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Thales Communications, Inc. Customer Newsletter

CUSTOMER Commitment

Issue 1/Volume 1

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Clarksburg, Maryland

The AN/PRC-148 System Solution

The AN/PRC-148 MultiBand Inter/Intra Team Radio (MBITR) is the most capable, fielded, handheld radio available today. When we developed the MBITR, we replaced over 60 pounds of radio communications equipment with a single handheld radio weighing approximately 2 pounds. With more than 50,000 MBITRs deployed globally, the radio is the cornerstone of a system solution that provides you with the capabilities you've been asking for.

The complete system includes: (1) a 20-Watt Vehicle Adapter, (2) the dual-radio AN/VRC-111 Vehicle Adapter



Amplifier with SINCGARS interface tray, (3) Man Portable System with 20-Watt broadband amplifier, (4) Base Station for fixed applications, and (5) self-contained

(Continued on page 2, column 1)

Welcome Message from Mitch Herbets, President and CEO



Welcome to the first issue of the Thales Communications customer newsletter. In an effort to keep you up-to-date on the latest product releases, expanded technical resources, new product information, industry events, upcoming training, and other news, we plan to bring you the customer newsletter on a quarterly basis. This is one of many Thales initiatives to provide you the information you need. We hope the newsletter will be useful to you and that you will let us know how we can improve it.



Thales has a history of aggressive innovation and a reputation for outstanding performance. We are committed to delivering the most responsive, capable, and reliable communication products and solutions so you can accomplish your mission successfully and safely.

We never lose sight of who we are working for, and every Thales Communications employee never forgets that lives depend on our products. ☐

(The AN/PRC-148 System Solution continued...)

Tactical Repeater for range extension. All system elements can be used with both the MBITR and JEM (Joint Tactical Radio System Enhanced MBITR) configurations of the AN/PRC-148.

Each newsletter will showcase different elements of the system solution. In this issue, read more about the AN/VRC-111 Vehicle Adapter Amplifier. For additional information, visit our website for product descriptions, photos, data sheets, and much more.



AN/VRC-111 VAA- SINGGARS CAPABLE VEHICULAR RADIO SYSTEM

Thales Communications' AN/VRC-111 Vehicle Adapter Amplifier (VAA) responds to the U.S. Military's critical need for Single Channel Ground and Airborne Radio System (SINGGARS)-capable communication systems. Each VAA unit consists of:

- 2 AN/PRC-148 MultiBand Inter/Intra Team Radios, either MBITR or JEM configuration
- 2 Vehicle Adapters
- SINGGARS interface tray


The AN/VRC-111 VAA provides full 20-Watt RF output power across the entire 30 to 512 MHz frequency range. A key feature unique to the VAA is the capability for a cable-free radio dismount in less than 2 seconds at the push of a button. No time is lost in the shift from mounted to dismounted operation.

Other features of the VAA:

- Multiband, multimode function beyond basic SINGGARS
- Installs onto existing MT6352 mounting tray
- Powered through existing SINGGARS mounting tray
- Compatible with existing SINGGARS installation kit and antennas
- Radio battery charger
- Removable control head
- No additional RF or power cable installation required

Thales recently received a contract from the U.S. Army's Communications-Electronics Command (CECOM) to deliver more than 9,000 AN/VRC-111 VAA systems. The contract was granted to two providers in a 60/40 split, with Thales being awarded the larger share. This order is in addition to CECOM's June 2005 contract to Thales for more than 3,500 VAAs. In total, over \$300 million has been awarded to Thales by CECOM for VAAs.

Additionally, Thales is providing VAAs to the U.S. Marine Corps under their Tactical Hand Held Radio (THHR) program. Under this program, Thales is also delivering AN/PRC-148 MBITRs, accessories, life cycle support, and operator training to Marine units in Operation Iraqi Freedom, Operation Enduring Freedom, and the Global War on Terror.

Sponsored by the U.S. Marine Corps, the AN/VRC-111 VAA received its official U.S. Government nomenclature earlier this year. 

NEW RELEASES

Thales Communications recognizes that end-users of our equipment require the latest technical information to ensure mission readiness. With the appropriate credentials, users are able to log-in to the Customer Center and quickly download the latest technical information and operational software at any time and at any location worldwide. If you have not already taken advantage of these useful resources, please log into our Customer Center at www.thalescomminc.com

THE TACTICAL COMMUNICATIONS RESOURCE AREA

Firmware upgrade for the AN/PRC-148 MBITR (Version 2.35 Revision Y)

- Interoperability improvements for enhanced operation with other tactical communication radios, such as AN/PRC-119 SINGGARS/ASIP, AN/PRC-117 and AN/PSC-5D



