WEBSITE GUIDE

Tips & Tricks to Navigating the Power Products Website

Table of Contents

Toll Free 800-529-1618
Local 770-740-9400
Fax 770-569-1844
Website www.powerproducts.com
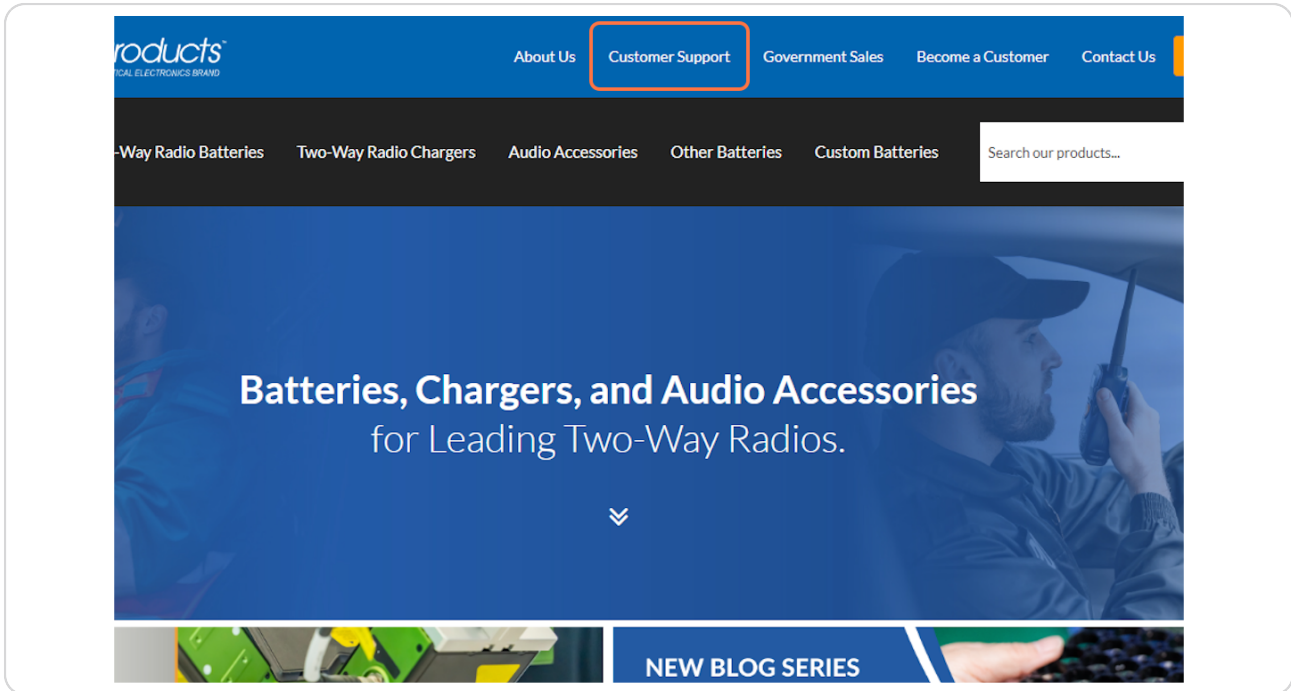
Serving the wireless industry since 1994.

Accessing Support Services and Dealer Resources

5 Steps

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P Power Products | Two-Way Radio Batteries |...

STEP 1

Click on Customer Support

PowerProducts™
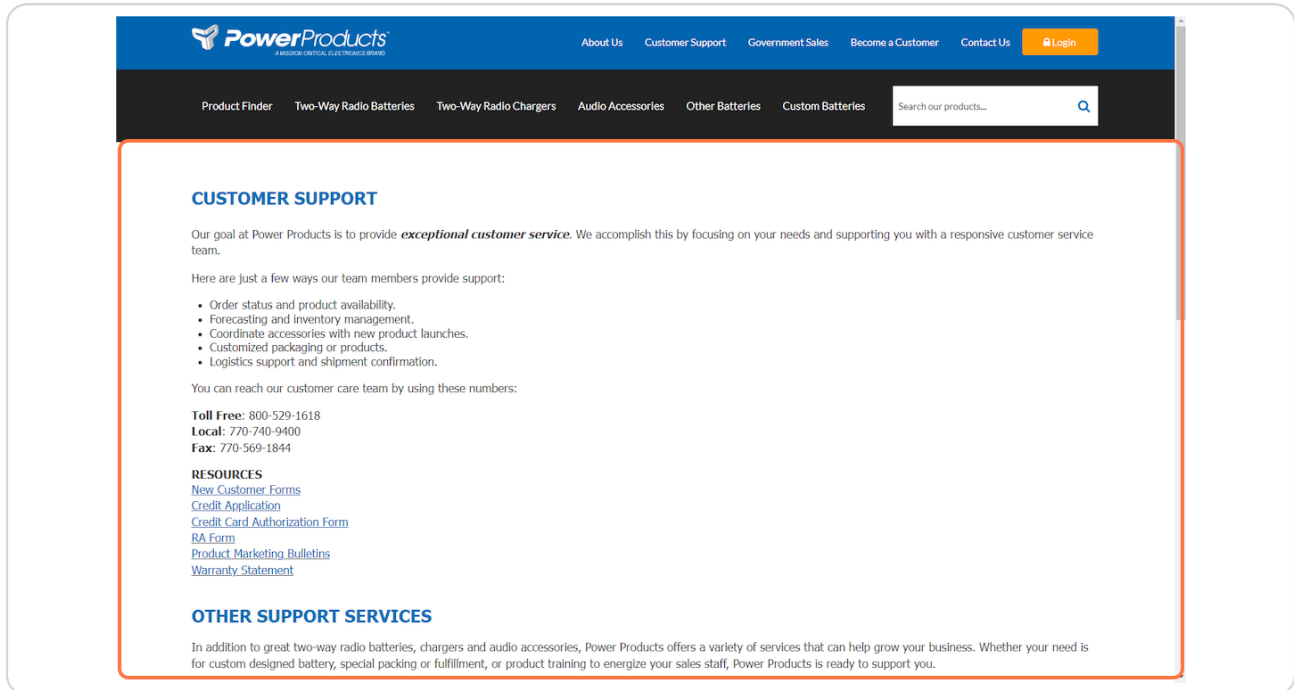A MISSION CRITICAL ELECTRONICS BRAND

STEP 2

This will take you to the Customer Support information page

Here you can find:
Contact information for the Customer Care team
Resource Forms
Additional Support Services

STEP 3

Read the additional support services provided by Power Products

STEP 4

For dealer resources, either contact marketing for assistance or follow the Dealer Resource link in the footer of the webpage

STEP 5

The Dealer Resource information page contains tools and collateral for you to use

Such as:
Blogs, Case Studies, and FAQ Flyers
Product Brochures and User Manuals
Product Images to use on your website

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Navigating and Updating Account Information: Step-by-Step Actions

17 Steps

P Power Products | Two-Way Radio Batteries |...   17 Steps ⧉

STEP 1

Go to powerproducts.com and Click on Login
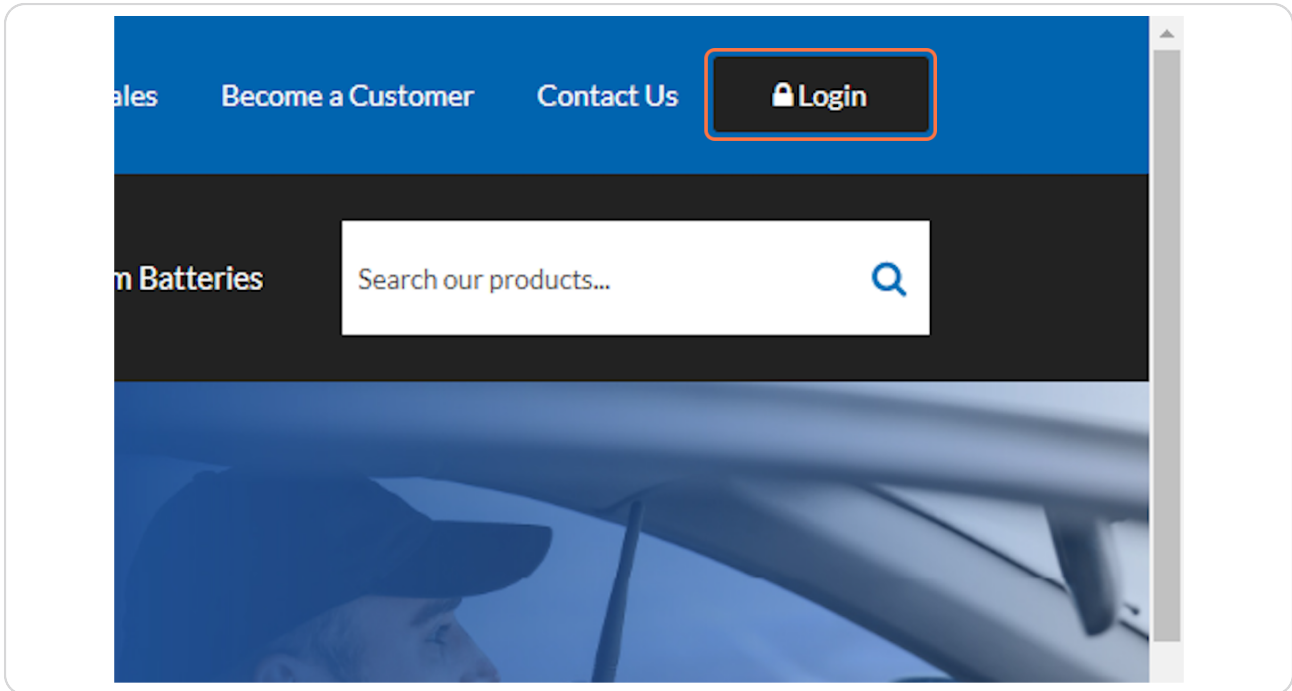
STEP 2

Type in your User Name & Password (provided by the Customer Service Team)

STEP 3

Click on submit

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STEP 4

Click on Account Overview to complete filling out your account information
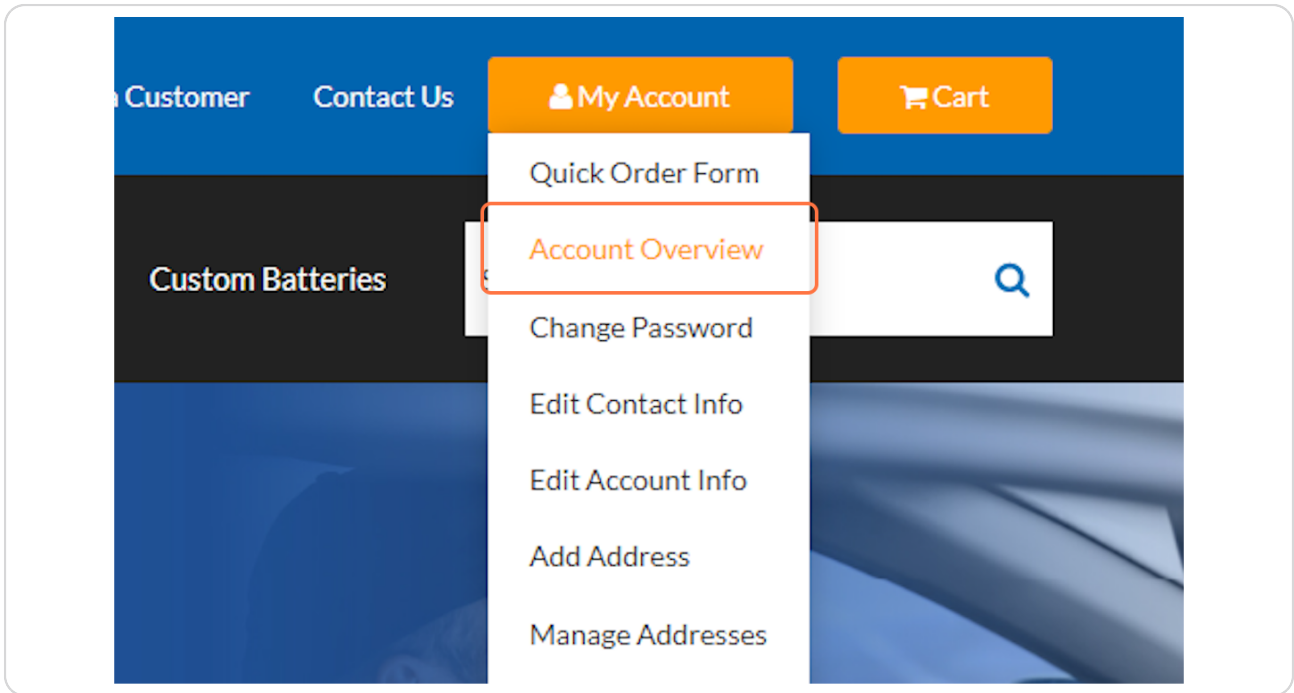
STEP 5

Review the information on your Account Overview
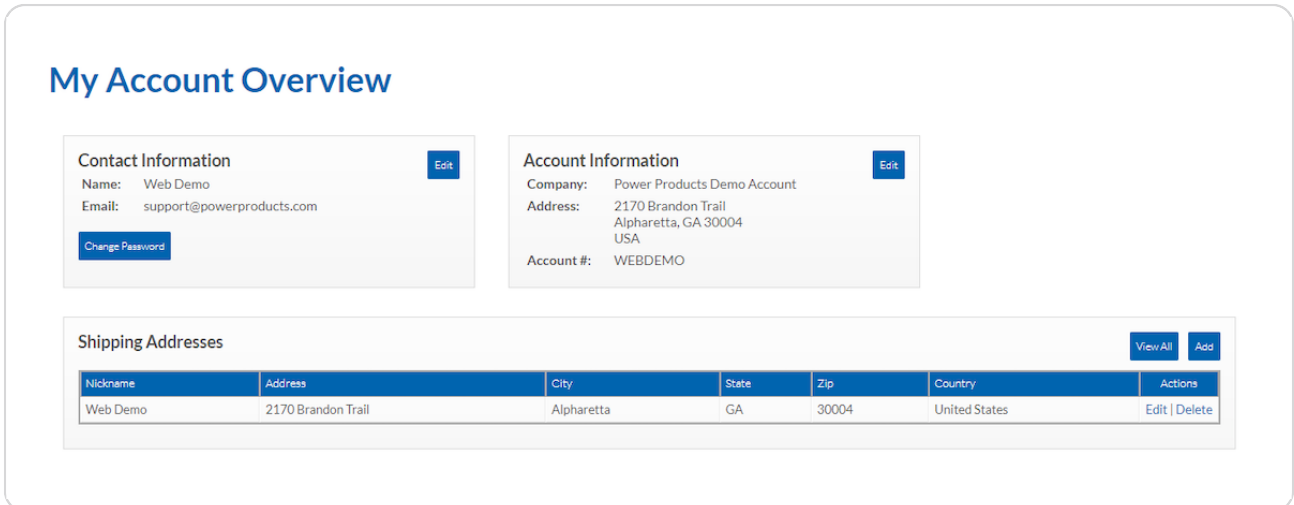
STEP 6

