



Inteset, LLC

Press Release

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### **Inteset Implements New Online Training and Support Tool**

June 6, 2006 – Hanover, MA – Inteset, makers of advanced home entertainment systems with Windows Media Center Edition (MCE) have expanded their training and support capabilities. In a continuous effort to improve dealer training and support, Inteset now includes sophisticated, yet simple-to-use, remote access tools on all of its media server and client systems. “This ultimate method of support allows us to assist our dealers in ways, that until now, have been unheard of in the A/V industry,” says Jeff Lloyd, CEO of Inteset.

Inteset support technicians can securely access systems over the Internet and remotely view and control the same image the dealer sees when they’re configuring systems. If the dealer has questions, Inteset support can take control of the machine and show them exactly what to do. “It’s like having a senior level Inteset technician sitting next to you,” says Ted Tansacha of D&T Design, a leading dealer in Cape Coral, Florida. “It’s a tremendous time saving tool. Instead of walking through steps over the phone, Inteset actually performs the tasks quickly right before your eyes,” continues Tansacha.

Furthermore, installers can use the integrated support tool to remotely train their clients or periodically dial in to do general maintenance tasks and feature updates. “Dealers have said that this is a valuable service that their clients would be willing to pay for,” explains Lloyd. Inteset suggests that dealers assess the client a semi-yearly or yearly maintenance fee for the service.

Inteset, LLC has been creating high-end home entertainment products since 2003. The award winning Denzel Media Server and VANA Advanced Extender systems appeal to A/V dealers and integrators for reliability, ease-of-use, unique entertainment modules and services, price point, and interoperability with advanced control systems. Products are available via preferred Inteset dealers.

To learn more, visit [www.inteset.com](http://www.inteset.com). Inteset products will be on display during the CEDIA show this September.