



Remote Service Platform v2

Your first steps when using RSP



Remote Service Platform

How to connect to RSP?

Login with your RSP user credentials to <https://info.global-remoteservice.com/site/login>

Click on the "Log in to RSP" button on the home page of the website or the same option in the top right corner to open the personal menu. The system will send an RDP file to your email address configured in RSP.

You can select a predefined resolution or use the default setting. To change the default resolution, go to the settings via your personal menu or via the "Select resolution" button. You can also permanently set your resolution via "Set default".

After a few seconds an email should arrive in your inbox with an RDP file attached to it. This file is personalized, works only with your RSP account, and is only valid for a short period of time (15 minutes). If your email system blocks the attachment, you will find a link in the email. Clicking on this email will let you download the same RDP file. The email contains the expiry time of the RDP file.

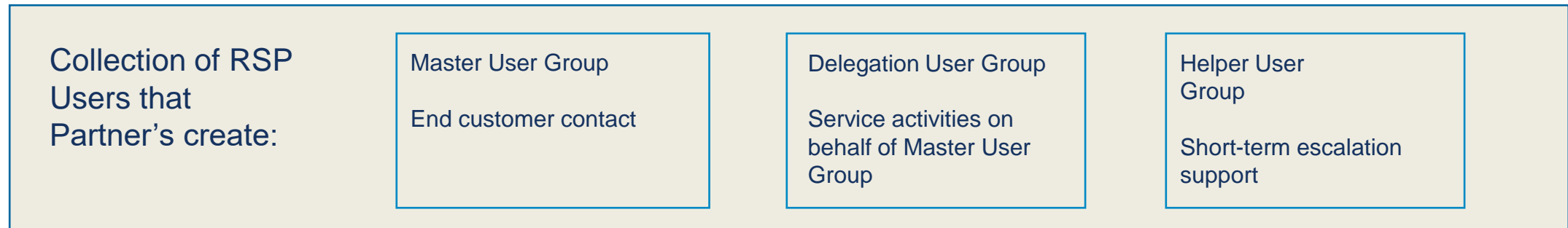
Please double click on the RDP file to connect to RSP. You will see a warning, here you can check "Don't ask me again...", click Connect and fill in your RSP credentials providing `rsp\` as the domain name.

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Flexible support scenarios

The RSP has a flexible data model supporting a variety of possible partnerships.

Our RSP User Group approach means relationship management flexibility for targeted support allocation and for controlled visibility to the device.



Master User Group (MUG) -> Responsible Service Contract / Responsible for RSP data management, incl. RSP password safe

Delegation User Group (DUG) -> Working on behalf of MUG, for example as subcontractor / Escalation Support for partner, or your preferred distributor

Helper User Group (HUG) -> Escalation Support for partner, for example Mitel support organization

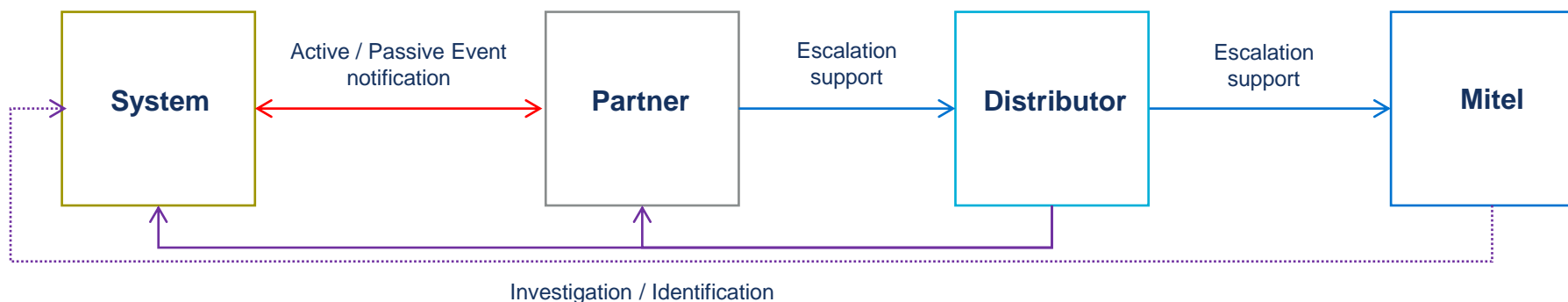
You can independently create and manage interworking with other partners which are using RSP for own purposes. This function is part of the RSP Partner Administration and can be found in the RSP Equipment Explorer.

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Standard Support Scenario

Per default the preferred distributor is defined as DUG and Mitel as DUG / HUG. With these default settings, in support scenarios a quick activation is made possible by you as a partner.

Partner – Distributor – Mitel



It always applies that the full control of visibility and access is always with the partner. Without explicit approval from the partner, neither other partners/distributor nor Mitel have access to the customer. After the problem has been resolved, the partner must manually deactivate access for the distributor and/or Mitel.



