

Total Wireless - Spectrio Music Service - **What to expect**

Once all of your paperwork is complete and returned to Mary Barker:

- (1) The new order will take approximately 10 business days for processing.
- (2) Your new device will be shipped to the “*Client Shipping Address*” listed on the [Total Wireless dealer package form](#).
 - **Very important:** Please ensure the store will be open to receive the shipment. If the store will not be open, please list an alternate “*Client Shipping Address*” to send your new device.
 - Double-check that the **shipping address** is correct on the order form. Changes to the shipping address after the order has been processed and shipped will cause delays in receiving your device.
 - Any shipments returned to the Spectrio warehouse due to being “undeliverable” will incur additional shipping fees to re-ship the device.
 - No speakers or installation is included. Please check with your Master Agent or Total Wireless representative for assistance with that request
- (3) Our Onboarding team will review the new order and set up the contact listed on the order form with access to manage the music. If you have any additional users who would also like online music access, please contact support@spectrio.com. Please watch for the email from our Onboarding team with the login information. [Music Management Information](#).
 - You will be able to monitor the online connection
 - Manage the music and change stations
- (4) Once the device ships, you will receive an email with the tracking number. The email will be sent to the email address listed on the [Total Wireless dealer package form](#).
- (5) After receiving your device, please install as soon as possible. Delays with installation will not change your billing start date.
 - Please see [Device installation](#) for instructions to install your device.
 - (i) You should already have speakers and amplifiers installed in your store.
 - The device **must** be connected to the internet in order to manage the music and receive pertinent software updates. An Ethernet connection is preferred.
 - If you need assistance with installation, please contact our Support Team at 800-584-4653 option #2, or email support@spectrio.com.
- (6) **Ownership changes:** Please notify Mary Barker, maryb@spectrio.com, of any ownership/billing changes so that we can update the account and ensure you have uninterrupted access to your music service.