



PowerKey Pro

Technical Support

Digital Switching Systems provides support necessary for the operation of the PowerKey Pro keypad and PowerKey Pro Configuration Manager software through DNA Group, Inc.

Software

Technical support for software-related assistance is available Monday through Friday, 9am – 4pm eastern, except for standard holidays.

To open a support ticket, please contact us via one of the following methods:

Email: sws@digitalswitchingsystems.com

Phone: 919.881.0889 (request PowerKey Pro Configuration Manager software support)

Website: <http://www.digitalswitchingsystems.com/pkpro.html>

Please provide the following information when sending an email or leaving a message for support:

- Your first and last name
- At least one contact method (email address, phone number and extension (as applicable)) that you can also be at along with the software and PowerKey Pro keypad
- The best time to contact you
- A detailed description of the issue

Our goal is to provide you service commensurate to the quality of the PowerKey Pro keypad – excellent. To assure we can continue to deliver this service, please be certain to provide the information requested above. Any omission may delay your service request.

Hardware

Assistance for hardware-related is available Monday through Friday, 9am – 4pm eastern:

Email: hws@digitalswitchingsystems.com

Phone: 919.881.0889 (request PowerKey Pro PRODUCT assistance)