

STORNO-
PHONE
6000

STORNOPHONE 6000

LD 1234567

28325

1	2	3	▲
4	5	6	■
7	8	9	A
*	0	H	J

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SERVICE
COORDINATION

Storno

SERVICE COORDINATION - STORNOPHONE 6000 PROGRAM

- 1. INSTRUMENTS**
- 2. SOFTWARE**
- 3. DOCUMENTATION**
- 4. TRAINING**
- 5. SPARE PARTS**

**SERVICE
COORDINATION**

Stornophone 6000

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1. INSTRUMENTS FOR STORNOPHONE 6000

LEVEL A:		STORNO CODE:	SALES PRICE DKR:
1.1 - 1.2		SEE OTHER LIST	5.690
1.3	PATSI 3 SE6001	95D5013-00	(EST.) 20.000
1.4	SERVICE PROM 6000	95D5015-00	275
1.5	TEST JIG CQM 6000	95D5016-00	2.000
1.6	TEST JIG PRM 6000	95D5017-00	1.510
1.7	10MHZ MIXER(PRT-DUPLEX)	95D5012-00	1.925
1.8	XT-COMPUTER (PROGRAMMING)	-	

SERVICE
COORDINATION

Stornophone 6000

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1. INSTRUMENTS FOR STORNOPHONE 6000

LEVEL B:	STORNO CODE:	SALES PRICE DKR:
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1.1 INTERFACE BOX 6000	95D5014-00	1.960
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1.2 SERVICE BOX

NMT-CONTROL HEAD S/SF	J709551P2	3.730
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"	" DK/N J709551P1	3.730
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1.3 PATSI 2 - SE6001	95D5010-00	27.300
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TEST PROM

CQM6xxx

Part no. 95D5015-00

CHANNEL	RADIO	RX-FREQUENCY	TX-FREQUENCY	POWER
11	611x	136.900	136.900	Full
12	611x	151.150	150.400	Full
13	611x	172.450	172.300	Full
14	611x	155.000	155.000	Redu.
31	633x	66.510	66.460	Full
32	633x	74.520	74.040	Full
33	633x	87.060	86.970	Full
34	633x	77.000	77.000	Redu.
61	666x	404.600	404.700	Full
62	666x	430.200	430.700	Full
63	666x	467.300	467.400	Full
64	666x	436.500	436.500	Redu.
71	677xL	174.900	174.900	Full
72	677xL	188.900	188.400	Full
73	677xL	208.600	208.600	Full
74	677xL	192.000	192.000	Redu.
75	677xH	190.900	190.900	Full
76	677xH	204.560	204.300	Full
77	677xH	223.650	223.600	Full
78	677xH	207.500	207.500	Redu.
TON ZVEI I Enc () (1A, 2A, 3A, 4A, 5A) SNC (S) (1,) DUR 2.5 sec. DEC (1, 2, 3, 4, 5) ACK = DEC QUEUE for 5 sec. + "2718" = Servicemode. "730" = Write in EE PROM "720" = Read in EE PROM				

2. SOFTWARE - SERVICE - STORNOPHONE 6000

2.1 SOFTWARE - ENGLISH - PATSI 2

2.2 PROGRAMMING SOFTWARE - OPUS (XT)

2.3 SOFTWARE - ENGLISH - PATSI 3

2.4 READ OUT - EQUIPMENT OPTIONS - OPUS

2.5 AUTOMATIC TEST - IEEE

**SERVICE
COORDINATION**

Stornophone 6000

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2. SERVICE SUPPORT - SOFTWARE

	E	F	G
PROGRAMMING OPUS PACKAGE	25.86	-	-
AUTOMATIC TEST SYSTEM-SOFTWARE	25.86	-	-
PATSI SOFTWARE-TEST CQM 6XXX	25.86	?	?

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Stornophone 6000

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3. TYPE OF DOCUMENTATION

OPERATION AND INSTALLATION MANUAL LEVEL 2 & INSTALL.

TECHNICAL MANUAL LEVEL 1 & 2

PROGRAMMING MANUAL LEVEL 1 & 2

PATSI - USER AND TECHNICAL MAN. ALL

MAINTENANCE MANUAL (ALL INCL.) (ALL)

SERVICE
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Stornophone 6000

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3. DOCUMENTATION SCHEDULES - TECHNICAL MANUALS

		E	F	G
OPERATING AND INSTALLATION CQM 6XXX		8.86	36.86	25.86
TECHNICAL MANUAL	CQM 611X	17.86	36.86	25.86
"	"	17.86	36.86	25.86
"	"	22.86	36.86	25.86
"	"	17.86	36.86	25.86
"	"	22.86	-	-

PROVISIONAL DOCUMENTATION BY DEMAND

SERVICE
COORDINATION

Stornophone 6000

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3. DOCUMENTATION SCHEDULES - OTHER

	E	F	G
PATSI USER AND TECHNICAL MANUAL	25.86	29.86	34.86

PROGRAMMING MANUAL CQM6XXX	25.86
----------------------------	-------

MAINTENANCE MANUAL	22.86
--------------------	-------

SERVICE
COORDINATION

Stornophone 6000

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**CQM6xxx
OPERATION
AND
INSTALLATION
MANUAL**

RADIO PRESENTATION:

**NOMENCLATURE RADIO EQUIPMENT
MECHANICAL DESCRIPTION
MECHANICAL LAYOUT AND PARTS LISTS**

1

CONTROL BOX PRESENTATION:

**COMBINATION NUMBER
MECHANICAL DESCRIPTION
MECHANICAL LAYOUT AND PARTS LISTS**

2

INSTALLATION

3

**FUNCTIONAL TEST
INSTALLATION TEST**

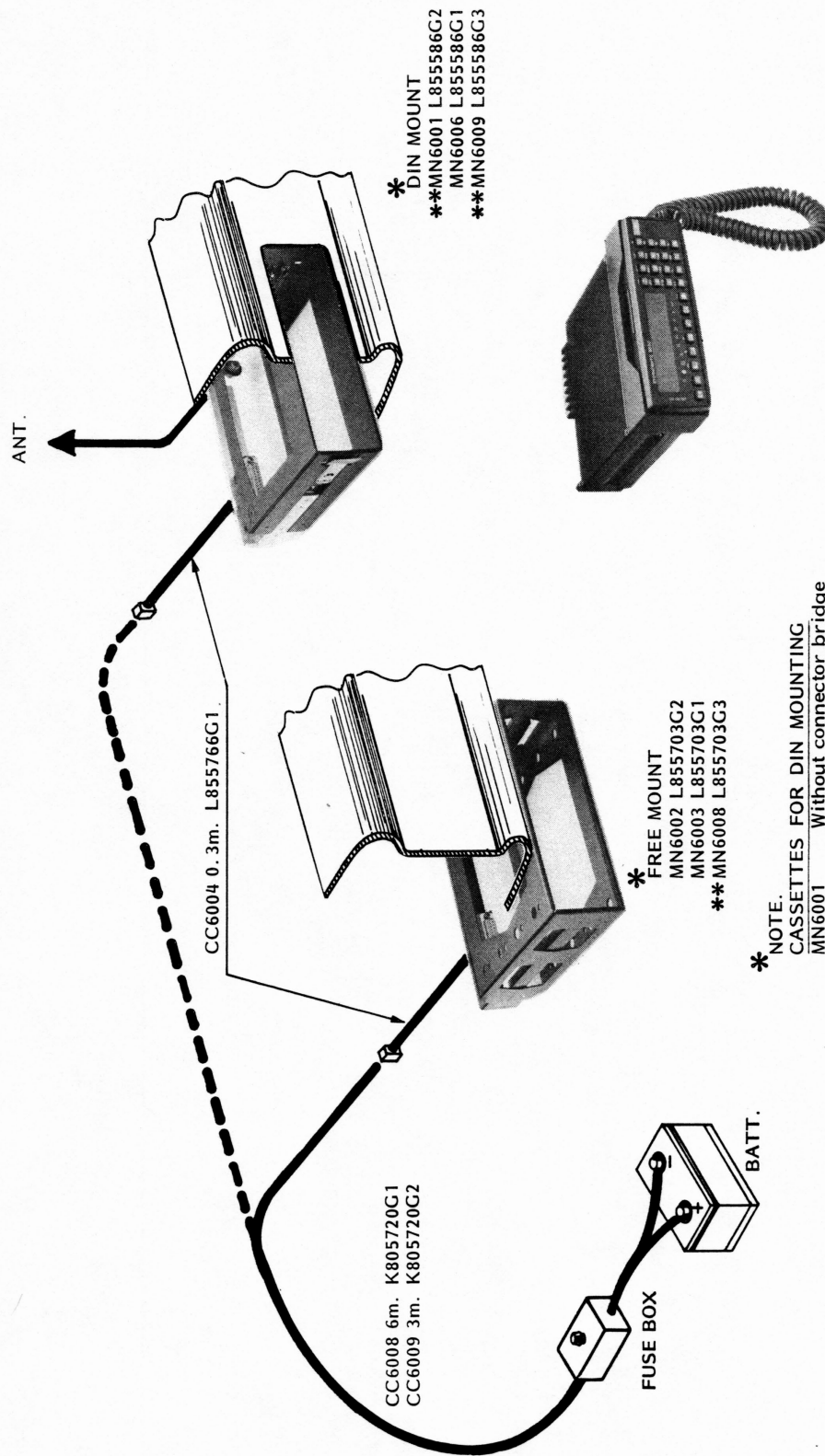
4

ACCESSORIES OVERVIEW

5

**CABLES AND SWITCH UNITS LAYOUTS
AND MECHANICAL DESCRIPTIONS**

6**7****8****9****10**



**** THESE CASSETTES ARE NOT USED WITH CQM6000**

*** NOTE.**
CASSETTES FOR DIN MOUNTING

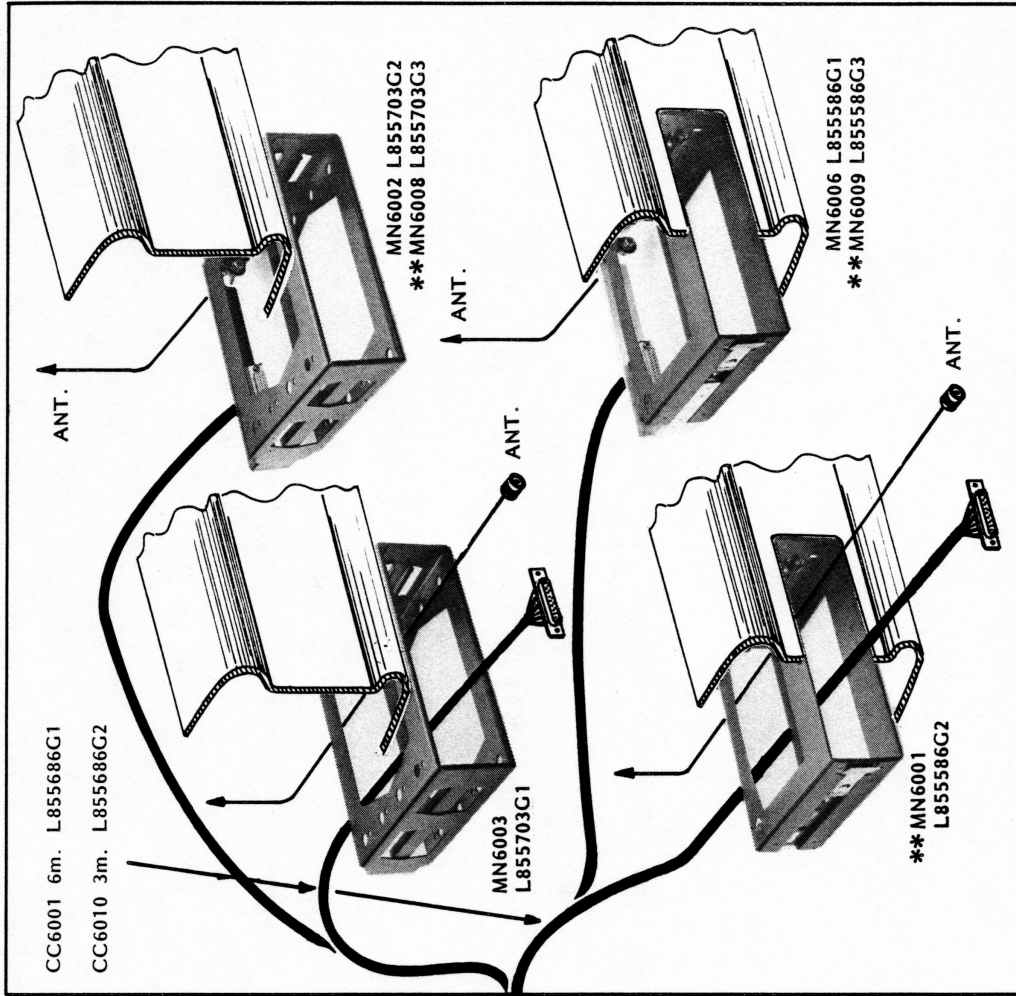
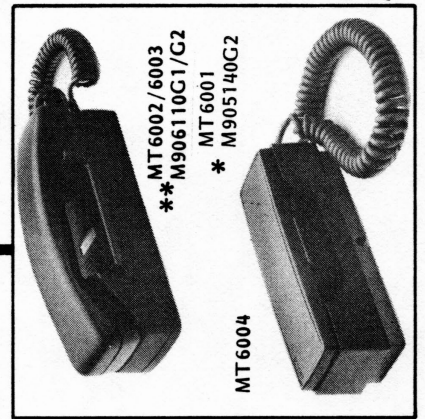
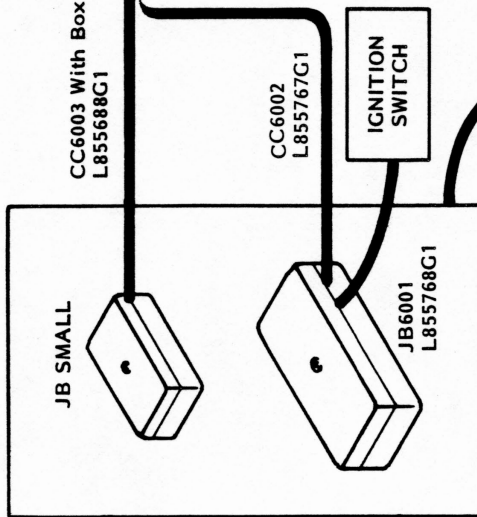
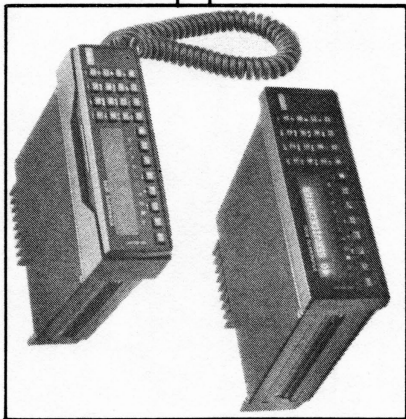
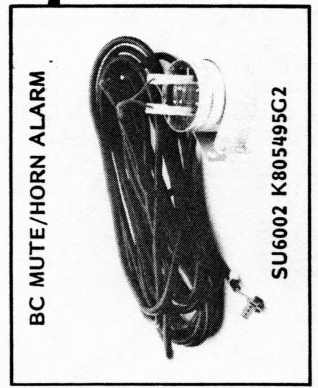
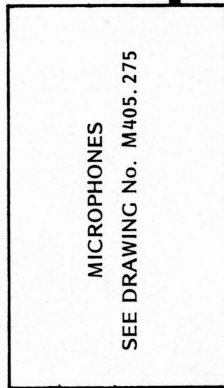
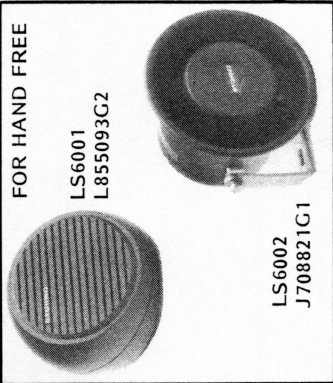
MN6001	Without connector bridge for manually connection
MN6006	With connector bridge for short heat sink
MN6009	With connector bridge for long heat sink

