



Hosted by
Arianna Ashford

ESTMobile

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MyEddie web address change



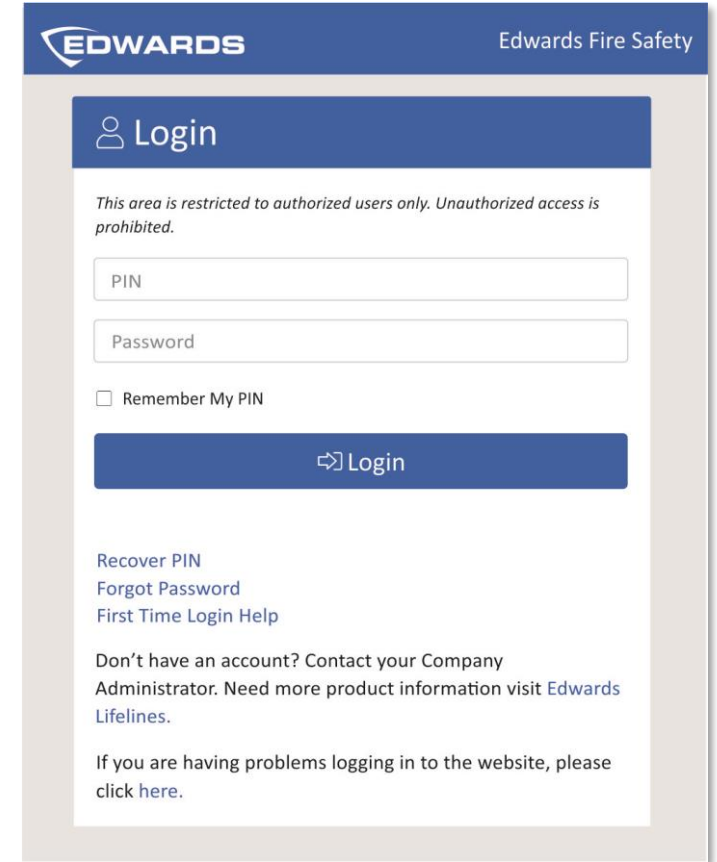
What does this mean?

The new URL for MyEddie is <https://myeddie.edwardsfiresafety.com> instead of <https://myeddie.edwardsutcfs.com>.

-  Bookmark the new address
-  Share the new address with your team and colleagues
-  Update your records with the new URL

If you have any questions or need clarification, please contact the Edwards Sales Operations team at edwards.fire@carrier.com.

Scan the QR code to visit the new address



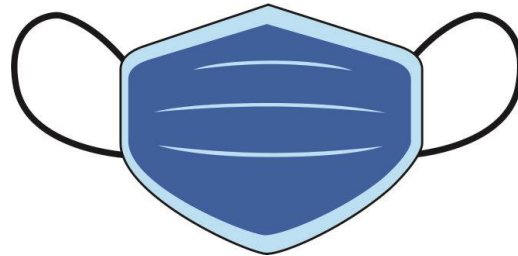
FOLLOW THESE GUIDELINES

WASH HANDS OFTEN



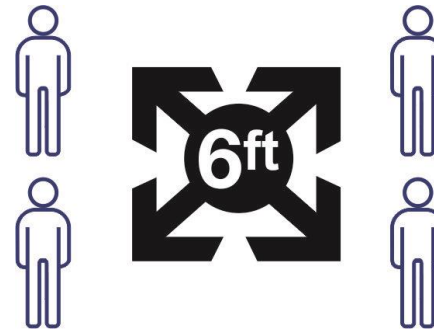
Wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer.

WEAR A MASK



Students and trainers are required to wear masks at all times within our facilities. Masks are available.

SOCIAL DISTANCING



Please adhere to Social Distancing Guidelines and stay at least 6 feet away.

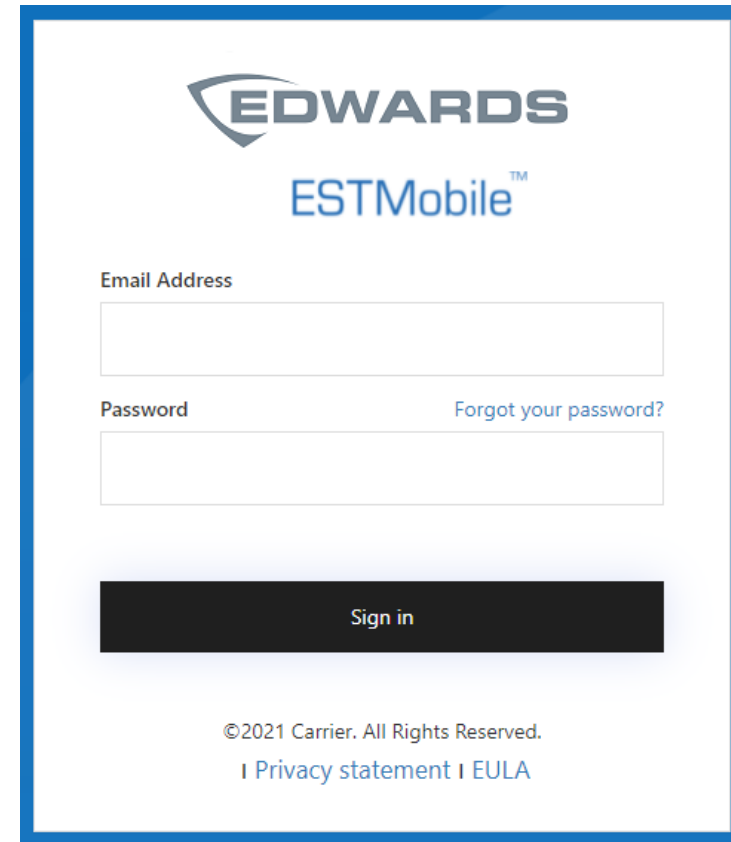
STAY HOME



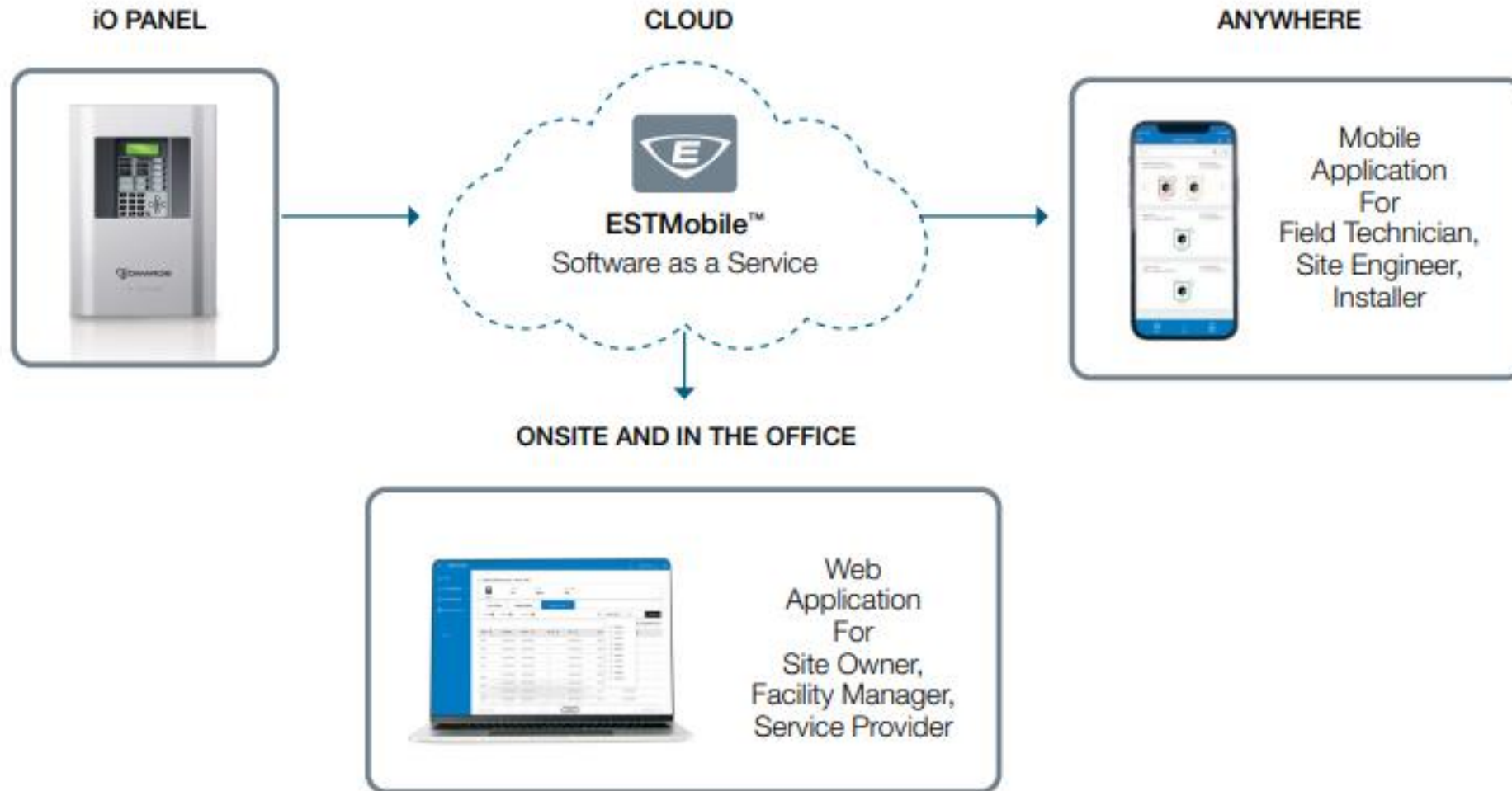
Students with a sniffle or cold should NOT attend. Your class will be rescheduled at no additional charge.

Thank you for your cooperation.

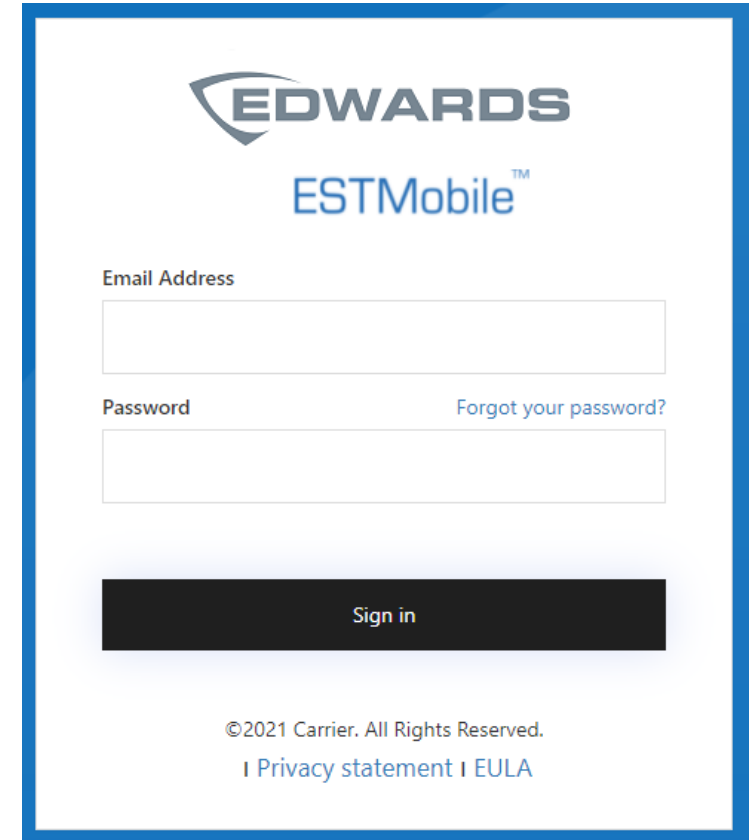
- Features Overview
- App Roles
- Installation Tips
- App Navigation
- Questions and Feedback



The screenshot shows the login interface for ESTMobile. At the top, the EDWARDS logo is displayed in grey, with ESTMobile™ below it in blue. There are two input fields: one for 'Email Address' and one for 'Password'. To the right of the password field is a link that says 'Forgot your password?'. Below the input fields is a black 'Sign in' button. At the bottom of the page, there is a copyright notice '©2021 Carrier. All Rights Reserved.' and two links: 'Privacy statement' and 'EULA'.



