
Welcome to Utelogy

Thank you for your purchase of the Utelogy AV Control and Management Platform. This welcome document is designed to provide you with the information you need to get started with your Utelogy deployment.

Product Key

Here is your Product key, allocated for your organization:

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UServer 082-5806-24|UServer||05042018|514362724
CLmMT 082-5806-24|CImMT||05042018|662346982
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U-Manage Account

U-Manage is a cloud-hosted AV portal that provides analytics and reporting for your entire AV deployment. An account has been created for Mark Henderson (henderme@piercecollege.edu) in U-Manage and login information has been sent to that email address. This person has administration rights and can add additional users to your U-Manage account as you may desire.

Kickoff

To get things started, your solution provider will schedule a kickoff with you shortly, during which a Utelogy representative will be in attendance. The purpose of this kickoff is to assure the success of your Utelogy deployment. The kickoff will cover all necessary preplanning, preparation, engineering, coordination, installation support, pedagogical assessment, etc. with the aim to make this entire process swift, easy and valuable.

Training

Utelogy offers certified training courses in Southern California. Sending your team to training is a great way to prepare for the initial installation so that, working side-by-side, Utelogy can transfer knowledge and know-how to your team to achieve maximum proficiency with Utelogy. To learn about upcoming classes or to register, contact training@utelogy.com.

Technical Support

For technical support needs, now or any time in the future, you may:

- Contact Technical Support at 877-878-6439 extension 200 (that's 877-87UNIFY ext. 200).
- Submit a support ticket to our help desk by sending an email to support@utelogy.com.

For More Information

The kick off meeting is a great opportunity to fully understand and coordinate all aspects of this rollout, but should you have any questions before hand, please feel free to contact your Utelogy Solution Partner:

Scott McGarrigle (scott.mcgarrigle@utelogy.com) President & CTO

Frank Pellkofer (frank.pellkofer@utelogy.com) CEO

William Tinnel (william.tinnel@utelogy.com) VP, Technical Sales

David Goings (david.goings@utelogy.com) VP, Development

Jeff Fillbrandt (jeff.fillbrandt@utelogy.com) Director of Projects

Darrell Provo (darell.provo@utelogy.com) Service Leader Engineer

Kelly Weppler (kelly.weppler@utelogy.com) Director of Marketing

Renée Bleiweis (renee.bleiweis@utelogy.com) Office Manager & Administration

Thank you very much for selecting Utelogy and we look forward to working with you.

The Utelogy Team!