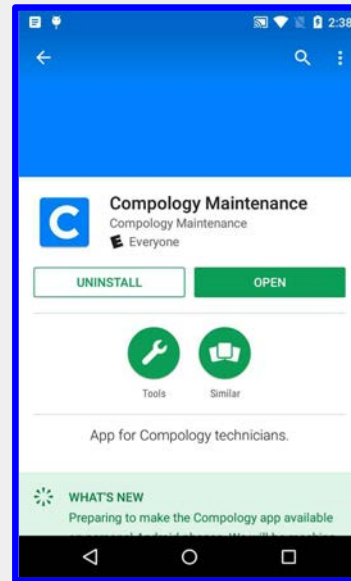


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# Compology Tech App & Maintenance

# The Basics

**NOTICE:**

*This device complies with Part 15 of the FCC Rules and with Industry Canada licence-exempt RSS standard(s).*

*Operation is subject to the following two conditions:*

- 1. this device may not cause harmful interference, and*
- 2. this device must accept any interference received, including interference that may cause undesired operation.*

*Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:*

- (1) l'appareil ne doit pas produire de brouillage, et*
- (2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.*

**NOTICE:**

*Changes or modifications made to this equipment not expressly approved by Compology may void the FCC authorization to operate this equipment.*

# Compology Conduct

As a Compology Technician, it is important to be a positive representative of Compology and the companies we work with. The following are rules you must follow when performing any work on behalf of Compology

## Attire, grooming

- Look professional (no torn, stained clothing)
- Wear your Compology logo'd apparel if appropriate

## Identification

- Carry personal identification
- Carry Compology identification/Business cards (if provided)
- Wear your Compology high vis vest and hard hat

## Behavior

- Do
  - Be polite & friendly
  - Smile!
  - Practice safety!
- Dont
  - Foul language
  - Pressure customer/insist to do install
  - Avoid interaction with customers
  - Use customer facilities

# On-site Behavior

## **Customer objections**

- Never argue with customers
- If an individual has an objection to your being there or having a camera installed, give them contact information for the project point of contact and leave the site
  - Maintain a polite & positive attitude
  - Contact Compology and let them know you were unable to complete the install, the circumstances and whom you dealt with on location

## **Unable to install & reporting**

- Immediately notify Compology & Customer if a business/individual shows objections to having a camera installed on their container.

## **Site tidiness and clean up**

- Leave No Trace policy: Pick up any debris created during installs (empty boxes, drill bits, etc).
- No loitering on site, leave promptly

## **Zero tolerance items**

- Theft
- Smoking
- Alcohol or drug use

# On-site Behavior (continued)

## Complaints

As a Technician, you will visit businesses and residences to service Compology equipment and there can be times when you receive a complaints from them

- A complaint is any scenario of the following scenarios:
  - Does not want sensor installed/did not approve installation
  - Was not notified by Hauler
  - Starts asking questions about issues with their service with the Hauler

## Responses

- If a complaint is related to sensor installation, offer to come back another time after they have spoken with the Hauler. Provide letter of authorization and contact information
- If a complaint is related to hauler service, provide contact information for Hauler representative and verify that they are comfortable with installation.

## Reporting

- Report all complaints to the Compology project manager same day.
  - Information needed when giving report:
    - Business/Location Name
    - Address
    - Date & Time
    - Name of individual making complaint
    - Any other useful information
  - Compology main number: 415-848-9169

# Compensation

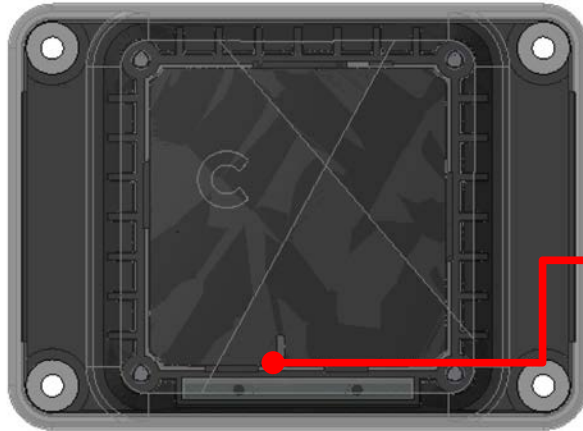
Installations

\$20 flat rate per install

Maintenance

\$40 flat rate per task  
\$30 flat rate per  
attempted task

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**STATUS INDICATOR LIGHT**

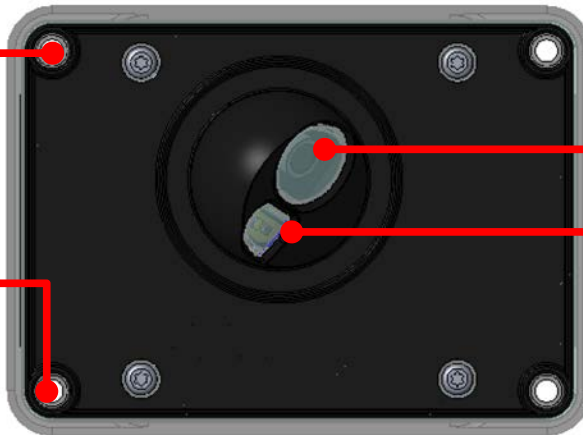
- Turning On
- Turning Off
- Sensor Good

**ID LABEL**



ID 390038000C4789  
FCCID BCG-E2816A  
MODEL R11\_EV1\_V2W  
Assembled by Compology  
Assembled in China

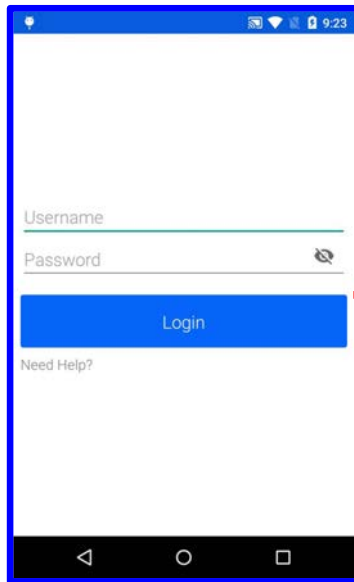
**MOUNTING POINTS**



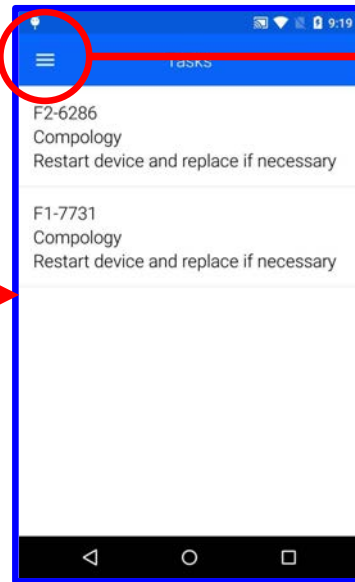
**CAMERA**

**FLASH**

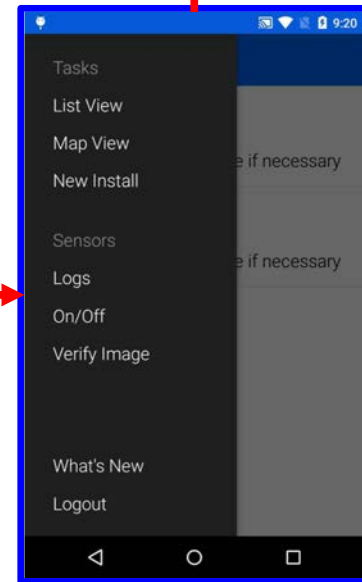
# Main Menu



1. Login

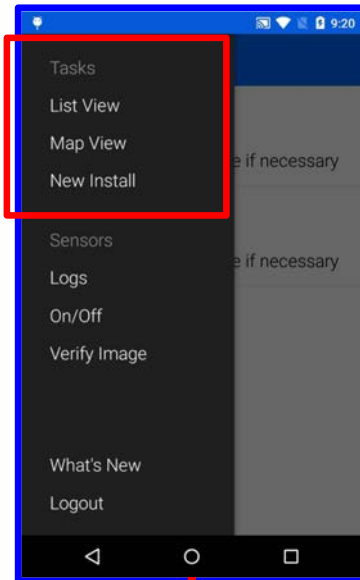


2. Click Icon



3. Main Menu

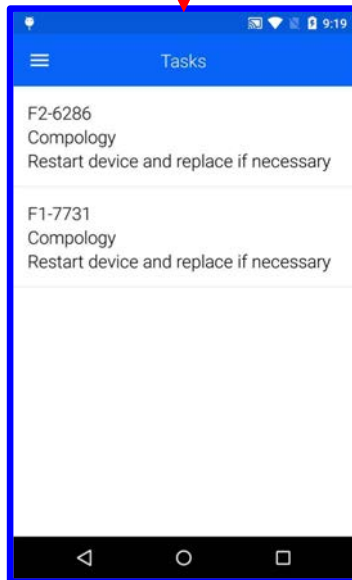




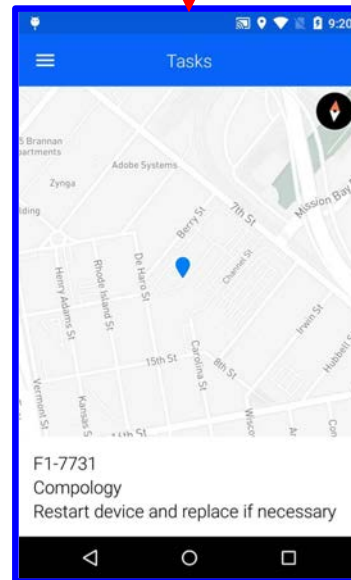
# Tasks

*Start here to complete maintenance tasks or installs*

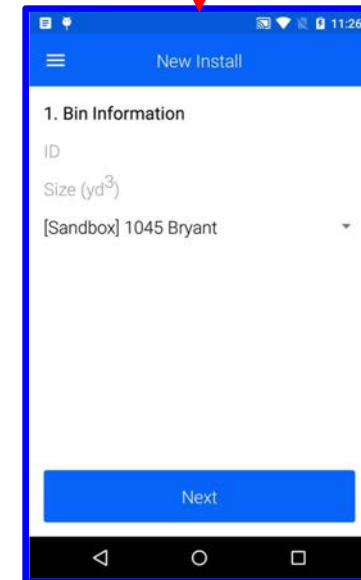
- **List View** – View of maintenance tasks in a list
- **Map View** – View of maintenance tasks on a map
- **New Install** – Create a new bin and assign a sensor



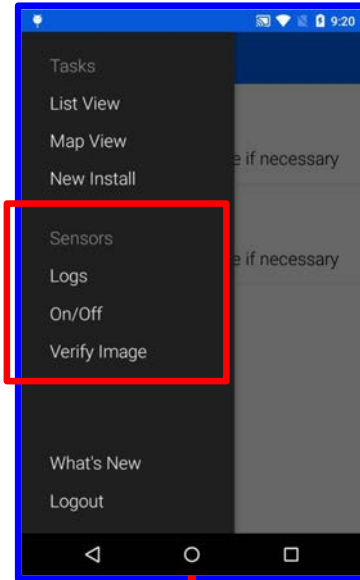
**List View**



**Map View**



**New Install**



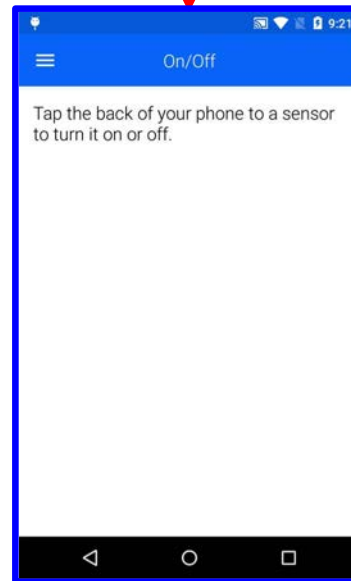
## Sensor Tools

*Tap phone to sensor to interact and get info*

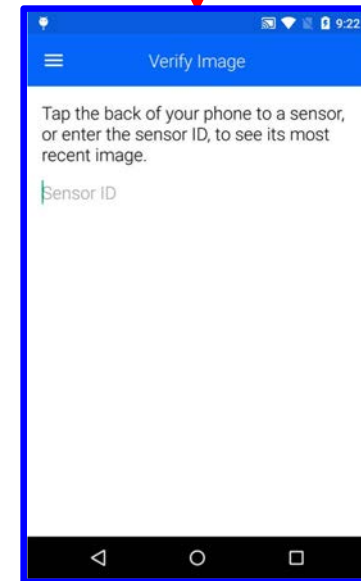
- **Logs** – View diagnostic info on a sensor
- **On/Off** – Turn sensor on or off
- **Verify Image** – See the latest image from a sensor