- Application Dashboard that provides a view of all sites, buildings, panels, and events in one place
- Mobile and email event push notifications:
 - Alarms, Supervisory, Trouble, and Monitor
 - Notification filtering
- Access to panel's reports:
 - Sensitivity, Status, History, and Walk Test
- Access to diagnostics:
 - Loop status and mapping, Analog status, and Device Fault
- Assign users to panels, user types:
 - Admin, technician, and building owner
- Manage your environment, add sites, buildings, and panels



The screenshot shows the login interface for EDWARDS ESTMobile. At the top, the EDWARDS logo is displayed in blue, with ESTMobile™ below it. The form contains two input fields: 'Email Address' and 'Password'. To the right of the password field is a link that says 'Forgot your password?'. Below the input fields is a black 'Sign in' button. At the bottom of the page, there is a copyright notice: '©2021 Carrier. All Rights Reserved.' and two links: 'Privacy statement' and 'EULA'.

	Administrator	Technician	End User
Add Sites	✓	✗	✗
Add Buildings	✓	✗	✗
Add Users	✓	✓ <small>*Only End users</small>	✗
Add Panels	✓	✓	✗
Assign users to Sites, Buildings and Panels	✓	✗	✗
Run Reports and Diagnostics	✓	✓	✗
View dashboard, live monitoring and events	✓	✓	✓

Installation

Pre-Requisites

- IO-CU V4.4 Configuration Utility
- *SAS-FUU V4.4 Firmware Update Utility
- *SAS-PPT V1.0 Panel Provisioning Tool
- SAS-FW V4.4 Firmware
- All new factory panels with V4.4 will have a digital certificate
- Most new factory panels with V4.3 will have a digital certificate

3 Panel Scenario's

Scenario	FUU 4.4	PPT V1.0
A panel without V4.4 and NO digital certificate	+	+
A panel without V4.4 AND a digital certificate	+	×
A panel WITH V4.4 AND a digital certificate	×	×

Motherboard packaging

FACTORY INSTALLED
DIGITAL CERTIFICATE

CAT#: 7160504-23

OS VER: 4.40

7990221-03; 03

7990434-01-ROHS; 05

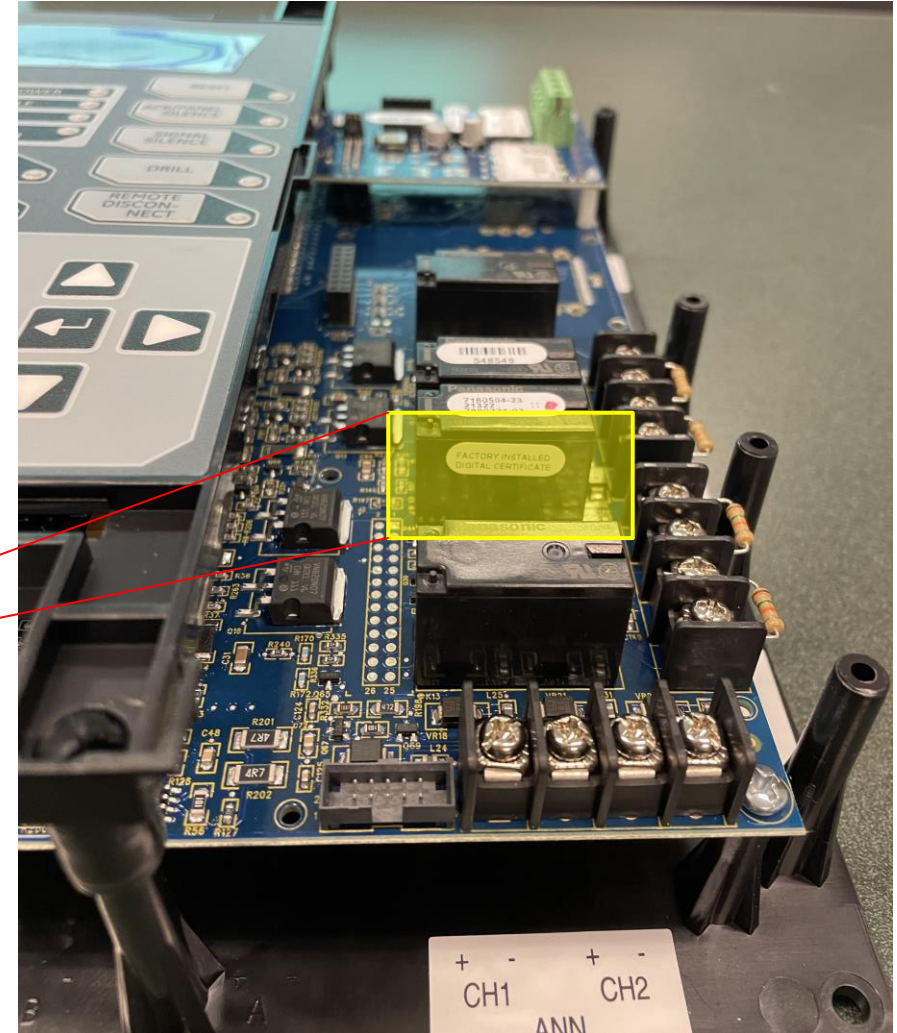
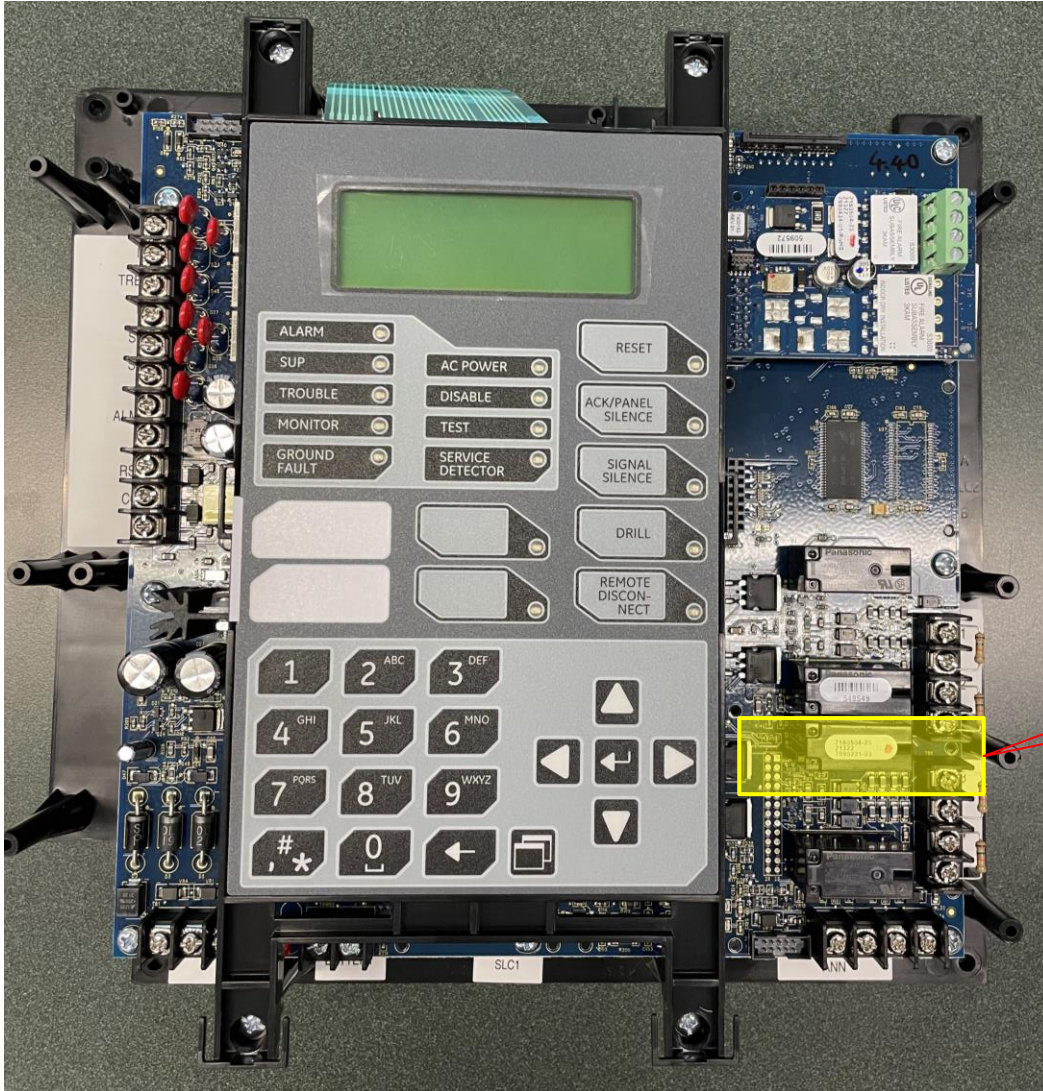
Cat Rev: 02