CASSETTES FOR FREE MOUNTING

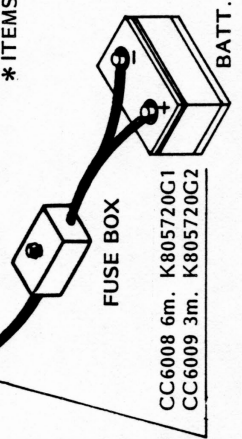
MN6002	With connector bridge for short heat sink
MN6003	Without connector bridge for manually connection
MN6008	With connector bridge for long heat sink

**MECHANICAL INSTALLATION
FOR HANDSET CONTROL RADIO
ALL TYPES OF CASSETTES**

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** ITEMS NOT USED WITH CQM6000
* ITEMS NOT USED WITH PRM6000



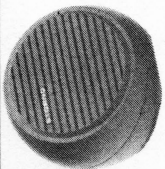
MECHANICAL INSTALLATION
FOR LOCAL CONTROL RADIO WITH
DIN OR FREE CASSETTE MOUNT

M405.201/2

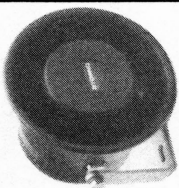
Stereo

FOR HAND FREE

LS6001
L855093G2



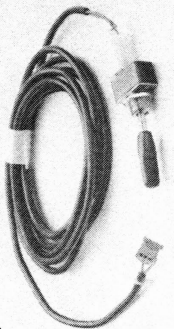
LS6002
J708821G1



MICROPHONES

SEE DRAWING No. M405. 275

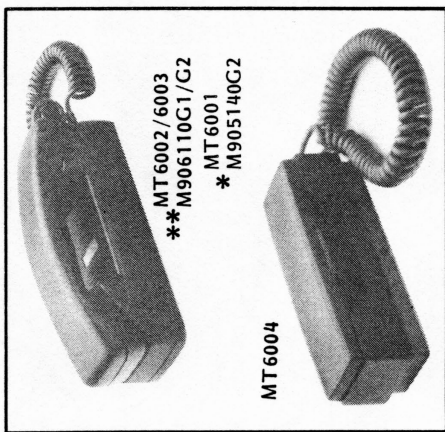
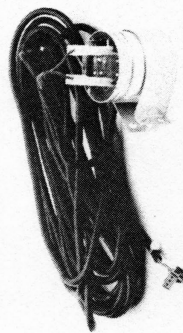
SU6001 K805200G2



FOR HAND FREE

BC MUTE/HORN ALARM

SU6002 K805495G2



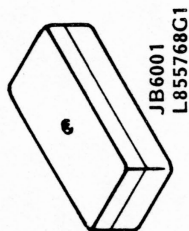
MT6002/6003
** M906110G1/G2
MT6001
* M905140G2

MT6004

TRUNK MOUNTING

CC6001 6m. L855686G1
CC6010 3m. multi cab. 6m. batt.
cab.
L855686G2

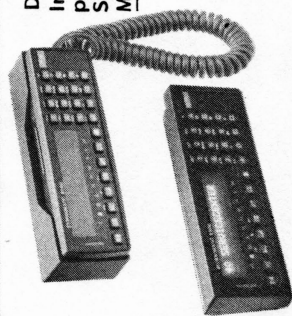
CLOSE INSTALLATION
CC6002 L855767G1



IGNITION
SWITCH

CC6005 K805596G1

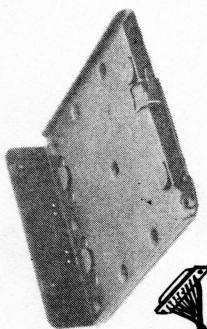
Different
Installation
possibilities
See Drawing No.
M405. 203



Stereo

FREE MOUNT

MN6007

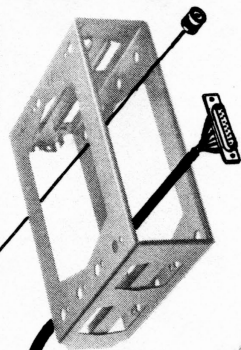


ANT.

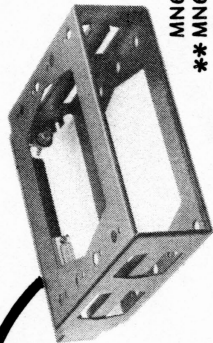


MN6003
L855703G1

ANT.



MN6002 L855703G2
** MN6008 L855703G3
(Do not use for trunk mount)

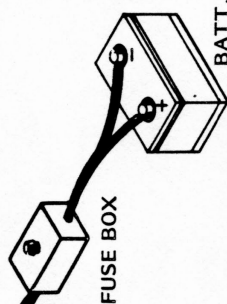


NOTE.

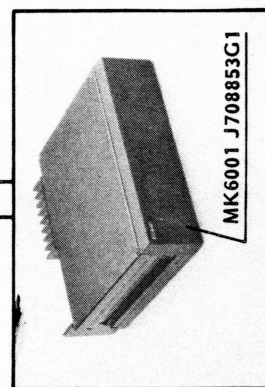
When using CC6001 or CC6010
water proof cables for trunk-
mounting, do not use the
battery cables CC6008 or CC6009

CC6008 6m. K805720G1
CC6009 3m. K805720G2

** ITEMS NOT USED WITH CQM6000
* ITEMS NOT USED WITH PRM6000



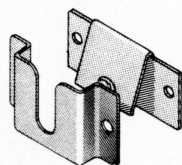
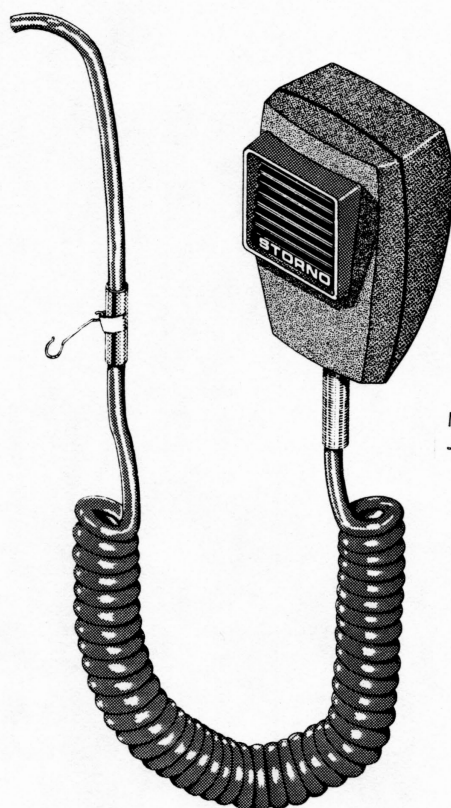
MECHANICAL INSTALLATION
FOR REMOTE CONTROL RADIO WITH
FREE MOUNT OR SUSPENSION PLATE



MK6001 J708853G1

M405. 202 / 2

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HS5001
J708850P1

MC6003
J708655P1

ONLY FOR CQM6000
NUR FÜR CQM6000

Sorno

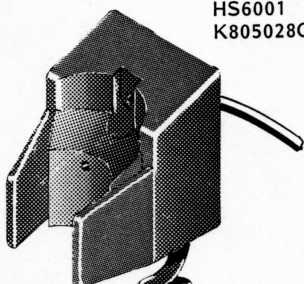
MC6004
K805101G2



FOR PRM & CQM6000
FÜR PRM & CQM6000



MC6001
L855903G4

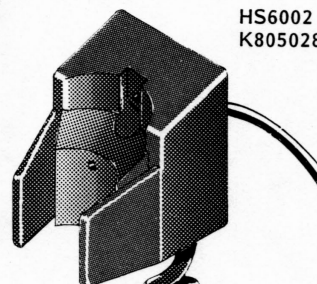


HS6001
K805028G5

ONLY FOR CQM6000
NUR FÜR CQM6000



MC6002
L855903G5



HS6002
K805028G6

ONLY FOR CQM6000
NUR FÜR CQM6000

MICROPHONES FOR PRM & CQM6000
FOR HAND FREE OPERATION
MIKROFONE FÜR PRM & CQM6000
FÜR FREIHANDIGEN BETRIEB

M405.275/2

**CQM633x
TECHNICAL
MANUAL**

TECHNICAL SPECIFICATIONS**1****ADJUSTMENT:**

**PROCEDURE
ADJUSTABLE COMPONENTS
TEST POINTS**

2**SERVICE MODE****3****FUNCTIONAL DESCRIPTION:**

**BLOCK DIAGRAMS
INTERCONNECTION DIAGRAMS**

4**RADIO FREQUENCY BOARD: RF633x**

**DESCRIPTION
ELECTRICAL DIAGRAMS
COMPONENT LAYOUTS
PARTS LISTS**

5**COMMON FUNCTION BOARD: CF6001**

**DESCRIPTION
ELECTRICAL DIAGRAMS
COMPONENT LAYOUTS
PARTS LISTS**

6**CONTROL BOX CONTROL LOGIC BOARD: CL6003**

**DESCRIPTION
ELECTRICAL DIAGRAMS
COMPONENT LAYOUTS
PARTS LISTS**

7**CONTROL HANDSET AMPLIFIERS: AA6001/AA6002**

**DESCRIPTION
ELECTRICAL DIAGRAMS
COMPONENT LAYOUTS
PARTS LISTS**

8**ACCESSORIES****9**

**ADDITIONAL MANUAL:
OPERATION AND INSTALLATION**

10

SERVICE MODE

CQM6xxx

The Stornophone 6000 has an inherent service mode which can be involved with a jumper on the rear connector or by using SE6001 (PATSI).

The service mode has facilities for:

- Channel select
- Volume select
- Tone signalling select
- Memory read/programming of the EE prom if installed.

These functions are called by entering a 3-digit code for the wanted function. Some functions also require that parameters and data are entered.

Channel Select (1xx)

The channel select mode is function group 1 and the syntax is:

- 1 + channel group (0-3)
- 100= clear channel select mode

Volume Select (4xx)

The volume select mode is function group 4 and the syntax is:

- 4 + 1 volume level
- 400= clear volume select mode

Tone Signalling Select (5xx)

The tone signalling select mode is group 5 and the codes are:

<u>Code</u>	<u>Parameter</u>	<u>Description</u>
521	None	Enable decoding
522	System	Select decoder system
523	Digits	Number of digits in decoder
531	None	Send telegram
532	System	Select encoder system
533	Digits	Select number of digits in encoder
534	Telegram	Tone telegram for encoder
500		Clear tone signalling

Programming Mode (7xx)

The programming mode is used to display the contents of the different memory devices in the radio and provided that an EE-Prom is used also to program personality data. However, due to the complexity of the data structure in the personality prom care must be taken not to alter data which may be dependent on other data or pointers in the system. It must also be stressed that data can be overwritten only if they match the available space exactly. It is f.ex. not possible to change the number of tones in the encoder to a new value without upsetting the data flow in the radio.


The syntax of the programming mode is:

Function code + address + (data, data, data - - -)

<u>Code</u>	<u>Parameter(s)</u>	<u>Description</u>
710	Address	Read Program memory Address 00H - BFFFH
720	Address	Read personality prom Address C000 - C7FF
730	Address + data	Write to personality prom
700		Clear programming

Addresses and data are entered in decimal form and corresponding to Hexadecimal as follows:

<u>ENTER</u>	<u>HEX</u>	
0 + 0 (00)	0	<u>Any other key entry is not valid and ignored with an error tone being emitted</u>
0 + 1 01	1	
0 + 2 02	2	
0 + 3 03	3	
0 + 4 04	4	
0 + 5 05	5	
0 + 6 06	6	
0 + 7 07	7	
0 + 8 08	8	
0 + 9 09	9	
1 + 0 10	A	
1 + 1 11	B	
1 + 2 12	C	
1 + 3 13	D	
1 + 4 14	E	
1 + 5 15	F	

Any sequence requiring data entry is terminated by pressing .

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SERVICE MODE, CQM6xxx

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Example

Display the contents of the personality prom at address: C304

<u>ENTER</u>	<u>DISPLAY</u>
720	720 A =
12	720 A = C
03	720 A = C3
00	720 A = C30
04	720 A = C304 D = 39

Pressing numeric key (1-9) steps the address forward corresponding to the pressed key.