**Logs**



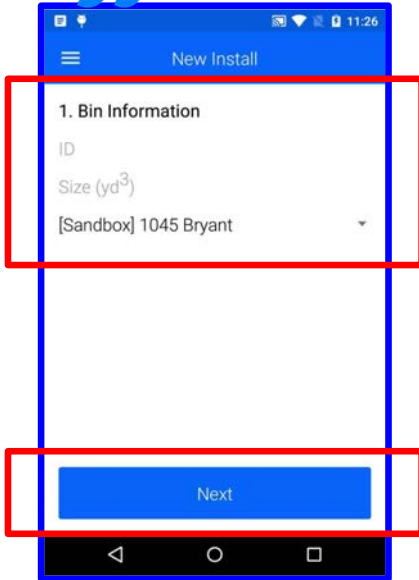
**On/Off**



**Verify Image**

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# New Install

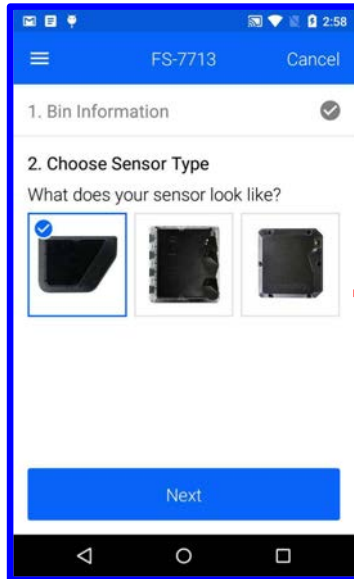


### 1. ENTER BIN INFORMATION

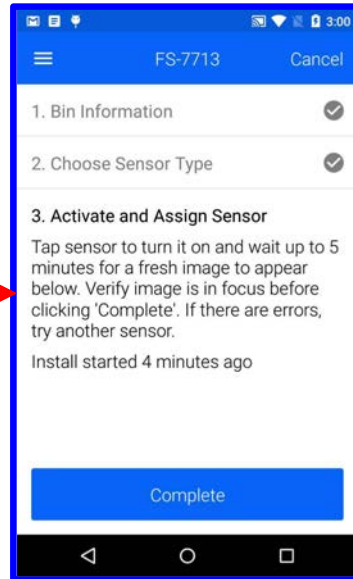
- **ID** – Enter number/name on outside of bin
- **Size** – Enter the size of bin in cubic yards
- **Organization** – Select the organization for this bin
- **Content** – Select the type of material in container

**CLICK & HOLD**

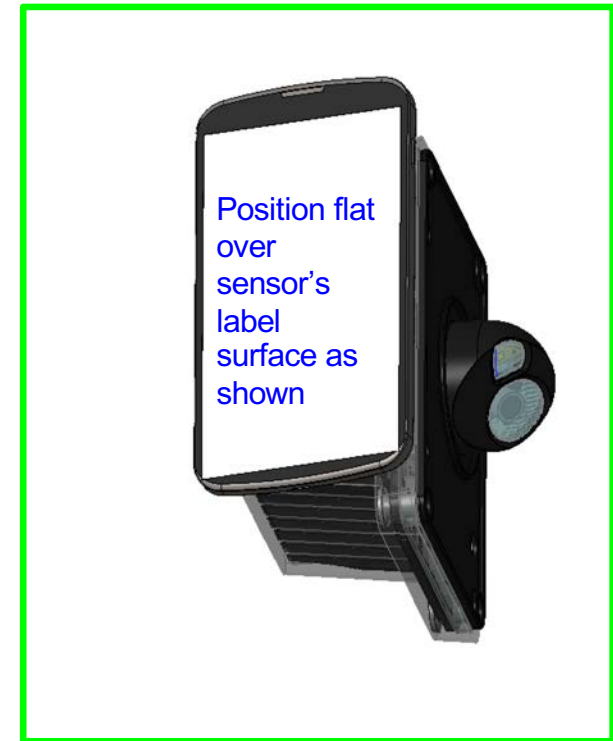
**IMPORTANT:** You will need to select an organization if you are assigned to multiple. Make sure you select the correct one!



### 2. CHOOSE SENSOR TYPE



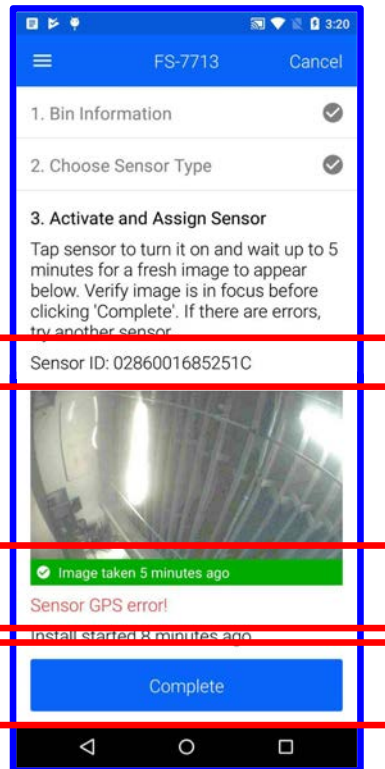
### 3. TAP PHONE TO SENSOR TO ACTIVATE



ID of the sensor waiting to be assigned to the bin. Tapping any sensor will turn on or off that sensor and change the ID

4. VERIFY GREEN IMAGE & NO ERRORS

5. COMPLETE



If new image does not appear within 15 minutes:

1. Restart the current sensor by tapping sensor to turn off and then on
2. Wait for new image
3. If no new image appears, try new sensor

**IMPORTANT:** Do not install sensor if new image does not appear

If you see 'Sensor GPS Error':

1. Move to a location where you can see the sky,
2. Restart current sensor and wait for new image
3. If GPS error remains, try new sensor

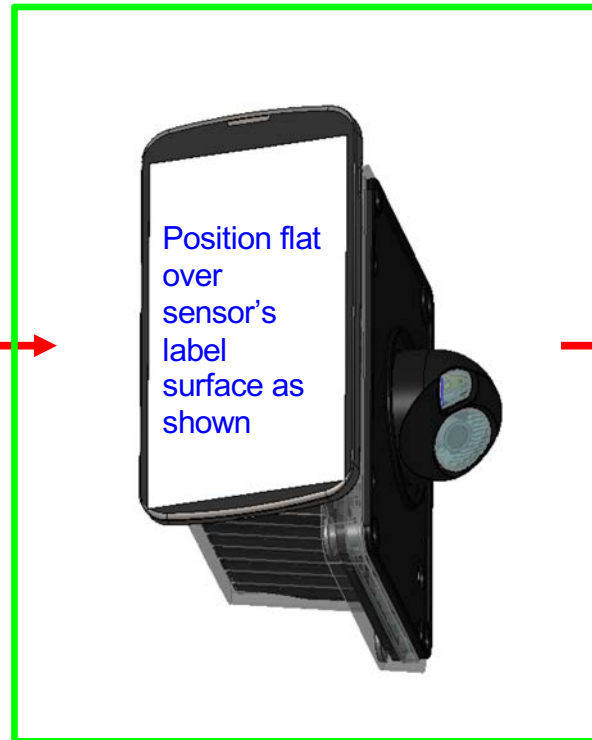
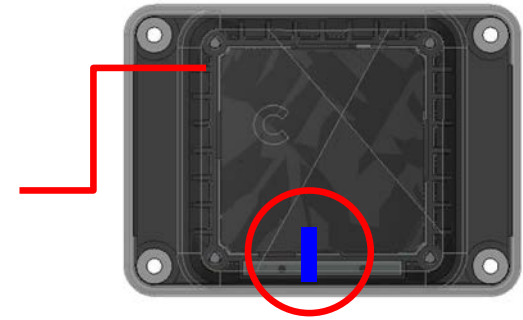
**IMPORTANT:** Do not install sensor with GPS error.

# Turning Sensor On/Off

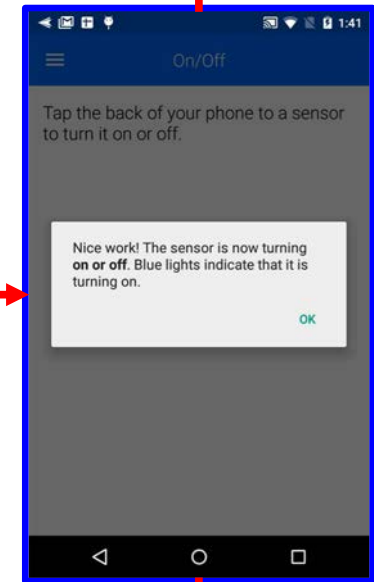
**On/Off** will be used to turn a sensor on or off when not in a task. You can use it to restart a sensor you want to check.

## TURNING ON

Wait 5-10s, blue light will blink slowly 5X, and then flash a blue light every 2s during startup sequence



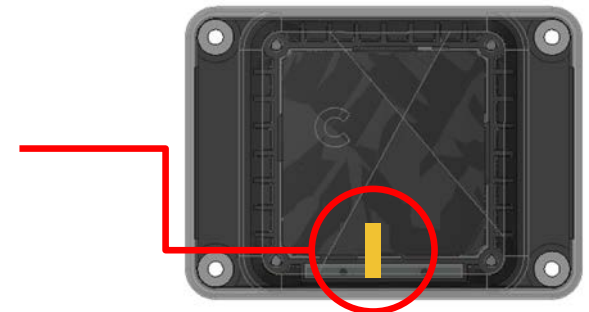
“DING!”



**IMPORTANT:** Make sure any sensors in your bag or inventory are OFF and all sensors you are installing into bins are ON. Pay careful attention to the indicator lights.

## TURNING OFF

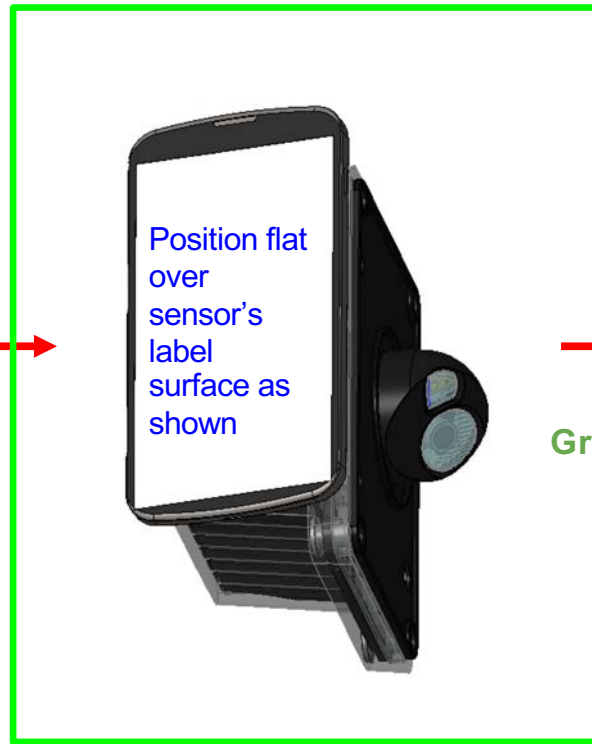
Immediately, yellow light will blink 10X very quickly and then turn off



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# Checking Sensor Logs





'DING!'

Green = Good  
Red = Error



**Logs** should be used to identify root issues when a sensor is not uploading an image. It can only be taken after a sensor has gone through it's startup sequence and the indicator light is no longer flashing.

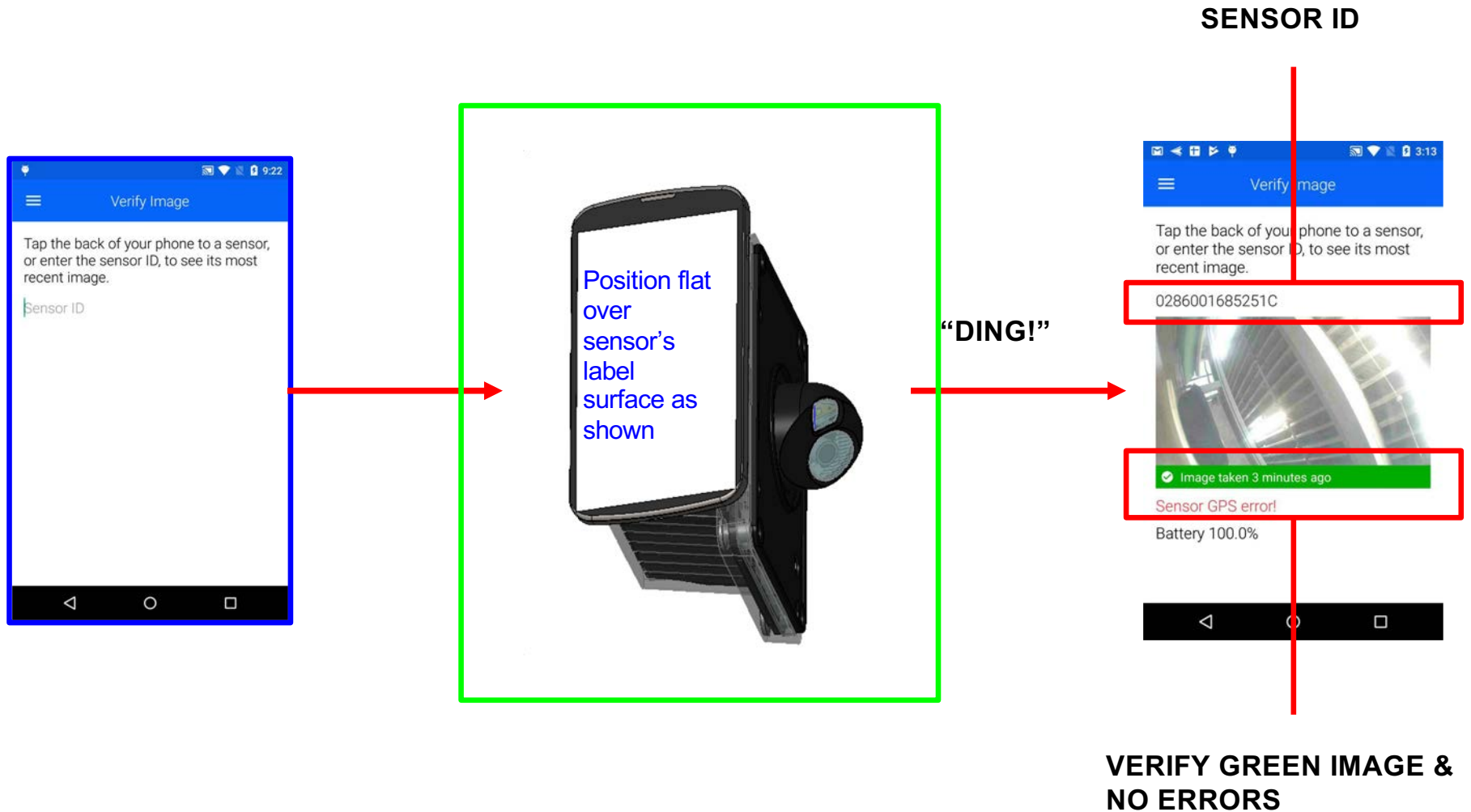
**Most common errors:**

- **MODEM\_CONNECT** (cannot get cell signal). In this situation, restart sensor and try again before replacing
- **GPS\_LOCK** (cannot get GPS signal). Move to a location where you can see the sky and try again before replacing sensor
- **SYSTEM** will be an error if anything has failed

