



# Rugged Telephones



Harsh &  
Hazardous

**G****AI-TRONICS**, a Hubbell Company, has been the leading manufacturer in the rugged communications industry for more than 70 years. Oil rigs, power plants, nuclear and chemical facilities, paper mills, amusement and water parks, and even hotels all over the world have relied on our communication products to increase the productivity and safety of their personnel and the general public. To this end, GAI-TRONICS is committed to providing the highest quality products and services at competitive prices. With this commitment, we are pleased to present our line of rugged, industrial-grade telephones.

**GAI-TRONICS Rugged Telephone products** are designed for use in rugged and harsh environments, with some models specifically intended for use in hazardous areas. Their rugged packaging, combined with operational reliability, offers a premier solution for nearly any communication application. Rugged cast aluminum enclosures for use in abusive areas, non-metallic or stainless steel for use in corrosive atmospheres, and conformal electronics coating for use in high humidity applications are standard across the line. Each telephone includes a non-moveable cradle, a vandal-resistant handset with hearing aid compatible receiver, a noise-cancelling microphone, and either a Hytrek (heavy-duty, memory retaining) coiled cord or armored cord. Models are available in standard analog, SMART analog, or VoIP formats.

#### **Standard Analog Telephones**

Commonly known as POTS (Plain Old Telephone System) telephones, GAI-TRONICS standard analog telephones offer a highly reliable and rugged solution for use on a Central Office (C.O.) line to the Public Switched Telephone Network (PSTN) or a station port of a Private Branch Exchange (PBX), Private Automatic Branch Exchange (PABX), or Key Service Unit (KSU). All models are line powered and will operate in a -40° C to +60° C temperature range.

#### **SMART Analog Telephones**

SMART (Self-Monitoring And Reporting Technology) Telephones are also line powered and operate on the same networks as our standard analog telephones. SMART telephones include the ability to be monitored via software installed at a central PC location. GAI-TRONICS TMA (Telephone Management Application) software will poll each telephone to obtain health and usage status. This is a valuable maintenance tool in larger systems as a report is generated on a scheduled basis to notify maintenance personnel of stuck buttons, handset integrity, line integrity, and microprocessor health. SMART Telephones also include configurable auto-dial numbers, call termination methods, maximum call duration, and answering options.

#### **VoIP Telephones**

GAI-TRONICS VoIP Telephones offer the same ruggedized package as our analog telephones and are SIP compatible. All models include an imbedded web browser and can be locally powered with 24 – 48 V dc or via PoE. In addition to having the capability of being monitored by our TMA software, all VoIP telephones can send a real-time email to report faults.

# Rugged Handset Telephones

## 226 and 227 Series (NEMA 3R)



### Rugged Telephones – Tough Phone

The Tough Phone series was developed for public and rugged areas requiring a virtually indestructible telephone. Housed in a 1/4-inch thick, sand-cast aluminum, weatherproof enclosure and coated with an exterior polyurethane finish, our Tough Phones fit the bill. Standard features include a spring return door, 15-inch lanyard armored cord, proximity metallic non-moveable hook-switch and tamper resistant hardware. SMART models include the ability to be centrally monitored for failures via our TMA software. VoIP Telephones are SIP compatible and are suitable for use with Cisco UCM (CallManager) Version 5.0 or newer.

#### Analog Models

- 226-001** Analog Keypad Tough Phone
- 226-005** SMART Keypad Tough Phone
- 227-001** Analog Auto-dial Tough Phone
- 227-005** SMART Auto-dial Tough Phone

#### Options

- LD** Keylock Door
- H6** 6 Ft. (extended) Hytrel® Cord Option

#### VoIP Model

- 226-710** VoIP Tough Phone with Keypad
- 227-710** VoIP Auto-dial Tough Phone



### Rugged Telephones – Indoor

This indoor series telephone is constructed of a high-impact, non-metallic enclosure with an industrial strength, six-foot (extended) Hytrel® handset cord. SMART models include the ability to be centrally monitored for failures via our TMA software. VoIP Telephones are SIP compatible and are suitable for use with Cisco UCM (CallManager) Version 5.0 or newer.

