



## Secure and Portable Remote Service

Compliant, secure, service from anywhere

# teleray.Remote

This remote service product allows service organizations the ability to remotely access and control equipment with no 3rd party software installed on the target device. The RRS device plugs in to the video out port and the USB port. Once the device is connected, a service provider can log in and view the device's screen in real time and control the keyboard and mouse allowing for full equipment access. This grants organizations the ability to walk a customer through a setup or troubleshoot and fix an issue, thereby reducing the amount of costly on-site service calls.

*"Having remote capabilities without installing software or worrying about IT security has saved us thousands per system."*

*Service Professional*



The device has a cellular connection embedded for quick and easy deployment that bypasses the hospitals network. The device uses an encrypted HIPAA compliant data tunnel that does not store data. This is a 1:1 connection keeping data safe and compliant. The device may send and receive files through USB connection up to 32GB.

- The network is included to improve reliability and performance while avoiding the main network
- HIPAA compliant and FDA registered with advanced encryption architecture
- Supports Generic Keyboard & Mouse Input  
USB Port Required Video Output - HDMI, DVI, VGA
- Two factor authentication
- Remote Support
- All-in-One
- Integrated encrypted cellular
- 2 years cellular included
- Completely portable
- Heavy duty
- Complaint
- Secure

#### CPU CERTIFICATIONS & SPECS

- 2002/96/EC (WEEE Directive)
- 2011/65/EU (RoHS 2 Directive)
- CE
- EN 55024
- EN 55032
- EN 60950-1
- EN 62368-1
- FCC 47 CFR Part 15
- IP50

**Input Voltage** 12 V

**Power Input** DC jack

**Operating Temp. Range** 0 ~ 40°C