

Will be filled in by the support team:

Ticket No.:

## Support Request Form

Please kindly note that for an efficient handling of all kind of support requests all following information needs obligatorily to be submitted. For any return you will be provided with an RMA number. We are not able to accept return shipments of defective devices without RMA number. **The return has to be arranged in original packaging or with back box. Please note that for transport damages we assume no liability at all.**

Customer Information			
Name:	<input type="text"/>	Project:	<input type="text"/>
Address:	<input type="text"/>		
Phone:	<input type="text"/>	E-Mail:	<input type="text"/>
Product Informationen (Please see appendix)			
1. Device Type:	<input type="text"/>		
2. Serial Number:	<input type="text"/>		
3. MAC-Address:	<input type="text"/>		
4. Firmware Version:	<input type="text"/>		
5. Network Settings	Unit Name:	<input type="text"/>	
	IP-Address:	<input type="text"/>	
	Subnet-Mask:	<input type="text"/>	
	Gateway-Address:	<input type="text"/>	
	DNS Server 1:	<input type="text"/>	
	DNS Server 2:	<input type="text"/>	
	Auto IP DHCP:	<input type="radio"/> Enabled	<input type="radio"/> Disabled
6. Device Configuration:	Please send us the configuration file of the door terminal.		
7. System Log:	Please send us the system log of the door terminal.		

Error Description			
Detailed error description			
Is the error reproducible? If so, how?			
Please select the appropriate error category and fill in requested information			
General information about the door terminal			
Is the door terminal still accessible?	<input type="radio"/> Yes	<input type="radio"/> No	
Is the door terminal website accessible?	<input type="radio"/> Yes	<input type="radio"/> No	
Voice over IP			
Which Sip System elements are used? (Adatis SIP Server, IP Phones,...)			
If the Adatis SIP server is used, please list all accounts that were used when the error occurred.			
8. Personal data	Please send us the personal data of the door terminal.		
9. SIP Diagnosis	Please send us the SIP diagnosis.		
DoorKeeper			
On which devices where the DoorKeeper is installed does the problem occur?			
Remote Station	Operating System	Version of the Operating System	10. Version of the DoorKeeper
Over which network are the remote stations connected to the door terminal?	<input type="checkbox"/> LAN		<input type="checkbox"/> WLAN
	<input type="checkbox"/> 3G		<input type="checkbox"/> 4G
	<input type="checkbox"/> Other:		
When using 3G or 4G, please specify the provider.			

## Appendix

### 1. Device Type:

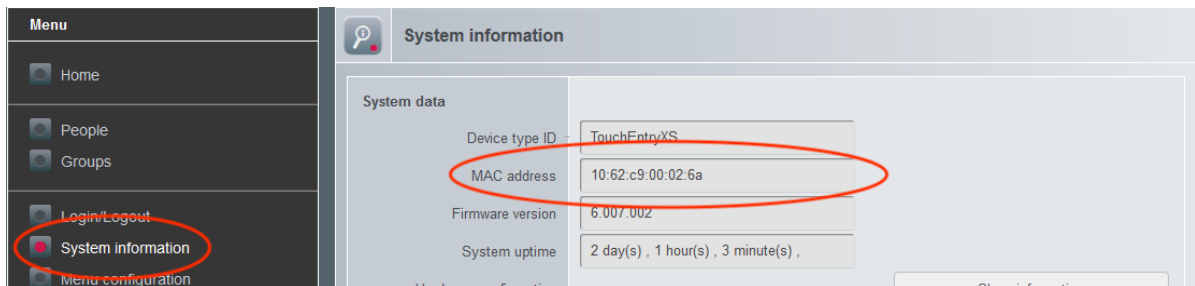
You will find the information about your door terminal on the product and/or box labels or on your delivery documents.

### 2. Serial Number:

You will find the serial number of your door terminal on the product and/or box labels.

