

FAQ - Blackbox Global Radio (BBGR™)

QUESTION ?	ANSWER 😊
MONEY	
How much is each unit?	Besides what is on this document, we can custom tailor programs to meet your needs.
Does the service cost extra?	So when you purchase the device, it includes one full year of service. Thereafter, the service to access the cloud can be purchased as a month to month or annual package.
How much is the service?	Pricing depends on quantities, features you choose, etc. Note that this is for the Cloud service to use your on-premise Wifi. You may also choose to add a SIM card (and you just need a data-only SIM).
Is this cheaper than the Motorola TLK series?	The service for TLK is about \$ 35.00 per month. Even when you bundle in a SIM card with the Server access fees, the BBGR is about HALF the price per month of the TLK.
Can we get radios for free if we sign a service contract?	Since we do not lock you into long term contracts, there is no way to subsidize the devices. Plus, our service is so low cost that the contract would have to be for several years! Nobody likes long term contracts.
Can I buy these devices without activation service?	Yes. However, for ease of sale and simplicity we suggest purchasing with a one year activation.
WHAT IS IT	
Is this a smartphone?	No. Although the operating system is Android, it is not a smartphone. The BBGR is a single-purpose IOT radio for workgroups. A smartphone allows access to search engines and social media. The BBGR™ is a radio that uses the internet to connect devices with PTT functionality. Think of the BBGR as "Nextel 2.0"!
Can we download Zello or other apps on these devices?	No. Our application is embedded. HOWEVER, the BBGR devices are design to support various software brands, so contact Klein for details.
Can I make or receive a phone call from the portable or mobile?	No. These are not phones. They are radios.
Can I text from the portable or mobile?	No. Texts can only be sent from the Dispatcher.
HOW DOES IT WORK	
Does this work on WiFi or a SIM card?	Both. The BBGR™ service allows use of your Wifi, and when you go beyond the Wifi access, you can use a SIM card if you choose.
Can my smartphone be used as a Hotspot for service?	Yes it can! The BBGR™ is equipped with the ability to tether to a smart device.
What service do you use in the USA... AT&T, Verizon, T-Mobile?	For the USA, you can purchase SIM cards for access to AT&T or T-Mobile. Verizon is not supported at this time.
Are these compatible with other LMR two-way radios?	Yes! They are compatible with most popular radio devices. It requires the purchase of our "Gateway Box", which enables this process. The gateway box physically connects to a mobile radio of the existing system and then facilitates that interoperability. This works for any LMR (analog, digital, trunked). For the list of popular interface cables that is currently available contact us.
How do I program in groups or individuals?	It's simple! From a desktop you program in groups or people "over the air".
For the SIM cards, what bands work with this device?	Currently, AT&T and T-Mobile SIM cards work perfectly.
How many channels can we program in?	Unlimited. This includes groups or individuals.
Do you have to connect these to a computer to program them?	No. You can program them (groups, individuals) over the air.
How many SSID's can I program into this device?	The BBGR works like your smartphone. For example, once you program in the Wifi access / password on your smartphone, your phone will access that wifi. If you have 10 of them programmed into your phone, as you "roam" to different access points (wireless networks), your phone recognizes them and logs in. The same with the BBGR.
Is this data sent as packets or stream?	Stream. Too much latency in packets.
If I talk to a large group, do they receive the stream at the same time?	Yes.
Is this LINUX or Android?	The BBGR is an Android operating system. However, can make Linux based devices upon request.
Can the users text each other?	There is no texting from the portable units because there is no DTMF keypad. However, you can send text messages from the Dispatch module to the devices.
Can these communicate with other app-based devices like Motorola TLK or RealPTT systems?	Each application is proprietary and not able to communicate with each other due to Server Protocols.
Do they have talk-around (radio to radio) without service activated?	Since the BBGR™ is an Android product and not an LMR device, there is no "talk around" ability. You must have access to the internet via WiFi or a SIM card.
Outside of the USA, how does it work?	The BBGR™ is supported by WiFi and native SIM card usage. Roaming options depend on the carrier.

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What is the warranty?	The warranty is 1 Year manufacturers defect. See our warranty policy for more details.
Can I talk from my smart device to the BBGR using an app I download?	No downloadable application is offered at this time.
DEALER QUESTIONS	
We want to use these for RENTALS. How can we do that?	Great idea. Since these have remote stun and kill, you can easily rent them and if a client does not pay or return the devices, you can turn them off from your desktop.
How do we actually make money on the service?	So dealers make money on the hardware (devices) but you also will build a recurring revenue stream with the service! You can make money on the monthly server access, plus on the data-only SIM cards!
If we sell some, and then my competitor tries to sell more to my customer, can they?	Not unless you let them. When we ship you the devices, you will program the app with your clients groups and names. In the software there is a unique APP I.D. for each radio through the assigned license. When you assign each radio in the software, only you have access to enable other users to communicate with that app.
Is this FCC type accepted?	Yes. The FCC ID is U7GBBGR
If I am a Distributor, can I manage my Dealers?	Yes. You get your own credentials to manage your clients. Criteria to be a Distributor would be discussed with your rep.
So where exactly is my database stored?	Our server for Database storage is in California, USA!
Are parts available if we want to do the service ourselves?	Companies that wish to be a Service Center must be a stocking distributor to qualify.
Do you offer private labeling for the hardware?	Yes we do! Simply contact your rep at Klein Electronics to discuss this.
DISPATCH and GPS	
Does the Dispatch module have "priority" call or text messaging?	Yes. The Dispatch application option has Priority Override for emergencies. Also, you can text from the Dispatch application.
Do you offer the cloud server for other devices to access?	Yes. We offer hosting of other software. Some requirements vary, depending upon your software. Please contact Klein.
What platform is the Dispatch Console on?	It is a proprietary code.
Can multiple workstations log into the Dispatch Console at once?	No. The license is a single-workstation license. You can, however, purchase multiple licenses for your team.
Can a user disable GPS tracking from the radio issued to them?	No. Unlike Hytera, the Blackbox system does not allow users to disable GPS from their device. That would be counter-productive to the purpose of tracking them!
Can this system transmit pre-recorded (canned) text or voice messages?	Not at this time. Future versions may offer this feature.
Does the Dispatch log fleet movements (breadcrumb trail recording)?	Yes. it logs up to 3 days of fleet activity based on GPS locations (i.e. GPS Breadcrumbs).
Is there GPS available and how does it work?	Yes, GPS is available with unlimited tracking. You track the device through geo-location mapping. This is monitored through the optional Dispatch console.
Does the dispatch monitor or alert if someone is speeding?	It does not provide tracking of a device or users speed.
Does the Dispatch offer GEOFENCING?	Yes!