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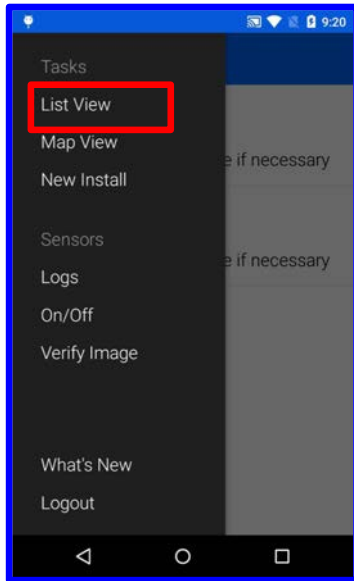
# Verify Image

**Verify Image** should be used after a sensor is restarted to check to see if an image was uploaded successfully



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# Maintenance

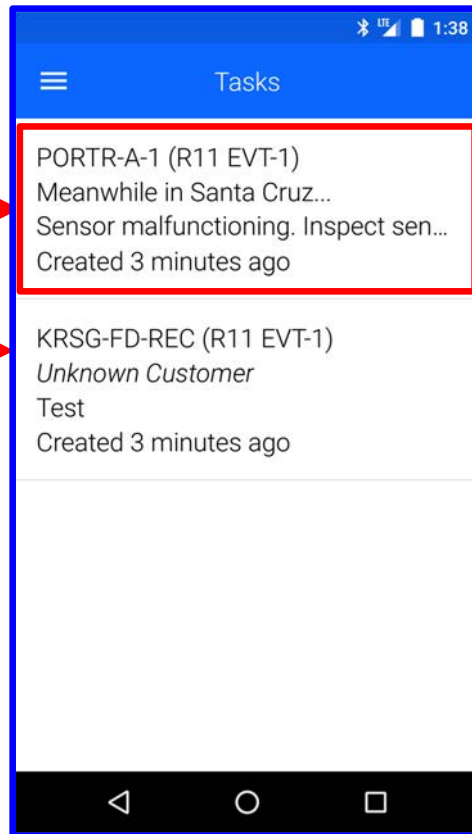
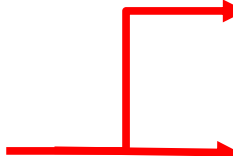


# Viewing Tasks

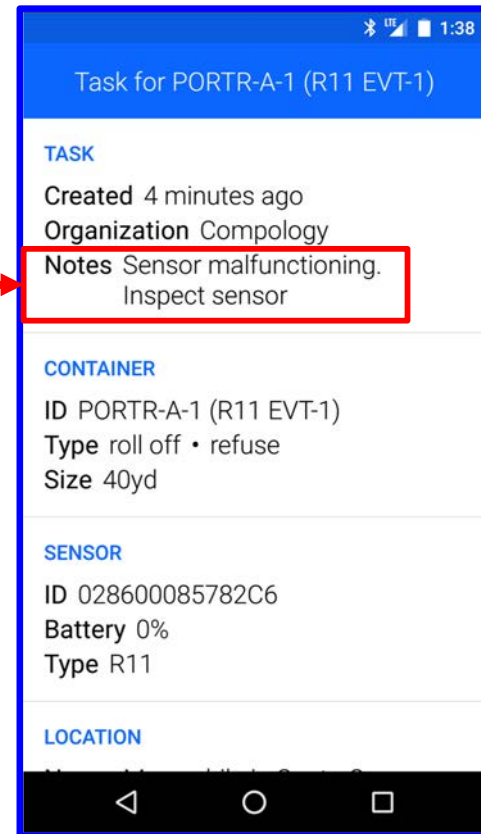
*Start here to complete maintenance tasks*

- **List View** – When a task is assigned to you, it will appear on this list. Tasks will stay here until it is completed, skipped or removed by a Compology Manager
- **Task Notes** – Each task will have instructions for you to follow

**Each individual task to complete is listed here**



**List View**



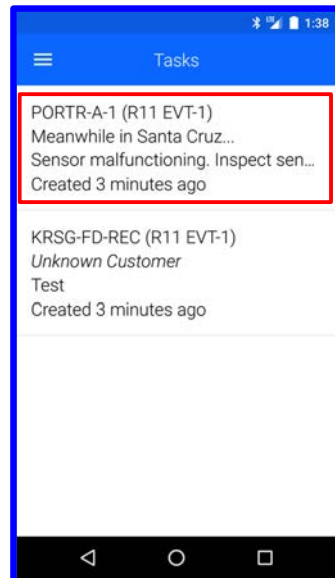
**Task Details**

# Finding the Sensor

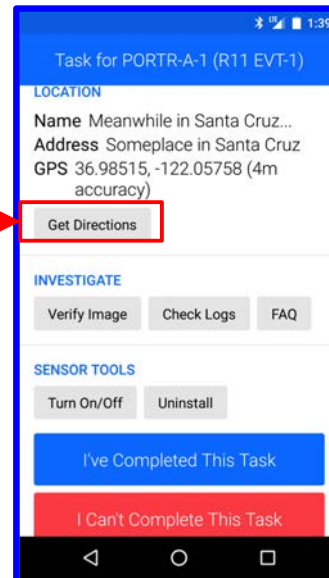
*Find the last known location of the sensor*

1. Select task you want to complete from the List View
2. Scroll down and select “Get Directions”. Google Maps will automatically appear
3. Select “Directions”

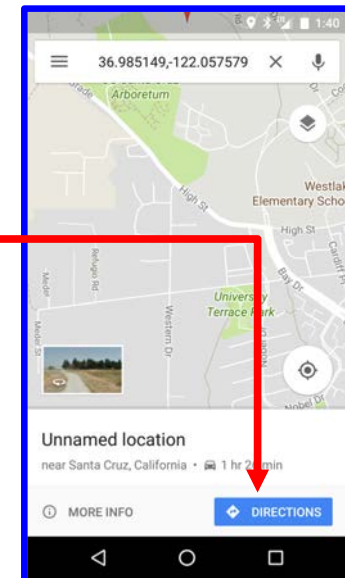
## 1. Select Task



## 2. Get Directions



## 3. Google Maps



# Can't find the Container

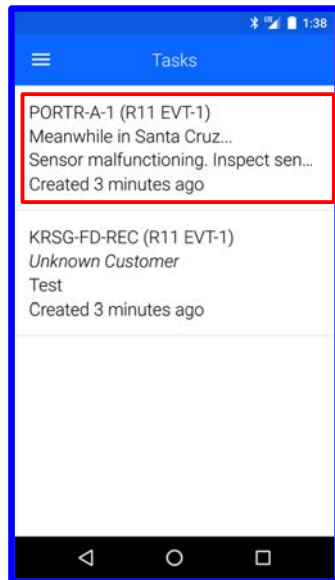
*If you arrive to the location provided by Google Maps and the container is not there, or you cannot access the location:*

1. Select the task for that specific sensor
2. Scroll down to the bottom of the task
3. Select "I Can't Complete This Task"
4. Mark all boxes that apply
5. Select "Submit and Skip Task"

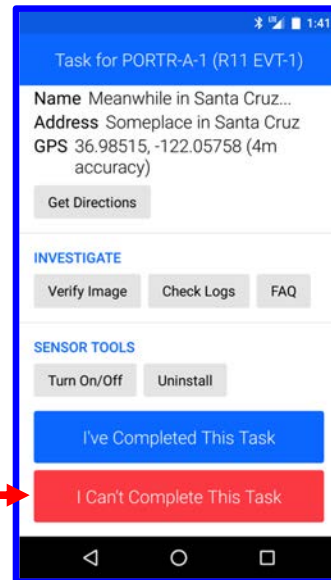
# You've located the container?