- Analog Type 3 DES [Data Encryption Standard] (Type 3 CVSD analog encryption is less secure than Type 1 but is common on handheld radios such as the Motorola Saber and XTS series)

PC Programmer upgrade for the AN/PRC-148 MBITR (Version 1.07 Revision G)

- Ability to enable Type 3 analog DES, the fifth optional feature after SINGGARS, HAVEQUICK, ANDVT and Retransmission
- Ability to create encryption keys for Type 3 analog DES communication
- PC display of the MBITR serial number


THE PUBLIC SAFETY/HOMELAND SECURITY TECHNICAL RESOURCE AREA

Firmware upgrade for the Thales 25 (Version 8.2)

- Addition of Project 25 AES [Advanced Encryption Standard] to meet the increasing demands for enhanced encryption; this is in addition to Fire Features and GPS tracking, the most popular capabilities requested by our customers in the Public Safety community.



PC Programmer upgrade for the Thales 25 (Version 5.0)

- Ability to enable Project 25 AES, the fifth optional feature after Fire Features, GPS tracking, OTAR and Project 25 OFB
- Ability to create encryption keys for Project 25 AES 

CONTACT INFORMATION

CUSTOMER SERVICE
1-800-914-0303

Technical Support
technical.support@thalescomminc.com

Aftermarket Sales and Support
aftermarket.support@thalescomminc.com

Product Support
product.support@thalescomminc.com

BUSINESS DEVELOPMENT
Marketing, Public Relations, and
Web Content
sheila.gindes@thalescomminc.com

Q&As

WHEN IS THE NEXT MBITR OPERATOR TRAINING CLASS AT THALES COMMUNICATIONS?

Our next three day instructor level/train-the-trainer MBITR class at our Clarksburg (outside Washington, D.C.) facility is Tuesday through Thursday 24, 25, and 26 October. We provide thorough training with a hands-on demonstration of the MBITR. To check on the schedule of future classes at Clarksburg, go to our home page and select the Training link within the Customer Care section.

WHO IS THALES COMMUNICATIONS?

Thales Communications has been in existence since the early 1960s. The company was incorporated as Racal Communications in 1964. In 2000, Racal became part of Thomson-CSF, and, in 2001, as part of a global identity change, our company's name became Thales Communications, Inc. The new name refers to a Greek mathematician and original thinker. It evokes the world of science and technology in which the Thales Group operates and conveys its dedication to finding innovative solutions to practical problems. Thales—sounds like Dallas with a 'T'. 



