



# Product Bulletin

Trimble Water  
August, 2021

**Trimble Customers and Business Partners**

## TRIMBLE TELOG DHS (ONLINE) - END OF LIFE ANNOUNCEMENT

Since its release over 15 years ago, the Telog DHS software has been a mainstay for our customers and business partners to access and share telemetry data via a cloud hosted user interface.

This bulletin serves as a notification that the Telog DHS is approaching **End of Life** and the service will not be available as of Monday November 1st, 2021.

This bulletin provides information that will assist our customers as they move to our next-generation product [Trimble Unity Remote Monitoring \(RM\)](#).

### Why are we ending the Telog DHS service?

The Telog DHS software has not received new feature updates for a few years now. The software is using old technology that is being deprecated, which will result in increased cyber security risks that we want to avoid. Microsoft is ending support for Silverlight in October 2021 ([Link](#)) and phasing out support for Internet Explorer 11 ([Link](#)).

To meet increasing demands of our customers, we have created Trimble Unity RM, our next generation GIS-centric web and mobile based remote monitoring and analytics software. The software offers our customers many added values compared to Telog DHS. See Product Replacement section for more information.

We want to make sure our customers have access to Trimble Unity RM that is built on the latest technologies, and continue to receive updates and features driven by our customers' feedback.

### What does this mean?

Trimble Unity RM cloud and mobile software is replacing Telog DHS. It provides the capabilities offered by Telog DHS along with many additional benefits. The software has been made available to our Telog DHS customers at the same price point as Telog DHS.

The Telog DHS service will stop running effective Monday November 1st, 2021. Users will no longer be able to login to Telog DHS nor access the site. However, all of your data will be preserved and made available to you through the Trimble Unity RM software.

[www.trimblewater.com](http://www.trimblewater.com)

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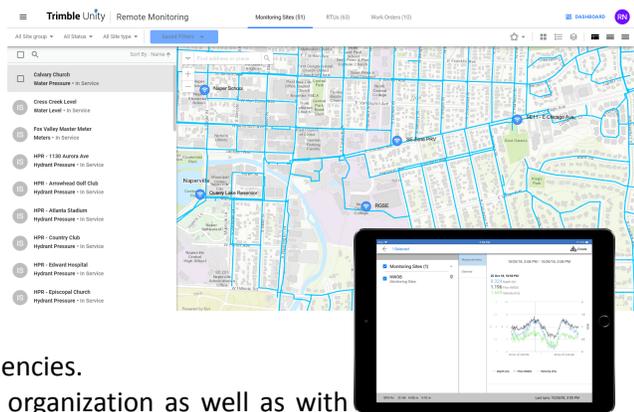
# Product Replacement

At the start of 2020, we provided your organization access to Trimble Unity RM, which allowed you to run the software side by side with Telog DHS to view and analyze your Telog telemetry data.

We understand this presents a change for your business, and Trimble recommends that you start using Trimble Unity RM before the EoL date. If you don't have access, please contact our support team using the contact information on the next page.

Since its release in December 2018, the Trimble Unity RM software has proven popular with our customers. The software has the capabilities of Telog DHS plus many additional benefits as summarized below:

- Built on Esri ArcGIS platform offering seamless integration with ArcGIS for data sharing and improved asset performance insights, allowing you to extend your investment in Esri ArcGIS. You don't have Esri ArcGIS? No problem, you can still use the software to view and analyze your data without GIS.
- The mobile software supported on Android and iOS provides access to your telemetry data anytime, even while in the field responding to events.
- Provides self-serve tools to install and configure your RTUs and manage monitoring sites, improving field and office efficiencies.
- Web-based software streamlines sharing data within your organization as well as with consultants or 3rd parties.
- Offers APIs to streamline integrations with 3rd party systems.
- Offers extended Mobile Work Management capabilities to streamline field response and asset maintenance operations, and integrations with existing Enterprise Asset Management Systems, including a commercial off-the-shelf integration with Cityworks Asset Management System.



Here are some of the key features offered in Trimble Unity RM:

- **Situational Awareness**, with ability to visualise the latest field measurements on spatial asset oriented map and tabular views.
- **System Health Dashboard** provides operations staff with real-time insight into the availability and performance of the remote monitoring network and assets. Check active and recent alarms, RTU battery and call status, pressure impulses captured, and RTU humidity levels with simple to read dashboard widgets.
- **Install and configure RTUs**. Use the mobile or web app to create new remote monitoring sites or relocate RTUs to new or existing sites. Configure RTU call schedules, recording & sampling frequency, alarms and notification groups, and impulse detection settings.
- **Create and Manage Telemetry Reports** using data measurements collected via Telog RTUs. Reports created in Telog Enterprise are seamlessly accessible from Trimble Unity RM.
- **View, Filter, Group and Search for Monitoring Sites** from a GIS map or list view.



- **Review Alarming Conditions** providing users full visibility to asset performance.
- **View High Resolution Pressure Impulse Data** from a single or multiple pressure recorders.
- **Annotate and Share Anomalies.** Create notes on anomalies observed on the telemetry reports, and share across the organization.
- **View Telemetry Data in the Field.** View monitoring sites and telemetry data on the Trimble Unity GIS based mobile app supported on iPhones, iPads and Android devices.



## Summary of End of Life Schedule

When	What
December 2018	End of Sale
January 2020	Provided all Telog DHS customers access to Trimble Unity RM
October 2020	Sent Survey via Telog DHS to users raising awareness about Trimble Unity RM and seeking feedback.
August 2021	End of Life announcement communicated to customers
November 1st 2021	End of Life

## Contact Trimble Water

Trimble Water is committed to working with you to smooth your migration path to our newer solutions and replacement products that will allow business continuity and added value. If you have any questions, please contact your Trimble Water sales representative or contact our support team by email at : [TrimbleWater\\_Support@trimble.com](mailto:TrimbleWater_Support@trimble.com)