



CDS TECHNICAL SUPPORT CONTACT FORM

Introduction

CDS is committed to providing the highest levels of support possible. We believe that the number one component of support is accessibility. To that end, we have put in place procedures which cover both normal contact situations and after-hours contact situations.



During Normal Business Hours:

Our normal business Hours are from 9am to 5pm EST, Monday thru Friday. During these times, call the CDS main support number, ask to speak with the TOD (Tech-On-Duty) and describe to him/her the nature of your problem.

The TOD is your contact person for the current issue and will stay “with” the problem until the crisis is resolved. The TOD will begin by collecting initial diagnostic information about the event and will document the information in a token (ticket). Each iteration of the token will be emailed to you so you can follow the progress of your ticket thru to completion.

In the event that escalation is necessary, the TOD will contact the proper support personnel, while continuing to be your “point person” thru the episode. When the problem has been resolved, the TOD will confirm that the event has been resolved to your satisfaction and then close out the ticket.

If the office is unattended, possibly due to bad weather or power outage, etc, please follow the **CDS BEEPMAIL** procedure detailed on page 2, below.

After Hours, Weekends and Holidays:

The TOD (Tech on Duty) is reachable 24 hours a day, 365 days a year via **CDS BEEPMAIL**. If the support office is unattended because it is after hours, a weekend or a holiday, the normal support line will identify the tech that is currently on duty. The TOD can then be reached via the **CDS BEEPMAIL** procedure detailed on page 2, below.

Note: there is generally a surcharge for after hours, weekend and holiday support.



CDS BEEPMAIL PROCEDURE

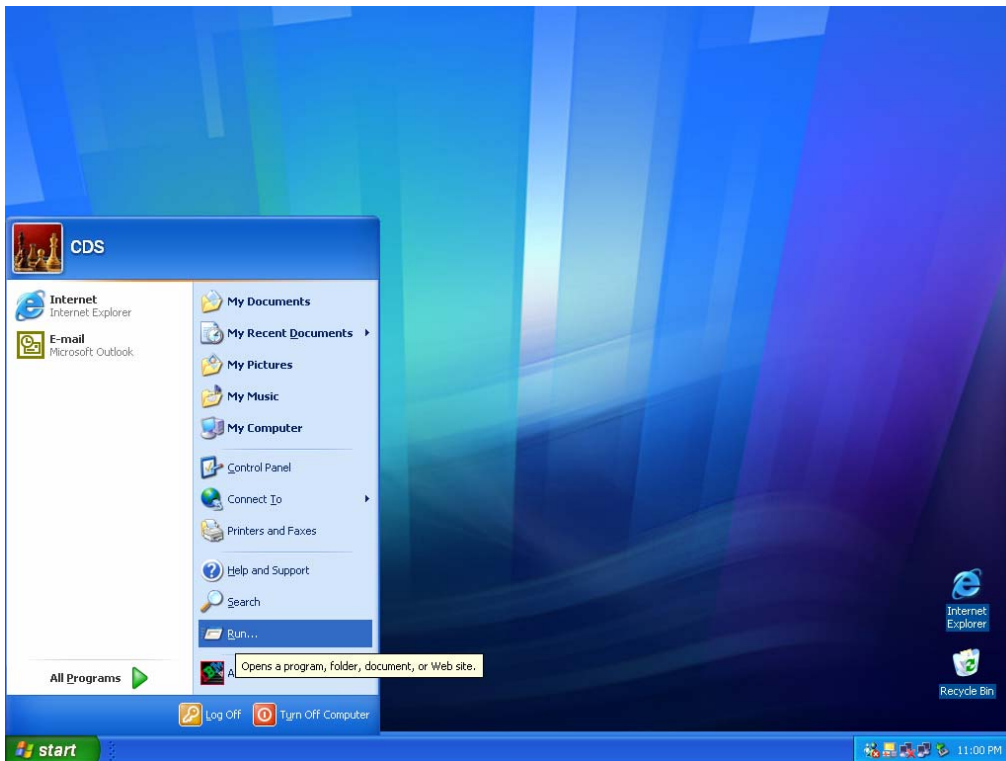
Internet Connection:

You must have an active connection to the internet to use **CDS BEEPMAIL**. Access to the internet may be “always on” at your location if you have a T1, a cable modem or a DSL connection. Or you may have access to the internet via a dialup connection like AOL or other dial up Internet provider. Before proceeding, verify that you have a connection to the internet by trying to access any website (<http://www.cdssystems.com>, for example).