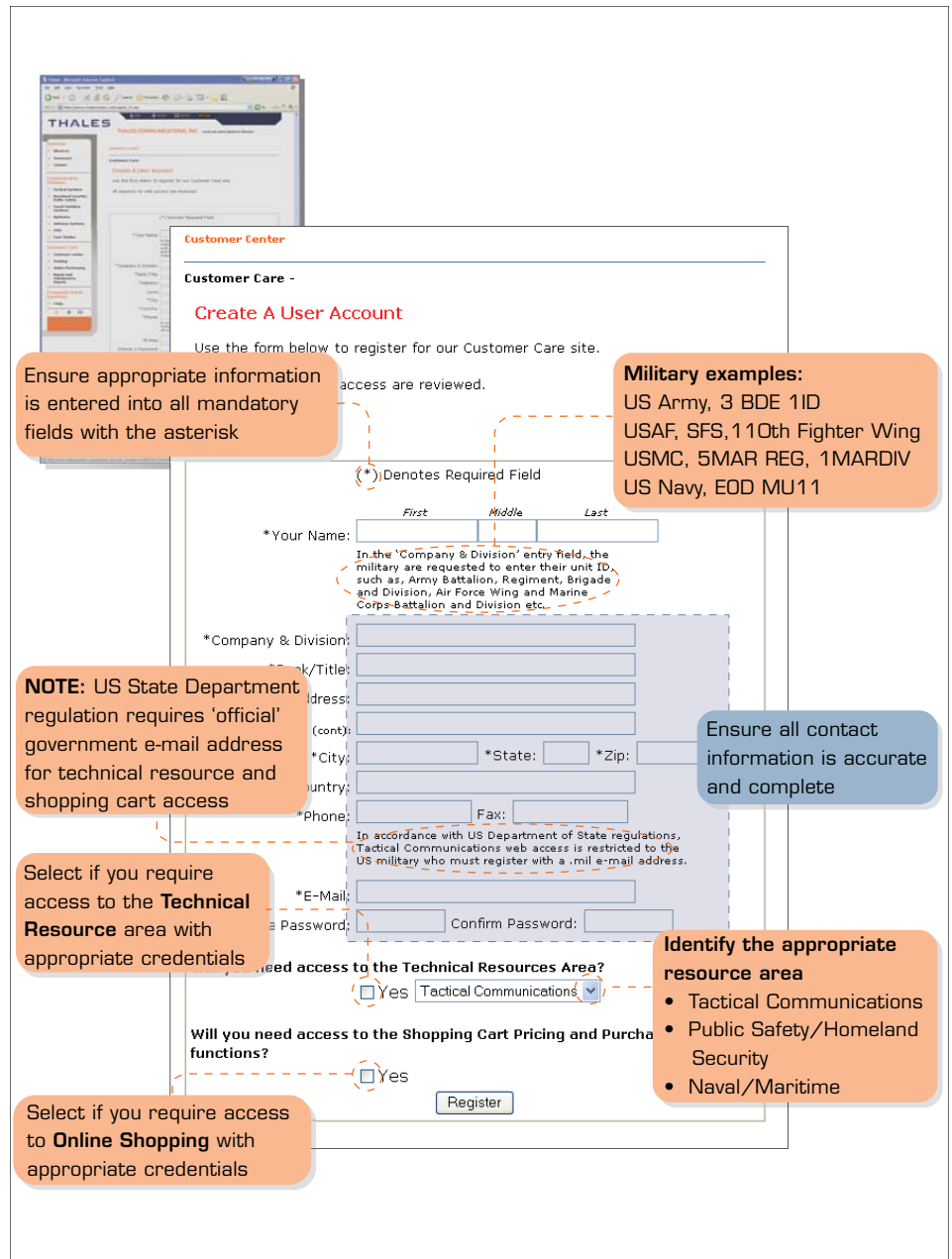
ONLINE ASSISTANCE

THALES COMMUNICATIONS WEBSITE

At the end of 2005, we redesigned our website in an effort to quickly bring you more news, information, and resources. There are downloadable product descriptions, frequently-asked questions, a new "shopping cart", and much, much more. We have listened to your comments and are trying to bring you more of what you need—quickly and conveniently.



CUSTOMER CENTER ONLINE REGISTRATION



Customer Center
Customer Care -
Create A User Account

Use the form below to register for our Customer Care site.

Ensure appropriate information is entered into all mandatory fields with the asterisk

(*) Denotes Required Field

Military examples:
US Army, 3 BDE 1ID
USAF, SFS, 110th Fighter Wing
USMC, 5MAR REG, 1MARDIV
US Navy, EOD MU 11

NOTE: US State Department regulation requires 'official' government e-mail address for technical resource and shopping cart access

Select if you require access to the **Technical Resource** area with appropriate credentials

Identify the appropriate resource area

- Tactical Communications
- Public Safety/Homeland Security
- Naval/Maritime

Will you need access to the **Shopping Cart Pricing and Purchase** functions?

Select if you require access to **Online Shopping** with appropriate credentials

Ensure all contact information is accurate and complete

Your Name: First Middle Last

***Company & Division:** In the 'Company & Division' entry field, the military are requested to enter their unit ID, such as, Army Battalion, Regiment, Brigade and Division, Air Force Wing and Marine Corps-Battalion and Division etc.

***E-Mail:** In accordance with US Department of State regulations, Tactical Communications web access is restricted to the US military who must register with a .mil e-mail address.

Need access to the Technical Resources Area?
 Yes Tactical Communications

Register

(Continued on page 4, column 2)

PRODUCT LAUNCH

Remote Control Unit with GPS



We have just introduced the new Remote Control Unit with GPS (RCU) for the AN/PRC-148 MBITR and AN/PRC-148 JEM. The MA6795 RCU is a remote control device designed to be an active extension of the front panel controls of the AN/PRC-148 radios with the addition of an embedded commercial GPS receiver with an integrated GPS antenna. The GPS receiver facilitates the introduction of Force Tracking capabilities to the radio, key to network-centric operations.

The knob operation and menu structure of the RCU are designed to replicate the front panel of the radio, increasing ease of use and reducing training requirements. Volume and channel control are provided by the use of knobs. As with the radio, the front panel display provides access to all of the radio menus. GPS position information is sent automatically to the radio over the asynchronous serial port via the rugged interconnect cable attached to the radio's side connector.

The RCU is powered from the radio through the side connector, thereby eliminating the need to carry additional batteries. The RCU is designed to conserve power to maintain operational mission life of the radio.

The unit is intended as a body-mounted device and is designed such that it is easy to hold and operate even with extreme conditions apparel such as cold weather gloves. The use of the RCU allows the soldier to carry the radio in non-obstructive locations, such as in a backpack, while maintaining full control of the radio and excellent GPS reception.

The versatile RCU mounting features allow for various configurations to support different field deployments.

