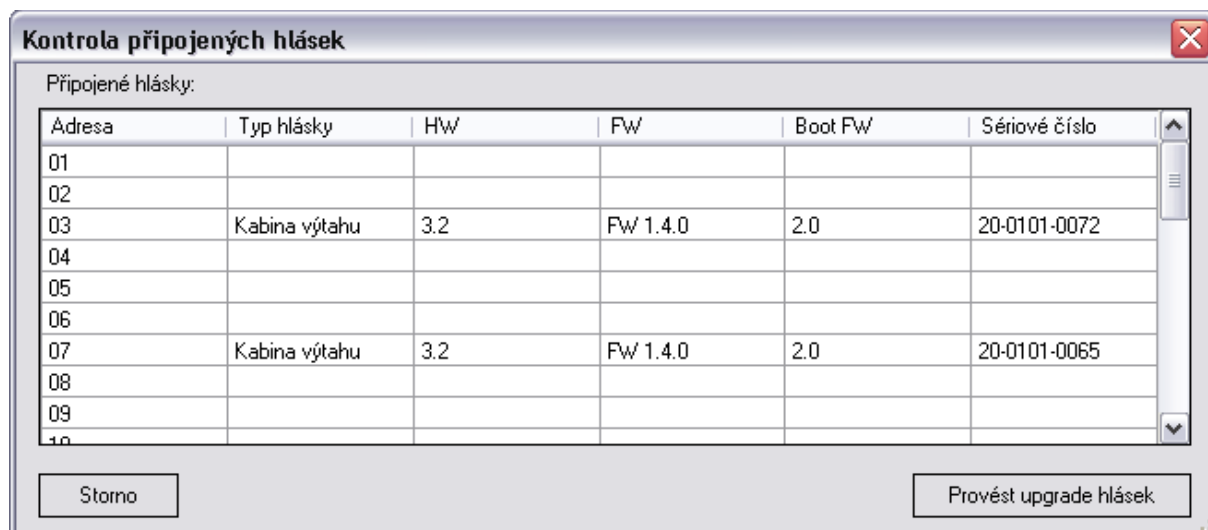


How to report a problem on 2N LiftNet.

For quick answer please send us following:

- 1) Serial number, version of FW (firmware) and HW (Hardware) of all units**
(noted on label - front or back side of the product)

Tip: Use ServiceTool application and send us the printscreen
(*ServiceTool: Device / Audio units check*)



Adresa	Typ hlásky	HW	FW	Boot FW	Sériové číslo
01					
02					
03	Kabina výtahu	3.2	FW 1.4.0	2.0	20-0101-0072
04					
05					
06					
07	Kabina výtahu	3.2	FW 1.4.0	2.0	20-0101-0065
08					
09					
10					

- 2) Description of the connection**

- How is 2N LiftNet connected to?
 - PSTN? (type of PSTN connection and name of the operator)
 - PBX? (type of the PBX)
 - GSM gateway (type of GW, SIM card (operator, phone number))
(*in case of 2N EasyGate describe Serial Number, SW a HW version*)
- Length of the BUS (approximately)
- Type of the cable

- 3) System settings**

- send us the configuration file from the device
- Or list of all changed default parameters and their values.

- 4) problem description**

- describe briefly current problem on 2N LiftNet