

# Serv(e)Go

The online maintenance tool  
**for your connected devices**



# Serv(e)Go

You install io-homecontrol<sup>®</sup> connected devices with TaHoma or Connexoon for your customers.

When they require assistance, they expect a fast and efficient service.

**You can also take advantage of remote management to make your job easier!**

## ACCESS... your connected boxes

Keep track of all your connected boxes.

## VIEW... at a glance

Get a full view of all the connected devices in your customer's home.

## DIAGNOSE... from your computer screen

Provide a clear diagnosis and better prepare service calls.

## RECONFIGURE... from anywhere

Change specific settings (with customer approval) and avoid unnecessary service calls.

## MONITOR... remotely

Check alert messages and react even before your customers detect a problem.



## Your customers are happy!



Their devices will be in perfect working order without having to wait for a service call.



They have access to specialised and timely assistance.



They can rely on support from technically and tech-savvy experts.

“

Help, my rolling shutter is not working.

In a few seconds, you can log on to the tool, check the device status, provide a diagnosis and plan your service call.

“

Hello, I would like a new remote control ...

Use the tool to pair a new remote control to one or several connected devices. No service call needed!

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## How does it work?



1

### Box/Service activation

Login to your account on the Somfy professional website and activate your customer box and service.



2

### Box installation

Install the customer box and pair devices.



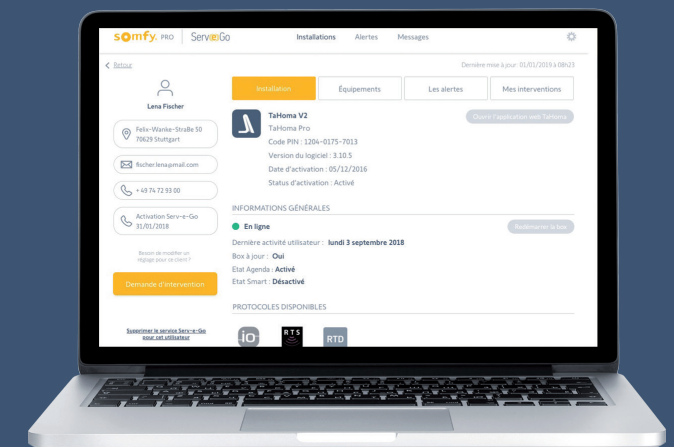
3

### Box/Service validation

Your customer must now activate their box and authorise remote management.

## That's it!

You can manage customer devices through the Serv-e-Go tool available on the Somfy professional website.





## About Somfy

Somfy's leading smart management solutions for homes and buildings have been improving people's daily lives for over 50 years. Developed with comfort, ease of use, security and sustainability in mind, our innovations automate and connect rolling shutters, curtains and blinds, gates and garage doors, lighting and heating, alarm systems and more. We are committed to creating useful solutions that are accessible to all, designed for today and beyond.

### Somfy Activités SA

50 avenue du Nouveau Monde  
BP 152 - 74307 Cluses Cedex  
France

T +33 (0)4 50 96 70 00

F +33 (0)4 50 96 71 89

[www.somfy.com](http://www.somfy.com)

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