

Remote Programming Service

With our **Remote Programming Service**, GAI-Tronics can perform all the programming requirements to set up your S.M.A.R.T. Telephone network. After completing a simple form detailing phone number(s) to be dialed, physical location text, phone number or extension of the phones to be programmed, we will access and program each phone from our factory. A specially-trained technician will provide a CD copy of the newly created telephone database and ship it to you for installation onto your Personal Computer with the TMA software package. To perform this service, we require system and/or extension number access.



GAI-TRONICS®
A Hubbell Company

SUPPORT SERVICES

Help Line: 1-888-482-4357

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GAI-Tronics® • St. Rose, LA Office

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Visit Us @ www.gai-tronics.com

 **GAI-TRONICS®**
A Hubbell Company

SMART TELEPHONES

*Self-Monitoring and
Reporting Telephone
System Support*

Available Services

GAI-Tronics' S.M.A.R.T. telephone systems provide reliable telephones with integrated remote monitoring capabilities that report on the health and activity of all S.M.A.R.T. units.

To make the S.M.A.R.T. phones an even *smarter* choice, and your maintenance needs even easier, GAI-Tronics offers three levels of support services in our Aftercare program. A dedicated Maintenance Computer with the GAI-Tronics' TMA software is included with each Program for the duration of the contract.

Monitor Only

The screenshot shows a 'Phone Properties Report' window. At the top, it displays 'Phone ID: 8 Line Lot Row 16' and 'Phone Description: 8 Line Lot Row 16 (22)'. Below this, there are several data tables. The first table has columns for 'Line Number', 'Serial Number', 'Description', 'Type', and 'Vendor'. The second table has columns for 'Phone ID', 'Serial Number', 'Start', 'End', 'Status', 'Location', 'Type', and 'Vendor'. The third table has columns for 'Phone ID', 'Serial Number', 'Start', 'End', 'Status', 'Location', 'Type', and 'Vendor'. The interface is a standard Windows-style application window.

In the basic **Monitor Only** program, you stock required replacement spare telephones to support the system. In support of your system, GAI-Tronics will perform the following tasks:

- Remotely monitor the health status of each telephone.
- Provide telephone failure notification to the customer, indicating the defective or failed unit's location allowing your maintenance staff to perform the repair or replacement.
- Provide monthly maintenance activity report within ten (10) calendar days of each month's end.
- Provide monthly call log activity report.

Monitor with Advance Replacement

The **Monitor with Advance Replacement** program provides a higher level of support because you do not need to purchase and stock spare/replacement telephones...GAI-Tronics will do that for you. In this program, GAI-Tronics will:

- Remotely monitor the health status of each telephone.
- Provide telephone failure notification, indicating the defective or failed unit's location and shipping status of advance replacement unit.
- Ship pre-programmed replacement unit(s) for next business day delivery.
- Provide monthly maintenance activity report within ten (10) calendar days of each month's end.
- Provide monthly call log activity report.

Monitor with On-Site Maintenance Replacement

The **Monitor with On-Site Maintenance** program offers the highest level of support by assuming responsibility for monitoring and maintaining the system. Any reported failure will be made operational by the end of the next business day. You do not need to stock replacement spares **or** perform replacement maintenance. A trained, fully-authorized technician will perform these tasks on-site. GAI-Tronics will:

- Remotely monitor the health status of each telephone.
- Repair or replace defective or failed telephones by the end of the business day following the day that the fault is reported (via the TMA software or customer notification).
- Provide monthly maintenance report within ten (10) calendar days of each month's end. Provide monthly call log activity report.

Emergency help line support available with all programs at additional charge - 24 hours a day, 365 days a year.