

VISIBILITY & CONTROL FROM ANYWHERE

The HARNESS w*intercom Management Portal simplifies deployment, monitoring and management of your distributed w*intercom network. Manage all of your w*intercoms from anywhere using the intuitive web interface, which works from any web browser on any device.

What can you do with HARNESS?

Remote Management

- Manage an unlimited number of w*intercom sites, all of your sites are visible
- Remote configuration management- update dial plans without going to the site.
- Remotely reboot any Teletics device at any remote site on Harness
- Remote firmware updates (if desired)
- HARNESS is set up in a hierarchy so the Network Administrator can see all sites while Regional Managers can see only their region.

Network Health Monitoring

- Set up E-mail alerts to find out about issues as they happen
- Monitor signal strength
- System manifest for each site is compared against daily scan to identify missing equipment immediately power or was deliberately unplugged
- Identify the state of the phone and PA channels - has a cable been crushed by operators?
- Diagnostic logs are kept in Harness for each remote site, so diagnostic data is kept even if remote system is rebooted or powered off
- With harness you can proactively and remotely monitor system health, assets, and performance, to reduce field service calls and lower service costs. Know when your sites have a problem - even before they do.

Asset Management

- Track devices by MAC address
- Identify which site has which devices
- Better ability to pinpoint lost devices, logs will show when a device was moved.

REMOTE MANAGEMENT

With HARNESS, you can look at all w*intercom sites, identify a site with an issue then drill down into individual sites to see what the problem is and fix it right then and there.

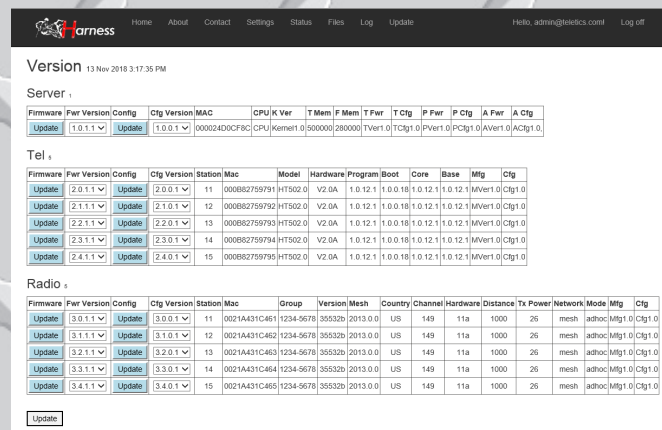
- Is the signal level low?
- Is there interference?
- Did the unit lose power?
- Did the unit "walk away" or was it unplugged?

REDUCE FIELD SERVICE CALLS

With HARNESS, you can proactively and remotely monitor system health which will reduce field service calls.

Email alerts can be triggered to warn you of changes, for example, if one of your w*intercoms disappears from the network, indicating possibly that the device has lost power or it has been moved offsite.

Eliminate a field call by taking control: identify the issue and fix it remotely, before anyone notices the w*intercom was offline.



The screenshot shows the HARNESS web interface. At the top is a navigation bar with links: Home, About, Contact, Settings, Status, Files, Log, Update. The main content area is titled "Version 13 Nov 2018 3:17:35 PM". Below this is a "Server" section with a table showing firmware, version, and configuration details. The "Tel" section shows a table with station, mac, model, hardware, program, boot, core, base, mfg, and cty. The "Radio" section shows a table with station, mac, group, version, mesh, country, channel, hardware, distance, tx power, network, mode, mfg, and cty. Each table has an "Update" button next to it.

Firmware	Fir Version	Config	Cty Version	MAC	CPU/K Ver	T Mem	F Mem	T Fw	T Cty	P Fw	P Cty	A Fw	A Cty
Update	1.0.1.1	Update	1.0.0.1	0000240CF8C	CPU	kernel 0	500000	280000	TVer1.0	TCty1.0	PFw1.0	PCty1.0	AVer1.0

Firmware	Fir Version	Config	Cty Version	Station	Mac	Model	Hardware	Program	Boot	Core	Base	Mfg	Cty
Update	2.0.1.1	Update	2.0.0.1	11	000882759791	HT502.0	V2.0A	1.0.12.1	1.0.0.10	1.0.12.1	1.0.12.1	1.0.12.1	1.0.12.1
Update	2.1.1.1	Update	2.1.0.1	12	000882759792	HT502.0	V2.0A	1.0.12.1	1.0.0.10	1.0.12.1	1.0.12.1	1.0.12.1	1.0.12.1
Update	2.2.1.1	Update	2.2.0.1	13	000882759793	HT502.0	V2.0A	1.0.12.1	1.0.0.10	1.0.12.1	1.0.12.1	1.0.12.1	1.0.12.1
Update	2.3.1.1	Update	2.3.0.1	14	000882759794	HT502.0	V2.0A	1.0.12.1	1.0.0.10	1.0.12.1	1.0.12.1	1.0.12.1	1.0.12.1
Update	2.4.1.1	Update	2.4.0.1	15	000882759795	HT502.0	V2.0A	1.0.12.1	1.0.0.10	1.0.12.1	1.0.12.1	1.0.12.1	1.0.12.1

