Under no circumstances will ETGI be responsible for **ANY** damages resulting from negligent handling, misuse or illegal use of the Concealed Communicator™. Such acts will void the warranty. ETGI bears no responsibility, regardless of nature, for incidental, indirect or consequential damages with respect to economic loss or injury to a person or property whether as a breach of express or implied warranty, negligent or improper use, intentional misuse, accidental use, or unauthorized modifications. ETGI is not responsible for the use or inability to use the Concealed Communicator™.

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INTRODUCTION/OVERVIEW:

The Concealed Communicator™ is a new tool that provides law enforcement staff with the ability to:

- Secretly "coach" (talk to) a remotely located operator (officer or undercover agent).
- Covertly monitor (listen to) communications between a remotely located operator and an individual.
- Covertly gather audio data from a target area.

The ability to secretly monitor, coach, and/or gather audio data can be used in a variety of applications including, but *NOT* limited to:

- **Hostage/Crisis Negotiations:** During face-to-face negotiations, CNT staff can monitor the communications between a remotely located field Negotiator and subject. CNT staff can also "coach" the field negotiator to assist in the negotiations process without alerting the subject.
- **Investigations/Interviewing:** Detective staff can monitor the communications between a remotely located officer conducting an interview with a subject. Detective staff can also "coach" the interviewing officer to assist in the investigations process without alerting the subject.
- **Drug Enforcement:** Drug enforcement staff can place the Concealed Communicator™ paired to a Bluetooth® Enabled Cell Phone (BECP) remotely gather covert audio data from a target or other area of "interest."

The Concealed Communicator™ is delivered with the following components:

- (1) Concealed Communicator™ Base Unit
- (1) Low Profile Microphone
- (1) Neck Loop Transmitter
- (2) Large Earpiece Magnet Set
- (1) Small Earpiece Magnet Set
- (1) Tone Generator Button
- (1) AC Power Charger (to charge Concealed Communicator™ Base Unit's battery)

The Concealed Communicator™ is a Bluetooth® Enabled device that is designed to be wireless paired or connected to a Bluetooth® Enabled Cell Phone (BECP) with cellular network service.

The BECP paired to the Concealed Communicator™ essentially serves as a "full-duplex wireless audio transceiver" (a device capable of simultaneously sending and receiving audio signals wirelessly). The audio signals are transmitted (sent/received) over the cell phone network that the BECP paired to the Concealed Communicator™ Base Unit is connected to. During operations, the audio signals that are transmitted include:

- Audio data picked up by "Low Profile Microphone" connected to Concealed Communicator™ Base Unit.
- Audio data picked up by the microphone of the cell or landline phone used by the "Coach" to communicate (talk to) the Field Operator.
- Audio tones generated when "Tone Generator Button" connected to the Concealed Communicator™ Base Unit is pressed by the Field Operator.

To help keep the operations of the Concealed Communicator™ covert, the "incoming call" setting of the BECP used should be changed to "auto-answer" and the "sound profile" setting changed to "silent" and/or "vibrate."

INTRODUCTION/OVERVIEW (CONTINUED):

The information/diagram below has been provided to help gain a better understanding as to how the Concealed Communicator™ is set-up and how audio signals are passed through System.



Bluetooth® Enabled Cell Phone (BCEP)



Concealed Communicator™ Base Unit



Low-Profile Microphone



Neck-Loop Transmitter



Tone Generator Button



Large Earpiece Magnet Set



Small Earpiece Magnet Set



Field Operator



"Coach" Cell or Landline Phone



PRE-OPERATIONS SET-UP:

1. Concealed Communicator™ Base Unit is powered on.
2. Bluetooth® Enabled Cell Phone (BCEP) is paired to Concealed Communicator™ Base Unit.
3. BCEP "incoming call" setting is set to "auto-answer."
4. BCEP "sound profile" setting is set to "silent" and/or "vibrate."
5. BCEP speaker level set to its highest level.
6. "Low Profile Microphone," "Neck-Loop Transmitter," and "Tone Generator Button" (optional) are connected to Concealed Communicator™ Base Unit.
7. Field Operator conceals "Low-Profile Microphone," "Neck-Loop Transmitter," Concealed Communicator™ Base Unit and "Tone Generator Button" (optional) on their persons.
8. Field Operator inserts "Earpiece Magnets" into each of their ear canals.
9. Field Operator approaches subject or target area in field.