01	720 A = C305 D = C7
04	720 A = C309 D = 35

The 000 Code

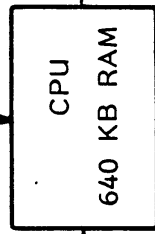
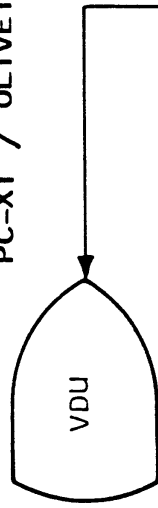
At any time when in service mode entering 0-0-0 causes the radio to revert to the initial state of service mode. (CLEAR ALL)

PROGRAMMING
MANUAL
CQM6xxx

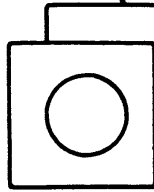
FEATURES	1
SOFTWARE SPECIFICATION	2
SOFTWARE NOMENCLATURE	3
- SEQUENTIAL TONE SYSTEMS - SEQUENTIAL SIGNALLING TONE TABLE	4
- BINARY SIGNALLING ACCORDING TO ZVEI - ZVEI BINARY CODE TABLE	5
- BINARY SIGNALLING ACCORDING TO EEA - EEA BINARY CODE TABLE	6
MIXED TONE SIGNALLING SYSTEMS	7
MINIMUM VALUES FOR REDUCED POWER LEVEL	8
NOMENCLATURE CHECKLIST	9
	10

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PC-XT / OLIVETTI M24

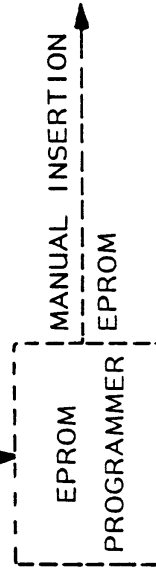


2 X FD



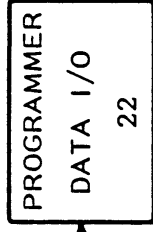
2 X 392 KB

RS232



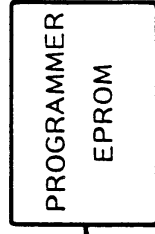
PC-XT OPTION

Sorno

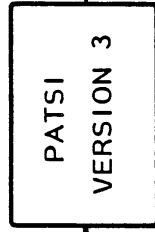


INTEL HEX

EPROM

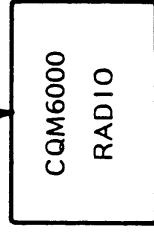


EPROM



INTEL HEX

H-BUS
EEPROM



MANUAL INSERTION

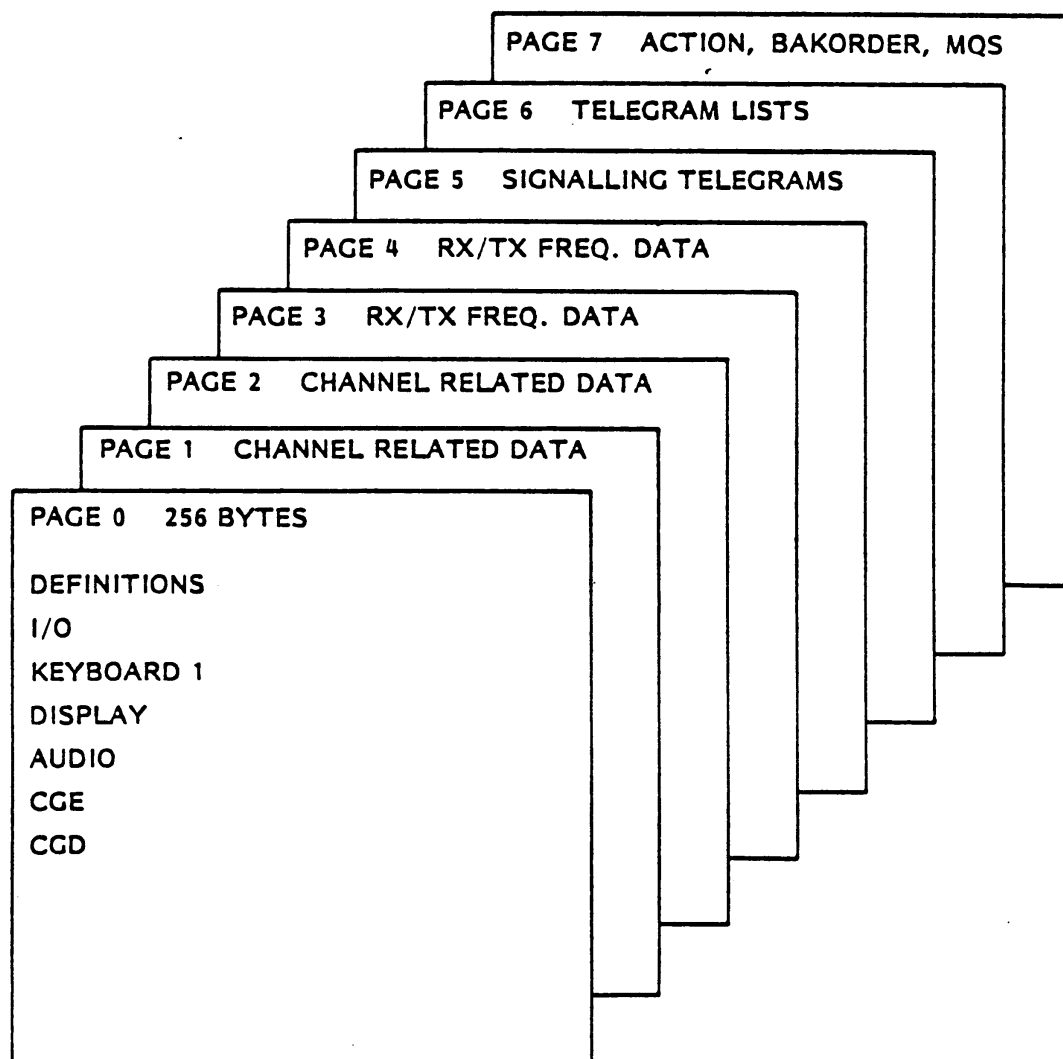
SYSTEM LAYOUT
PERSONALITY PROGRAMMING
STORNOPHONE 6000

M405.210

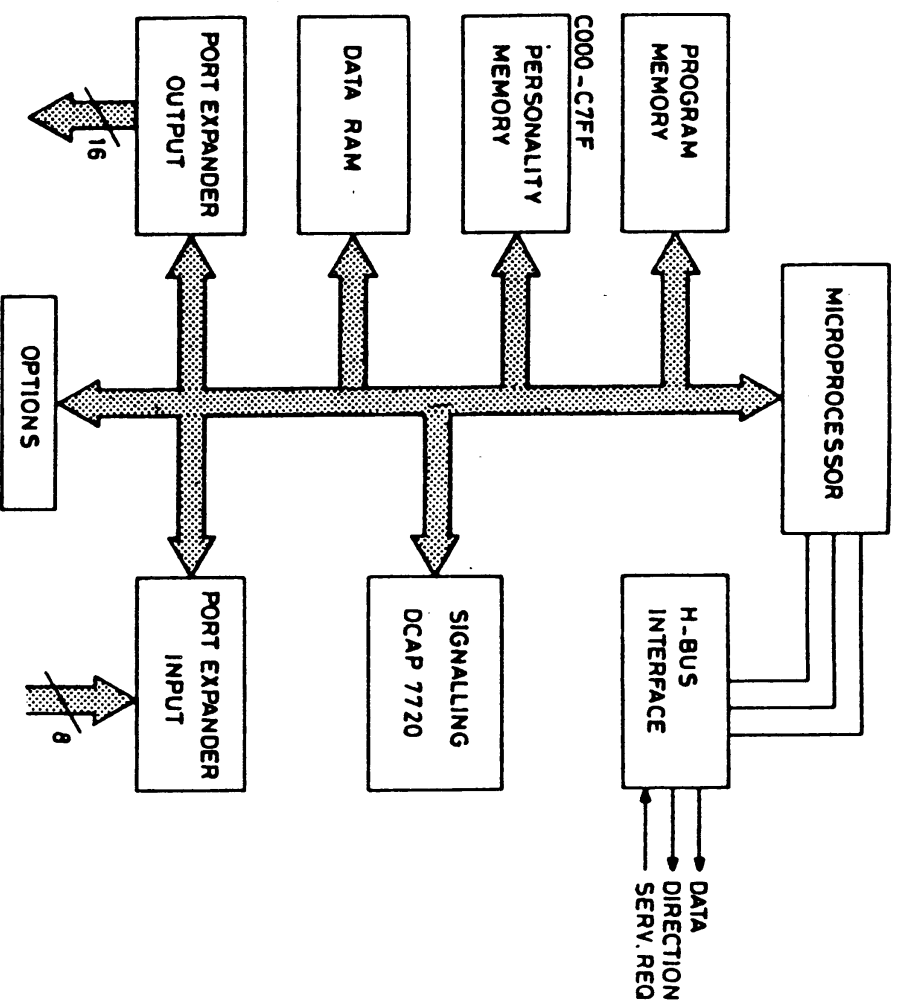
Prom pages

In order to arrange the data in a logic form the personality prom has been divided into 8 pages, (each page is 256 bytes) which are used as follows:

- Page 0 = Radio environment definition
- Page 1 =
- Page 2 =
- Page 3 = Channel data
- Page 4 =
- Page 5 = Tone signalling telegrams
- Page 6 = Tone telegram lists
- Page 7 = Action descriptors/Bak orders/ ID and MFG



LOGIC CIRCUITS BLOCK DIAGRAM

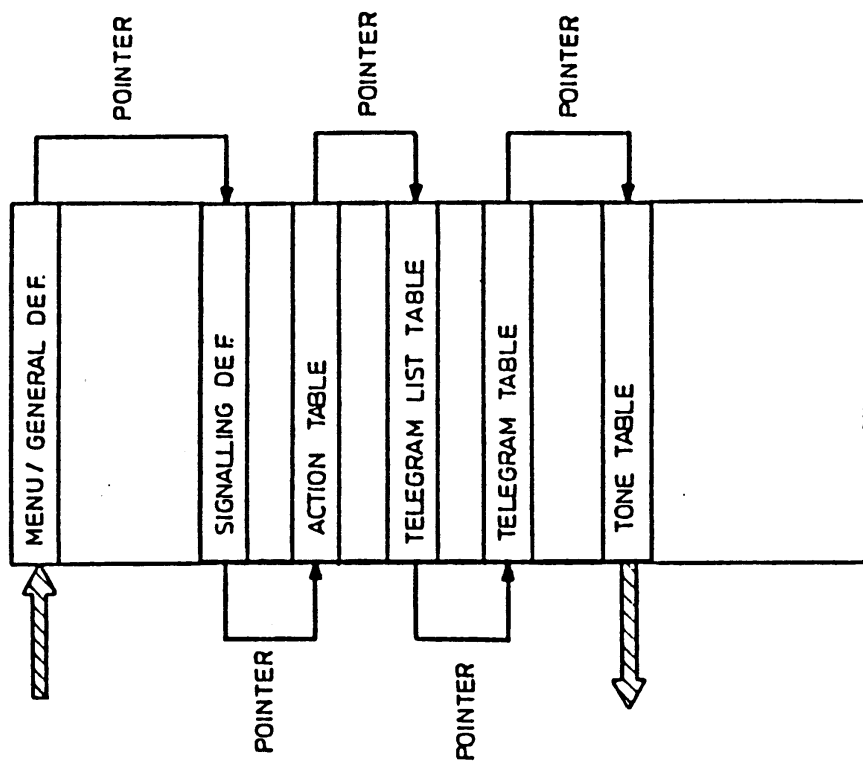


SERVICE
COORDINATION

Stormophone 6000

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BASIC ENTRY-PRINCIPLE TO PPROM



SERVICE
COORDINATION

Stornophone 6000

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4. TRAINING AND INTRODUCTION:

ENGLISH:	START	46.85	HW
FRENCH:	START	2.86	PRT
GERMAN:	START	12.86	AUSTRIA ÖBL
SCANDINAVIAN:	START	17.86	NTM

Stornophone 6000

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4. TRAINING AND INTRODUCTION - PLANNED AND EXECUTED

ENGLISH:

UK 46.85

ITALY 9.86

UK 10.86

UK 20.86

FINLAND 38.86 NMT

SCANDINAVIAN:

DK-S-N-SF-IS 17.86 NMT

Stornophone 6000

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4. TRAINING AND INTRODUCTION - PLANNED AND EXECUTED

GERMAN:

AUSTRIA	12.86	ÖBL
STEL	45.86	

FRENCH:

STOF	2.86	RADIOCOM
STOF	9.86	RADIOCOM
STOF	27 / 28.86	
STOF	49.86	

SERVICE
COORDINATION

Stornophone 6000

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5. SPARE PARTS

RECOMMENDED SPARE PARTS LISTS WILL NOT BE ISSUED.

PARTS LIST EXIST FOR ALL EQUIPMENT - DIFFERENT VERSIONS

NO SPECIFIC DELIVERY PROBLEMS ARE EXPECTED

- IF CONTACT SERVICE COORDINATION

**SERVICE
COORDINATION**

Stornophone 6000

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Storno**SERVICE STRATEGY**

HQ MARKETING

TECHNICAL SUPPORT

REPAIR COSTS - STAS HOME (DIRECT)

END - 1985

SERVICE COORDINATION

FAMILY	RADIO (QTY EQV)	REPAIRS (QTY)	REPAIRS PER RADIO (%)	MTBF Y	H	COST PER RADIO/Y (DKR)	COST PER REPAIR (DKR)
--------	-----------------------	------------------	-----------------------------	-----------	---	------------------------------	-----------------------------

800	246	64	26	3.9	34.200	200	770
-----	-----	----	----	-----	--------	-----	-----

4000	515	195	38	2.6	22.800	325	860
------	-----	-----	----	-----	--------	-----	-----

900	1250	690	55	1.8	15.800	465	840
-----	------	-----	----	-----	--------	-----	-----

5000	542	147	27	3.7	32.400	160	590
------	-----	-----	----	-----	--------	-----	-----

600F	47	22	47	2.1	18.400	549	1170
------	----	----	----	-----	--------	-----	------

600M	24	12	50	2.0	17.500	300	600
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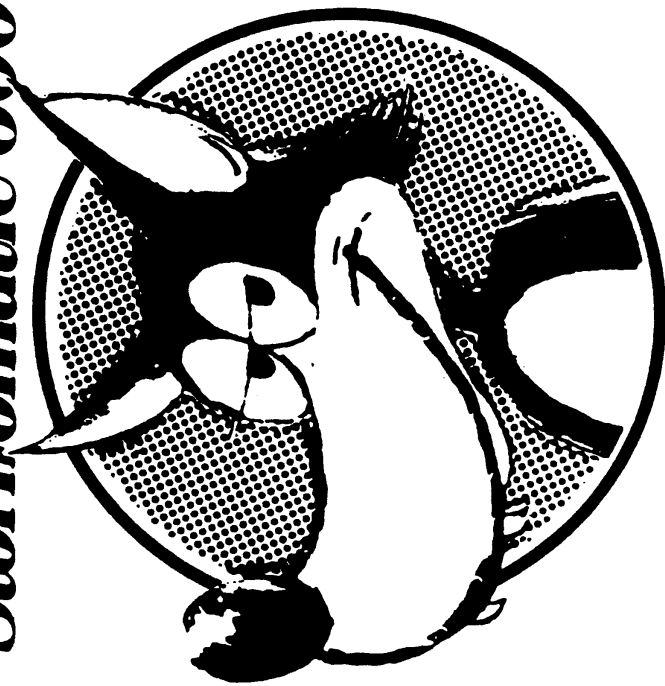
6000 PRT	741	268	36	2.8	24.500	+(350)	+(980)
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"SALES PRICES"

+) ESTIMATE

AM/IBM

Stormomatic 6000



WHAT ABOUT SERVICE?