Click on Edit to change your shipping address
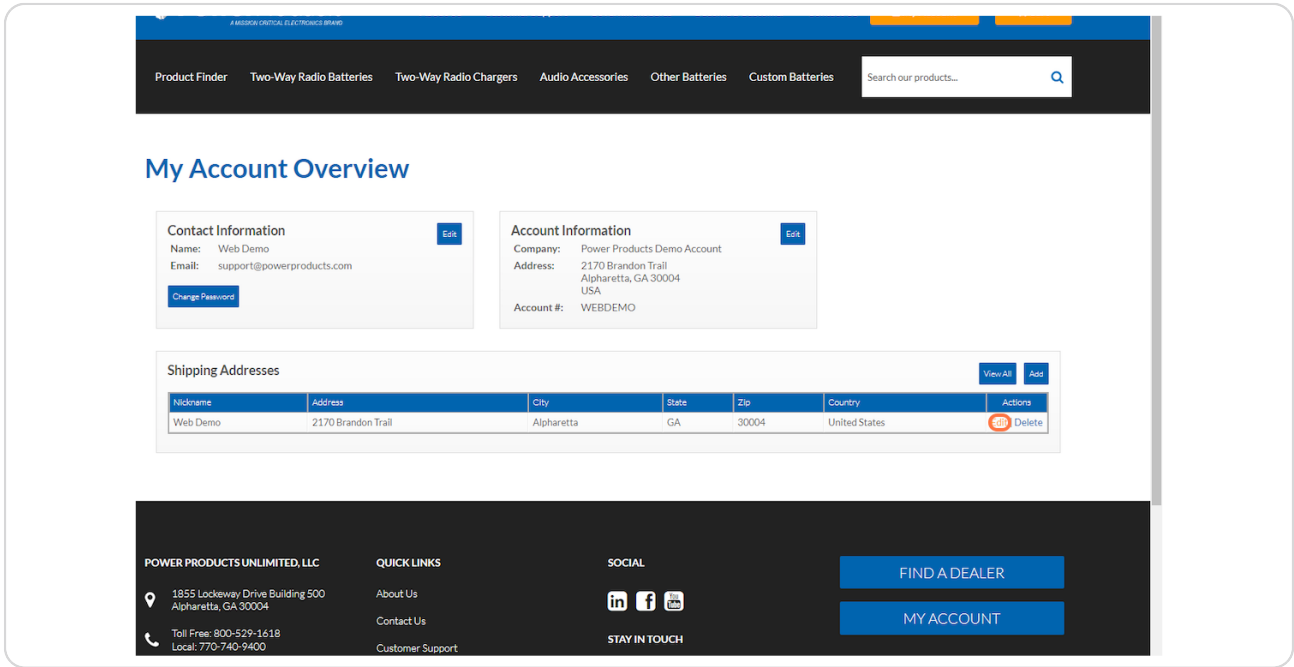
STEP 7

Update your shipping address and information
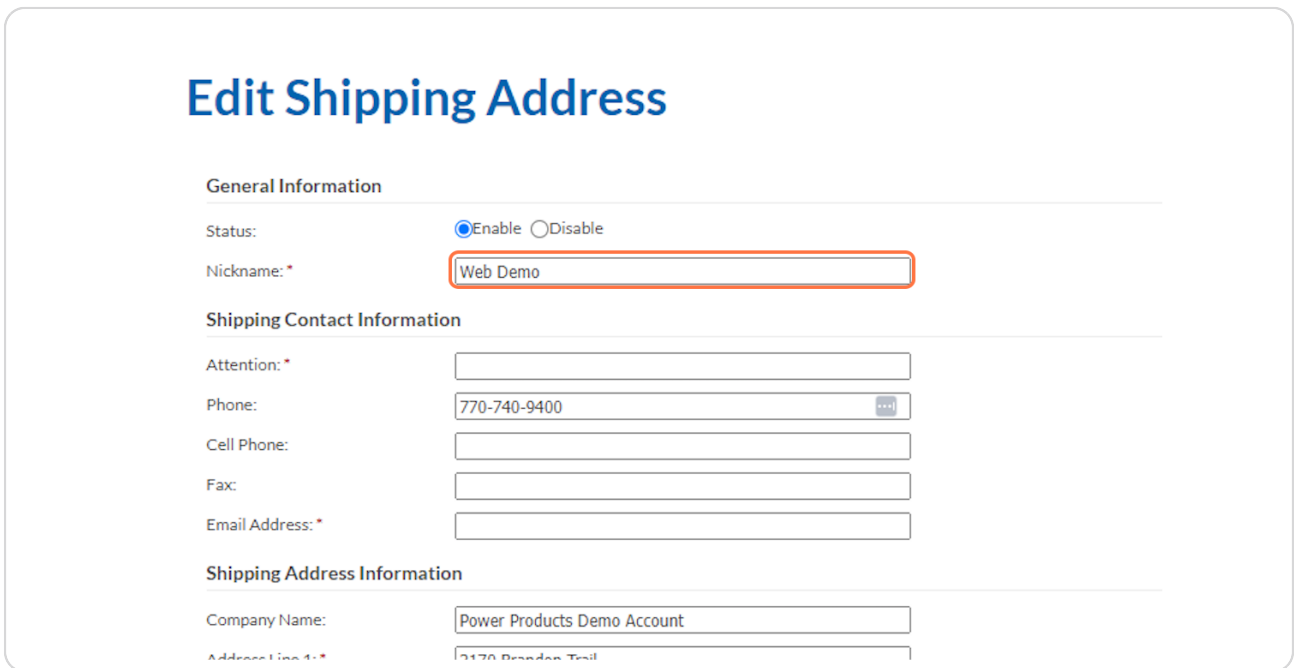
STEP 8

Click on Submit once you have finished updating your information

STEP 9

To change your contact information, click on Edit in the Account Overview

STEP 10

Update or change your contact information
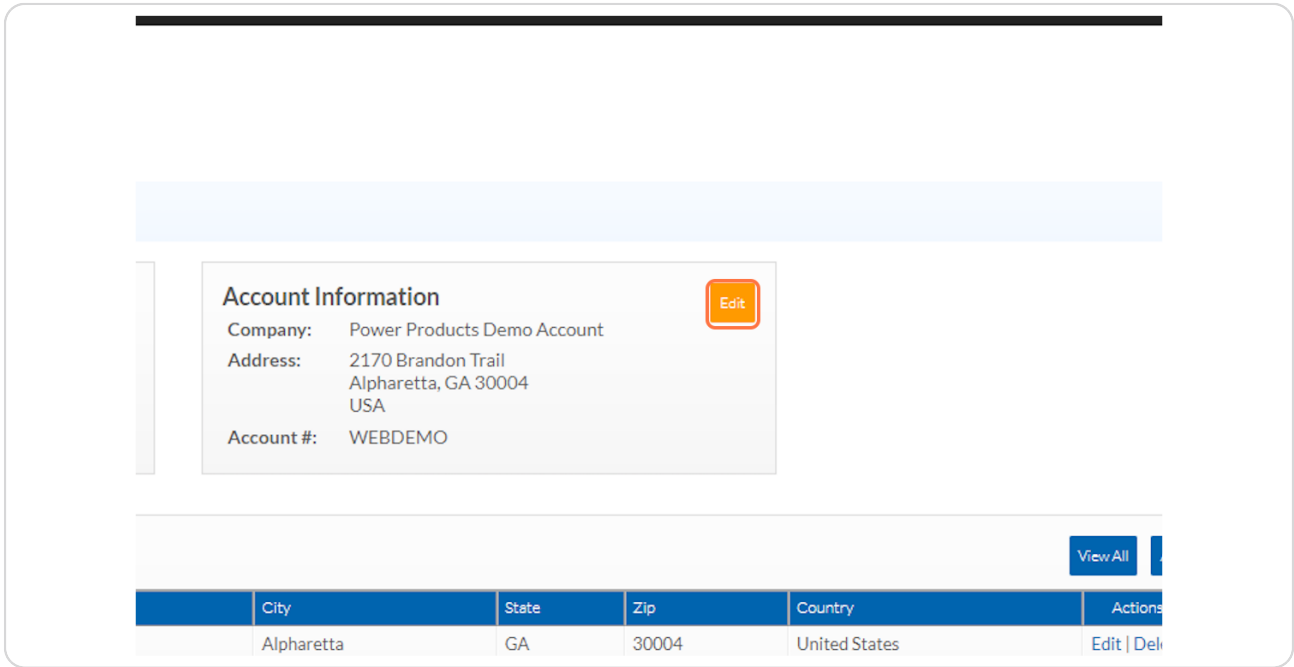
STEP 11

Click on Submit

STEP 12

To change your Account Information, click on Edit
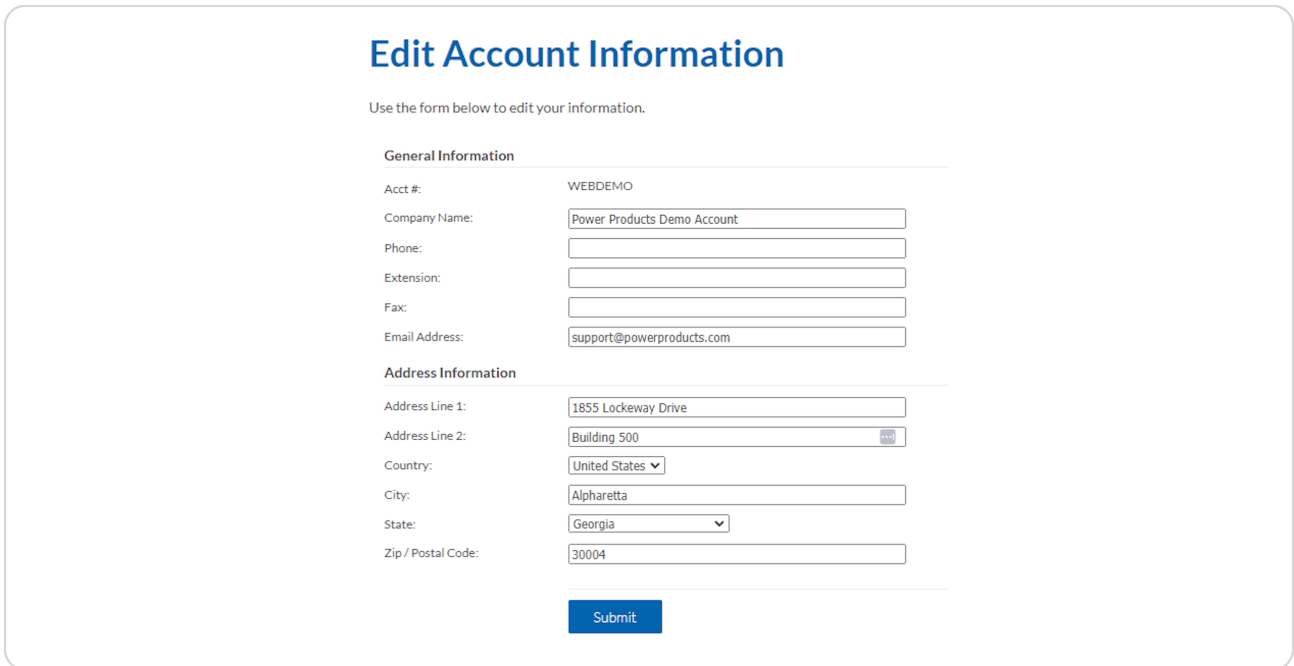
STEP 13

Update or change your Account Information

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STEP 14

Click on Submit

Address Line 1:	2170 Brandon Trail
Address Line 2:	
Country:	United States ⌄
City:	Alpharetta
State:	Georgia ⌄
Zip / Postal Code:	30004

[Submit]

STEP 15

Click Return to Home Page

Two-Way Radio Chargers   Audio Accessories   Other Batteries   Custom Batterie

Your Account Information has been updated.

[Return to Home Page]

UICK LINKS   SOCIAL

STEP 17

You have successfully updated your account information and shipping address
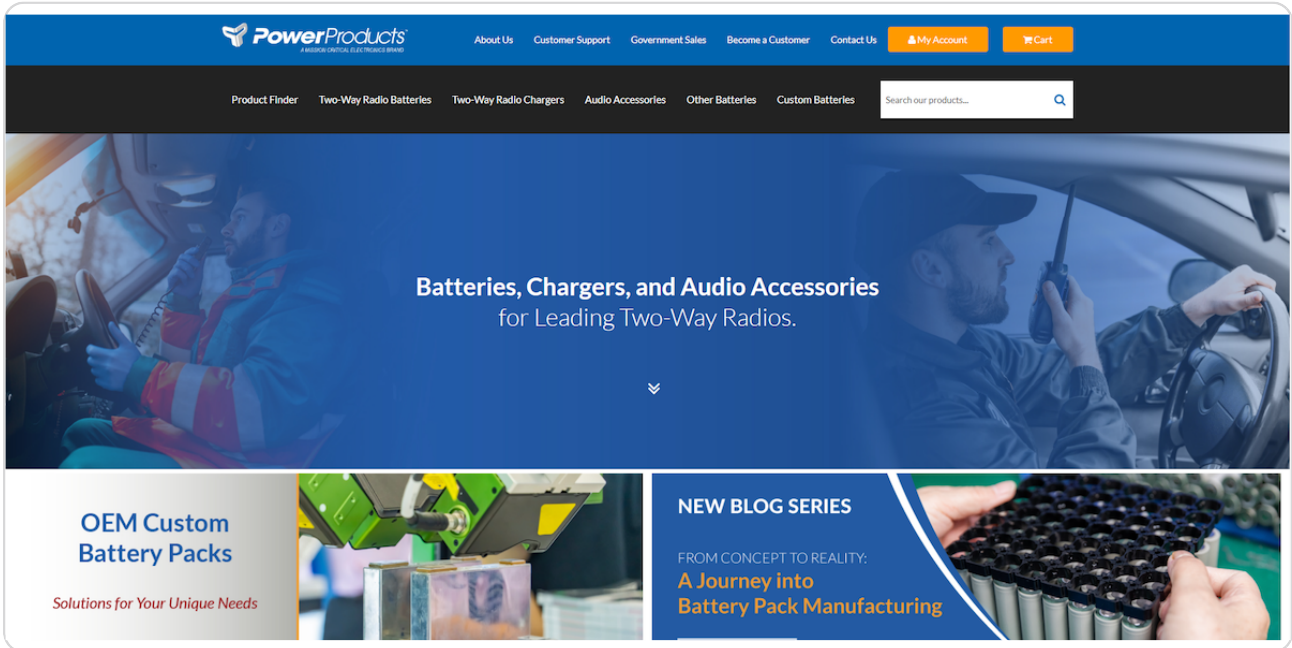
Navigating and Managing Invoices and Orders: Step-by-Step

12 Steps

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P Power Products | Two-Way Radio Batteries |... 12 Steps ⬈

