

This simple configuration will ensure a personal and warm welcome for your Guests. This is not a 'virtual' (i.e. 'not real') reception but an In Person





WALLMOUNT

Height : 560 mm
Width : 290 mm (w/o screen)
Depth : 230 mm

SCREEN

Width : 510 mm



DESKTOP

Height : 560 mm
Width : 290 mm (w/o screen)
Depth : 370 mm

SCREEN

Width : 510 mm

THE HARDWARE

The RR BASIC is equipped with : a 24' touch-screen, powerful processor, HD camera, double microphone and audio speaker. The unit can be used as a desk-top device (sitting on your reception counter) or can be mounted against the wall. To avoid abuse, the interfaces (USB, RJ45, HDM0) are securely concealed.

THE SOFTWARE

The standard applications are : live video connection with the receptionist whereby the call is initiated by the Guest, using the touch-screen or without having to touch the screen (touchless). If you wish to do so, you can provide your own layout and design of the screens and the onscreen messages for the visitors. The Reporting Module enables you to create statistical reports in your spreadsheet, using raw data downloads.

THE INSTALLATION

The unit will arrive on-site as a 'plug-and-play' device. Mounting this model is very easy. Connect it to cabled internet (avoid WiFi). The software will be activated remotely by Teleportel (TeamViewer access is required). Any modifications to the screen layout or content, can be done at any time (at no extra charge).

THE LOOK

The elegant RR Basic is nicely designed and will fit aesthetically in any environment. You choose if the unit is to be used in a desktop or as a wall-mount setting. The robust, powder-coated metal frame is of a high finishing (RAL9003/9005).





THE 'BACK OFFICE'

Members of your staff (or external agents) – residing in another location – use their Windows 10 PC featuring an HD camera, microphone and speakers (for instance a laptop); with Internet access (cable is recommended). In the monthly Free, 2 (two) concurrent agent seats are included. In case you want your 'agents' to appear with genuinely aligned eye-contact (i.e. looking the guest straight into the eyes), you may want to consider using one of the the patented Teleportel Workstations. For use in combination with the RR BASIC, we recommend the Surface PRO i2i-CAM.

MAINTENANCE AND SUPPORT

All software updates and upgrades – which are typically implemented during the night - are included in the monthly rental price. Technical issues the users may experience, are submitted through a password secured direct link to the Teleportel helpdesk. The response times are very short (no need to wait for hours) and most of the issues are resolved online, within an hour. Screen layout or content changes are included (no surcharge), even at a later stage. In case of hardware failures, the unit is swapped (the shipping party pays for the transport cost).