Nomenclature and Part Numbers

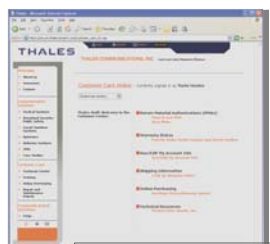
- RCU System: MA6795

AVAILABLE SOON VIA OUR WEBSITE



Online Assistance continued...

CUSTOMER CENTER ONLINE REGISTRATION



Once a Customer Care account has been created, RMA activities, warranty status, Account Info and Shipping Information look ups can be accomplished without approval delays.

**Thales Communications access approval is only required for Online Purchasing and Technical Resources*

THALES COMMUNICATIONS, INC. Land and Joint Systems

Drop down list of common tasks

[Customer Care Online](#) - Currently signed in as

Select an action...

Thales Staff: Welcome to the Customer Center.

Edits can be made to the customer's name, billing and shipping address, phone number, etc.

Entering an order number, or an RMA number, with a ship-to zip code, provides shipment confirmation with tracking details

Once access has been approved, documents and files can be downloaded, such as Operator's Manuals, radio firmware, Technical Notices, etc.

- **Return Material Authorizations (RMAs)**
Start A New RMA
View RMAs
- **Warranty Status**
Find by Radio Model Number a
- **See/Edit My Account Info**
See/Edit My Account Info
- **Shipping Information**
Look up Shipping Status
- **Online Purchasing**
Purchase Items/Request Quotes
- **Technical Resources**
Product Data sheet

Start a new RMA to return equipment for repair; once the RMA has been approved the RMA number is e-mailed; once the equipment has been received, repair status can be checked and its return shipment confirmed with tracking details

Part number and serial number are written on the data plate of the equipment, by entering this information the warranty status, either in or out, can be displayed

Once Shopping Cart access has been given to acceptable government customers, credit card purchases can be made, or an e-quote can be created for subsequent credit card purchase

Technical support is provided in three areas:
Tactical Communications = MBITR family
Public Safety/Homeland Security = Thales 25
Naval/Maritime = HF radios

TRADESHOWS

DATE	EVENT	LOCATION
September 6-8, 2006	Critical Incident Preparedness	Atlanta, GA
September 12-14, 2006	Modern Day Marine	Quantico, VA
September 18-21, 2006	Transformation 2006	Atlantic City, NJ
October 4-5, 2006	U.S. Naval Institute Joint Warfare Atlantic Exposition and Conference	Virginia Beach, VA
October 9-11, 2006	Association of the U.S. Army (AUSA) Annual Meeting and Exposition	Washington, DC
October 23-25, 2006	MILCOM Military Communications Conference 2006	Washington, DC
October 23-27, 2006	EURONAVAL	Paris, France

U.S. Army Ten Miler

HOOAH! Look for Thales Communications at the U.S. Army Ten Miler on October 8, 2006. For the fourth year, Thales will have several teams of runners. Additionally, we will set up a "HOOAH" tent to provide respite for runners and others who have come to support the event.

The Army Ten Miler is the kick-off event for the annual Association of the U.S. Army (AUSA) convention in Washington, D.C. AUSA is the premier organization that brings together Army personnel and industry representatives across the country to work together to foster public support for the role of the Army in defending our nation.

We congratulate, thank, and commend everyone involved for their participation. 🇺🇸



CONTACTING CUSTOMER SERVICE

The Customer Support Department has fully implemented a 24/7 Call Support Center. Customers who call the Customer Service 1-800 number are now given three (3) options to properly route their requests: **Technical Assistance**, **Product Support** and **Aftermarket Support**. Incoming calls are routed to the appropriate Customer Service Specialist to ensure all inquiries are addressed as quickly as possible.

To contact **Customer Service**, please call us at:
1-800-914-0303

Option 1.

TECHNICAL assistance and general inquiries

technical.support@thalescomminc.com

Option 2.

REPAIRS Return Material Authorizations (RMAs), and other product support assistance

product.support@thalescomminc.com

Option 3.

SALES for spares and ancillary items, to request quotes and make purchases, website/ shopping cart assistance

aftermarket.support@thalescomminc.com



ABOUT **THALES COMMUNICATIONS**

Thales Communications is a global leader in the development of battle-proven, software-defined, radio equipment and solutions. We provide critical communication capabilities for size-, weight-, and power-constrained environments in the Tactical, Naval/Maritime, and Homeland Security/Public Safety domains throughout the globe. Serving the U.S. Department of Defense, U.S. civilian agencies, and defense, allied, and coalition forces globally, Thales plays a direct role in the Global War on Terror.

Headquartered in Clarksburg, Maryland, we also have locations in Germantown, Maryland, and Fort Wayne, Indiana. Our Maryland facilities house two state-of-the-art manufacturing plants as well as our 24/7 Customer Support Department. Additionally, we have two in-theater product support depots—in Kuwait and Iraq.

Thales Communications, Inc.

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