STEP 1

Click on Login
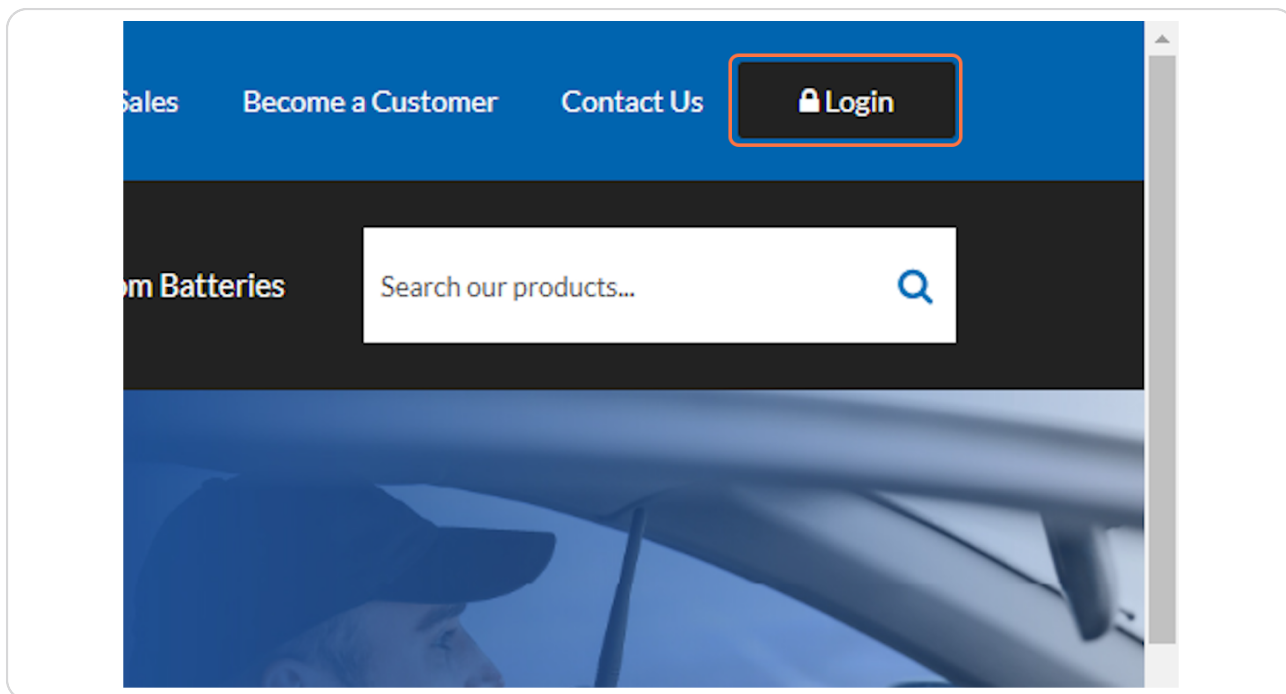
STEP 2

Enter your login information (Provided by the Customer Care Team) and click on submit

STEP 3

To view your invoices, go to the My Account dropdown menu
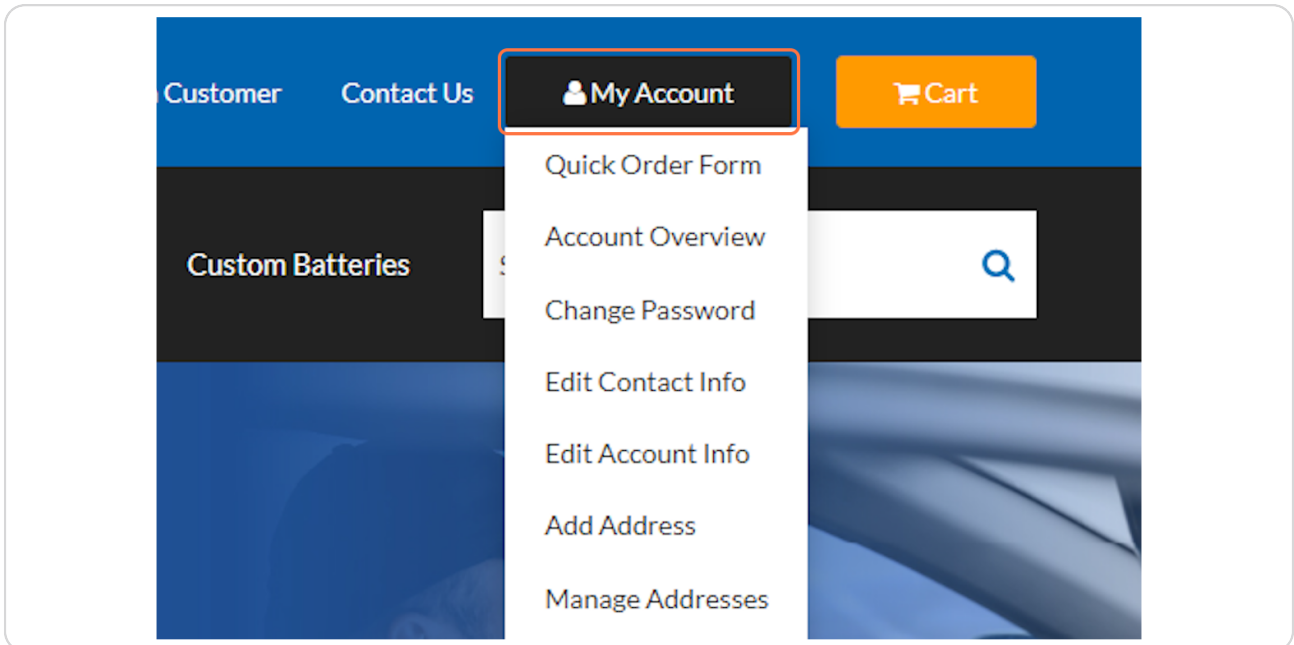
STEP 4

Click on Open Invoices

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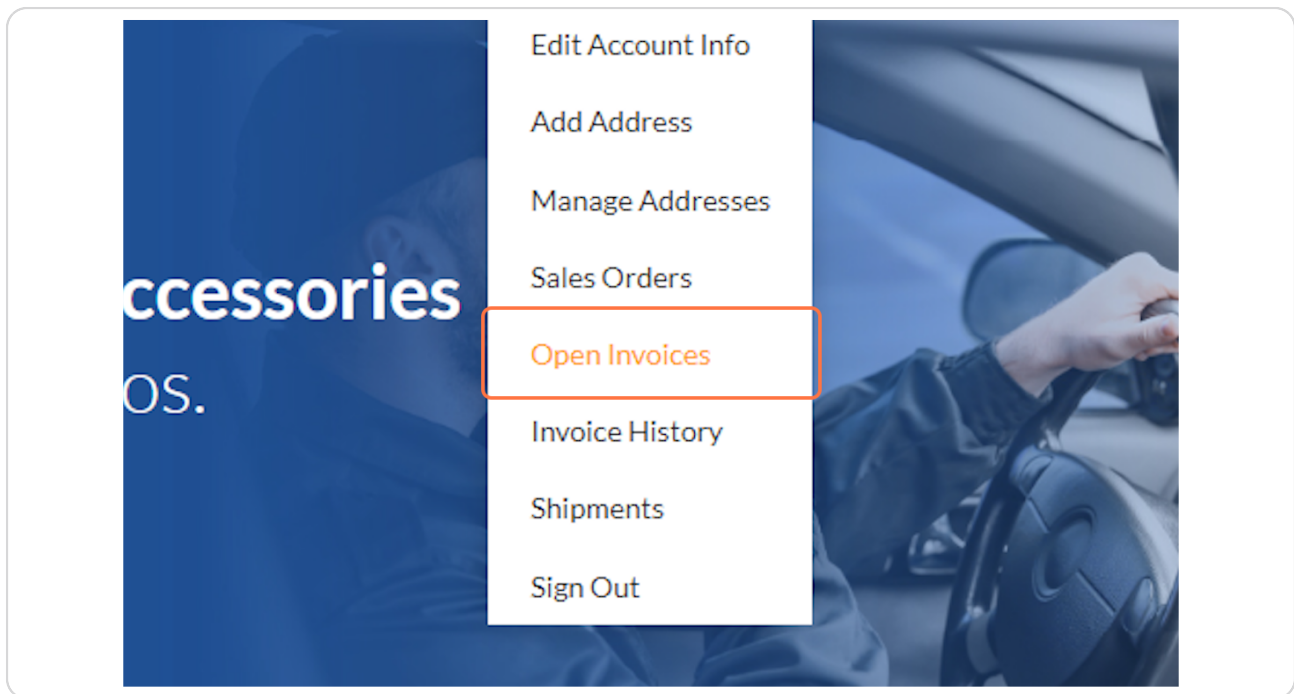
STEP 5

It will take you to a page showing all your currently open invoices

You can search and filter your invoices by:
Open or Closed
By Invoice Date
By Due Date

STEP 6

To view the details of a specific invoice, click on View under the actions column

STEP 7

It will take you to the detail page of that invoice

STEP 8

To view your shipments and tracking, go to the My Account dropdown menu
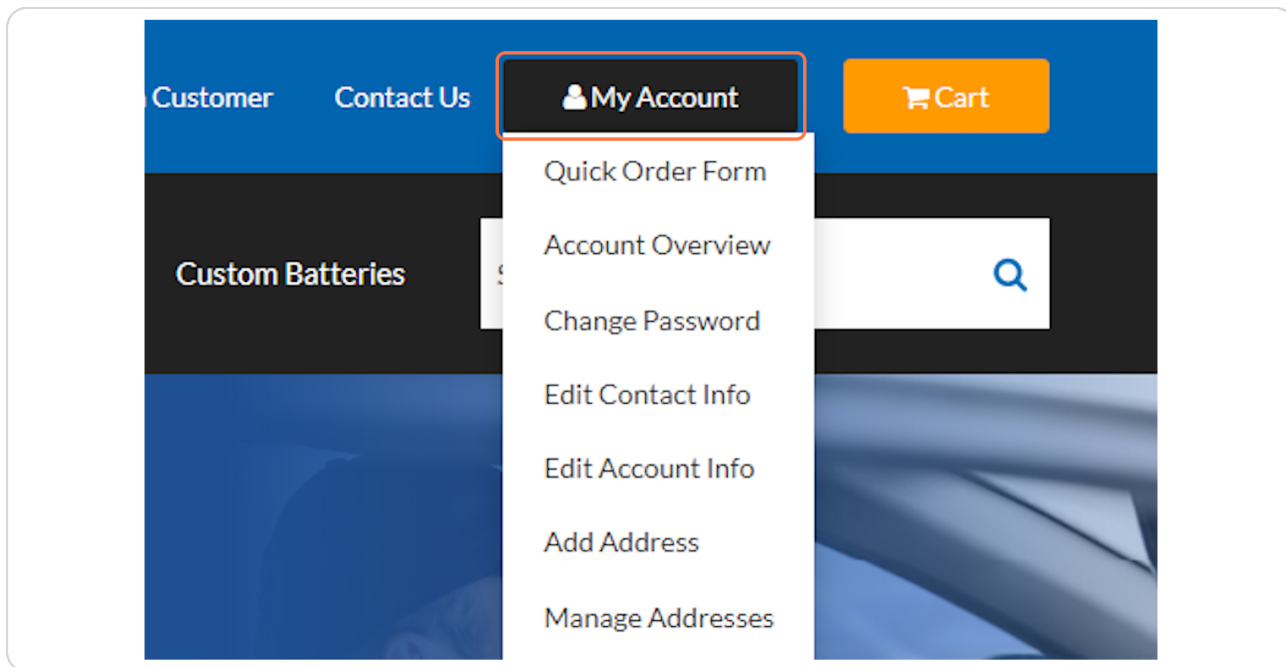
STEP 9

Click on Shipments
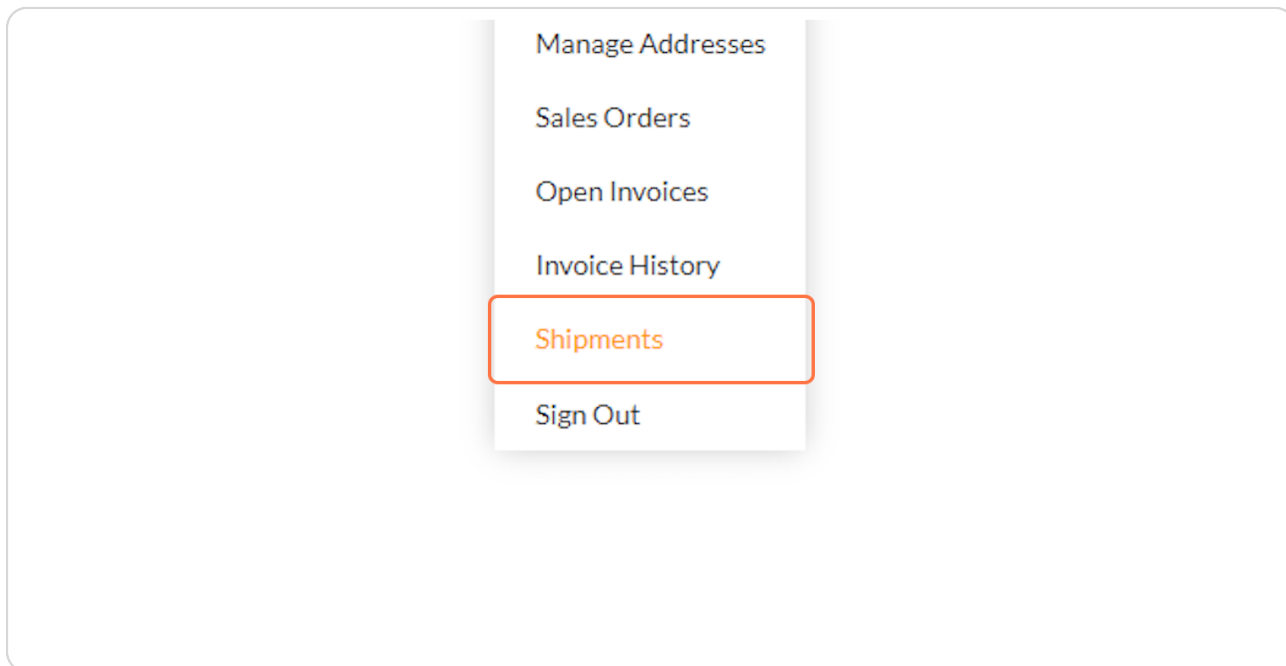
STEP 10

This will take you to the Shipments page which contains all the information about your order, including the tracking number.

You can also search and filter by:
Shipping Date
Tracking Number
Order Number
Invoice Number
PO Name

STEP 11

To view an order in more detail, click on the Order

Tracking #	Order #	Invoice #	PO
23E090328905736	0373672	0525377	
0136105440496436355	0373729	0525421	
	0373779	0525449	
23E090310319117	0372640	0524992	
5536105440454135064	0373284	0524720	
04e560268181073	0373029	0524073	
23E090217067174	0372313	0524096	
23E090308763561	0372312	0524095	
23E090337264519	0372907	0523955	
	0372639	0523927	
23E090304968151	0372785	0523765	
23E090314291756	0372640	0523683	
23E090316109753	0372406	0523269	

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STEP 12

This will take you to the details about that specific order

This page includes:
General information
Order Status
Total
Shipping Address
Details of Products Ordered
Tracking Number

Sales Order #0371039

• 🖨 Print

General Information

Order Number	0371039
Order Date	8/15/2023
Status	Complete
Customer Number	01-SAMPLE2
Customer PO	Chris 8/15/2023
Ship Via	UPS-FREE
Tax Schedule	AVATAX
Terms	07

Order Totals

Product Total	$0.00
Shipping	$0.00
Discount	$0.00
Order Total *	$0.00

* Order total is subject to change based on actual freight charges.

