

By connecting a technician's laptop to the premise entry point and the customer's PC, you can select your router type and proceed quickly with router configuration. NANA™ also initiates tests designed to flush out wiring problems, termination problems, authentication problems, collision problems, internal network problems with your access concentrators, routers and other servers, and other configuration issues. In addition, once the Network and Customer PC sides have been individually verified, NANA™ will start passing data from the Customer PC to the internal network and vice versa. All this data will be logged and analyzed for errors and will be automatically uploaded to a control center for more detailed analysis. NANA™ uses an intelligent mixture of easy-to-use graphics, buttons, self-explanatory text, and context sensitive help screens to enable a technician to navigate through a trouble call in as few steps as possible.

Quest Controls, Inc. designs, manufactures, and markets a complete family of remote surveillance products that provide monitoring, control, and test solutions for the telecommunications, cable, and commercial industries. These TELSEC®, ADAM™, Q3BMS™, and NANA™ product families provide alarm performance, monitoring, control, and test of a facility's critical operating and telephony equipment to maintain and ensure each facility's smooth and continuous operation.

For more information on Quest Control's products, call (941) 729-4799 or visit us on the Internet at **www.questcontrols.com**.