Storno

STORNOPHONE 6000

HQ MARKETING

TECHNICAL SUPPORT

SERVICE STRATEGY

SERVICE COORDINATION

EXTENDED COMPUTER CONTROL

- SEQUENTIAL SYSTEM SOFTWARE SELECTABLE
 - MULTIPLE TELEGRAMS
 - PARALLEL RECEIVING CODES
 - IDENTITY DECODING POSSIBLE
- BINARY SYSTEM SELECTABLE ZVEI OR EEA
- RF POWER REDUCTION
- BUS CONTROL OF CONTROL BOX OR OTHER PERIPHERALS
- REDEFINABLE KEYBOARDS
- AUDIO PATH SWITCHING

Sterno**SERVICE STRATEGY**

HQ MARKETING

TECHNICAL SUPPORT

RELIABILITY / REPAIRABILITY

SERVICE COORDINATION

FAMILY	MTBF	COST/REPAIR	LABOUR	MATR.PRICE	REPAIR TIME/MODULE	MATERIAL
4000	3.3	2.74	1.2	1.54	1.6	0.33
5000	2.22	2.15	1.75	0.40	N.A.	N.A.
M600	1.14	2.78	1.0	1.78	N.A.	N.A.
800	> 4	3.13	1.75	1.38	N.A.	N.A.
900 (NMT)	0.94 (1)	3.84	1.39	2.45	New modules 0.5/repair	
6000 (NMT)	2.76 (2)	N.A.	N.A.	N.A.	N.A.	N.A.

All converted to labour hours.

(1) Average repair/failure: 1.3 - 1.5

(2) Average repair/failure: 1.08 - 1.19

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SERVICE STRATEGY

HQ MARKETING

TECHNICAL SUPPORT

RELIABILITY 900 PRT - 1981

SERVICE COORDINATION

PREDICTION OF QCM900 PRT4 (London)

$\lambda = 0.9$ FAILURE/YEAR

OPERATING DAYS: 260 DAYS

NUMBER OF UNITS	MTR (HOURS)	MTBF (HOURS)	OPERATING HRS.: 8	WORKING HRS	TOT.HRS	$R_t = \frac{MTR}{MTBF}$	A (AVAILABILITY) = $\frac{1}{1 + R_t}$	DEGREE OF UTILIZATION
252				2330	9730			

PREDICTION OF QCM900, NMT (GLOSTRUP)

$\lambda = 1.2$ FAILURE/YEAR

OPERATING DAYS: 260 DAYS

NUMBER OF UNITS	MTR (HOURS)	MTBF (HOURS)	OPERATING HRS.: 11	WORKING HRS	TOT.HRS	$R_t = \frac{MTR}{MTBF}$	A (AVAILABILITY) = $\frac{1}{1 + R_t}$	DEGREE OF UTILIZATION
269	9			2373	7300	0.0038	0.9962	99.62%

PREDICTION OF QCM900, NMT (SWEDEN)

$\lambda = 0.97$ FAILURE/YEAR

OPERATING DAYS: 260 DAYS

NUMBER OF UNITS	MTR (HOURS)	MTBF (HOURS)	OPERATING HRS.: 11	WORKING HRS	TOT.HRS	$R_t = \frac{MTR}{MTBF}$	A (AVAILABILITY) = $\frac{1}{1 + R_t}$	DEGREE OF UTILIZATION
588	9			2946	9030	0.00076	0.9992	99.92%

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SERVICE STRATEGY

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TECHNICAL SUPPORT

RELIABILITY 6000 PRT - 1986

SERVICE COORDINATION

PREDICTION OF CQM6000, NMT

$\lambda = 0.36$ FAILURE/YEAR (2.8 y)

OPERATING DAYS: 250 DAYS

NUMBER OF UNITS	MTR (HOURS)	MTBF (HOURS)	OPERATING HRS.: 12	WORKING HRS	TOT.HRS	$Rt = \frac{MTR}{MTBF}$	A (AVAILABILITY) = $\frac{1}{1 + Rt}$	DEGREE OF UTILIZATION
741	9	8400	24.500			0.00107	0.9989	99.89%

PREDICTION OF CQM6000, NMT

$\lambda = 0.88$ FAILURE/YEAR (1.144 y)

OPERATING DAYS: 250 DAYS

NUMBER OF UNITS	MTR (HOURS)	MTBF (HOURS)	OPERATING HRS.: 12	WORKING HRS	TOT.HRS	$Rt = \frac{MTR}{MTBF}$	A (AVAILABILITY) = $\frac{1}{1 + Rt}$	DEGREE OF UTILIZATION
-	9	3000	10.000			0.003	0.9970	99.70%

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SERVICE STRATEGY

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TECHNICAL SUPPORT

WARRANTY COSTS - STAS HOME (DIRECT)
END 1985

SERVICE COORDINATION

1	2	3	4	5	6	7	8
FAMILY	RADIO (QTY EQV.)	REPAIRS (QTY)	REPAIRS PER RADIO (%)	Y	MTBF		COST PER REPAIR (DKR)
					WH	TH	
800	246	64	26	3.9	8600	34.200	770
4000	515	195	38	2.6	5720	22.800	860
900	1250	690	55	1.8	5400	15.800	840
5000	542	147	27	3.7	9800	32.400	590
600F	47	22	47	2.1	18400	18.400	1170
600M	24	12	50	2.0	5300	17.500	600
6000(PRT)	741	268	36	2.8	8400	24.500	N.A.

SALES PRICE

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TECHNICAL SUPPORT

SERVICE STRATEGY

SERVICE COORDINATION

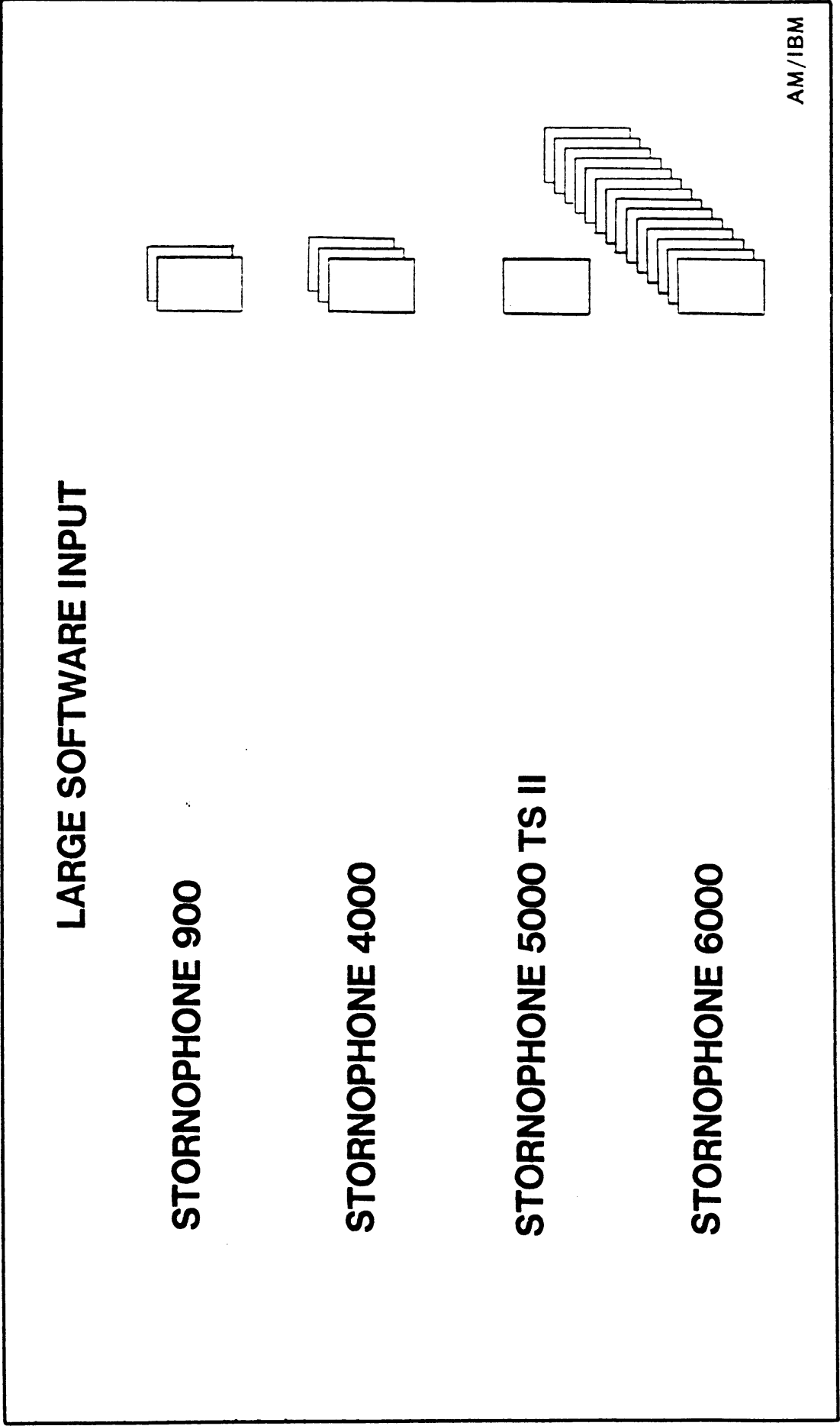
WARRANTY COSTS - STAS HOME (DIRECT)1. JAN. - 30. JUNE 1985

1 FAMILY	2 RADIO (QTY EQV)	3 REPAIRS (QTY)	4 REPAIRS PER RADIO (%)	4 A MTBF Y H	"SALES PRICES"		
					5 TOTAL COSTS (K. DKR.)	6 COST PER RADIO (DKR)	7 COST PER REPAIR (DKR)
800	246	64	26	3.9 8600	49.1	200	770
4000	515	195	38	2.6 5720	167.4	325	860
900	1250	690	55	1.8 7000	581.5	465	840
5000	542	147	27	3.7 9800	86.7	160	590
600F	47	22	47	2.1 18400	25.8	549	1170
600M	24	12	50	2.0 5300	7.2	300	600
(600)+	(71)	(39)	(55)	(1.8) (9100)	(40.9)	(576)	(1050)
No Type		184			143.8		780

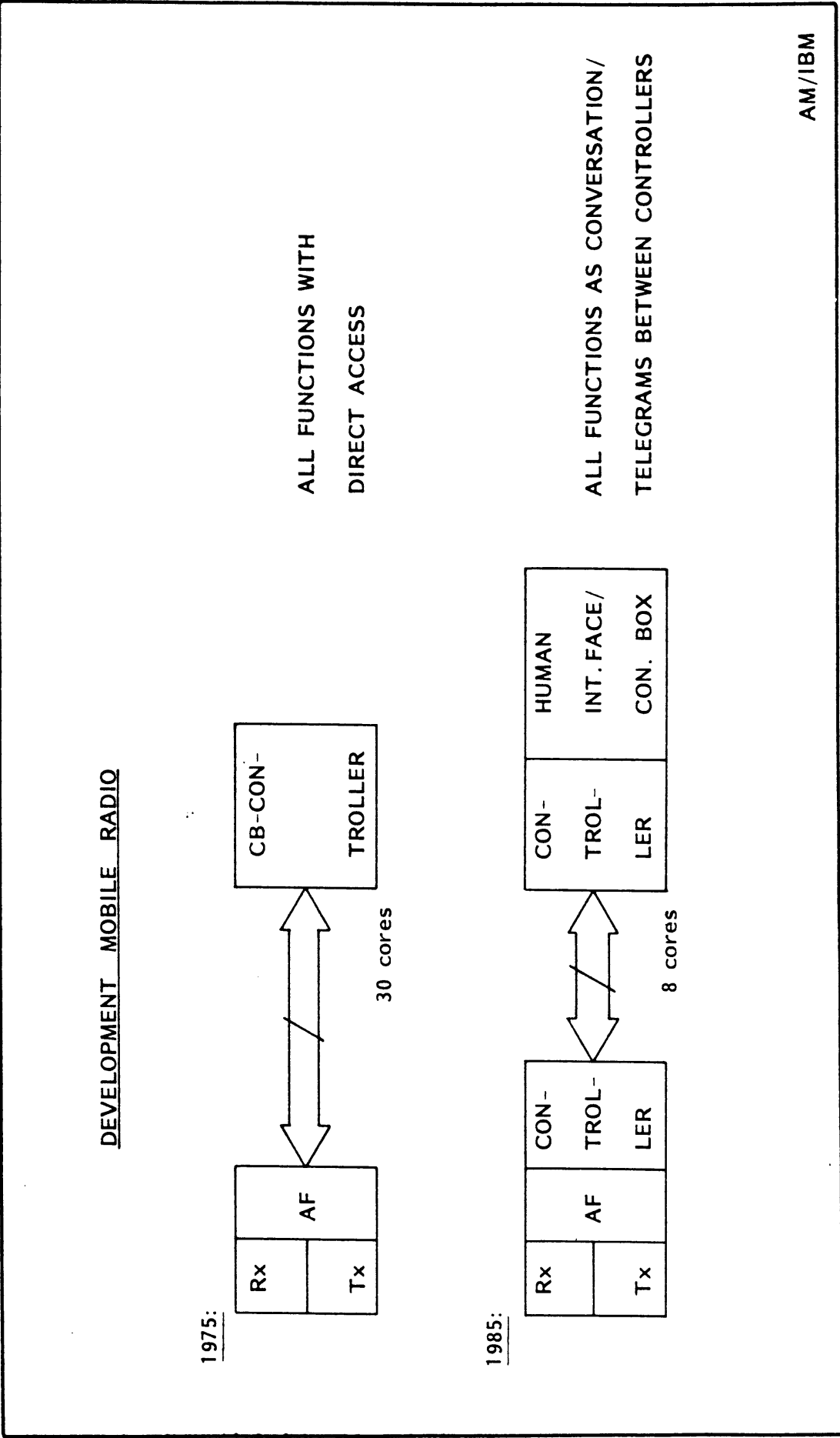
+) All 600 incl. equipment with unknown subtype.