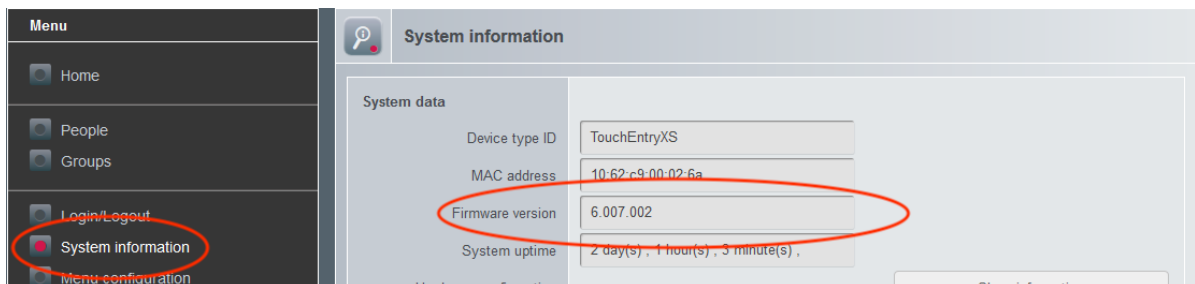
### 3. MAC Address:

You will find the Mac address of your door terminal on the product and/or box labels or alternatively on the website of the door terminal.



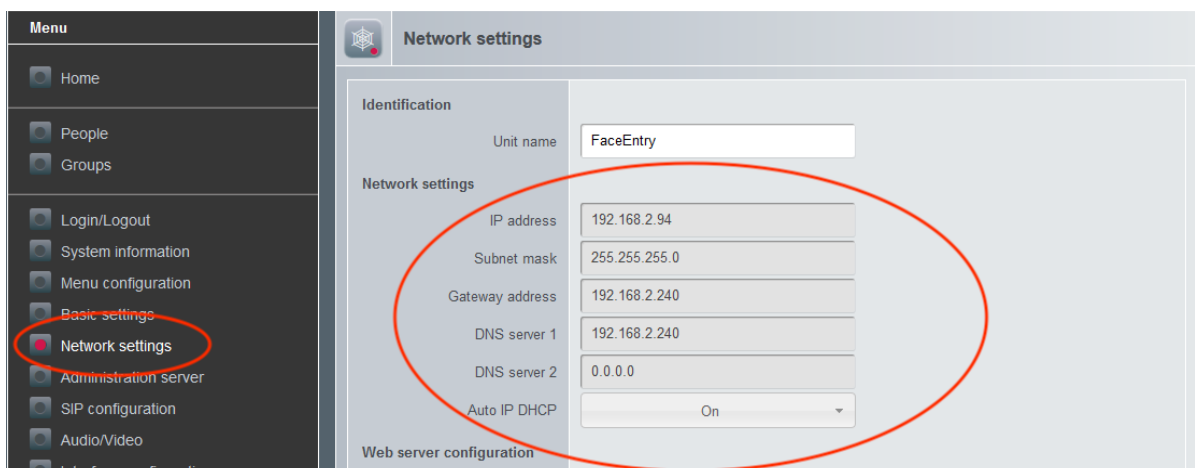
### 4. Firmware Version

You will find the firmware version on the website of your door terminal.