INTRODUCTION/OVERVIEW (CONTINUED):



1. "Coach" utilizes a cell phone or landline to place an outgoing call to BECP paired to the Concealed Communicator™ that is worn/concealed by Field Operator.
2. Due to the adjustments of the BECP's "incoming call" and "sound profile" adjustments, the call placed by the "Coach" to the Field Operator is automatically answered by the BECP paired to the Concealed Communicator™ Base Unit without producing a ring tone.
3. Audio signals (i.e. communications between the Field Operator and subject or sounds from within the target area) are picked up by "Low Profile Microphone" connected to the Concealed Communicator™ Base Unit.
4. The audio signals picked up by the "Low Profile Microphone" are wirelessly transmitted back to the speaker of the cell phone or landline used by the "Coach" to place the outgoing call.
5. Audio signals (i.e. voice of "Coach") picked up by the microphone of the cell phone or landline used to place the call to the Field Operator are passed through the "Neck Loop Transmitter."
6. Through magnetic induction, audio signals passed through the "Neck Loop Transmitter" cause the "Earpiece Magnets" located in ear canals to vibrate.
7. The Field Operator's eardrums convert the vibrations of the "Earpiece Magnets" into audible sound.

NOTE: "Tone Generator Button" connected to the Concealed Communicator™ Base Unit will produce a tone that audible to the Field Operator and "Coach" each time the button is pressed. This allows the Field Operator to non-verbally communicate with the "Coach."

CONCEALED COMMUNICATOR™ BASE UNIT POWER INFORMATION & BATTERY CHARGING PROCEDURES:

IMPORTANT NOTE: BATTERY CHARGING/MAINTENANCE

*The Concealed Communicator's Battery **MUST** be fully charged **PRIOR** to initial operations.*

The Concealed Communicator™ Base Unit is powered by an internal lithium-polymer rechargeable battery. The Concealed Communicator's battery is charged by connecting the unit to a standard 120v electrical outlet by using the provided "AC POWER CHARGER."

When fully charged and under normal use, the Concealed Communicator™ may be operated for approx. 8 to 10 hours.

IMPORTANT NOTE: BATTERY CHARGING/MAINTENANCE

*To preserve the ability for the Concealed Communicator's battery to properly retain a charge, the unit's battery should be fully charged after **EACH** time the unit has been used.*

Battery Charging Procedure:

1. Locate the "AC Power Charger" (provided). **NOTE:** Check to ensure that the Concealed Communicator™ is powered off (no LEDs are turned on).
2. Insert the plug end of the "AC Power Charger" into a standard 120v electrical outlet.
3. Insert the pin end of the "AC Power Charger" into the Concealed Communicator's "CHARGER" port. **NOTE:** A **red** LED located next to the "CHARGER" port will turn on signaling that the unit's battery is charging.
4. Leave the unit connected to the external power supply until the unit's **green** LED turns on. **NOTE:** The illumination of both the **red** and **green** LEDs signal that the unit's battery is fully charged.
5. When fully charged, disconnect the "AC Power Charger" and check that the unit powered turned off (no LEDs are turned on) prior to storage.



AC Power Charger

PAIRING A BLUETOOTH® ENABLED CELL PHONE (BECP) TO THE CONCEALED COMMUNICATOR™ BASE UNIT

Bluetooth® devices such as a Bluetooth® Enabled Cell Phone (BECP) and the Concealed Communicator™ **MUST** be wirelessly connected or “paired” to one another prior to operations.

To allow a BECP to be “paired” to the Concealed Communicator™ Base Unit, the BECP’s Bluetooth® connection setting **MUST** first be activated or enabled.



General Bluetooth® Enabled Cell Phone (BECP) Activation Setting:

NOTE: These pairing procedures are generic. For specific Bluetooth® pairing procedures, please refer to the BECP’s instruction manual.

1. Power on Bluetooth® Enabled Cell Phone (BECP)
2. Select the “MENU” option
3. Select the “SETTINGS” option
4. Select the “CONNECTIVITY” option
5. Select the “BLUETOOTH®” option
6. Select the “ACTIVATE BLUETOOTH®” option



After the BECP’s Bluetooth® Connection Setting has been activated, the BECP is ready to be paired to the Concealed Communicator’s Base Unit.

