

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:			Project:				
Address:							
Phone:			E-Mail:				
Product Inf	ormationen (P	lease see appendix)					
1. Device Ty	pe:						
2. Serial Nu	mber:						
3. MAC-Add	dress:						
4. Firmware	e Version:						
5. Network Settings		Unit Name:					
		IP-Address:					
		Subnet-Mask:					
		Gateway-Address:					
		DNS Server 1:					
		DNS Server 2:					
		Auto IP DHCP:	0	Enabled	O 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 appropr	iate error ca	tegory and fill i	n request	ted infor	mation	
General information abo	ut the door	terminal			1	
Is the door terminal still	accessible?	0	Yes		⊖ No	
Is the door terminal web accessible?	site	0	Yes			O No
Voice over IP					1	
Which Sip System eleme used? (Adatis SIP Server, IP Ph						
If the Adatis SIP server is please list all accounts th used when the error occ						
8. Personal data		Please send u	s the pe	rsonal d	ata of th	ne door terminal.
9. SIP Diagnosis	Please send u	s the SIF	o diagno	sis.		
DoorKeeper						
On which devices where	the DoorKe	eeper is installe	d does t	he prob	lem occ	ur?
Remote Station	Operat	ing System	Version of the Operating System			10. Version of the DoorKeeper
				WLAN		
Over which network are the remote stations connected to the door terminal?		🗌 3G			☐ 4G	
		Other:				
When using 3G or 4G, p 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.

Menu Sys			
System da	ata		
People     Groups	Device type ID	TouchEntryXS 10:62:c9:00:02:6a	
System information	Firmware version System uptime	6.007.002 2 day(s) , 1 hour(s) , 3 minute(s) ,	

#### 4. Firmware Version

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

Menu	System information
O Home	System data
People Groups	Device type ID TouchEntryXS MAC address 10:62:c9:00:02:6a
System information	Firmware version     6.007.002       System uptime     2 day(s), 1 hour(s), 3 minute(s),

#### 5. Network Settings

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

Menu	Network settings			
O Home	Identification			
People	Unit name FaceEntry			
Groups	Network settings			
C Login/Logout	IP address 192.168.2.94			
System information	Subnet mask 255.255.0			
Menu configuration	Gateway address 192.168.2.240			
Basic settings	DNS server 1 192.168.2.240			
Network settings				
Administration server	DNS server 2 0.0.0.0			
SIP configuration	Auto IP DHCP On •			
Audio/Video	Web server configuration			
<b></b>	the solution configuration			



#### 6. Device Configuration:

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

Menu	Upload/Do	wnload			
O Home	Update/Import				
People Groups	opulate/import	Upload	Select file No file sel	lected	Upload
		Progress	0%		
Login/Logout     System information	Download/Export				
Menu configuration		Downloa	Device configuration	People	EventHandler
Basic settings Network settings	Reset				
Administration server		Reset	Default settings	Reboot the device	
SIP configuration					
Interface configuration					
EventHandler     Access options					
Upload/Download					
Camera Diagnosis					

#### 7. System Log:

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

Menu		P	System information		
	Home	_			
			em data		
	People		Device type ID	TouchEntryXS	
	Groups		MAC address	10:62:c9:00:02:6a	_
	Login/Logout		Firmware version	6.007.002	_
G	System information		System uptime	2 day(s) , 1 hour(s) , 5 minute(s) ,	-
	Menu configuration		Hardware configuration		Show information
	Basic settings				Show mornation
	Network settings	Syst	em log		
	Administration server		Enabled	Local	
	SIP configuration		Facility	User 🔻	
	Audio/Video		Syslog server		
	Interface configuration		Show log	Download	
	EventHandler		Show log	Dominoud	
	Access options				
	Upload/Download				
	Camera				
	Diagnosis				Discard Set



#### 8. Personal data:

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

Menu	Upload/Dov	wnload	
C Home	Update/Import		
People		Upload	Select file No file selected Upload
Groups		Progress	0%
C Login/Logout			
System information	Download/Export		
Menu configuration		Download	Device configuration People EventHandler
Basic settings     Network settings	Reset		
Administration server		Reset	Default settings Reboot the device
SIP configuration			
Audio/Video			
Interface configuration			
EventHandler			
Access options			
Upload/Download			
Camera			
Diagnosis			

### 9. SIP Diagnosis:

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

Menu	Diagnosis
O Home	A
People Groups	SYSTEM
Login/Logout     System information     Menu configuration     Basic settings	CONFIGURATION 
Network settings     Administration server     SIP configuration     Audio/Video     Interface configuration     EventHandler	STATUS         started       : 03.06.10 04:01:40         time now       : 03.0130 01:05:46         accounts <sup>4</sup> : [ 2 / 2 / 0 ]         calls <sup>4</sup> : [ 16 / 16 / 0 ]         messages <sup>4</sup> : [ 2 / 2 / 4 / 0 ]         big buffers <sup>3</sup> : [ 2 / 1 / 50 %]         small buffers <sup>4</sup> : [ 256 / 255 / 100 %]
Access options Upload/Download Camera Diagnosis	* : [total / free / used]



#### **10. DoorKeeper Version:**

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