#### Analog Models

- 246-001** Analog Keypad Indoor Telephone
- 246-005** SMART Keypad Indoor Telephone
- 247-001** Analog Auto-dial Indoor Telephone
- 247-005** SMART Auto-dial Indoor Telephone

#### Options

- AC** 15" Armored Handset Cord
- A2** 29" Armored Handset Cord
- H1** 15 Ft. (extended) Hytrel® Cord Option
- H2** 25 Ft. (extended) Hytrel® Cord Option

#### VoIP Model

- 246-710** VoIP Indoor Telephone with Keypad
- 247-710** VoIP Auto-dial Indoor Telephone

## 25x Series (NEMA 3R)



### Rugged Telephones – Outdoor

This outdoor series telephone includes a latching door and is constructed of a high-impact, non-metallic enclosure with an industrial strength, six-foot (extended) Hytrel® handset cord. SMART models include the ability to be centrally monitored for failures via our TMA software. VoIP Telephones are SIP compatible and are suitable for use with Cisco UCM (CallManager) Version 5.0 or newer.

#### Analog Models

- 256-001** Analog Keypad Outdoor Telephone
- 256-005** SMART Keypad Outdoor Telephone
- 257-001** Analog Auto-dial Outdoor Telephone
- 257-005** SMART Auto-dial Outdoor Telephone

#### Options

- SK** Spring Door Kit
- LD** Keylock Door
- AC** 15" Armored Handset Cord
- A2** 29" Armored Handset Cord

#### VoIP Model

- 256-710** VoIP Outdoor Telephone with Keypad
- 257-710** VoIP Auto-dial Outdoor Telephone

# Rugged Handset/Hands-free Telephones

## 270 Series (NEMA 3R)



### Standard Rugged Telephones – Flush-mount

The 276 series telephone is designed to flush or surface mount (using 236 series enclosure). This unit has a brushed stainless steel faceplate with a metallic non-moveable hookswitch. Standard equipment also includes a 29-inch lanyard armored cord and tamper resistant hardware. SMART models include the ability to be centrally monitored for failures via our TMA software. VoIP Telephones are SIP compatible and are suitable for use with Cisco UCM (CallManager) Version 5.0 or newer.

#### Analog Models

- 276-001** Analog Keypad Flush-mount Telephone
- 276-005** SMART Keypad Flush-mount Telephone
- 277-001** Analog Auto-dial Flush-mount Telephone
- 277-005** SMART Auto-dial Flush-mount Telephone

#### Options

- H1** 15 Ft. (extended) Hytrel® Cord Option
- H2** 25 Ft. (extended) Hytrel® Cord Option

#### VoIP Model

- 276-710** VoIP Flush-mount Telephone with Keypad
- 277-710** VoIP Auto-dial Flush-mount Telephone

## 210 Series



### Corridor Telephone

The corridor telephone offers standard line-powered telephone operation in a rugged, stainless steel package. Its volume-control handset includes a 29-inch, swivel armored cord and the microphone and earpiece are non-accessible. The 210-00x projects less than 4-inches from the mounting surface making it ADA-compliant for corridor installation.

#### Model

- 210-001** Analog Corridor Telephone
- 210-002** Analog Corridor Telephone, Div. 2 Approved
- 210-003** Analog Corridor Telephone, Auto-dial

## 295 Series Clean Phone®



### Clean Room Telephones

The Clean Phone® unit's hands-free operation is ideal for clean room or sterile environments. The visual graphics are printed on the reverse side of the overlay to prevent particulate shedding and to ensure longevity. All Clean Phone models are compatible with GAI-TRONICS' Telephone Management Application (TMA) Software. SMART models include the ability to be centrally monitored for failures via our TMA software. VoIP Telephones are SIP compatible and are suitable for use with Cisco UCM (CallManager) Version 5.0 or newer.

#### Analog Models

- 295-001F** Clean Phone®, Flush-mount
- 295-001W** Clean Phone®, Wall-mount

#### VoIP Models

- 295-712F** VoIP Clean Phone®, Flush-mount
- 295-712W** VoIP Clean Phone®, Wall-mount

# NEMA 4X Rugged Handset Telephones

## 354-001 & 354-710 Series (NEMA 4X)



## 354-711 Series (NEMA 4X)

### Rugged Telephone – NEMA 4X

GAI-TRONICS Model 354 series NEMA 4X Analog and VoIP Rugged Telephones are designed for use in extreme weather conditions where temperature and moisture are a concern. They are also ideal for use in areas that require a direct water spray (hose-down) for cleaning purposes or where a non-corrosive material is required. Standard feature includes a 6-ft Hytrel® Cord. Compatible with TMA (Telephone Management Application) Software.