CONTINUE TO NEXT PAGE

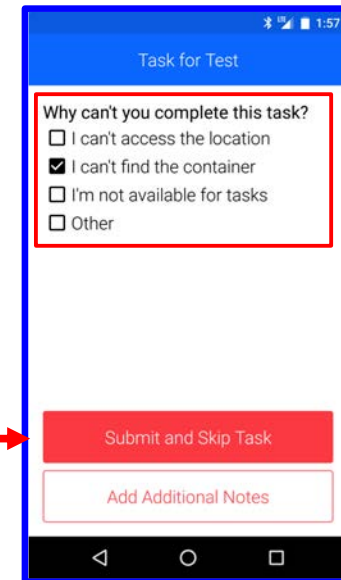
## 1. Select Task



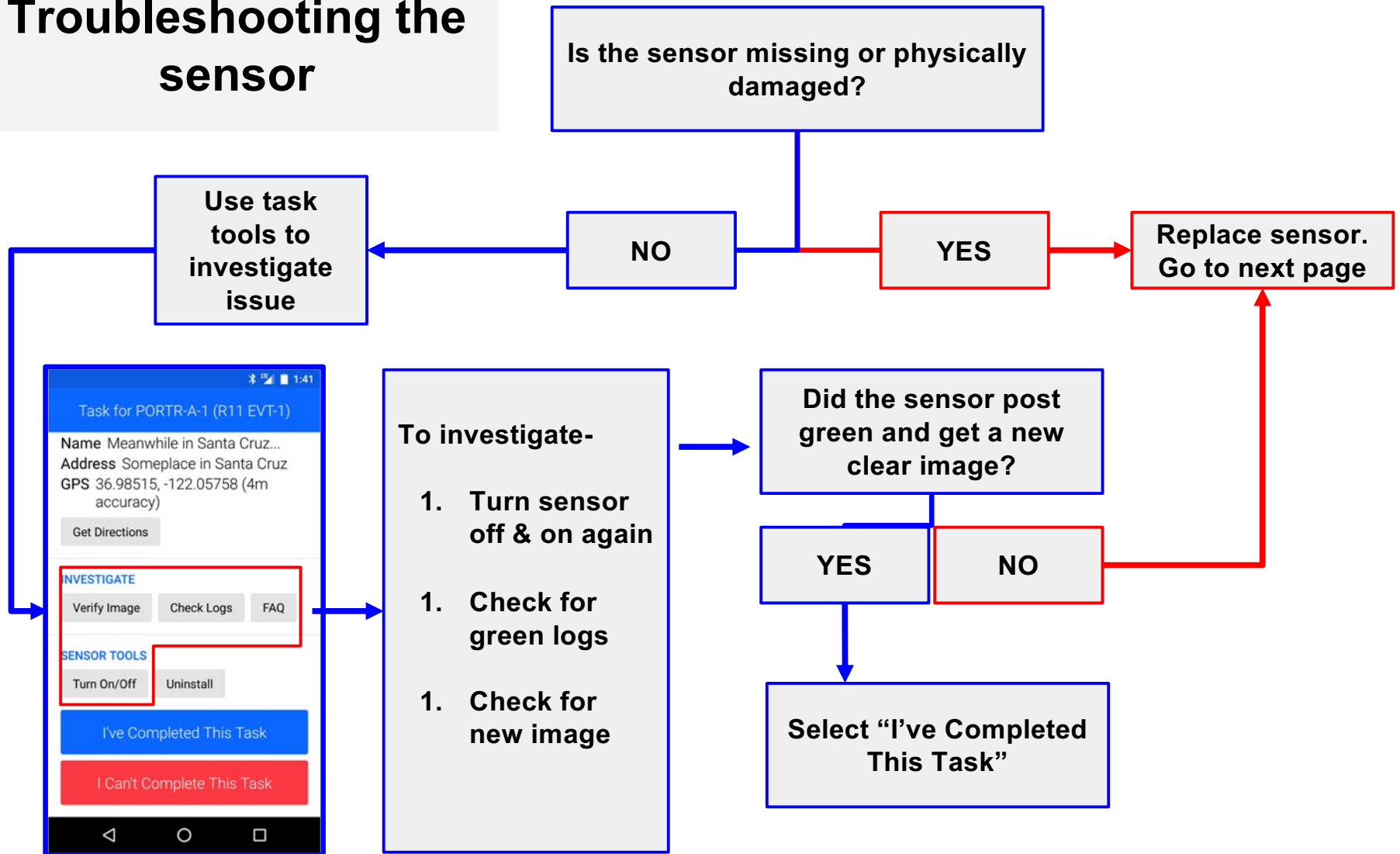
## 2. Scroll down



## Select options, Skip Task



# Troubleshooting the sensor



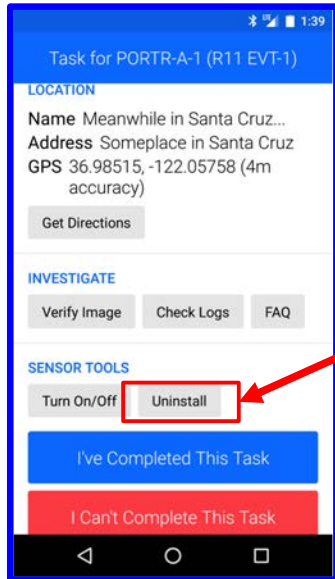


# Replacing a sensor

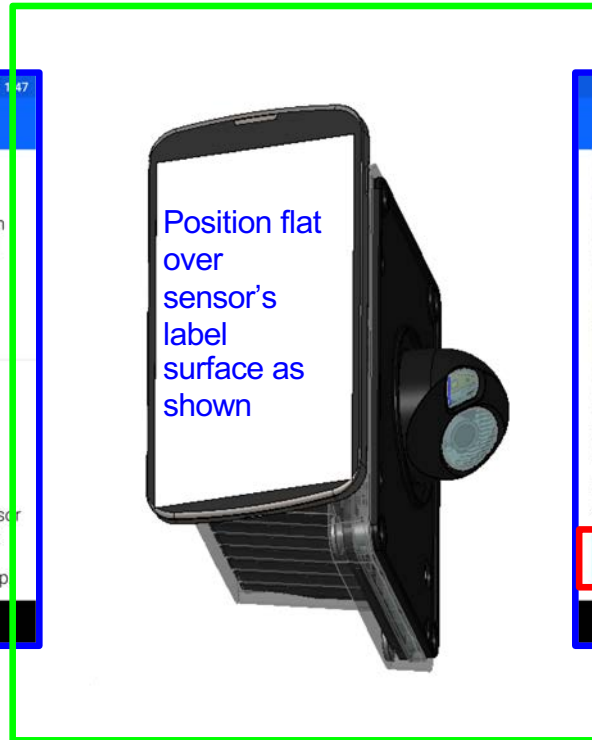
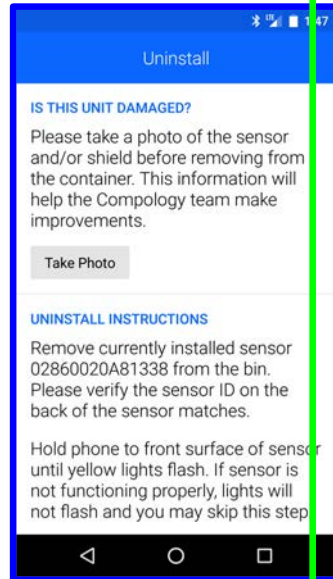
*Procedure to replace a sensor*

1. In the task, select “uninstall”
2. Turn off sensor
3. Complete Uninstall - Continue to next page

## 1. Select “Uninstall”

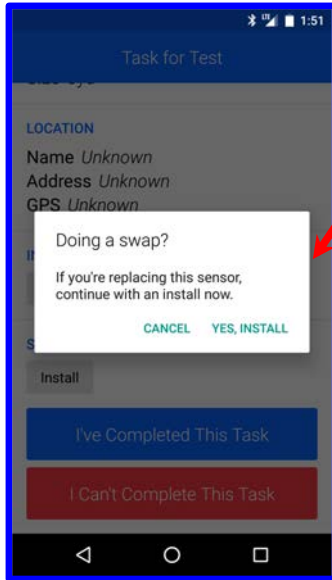


## 2. Uninstall instructions



## 3. Complete Uninstall





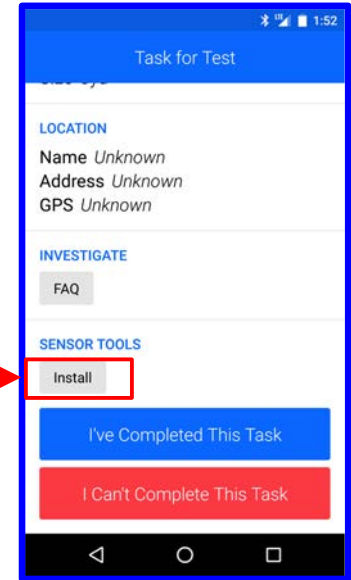
# Replacing a Sensor (continued)

*Procedure to replace a sensor*

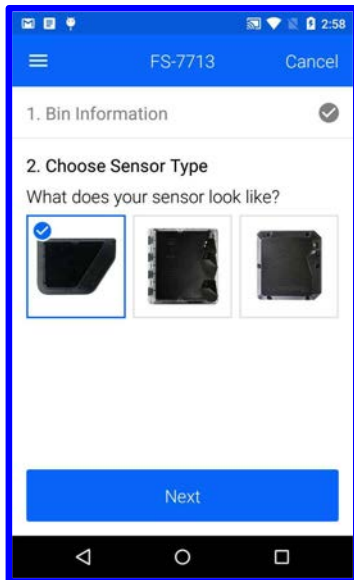
Click "Yes, Install" button on swap window

\*If window does not appear, click "install" in task\*

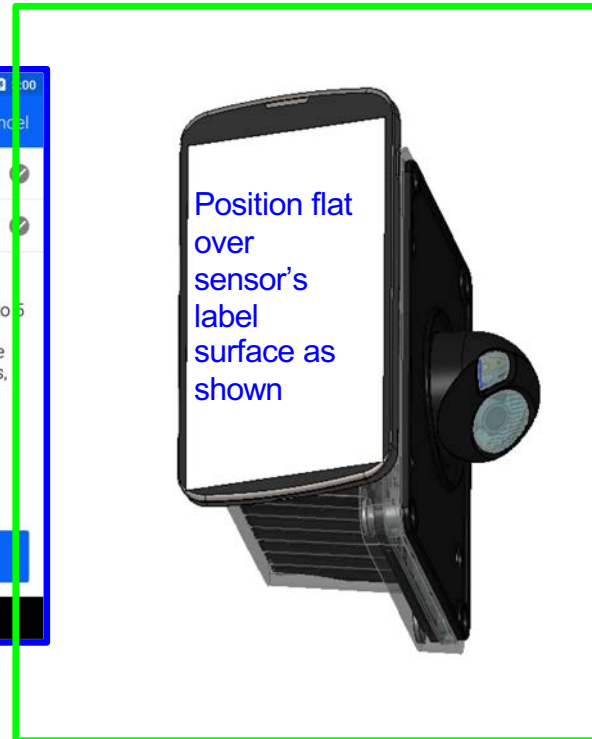
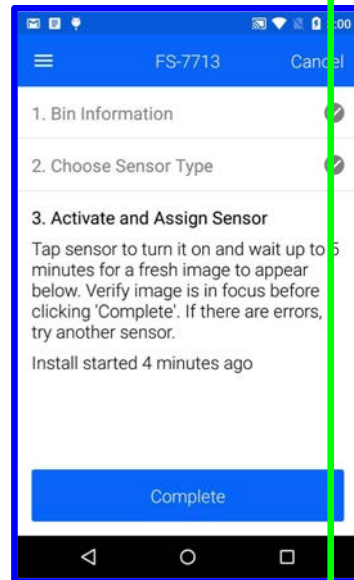
1. Select new sensor type
2. Turn on new sensor
3. If sensor flashes green light, select "complete"



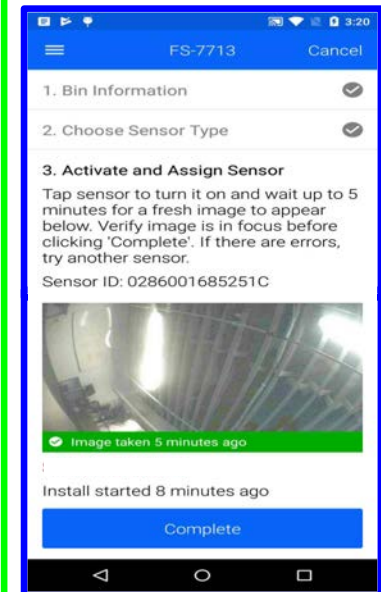
## 1. Select Sensor Type



## 2. Activate sensor



## 3. After green light, select "Complete"





## After Completing a Task

### RETURNING SENSORS

- All damaged or malfunctioning sensors must be marked with tape and shipped back to Compology HQ

**Address:**

- 1045 Bryant Street, Suite 101, San Francisco, CA 94103
- Fedex Account to charge will be provided by Compology

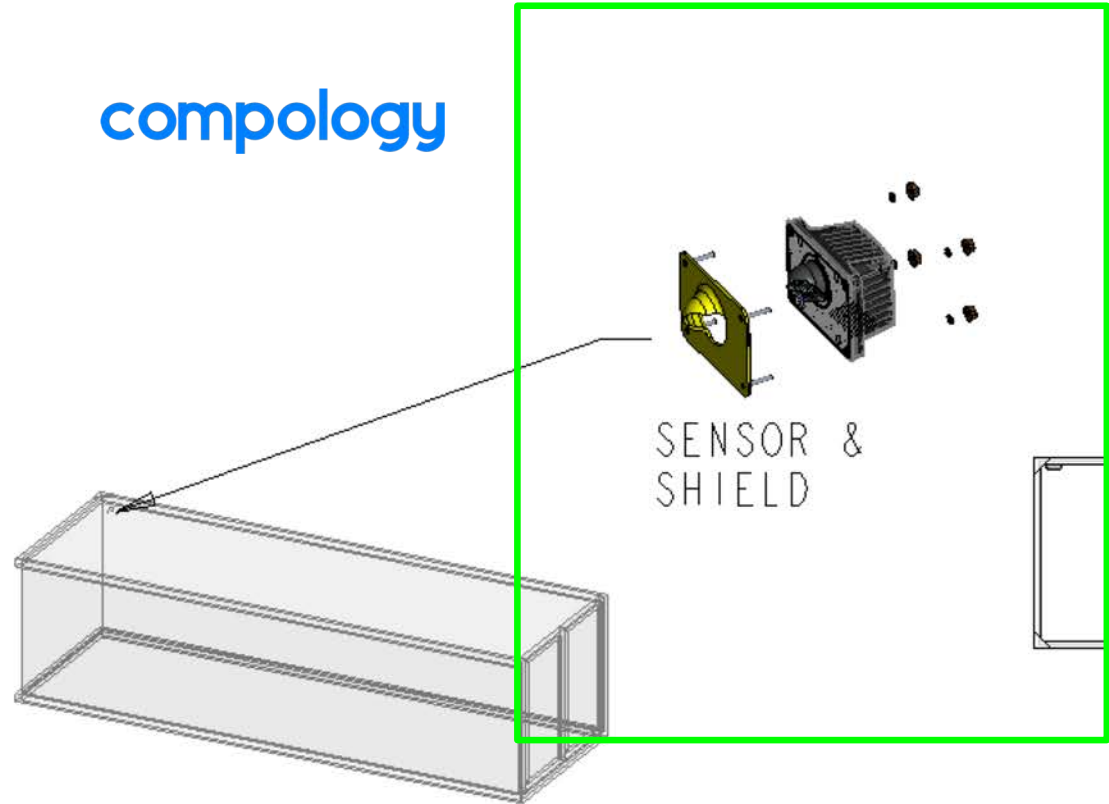
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# **Physical Install & Uninstall Overview**

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# **R13 Roll Off Install Instructions**

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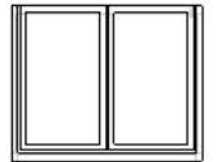
SENSOR &  
SHIELD