D/C 21322

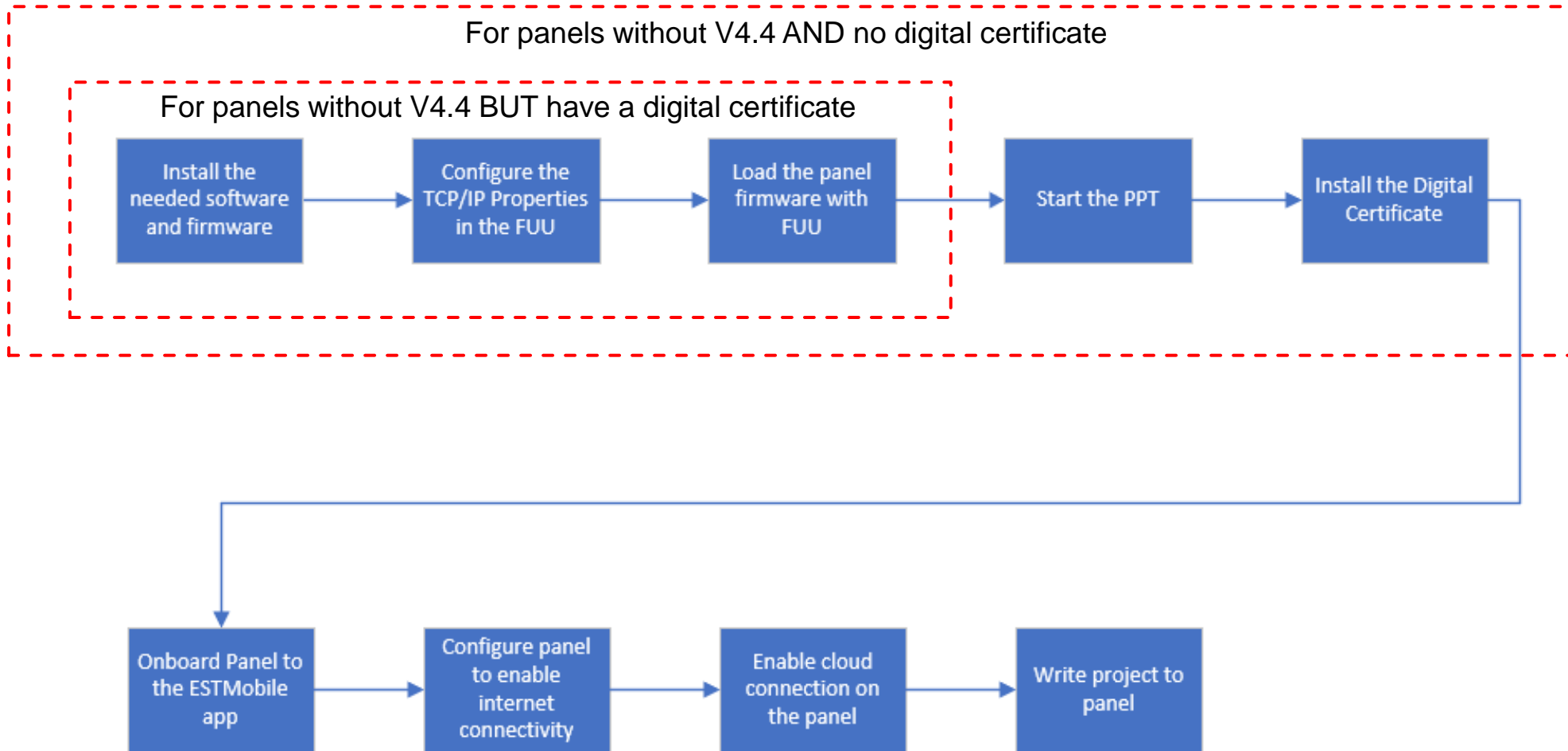
www.recyclethis.info

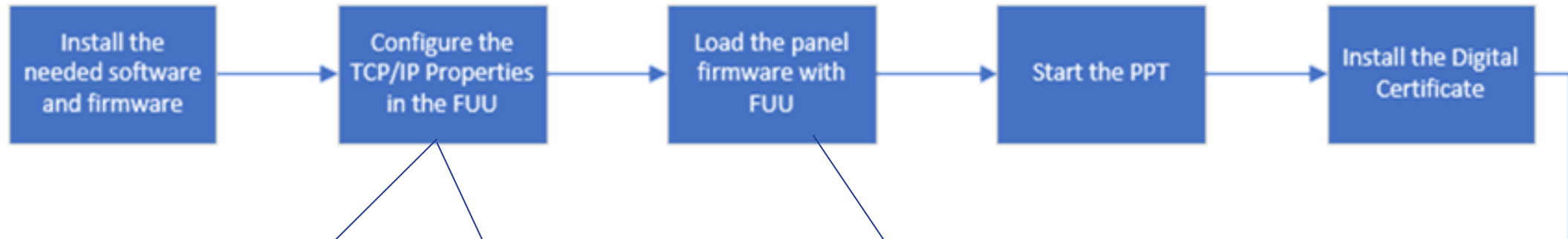


FACTORY INSTALLED
DIGITAL CERTIFICATE



Found on the side of the 3rd relay of the motherboard





Read the project from the panel prior to writing the panel firmware V4.40.00 to the panel with the FUU V4.40.00.



Check the date and time on the panel. Make sure they match



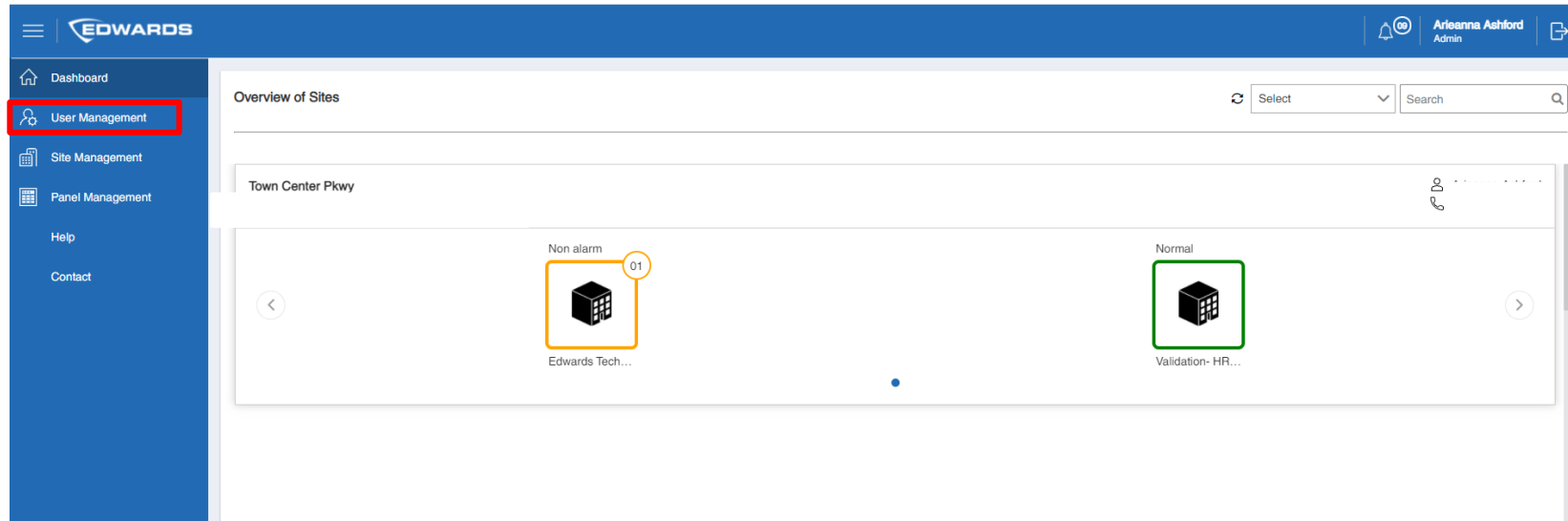
DHCP is default enabled, disable if needed and save the change before changing the panel MAC address, IP (IP address), MSK (subnet mask) and GWY (Gateway)

App Navigation

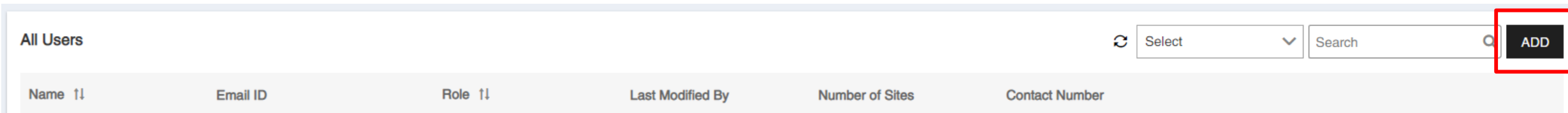
1. Initial Login
2. Adding Users
3. Adding Sites
4. Adding Buildings
5. Adding Panels
6. Assigning Users to Panels
7. Pulling Reports and Diagnostics
8. Managing Notification Settings
9. Managing Licenses in MyEddie