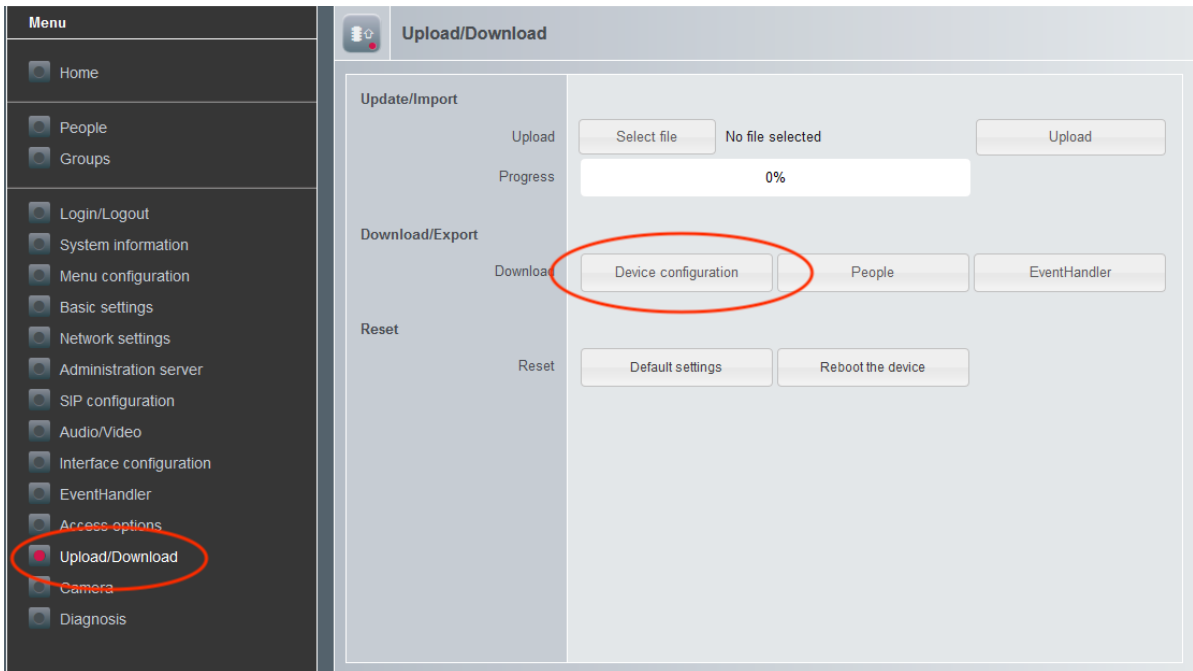
### 5. Network Settings

You will find all necessary information about the network settings on the website of your door terminal.



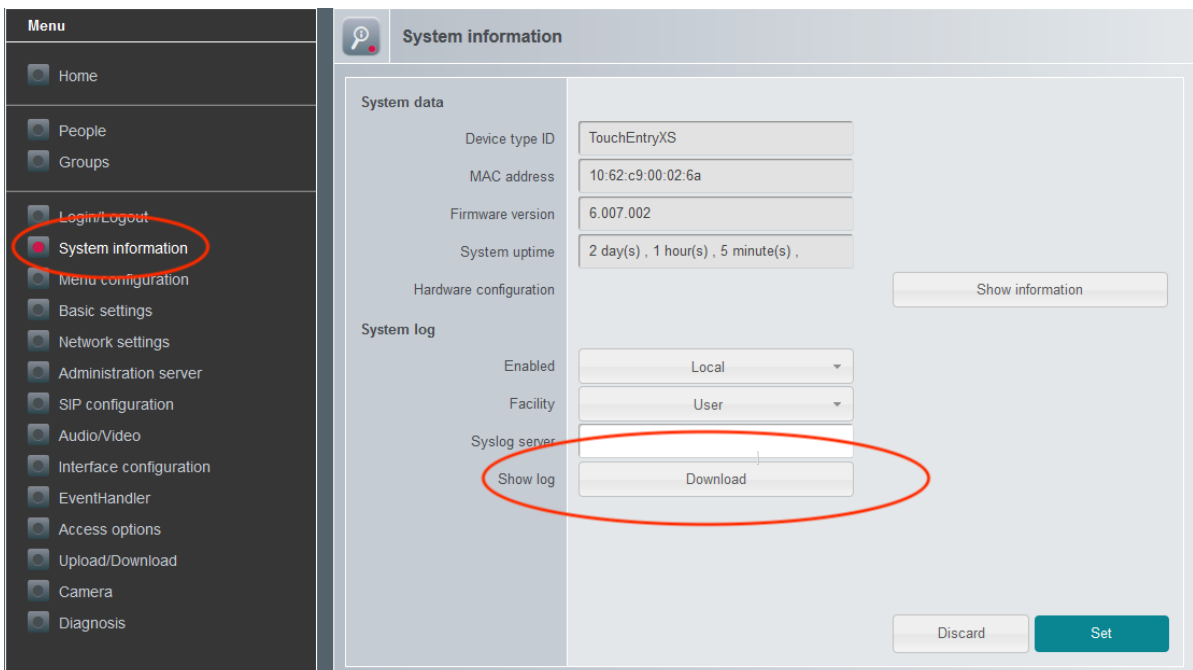
## 6. Device Configuration:

Please download the device configuration file and send it to us.



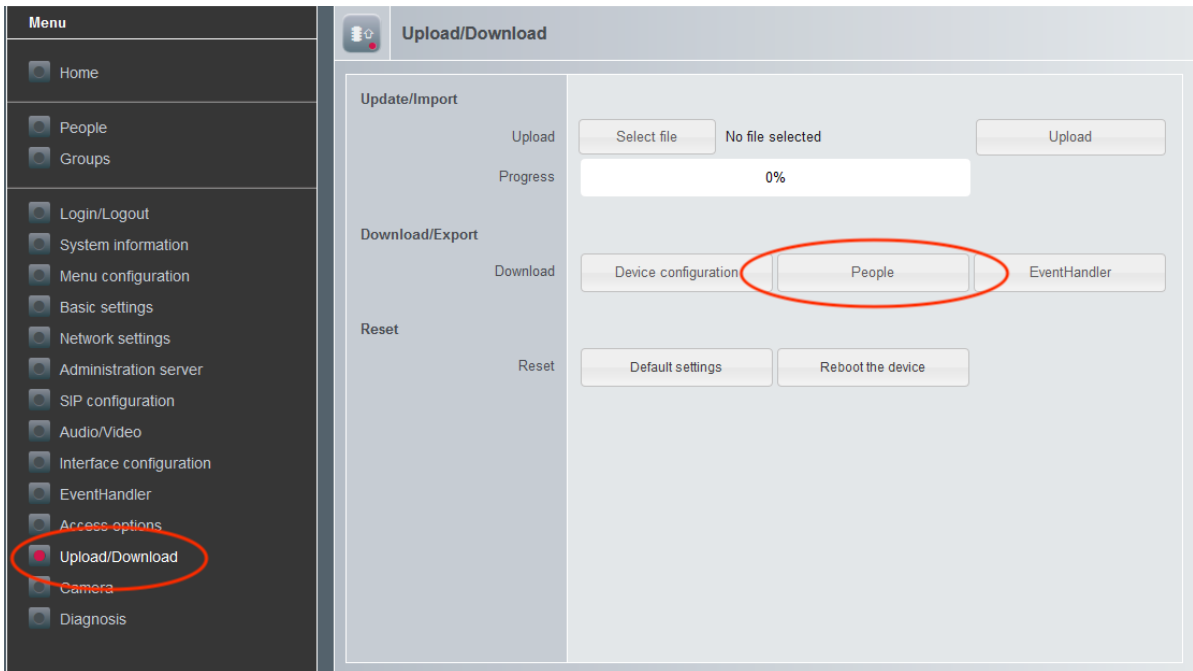
## 7. System Log:

Please download the system log file and send it to us.