TOP VIEW



SIDE VIEW



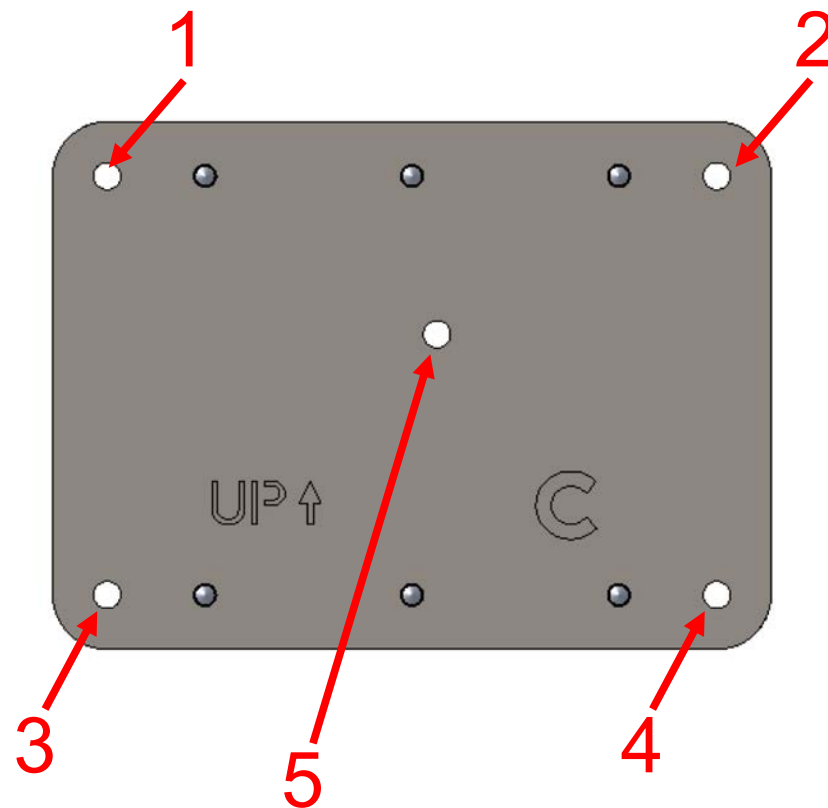
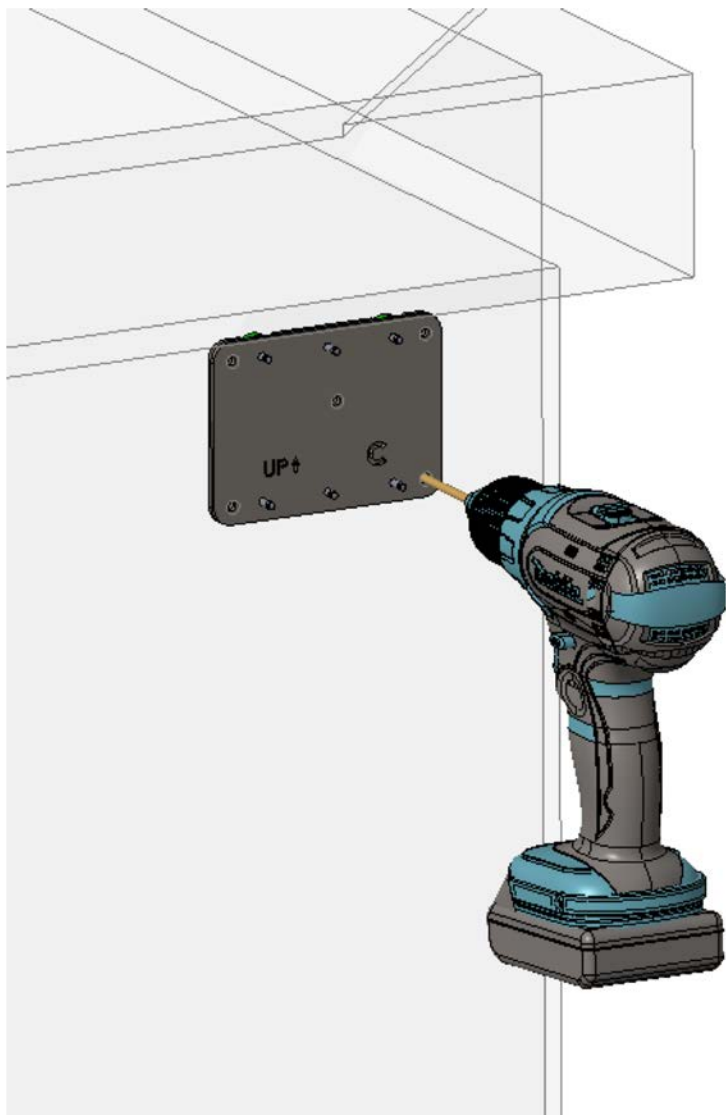
DOOR END

30YD ROLL OFF BIN

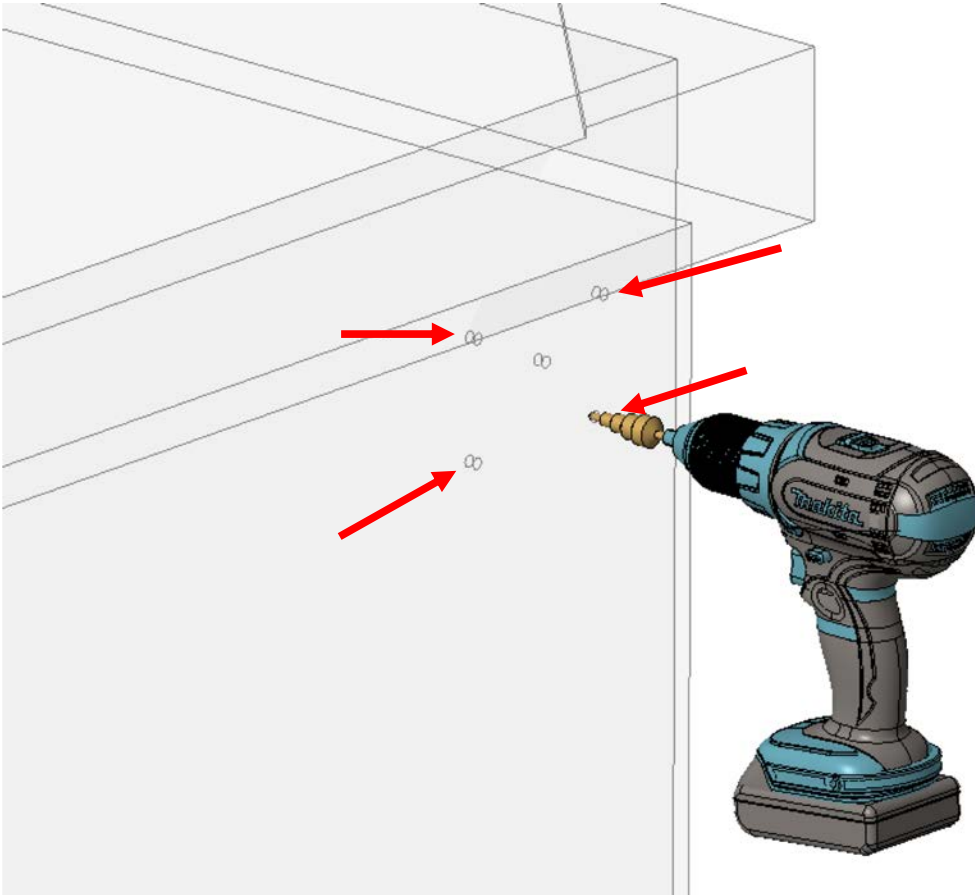
SENSOR LONG FACE  
OPPOSITE DOOR END  
TOP BACK CORNER

1. COMPLETE 'NEW INSTALL' WITH COMPOLOGY TECHNICIAN APP
2. POSITION TEMPLATE BELOW BIN'S TOP BOX BEAM
3. DRILL FIVE 3/16" HOLES (ALL CORNERS PLUS TURRET CENTER)