Accessing CDS BEEPMAIL:

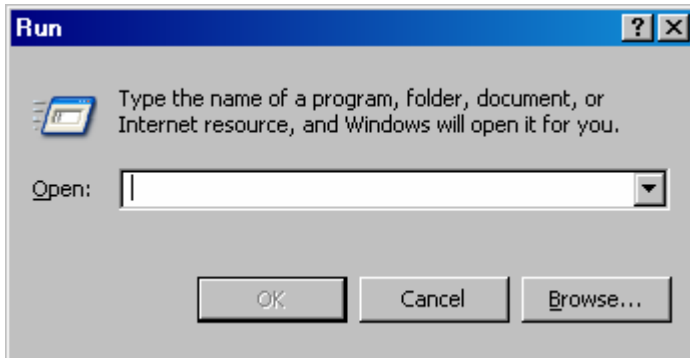
To access **CDS BEEPMAIL**, you must telnet to the **CDS BEEPMAIL** server. You can use any telnet application you desire. Or you can use the following procedure:

Click on START and then RUN, as demonstrated, here:




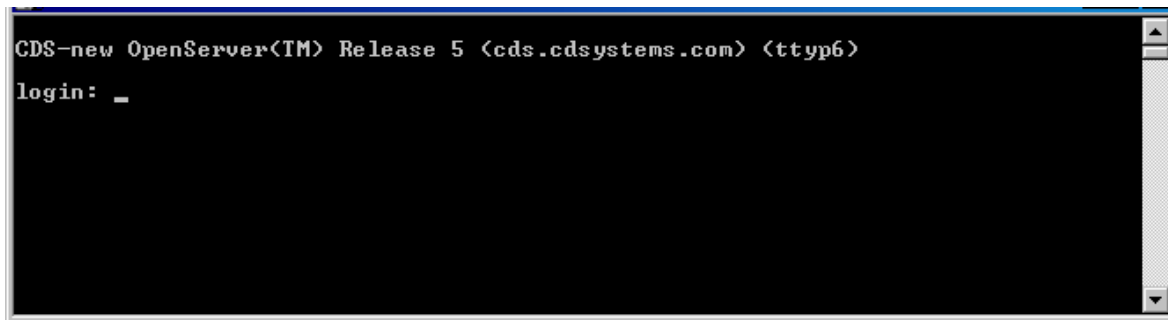
Note: Your window may appear differently if you have a different version of Windows.

Enter the following command in the Run window (Note: the command will be supplied at client inception):