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TECHNICAL SUPPORT		SERVICE STRATEGY		SERVICE COORDINATION



Storno <h1>STORNOPHONE 6000</h1>		HQ MARKETING
TECHNICAL SUPPORT	SERVICE STRATEGY	SERVICE COORDINATION



Storno

SERVICE STRATEGY

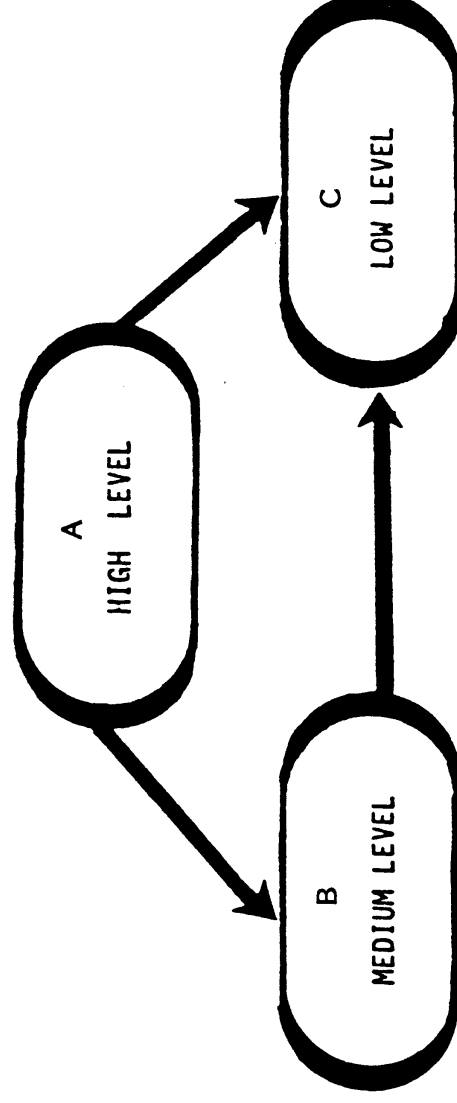
HQ MARKETING

TECHNICAL SUPPORT

A - B - C SERVICE

SERVICE COORDINATION

- A NEW SERVICE STRATEGY TO BE INTRODUCED WITH THE INTRODUCTION OF THE 6000 FAMILY.
- A THREE LEVEL SERVICE SHOP CONCEPT WILL BE INTRODUCED BY THE H.Q. SERVICE COORDINATION.



Storno		STORNOPHONE 6000		HQ MARKETING
TECHNICAL SUPPORT		SERVICE STRATEGY		SERVICE COORDINATION

<div><div>MAINTENANCE IN FUTURE</div><div><div><div>• FAST REPAIR TIME:<div><div>- EASY FAULT FINDING</div><div>- APPROPRIATE INSTRUMENTATION</div><div>- MODULE EXCHANGE</div><div>- AUTOMATIC TEST METHODS</div><div>- AVAILABLE SPARES</div></div></div></div><div><div>• RELIABLE REPAIR:<div><div>- NO "GHOSTS"</div><div>- SECURE "AFTER REPAIR CHECK"</div></div></div></div></div></div>					AM/IBM
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STORNOPHONE 6000

HQ MARKETING

TECHNICAL SUPPORT

SERVICE STRATEGY

SERVICE COORDINATION

MAINTENANCE IN THE FUTURE

- COMPUTER AIDED TEST EQUIPMENT
- AUTOMATIC TEST EQUIPMENT
- BETTER EDUCATION AND TRAINING
- BETTER DOCUMENTATION
- MODULE REPLACEMENT
- CENTRAL MODULE REPAIR

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STORNOPHONE 6000

HQ MARKETING

TECHNICAL SUPPORT

SERVICE STRATEGY

SERVICE COORDINATION

MAINTENANCE IN FUTURE

NEW TEST METHODS FOR CQM 6000 (RADIOCOM 2000, NMT AND OTHER PRT)

- INTRODUCTION OF SIGNATURE ANALYZIS
- NEW COMBINED TEST INSTRUMENT "P A T S I"
- AUTOMATIC TEST METHODS

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HQ MARKETING

TECHNICAL SUPPORT

SERVICE STRATEGY

SERVICE COORDINATION

WORKSHOPS IN 3 LEVELS

A: HIGH LEVEL - REGION OR COUNTRY

B: MEDIUM LEVEL - CITY OR REGION

C: LOW LEVEL - SMALL CITIES AND/OR DEALERS

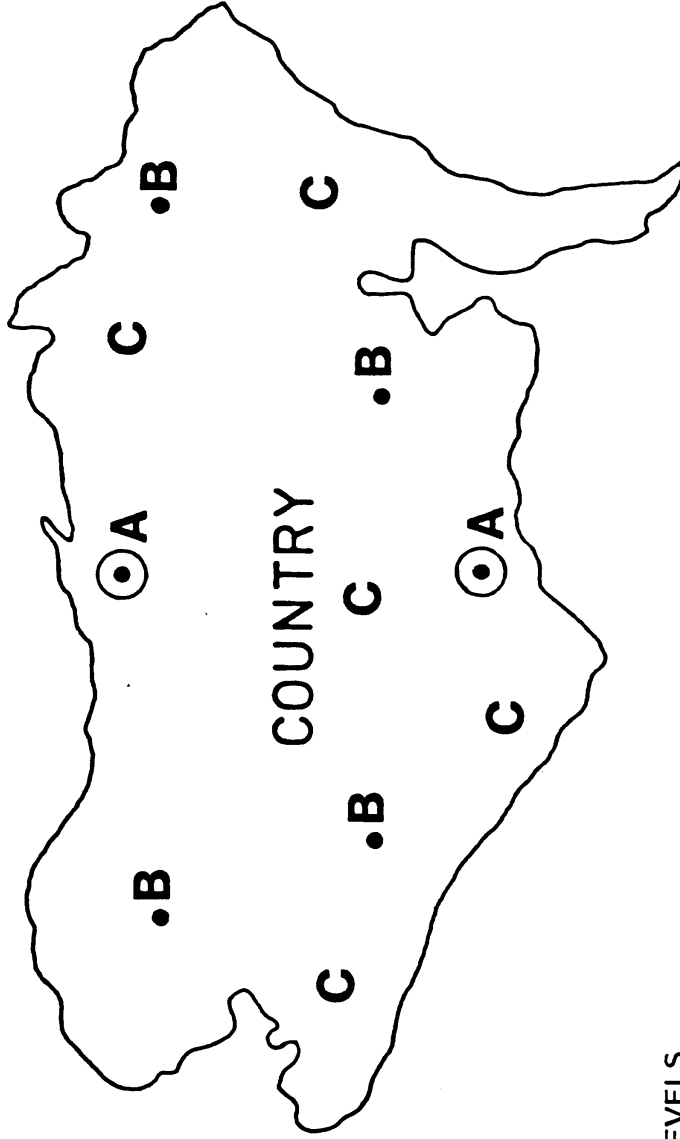
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SERVICE POLICY

SERVICE COORDINATION



WORKSHOPS IN 3 LEVELS

- A: MODULE REPAIR CENTERS AND CUSTOMER PREPARATION
- B: LOCAL SERVICE WORKSHOPS - MODULE CHANGE AND MECHANICAL REPAIR
- C: DEALERS WITHOUT SERVICE, BUT WITH INSTALLATION AND INITIAL TEST FACILITIES

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TECHNICAL SUPPORT	SERVICE STRATEGY	SERVICE COORDINATION

<p><u>WORKSHOP LEVEL C</u></p> <ol style="list-style-type: none"> 1. INSTALLATION OF MOBILE EQUIPMENT 2. TEST AND ADJUSTMENT OF ANTENNA INSTALLATIONS 3. CODING OF PROM's: IDENTITY (NUMBER), LIBRARY ETC. IN PRT (NMT, ÖBL, RADIOCOM. ETC.) 4. TROUBLE SHOOTING IN: MAIN UNITS INSTALLATION CONTROL BOX JUNCTION BOX LAUDSPEAKER MICROPHONE <p><u>SPARE PART LEVEL</u></p> <ol style="list-style-type: none"> 1. ANTENNAS 2. CABLES AND FUSES 3. SPARE EQUIPMENT 4. PROM's 		AM/IBM
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TECHNICAL SUPPORT	SERVICE STRATEGY	SERVICE COORDINATION

WORKSHOP LEVEL B

- | | |
|-------|---|
| 1 - 4 | AS LEVEL C |
| 5 | INSTALLATION OF FIX STATIONS (STANDARD AND SIMPLE SYSTEMS) |
| 6 | REPAIR OF STANDARD EQUIPMENT TO MODULE LEVEL (EXCHANGE) |
| 7 | REPAIR SIMPLE UNITS/ACCESSORIES ON COMPONENT LEVEL |
| 8 | PROGRAMMING OF PERSONALITY PROM IN STANDARD EQUIPMENT |
| 9 | SUPPORT FOR LEVEL C |

SPARE PARTS LEVEL:

- | | |
|-------|-------------------------------|
| 1 - 4 | AS LEVEL C |
| 5 | MODULES |
| 6 | PROM's |
| 7 | SMALL STOCK OF "SIMPLE PARTS" |

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TECHNICAL SUPPORT	SERVICE STRATEGY	SERVICE COORDINATION

WORKSHOP LEVEL A:

- | | |
|-------|--|
| 1 - 9 | AS LEVEL B |
| 10 | INSTALLATION SYSTEMS |
| 11 | MODULE REPAIR |
| 12 | REPAIR OF LOCAL SYSTEMS |
| 13 | SYSTEM SUPPORT |
| 14 | CUSTOMER PREPARATION |
| 15 | MINOR MODIFICATIONS |
| 16 | ISSUE LOCAL GUIDELINES FOR SERVICE AND COST ALL LEVELS |
| 17 | FREQUENT EVALUATION OF LEVEL B & C WORKSHOPS |
| 18 | TECHNICAL SUPPORT FOR LEVEL B & C WORKSHOPS |
| 19 | IMPLEMENTATION OF MINOR MODIFICATIONS |

Storno

STORNOPHONE 6000

HQ MARKETING

TECHNICAL SUPPORT

SERVICE STRATEGY

SERVICE COORDINATION

TEST EQUIPMENT FOR SERVICE WORKSHOP

LEVEL A

D. KR.

1	Radio Communication Test Set: Stabilock 4040 w. Duplex mod.meter, IEC-Bus interface, control interface	198.850.-
1	Power Supply 8A/0-30V (95D5003)	8.585.-
1	Selective Call Tester 4922	47.995.-
1	Signature Analyzer (Philips PM2544)	13.800.-
1	Memory Modules (Philips PM9140)	2.750.-
1	Logic Probe (Philips SBC902)	385.-
1	Logic Pulser (Philips SBC903)	498.-
1	Current Tracer (Philips SBC904)	625.-
1	Prom Programmer (Data I/O 22)	58.796.-
1	Programming And Test Service Instrument (PATSI) Ver. 2	26.000.-
1	Powermeter (Bird 43)	2.755.-
1	Probes for Bird 3 / band	2.550.-
1	Oscilloscope Digital Storage (Kikusui DSS6521 incl. probes)	21.850.-
1	Dummy Load (Bird 8080)	1.125.-
1	Set Handtools- Adaptors- Cables and Elect. Drill	14.598.-
1	Test Set for CQM 6000 (incl. ctrl.head)	3.500.-

TOTAL

404.662.- D.KR.

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Storno	STORNOPHONE 6000	HQ MARKETING
TECHNICAL SUPPORT	SERVICE STRATEGY	SERVICE COORDINATION

TOTAL TEST EQUIPMENT FOR SERVICE WORKSHOP		
<u>LEVEL B</u>	<u>D. KR.</u>	
1 Radio Telephone Test Set:		
a. (Stabilock 4xxx incl. 900 MHz)	99.000.-	
b. (Neuwirth FMP20 incl. 900MHz)	111.710.-	
c. (Marconi Test Set Type 2955)	98.000.-	
1 Power Supply 8A/0-30V (90D5003)	8.585.-	
1 Signatur Analyzer (Philips PM2544)	13.800.-	
1 Memory Modules (Philips PM9140)	2.750.-	
1 Logic Probe (Philips SBC902)	385.-	
1 Logic Pulser (Philips SBC903)	498.-	
1 Current Tracer (Philips SBC904)	625.-	
1 Programming And Test Service Instrument (PATSI) Ver. 2	26.000.-	
1 Power Meter (Bird 43)	2.755.-	
1 Probes for Bird 3 / band	2.550.-	
1 Dummy Load Bird 8080	1.125.-	
1 Multimeter (Metrix 230)	764.-	
1 Oscilloscope (Kikusui Cos 5020 incl. probes)	4.990.-	
1 Test Set for CQM6000 (incl. ctrl.head)	3.500.-	
1 Set Handtools - Adaptors - Cables and Elect. Drill	14.598.-	
TOTAL	181.925.- D. KR.	AM/IBM

Storno		STORNOPHONE 6000		HQ MARKETING
TECHNICAL SUPPORT		SERVICE STRATEGY		SERVICE COORDINATION

TOTAL TEST EQUIPMENT FOR SERVICE WORKSHOP				
LEVEL C				
				D. KR.
1	Multimeter (Metrix 230)			764. -
1	Power Meter (Bird 43)			2. 755. -
3	Probes for Bird 3/band			2. 550. -
1	Antenna (Procom Magnet MT)			280. -
1	Power Supply 8A/-30V (95D5003)			8. 585. -
1	Handtools - Adaptors - Cables and Electric Drill			11. 913. -
1	Programming And Test Service Instrument (PATSI) Ver. 1 (95D5009)			16. 500. -
1	Dummy Load (Bird 8080)			1. 125. -
1	Test Set (Box) for CQM 6000 (incl. control head)			3. 500. -
TOTAL				47. 972. - D. KR.
				=====
				AM/IBM

