

**CTOUCH
SERVICE INFO**

CTOUCH HEARTBEAT SERVICE PROGRAMME

YOUR TOUCHSCREENS ALWAYS UNIFORM, SECURE & SUPPORTED

Maximise the value of your interactive displays.
Receive a lifetime of functionality, security and
firmware updates.

With Heartbeat we guarantee: owning, managing and
using a touchscreen is as easy as ABC.



**Share, inspire, have fun!
With CTOUCH by your side.**

CTOUCH[®]



Effortless remote IT management with CTOUCH Sphere

Our remote management software CTOUCH Sphere empowers IT admins to easily resolve issues and keep displays always up-to-date. Gain insight through personalised dashboards, backup and restore configuration and let multiple users manage at different levels. Thanks to the personalised dashboards on energy use, you can optimise the energy settings of your displays. This greatly reduces your energy consumption!

Uniform experience across all displays

The interactive display in room A has the exact same look-and-feel as the display in room B, even if they're entirely different model types! Get lifetime firmware updates, OS upgrades and even hardware upgrades if needed.

App functionality support

We make sure you're always able to use the functionalities of the included apps (such as screen sharing) through updates and more. If pre-installed apps are no longer supported by the original developer, CTOUCH will provide you with a suitable alternative app for uninterrupted usage!

Secure for a lifetime

Your interactive display will always be equipped with up-to-date security protocols, delivered throughout a lifetime of security updates.

Circularity with CTOUCH Next Life

When it's time for you to replace your CTOUCH displays, we will repurpose them. Depending on your display's condition, we will refurbish it or reuse parts. In return, you'll get a discount on your next CTOUCH touchscreen purchase or even part of your purchase amount refunded!



**UP TO 10 YEARS
WARRANTY**



**EXTENDED
PRODUCT LIFETIME**



**REDUCED CARBON
FOOTPRINT**



**LOWER TOTAL COST
OF OWNERSHIP**

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COMPARE HEARTBEAT PLANS

FIT

**FREE
REGISTRATION** always free
to use

SAFE

**PAID
PLAN** 1st year for free with
Riva 2 and Neo displays

REMOTE MANAGEMENT SYSTEM

CTOUCH Sphere Entry

CTOUCH Sphere Advanced

Managing your displays

One-by-one

Simultaneously

Insight via personal dashboard



Backup and restore display configuration



Multiple users can log in and manage at various levels



Single sign-on



UPDATES AND UPGRADES

Security updates

Limited

Lifetime

Firmware updates

Limited

Lifetime

OS upgrades



Lifetime

Upgrade modules



PRE-INSTALLED APPS

App functionality always guaranteed



Alternative app support



EXTENDED WARRANTY

3-5 years

Up to 10 years

SUSTAINABILITY

Display buy-back or trade-in options



Tree planted per registered display



TRAINING

How to use CTOUCH Sphere professional ctouch software



Hot to use your CTOUCH display in daily practice



Product training



CTOUCH[®]



ctouch.eu