Adding a User

1. Select 'User Management' on the left-hand side of your dashboard



2. Select 'Add' in the right-hand corner



3. Enter the user's information and role assignment, then click 'Submit'

< Add User

User Details

First Name *

Last Name *

Email *

Contact Number *

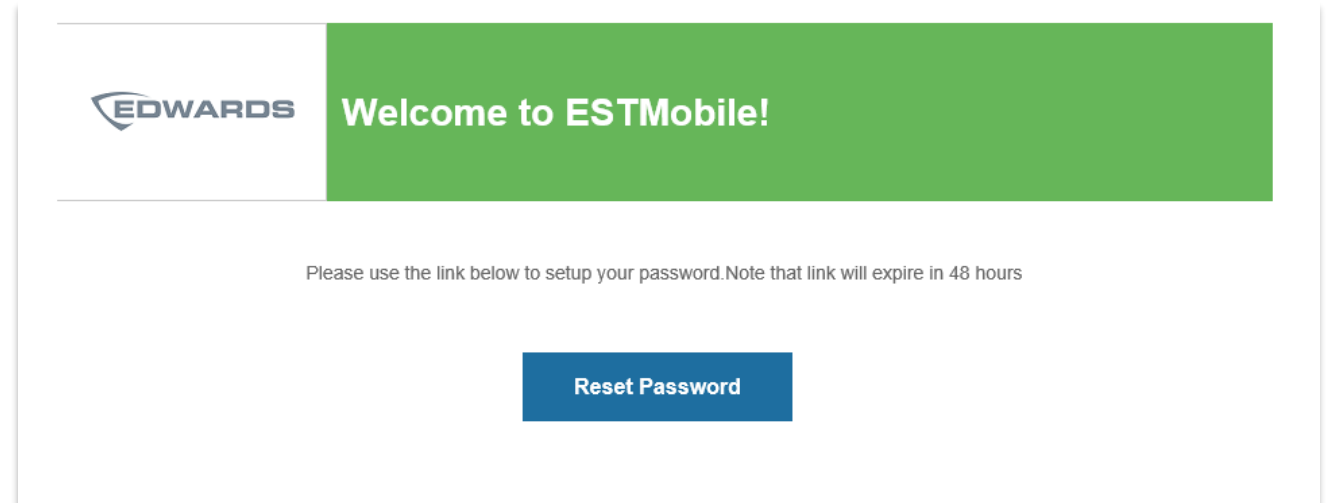
Country *

Remarks

0 / 255

Role Name *

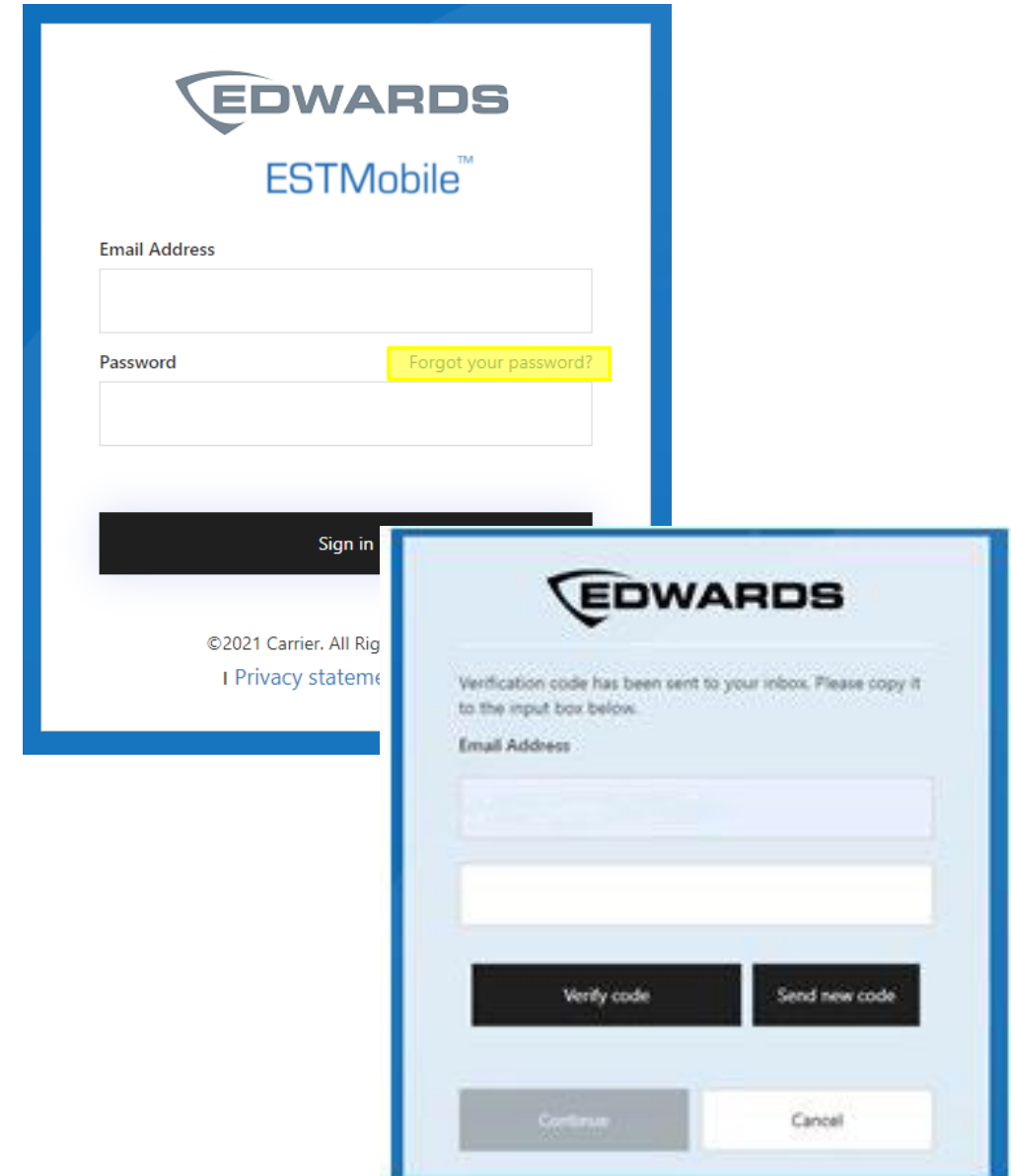
*The user will receive an email notification prompting them to create a password, this link will expire after 48 hours.



If the password creation link has expired. The new user can open the portal, and then click 'Forgot your password?' A verification code is sent from Microsoft via email.

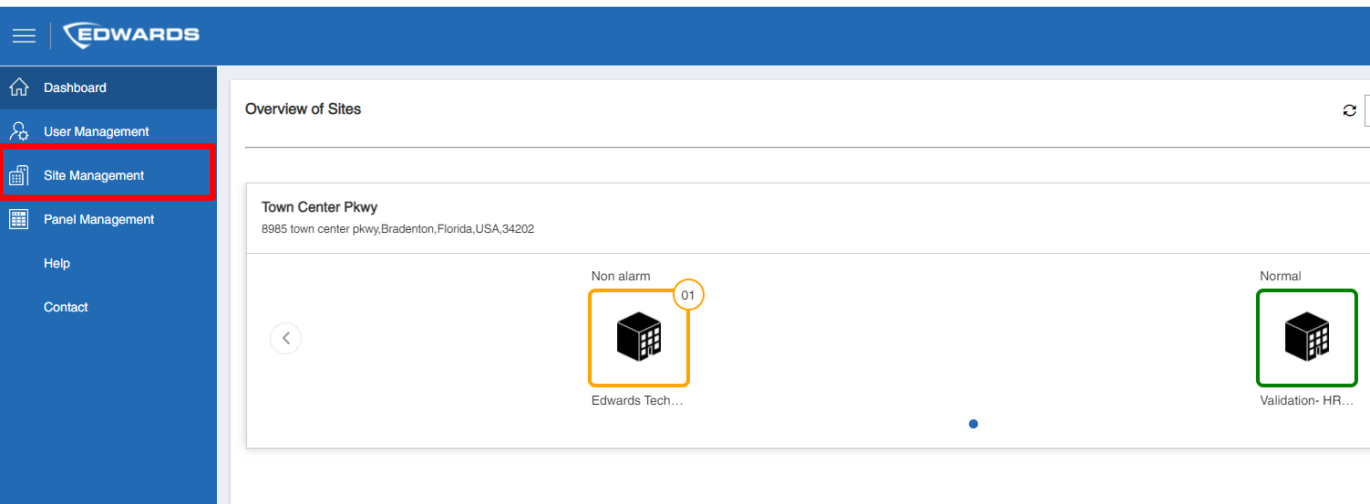
To create a new password:

1. Open the ESTMobile portal
 1. MyEddie> External Links> ESTMobile Application
2. Enter your email address, and then click 'Forgot your password?'
3. When the verification window opens, enter your email address, and then click Send verification code.
4. Type in the verification code that was sent to you via email to the email address entered in the verification window, and then click Verify code.
5. Once your email has been verified, click Continue.
6. Enter your new password, and then confirm your new password. Click Continue.
7. Sign in by entering your email and password, and then click Sign in.

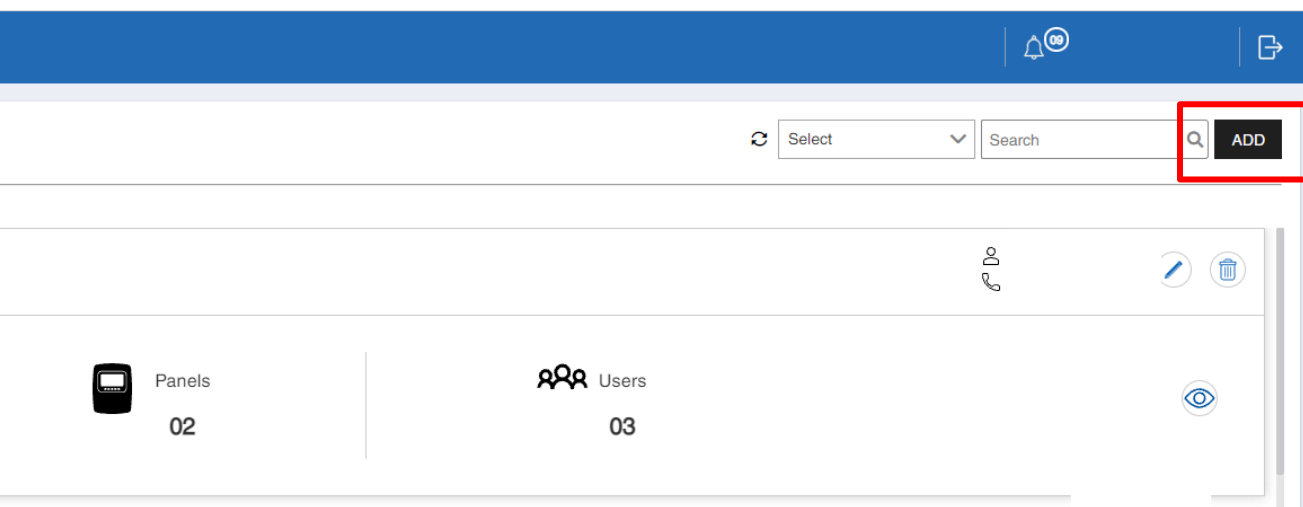


Adding a Site

1. Select 'Site Management' on the left-hand side of your dashboard



2. Select 'Add' in the right-hand corner

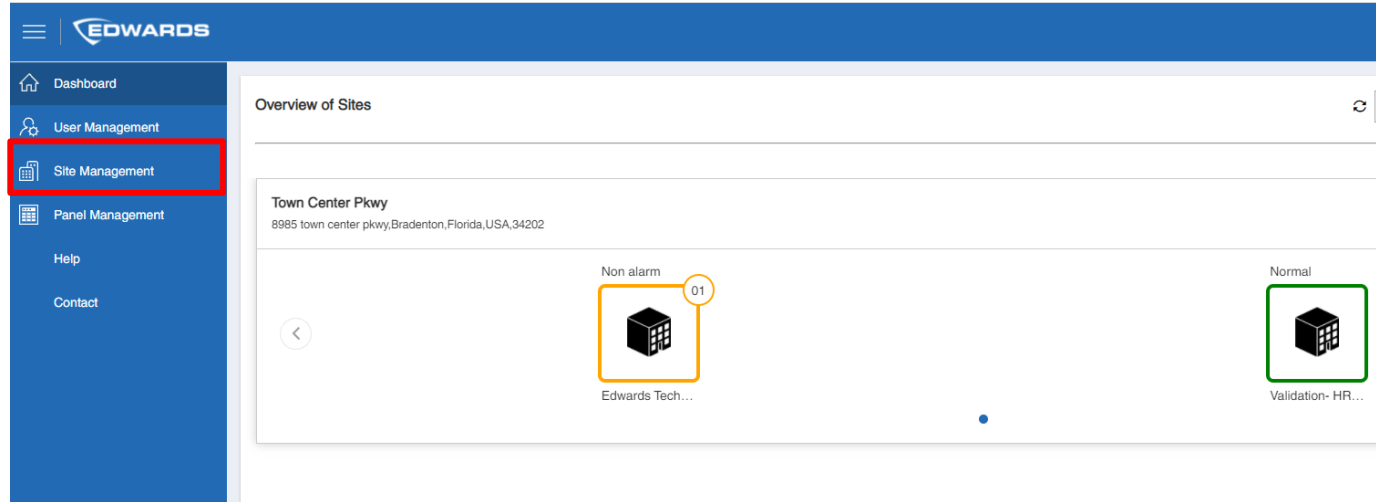


3. Enter your site information and click 'Submit'

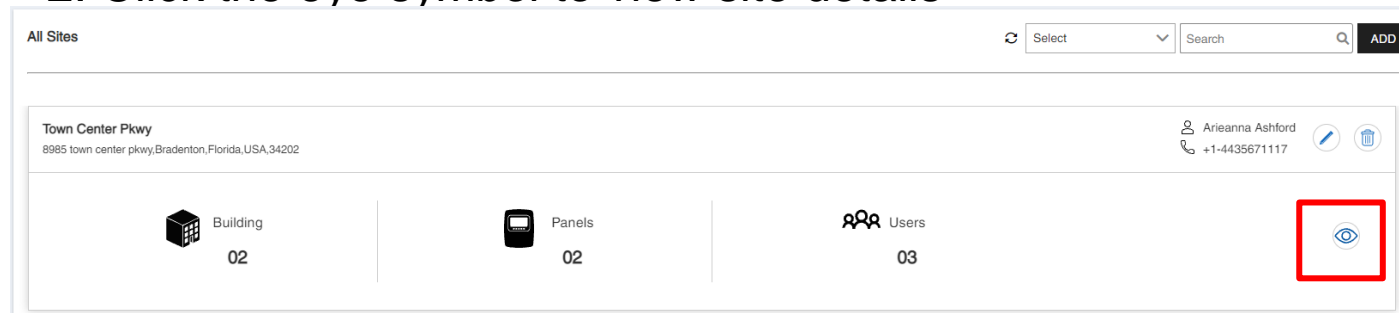
The screenshot shows the 'Add Site' form. The form is titled 'Add Site' and contains several input fields and buttons. The fields are organized into two sections: 'Site Details' and 'Address Details'.
Site Details:
- Site Name * (text input)
- Contact Person Name * (text input)
- Contact Number * (text input with a '+1' prefix)
- Email * (text input)
Address Details:
- Address Line 1 * (text input)
- Address Line 2 (text input)
- Country * (dropdown menu with 'Select' option)
- State * (dropdown menu with 'Select' option)
- City * (text input)
- Zip * (text input)
At the bottom right of the form, there are two buttons: 'CANCEL' and 'SUBMIT'.

