

EQUIPMENT INCIDENT / SERVICE REQUEST

Client: Mad Oak Bar and Patio | Consultant: ASI 360 Consulting

Name: _____ Phone / email: _____

Date / time: _____ First noticed: _____

Check boxes or circle choices. Suspected cause is unverified; choose Not sure.

A | ISSUE AREA — check all affected

- | | | | |
|--|--|---|--|
| ☐ Footage complaint | ☐ NVR / recording | ☐ Camera | ☐ Wiring / cables |
| ☐ Network | ☐ Monitoring / screen | ☐ Printing / reports | ☐ Software / access |
| ☐ Audio / talk-down | ☐ Other / not sure | | |

B | SUSPECTED PROBLEM TYPE — diagnosis is not required

- | | | |
|--|---|-----------------------------------|
| ☐ Hardware / device | ☐ Software / configuration | ☐ Network |
| ☐ Wiring / cable | ☐ Power / PoE | ☐ Not sure |

C | AFFECTED HARDWARE / EQUIPMENT, IF KNOWN

- | | | |
|--|--|---|
| ☐ NVR recorder | ☐ NVR disk / storage | ☐ Camera(s) |
| ☐ EliteDesk workstation | ☐ KVM switch | ☐ Acer desk monitor |
| ☐ Vizio / office Spot Out | ☐ Public Spot Out (if fitted) | ☐ Printer |
| ☐ Mouse / keyboard | ☐ Microphone / speaker | ☐ PoE / network switch |
| ☐ Router / connection | ☐ Cable / connector | ☐ Power adapter / UPS |
| ☐ Other: _____ | | |

D | CAMERA NUMBER(S), IF APPLICABLE

- | | | | | | | |
|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| ☐ CAM01 | ☐ CAM02 | ☐ CAM03 | ☐ CAM04 | ☐ CAM05 | ☐ CAM06 | ☐ CAM07 |
| ☐ CAM08 | ☐ CAM09 | ☐ CAM10 | ☐ CAM11 | ☐ CAM12 | ☐ CAM13 | ☐ CAM14 |
| ☐ CAM15 | ☐ CAM16 | ☐ CAM17 | ☐ CAM18 | ☐ CAM19 | ☐ CAM20 | ☐ CAM21 |

Location / device name: _____

E | VISIBLE SYMPTOMS — check all that apply

- | | | |
|---|--|--|
| ☐ No power | ☐ Offline / disconnecting | ☐ No picture / black screen |
| ☐ Frozen / video glitch | ☐ Blurry / wrong view | ☐ Wrong timestamp |
| ☐ Search / playback / export | ☐ Cannot switch KVM | ☐ Mouse / keyboard failure |
| ☐ Cannot print / queue error | ☐ Paper / ink / printer error | ☐ Audio / speaker failure |

Frequency: Constant / Comes and goes / Once / Not sure

Impact: One device / Several / Whole system | Error / what happened:

Footage date: _____ From: _____ To: _____ TZ: _____

Already tried / result: _____

PHOTOGRAPH & SEND

Scan the QR code to upload this sheet and photos/screenshots.

support.asi360.co/mad-oak

support@asi360.co | 415-723-8833

Omit passwords. A request does not authorize billable repairs.

ASI 360 use: Incident _____ Case ticket _____