Firmware	Fir Version	Config	Cty Version	Station	Mac	Group	Version	Mesh	Country	Channel	Hardware	Distance	Tx Power	Network	Mode	Mfg	Cty
Update	3.0.1.1	Update	3.0.0.1	11	0021AA31C461	1234-5678	35532b	2013.0.0	US	149	11a	1000	25	mesh	adhoc	Mfg1.0	Cty1.0
Update	3.1.1.1	Update	3.1.0.1	12	0021AA31C462	1234-5678	35532b	2013.0.0	US	149	11a	1000	25	mesh	adhoc	Mfg1.0	Cty1.0
Update	3.2.1.1	Update	3.2.0.1	13	0021AA31C463	1234-5678	35532b	2013.0.0	US	149	11a	1000	25	mesh	adhoc	Mfg1.0	Cty1.0
Update	3.3.1.1	Update	3.3.0.1	14	0021AA31C464	1234-5678	35532b	2013.0.0	US	149	11a	1000	25	mesh	adhoc	Mfg1.0	Cty1.0
Update	3.4.1.1	Update	3.4.0.1	15	0021AA31C465	1234-5678	35532b	2013.0.0	US	149	11a	1000	25	mesh	adhoc	Mfg1.0	Cty1.0

When Wires Won't Work™


MANAGEMENT SIMPLICITY

Radically reduce the time spent managing your w*intercom network.



HARNES

Channel Screen

 Home About Contact Settings Status Files Log Update Hello, admin@teletics.com Log off

Channel Label

Stations


Station	Mac	SSID	Channel	Signal	Quality	Encryption
11	123123123123	1111-2222	149	-70	40/70	WPA PSK
11	234234234234	2222-3333	149	-65	50/70	WPA PSK
12	345345345345	3333-4444	149	-60	60/70	WPA PSK
14	456456456456	4444-5555	149	-75	30/70	WPA PSK

Update

Page Load: 2018 Nov 13 15:19:16
Next check: -00:39:42
Next report: 00:00:10

2018 Teletics Inc. v1.0.4.3

Signal Screen

 Home About Contact Settings Status Files Log Update Hello, admin@teletics.com Log off

Signal Label

Radio


Station	RSSI	Near	Peers	Max	Avg	Min	Signal	Noise	Bit Rate	Quality
11	-57	0	3	-57	-64.33	-68	-72	-98	39	38
12	-57	0	3	-57	-64.33	-68	-72	-98	39	38
13	-57	0	3	-57	-64.33	-68	-72	-98	39	38
14	-57	0	3	-57	-64.33	-68	-72	-98	39	38
15	-57	0	3	-57	-64.33	-68	-72	-98	39	38

Update

Page Load: 2018 Nov 13 15:18:47
Next check: -00:40:15
Next report: 00:00:39

2018 Teletics Inc. v1.0.4.3

Hook Screen

 Home About Contact Settings Status Files Log Update Hello, admin@teletics.com Log off

Hook Label

Status


Station	Phone Registered	Phone Hook	PA Registered	PA Hook
11	Yes	On	Yes	On
12	No	On	Yes	On
13	Yes	On	Yes	Off
14	Yes	On	Yes	Off
15	Yes	On	Yes	On

Update

Page Load: 2018 Nov 13 15:20:13
Next check: -00:39:06
Next report: 00:00:14

2018 Teletics Inc. v1.0.4.3

Tx Failed Screen

 Home About Contact Settings Status Files Log Update Hello, admin@teletics.com Log off

TX Failed Label

Stations


From	To	11	12	13	14	15	16
11	10	0	0	0	0	0	0
12	0	0	0	0	0	0	0
13	0	0	0	0	0	0	0
14	0	0	0	0	0	0	0
15	0	0	0	0	0	0	0
16	0	0	0	0	0	0	0

Update

Page Load: 2018 Nov 13 15:19:45
Next check: -00:39:40
Next report: 00:00:42

2018 Teletics Inc. v1.0.4.3

Status Screen

 Home About Contact Settings Status Files Log Update Hello, admin@teletics.com Log off

Customers Label

Customer 0

Customer 1

Sites

Site 0

Pages

Ping

Version

Signal

Channel

Statistics


TXFailed

Hook

Info

2018 Teletics Inc. v1.0.4.3

Ping Screen

 Home About Contact Settings Status Files Log Update Hello, admin@teletics.com Log off

Ping Customer 0 / Site 0

Updated: 13 Nov 2018 3:17:33 PM

FS 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

Radio

Tel

Update

Page Load: 2018 Nov 13 15:17:45
Next check: -00:40:46
Next report: 00:00:40

2018 Teletics Inc. v1.0.4.3

When Wires Won't Work™