Adding a Building

1. Select 'Site Management' on the left-hand side of your dashboard



2. Click the eye symbol to view site details



3. Select 'Add' in the right-hand corner

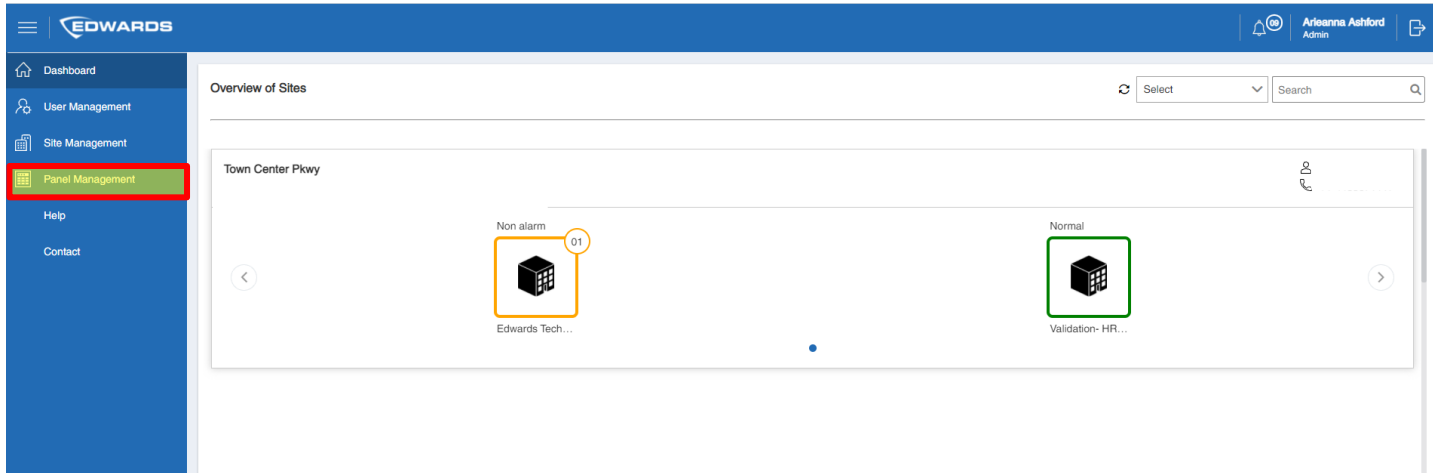


4. Enter the building name and click 'Submit'

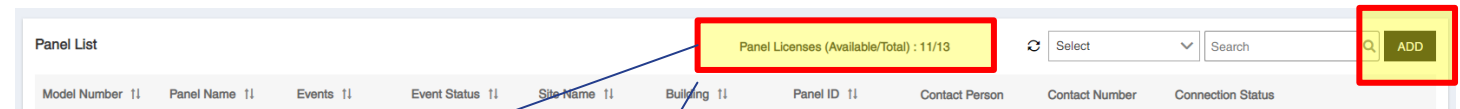
A screenshot of a 'Building Details' form. The form has a title 'Building Details' at the top. Below the title is a text input field with the label 'Building Name / Number *'. At the bottom of the form are two buttons: 'CANCEL' and 'SUBMIT'.

Adding a Panel

1. Select 'Panel Management' on the left-hand side of your dashboard



2. Select 'Add' in the right-hand corner



Panel Licenses (Available/Total) : 11/13

The Panel Management landing page will show how many licenses are available

Adding a Panel

3. Enter your panel details and select 'Submit'

< Add Panel

Panel Details

Panel ID *

Model Number *

Company Name *

Site Name *

Building *

Panel Name *

CMS Path *

Address Details

Address Line 1 *

Address Line 2

Country *

State *

City *

Zip *

Connect Panel to cloud *

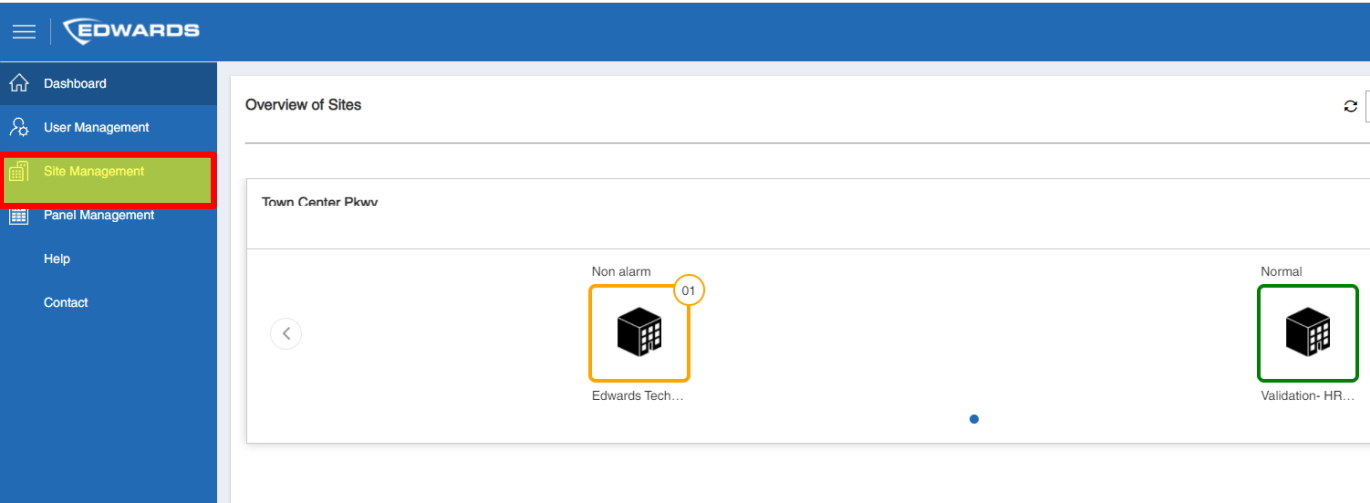
Connect Panel to cloud *

No

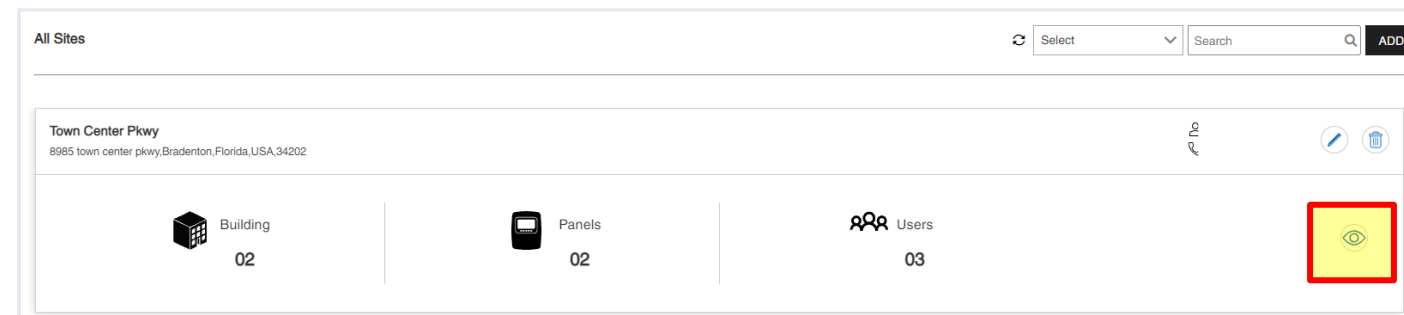
Once the panel has been connected to the cloud, enable the connection on the ESTMobile tool.

Assigning Users to a Panel

1. Select 'Site Management' on the left-hand side of your dashboard

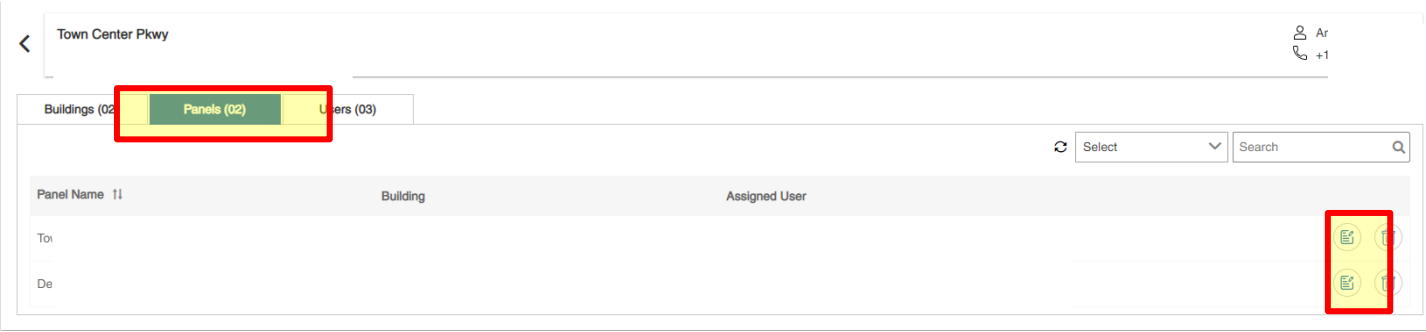


2. Click the eye symbol to view site details of the site where the panel is located



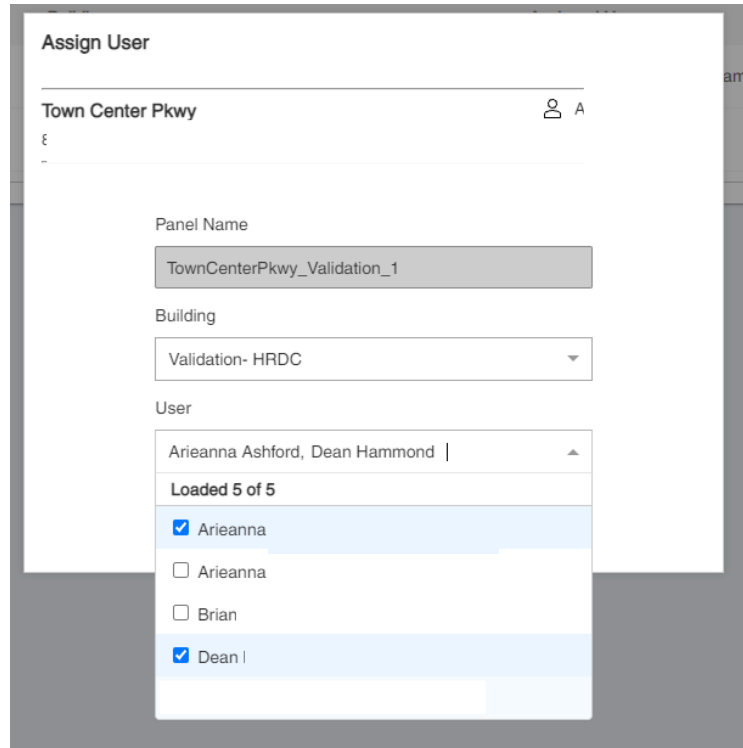
Assigning Users to a Panel

3. Select the 'Panels' tab



4. Click the notepad symbol of the panel you're in need of assigning a user to

5. Select which users you'd like assigned to the panel and click 'Submit'



These users will have the ability to view the panel and pull reports. Technicians assigned to the panel will also be able to make edits

Report Types

Sensitivity Report: Displays the sensitivity status of the selected detector. The report can include: all detectors, all detectors over 20% dirty, or all detectors over 80% dirty.

