TELETASK

trendsetter in domotics

REMOTE SERVICES

SUPPORT FROM ANYWHERE ON THE GLOBE

The Remote Services ("RS") subscription enables a system integrator to support a TELETASK installation from anywhere on the globe. The system integrator can obtain multiple subscriptions for all TDS installations he wants to service from remote site. He can make his office a centralised support centre instead of having to visit the installations every time they need software support. With a small yearly subscription fee per installation, there is no need to go on site anymore for most of the software support activities.

'Remote Services' is easy to use and safe via a state-of-the-art secured connection. The result is a reliable and fast customer service and increased job comfort at the highest efficiency.

The TELETASK specialist can concentrate for 100% on what he is hired for. He can use his high-level skills without losing expensive travel time.

Make remote diagnostics, PROSOFT configuration changes and even upgrade central units from whatever location, any time of the day.

The Remote Services subscription is specifically useful for System Integrators and installation-team managers who are located (far) away from the TDS installation. In case of apartment projects, it is hardly impossible to make service/maintenance appointments with all owners together. With Remote Services, the system integrator doesn't have to disturb the owners' privacy. It is also very useful for professional installations where a 24/365 service with fast response is needed. Think about high-end villas, hotels, office buildings, etc...

In case of a technical defect, the system integrator can diagnose the installation remotely and he can bring the necessary part to be replaced. Remote Services generates a fast and efficient service. The only thing needed is an internet connection at both sides and an operational DoIP central unit.

COST

Remote Services has a fixed annual cost independent of how many times you use it. It is the most cost-effective solution for both the owner and the system integrator.

TECHNICAL ADVANTAGES

- No hardware to be installed
- Comparison with VPN connection: Easier to set up; easy to use;
- No maintenance like needed for VPN connections.
- No settings to be done when the internet provider makes (remote) changes or replaces the internet modem/router.
- No need for a fixed IP address
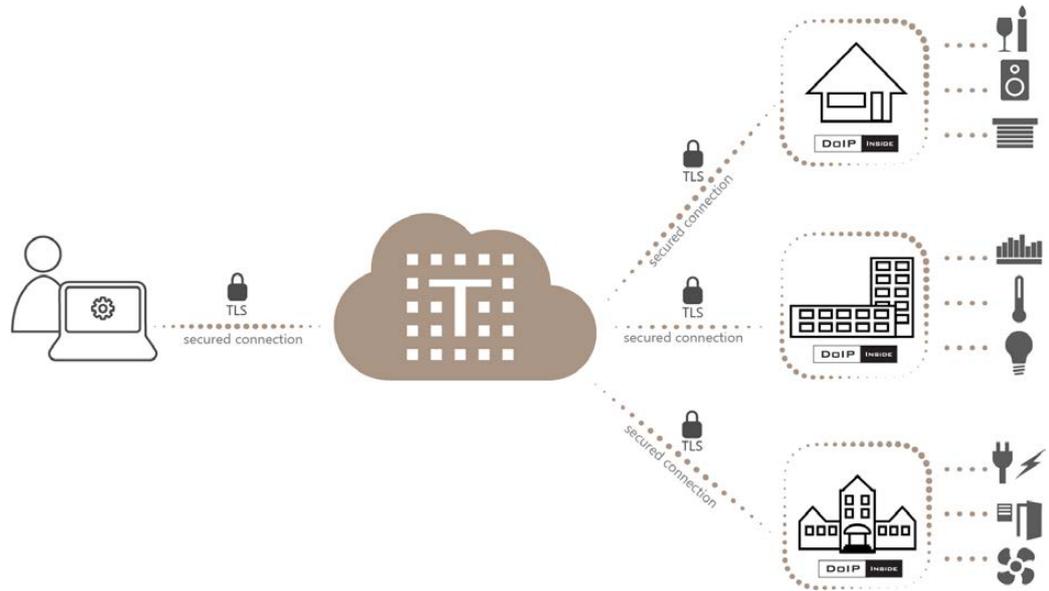- Non need to work with a DNS router.

Figure: As System Integrator you can make remote diagnostics, PROSOFT configuration changes and even upgrade central units from whatever location, any time of the day.
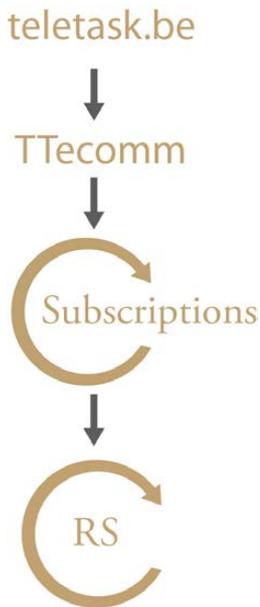

Figure: The subscription can be ordered by the System Integrator online in TTecomm

Extra with this subscription: Authenticated e-mails are included with the TSF16100 subscription. A DoIP installation with this subscription will enable the central unit to send authenticated e-mails instead of standard non-authenticated e-mails.

HOW TO OBTAIN A TSF 16100 SUBSCRIPTION

The subscription can be ordered by the System Integrator online in TTecomm (see below) and is activated for one year immediately after payment.

PLATFORM CONDITIONS

- PROSOFT V3.7.3 or higher (central unit needs to run this or higher version)
- For all such DoIP central units which are TTcloud connected.

Available: fully operational since December 2019

WHAT IS TTECOMM?

TTecomm is the online e-commerce site where system integrators can buy TELETASK-TSF subscriptions. TSF services are SaaS- model based software subscriptions available at a yearly fee. There is no software license like for traditional TELETASK software. A subscription is obtained for one year and is automatically renewed. The auto renewal can be stopped at any time by the system integrator, until one month before the renewal date (in TTecomm, see ecomm.teletask.be).

Installation instructions for the system integrator are in the TELETASK on-line Technical Handbook for professionals: see professional.teletask.be.

Available: Available on TTecomm and fully operational immediately after payment.

Auto renewal (yearly): In order to be able to make an automatic yearly renewal (and invoice by e-mail), the system integrator account only works with credits cards: VISA and Master Card. TTecomm will ask your company- and credit card information at first login.

If the system integrator doesn't stop the renewal, the subscription will be automatically renewed every year. He will receive an e-mail notification two months before the renewal date. So he still has one month to decide to stop the auto renewal or not. Payment will be taken from the SI's account- credit card, one month before the renewal date (!). If the credit card is not valid at that moment, the TTecomm platform will keep the system integrator posted to add a valid credit card in his account on TTecomm. He still has one month to do so to avoid that the TSF service stops working (at the planned renewal date).

PRODUCT CODE
TSF16100 REMOTE SERVICES

ISO 9001
BUREAU VERITAS
Certification
Nº BE008171-1