### Analog (Keypad)

- 354-001** Analog NEMA 4X Rugged Telephone, Gray, Keypad
- 354-001YL** Analog NEMA 4X Rugged Telephone, Yellow, Keypad
- 354-001OR** Analog NEMA 4X Rugged Telephone, Orange, Keypad
- 354-001RD** Analog NEMA 4X Rugged Telephone, Red, Keypad

### VoIP (Keypad)

- 354-700** VoIP NEMA 4X Rugged Telephone, Gray, Keypad
- 354-710YL** VoIP NEMA 4X Rugged Telephone, Yellow, Keypad
- 354-710OR** VoIP NEMA 4X Rugged Telephone, Orange, Keypad
- 354-710RD** VoIP NEMA 4X Rugged Telephone, Red, Keypad

### VoIP (Auto-dial)

- 354-711** VoIP NEMA 4X Rugged Telephone, Gray, Auto-dial
- 354-711YL** VoIP NEMA 4X Rugged Telephone, Yellow, Auto-dial
- 354-711OR** VoIP NEMA 4X Rugged Telephone, Orange, Auto-dial
- 354-711RD** VoIP NEMA 4X Rugged Telephone, Red, Auto-dial

### Options

- LD** Keylock Door
- SK** Spring Door Kit
- H1** 15" Armored Handset Cord
- AC** 29" Armored Handset Cord



## 354-001YL & 354-71xYL



## 354-001OR & 354-71xOR



## 354-001RD & 354-71xRD

### TMA (Telephone Management Application) Ordering Information:

**Model No.**  
**12509-044**

**Description:**  
TMA for VoIP only (includes security key and software flash drive)



# Rugged Handset Telephones



## CE Compliant - Commander Telephone

The Commander family of telephones are tough, weather resistant units built to withstand abuse and environmental extremes. The telephone body is molded in glass-filled polyester to prevent rust and corrosion. It is easy to install with mounting hardware concealed from view, providing increased security from vandalism. The Commander is weather-rated to IP65 and is CE compliant. Models are available in analog, analog SMART, VoIP, and GSM formats. Features include desk or wall mounting, large tactile buttons, inductive coupler (hearing aid compatibility), TMA (SMART) compatibility, and armored cord.

### Analog Models

- 620-D212112112C** Auto-dial, 3-button  
**620-A221422122E** 18-button (keypad with memory buttons)

### SMART Analog Models

- 227-02-0000-212** Auto-dial, 0-button  
**227-02-0003-212** Auto-dial, 3-button  
**227-02-000J-212** Auto-dial, 18-button

### VoIP (Auto-dial)

- 115-02-0010-112** Auto-dial, 0-button  
**115-02-0016-112** Auto-dial, 6-button  
**115-02-001J-112** 18-button (keypad with memory buttons)



## CE Compliant - Titan

Titan's aluminum body is robust and designed to last longer in hostile outdoor environments. Along with weather and vandal resistance, the Titan meets the acoustic performance, reliability, and varying applications demanded by today's markets. It is easy to install with mounting hardware concealed from view, providing increased security from vandalism. Cable entries are via water-tight glands while pushbuttons are weather sealed. Its spring-loaded door also gives extra weather protection to the telephone. Models are available in analog, analog SMART, VoIP, and GSM formats. Features include desk or wall mounting, large tactile buttons, inductive coupler (hearing aid compatibility), TMA (SMART) compatibility, and armored cord.

### Analog Models

- 028-02-2830-652** Auto-dial, 0-button  
**2000G2B11111E1C** Auto-dial, 3-button  
**2000A2B21111A2A** 18-button (keypad with memory buttons)

### SMART Analog Models

- 226-02-0000-222** Auto-dial, 0-button  
**226-02-0003-222** Auto-dial, 3-button  
**226-02-000J-222** Auto-dial, 18-button

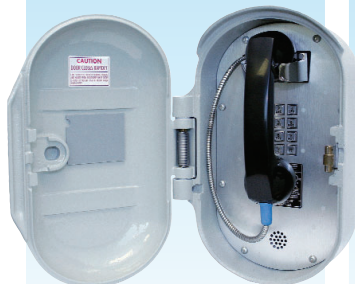
### VoIP (Auto-dial)