See 'Mounting Locations' document for positioning

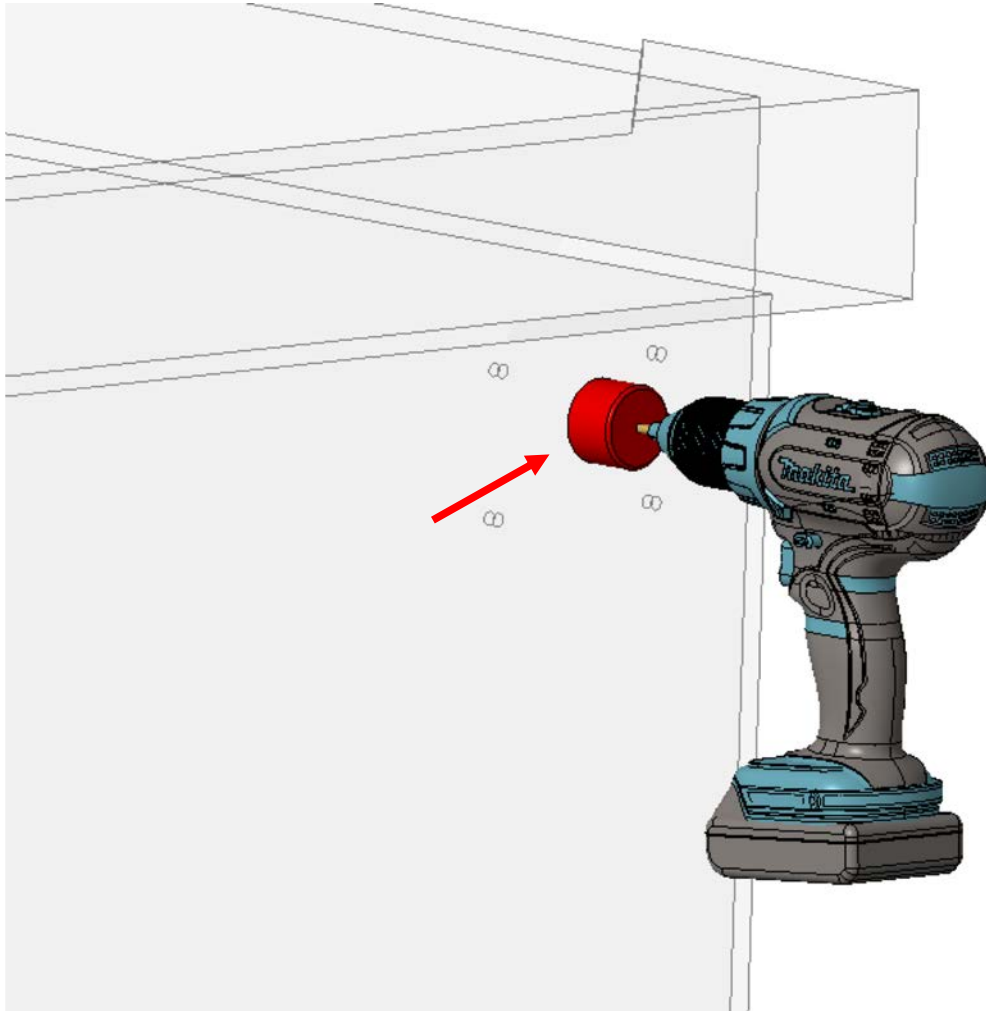


#### 4. OPEN UP CORNER HOLES USING STEP BIT

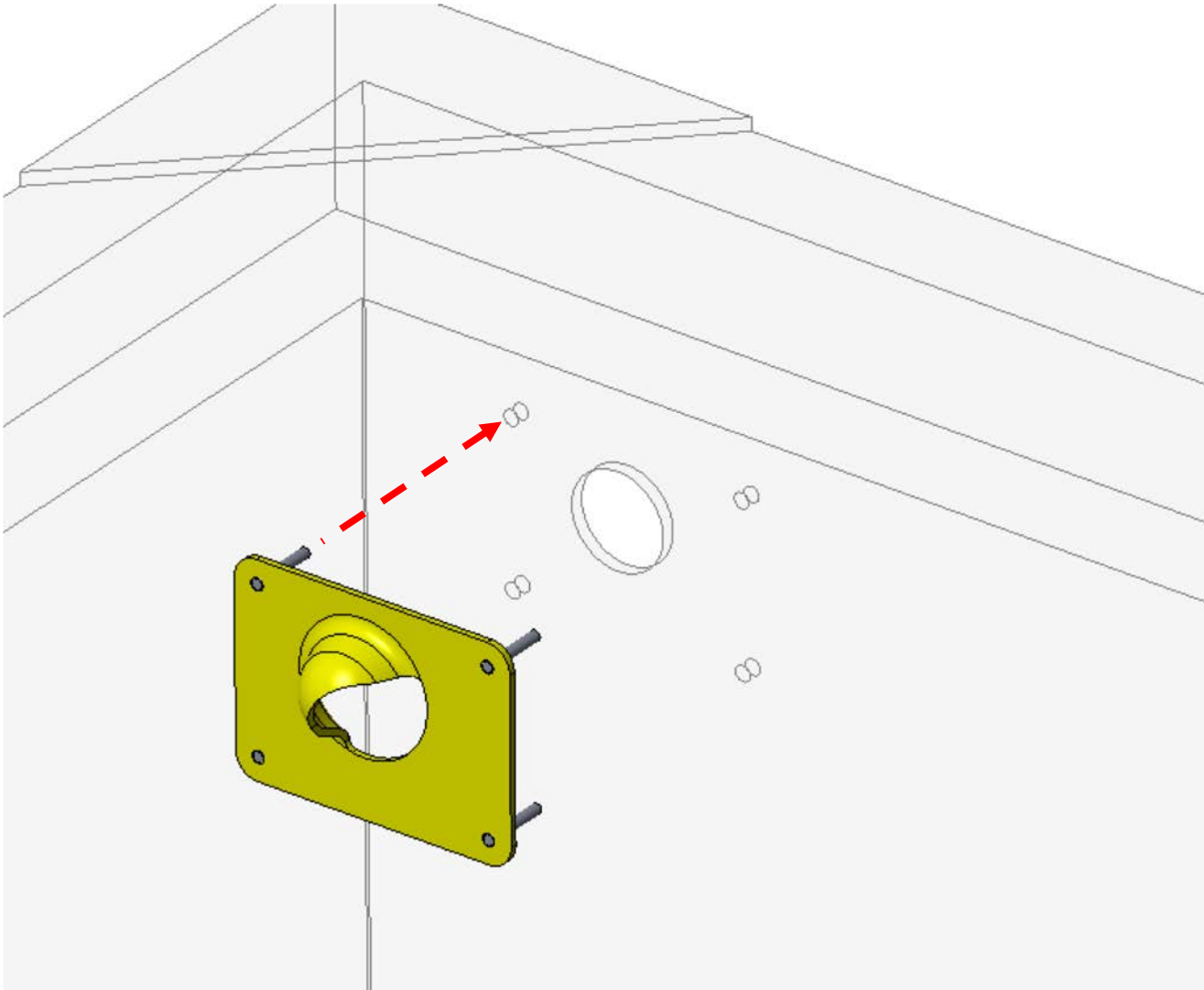




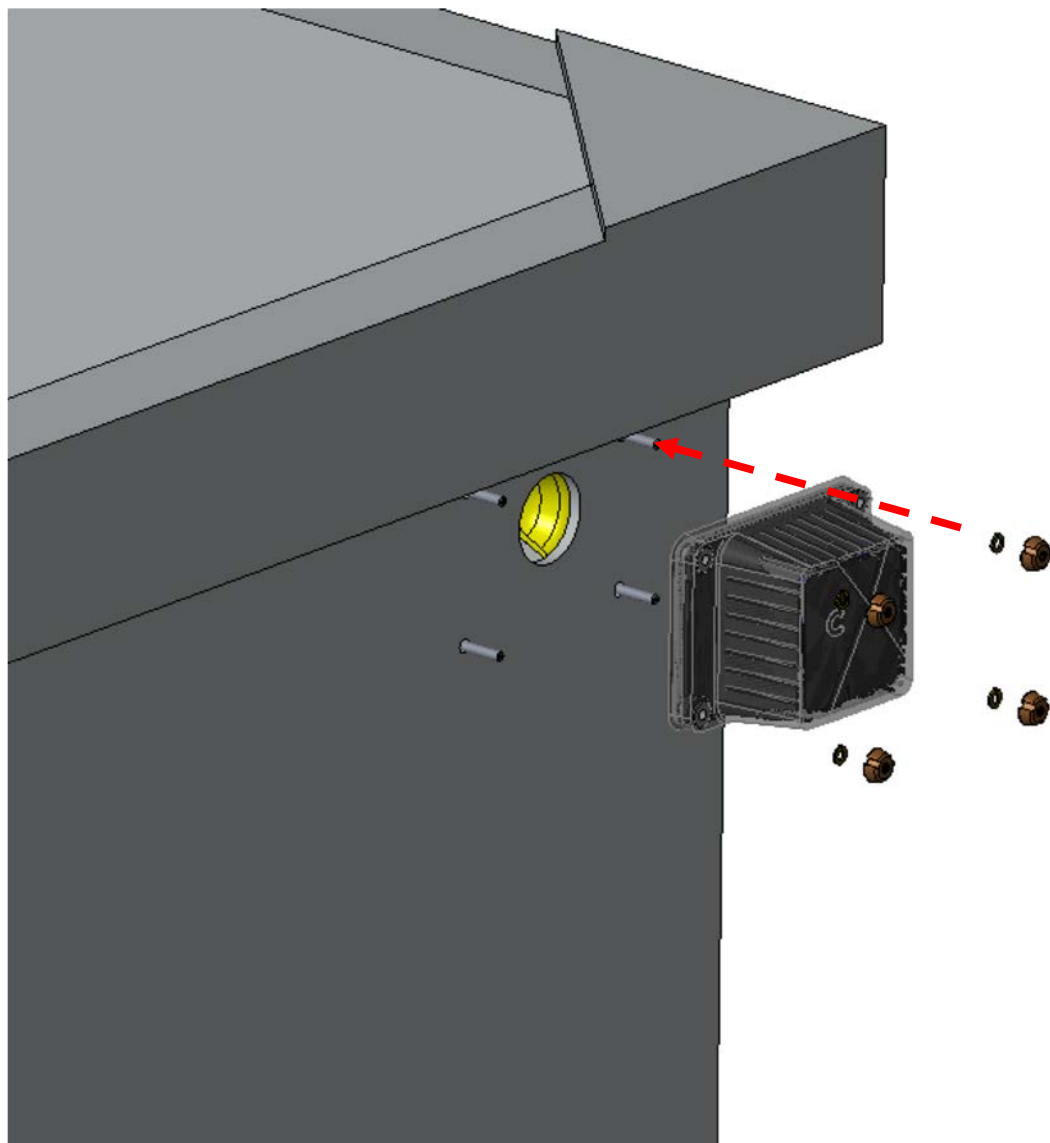
## 5. DRILL OUT CENTER HOLE WITH HOLE SAW



**6. REMOVE TAPE LINERS AND PLACE SHIELD ON INSIDE OF BIN. STUDS SHOULD ALL PENETRATE HOLES**



7. PLACE CAMERA ON STUDS (OUTSIDE OF BIN)
8. SECURE USING LOCK WASHERS AND SECURITY NUTS



**DO NOT LOAD  
FROM THIS  
CORNER**

**compology**  
equipped

 **WASTEQUIP**  
877.468.9278 ▲ www.wastequip.com

 **WARNING**  
**KEEP OFF!**  
Do not climb in, on or occupy  
this container for any purpose.  
Injury from slipping or falling  
could result in death or serious  
injury.

 **ADVERTENCIA**  
**¡PROHIBIDO!**  
No jugar encima ni dentro del  
contenedor ni cerca del mismo.  
Daños al caer o resbalarse pueden  
resultar en heridas graves o muerte.

**FALLING HAZARD**  
**RIESGO DE RESBALAR**

Do not paint over this label. Replace if lost or damaged.  
No pintar encima de esta etiqueta. Reemplázela si está se daña o se pierde. 1418245-1

**Sticker**

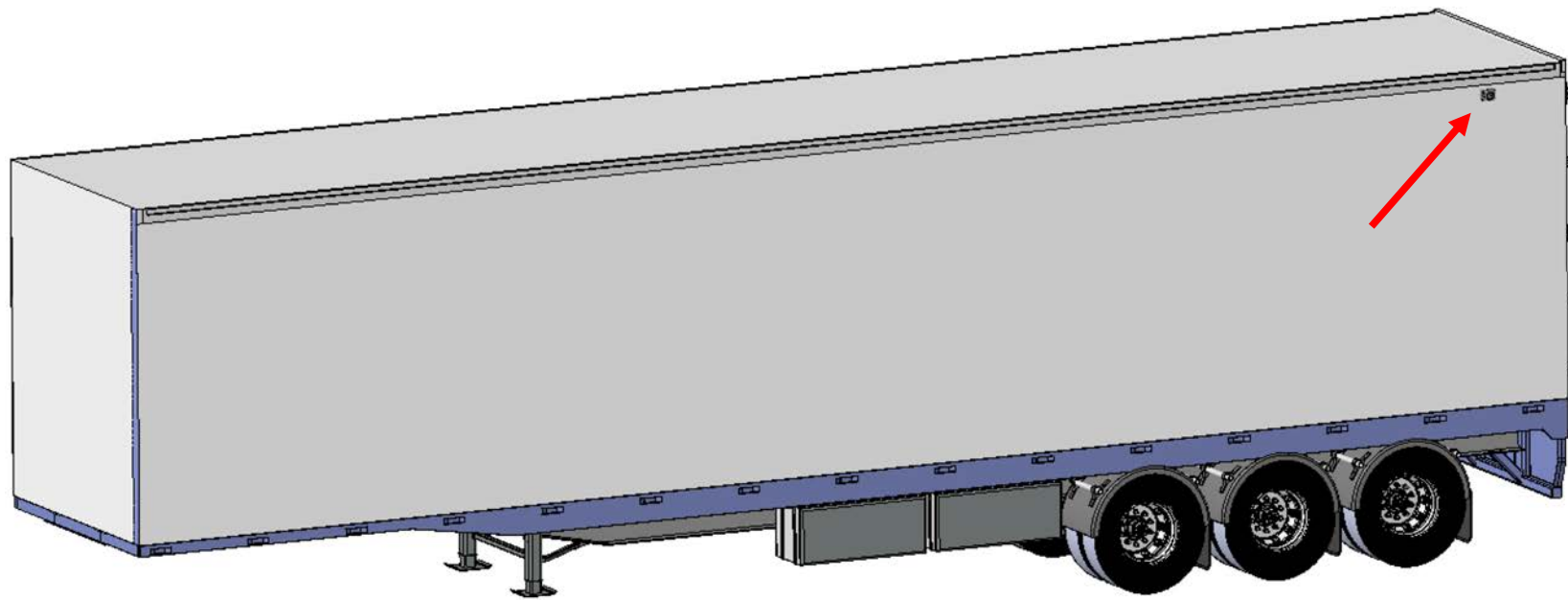
**compology**

compology

# **R13L Trailer Install Instructions**

**MOUNTING LOCATION:  
DOOR END, AS HIGH AS POSSIBLE.**

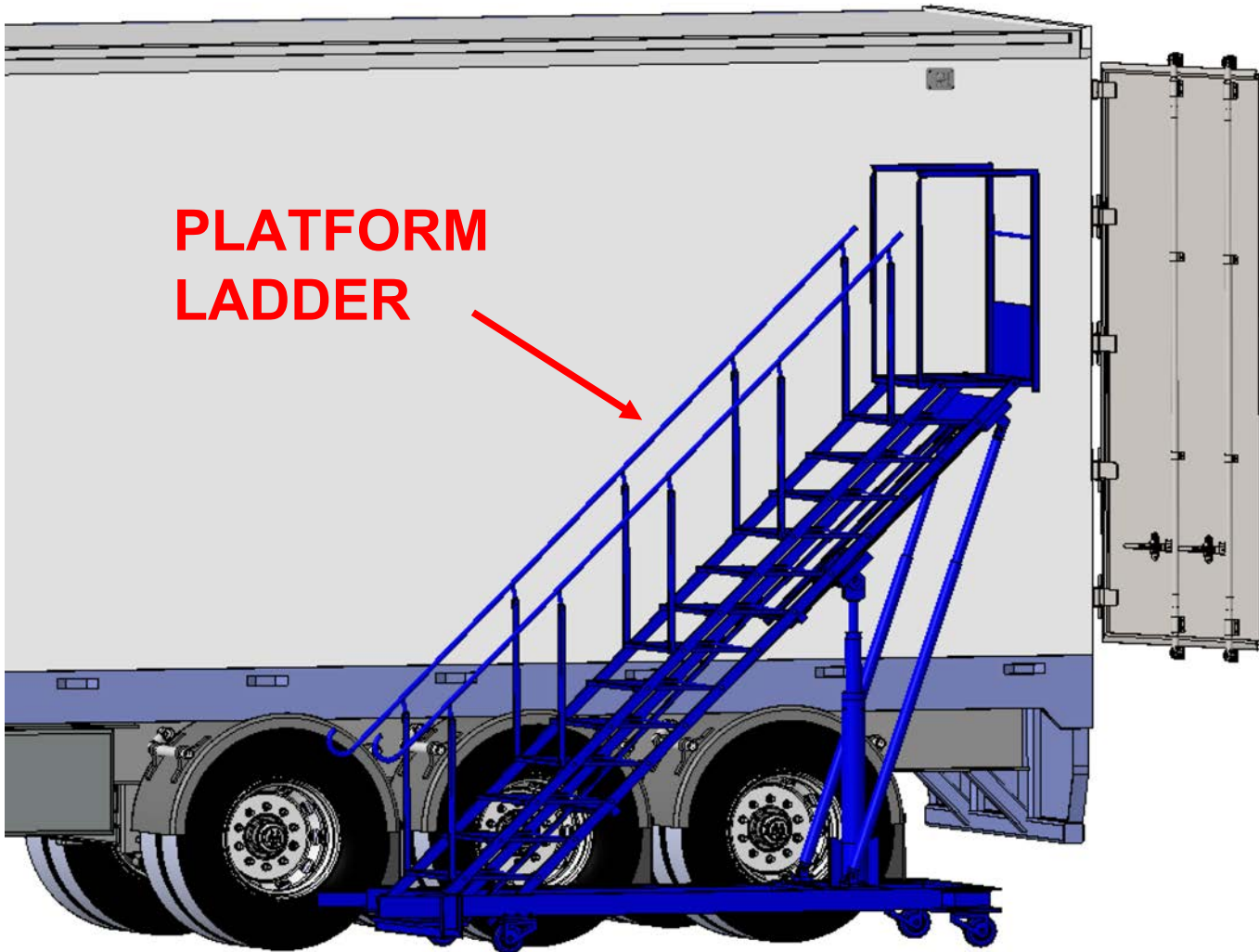
- AVOID DOOR IMPACT
- AVOID STIFFENERS
- BELOW ROLL-UP DOOR TRACK (IF APPLICABLE)
- AVOID RIVETS AND OTHER PROTRUSIONS