1. Press and hold down the  “POWER” button located on Concealed Communicator™ Base Unit. **NOTE:** Release the “POWER” button when the unit’s **blue** “POWER” LED begins to slowly blink (repeatedly turns on/off) signaling that the unit has been powered on.
2. Press and hold down the  “BLUETOOTH®” button on the Concealed Communicator™ Base Unit. **NOTE:** Release the “BLUETOOTH®” when both the **yellow** “BLUETOOTH®” and **blue** “POWER” LEDs begin to blink rapidly. The rapid blinking of the **yellow** and **blue** LEDs signal that the unit’s Bluetooth® function is active and is ready to be discovered by a Bluetooth® Enabled Cell Phone (BECP).
3. While the Concealed Communicator’s **yellow** and **blue** LEDs are rapidly blinking, select the “SEARCH” option located in the BECP’s “BLUETOOTH®” menu. **NOTE:** When the “SEARCH” option is selected the BECP begins to look for active/discoverable Bluetooth® devices within its immediate proximity. To help ensure that the Concealed Communicator™ is “discovered” by the BECP, it should be placed within 3 ft. (1M) away from the BECP while it is in “SEARCH” mode.
4. Select the “ETGI-CC” (Concealed Communicator™) from the BECP’s Bluetooth® “SEARCH” results.
5. If the BECP displays a prompt for a passcode or passkey to pair to the “ETGI-CC” (Concealed Communicator™) enter “0000.” **NOTE:** The **yellow** “BLUETOOTH®” LED will remain steady and the **blue** “POWER” LED will continue to blink; signaling that the Concealed Communicator™ has been successfully paired or connected to the BECP.

NOTE: If the “ETGI-CC” (Concealed Communicator) is set-up as an “allowed” device on the BECP after the initial Bluetooth® pairing procedure has been performed, the unit should automatically reconnect BECP in the future.

CHANGING THE INCOMING CALL & SOUND PROFILE SETTINGS OF BLUETOOTH® ENABLED CELL PHONE (BECP) PAIRED TO THE CONCEALED COMMUNICATOR™:

Prior to utilizing the Concealed Communicator™ in the field, it is strongly recommended that “incoming call” and “sound profile” settings of the Bluetooth® Enabled Cell Phone (BECP) paired to the Concealed Communicator™ Base Unit are changed.

The adjustment of the “incoming call” setting to “auto-answer” will allow the BECP paired to the Concealed Communicator™ to automatically answer an incoming call without the operator having to physical access the BECP.

The adjustment to the “sound profile” setting to “silent” and/or “vibrate” will allow ensure that no audible sound is produced when the BECP paired to the Concealed Communicator™ receives an incoming call.

NOTE: The “incoming call” and “sound profile” settings of the Bluetooth® Enabled Cell Phone (BECP) should **ONLY** be changed **AFTER** the BECP has been paired to the Concealed Communicator™.

Changing the BECP “Incoming Call” Setting:

NOTE: This procedure is generic. For specific information on changing “incoming call” settings, please refer to the BECP's instruction manual.

1. Select the “**MENU**” option
2. Select the “**SETTINGS**” option
3. Select the “**CALLS**” option
4. Select the “**GENERAL**” option
5. Select the “**CALL ANSWER**” option
6. Select the “**AUTOMATIC**” option
7. Set the “**TIME**” option to either the 1, 2, 3, 4, or 5 seconds

NOTE: By adjusting the incoming call settings the Bluetooth® Enabled Cell Phone (BECP) will automatically answer **ANY** incoming call. The time that it takes for the BECP to automatically answer the call will be based on the selected “**TIME**” setting. If set to 1 second, the call will be automatically answered within 1 second of being received. If set to 2 seconds, the call will be automatically answered within 2 seconds of being received, and so forth...

IMPORTANT NOTE: NOT ALL CELL PHONES SUPPORT “AUTO-ANSWER” FUNCTION

Not all cell phones allow for the user to adjust the incoming call setting to “auto-answer.” One popular cell phone model that does NOT currently support the “auto-answer” function is the iPhone® running iOS 6.0.1 or a previous iOS version. Software applications are available for download to add the “auto-answer” function to an iPhone®. However, this app is currently ONLY downloadable via Cydia (an alternative to the Apple “App Store” for iPhone® users who have elected to “jailbreak” their iOS device). Additional information regarding “jailbreaking” and “auto-answer” downloads for iOS devices are available online.

