




# Vallabh Enterprises

Regd. Office : 401,shanti kutir,shivaji road,near thakur international school,kandivali(west) mumbai - 400067  
Support : | W : www.vallabhenterprises.com  
E : vallabhsecure@yahoo.co.in

| <b>Service Status Details : VE7506</b> |  |  |   |   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
|--|--|--|---|---|----------|-----------|-----------------|--------|---------------------|-------------|--|---------------------|--------------|---|---|---------------------|--------------|-----|--|---|
| <b>Priority :</b>                      | Low  |  |   |   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>Created By :</b>                    | Admin - Apurva Vajaria   |  |   |   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>Complaint Mob. No. :</b>            | 7021671156   |  |   |   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>Technician Name :</b>               | Ravi Rajbhar   |  | <b>Technician Mobile :</b>  | 8080922965  |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>Ticket Type :</b>                   | Complain   | <b>Date &amp; Time :</b>   | 01-02-2023 10:44:10   |   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>Vendor Details :</b>                |  |  |   |   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>Company Name/Client Name :</b>      | Lokhandwala Foundation   | <b>Customer's Mobile :</b>   | 7021671156  | <b>Name :</b>   | Rauf Sir |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>Address :</b>                       |  |  |   |   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| Mumbai , , , , Maharashtra             |  |  |   |   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>AMC Details :</b>                   |  |  |   |   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>Expiry Date :</b>                   | 01-01-1970 05:30:00  |  | <b>Type :</b>   |   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>Product Name :</b>                  | EPABX  |  |   |   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>Complain :</b>                      | EPABX line off issue   |  |   |   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>Technician Comment :</b>            | Panasonic epbax system check ex. No ok working done but co line issue bcz Panasonic systems basic card issue inform to Rauf sir two CO line working CO1/CO3 /MTNL or Airtel  |  |   |   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Apurva Vajaria   |  |   |   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>Remark :</b>                        | Panasonic epbax system check ex. No ok working done but co line issue bcz Panasonic systems basic card issue inform to Rauf sir two CO line working CO1/CO3 /MTNL or Airtel  |  |   |   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>Status History :</b>                | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Status</th><th>Remark</th><th>Sign</th></tr></thead><tbody><tr><td>01-02-2023 02:34:12</td><td>Ravi Rajbhar</td><td>Work Pending</td><td>Panasonic epbax system check ex. No ok working done but co line issue bcz Panasonic systems basic card issue inform to Rauf sir two CO line working CO1/CO3 /MTNL or Airtel</td><td></td></tr><tr><td>01-02-2023 10:44:36</td><td>Ravi Rajbhar</td><td>New</td><td></td><td>-</td></tr></tbody></table>                |  |   |   |          | Date Time | Technician Name | Status | Remark              | Sign        | 01-02-2023 02:34:12  | Ravi Rajbhar        | Work Pending | Panasonic epbax system check ex. No ok working done but co line issue bcz Panasonic systems basic card issue inform to Rauf sir two CO line working CO1/CO3 /MTNL or Airtel |  | 01-02-2023 10:44:36 | Ravi Rajbhar | New |  | - |
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| 01-02-2023 10:44:36                    | Ravi Rajbhar   | New  |   | -   |          |           |                 |        |                     |             |  |                     |              |   |   |                     |              |     |  |   |
| <b>Previous Complain History :</b>     | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Remark</th></tr></thead><tbody><tr><td>19-07-2023 11:56:10</td><td>Munna Gupta</td><td>I have checked 7 DVR and have set frame rate and bit rate in all DVR's DVR No. 3 HDD is not getting supported and 3 cameras are connected in it and due to HDD unsupported there will be no recording for the said 3 cameras Note : If DVR restarts Data and Time gets change and due to which no recording will not be found. We recommend to replace the DVR's</td></tr><tr><td>30-06-2023 10:55:26</td><td>Ravi Rajbhar</td><td></td></tr></tbody></table> |  |   |   |          | Date Time | Technician Name | Remark | 19-07-2023 11:56:10 | Munna Gupta | I have checked 7 DVR and have set frame rate and bit rate in all DVR's DVR No. 3 HDD is not getting supported and 3 cameras are connected in it and due to HDD unsupported there will be no recording for the said 3 cameras Note : If DVR restarts Data and Time gets change and due to which no recording will not be found. We recommend to replace the DVR's | 30-06-2023 10:55:26 | Ravi Rajbhar |   |   |                     |              |     |  |   |
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