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Six steps to connect an OpenScape Business

Open WBM OpenScape Business

Navigate to Service Center & Remote Access

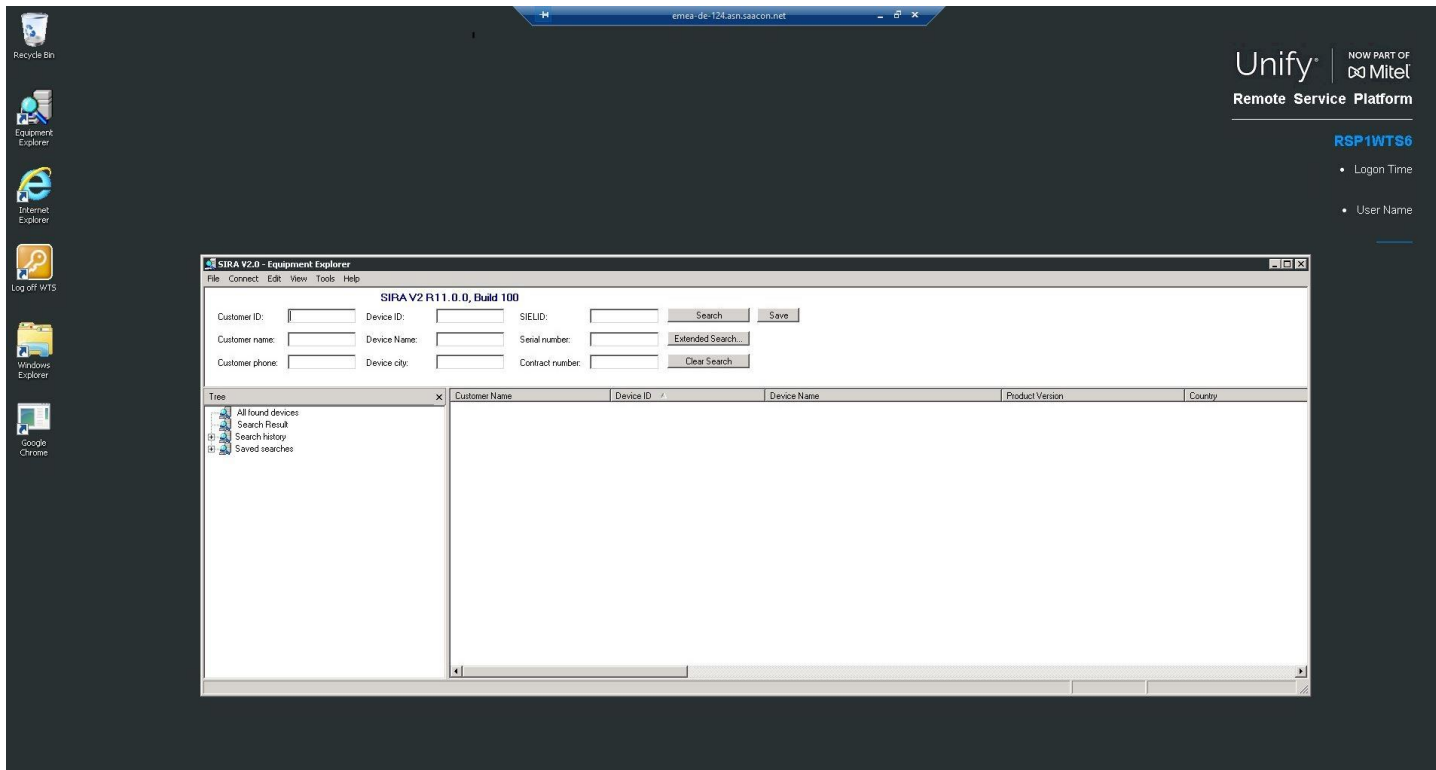
Select Registration & Install

Customer Configuration opens, enter Partner ID and Password

OSBiz connects to RSP Registration Server and fetches certificates and config

Select Activation

Remote Service Platform Overview RSP GUI



After successful login the RSP WTS GUI will appear and the Equipment Explorer (EqE) will start automatically. In case of important news regarding the RSP, an information window may pop-up. Users can open several diagnostic tools with respect to File transfer, Configuration, MACs and SW Management.

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User management

User management is part of Unify Partner Portal User Administration

Initial Partner on boarding includes one RSP User (RSP Admin)

RSP role can be assigned to every Partner Portal User

RSP Admin (full rights) and RSP User (limited rights e.g. no right to create new customer at RSP)

Sync between Partner Portal and RSP every night

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Invoicing

Initial setup includes a user over the entire lifetime

RSP invoicing is based on pay as you use model

Software Support OSBiz includes the monthly system usage fee

Partner receive all details of connected systems

Distributor will receive summary per partner, incl. respective order positions

Usage data and billing information available at RSP and will be send by password protected email (password for this file is the OSBiz registration password)

The recipients of the email can be specified in the RSP Partner Admin

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Further information needed?

Visit the Partner Portal and search for Remote Service Platform v2

Implement -> 'How to' and Checklists

Operate -> Getting Started & Troubleshooting Guides

Use the Help Function in RSP Equipment Explorer

You have questions? Contact us by email -> rsp@mitel.com