CHANGING THE INCOMING CALL & SOUND PROFILE SETTINGS OF BLUETOOTH® ENABLED CELL PHONE (BCEP) PAIRED TO THE CONCEALED COMMUNICATOR™ (CONTINUED):

Changing the BCEP Sound Profile:

NOTE: This procedure is generic. For specific information on changing the "sound profile" settings, please refer to the BCEP's instruction manual.

1. Select the "MENU" option
2. Select the "SETTINGS" option
3. Select the "SOUND PROFILE" option
4. set the Sound Profile to the "Silent" or "Vibrate" option.

NOTE: By adjusting the sound profile setting of the Bluetooth® Enabled Cell Phone (BCEP) to "Silent" the BCEP will **NOT** produce an audible ring tone when an incoming call is received.

PRE-OPERATIONS SET-UP & COMPONENT CONCEALMENT:

Below is a list of the components provided with the Concealed Communicator™ and their respective functions:



**Low Profile
Microphone**

Connects to Concealed Communicator™ Base Unit's "MIC" port.

Allows "Coach" to remotely monitor (listen to) sounds/audio within proximity of the Field Operator.



**Neck Loop
Transmitter**

Connects to Concealed Communicator™ Base Unit's "LOOP" port.

When Audio signals (the Coach's voice) are passed through the component a magnetic field is created that cause the Earpiece Magnets to vibrate.



**Small Earpiece
Magnet Set**

To be inserted into Field Operator's ear canals.

Earpiece Magnets vibrate when exposed to the magnetic field produced when audio signals (the Coach's voice) are passed through the "Neck Loop Transmitter."

The Field Operator's eardrums convert the Earpiece Magnet's vibrations into audible sound.



**Large Earpiece
Magnet Set**

To be inserted into Field Operator's ear canals.

Earpiece Magnets vibrate when exposed to the magnetic field produced when audio signals (the Coach's voice) are passed through the "Neck Loop Transmitter."

The Field Operator's eardrums convert the Earpiece Magnet's vibrations into audible sound.



**Tone Generator
Button**

Connects to Concealed Communicator™ Base Unit's "BUTTON" port.

When button is pressed the Field Operator a tone that is audible to Field Operator and "Coach" is generated. This allows for the Field Operator to non-verbally communicate with the "Coach."

PRE-OPERATIONS SET-UP & COMPONENT CONCEALMENT

(CONTINUED):

Connecting, Concealing, and Positioning the Low Profile Microphone:

1. Locate the "**Low Profile Microphone**" (provided).
2. Attach the "**Low Profile Microphone**" to the Field Operator's shirt collar/lapel or other area near the mouth of the Field Operator by using the provided clip. **NOTE:** *The "Low Profile Microphone" should be attached in a concealed manner to help prevent it from being identified by a subject.*
3. Conceal the "**Low Profile Microphone**" cable by running it under the shirt of the Field Operator.
4. Insert the pin end of the "**Low Profile Microphone**" into the "**MIC**" port located on the side of the Concealed Communicator™ Base Unit.

Connecting, Concealing, and Positioning the Neck Loop Transmitter:

1. Locate the "**Neck Loop Transmitter**" (provided).
2. Place the "**Neck Loop Transmitter**" around the neck of the Field Operator. **NOTE:** *The "Neck Loop Transmitter" should be attached in a concealed manner to help prevent it from being identified by a subject.*
3. Conceal the "**Neck Loop Transmitter**" cable by running it under the shirt of the operator.
4. Insert the pin end of the "**Neck Loop Transmitter**" into the "**LOOP**" port located on the side of the Concealed Communicator™ Base Unit.

Connecting, Concealing, and Positioning the Tone Generator Button:

1. Locate the "**Tone Generator Button**" (optional).
2. Conceal the "**Tone Generator Button**" cable and place the button in an area that is readily accessible by the Field Operator such as in their pocket.
3. Insert the pin end of the "**Tone Generator Button**" into the "**BUTTON**" port located on the side of the Concealed Communicator™ Base Unit.