- **Billing Address:**
- LMR SAMPLE ORDERS
- USA
- **Shipping Address:**
- Power Products
- 1855 Lockeway Dr., Bldg 500
- Attn: Chris Fuhrmann
- Alpharetta, GA 30004
- USA

Order Line Items

BP5571LI-1		BATTERY FOR MOTOROLA CLS1110 - 3.7V / 1200 mAh / 4.4 Wh / Li-Ion	5	5.00 shipped 0.00 backordered	$0.00	$0.00
BP5615MH		BATTERY FOR KENWOOD TK260 - 7.2V / 2000 mAh / NiMH	1	1.00 shipped 0.00 backordered	$0.00	$0.00
BP5617MH		BATTERY FOR KENWOOD TK190 - 7.2V / 2000 mAh / NiMH	1	1.00 shipped 0.00 backordered	$0.00	$0.00
BPKNB48L-07		BATTERY FOR KENWOOD NX200 - 7	1	1.00 shipped 0.00 backordered	$0.00	$0.00
BPKNB48LI-48		BATTERY FOR KENWOOD NX200 - 7.2V / 4800 mAh / 34.6 Wh / Li-Ion	1	1.00 shipped 0.00 backordered	$0.00	$0.00
/C SHIP CLASS 9 NEXT DAY AIR - NO LABELING REQUIRED		Default Item Code /C	0	-	$0.00	$0.00

Invoices

0521200	$0.00	8/15/2023	Paid	$0.00	9/14/2023

Shipments

8/15/2023	UPS-FREE	0521200	No tracking info 1za23e090154800142	-

How to Search for Products on the Power Products Website

30 Steps

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P **Power Products | Two-Way Radio Batteries |...** 30 Steps ⬈
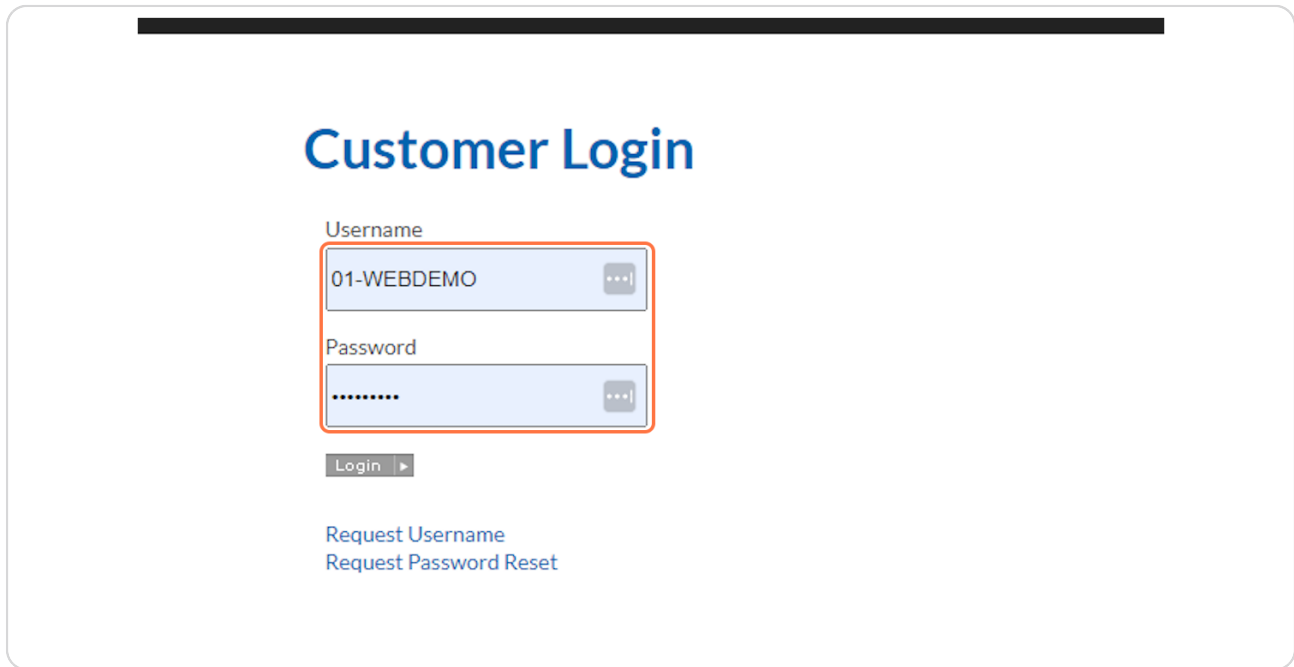
STEP 1

Go to powerproducts.com and Click on Login
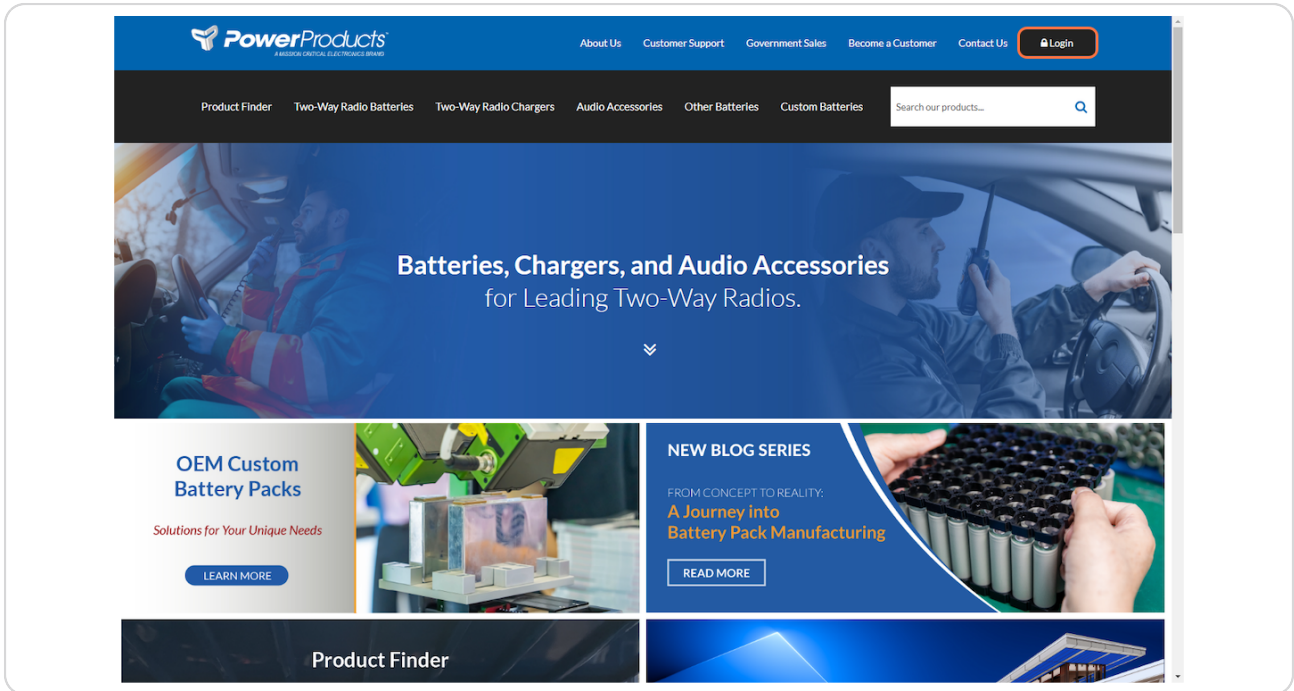
STEP 2

Enter your Username and Password (Provided by the Customer Service Team)
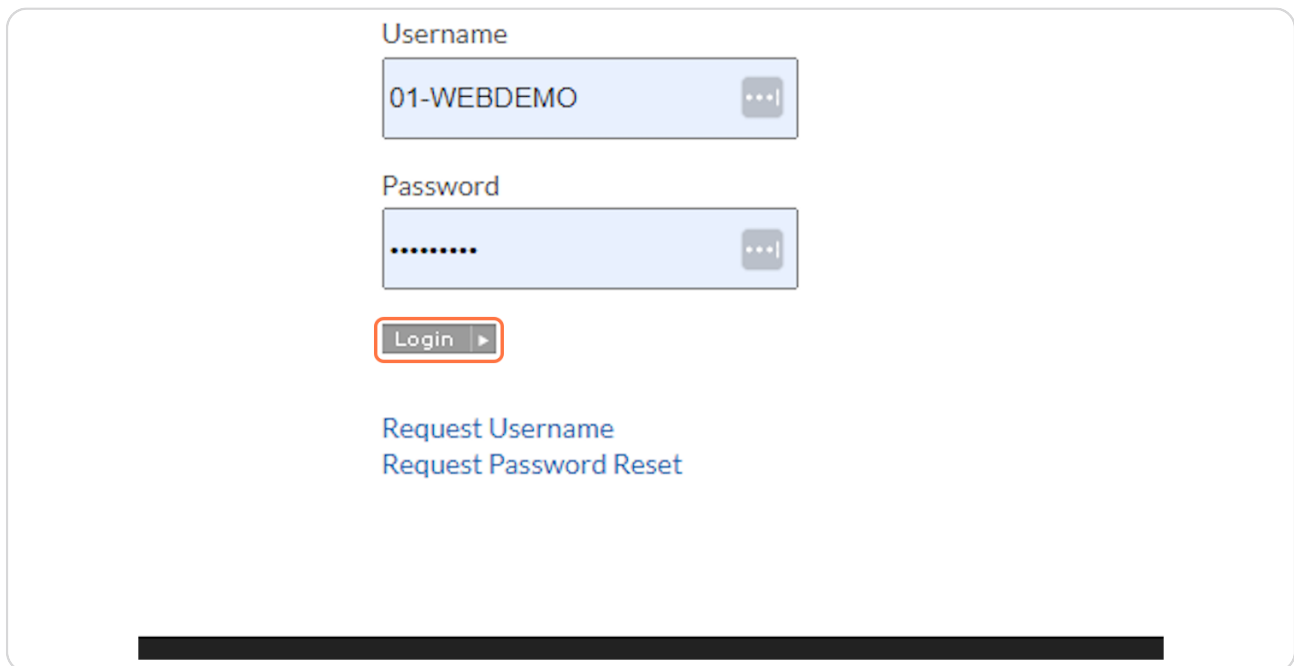
STEP 3

Click on submit

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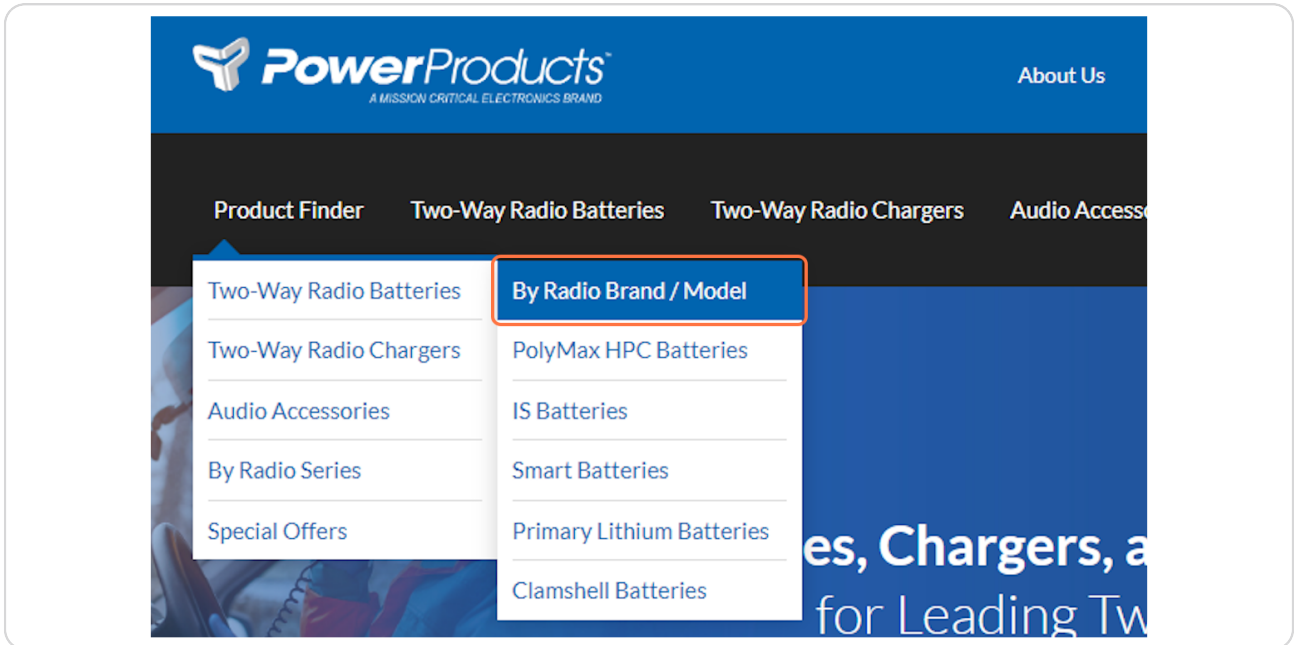
STEP 4