Status Report: Displays a report for all active points in the system. The report can include: all active points, all alarm points, all supervisory points, all trouble points, all disabled points, or all other points.

History Report: Displays the latest 1,000 system or user events in the system. The event record contains the event time, the event type, the event state, and the device address (for device events).

Walk Test: Displays all test events for the last walk test performed on the panel.

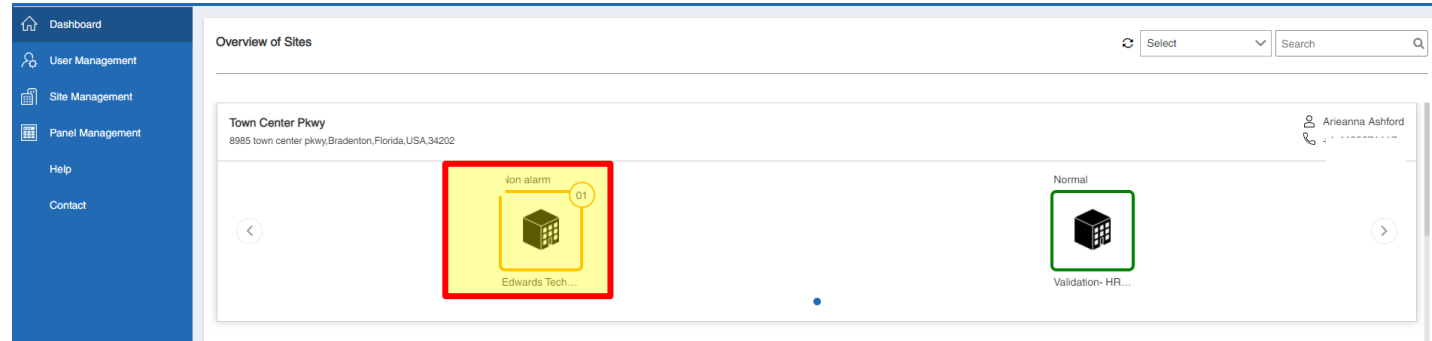
Upload: Used to upload the report from the panel. You must enter a panel level 2 password to upload the report.

Selection drop-down and GO: Used to filter the report using the options available in the drop-down. After a selection is made, click the GO button to filter the results.

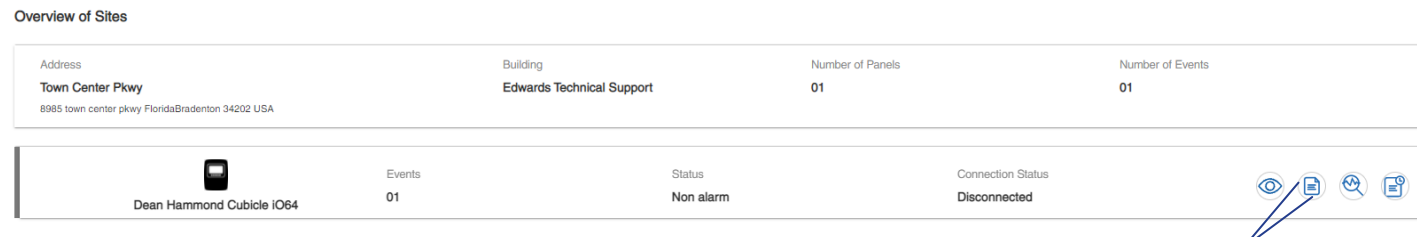
Open PDF: Used to download a PDF or CSV file of the report. The report can be printed or saved to your computer.

Pulling a Report

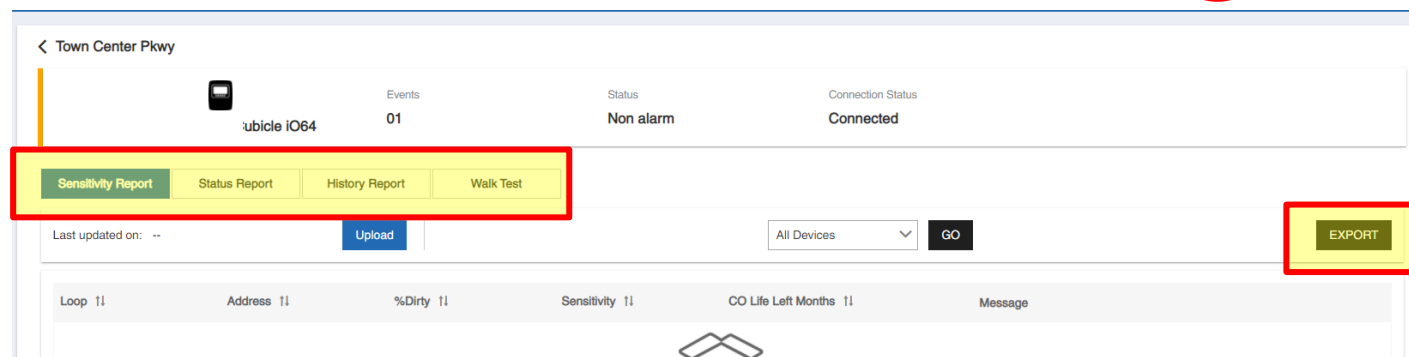
1. Select the Building of the site you'd wish to pull a report for on your dashboard home page



2. Select the paper symbol to access reports

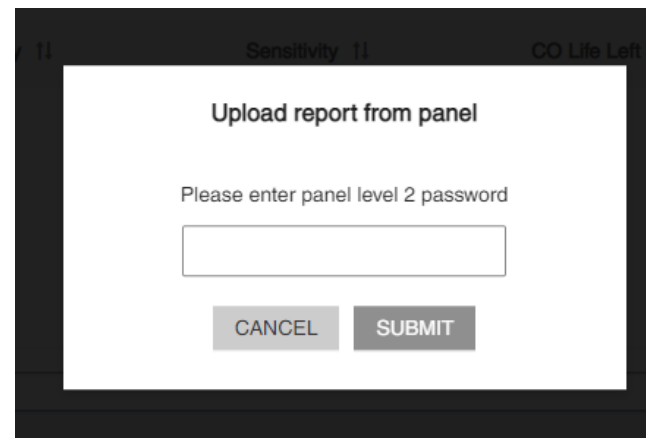
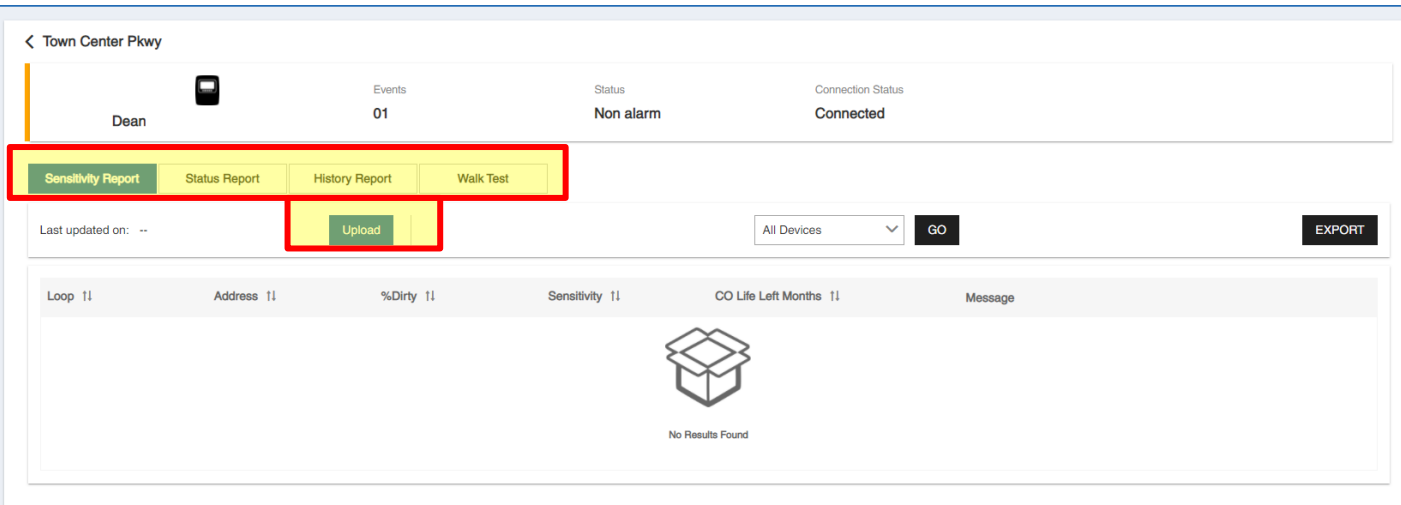


3. Select the report you wish to run, then export



Pulling a Report

4. To upload a report from a panel, select the report you wish to pull then upload



5. A panel level 2 password is needed to upload a report from a panel

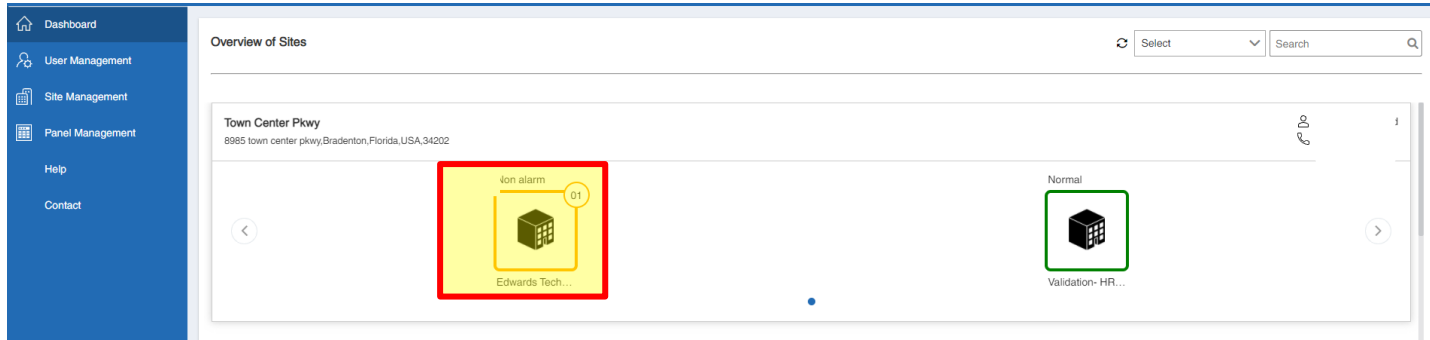
Diagnostics Types

Loop Status: The Loop Status tab provides a real-time display of the state of the control panel's signaling line circuits (loops).

