

## The Infinity Portal: An Overview

### Account Creation

To access the Infinity Portal, please first create an account. Navigate to <http://www.telosalliance.com/infinity-portal> and select “Register.”



Login:   
 Password:   
  
 Forgot Password?   
 Don't have a login?

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Fill out the registration form, review and accept the Privacy Policy by ticking the checkbox, consent to Telos Alliance collecting and storing your data from this form by ticking the checkbox, and click “Register Account” to submit the form. You will receive an email notification after your registration is successfully submitted.

#### Create an Account

All fields are required to create an account.

Company Name	<input type="text" value="The Telos Alliance"/>
Contact First Name	<input type="text" value="Roger"/>
Contact Last Name	<input type="text" value="Burdman"/>
Email Address	<input type="text" value="support@telosalliance.com"/>
User Name	<input type="text" value="Telos/T/A"/>
Password	<input type="password" value="*****"/>
Confirm Password	<input type="password" value="*****"/>

Please review our Privacy Policy: <https://tis.al/TelosPrivacy>

Reviewed and Accepted Privacy Policy   
 I consent to Telos Alliance collecting and storing my data from this form

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Once you have received the email confirming that your registration was successful, you will be able to log in to the Infinity Portal with the login and password you created.

Login:

Password:

Forgot Password?

Don't have a login?

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## Navigating the Infinity Portal

Once you have logged in, you will see the “**Welcome**” tab by default. This is also the section to refer to for product news like updates, new releases, etc.



[Welcome](#) [Register Product](#) [My Products](#) [Firmware](#) [Documentation](#) [Support](#) [Logout](#)

### Welcome to the Infinity IP Intercom Web Portal

Here you'll find everything you need for Infinity, including documentation and software/firmware updates.  
Thanks for your interest in Breaking the Matrix!

The Telos Alliance - Roger  [Burnham](#)

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To register your product(s), select the “**Register Product**” tab. After a product is registered, you will receive an email confirming its registration. Registering your product(s) is a required step in order to gain access to software downloads.

Register Product for: **The Telos Alliance - Roger Burnham**

	Dashboard Basic ▾
Serial Number	<input type="text" value="XXXXXXXXXX"/>
License Code	<input type="text" value="XXXXXX XXXXXX XXXXXX XXXXXX"/>
Purchased From	Telos

The “**My Products**” tab will display the Infinity products you have previously registered to your account.

**My Registered Products**

Product ID	Product Name	Serial Number	License	Purchased From	Registered Date
3001-00280-000	Dashboard Basic	XXXXXXXXXX	XXXXXX XXXXXX XXXXXX XXXXXX	Telos	7/12/2019 1:44:15 PM

To obtain the latest firmware for your Infinity hardware products, navigate to the “**Firmware**” tab.

**Firmware Downloads**

	Name	Description	Download
	1601-00567-002 Telos Infinity BP2 v1.0.6	Update for wired Dual Channel Partyline Beltpack.	<a href="#">Download</a>
	1601-00568-002 Telos Infinity MP v1.0.6	Update for Infinity Intercom Master Panel.	<a href="#">Download</a>

Once you have registered a software Infinity product, the “**Software**” tab will appear. Select this tab to download the latest versions of your Infinity software products.

**\*Note:** You will need to register a software product, with a valid license code, in order to gain access to the software downloads tab.

**Software Downloads**

	Name	Description	Download
	1.0.0.37 Infinity Dashboard Basic	Limited version of Dashboard system configuration and management tool for systems including up to 16 Telos Infinity hardware devices (any combination of hardware or software Panels and Beltpacks) and unlimited AoIP source/destinations.	<a href="#">Download</a>
	1.0.1.16 Infinity Dashboard Advanced	Optimized version of Dashboard system configuration and management tool with extended feature set for systems of all sizes. Client configuration uses HTML5 via any compatible web browser and through any suitable connected device.	<a href="#">Download</a>

For the latest documentation, select the “**Documentation**” tab.

[Welcome](#)
[Register Product](#)
[My Products](#)
[Firmware](#)
[Software](#)
[Documentation](#)
[Support](#)
[Logout](#)

**Documentation Downloads**

Document Name	Download
Telos Infinity MXP20 Quick Start Guide	<a href="#">Download</a>
Telos Infinity IP Intercom Brochure	<a href="#">Download</a>
Telos Infinity MP16 DS16 Quick Start Guide	<a href="#">Download</a>
Telos_Infinity_Beltpack Quick Start Guide	<a href="#">Download</a>

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Finally, if you require any product support, please use the “**Support**” tab to access the Telos technical support request form. You will be redirected to the “Submit a Support Request” form on the Telos Alliance website.

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**The Telos Alliance - Roger **

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[Home](#) / [Submit a Support Request](#)

## Submit a Support Request

You may use this form to get support for your products from The Telos Alliance.

[Click here for the MINNETONKA SUPPORT PORTAL.](#)

Review all your other support options [here](#).

*If you have previously submitted forms on our website, some fields below may be pre-filled to save you time. Please update your information to address this specific submittal. Thank you!*

First Name\*

Last Name\*

## FAQ

### How can I recover my password if I can't remember it or can't find it?

Use the "Forgot Password" button on the Infinity Portal log in page. Enter your email address when prompted, and you will be sent an email with your password.

### I didn't receive an email after registering; what should I do?

This may indicate your registration did not complete successfully, or that there was a typo in the email address you entered on the registration form. Please try resubmitting the form. If that does not work for any reason, please open a Telos support ticket via the "Support" tab.

### I don't see the "Software" tab- how can I download my software Infinity products?

This indicates that your software product registration did not complete successfully, or that you have not registered a product as yet. Please make sure to register your Infinity software products, and ensure that you receive a confirmation email once the registration has been submitted. If you still do not see this tab after registering, please open a Telos support ticket via the "Support" tab.