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**."

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.

1241 Superior Avenue Cleveland, OH 44114 USA | +1.216.241.7225 | TelosAlliance.com

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.

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.

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.

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

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

	Name	Description	Download
	1601-00567-002 Telos Infinity BP2 v1.0.6	Update for wired Dual Channel Partyline Beltpack.	Download
	1601-00568-002 Telos Infinity MP v1.0.6	Update for Infinity Intercom Master Panel.	Download

© 2019 - Telos Alliance Infinity Portal

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.

<u>Note</u>: You will need to register a software product, with a valid license code, in order to gain access to the software downloads tab.

	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.	Download
	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.	Download

© 2019 - Telos Alliance Infinity Portal

For the latest documentation, select the "**Documentation**" tab.

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.

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.