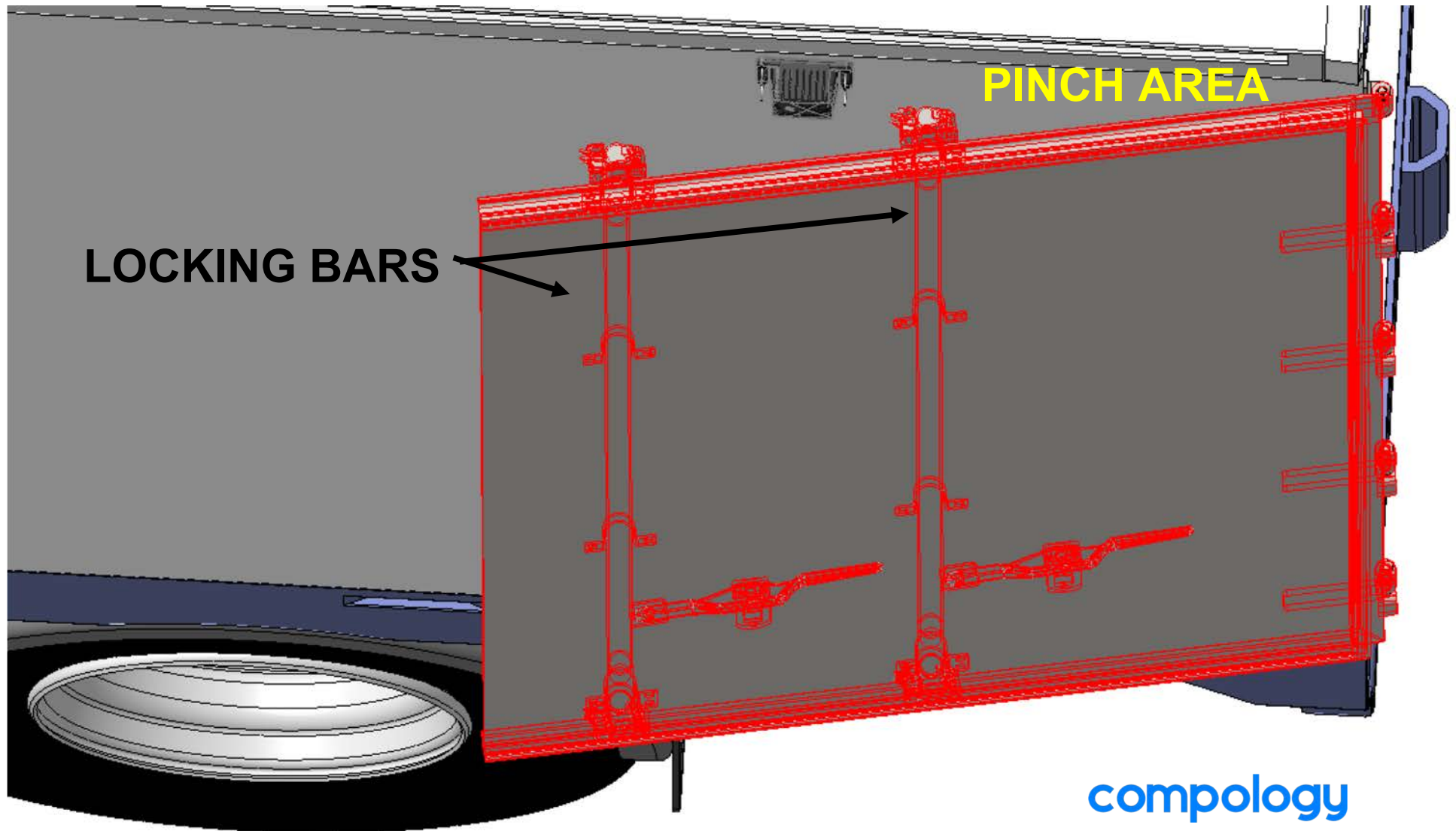
**LADDER SAFETY IS VERY IMPORTANT!**

- USE A PLATFORM LADDER, IF POSSIBLE
- NEVER USE AN EXTENSION LADDER

**PLATFORM  
LADDER**



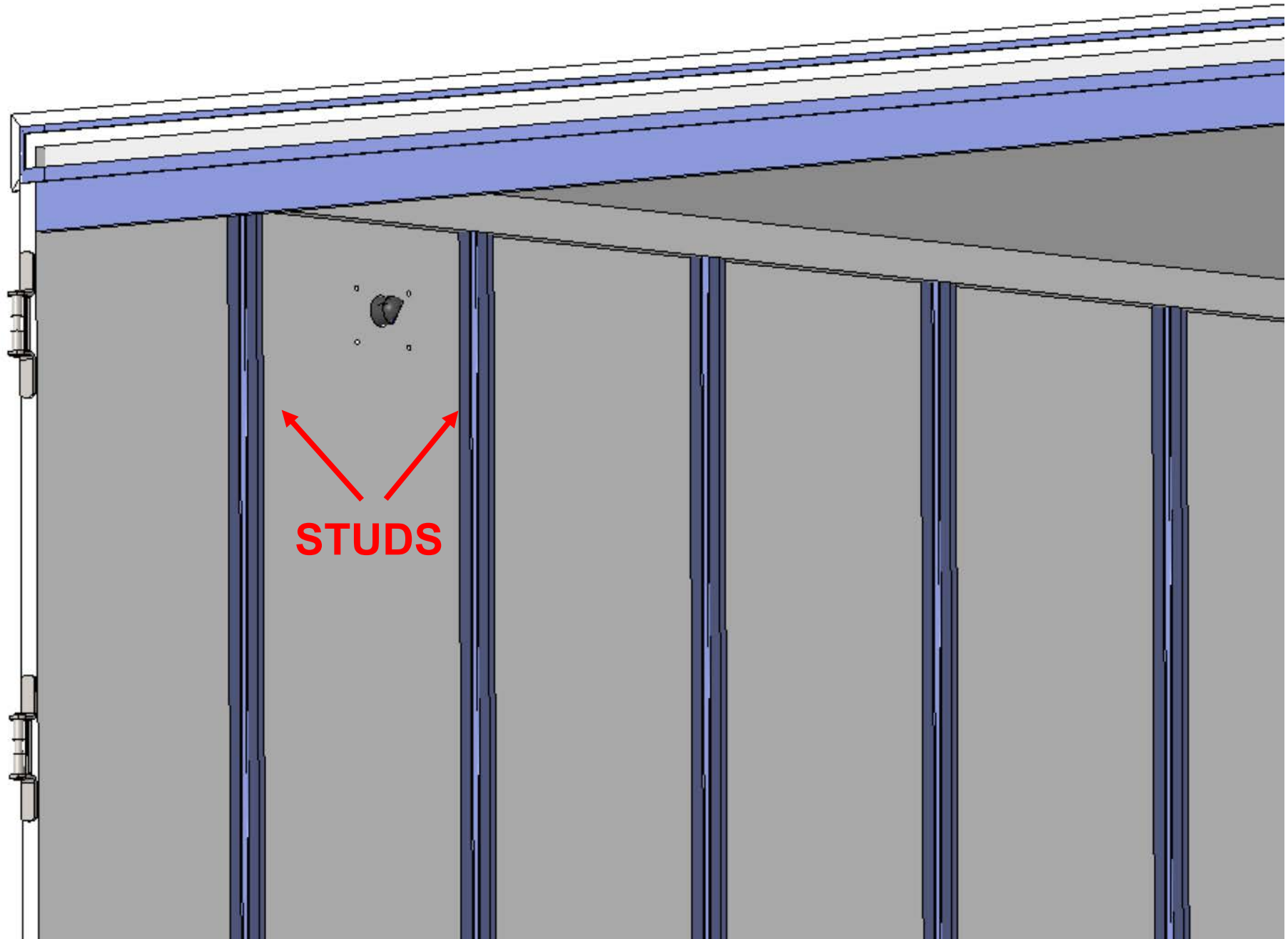
**MAKE SURE TO PLACE IT FAR ENOUGH FORWARD TO AVOID  
DOOR PINCH.  
THIS TYPICALLY MEANS IN FRONT OF THE FIRST LOCKING  
BAR.**





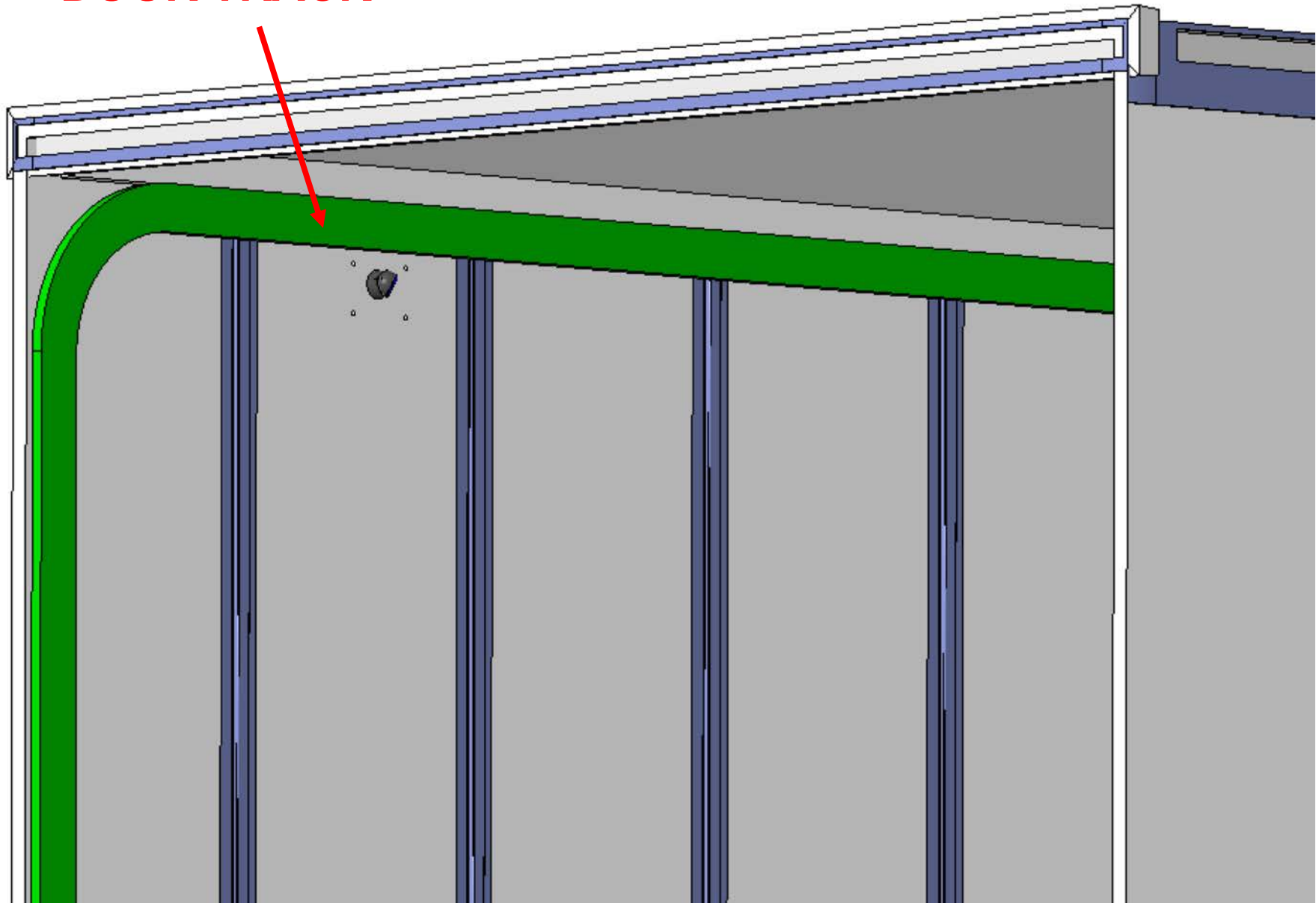
MAKE SURE TO AVOID STUDS / STIFFENERS.