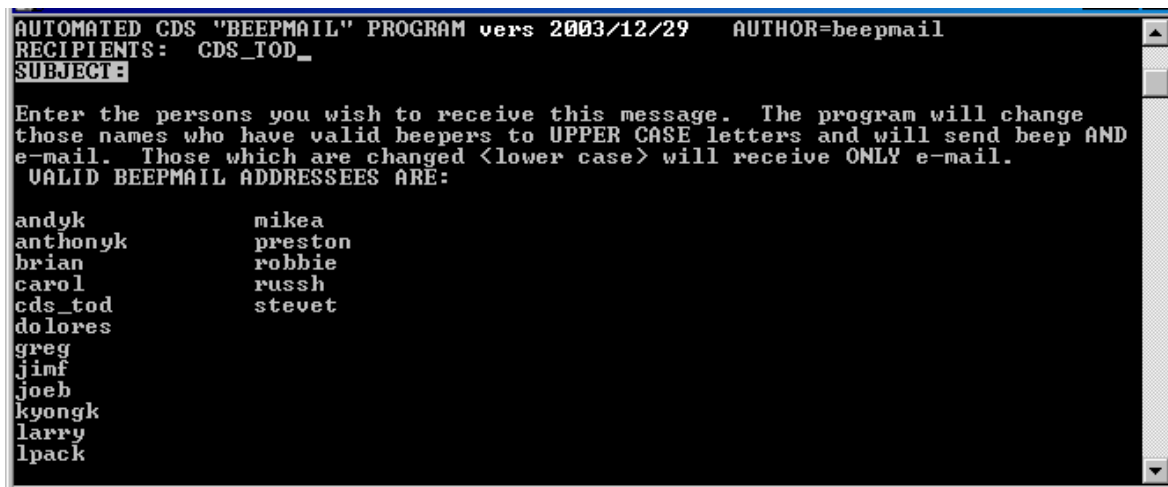


And click OK when done.

The telnet application will open. Enter  at the login prompt, as shown below (Note: the login and password information will be supplied at client inception):

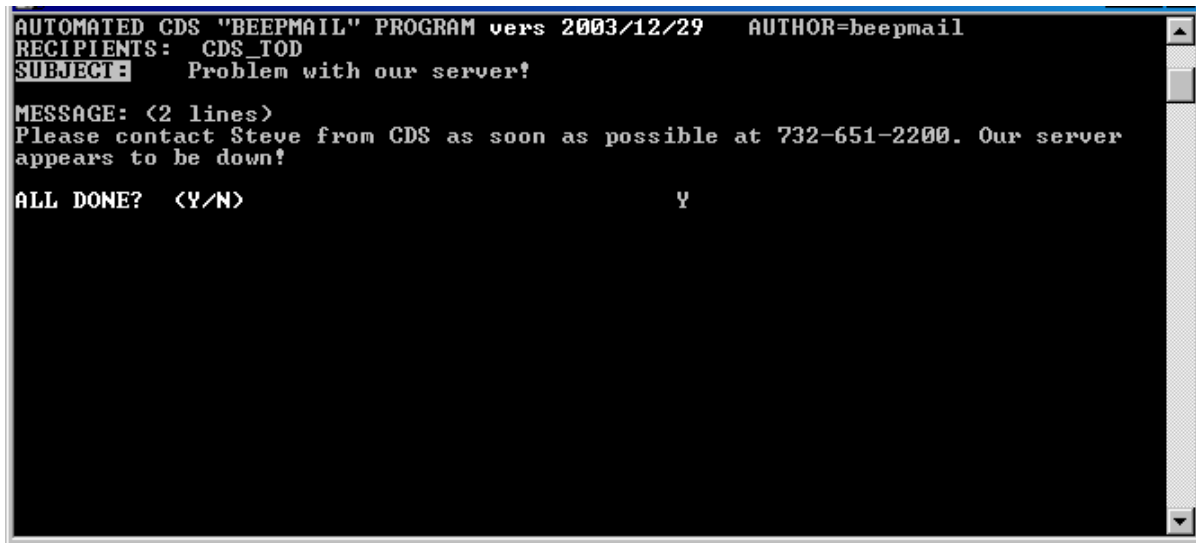


This will load the **CDS BEEPMAIL** application:



At the RECIPIENTS prompt, enter CDS_TOD for the Tech on Duty, as shown above.

In the SUBJECT and MESSAGE areas, enter a brief description of the problem. Please do not forget to include your name, company name and valid call back number.

A screenshot of a terminal window with a black background and white text. The text is as follows:

```
AUTOMATED CDS "BEEPMAIL" PROGRAM vers 2003/12/29  AUTHOR=beepmail
RECIPIENTS:  CDS_TOD
SUBJECT      Problem with our server!

MESSAGE: <2 lines>
Please contact Steve from CDS as soon as possible at 732-651-2200. Our server
appears to be down!

ALL DONE?  <Y/N>                               Y
```

If you are satisfied with the message, enter Y at the ALL DONE prompt. The message will be sent shortly to the TOD via pager and email.

The window will display:

Disconnecting...

Connection to host lost.

Press the <ENTER> key to close the window.