

# serviceRemote

## The TeleService solution of the future.

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



A product from **HOMAG**



Register at  
**tapio.one**

Licenses in  
**tapio shop**

Available as  
**webapp**

## serviceRemote | PRICING

**Price**  
(excluding VAT) **0 EURO** (license fee)

**Licence** For 1 year

**Renewal** automatically

**Users** unlimited

**Notice period** 30 days ahead of renewal

**Additional packages** -

## serviceRemote | REQUIREMENTS

**Browser** For web app current web browser:  
Firefox, Chrome, Safari, Edge

**Internet access recommendation**

|          |          |
|----------|----------|
| Download | 1 Mbit/s |
| Upload   | 1 Mbit/s |

**Machines** Full functionality for HOMAG machines with remote solution serviceRemote | Advanced and serviceRemote | Premium.  
With function restrictions for HOMAG machines with remote solution serviceRemote | Classic.

## serviceRemote | FEATURES

With serviceRemote, we are creating a modern TeleService and elevating our existing solution (TeleServiceNet) to a higher level of technology.

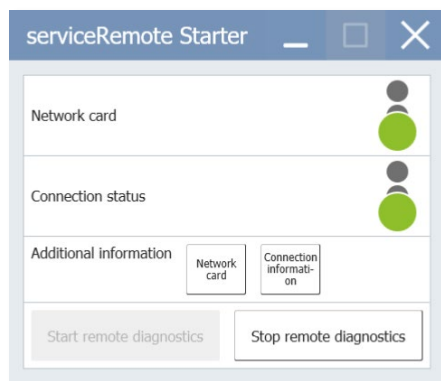
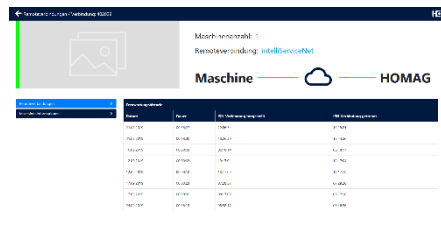
This will allow you to benefit from an even faster and more secure technology for remote service.

Depending on the configuration of the machine, the following variants are available:



### serviceRemote | Classic:

You receive your previous TeleService performance and have additional access to the remote history in the servicePortal (<https://serviceportal.homag.cloud>).



### serviceRemote | Advanced:

You get all basic functions of the new TeleService connection based on a faster and more secure technology – with the possibility to implement future digital solutions.



## **serviceRemote | Premium:**

In addition to the basic functions, serviceRemote | Premium provides access to the machine data, which in many cases, leads to the service incident being resolved more quickly. To use the Premium version, machines must be connected with tapio.

**serviceRemote | ACTIVATION PROCESS**

- 1 Register your enterprise on [www.tapio.one](http://www.tapio.one)
- 2 Add your machines to your subscription. The connection of tapio ready machines with tapio is automated (free-of-charge service).  
  
„tapio readiness“ and possible updates can be checked with the machine supplier.
- 3 Add your colleagues as users to your account. (Invite them to your customer account to get their own user accounts)
- 4 After checking the machine by tapio from step 2 you will receive the license for the application "serviceRemote" within 24 hours free of charge. Click in My tapio > Applications > HOMAG serviceRemote on Confirm terms of use.
- 5 Assign your machines to serviceRemote and select your users.
- 6 servicePortal: Call up the page <https://serviceportal.homag.cloud> in your browser. Log in there with your account data.  
(Supported browsers: page 2, request)



You can find all video tutorials here

**serviceRemote | SUPPORT**

**Phone** +49 7443 13-6000

**E-Mail** [softwaresupport@homag.com](mailto:softwaresupport@homag.com)

**Availability** Monday to Friday from 8 a.m. to 5 p.m.