Storno		STORNOPHONE 6000	HQ MARKETING
TECHNICAL SUPPORT	SERVICE STRATEGY	SERVICE COORDINATION	

ADDITIONAL TEST EQUIPMENT NEEDED: (STORNOPHONE 6000, RADIOCOM 2000)			
LEVEL A:	SIGNATURE ANALYZER W. MEMORY MODULES	16.550.- D. KR.	
	LOGIC PROBE/- PULSER/- CURRENT TRACER	1.508.- --	
	PATSI VER. 2 (95D5010)	26.000.- --	
	TEST SET FOR CQM 6000	3.500.- --	
	DATA I/O 22 PROGRAMMER	58.796.- --	
	TOTAL	106.354.- D. KR.	
		=====	
LEVEL B:	SIGNATURE ANALYZER W. MEMORY MODULES	16.550.- D. KR.	
	LOGIC PROBE/- PULSER/- CURRENT TRACER	1.508.- ---	
	PATSI VER. 2 (95D5010)	26.000.- ---	
	TEST SET FOR CQM 6000	3.500.- ---	
	TOTAL	47.558.- D. KR.	
		=====	
LEVEL C:	PATSI VER. 1 (95D5009)	16.500.- D. KR.	AM/IBM
		=====	

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HQ MARKETING

TECHNICAL SUPPORT

SERVICE STRATEGY

SERVICE COORDINATION

"P A T S I" SE 6001 - PROGRAMMING AND TEST SERVICE INSTRUMENT

HARDWARE

VERSION 1

VERSION 2

VERSION 3

OLIVETTI M10

X

X

POWER SUPPLY

X

X

X

TAPE RECORDER

X

H-BUS INTERFACE

X

X

X

RS232 INTERFACE

X

X

X

CONTROL LOGIC

X

X

X

PROM PROGRAMMING

X

X

BINARY SIGNALLING

X

X

RF BOARD INTERFACE

X

X

CL BOARD ADAPTOR

X

X

X

PRINTER (OPTION)

(X)

(X)

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Storno		STORNOPHONE 6000	HQ MARKETING
TECHNICAL SUPPORT	SERVICE STRATEGY	SERVICE COORDINATION	

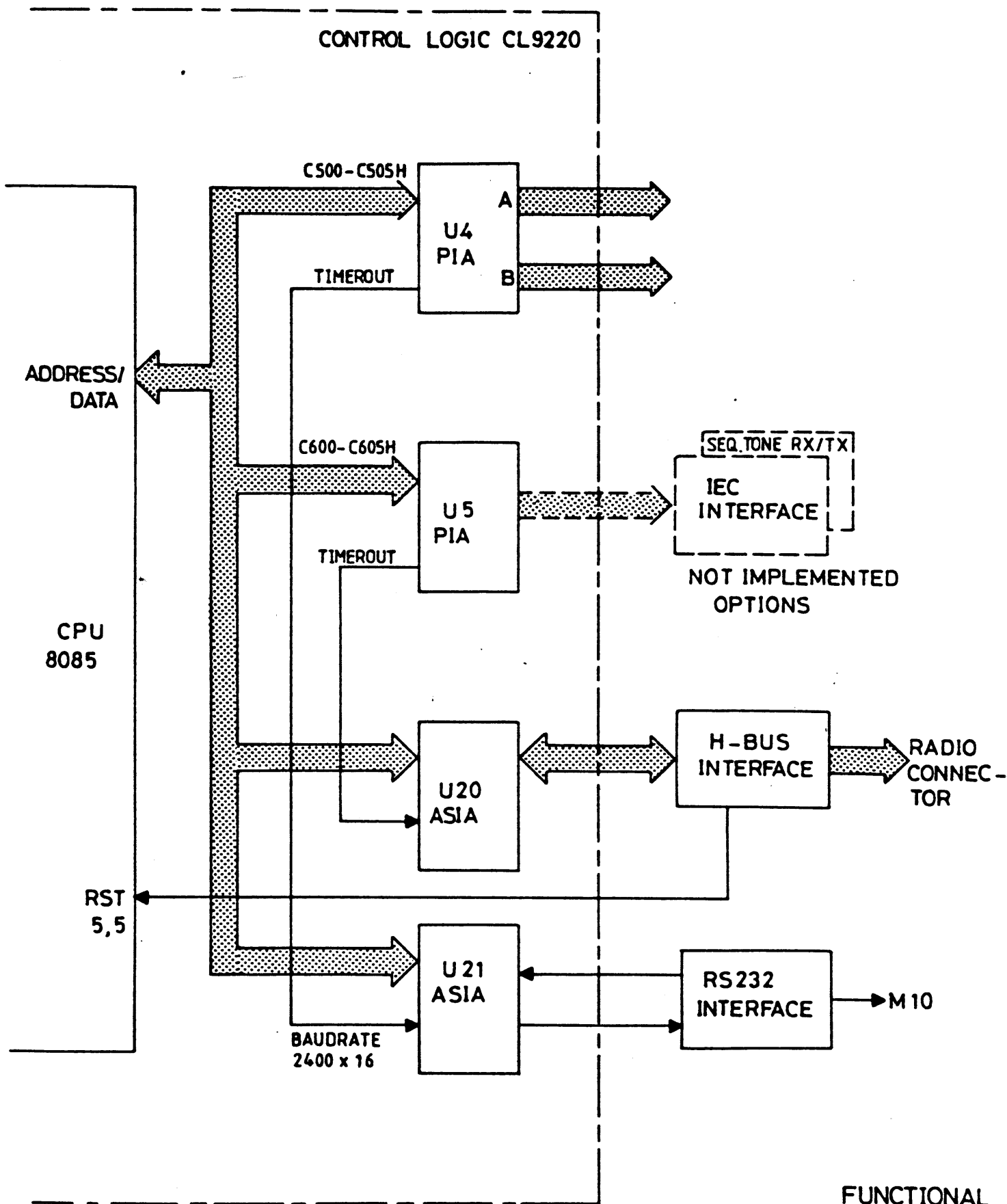
STORNOPHONE 6000 / PUBLIC RADIO TELEPHONE			
<div> <div>" P A T S I "</div> <div>=====</div> </div> <div> <div>FUNCTIONS AVAILABLE:</div> <div> <ul style="list-style-type: none"> • SIMPLE SIMULATOR: - IDLE TELEGRAM ON SELECTED CALLING CHANNEL <ul style="list-style-type: none"> - CALL TO SELECTED MOBILE (NUMBER) • CB SIMULATOR IN SERVICE MODE • CB TEST - LAMPS AND BUTTONS • PROGRAMMING OF BANK • READ OUT OF BANK AND TELEPHONE NUMBER • DATA TRANSFER FROM MOBILE TO MOBILE • INTERFACE AND CONTROL OF CF 6xxx AND RF 6xxx </div> </div>			
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Stereo		HQ MARKETING
TECHNICAL SUPPORT	SERVICE STRATEGY	SERVICE COORDINATION

SE6001 TECHNICAL SPECIFICATIONS		
<div> <div> <div> <div> <div>Olivetti M10</div> <div>Basic Interpreter</div> <div>Text Processing program</div> <div>Address and Telephone note book program</div> <div>Telecommunication program</div> <div>Schedule Program</div> </div> <div> <div>RAM</div> <div>ROM</div> <div>LCD display</div> </div> <div> <div>8-32K depending on version with battery backup.</div> <div>32K</div> <div>8 lines, 40 characters</div> </div> </div> <div> <div>Power Supply</div> <div>220 V AC</div> </div> <div> <div>Tape Recorder</div> <div>Philips standard cassette data recorder Type D6620</div> </div> <div> <div>Interfaces</div> <div>Standard Stermophone 6000 H-BUS</div> <div>RS232 Interface 2400 Baud</div> </div> </div> </div>	<div> <div> <div>Control Logic</div> <div>CPU 8085</div> <div>RAM 8K</div> <div>ROM 8-40K</div> </div> <div> <div>Prom Programmer</div> <div>UV-type 2716, 2732, 2732A, 2764</div> </div> <div> <div>Binary Signalling</div> <div>NMT format</div> <div>EEA format</div> <div>ZVEI format</div> </div> </div>	

Storno

Storno



FUNCTIONAL
BLOCK DIAGRAM SE6001
VER.1 D404.142

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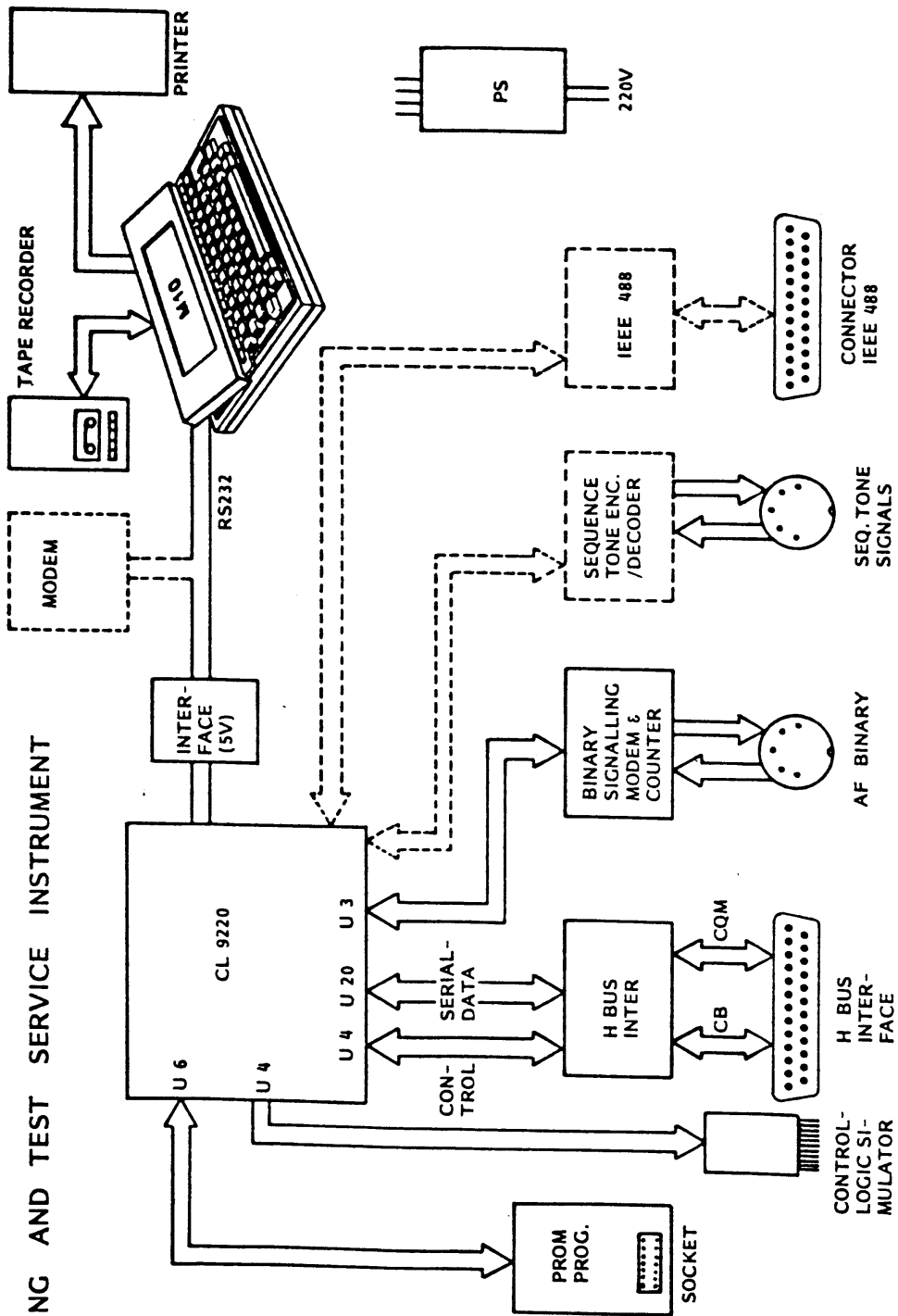
SERVICE STRATEGY

TECHNICAL SUPPORT

SERVICE COORDINATION

"PATSI"

