The TeleService solution of the future
intelliServiceNet

An app from **HOMAG**

Registrierung auf **tapio.one**

Verfügbar als **webapp**

For an even more targeted and faster help of the user based on the latest, future-proof technology.

HC intelliServiceNet | Pricing

Price (without tax)	**0 Euro** (license fee)
License	One year
Extension	Automatic
User	Unlimited
Period of notice	30 days before the end of the automatically extended term
Additional package	-

HC intelliServiceNet | Requirements

Internet recommendation	Download 1 Mbit/s Upload 1 Mbit/s
Machines	Full functionality for HOMAG machines with remote solution intelliServiceNet Soft and "tapio connected" With function restrictions for HOMAG machines with remote solution intelliServiceNet Bridge, TeleServiceNet or TeleServiceNet Soft
Browser	Current Web browsers for Web App: Firefox, Chrome, Safari, Edge

HC intelliServiceNet | Functions

intelliServiceNet is the new TeleService solution of the future!

intelliServiceNet (ISN) is the further development of the remote diagnosis software TeleServiceNet (TSN).

Based on the latest, future-proof technology. ISN can provide a connection from the ServiceCenter of the HOMAG Group to the machine of the customer with an even better performance[1]. With ISN, the data transfer can be increased and thus, the remote diagnose can be carried through faster.

In case the machine is additionally connected with the tapio platform (tapio connected), the employee in the TeleService obtains comprehensive access to relevant physical data. With the analysis of error protocols and conditions of machine components, this contributes additionally to a faster resumption of production.

intelliServiceNet consists of two components:

- **ISN Soft** or **ISN Bridge** for the connection to the machine
- **ISN ServicePortal** for more information on the remote connections.

The intelliServiceNet software (ISN Soft) has already been installed on all new HOMAG machines with powerTouch2 user interfaces.
Machines with powerTouch or older require a paid software update (ISN Soft) or hardware update (ISN Bridge).
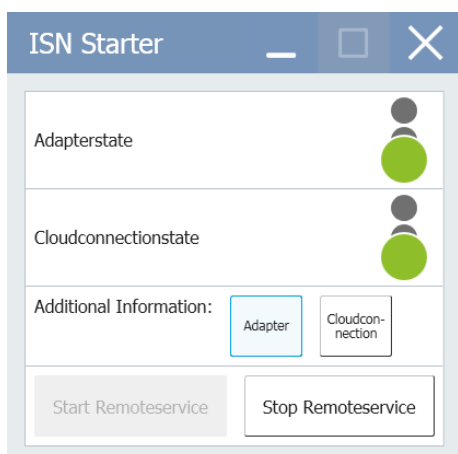
ISN Soft

Software solution to establish a remote connection of the machine with the ServiceCenter of the HOMAG Group

- tapio connected machines provide additional information in the event of a service call

- Available for single machines from Windows 7

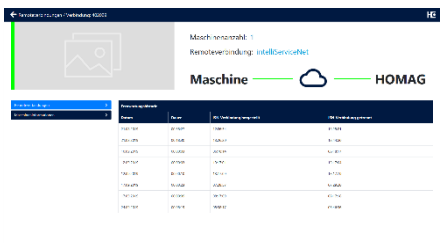[1] Depends on local Internet service provider

ISN Bridge

Hardware solution to establish a remote connection of the machine with the ServiceCenter of the HOMAG Group

- Available for single machines with an operating system older than Windows 7 or no Windows user interface.

- Available for networked machines (cells/plants)

ISN Service-Portal

- Display of the connection status of the remote connection

- Overview of all Remote Connections Available for ISN Soft, ISN Bridge, TSN Soft and TSN

- Login at https:/serviceportal.homag.cloud

HC **intelliServiceNet** | Activation process

1   Register your company at www.tapio.one

2   Add your machines to your account (if tapio-ready). The connection of tapio ready machines with tapio is automated (free service).
"tapio readiness" and possible updates can be checked with the machine manufacturer.

3   Register your colleagues as user. (Invite them to your account so that they receive their own user accounts)

4   By testing the machine by tapio from step 2, you receive the license for the application "intelliServiceNet" free of charge within 24 hours. To do this, click in My tapio > Applications > intelliServiceNet on Confirm Terms of Use.

5   Assign your machines to intelliServiceNet and select your users.

6   ISN Portal: Call the page https:/serviceportal.homag.cloud.
Log in your browser with your account data.
(Supported browsers: page 2, requirements)

⊕ Verfügbar als
webapp

All video tutorials can be found here

HC **intelliServiceNet** | Support

Phone   +49 7443 13-6000

E-mail   service@homag.com

Available   Monday to Friday from 8 a.m. until 5 p.m. (CET)