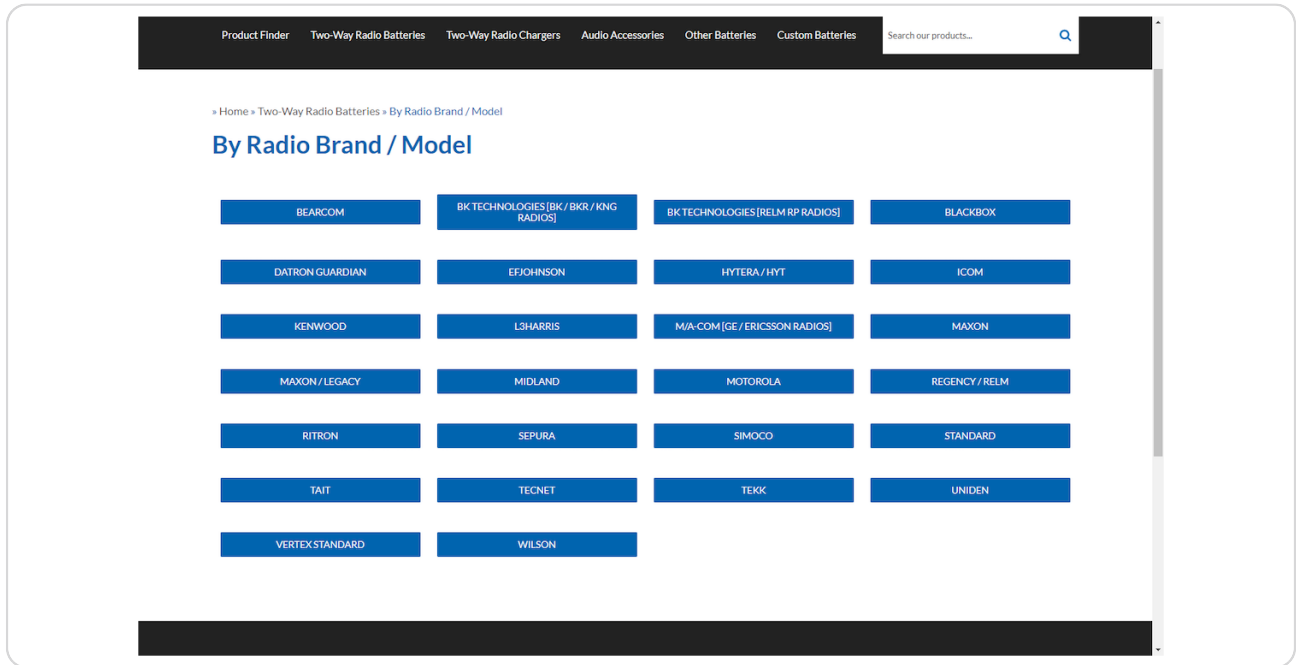## To search for products, hover over the Product Finder dropdown menu
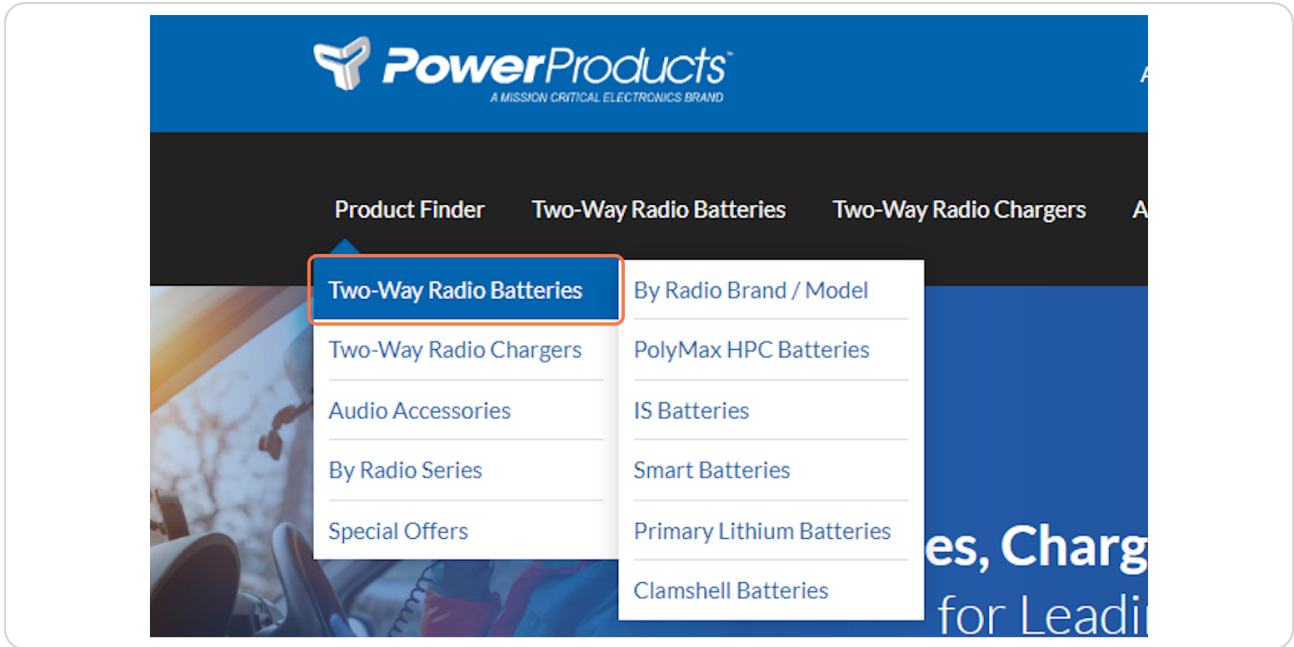
STEP 5

If you want to search for batteries and charger accessories for a specific radio, click on By Radio Brand / Model

STEP 6

By Radio Brand / Model

STEP 7

If you are looking for APX8000 batteries and chargers, Click on MOTOROLA

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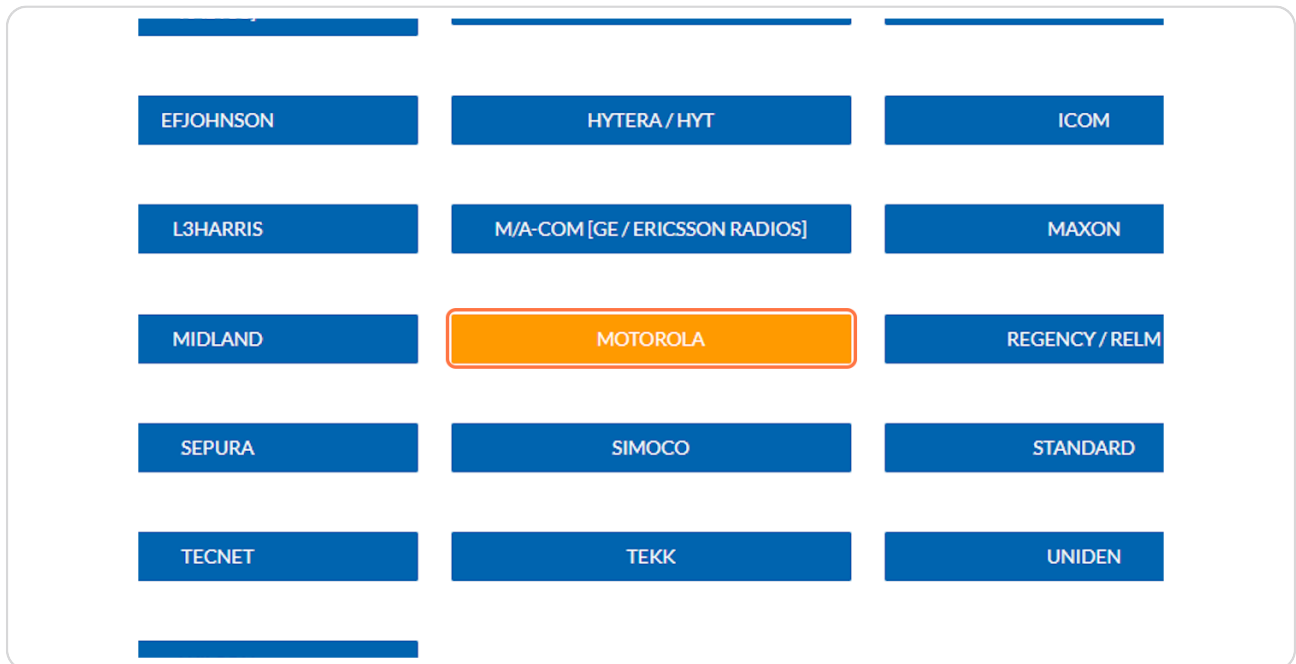
STEP 8

Click on APX6000 / APX6000XE / APX7000 / APX7000XE / APX8000 / APX8000XE
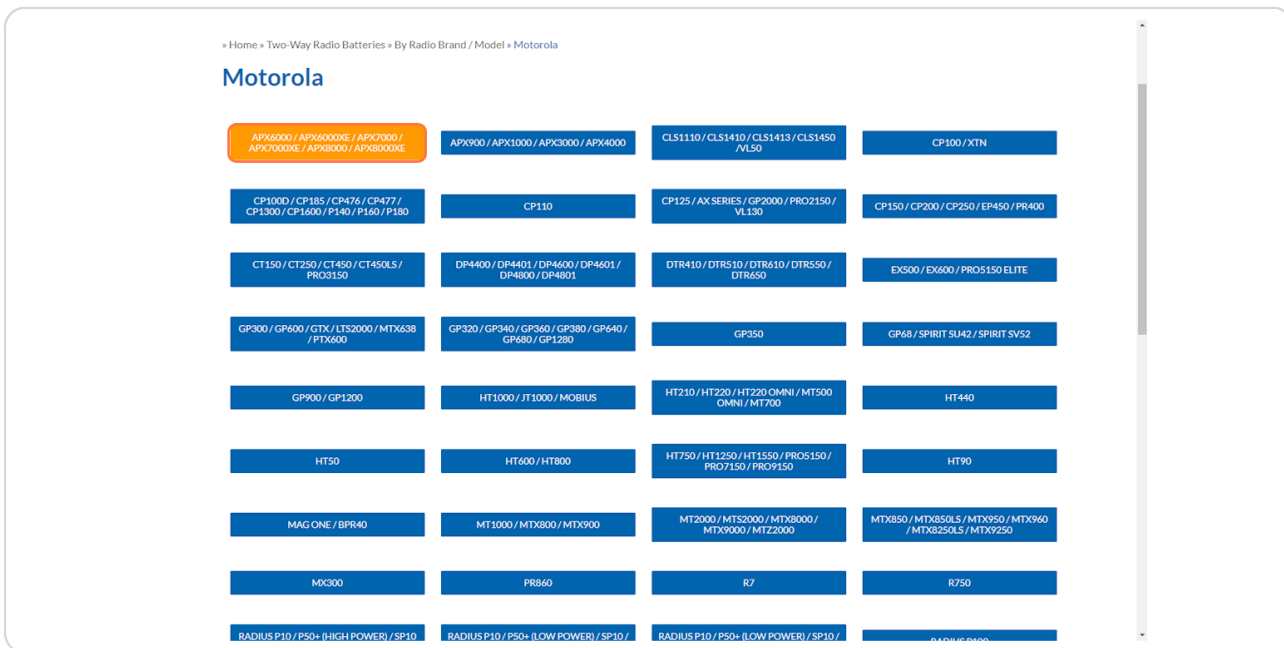
STEP 9

You should see all the available batteries and chargers for that specific radio

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STEP 10

Alternatively, you can search for batteries by type from the Two-Way Radio Batteries drop-down menu
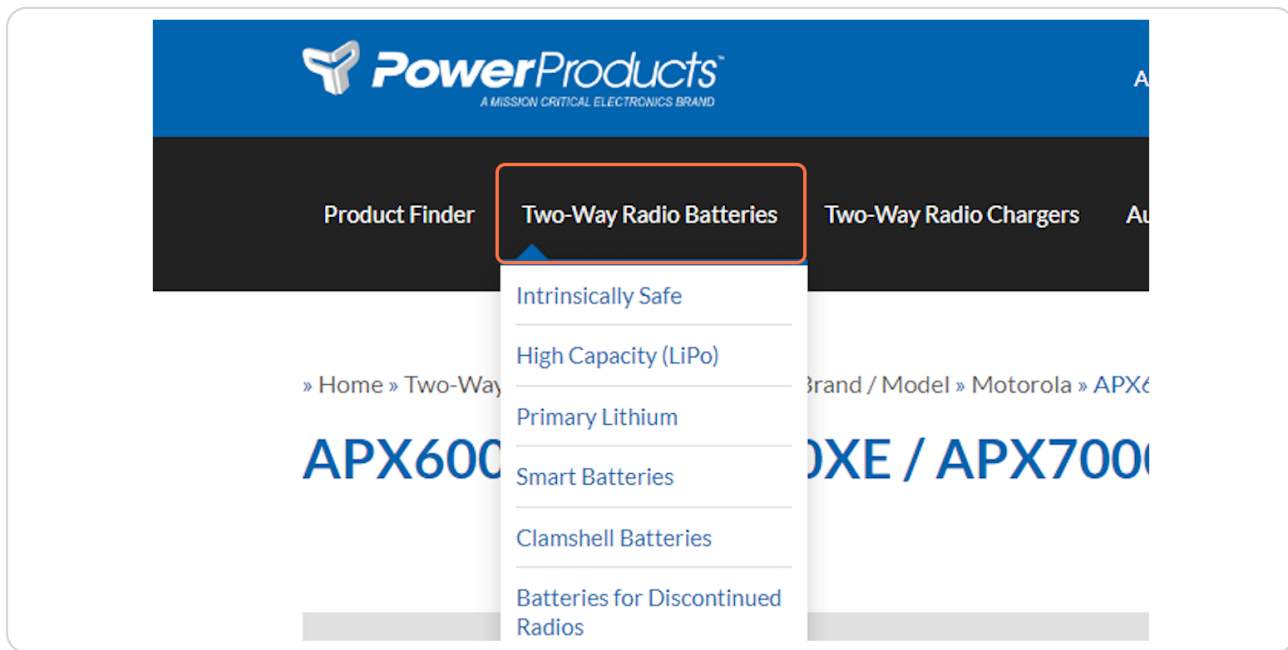
STEP 11