PROGRAMMING AND TEST SERVICE INSTRUMENT



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	TECHNICAL SUPPORT	SERVICE STRATEGY
	SERVICE COORDINATION	

SERVICE COORDINATION

SERVICE STRATEGY

```

WELCOME TO THE STORAD TEST 1
CAM6000 BUS INTERFACE .... = 1
BINARY SIGNALING..... = 2
SIMPLIFIED HMT SIMULATOR = 3
SEQUENTIAL TONE TESTER .. = 4
PROM PROGRAMMER..... = 5

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YOUR ANSWER?

Prev Course UP Full

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TECHNICAL SUPPORT

SERVICE STRATEGY

SERVICE COORDINATION

** CQM 6000 BUS INTERFACE **

CB TESTPROGRAM.....= 1

NMT CB SIMULATOR.....= 2

YOUR ANSWER ?
Prev Down Up Full

Bye

STORNO CB TEST PROGRAM
CONNECT CB TO PLUG
PRESS ON/OFF BUTTON OF CB
CB-ADDRESS = 0020
PRESS CTRL A TO CONTINUE

Prev Down Up Full

Bye

Storno	STORNOPHONE 6000 SERVICE STRATEGY	HQ MARKETING SERVICE COORDINATION
TECHNICAL SUPPORT		

TEST AND MAINTENANCE METHODS

1. MANUAL TEST & MEASURING PROCEDURES
 - MIXTURE OF INSTRUMENTS
 - MANUAL CONTROLLED
 - MANUAL READ OUT
2. SEMI AUTOMATIC TEST & MEASURING PROCEDURES
 - INSTRUMENT CONTROL TO BE PREPROGRAMMED
 - FEED BACK FOR EVALUATION
 - SYSTEM TEST TO SOME EXTEND
3. FULL AUTOMATIC TEST & MEASURING PROCEDURES
 - INSTRUMENTS TO BE FULLY COMPUTER CONTROLLED
 - COMPUTER EVALUATION OF RESULTS
 - COMPLETE SYSTEM SIMULATION POSSIBLE

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TECHNICAL SUPPORT

SERVICE STRATEGY

SERVICE COORDINATION

1. MANUAL TEST AND MEASURING PROCEDURES

ADVANTAGES:

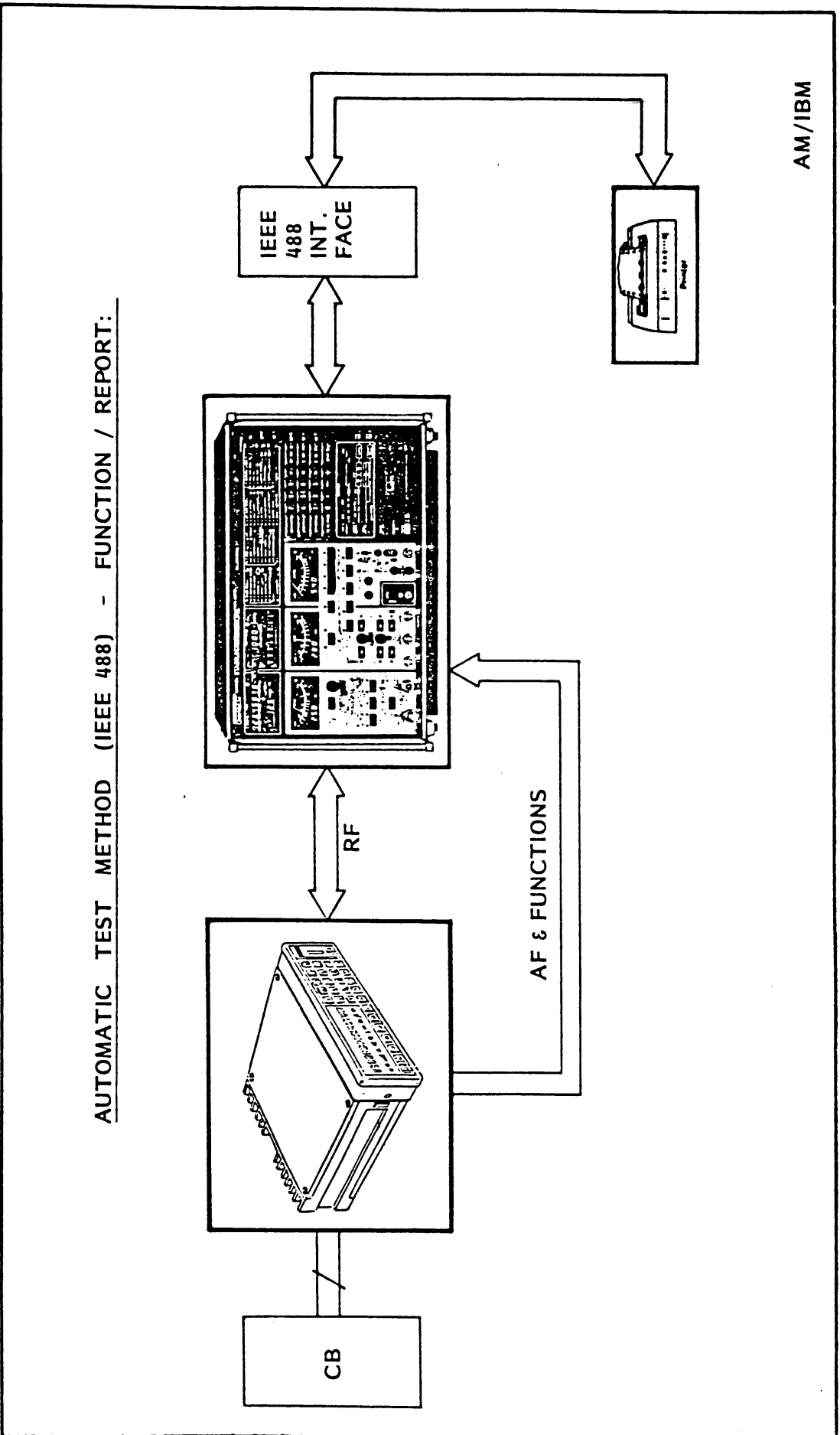
- EXISTING INSTRUMENTS CAN BE USED
- MECHANICAL FAILURES REMARKED
- INSTRUMENTS WITHOUT BUS INTERFACE (CHEAPER) CAN BE USED.
- GIVES MORE EXPERIENCE ON SINGLE PRODUCT.

DISADVANTAGES:

- HUMAN CONTROL IMPLEMENTS MISTAKES
- INDIVIDUAL EVALUATION OF TEST RESULTS.
- NONE OR VERY LITTLE SYSTEM TEST POSSIBILITIES.
- TIME CONSUMING.
- NO AUTOMATIC FILES OF FAILURES
- BETTER EDUCATION NEEDED
- LITTLE RECORDS OF EXPERIENCE

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TECHNICAL SUPPORT		SERVICE STRATEGY		SERVICE COORDINATION



Stern

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TECHNICAL SUPPORT

SERVICE STRATEGY

SERVICE COORDINATION

2. SEMI AUTOMATIC TEST AND MEASURING PROCEDURES

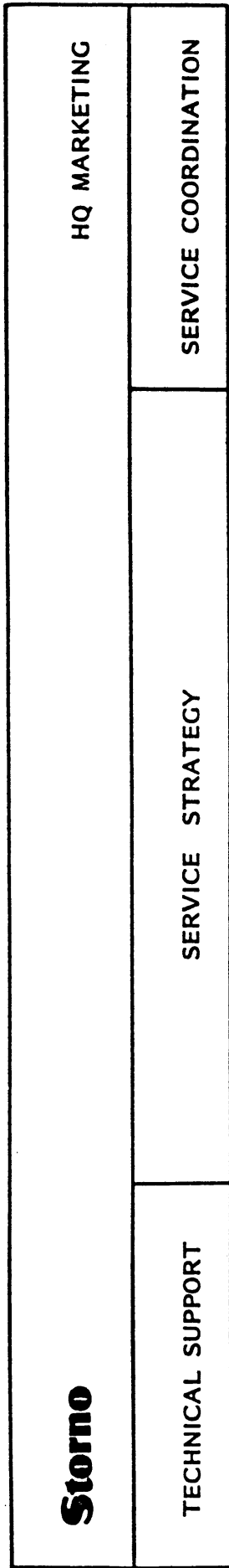
ADVANTAGES:

- REDUCED TEST TIME
- SYSTEM TEST TO SOME EXTEND
- REPORT/READ OUT OF RESULTS
- MANUAL COMPARATION/STATISTIC POSSIBLE
- SYSTEM TEST POSSIBILITIES TO SOME EXTEND
- EASY PREPARATION FOR OTHER EQUIPMENT/SYSTEM
- NO HUMAN IMPLEMENTED FAILURES IN SET UP
- ALL PARAMETERS CAN BE CHECKED (TIME)

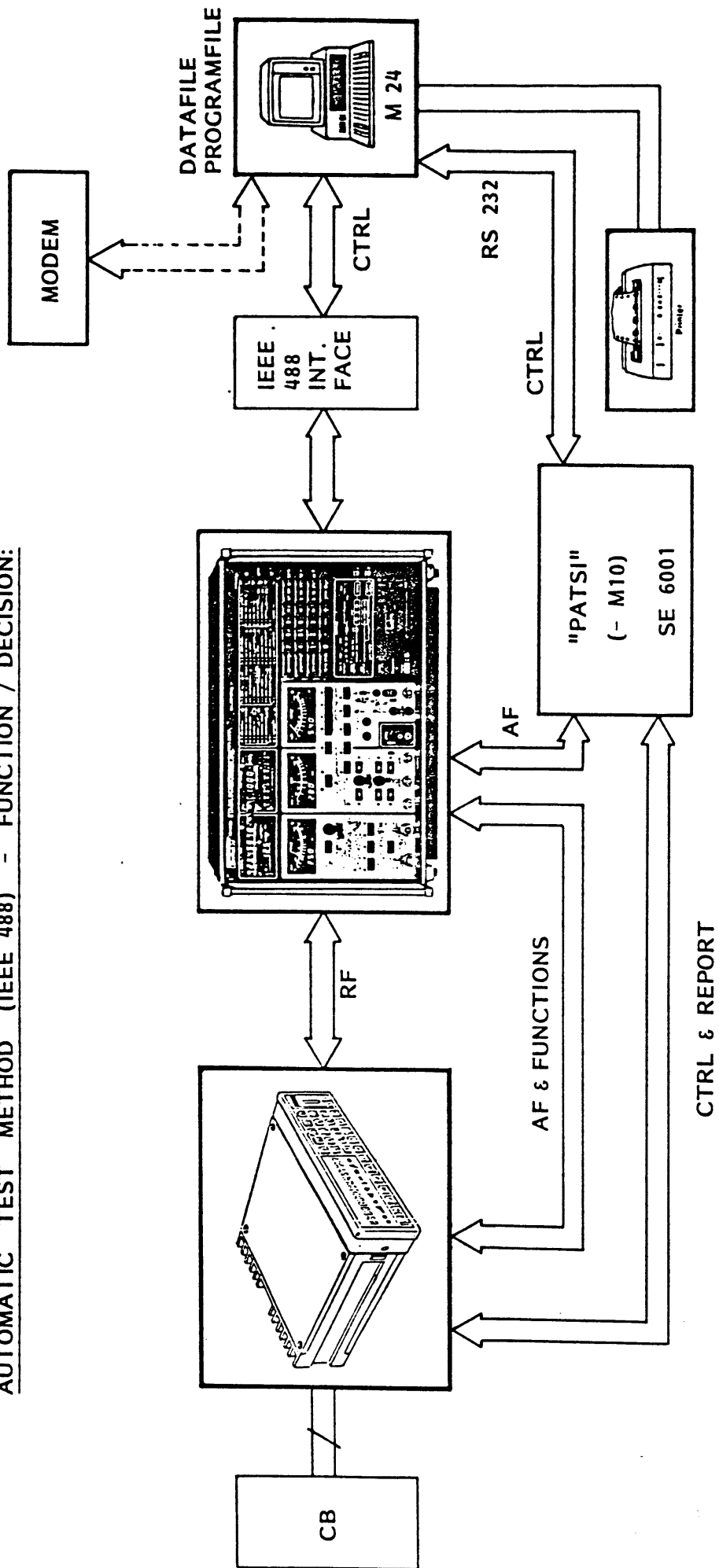
DISADVANTAGES:

- INSTRUMENTS MORE COSTLY
- INSTRUMENTS MUST BE (INDIVIDUAL) PRE-PROGRAMMED.
- INDIVIDUAL EVALUATION OF TEST RESULTS
- HUMAN CONTROL IMPLEMENTS MISTAKES
- SET UP AND TEST MUST BE HUMAN CONTROLLED CONTINUOUSLY.

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AUTOMATIC TEST METHOD (IEEE 488) - FUNCTION / DECISION:



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TECHNICAL SUPPORT

SERVICE STRATEGY

SERVICE COORDINATION

3. FULL AUTOMATIC TEST AND MEASURING PROCEDURES

ADVANTAGES:

- REDUCED TEST TIME
- SYSTEM TEST POSSIBLE
- REPORT/READ OUT OF RESULTS
- ALL PARAMETERS TO BE CHECKED
- SHORTEST POSSIBLE TEST TIME
- EASY ESTABLISHING OF REPAIR FILES
- CAN BE DONE BY LESS SKILLED PERSONNEL
- COMPLETE SYSTEM TEST POSSIBLE
- CAN BE REMOTE CONTROLLED

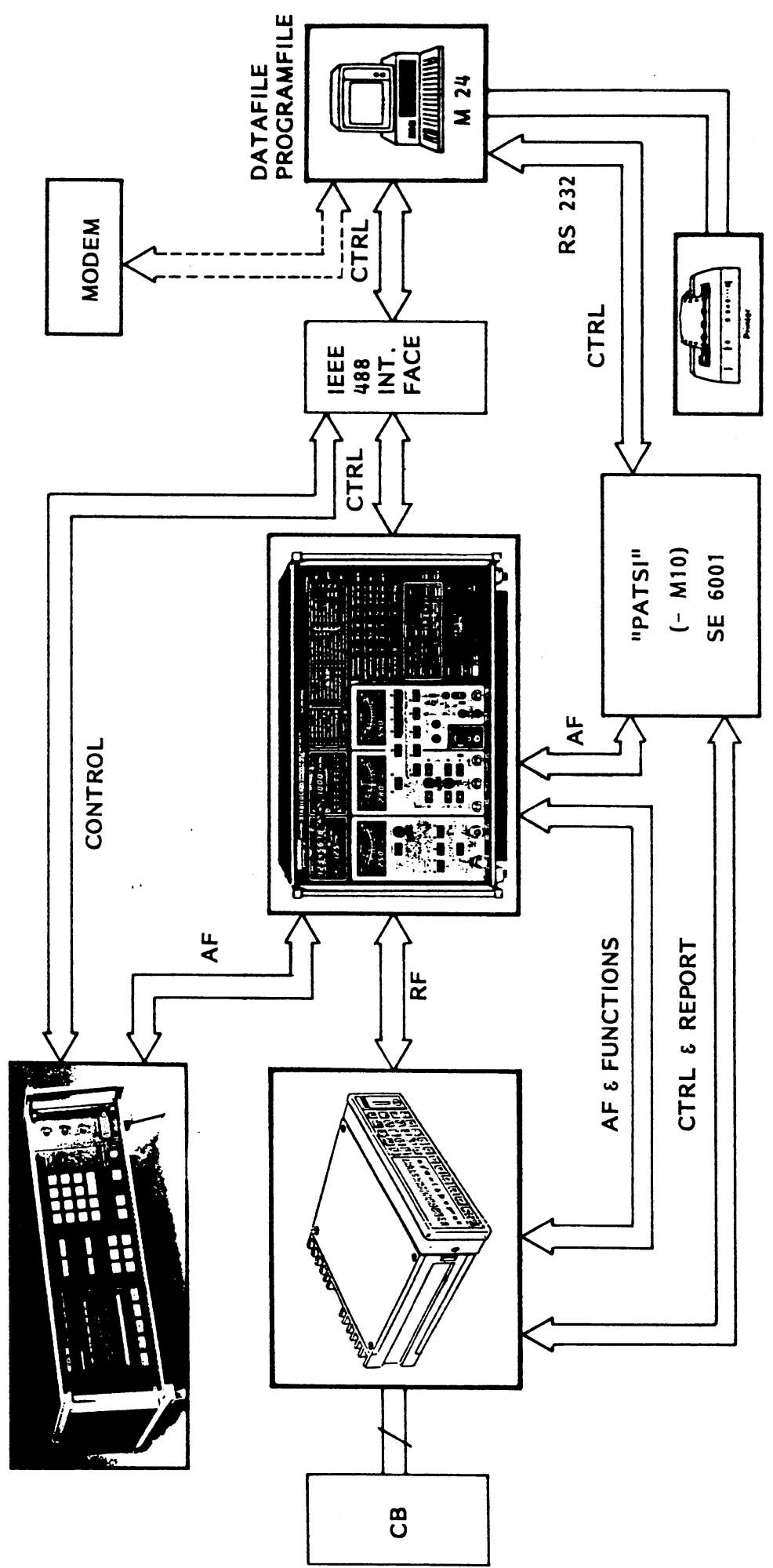
DISADVANTAGES:

- SOFTWARE CONTROLLED
- LITTLE GAINED EXPERIENCE
- ALL INSTRUMENTS TO HAVE SAME BUS SYSTEM
- NEW SOFTWARE NEEDED FOR NEW EQUIPMENT
- PRICE

AM/IBM

Stereo			HQ MARKETING	
TECHNICAL SUPPORT		SERVICE STRATEGY		SERVICE COORDINATION

AUTOMATIC TEST METHOD (IEEE 488) - SIMULATOR/DECISION/REPORT:



Storno		HQ MARKETING
TECHNICAL SUPPORT	SERVICE STRATEGY	SERVICE COORDINATION

A LEVEL: PERFORMANCE OF AUTOMATIC COMPUTER AIDED TEST SYSTEM (CAT)

RECEIVER:

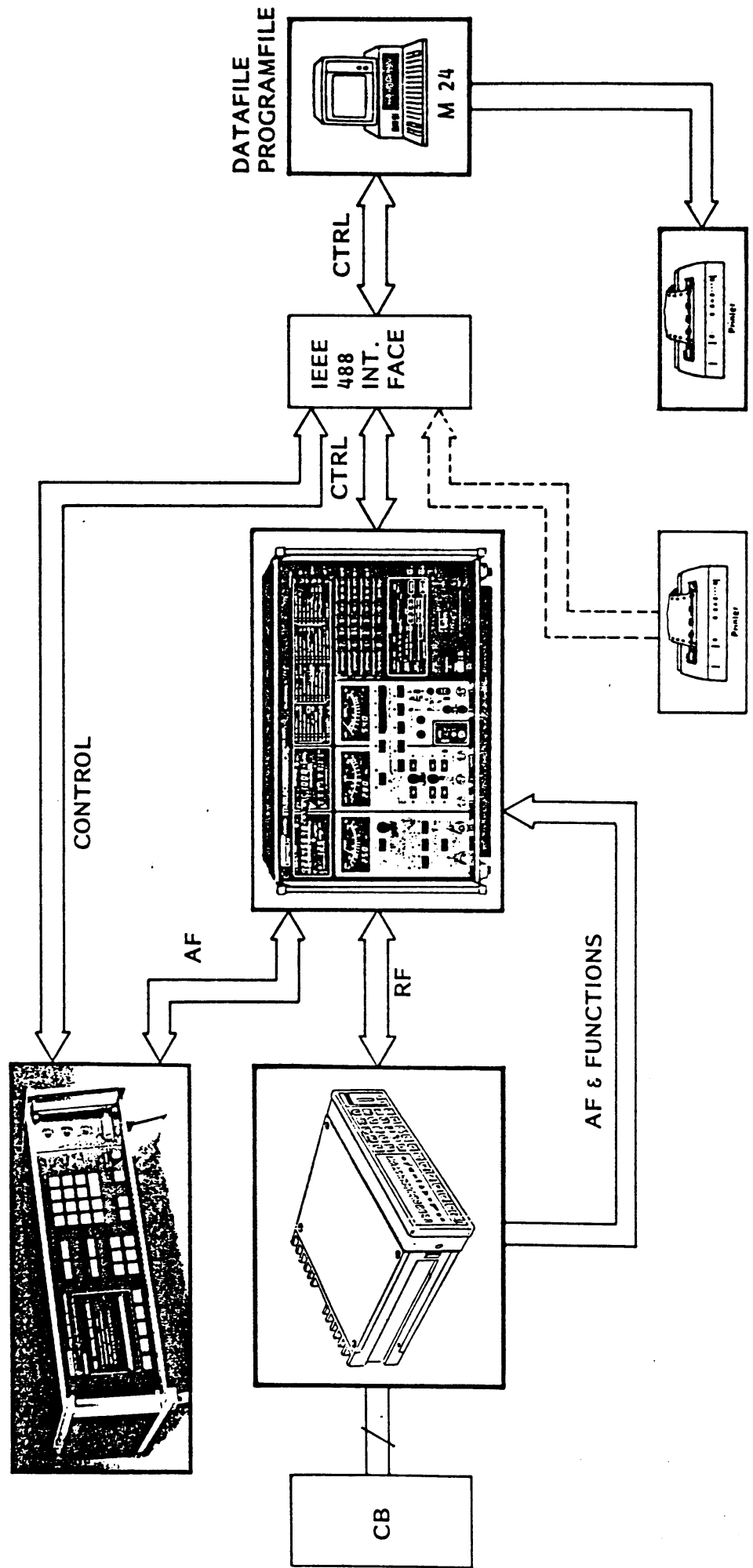
- DC VOLTAGE
- SENSITIVITY ALL CHANNELS (SINAD/CCITT)
- SQUELCH THRESHOLD VALUE(HYSTERESIS)
- BANDWIDTH
- RX FREQUENCY ALL CHANNELS
- ADJACENT CHANNEL SELECTIVITY
- SPURIOUS ATTENUATION
- CODED RX CALL - SEQUENTIAL, BINARY ETC.
- ALL PARAMETERS
- AF CHARACTERISTIC
- AF LINE LEVELS
- AF OUTPUT POWER
- LS IN/OUT FUNCTION
- AF DISTORTION
- DUPLEX ATTENUATION SENSITIVITY

Stemo		HQ MARKETING
TECHNICAL SUPPORT	SERVICE STRATEGY	SERVICE COORDINATION

<p>A LEVEL: PERFORMANCE OF AUTOMATIC COMPUTER AIDED TEST SYSTEM (CAT)</p>		