Concealing the Bluetooth® Enabled Cell Phone (BCEP) and the Concealed Communicator™ Base Unit:

1. After the "**Low Profile Microphone**," "**Neck Loop Transmitter**," and "**Tone Generator Button**" (optional) have been connected and concealed; conceal the Concealed Communicator™ Base Unit and BCEP that the device is paired to in the Field Operator's pocket.

"Earpiece Magnet" Insertion Procedures & Warnings:

1. The Field Operator should insert either the "**Small Earpiece Magnets**" **OR** "**Large Earpiece Magnets**" into their ear canals in accordance with the "**EARPIECE MAGNET INSERTION PROCEDURES & WARNINGS**" section of this manual.



"EARPIECE MAGNET" INSERTION PROCEDURES & WARNINGS:

IMPORTANT: EARPIECE MAGNET INSERTION WARNINGS:

- To help prevent damage to the ear, the "Earpiece Magnets" should **ONLY** be inserted into the ear canals by the Field Operator. **NEVER** allow another person to insert the Earpiece Magnets on behalf of the operator.
- The Field Operator should **ALWAYS** use cotton swabs to **GENTLY** clean their ear canals **BEFORE** inserting the "Earpiece Magnets."
- The Field Operator should **ONLY** use their fingers to **GENTLY** insert the "Earpiece Magnets" into their ear canals. The Field Operator should **NEVER** use a foreign object to force the "Earpiece Magnets" into their ear canals.
- The "Earpiece Magnets" need to be placed deep inside the ear canals in order to function properly as well as conceal them from the subject. Inserting any foreign object into the ear canal can create mild discomfort and may potentially cause damage to the ear/hearing. The Field Operator should **NEVER** use excessive force when inserting the "Earpiece Magnets" into their ear canals.
- Should the Field Operator feel any severe discomfort at anytime during the "Earpiece Magnet" insertion process **OR** after the "Earpiece Magnets" have been inserted into their ear canals, they should be removed **IMMEDIATELY** in accordance with this operating manual.
- Should the Field Operator continue to experience severe ear discomfort seek **IMMEDIATE** medical attention.


"EARPIECE MAGNET" EXTRACTION PROCEDURES & WARNINGS:

IMPORTANT: EARPIECE MAGNET EXTRACTION WARNINGS:

- To help prevent damage to the ear, the "Earpiece Magnets" should **ONLY** be removed from the ear canals by the Field Operator. **NEVER** allow another person to remove the "Earpiece Magnets" on behalf of the Field Operator.
- The Field Operator should **ONLY** use the provided "Earpiece Magnet Extraction Tool" to remove the "Earpiece Magnets." **NOTE: If the "Earpiece Magnet Extraction Tool" is NOT available, the Field Operator should use a blunt metal object similar to the diameter of the "Earpiece Magnets." The Field Operator should wrap a cloth or other soft material around the end of the metal object that is to be used to remove the "Earpiece Magnets." The purpose of the wrapping the metal object in a soft material is to help lessen the magnetic collision impact force between the "Earpiece Magnets" and metal object used to extract them. This in turn helps prevent the "Earpiece Magnets" from being chipped or cracked when removed.**
- The Field Operator should **NEVER** use spare/additional "Earpiece Magnets" or other magnets to remove "Earpiece Magnets" from their ear canals. The magnetic collision impact force of the two magnets may cause damage to/harm the ear.
- To remove the "Earpiece Magnets" place "Earpiece Magnet Extraction Tool" near opening of the ears. Do **NOT** insert the "Earpiece Magnet Extraction Tool" directly into the ears or ear canals.
- The magnetic attraction between the "Earpiece Magnets" and the "Earpiece Magnet Extraction Tool" placed within proximity of opening of the ears will magnetically extract the "Earpiece Magnets" from Field Operator's ear canals.
- A disinfectant wipe should be used to clean the "Earpiece Magnets" after extraction.

POST OPERATIONS:

Please follow the procedures listed below after Concealed Communicator™ operations have concluded:

1. Power off the Concealed Communicator™ Base Unit by pressing and holding down the unit's  "POWER" button. **NOTE:** Release the "POWER" button when the unit's LEDs turn off signaling that the unit has been successfully powered off.
2. Disconnect the "Low Profile Microphone," "Neck Loop Transmitter" and "Tone Generator Button" (if connected) components from the Concealed Communicator™ Base Unit and store.
3. Instruct Field Operator to remove the "Earpiece Magnets" in accordance with the "**Earpiece Magnet Extraction Procedures & Warnings**" section of this manual. **NOTE:** Once the "Earpiece Magnets" have been removed and cleaned/disinfected, they should be individually stored in the provided plastic shell vials.
4. Charge the Concealed Communicator™ Base Unit's battery in accordance with the "**Concealed Communicator Base Unit Power Information & Battery Charging Procedures**" section of this manual.

OPERATING CONSIDERATIONS & TROUBLESHOOTING:

We strongly recommend that the Concealed Communicator™ be tested prior to field operations to help ensure that the components are properly connected and the equipment is functioning properly.

Bluetooth® Enabled Cell Phone (BCEP) Checklist:

- The BCEP is paired to the Concealed Communicator™ Base Unit
- The BCEP "incoming call" has been set to "auto-answer"
- The BCEP "sound profile" has been set to "silent" and/or "vibrate"
- The BCEP is fully charged/has adequate battery power
- The BCEP have wireless cellular network connectivity

Concealed Communicator™ Checklist:

- The Concealed Communicator™ Base Unit is paired to the Bluetooth® Enabled Cell Phone (BCEP)
- The "Low Profile Microphone," "Neck Loop Transmitter," "Tone Generator Button," (if used) are properly concealed, positioned, and connected to the Concealed Communicator™
- The Field Operator has the Earpiece Magnets inserted into their ear canals
- The BCEP and Concealed Communicator™ are concealed on the operator's person

Testing the BCEP & Concealed Communicator™ Prior to Field Use:

To test the Concealed Communicator™ a team staff member should place a call to the telephone number of the Bluetooth® Enabled Cell Phone (BCEP) that is paired to the Concealed Communicator™.

This call will automatically be answered by the BCEP as the "incoming call" setting should have been set to "auto-answer."

After the call connects, the caller should be able to listen to/monitor the sounds occurring within the proximity of the "Low Profile Microphone" and the Field Operator should also be able to hear/listen to the caller's voice via the Earpiece Magnets that they have inserted into their ear canals.

NOTE: When performing this functionality test, the caller and Field Operator should be located at least 30 ft. away from one another or in separate rooms. If the caller and operator are located close to one another or in the same room, cellular reverberation (echoing) may be experienced which diminishes sound quality.

If the caller experiences difficulty in monitoring/listening to the sounds occurring within the proximity of the "Low Profile Microphone", please check/perform the following:

- That the "Low Profile Microphone" is securely connected to the Concealed Communicator™ Base Unit's "MIC" port.
- That no obstructions are blocking the "Low Profile Microphone."
- That the volume/listening level of the Coach's phone is set to its highest setting.
- If sporadic electric "noise" is experienced place the Bluetooth® Enabled Cell Phone (BCEP) further away from the Concealed Communicator™ Base Unit.

OPERATING CONSIDERATIONS & TROUBLESHOOTING (CONTINUED):

If the Field Operator experiences difficulty in monitoring/listening to voice of the caller via the "Earpiece Magnets" please check/perform the following:

- That the "Earpiece Magnets" are properly inserted inside the their ear canals.
- Increase the speaker volume level of the Bluetooth® Enabled Cell Phone (BCEP). **NOTE:** The volume level of the BCEP may be increased/decreased by pressing the respective "DEVICE VOLUME" buttons (+) and (-) located on the side of the Concealed Communicator™ Base Unit.
- If the "Small Earpiece Magnets" are being used replace them with the "Large Earpiece Magnets". **NOTE:** The "Large Earpiece Magnets" will produce the loudest sound level.
- That the "Neck Loop Transmitter" is securely connected to the Concealed Communicator™ Base Unit's "LOOP" port.
- That the "Neck Loop Transmitter" is located near the Field Operator's ear canals containing the "Earpiece Magnets." **NOTE:** The "Earpiece Magnets" create more vibration/a louder sound the closer they are positioned to the "Neck Loop Transmitter."
- If sporadic electric "noise" is experienced place the Bluetooth® Enabled Cell Phone (BCEP) further away from the Concealed Communicator™ Base Unit.

IMPORTANT NOTE:

The ability for a "Coach" to monitor/listen to sounds occurring within the proximity of the "Low Profile Microphone" as well as the Field Operator's ability to monitor/listen to the voice of the caller via the "Earpiece Magnets" are dependent upon several factors which include, but are NOT limited to:

- The anatomic hearing capability of the individuals (Coach and Field Operator)
- Ambient sounds/noises occurring within the operating environment
- The positioning of the "Earpiece Magnets" inside the ear canal
- The distance between the "Neck Loop Transmitter" and "Earpiece Magnets"

Additional Concealed Communicator™ Operating Considerations & Notes:

- After the "Earpiece Magnets" have been inserted, the Field Operator may have a tendency to speak louder than normal. The Field Operator should be cognizant of this and always try to speak at an appropriate volume level.
- It is difficult for any person to effectively listen to and understand communications when two people or speaking to them at the same time. The "Coach" should be cognizant of this fact and avoid speaking to/coaching the Field Operator when they are actively engaged in communications with a subject.
- The "Coach" should speak loudly and clearly when communicating with the Field Operator to help ensure that that their voice is heard.
- During operations the "Neck Loop Transmitter" has a tendency to become warm.
- In applications involving the use of the "Tone Generator Button" component, the Field Operator and "Coach" should establish how different tone combinations are to be coded/interpreted. For example, if the Field Operator presses the "Tone Generator Button" ONCE that they would like the last statement provided by the "Coach" repeated or if the Field Operator presses and holds down the "Tone Generator Button" for (5) seconds or longer that Tactical intervention is necessary.

WARRANTY INFORMATION:

Scope:

Enforcement Technology Group, Inc. (ETGI) and its divisions warrant the Concealed Communicator™ to be free from defects in materials and workmanship. No warranties either express or implied, are made as to merchantability or fitness for a particular purpose. ETGI's obligation under this warranty is limited to the repair or replacement of a defective unit or portion thereof which is returned to ETGI within one year from the date the product was delivered to Client's delivery point by common carrier. Such warranty work will be performed free of charge to the Client, should ETGI's employees find the System to be defective in materials or workmanship. Client's only remedy for claims arising under this document shall be for damages, which shall not exceed the price of the System. ETGI may, at its sole election, choose to repair or replace said System. Use of the product outside ETGI's recommended design parameters voids all warranties. Warranties apply only to the original Client when purchased or transferred within all applicable laws.

Warning:

The Client purchases and uses the equipment at his/her own risk. Client must carefully read instructions, safety materials, and all other equipment literature before using the equipment, and follow these instructions, procedures and rules. When in doubt, Client must contact ETGI at the address below, or certified service centers authorized by ETGI to perform warranty work on the system. The equipment is intended for use by individuals properly trained by approved instructors to determine where the equipment fits into his/her department's rules, regulations, policies and procedures.

Limitation of Warranty:

Under no circumstances will ETGI be responsible for any damages resulting from negligent handling, misuse or illegal use of the Concealed Communicator™. Such acts will void the warranty. ETGI bears no responsibility, regardless of nature, for incidental, indirect or consequential damages with respect to economic loss or injury to a person or property whether as a breach of express or implied warranty, negligent or improper use, intentional misuse, accidental use, or unauthorized modifications. ETGI is not responsible for the use or inability to use this System.

Compliance with Local Laws:

It is the Client's responsibility to ensure the purchase, handling, and usage of the equipment complies with all local, state, and federal laws and regulations.

Product Changes:

Client understands that ETGI may from time to time change the equipment's specifications, designs, and accessories, and/or may add or remove items from the Concealed Communicator™ product line without prior notice to users.

Entire:

This Limited Warranty constitutes the entire agreement between the parties, and overrides and supersedes any other verbal or written correspondence between the parties, including any previous Limited Warranties. No changes may be made without the prior written consent of the management of ETGI. This contract is interpreted and governed under the laws of the State of Wisconsin, USA.

Manufacturer Information:

Enforcement Technology Group, Inc. (ETGI) is the sole-source manufacturer/distributor of the Concealed Communicator™.

ENFORCEMENT
Technology Group

THE FUTURE OF TECHNOLOGY...TODAY!

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