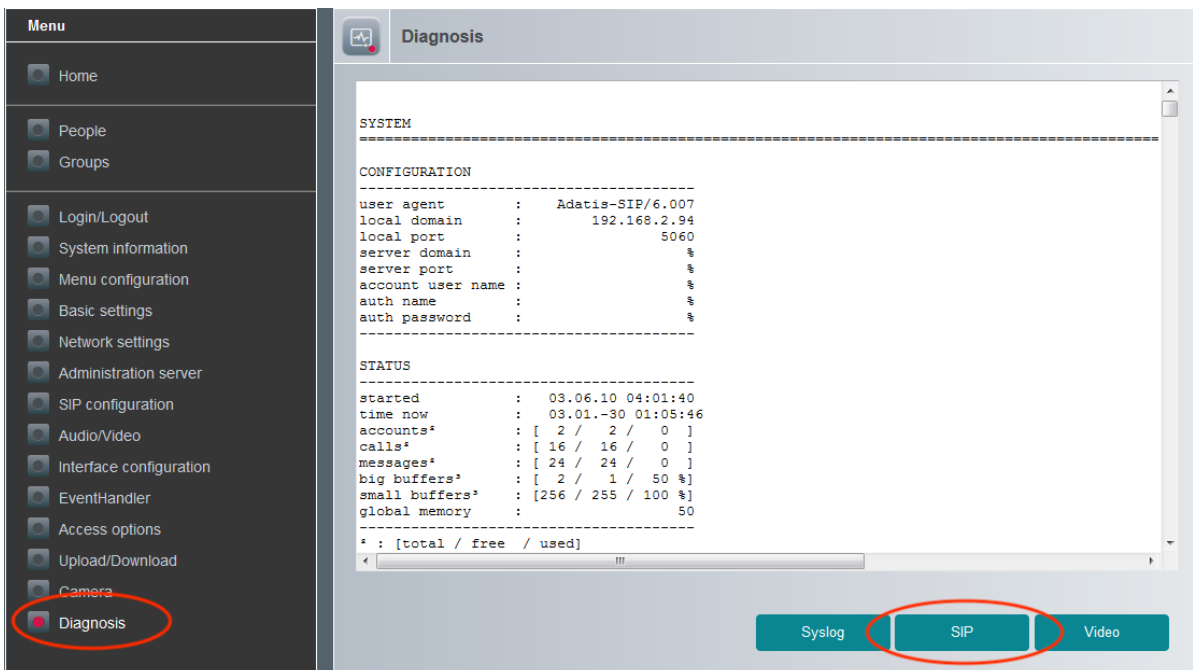
## 8. Personal data:

Please download the personnel data file and send it to us.



## 9. SIP Diagnosis:

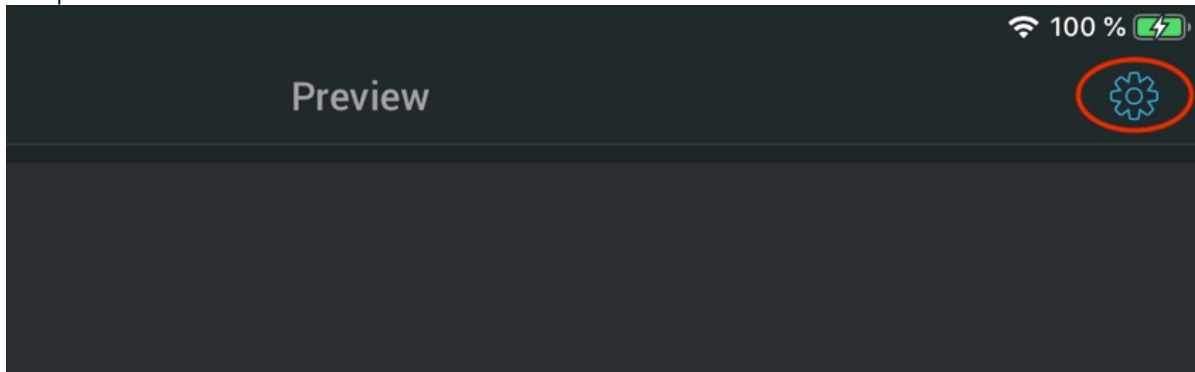
Please copy the text from the SIP diagnosis into a text file and send it to us.



## 10. DoorKeeper Version:

Please tell us the DoorKeeper version that is currently installed on your remote station.

Step 1



Step 2:

