

## FAQ – Frequently Asked Questions . . .

### **Magnasync Genesis Service through AAT Communications Systems Corporation**

#### **What happened to Magnasync, why have I not been able to contact them directly?**

Effective May 31, 2009, Magnasync Corporation ceased all business operations.

Just prior to shutting down operation, Magnasync appointed AATCSC as its sole authorized service support provider and granted AATCSC exclusive use of its application software as needed to render support for legacy Magnasync Genesis systems.

#### **Who is AAT Communications Systems Corporation and what is your relationship with Magnasync?**

AATCSC is a New York Corporation whose long-term business interests include functioning as a dealer/distributor of communications recording system technology and products. While we have been associated with Magnasync since the early 1970s, we are an independent entity not affiliated with Magnasync in any corporate legal sense.

#### **What happens if my system is still in warranty with Magnasync?**

AAT did not purchase the Magnasync client list nor did we agree to inherit any liabilities of Magnasync. AAT is not receiving any compensation to fulfill warranty obligations, if any, and is not party to any contract between Magnasync and any third-party owners of Magnasync Genesis products.

#### **What happens if my system is still under SLA or maintenance agreement with Magnasync?**

Please see our response to the issue of warranty support.

#### **When we contact you, who will actually be providing support to our current systems?**

AAT is fortunate in having Magnasync's former senior field engineer, Dmitriy Dzhidzhora join our staff. While Dmitriy has in-depth experience and site-specific knowledge, other experienced members of the AAT staff who have been previously supporting Genesis systems are here to help you as well.

#### **What steps are you taking to ensure long-term reliability of our existing systems?**

- AATCSC has acquired all remaining Magnasync inventory as of May 31, 2009.
- As announced, we've acquired the services of Dmitriy Dzhidzhora.
- Magnasync has granted to AAT the exclusive right to employ Magnasync-owned application software to support legacy systems.
- AAT has established a Genesis lab for testing software solutions on the Apple G4, G5 and Intel Xserve™ platforms.

### What kind of support service is available through AATCSC?

AATCSC can provide hardware support as well as application and OS service support either on a "Time & Material" basis or under an SLA – maintenance agreement.

We are pleased to offer remote diagnostic and configuration service when granted VPN or other secure remote access. Remote access may be required for AATCSC to agree to provide contract maintenance as remote access will allow for efficient and mutually satisfactory levels of support.

On-site service is available anywhere within the continental United States and anywhere where a Genesis system is currently installed.

Inquiries are welcome.

### Suppose our system is a small system? Wouldn't it be relatively expensive to support a small system from a remote location?

For small systems, we believe it is cost-effective to purchase a support contract that will provide both telephone tech support and support via remote access. Many issues can be addressed remotely.

When on site hardware support is needed, AATCSC will work local entities chosen by you to act as our "eyes and hands." AATCSC technicians can be dispatched to the site when together, we determine it is necessary.

### Will I be able to upgrade my system in the future?

No new features are under development.

You will be able to acquire the use of application software developed prior to May 31, 2009, when such is needed to maintain operation of your legacy system.

If you currently own an Apple G4 system, we may be able to offer an upgrade to a G5 chassis, subject to availability. Certain internal components used in the G4 and G5 series servers are not compatible with the newer Intel-based systems, though we do have limited quantities of hardware available for both Power PC and Intel systems.

### Will I be able to expand my system's capabilities in the future?

AAT has a limited hardware inventory to support a change in configuration or an increase in the number of channels. Requests for quotation for expansion will be responded to on a case-by-case basis.

### Will I be able to change the configuration of my system in the future?

Please see previous answer.

**Will I be able to purchase new or additional systems?**

At this time, there is no plan to resume manufacturing the Magnasync Genesis product line.

**What future does the Magnasync Genesis product have? Should I be budgeting immediately for a replacement system?**

We know from decades of prior experience that some organizations have continued to use communications recording system products for up to ten or more years after they have gone out of production. We at AAT believe we can keep your Magnasync system functional for up to several years, but only time will tell whether the required hardware remains available.

When clients commit to AATCSC in the form of an SLA or maintenance agreement, AATCSC will responsibly seek to maintain sufficient hardware inventory levels to meet our side of the mutual commitment.

**Does your firm offer a suitable replacement for the Genesis Systems when we reach a decision to replace them?**

AAT sells and services the products of Dynamic Instruments, Inc. and has enjoyed a relationship with DI that goes back a couple of decades.

[www.dynamicinst.com](http://www.dynamicinst.com)

This FAQ document was updated on July 15<sup>th</sup> 2009 and will be updated as frequently as changing conditions warrant. Please check back periodically for new information.

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