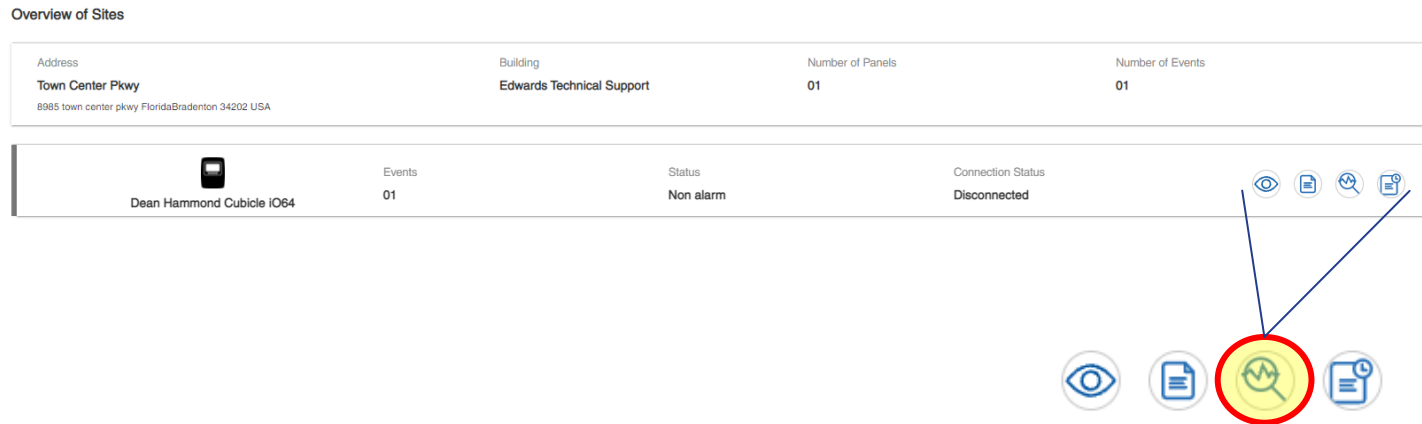
Analog Status: The Analog Status provides a real-time display of the control panel's AC input voltage, battery voltage, and battery charging current.

Device Fault: The Device Fault provides a real-time display of the state of the control panel's addressable devices.

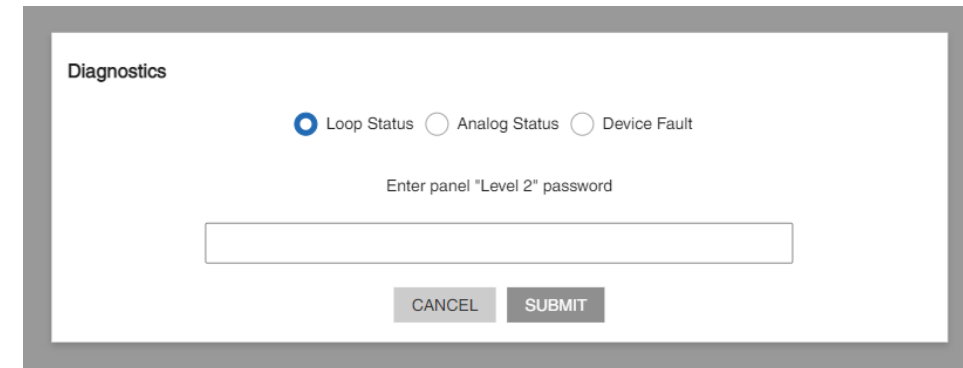
1. Select the Building of the site you'd wish to pull diagnostics for on your dashboard home page



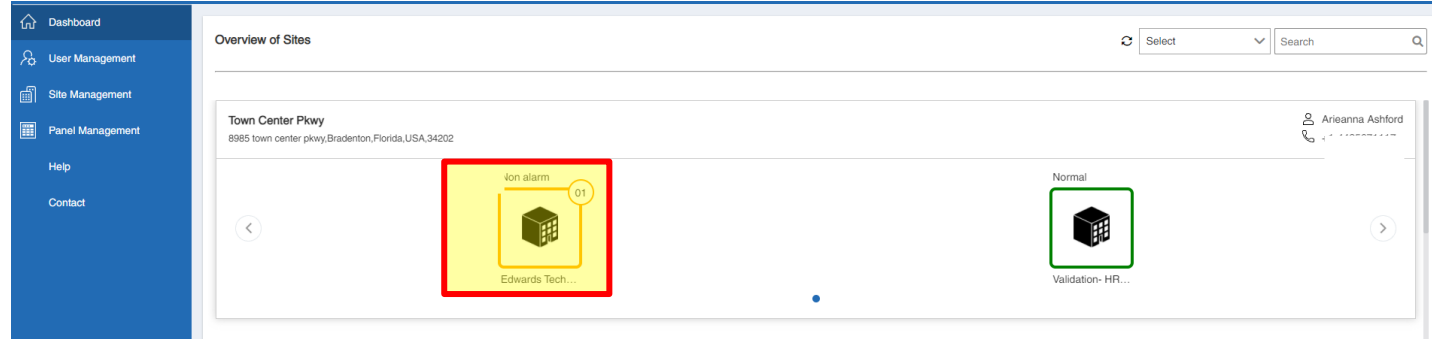
2. Select the magnifying glass symbol to access diagnostics



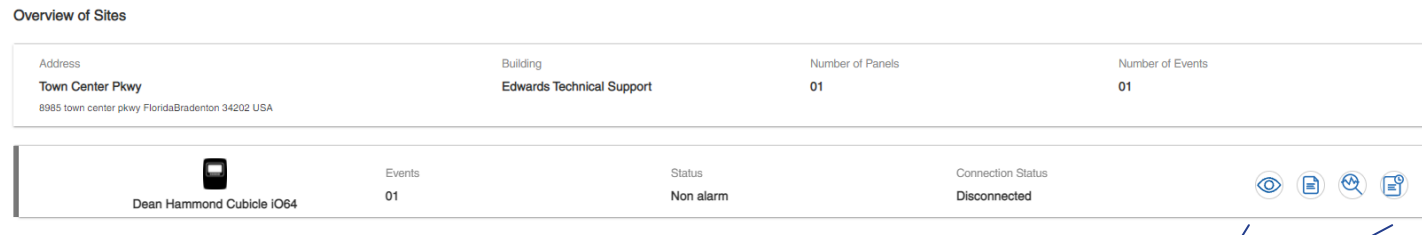
3. Select the diagnostics you'd like to pull and enter your panel level 2 password



1. Select the Building of the site you'd wish to pull a report for on your dashboard home page



2. Select the eye symbol to view live monitoring

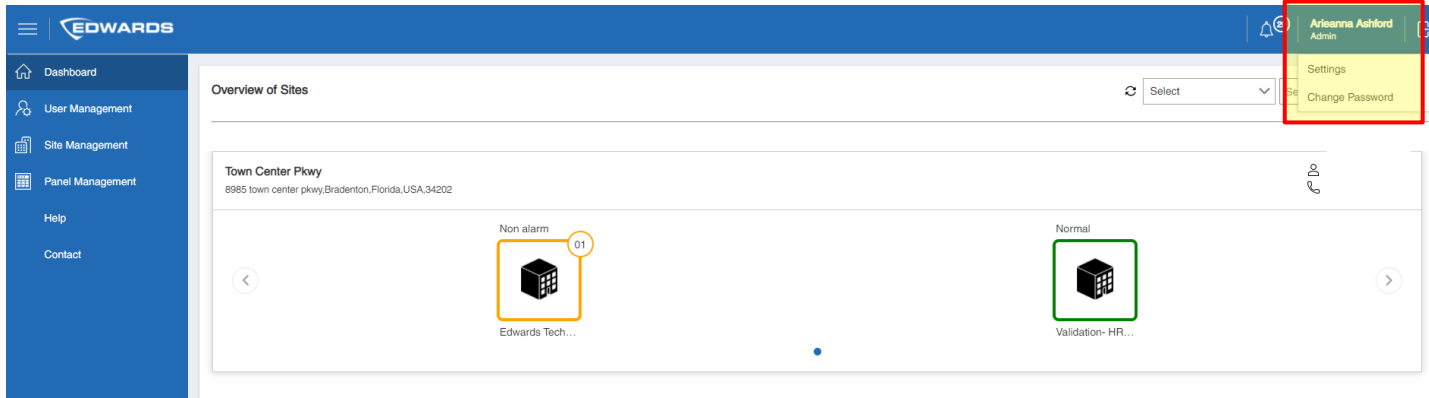


Live panel events will be displayed



Editing Notification Settings

1. Select your account in the upper right-hand corner and select 'Settings'.



2. Select the notifications tab



3. Use the dials on the right-hand side to customize what notifications you'd like to receive.

MyEddie License Management

Via MyEddie

1. Log into MyEddie

The screenshot shows the MyEddie dashboard with a top navigation bar containing: EDWARDS, Home, Account, Products, Resources & Training, Orders, External Links, Manage, and Log Out. The main content area is divided into several sections:

- Marketing and Sales News:** Includes a date selector for October 29 and a news item: "New sales training added - Prospecting".
- Airthings for Business - Edwards - Flyer:** Includes a date selector for September 2 and a link to "IAQ Solutions from Airthings for Business available from Edwards".
- Holiday Calendar:** Includes a date selector for January 5 and a link to "Edwards 2021 Holiday Calendar".
- Technical News:** Includes a date selector for October 29 and a link to "Edwards Field Connections Q3 2021".
- Fire System Release Dates & Availability:** Includes a date selector for October.

On the right side of the dashboard, there are two tables:

Order #	Purchase Order	Status
SG 779589	internal	Invoiced
SG 779349	Employee	Invoiced
SG 778129	Employee	Invoiced
SG 778128	Employee	Invoiced
SG 778126	Employee	Invoiced

Below the table is a link for "More Orders".

Invoice #	Order #	PO #
RI 8355830	SG 779589	internal
RI 8354634	SG 779349	Employee
RI 8348222	SG 778122	Employee
RI 8348225	SG 778126	Employee
RI 8348226	SG 778128	Employee

Below the table is a link for "More Invoices".

At the bottom of the dashboard, there is a "Featured Products" section with a product image.

2. Under 'Account' Select ESTMobile Licenses

The screenshot shows the EDWARDS navigation bar with the following items: EDWARDS, Home, **Account** (highlighted with a blue box), Products, Resources & Training, and Orders.

- Account Info
- My Info
- My Accounts
- Company & Branch Management

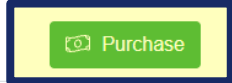
ESTMobile Licenses

Via MyEddie

3. Select 'Purchase' on the right-hand side

ESTMobile Licenses

Purchases Licenses



4. Select your company administrator and # of licenses. Add your PO and the Building/Project the license will be associated with and click purchase.