<p><u>TRANSMITTER:</u></p> <ul style="list-style-type: none"> • OUT-PUT POWER (AVERAGE) ALL CHANNELS • ENVELOPE PEEK POWER • FREQUENCY ALL CHANNELS (OFFSET) • DEVIATION AVERAGE (70% or other) POS. & NEG. • DEVIATION MAXIMUM POSITIVE AND NEGATIVE • AF FREQUENCY RESPONSE • AF LIMITER (RESPONSE) • AF SENSITIVITY • AF MODULATION DISTORTION • AF RELATIVE RESIDUAL MODULATION (CCITT) • CODED TX SIGNALS (SEQUENTIAL, BINARY ETC.) 		
and	COMPLETE SYSTEM TEST	AM/IBM

Storno		
TECHNICAL SUPPORT	SERVICE STRATEGY	HQ MARKETING
	SERVICE COORDINATION	

AUTOMATIC TEST METHOD (IEEE 488) - SIMULATOR:



Stereo		HQ MARKETING
TECHNICAL SUPPORT	SERVICE STRATEGY	SERVICE COORDINATION

<p>TECHNICAL MANUALS STORNOPHONE 6000 / PUBLIC RADIO TELEPHONE</p> <hr/> <ul style="list-style-type: none"> • PROVISIONAL TECHNICAL MANUAL IN ENGLISH BY DTW ÷ 3 WEEKS • FINAL TECHNICAL MANUAL IN ENGLISH/OTHER LANGUAGE BY DTW + 6 WEEKS • INSTALLATION AND PROGRAMMING MANUAL BY DTW 		
AM/IBM		

Stern		HQ MARKETING
TECHNICAL SUPPORT	SERVICE STRATEGY	SERVICE COORDINATION

STORNOPHONE 6000 - SOFTWARE / PROGRAMMING (PLANNED):

- PROGRAMMING MANUAL
 - DESCRIPTION OF PROGRAMMING WITH "PATSI" / M 24
 - "HAND" PROGRAMMING, FOR SOME MODIFICATIONS
 - "NEW" PROGRAMMING BY COPIING / MODIFICATIONS
 - NO DETAILED INFO FOR ADDRESSES (16K - 64 K BITS)
- NEW PROGRAMMING
 - MUST BE DONE BY COMPUTER - "PATSI" / M 24
 - PROGRAMMING SOFTWARE FOR STANDARD TO BE DEVELOPPED

Storno		HQ MARKETING
TECHNICAL SUPPORT	SERVICE STRATEGY	SERVICE COORDINATION

STORNOPHONE 6000 / PUBLIC RADIO TELEPHONE	
<p><u>GOALS - TECHNICAL TRAINING</u></p> <p><u>LEVEL 1 (HIGH LEVEL)</u></p> <ul style="list-style-type: none"> • MAKE TECHNICIANS/ENGINEERS CAPABLE TO: <ul style="list-style-type: none"> - REPAIR STORNOPHONE 6000/PRT ON COMPONENT LEVEL - REPAIR ALL TYPES OF ACCESSORIES FOR STORNOPHONE 6000/PRT - PROGRAM PERSONALITY PROMS IN STORNOPHONE 6000/PRT - MAKE CUSTOMER PREPARATION ON EQUIPMENT - TROUBLE SHOOT IN MOBILES/FIX STATIONS AND SYSTEMS INVOLVED - MAKE MINOR MODIFICATIONS - REPAIR MODULES - REPAIR SYSTEMS INVOLVED 	
AM/IBM	

Storno		HQ MARKETING
TECHNICAL SUPPORT	SERVICE STRATEGY	SERVICE COORDINATION

STORNOPHONE 6000 / PUBLIC RADIO TELEPHONE

GOALS - TECHNICAL TRAINING:

LEVEL 2: STORNOPHONE 6000

- MAKE TECHNICIANS CAPABLE TO:
 - REPAIR STORNOPHONE 6000/PRT TO MODULE LEVEL (EXCHANGE)
 - REPAIR SIMPLE UNITS/ACCESSORIES IN STORNOPHONE 6000/PRT ON COMPONENT LEVEL.
 - SIMPLE PROGRAMMING
 - TROUBLE SHOOT IN:
 - MAIN UNIT
 - INSTALLATION
 - CONTROL BOX
 - JUNCTION BOX
 - LOUDSPEAKER
 - MICROPHONE

Stereo		HQ MARKETING
TECHNICAL SUPPORT	SERVICE STRATEGY	
		SERVICE COORDINATION

STORNOPHONE 6000 / PUBLIC RADIO TELEPHONE				
TRAINING PROGRAMS:	LEVEL 1		LEVEL 2	
	Stornophone 6000	PRT		
INTRODUCTION TO EQUIPMENT AND SYSTEMS	3	3	1	
NOMENCLATURE AND SOLUTIONS	1	-	-	
CIRCUIT ANALYSIS RF PART	2.5	↔	1.5	
CIRCUIT ANALYSIS CONTROL LOGIC	2.5	(↔)	1.5	
CIRCUIT ANALYSIS CONTROL HEAD	2	↔	1	
ACCESSORIES AND INSTALLATION	1	↔	1	
PROGRAMMING THEORITICAL	1	1	1	
PROGRAMMING PRACTICAL (EXERCISES)	2	-	-	
TRAINING PROGRAMMING SOLUTIONS	2	1	1	
TEST PROCEDURES THEORY	2	↔	1	
MAINTENANCE THEORY	1	1	1	
ADJUSTMENT PROCEDURES THEORITICAL	2	↔	2	
MAINTENANCE/ADJUSTMENT PRACTISE	3	↔	2	
TROUBLESHOOTING AND FAULT FINDING	3	(↔)	2	
TOTAL HOURS	28	24	16	AM/IBM

Storno

STORNOPHONE 6000

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TECHNICAL SUPPORT

SERVICE STRATEGY

SERVICE COORDINATION

CQM 6000 SPARE PARTS:

- INITIAL PARTS
 - STORNO HQ
 - PROFIT CENTERS
 - AGENTS
- SPARE PARTS POLICY
 - LEVEL OF REPAIR
 - MODULE EXCHANGE
 - MODULE REPAIR
- RECOMMENDATIONS
 - MODULES /PARTS
 - COMPONENTS
 - R S P L
 - INSTALLATION PARTS

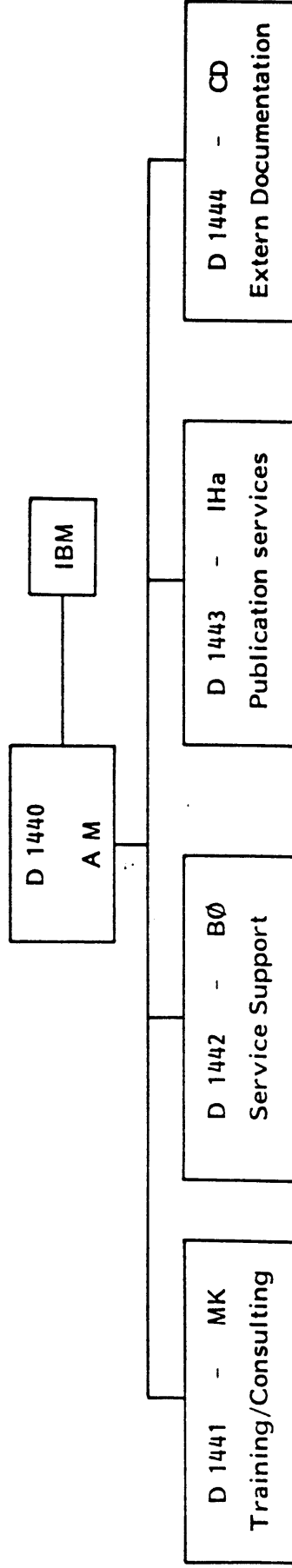
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HQ MARKETING

TECHNICAL SUPPORT

ORGANIZATION AND FUNCTIONS

SERVICE COORDINATION



Training	Service Chapter SM	Distribution of Tech. Man.	Planning Documentation
Consulting	Mechanical Drawings	Stock Keeping of Tech. Man.	Writ./Edit. Tech. Man.
Trouble Shooting	Maintenance Guidelines	Distribution SP Material	Transl. French/German
Comissioning	Service News	Stock Keeping of SP Mat.	Framework
Field Surveys	Recommended Instruments	Follow-up Maintenance Man.	Pastering
Modifications	Spare Parts Lists	Updating Distribution Files	Typing
Developpement Service Inst.	R. S. P. L.	Printing & Binding	Diagram Drawings
Assembler Programming	Service Methods/Procedures	Production Tech. Man.	Updating Tech. Man.
Technical Support	Bids & Proposals	Production SP Material	Updating Maint. Man.
Distributor Evaluation (tech)	Programming (HLL)		