Click on Intrinsically Safe

STEP 12

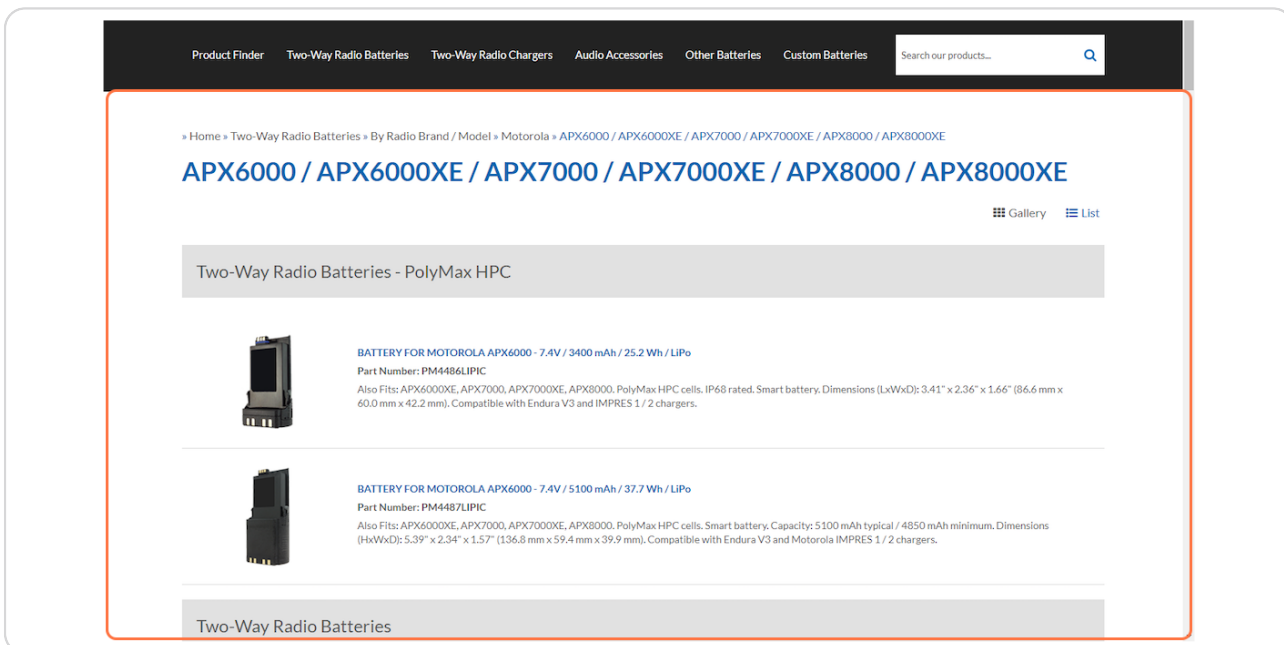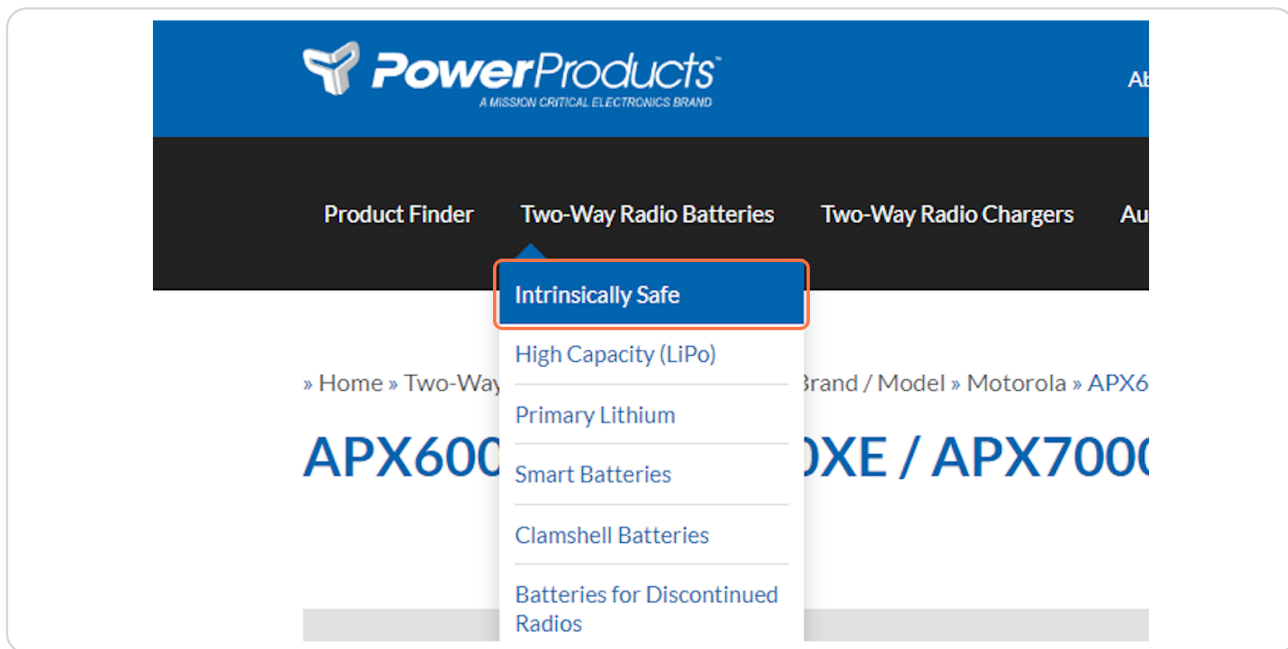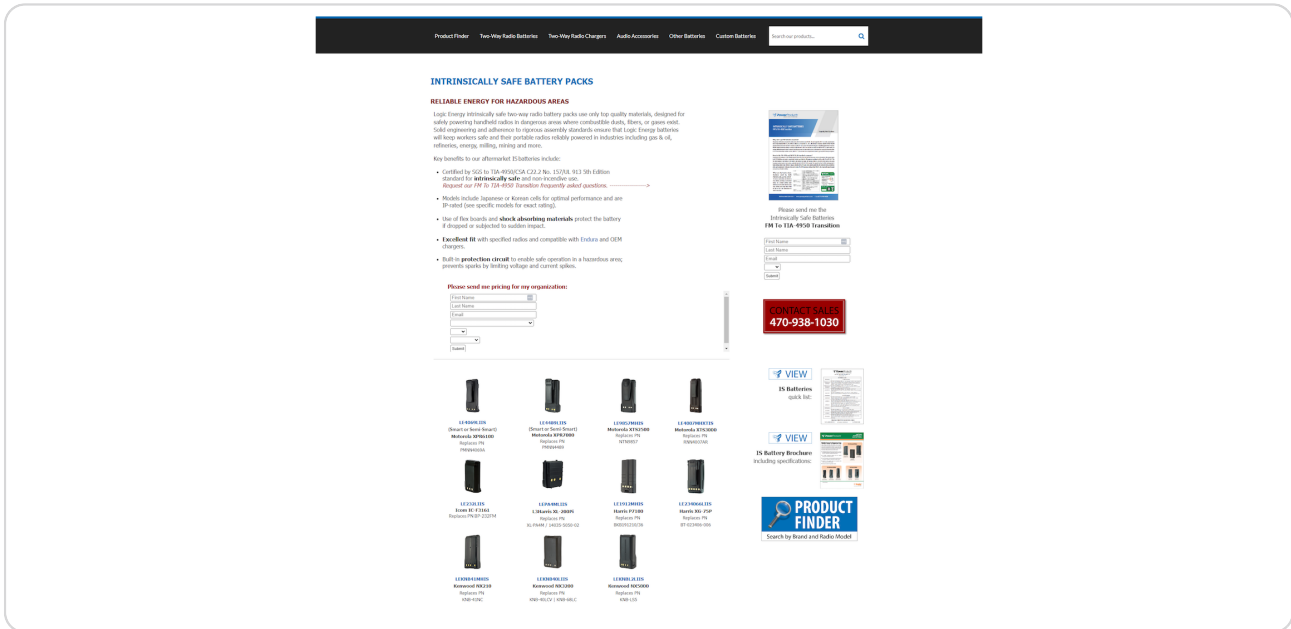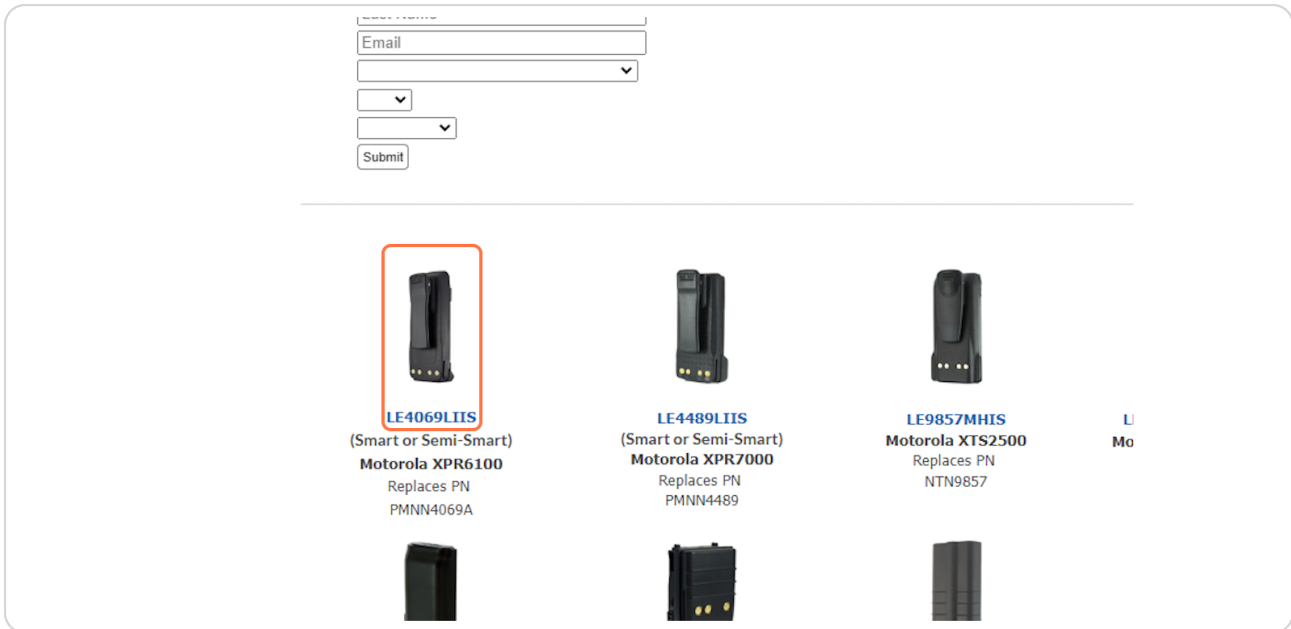## It will take you to an information page about that specific type of battery as well as show the available packs at the bottom of the page

STEP 13

To get more specific details on the battery, click on a battery to navigate to the product details

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STEP 14

The product detail page will have the battery details, Spec sheets, and/or Product Brochures if applicable. It will also show your price for the product if you are logged into your account.

STEP 15

To search for chargers, click on Two-Way Radio Chargers dropdown menu

STEP 16

If you are looking for an EVC charger, Click on In-Vehicle Chargers
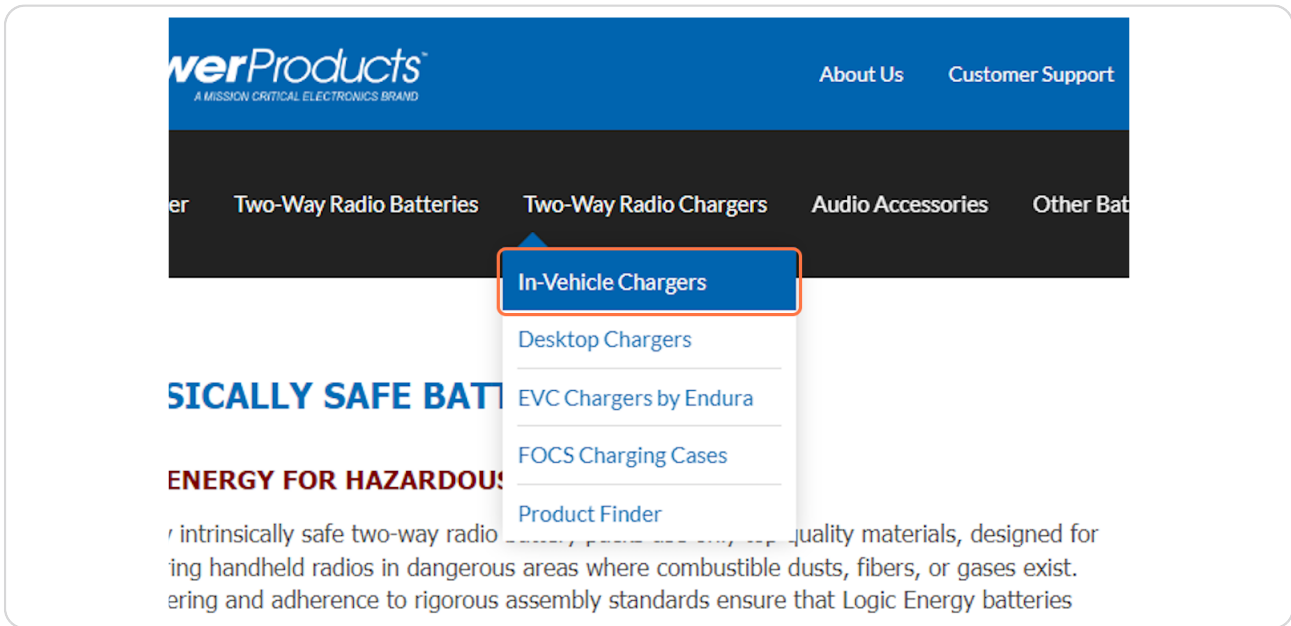
STEP 17

Click on the Gray Box of the type of In-Vehicle Charger you are looking for, like the Rugged Single Unit EVC charger
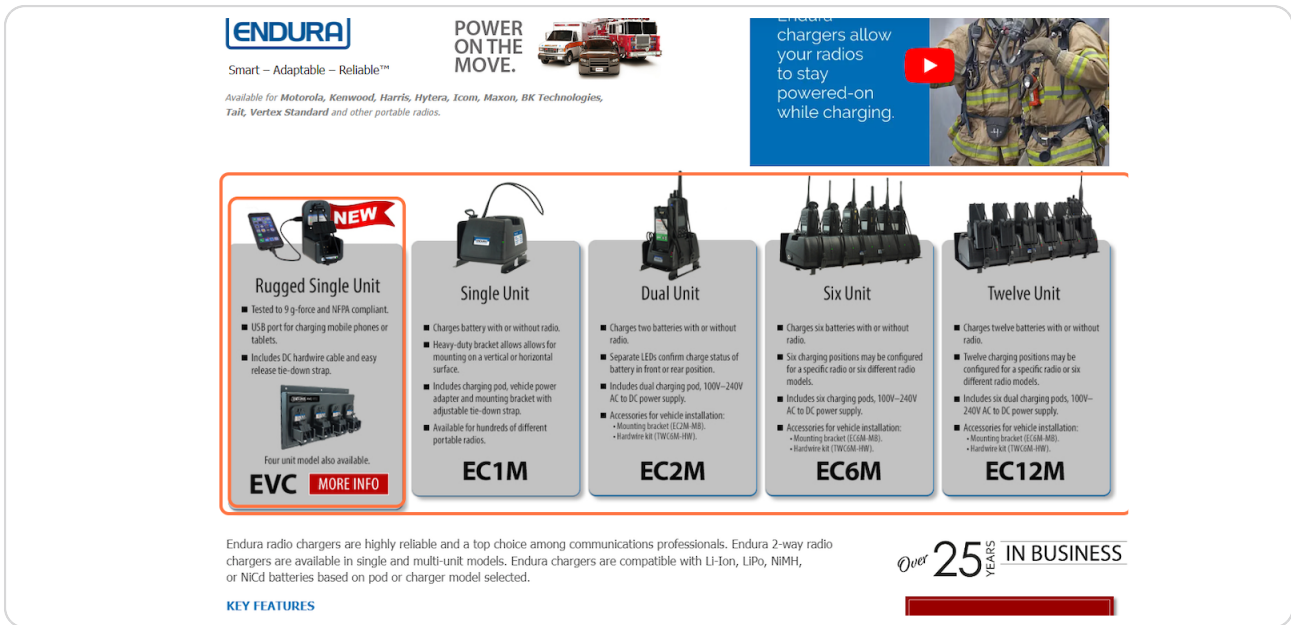
STEP 18

This will take you to the Radio Brand/ Model (Endura) page to find what type of charger you are looking for
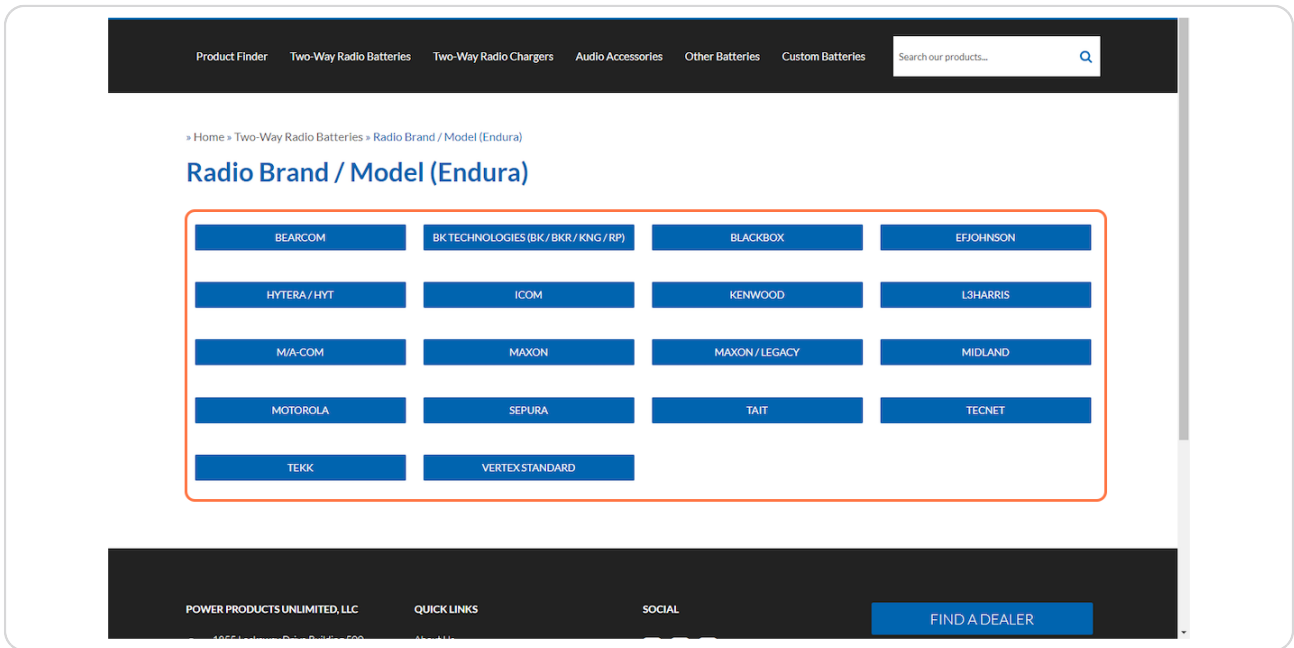
STEP 19