- 114-02-0010-122** Auto-dial, 0-button  
**114-02-0011-122** Auto-dial, 1-button  
**114-02-0013-122** Auto-dial, 3-button  
**114-02-0016-122** Auto-dial, 6-button  
**114-02-001J-222** 18-button (keypad with memory buttons)

# Hazardous Areas Telephones - Division 2

Class I, Groups A, B, C, D;  
Class II, Groups F & G; Class III

## 226-002 (NEMA 3R)



### Division 2 Telephones – Tough Phone

The Div. 2 Tough Phone is designed for use in a Div. 2 hazardous area requiring a virtually indestructible telephone. Housed in a 1/4-inch thick, sand-cast aluminum, weatherproof enclosure and coated with an exterior polyurethane finish, our Tough Phones fit the bill. Standard features include a spring return door, 15-inch lanyard armored cord, proximity metallic non-moveable hook-switch and tamper resistant hardware; designed for operation within a temperature range of -40° C (-40° F) to +60° C (140° F).

#### Model

**226-002** Division 2 Tough Phone

#### Options

**LD** Keylock Door

**H6** 6 Ft. (extended) Hytrel® Cord Option

## 341-001



### Division 2 Telephones – Indoor

The Div. 2 indoor telephone is constructed of a high-impact non-metallic enclosure with industrial strength, six-foot (extended) Hytrel® handset cord; designed for operation within a temperature range of -40° C (-40° F) to +60° C (140° F).

#### Model

**341-001** Division 2 Indoor Telephone

#### Options

**AC** 15" Armored Handset Cord

**A2** 29" Armored Handset Cord

**H1** 15 Ft. (extended) Hytrel® Cord Option

**H2** 25 Ft. (extended) Hytrel® Cord Option

## 351-001 (NEMA 3R)



### Division 2 Telephone – Outdoor

The Div. 2 outdoor telephone is constructed of high-impact, non-metallic enclosure that is rated NEMA 3R weatherproof. Standard features also include a latching door and handset with industrial strength, 6-foot (extended) handset cord; designed for operation within a temperature range of -40° C (-40° F) to +60° C (140° F).

#### Model

**351-001** Division 2 Outdoor Telephone

#### Options

**LD** Keylock Door

**SK** Spring Door Kit

**AC** 15" Armored Handset Cord

**A2** 29" Armored Handset Cord

**H1** 15 Ft. (extended) Hytrel® Cord Option

# Hazardous Area Telephones - Division 1

Class I, Groups B, C & D;  
Class II, Groups F & G; Class III

## 352 Series (NEMA 4X)



### UL / cUL Class I Division 1 Telephones

GAI-TRONICS' 352, the world's first UL Class I Division 1 VoIP telephone, is also available in standard analog or SMART configurations. All models are UL approved to Class I Division 1 Groups B, C, & D, Class II Groups F & G and Class III, Type 4X, and ABS Type Approved. SMART models include the ability to be centrally monitored for failures via our TMA software. VoIP Telephones are SIP compatible and are suitable for use with Cisco UCM (CallManager) Version 5.0 or newer.

#### Analog Models

- 352-001** Analog Handset
- 352-101** SMART Handset
- 352-002** Analog with ring relay
- 352-102** SMART with ring relay
- 352-103** Analog with Headset

#### VoIP Model

- 352-701** VoIP Handset

## 272-001 Outdoor Telephone (NEMA 4X)



### UL / cUL Class I Division 1 Telephones – Intrinsically-Safe

Intrinsically-Safe Telephones are for use in chemical plants, refineries, grain elevators and any other environment where volatile gases and dust are a major consideration. Housed in durable non-metallic enclosure for indoor or outdoor applications, GAI-TRONICS Intrinsically-Safe Telephones are the safest and most economical communication solution in hazardous environments.

#### Models

- 261-001** Indoor Intrinsically Safe Telephone and Isolation Barrier Unit
- 262-001** Indoor Intrinsically Safe Telephone
- 263-000** Isolation Barrier Unit
- 271-001** Outdoor Intrinsically Safe Telephone and Isolation Barrier Unit
- 272-001** Outdoor Intrinsically Safe Telephone



**262-001**  
Indoor Telephone



**263-000**  
Isolation Barrier Unit

(required for use with model 272-001 or 262-001 telephones)

# Hazardous Area Telephones ATEX / IECEx



## ATEX / IECEx Hazardous Area Certified

The Auteldac 5/6 telephones are ATEX and IECEx approved, weather resistant units, designed to withstand arduous industrial atmospheres and environmental extremes. Certified for safe operation in hazardous areas, the Auteldac series' carbon loaded glass filled polyester enclosure eliminates risk of rust and corrosion. They are easy to install with mounting hardware concealed from view, providing increased security from vandalism. Both Auteldac model series are weather-rated to IP66 and are CE compliant. The Auteldac 5 (A5) series represents the analog models and the Auteldac 6 (A6) series represents the VoIP models. All models include noise-cancelling microphone circuits.

### Analog Models (Auteldac 5)

- 212-02-5020-400** A5, 0-button Auto-dial, 320 mm Curly Cord
- 212-02-5020-410** A5, 0-button Auto-dial, 320 mm Curly Cord, w/Headset Jack
- 212-02-5020-B00** A5, 0-button Auto-dial, 745 mm Armored Stainless-steel Cord
- 212-02-5020-B10** A5, 0-button Auto-dial, 745 mm Armored Stainless-steel Cord with Headset Jack
- 212-02-5028-400** A5, 18-button, 320 mm Curly Cord
- 212-02-5028-410** A5, 18-button, 320 mm Curly Cord, w/Headset Jack
- 212-02-5028-B00** A5, 18-button, 745 mm Armored Stainless-steel Cord
- 212-02-5028-B10** A5, 18-button, 745 mm Armored Stainless-steel Cord with Headset Jack

### VoIP (Auteldac 6)

- 212-02-6008-410** A6, ATEX, 18-button, 320mm Curly Cord, Noise-cancelling, Headset Connectivity, IP66, black
- 212-02-6008-510** A6, ATEX, 18-button, 745mm Armored Stainless-Steel Cord, Noise-cancelling, Headset Connectivity, IP66, black
- 212-02-6008-610** A6, ATEX, 18-button, 1.5M – 3M Curly Cord, Noise-cancelling, Headset Connectivity, IP66, black
- 212-02-6008-710** A6, ATEX, 18-button, 3M Armored Stainless-Steel Cord, Noise-cancelling, Headset Connectivity, IP66, black

### Headset and Extension Cord

- 100-02-0598-001** Headset and Plug for A5 with headset jack and all A6 models
- 610-35-2036-001** Extension cord, 5M *(for headset use with A5 models only)*



# Rugged Telephone Enclosures

## Enclosures 255-003 Series (NEMA 4X)



**255-003**

### Rugged Telephone Enclosure

GAI-TRONICS offers a full line of Rugged Telephone Enclosure to protect telecommunications equipment in very harsh environments. These durable non-metallic enclosures are resistant to weather and corrosive chemicals.

#### Models

- 255-003** Enclosure with Modular Telephone Jack, Gray
- 255-003YL** Enclosure with Modular Telephone Jack, Yellow
- 255-003OR** Enclosure with Modular Telephone Jack, Orange
- 255-003RD** Enclosure with Modular Telephone Jack, Red

#### Options

- SK** Spring Door Return
- LD** Keylock Door
- HP** Hasp Lock Hardware



**255-003YL**



**255-003OR**



**255-003RD**



**238-001**

### Stainless Steel Surface-mount Enclosure

Provides surface-mounting for the 270 Series and Flush-mount Telephones

#### Model

- 238-001** Stainless Steel Wall-Mount Enclosure



**238-001FS**

### Stainless Steel Wall-mount Enclosure

Provides surface-mounting for Compact series telephones.

#### Model

- 238-001FS** Stainless Steel Enclosure

# Accessories

## Enclosures



**236 Series**

### Surface-mount Enclosures with Hood

Provides surface-mounting for the 270 Series and Flush-mount Telephones

#### Models

|                  |        |
|------------------|--------|
| <b>236-001YL</b> | Yellow |
| <b>236-001BK</b> | Black  |
| <b>236-001RD</b> | Red    |



**Model 234WM-202**

### Elite Wall-mount Communication Station - Model 234WM-202

Accommodates 270 Series Flush-mount Telephones and the 540-001 Strobe

#### Features

- UL/cUL Listed for Indoor Installations
- Bright Safety Yellow, Powder Coat Epoxy Finish
- Custom Colors and Graphics Available
- Emergency Graphics - Standard
- ADA Compliant (telephone mounting height)
- 10 W x 9.5 D x 40.5 H (inches), 1/8-inch Aluminum Construction
- Approximate Shipping Weight 50 lbs.
- Includes Panel Light and Protective Safety Glass (Strobe Protection)
- Power Rating
  - LED Phone Panel Light; 0.2 amps @ 120 V ac
  - LED Strobe; 0.39 amp @ 120 V ac

# Accessories

## Strobes



**540-001**

### Model

- 540-001** Constant-on/Flash LED Strobe; Weatherproof Rated, UL/cUL Listed, 240 fpm
- Rated LED Life: up to 100,000 hours
  - 7.00"H x 6.50"W
  - 120 V ac



**541-001**

### Model

- 541-001** Low Voltage LED Strobe; Weatherproof Rated, UL/cUL Listed, 240 fpm
- Rated LED Life: up to 100,000 hours
  - 7.00"H x 6.50"W
  - 12 – 24 V dc

## Mounting Kits and Tools



### Models

- 230-001** Pole Mounting Kit for 256/257 Series, 351-001, and 272-001 Surface-mount Telephones
- 231-002** Pole Mounting Kit for 246/247 Series, 341-001, and 262-001 Surface-mount Enclosures and Telephones
- 232-001** Pole Mounting Kit for 226/227 Series Surface-mount Telephones
- 233-001** Tamperproof Screwdriver (required for some installations)

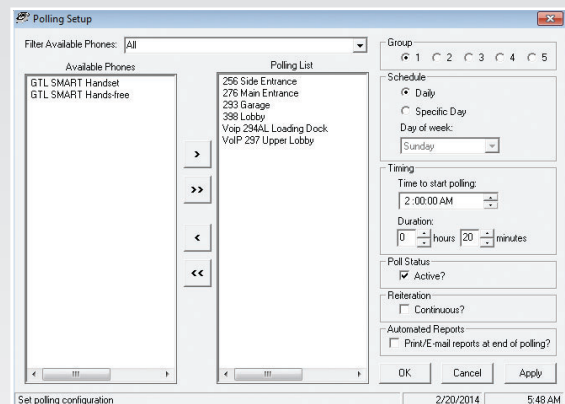
# Telephone Management Application (TMA)

TMA is a maintenance data-collection and reporting tool that allows users to view and report the health of SMART telephones. The software application is compatible with Windows 7®, Windows 8®, and Windows 10® and is intended for use on a dedicated PC. The Graphical User Interface provides a visual indication of each telephone's status and activity. TMA can be programmed to provide an audible alert or send an email if a fault condition exists. Many features of TMA are completely user-configurable to provide maximum flexibility.



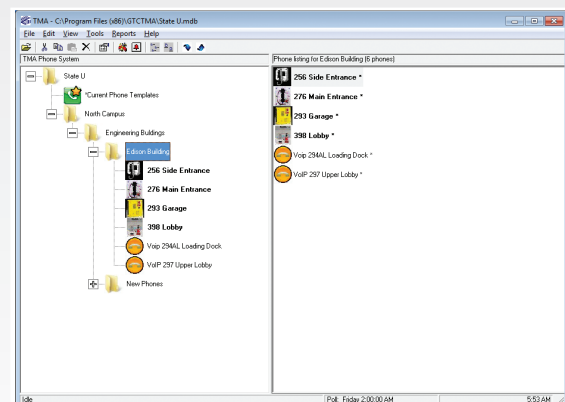
TMA is capable of monitoring both analog, VoIP, and our Commander 3G GSM telephones in the same system. In an Analog telephone system, TMA will support up to eight (8) line inputs, allowing eight different telephones to be polled simultaneously. This is important in larger systems as data collection may take as much as 90 seconds per telephone to complete. A transceiver is required for each telephone line input. One transceiver is included in both the basic TMA package and the expansion kit. No transceiver is required for VoIP systems. VoIP telephones are not monitored simultaneously but the speed at which data is collected is 20 seconds per telephone, approximately four (4) times faster than an analog system (similar to an analog system with four transceivers installed). The Commander 3G Telephone will transmit status information via SMS format (text).

Initial programming of unit-specific data is easily accomplished and just as easy to make changes, additions, and deletions. The screenshot (pictured at right) identifies the programming screen where the desired polling functions are set-up.



TMA is designed to monitor individual analog telephones, each on a dedicated analog telephone line. This allows the polling process to take place, with each telephone automatically answering when accessed for data retrieval. If two telephones are required to share a single analog line, each unit will be required to "call in" rather than being polled (programmable). Successfully sharing a line depends on the quality of the line. Insufficient line current with more than one telephone going off hook simultaneously can cause a call to be dropped completely. This is obviously not an issue with VoIP telephones since they all share the same Ethernet backbone.

The screenshot to the right provides a visual indication of the system "tree", listing all components as a specific icon with their associated location. Various reports, such as a Basic Summary Report (directly above the system tree screenshot), are available to provide status and history information as required by the operation. In addition to telephone health information, TMA can provide call activity reports that can prove useful when investigating occurrences.



## Ordering Information:

| Model No. | Description:                                                                                                                                  |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| 12509-042 | TMA Package (includes transceiver, security key, interface cables, and software flash drive); supports both analog and VoIP telephones        |
| 12509-043 | TMA Expansion Kit (includes transceiver, interface cables, and software flash drive); required for adding an additional analog telephone line |
| 12509-044 | TMA for VoIP only (includes security key and software flash drive)                                                                            |
| 12509-047 | TMA for Commander 3G GSM Telephones (includes security key, modem and software flash drive)                                                   |

# Custom Products and Services

## Custom Products

GAI-TRONICS takes great pride in its ability to meet the functional communication needs and desires of our customers. A large portion of our business relates to custom products designed outside of our normal product parameters. This could be as simple as a custom logo, labeling, or color to as complex as a one-off telephone designed to meet a customer specification.

### Telephones

GAI-TRONICS' Telephones can be custom-produced for non-standard functionality or interfaced to peripheral circuitry. Examples include:

- Embedded CCTV Camera
- Custom Replacement / Retrofit
- Custom Packaging

Please contact the factory at 1-800-492-1212, prompt no. 1, or [customerservice@gai-tronics.com](mailto:customerservice@gai-tronics.com) for additional information about our custom product capabilities or to discuss your particular application.

## Services

Selecting SMART Industrial Telephones or VoIP Industrial Telephones is obviously a smart choice. To make this choice even smarter, consider allowing GAI-TRONICS to remotely program, monitor, and/or maintain your TMA software application. In addition to providing normal business hour telephone support at no charge, the following additional charge services are available:

**Remote Programming Service** (SMART Telephones Only) – Factory technicians remotely perform all the programming requirements to set up your SMART telephones. A CD copy of the newly created TMA database will be provided upon completion of the programming, for installation on the local Personal Computer.

**Remote Monitor** – The TMA system is remotely monitored by GAI-TRONICS to provide reporting of failed units, monthly maintenance activity, and call log activity. Customer will provide replacement telephones from local inventory and labor.

**Remote Monitor with Advance Replacement** – In addition to the Monitor Service, GAI-TRONICS will stock necessary replacement inventory and ship pre-programmed replacement units for next business day delivery.

**Remote Monitor with On-Site Maintenance Replacement** – This is the highest level of service offered. In addition to the Monitor Service, any reported failure will be made operational by the end of the next business day. A trained, fully-authorized technician will perform these tasks on-site.

**Emergency help line support available with all service programs at an additional charge – 24 hours per day, 365 days a year.**

Please contact our Service Department at 1-800-492-1212, prompt no. 2, or [service@gai-tronics.com](mailto:service@gai-tronics.com) for additional information.

**NOTES**

This image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for writing. There are no margins, text, or other markings on the page.

Contact your sales  
representative or call  
our toll-free sales  
hotline for further  
information at  
1-800-492-1212.

Visit our website at  
[www.gai-tronics.com](http://www.gai-tronics.com)

Quality Management System Certified  
by DNV-GL - ISO 9001:2015



Toll Free: 1 (800) 492-1212 | Tel: (610) 777-1374 | [www.gai-tronics.com](http://www.gai-tronics.com)  
email: [customerservice@gai-tronics.com](mailto:customerservice@gai-tronics.com)



Quality Management System Certified by DNV-GL - ISO 9001:2015.  
The policy of GAI-TRONICS is one of continuous improvement;  
therefore the company reserves the right to change specifications without notice.  
PUB. 140201 Rev. 7/2021

