

REMOTE MANAGEMENT APPARATUS AND REMOTE MANAGEMENT SYSTEM

ABSTRACT

Provided are a remote management apparatus and a remote management system that can simplify initial setting work for devices to be installed in customers' properties. A remote management system (100) remotely manages one or more devices (20). The remote management system (100) includes a control terminal (30) to be connected to the one or more devices (20), and a management apparatus (40) to be connected to the control terminal (30) via a network (50). After establishing communication with the control terminal (30), the management apparatus (40) identifies, based on information received from the control terminal (30), a property (10) in which the one or more devices (20) are to be installed. The control terminal (30) identifies a model of the one or more devices (20) based on information received from the one or more devices (20).

[FIG .3]