For example, Click on MOTOROLA

STEP 20

Click on APX6000 / APX6000XE / APX7000 / APX7000XE / APX8000 / APX8000XE
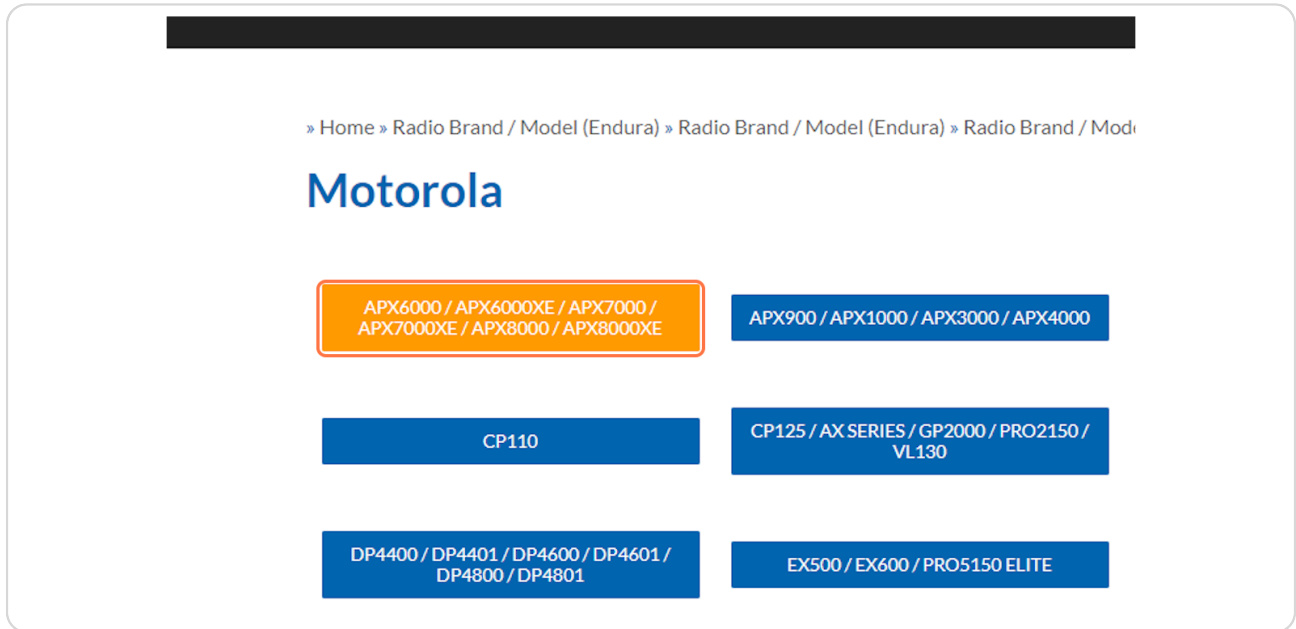
STEP 21

The page will show you all the chargers and batteries we have available for that radio type
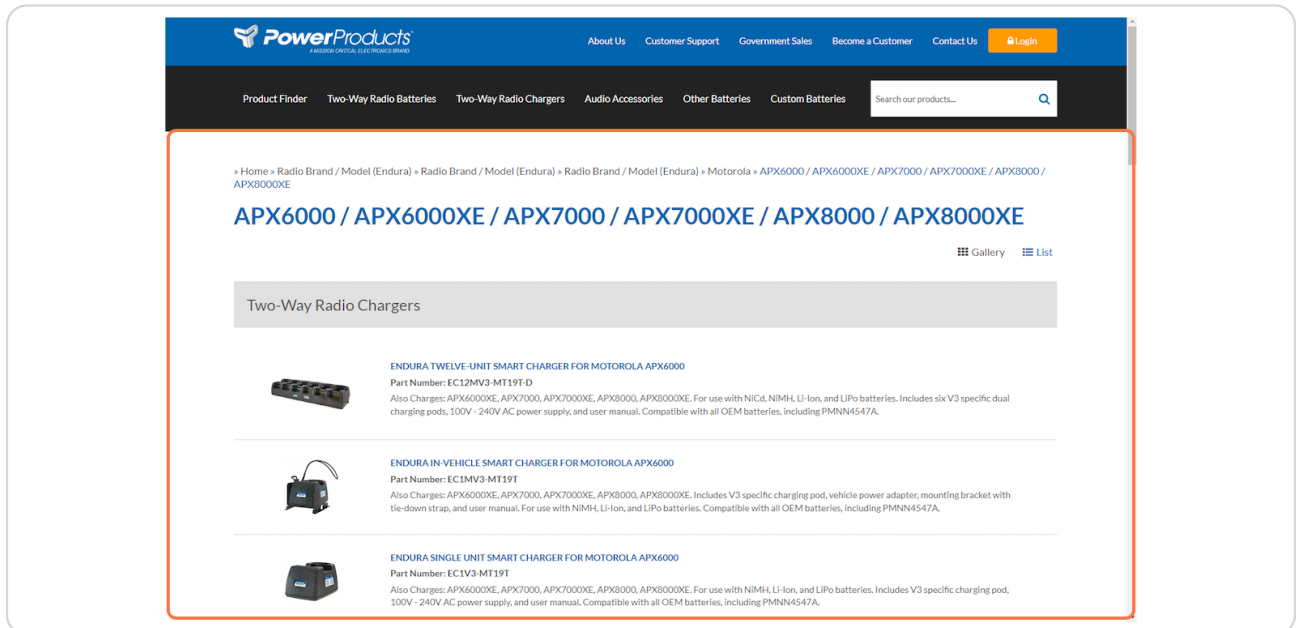
STEP 22

Alternatively, you can search for chargers by Radio Model by clicking the Two-Way Radio Chargers dropdown menu and selecting Product Finder

This will take you to the Radio Brand / Model (Endura) selection page from step 18
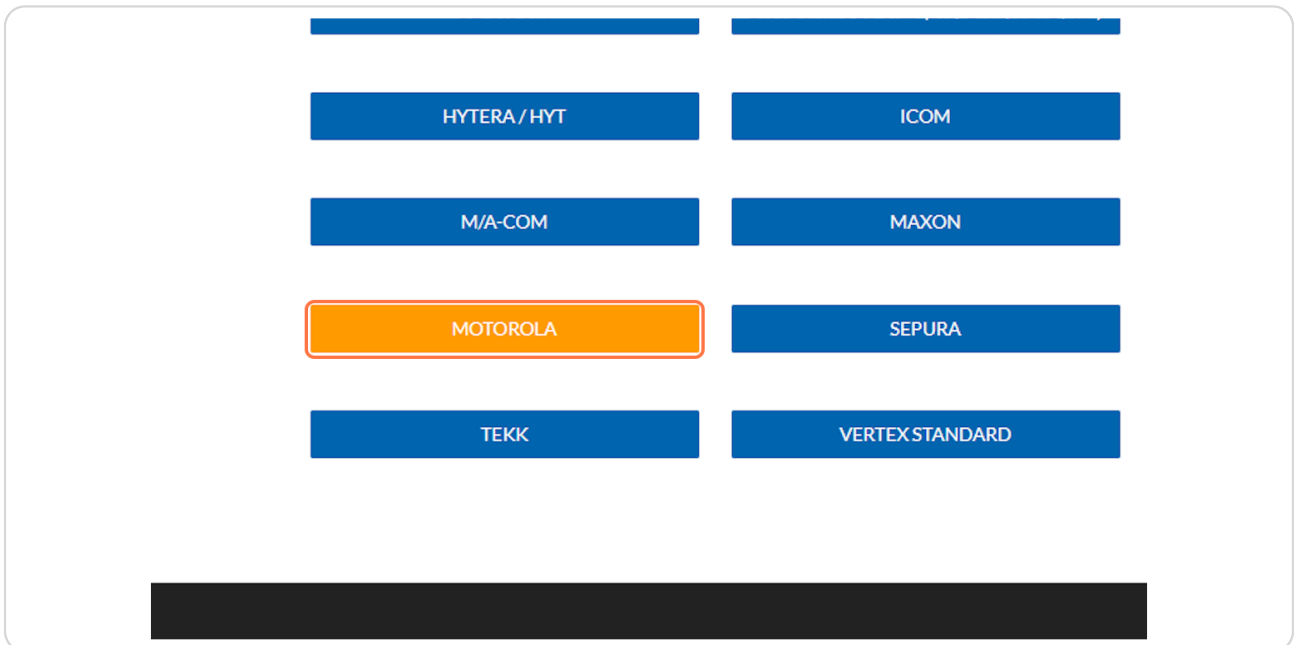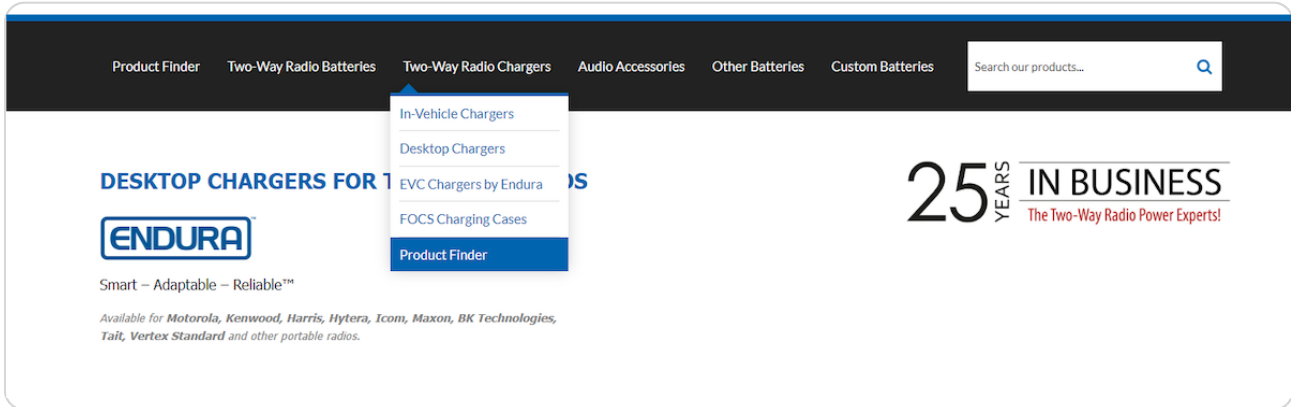

STEP 23

To find audio accessories, click on the Audio Accessories dropdown menu and select Endura Audio
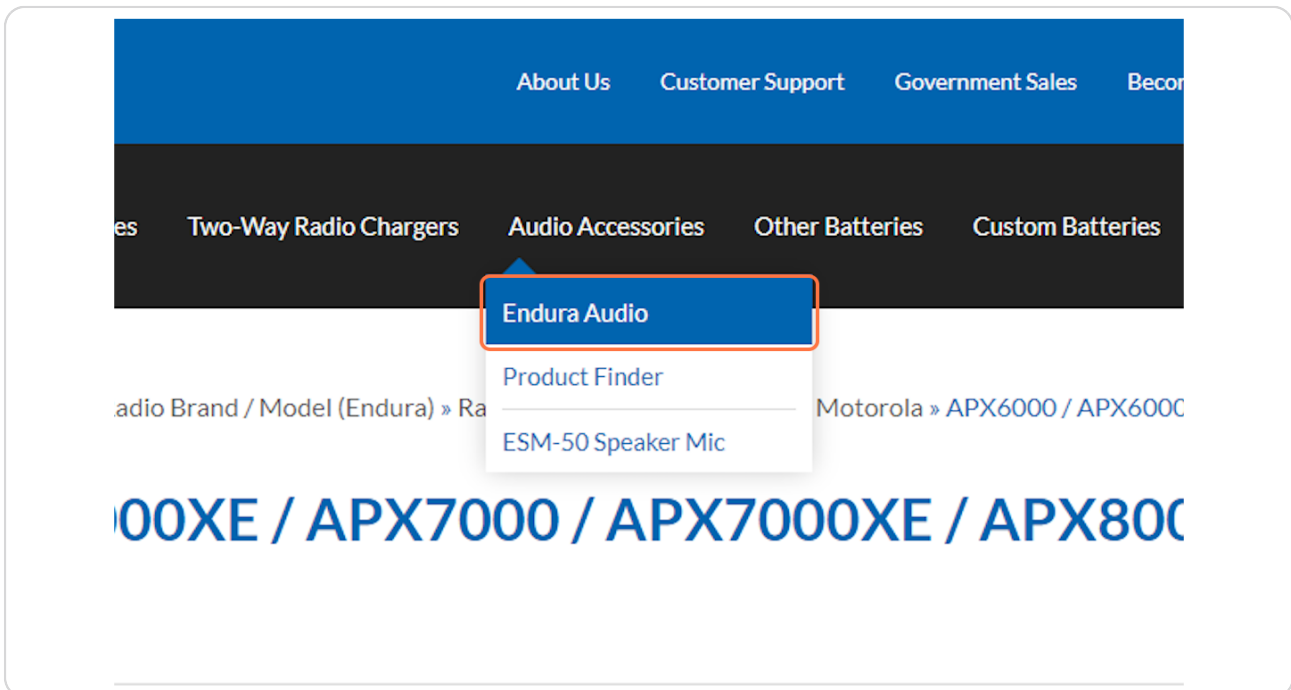
STEP 24