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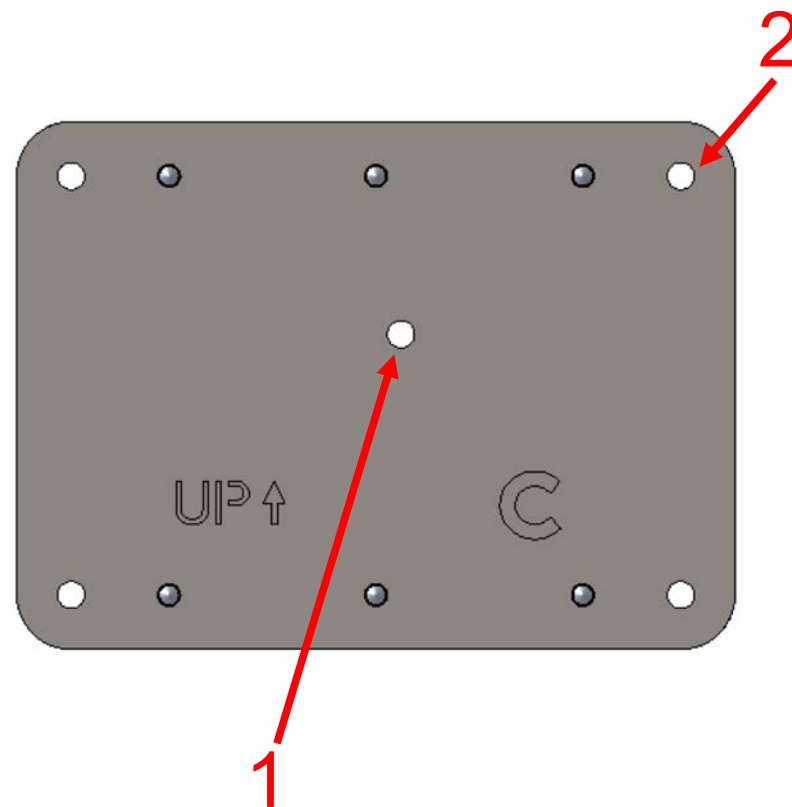
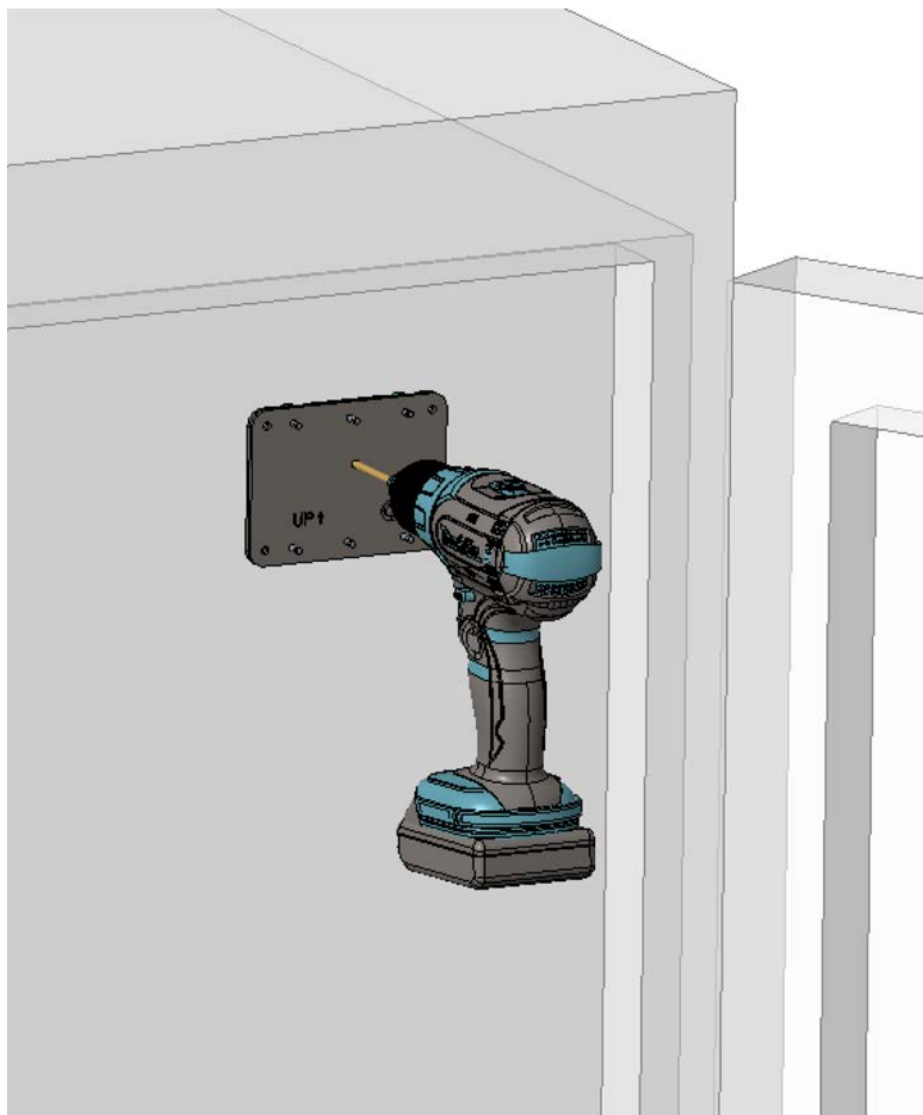


IF THE TRAILER HAS A ROLL-UP DOOR, PLACE THE SENSOR BELOW THE TRACK.

**DOOR TRACK**

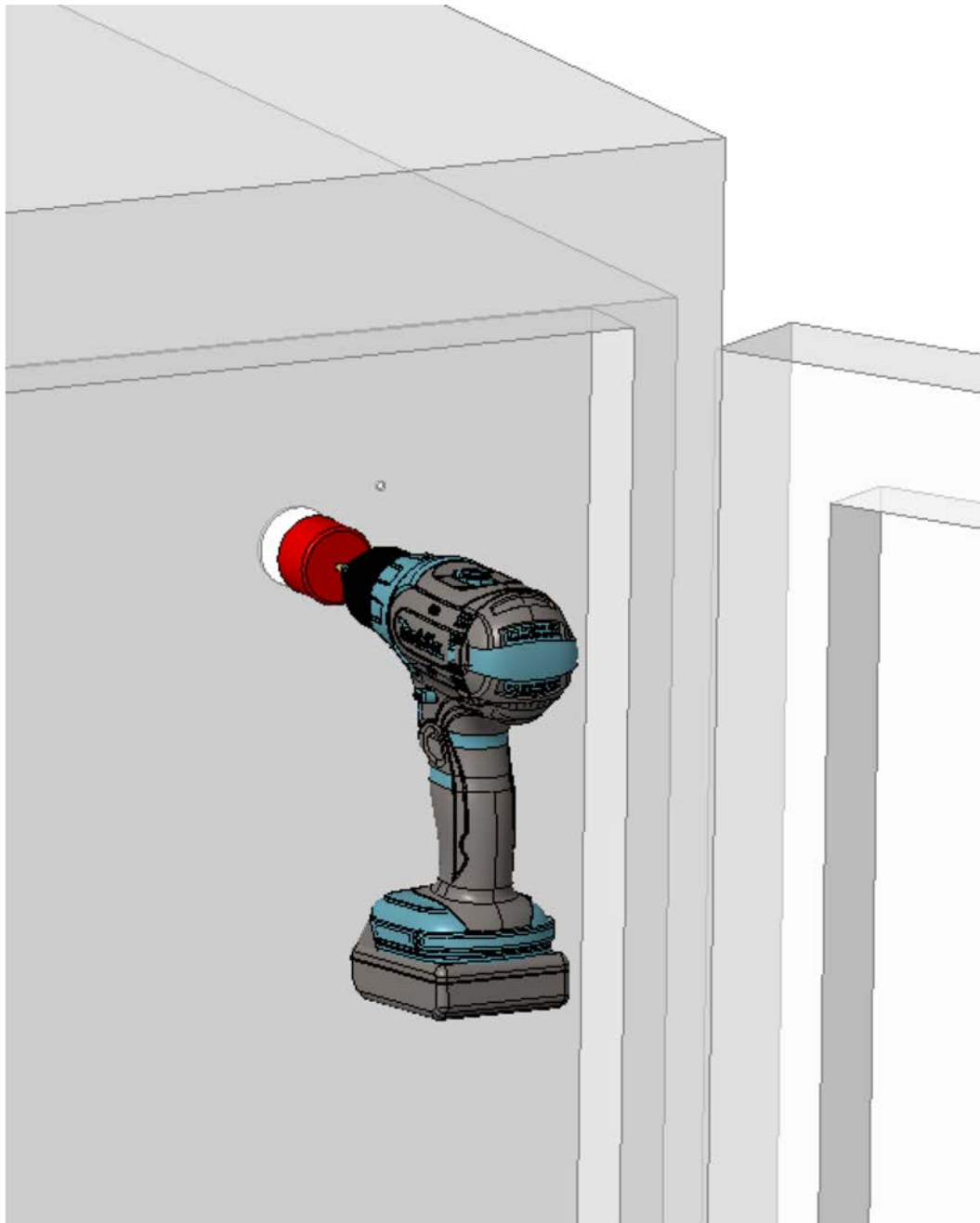


1. COMPLETE 'NEW INSTALL' WITH COMPOLOGY TECHNICIAN APP
2. PLACE TEMPLATE ONTO TRAILER WALL
3. DRILL CENTER HOLE AND ONE CORNER USING 3/16" DRILL BIT



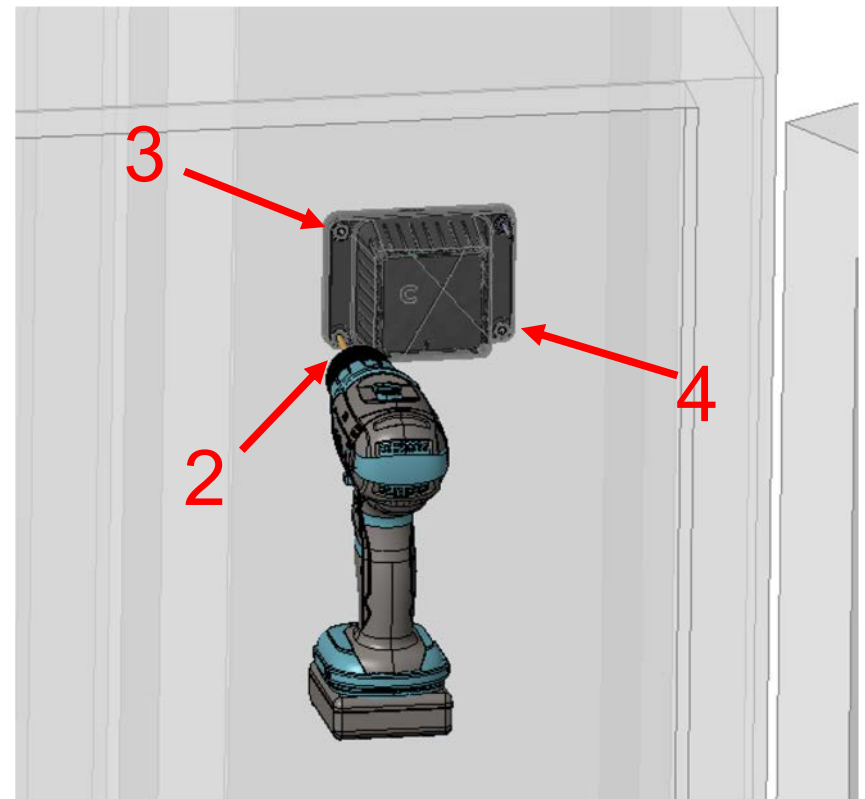
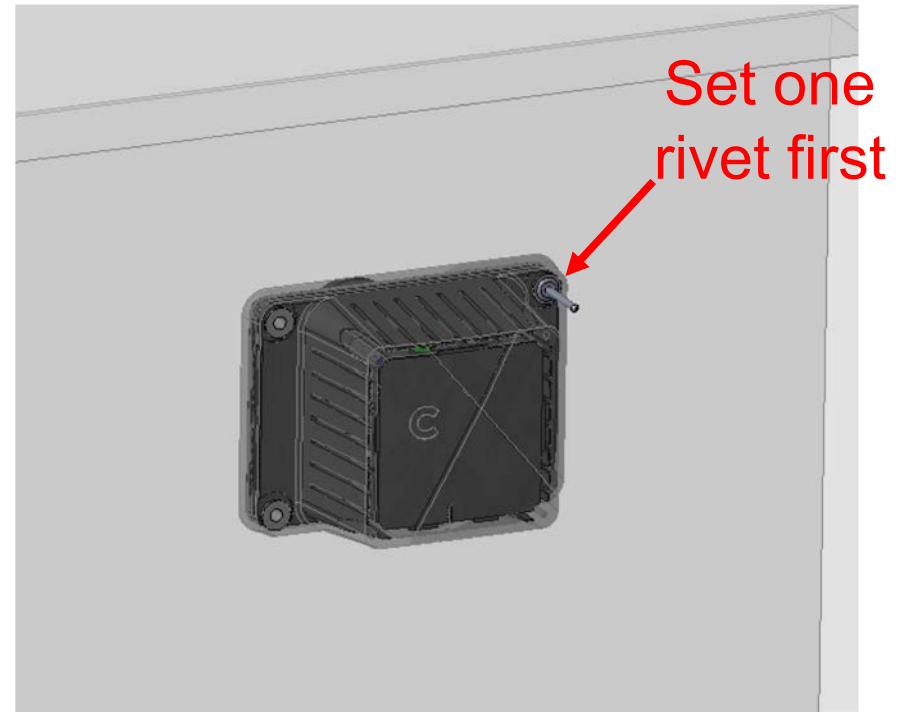
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## 5. DRILL OUT CENTER HOLE WITH HOLE SAW



5. PLACE R13L INTO LOCATION AND RIVET ONE CORNER.

6. MATCH-DRILL AND RIVET OTHER CORNERS





# General Information

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