



VISIOSOFT



VISIOCONNECT: DATA DISTRIBUTION GATEWAY

Device Management

- **Enable/Disable Devices:** Control the message flow to and from devices through VisioConnect.
- **Transfer:** Assign devices to custom subgroups, whether for customers, satellite offices, or installers for first-tier support.

Data Management

- **Data Retention:** Store messages and device data for a duration of 7 days.*
- **Playback Function:** Access data within the 7-day retention period for system outage recovery or troubleshooting.

Data Distribution

- **MQTT Topics:** Configure devices to publish messages to specific MQTT topics, facilitating integration with external systems.
- **Custom URL Forwarding:** Forward incoming device messages to a specified URL for custom processing or integration with other platforms.

Location Services and Incident Verification

1st Tier Support

- View all device messages for their designated support area.
- Access first-tier support analytics for troubleshooting without needing to contact support.

Device Compatibility

- **Non-VisioSoft Devices:** VisioConnect supports custom connector development to integrate devices from other manufacturers.
- **Device Reporting:** Access online reports on device performance and activity.

VisioConnect Solutions

- Our team provides comprehensive support for integrating both VisioSoft and non-VisioSoft devices into your platform, ensuring a seamless and unified user experience.

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