This will take you to the Audio Accessories information page
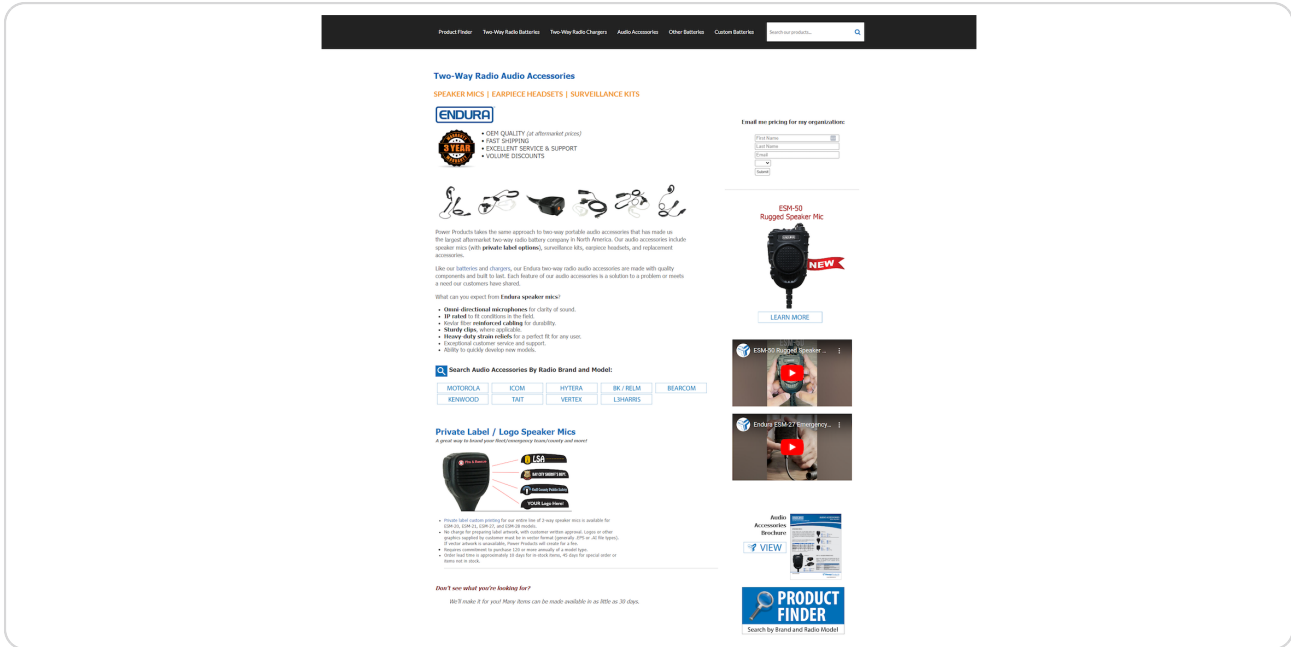
STEP 25

You can search for audio accessories for a specific radio by clicking the Radio Brand on the Audio Page

STEP 26

Click on APX6000 / APX7000 / APX8000 / SRX2200

STEP 27

This page will show you all the available Audio Accessories for that Radio Model

STEP 28

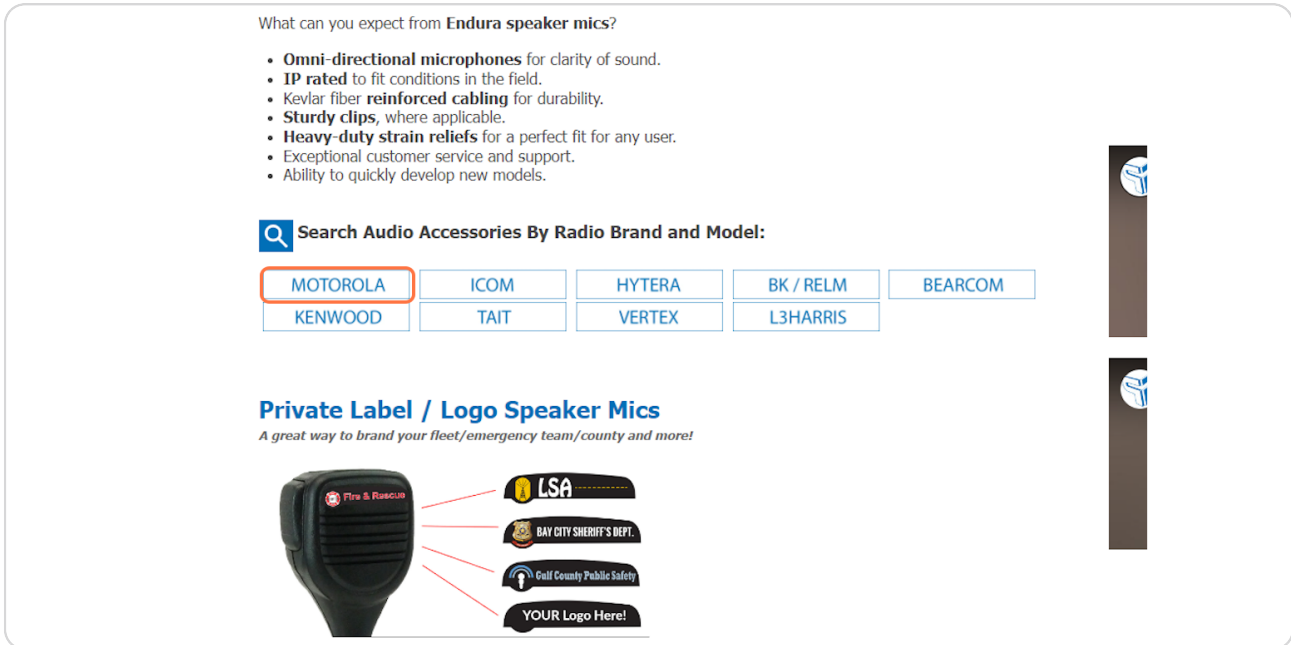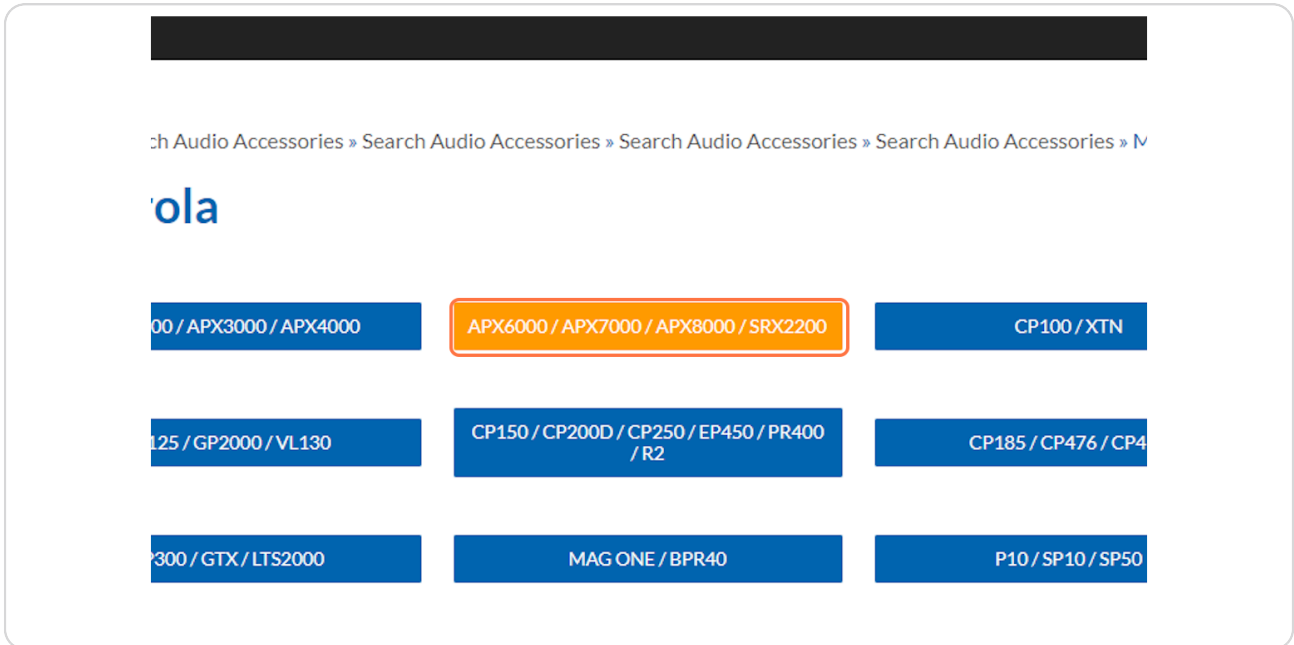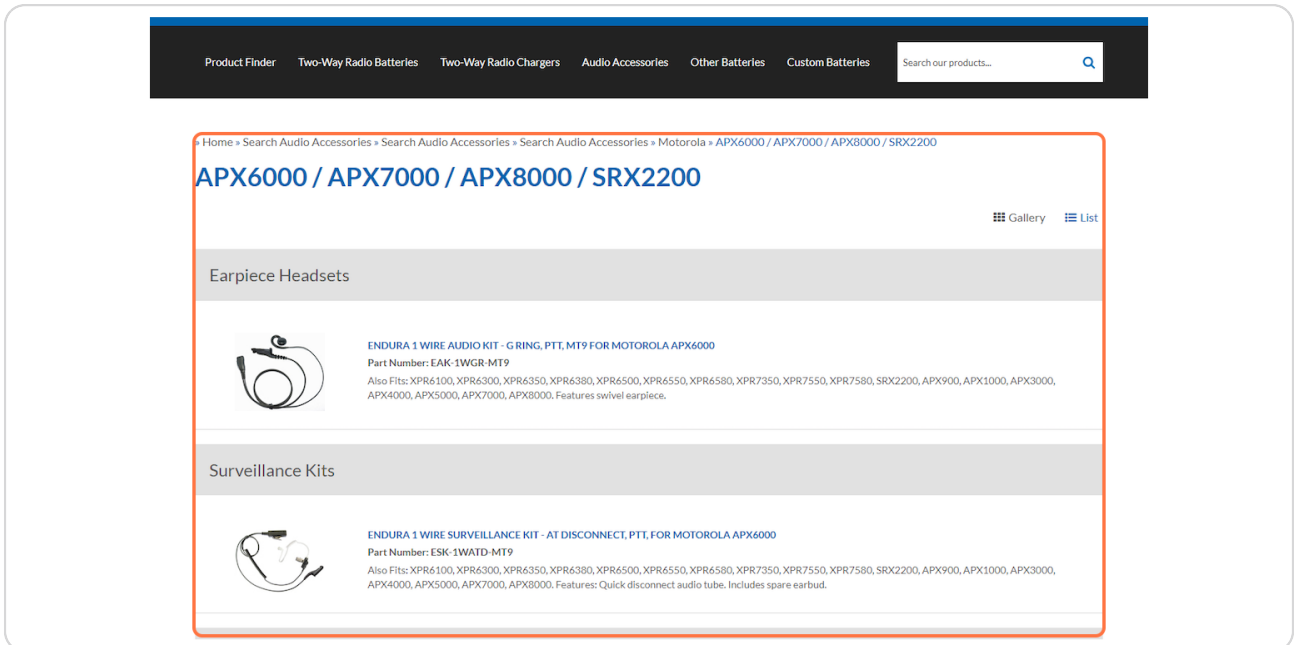# To read the full product description and details, click on a product to go to its product details page

Also Fits: XPR6100, XPR6300, XPR6350, XPR6380, XPR6500, XPR6550, XPR6580, XPR7350, XPR7550, XPR7580, SRX2: APX4000, APX5000, APX7000, APX8000. Features: IP54 rated, 3.5 mm port for optional listen only earpiece.

ENDURA SPEAKER MIC FOR MOTOROLA APX6000
Part Number: ESM-32-MT9

Also Fits: XPR6100, XPR6300, XPR6350, XPR6380, XPR6500, XPR6550, XPR6580, XPR7350, XPR7550, XPR7580, SRX2: APX4000, APX5000, APX6000XE, APX7000, APX7000XE, APX8000, APX8000XE. Features: IP67 rated, extra loud audio (listen only earpiece, 4.5 mm cable, replaceable clip.

ENDURA RUGGED SPEAKER MIC FOR MOTOROLA APX6000 / XPR7000 RADIOS
Part Number: ESM-50-MT9-00

Also Fits: XPR6100, XPR6300, XPR6350, XPR6380, XPR6500, XPR6550, XPR6580, XPR7350, XPR7550, XPR7580, SRX2: APX4000, APX5000, APX6000XE, APX7000, APX7000XE, APX8000, APX8000XE. Features: Dual PTT, emergency button. volume down (-) / volume restore (+) buttons, 3.5 mm port for optional listen only earpiece. IP67 rated.

ENDURA RUGGED SPEAKER MIC WITH AUTO-NEXUS PORT FOR MOTOROLA APX6000
Part Number: ESM-50-MT9-04

Also Fits: XPR6100, XPR6300, XPR6350, XPR6380, XPR6500, XPR6550, XPR6580, XPR7000, XPR7350, XPR7550, XPR7: APX3000, APX4000, APX5000, APX6000XE, APX7000, APX7000XE, APX8000, APX8000XE. Features: Dual PTT, emerge programmable button, volume down (-) / volume restore (+) buttons, 3.5 mm port for optional listen only earpiece. IP67 rat 3M Peltor, Savox, and NATO wired headsets with electret microphone (ECM). Not compatible with NATO wired headsets w

STEP 29

You can also use the search bar to find specific products you are looking for
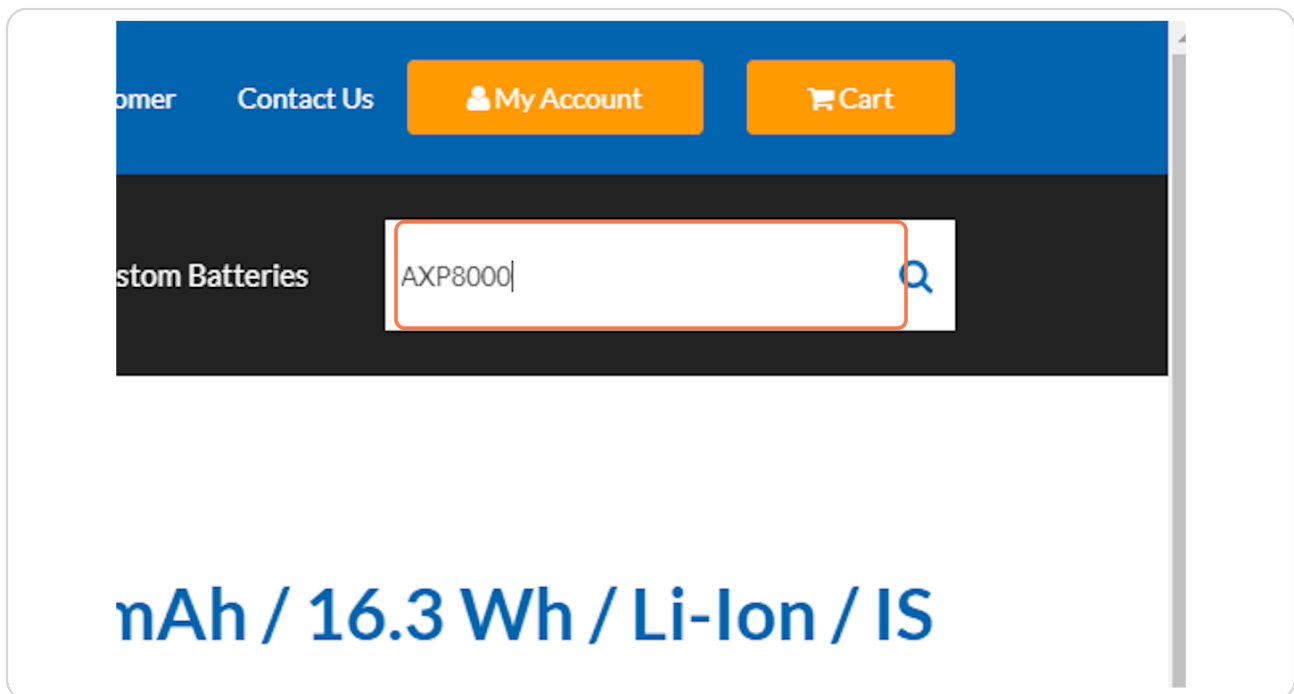
You can search by:
Radio Model / Brand
Product Type
OEM Part Number
Power Products Part Number
Any Battery / Charge / Audio Spec

STEP 30

It will take you to the search results for the products you are looking for