ESTMobile Licenses



Product	ESTM-SWL-BASIC
Description	Edwards connected solution for iO series fire control panels.
Price	\$9.99

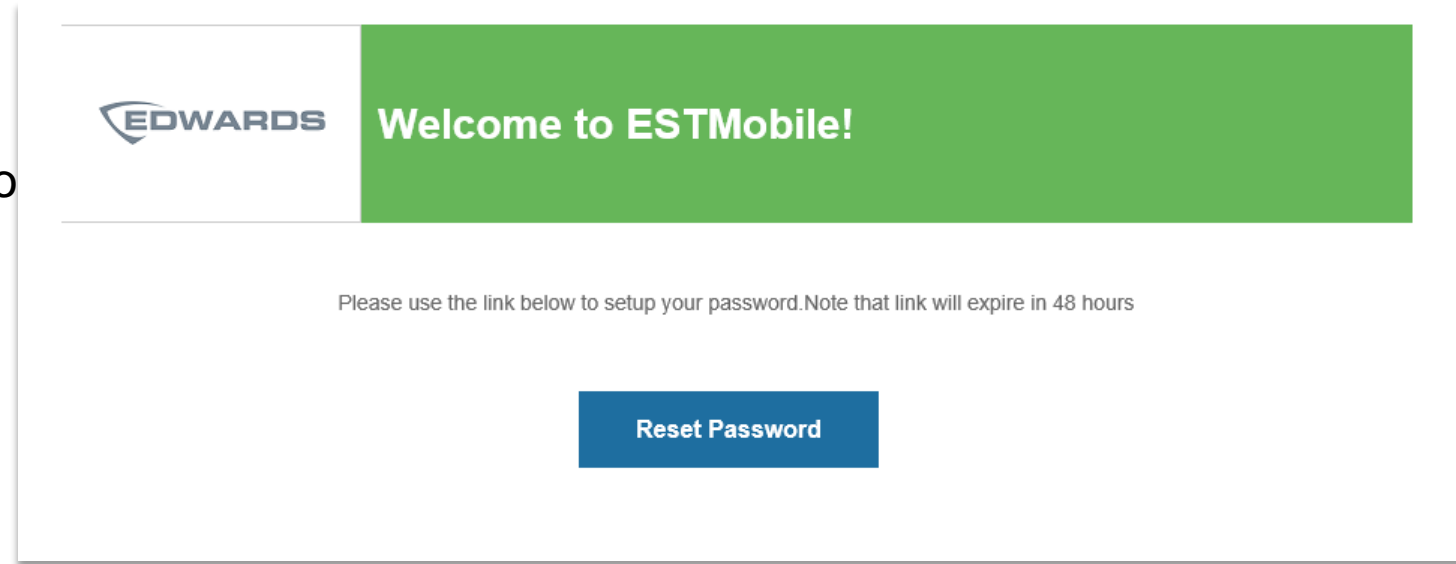
Admin	<input type="text" value="Select a license administrator"/>
Number of Licenses	<input type="text"/>
Purchase Order	<input type="text"/>
Building/Project	<input type="text"/>



5. The Company Administrator selected when purchasing will receive an email to set up their password from ESTMobileEdwards@Carrier.com within 5 to 10 minutes of purchase.

Once the administrator has activated their account, they are able to add other users.

6. Download the ESTMobile App to your Apple or Android device.



iOS

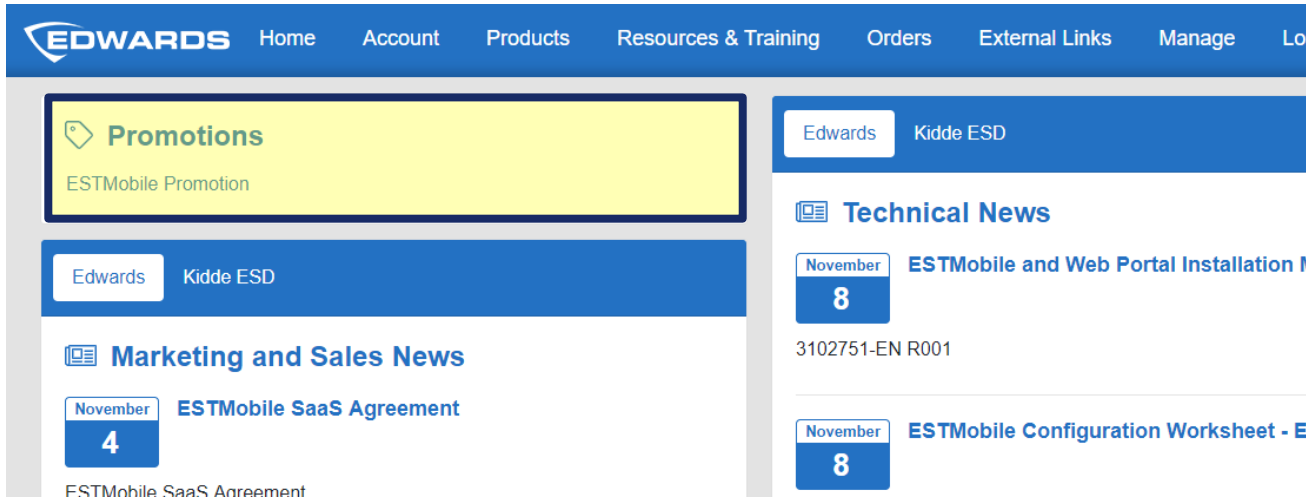


ANDROID



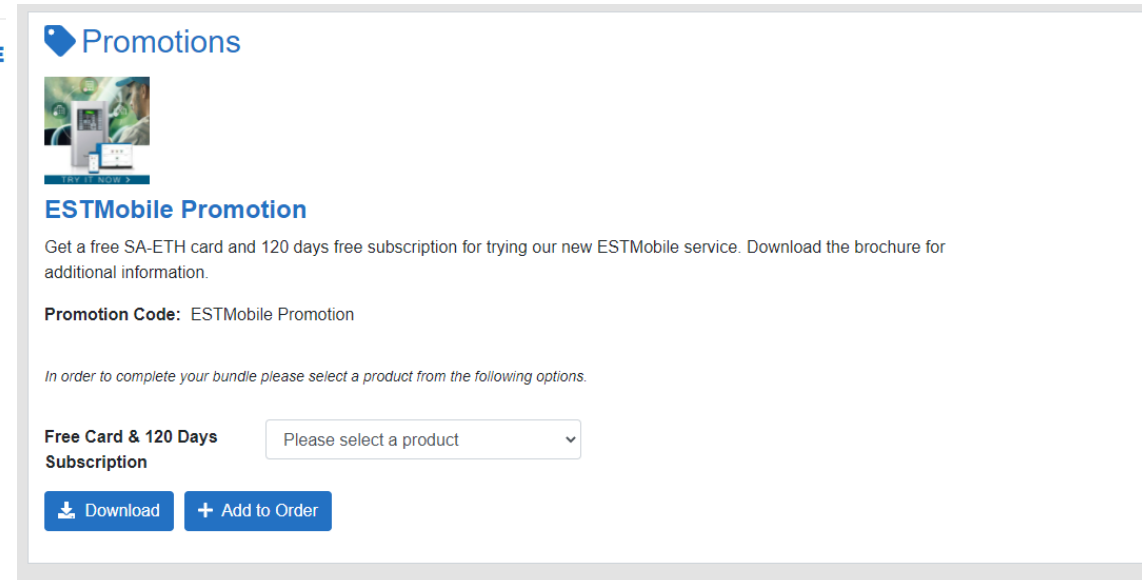
ESTMobile Promo

1. Log into MyEddie
2. Under 'Promotions' Select 'ESTMobile Promotion'



3. Select 'SA-ETH' in the drop down and add to your order

Once your Ethernet card has shipped, we will reach out to gather the app administrator and they will be added to the tool



Managing your Licenses

- Once a new panel has been added to ESTMobile, the Panel ID and description will feed to MyEddie
- The 'Allocations' Tab will allow you to view which licenses are associated with which panel after the panel has been added in ESTMobile

ESTMobile Licenses

EDWARDS DEMO ACCOUNT

- [Accounts](#)
- [Purchases](#)
- [Assign](#)
- [Allocations](#)

Panel ID

License ID	Panel ID	Description	Building/Project	Status
15	00b	Marek Desk	Town Center Pkwy	Assigned
14	00b	Dean I	Town Center Pkwy	Assigned
13	00b	TownCenterPkwy_Validation_1	Town Center Pkwy	Assigned

Managing Licenses in MyEddie

1. Once a panel has been added to ESTMobile, the panel ID and description will feed to MyEddie and can be found under the 'Allocations Tab'

ESTMobile Licenses

Purchases Licenses

Panel Description Search

License ID	Panel ID	Panel Description	Purchase Order	Building/Project	Renewal Date	Status	
19	00t	Mike's Panel	INTERNAL	Town Center Pkwy	11/25/2021	Assigned	Terminate
18	00t	TYSON IO-1000	INTERNAL	Town Center Pkwy	11/25/2021	Assigned	Terminate
17	00t	Adam's iO1000 Panel	INTERNAL	Town Center Pkwy	11/25/2021	Assigned	Terminate

To terminate a license, select 'Terminate' next to the correct license.

- If the license is tied to a panel, the license will be terminated at the next charge date.
- If the license is not tied to a panel, the license will terminate immediately

This allows for tracking which license is allocated to each panel

Panel List Panel Licenses (Available/Total) : 26/33 Select Search ADD

Model Number	Panel Name	Events	Event Status	Site Name	Building	Panel ID	Contact Person	Contact Number	Connection Status	
IO1000	Mike's Panel	00	Normal	Town Center Pkwy	Edwards Technical Support	00			Connected	
IO1000	TYSON IO-1000	00	Normal	Town Center Pkwy	Edwards Technical Support	00			Connected	
IO1000	Da Hock	00	Normal	Town Center Pkwy	Edwards Technical Support	00			Connected	
IO1000	Adam's iO1000 Panel	00	Normal	Town Center Pkwy	Edwards Technical Support	00			Connected	
IO1000	Marek Desk	00	Normal	Town Center Pkwy	Edwards Technical Support	00			Connected	
IO64	Dean Hammond Cubicle IO64	01	Non alarm	Town Center Pkwy	Edwards Technical Support	00			Connected	
IO1000	TownCenterPkwy_Validation_1	00	Normal	Town Center Pkwy	Validation- HRDC	00			Disconnected	

*Once a license is terminated on a panel, it cannot be reallocated to another panel

*ESTMobile licenses are not transferable between customer sites.

Managing Licenses in MyEddie

Once the license has been terminated, the panel license tracking will update in the tool

Panel Licenses (Available/Total) : 26/33

Panel List

Panel Licenses (Available/Total) : 26/33

Model Number	Panel Name	Events	Event Status	Site Name	Building	Panel ID	Contact Person	Contact Number	Connection Status
iO1000	Mike's Panel	00	Normal	Town Center Pkwy	Edwards Technical Support	00			Connected
iO1000	TYSON IO-1000	00	Normal	Town Center Pkwy	Edwards Technical Support	00			Connected
iO1000	Da Hock	00	Normal	Town Center Pkwy	Edwards Technical Support	00			Connected
iO1000	Adam's iO1000 Panel	00	Normal	Town Center Pkwy	Edwards Technical Support	00			Connected
iO1000	Marek Desk	00	Normal	Town Center Pkwy	Edwards Technical Support	00			Connected
iO64	Dean Hammond Cubicle iO64	01	Non alarm	Town Center Pkwy	Edwards Technical Support	00			Connected
iO1000	TownCenterPkwy_V alidation_1	00	Normal	Town Center Pkwy	Validation- HRDC	00			Disconnected

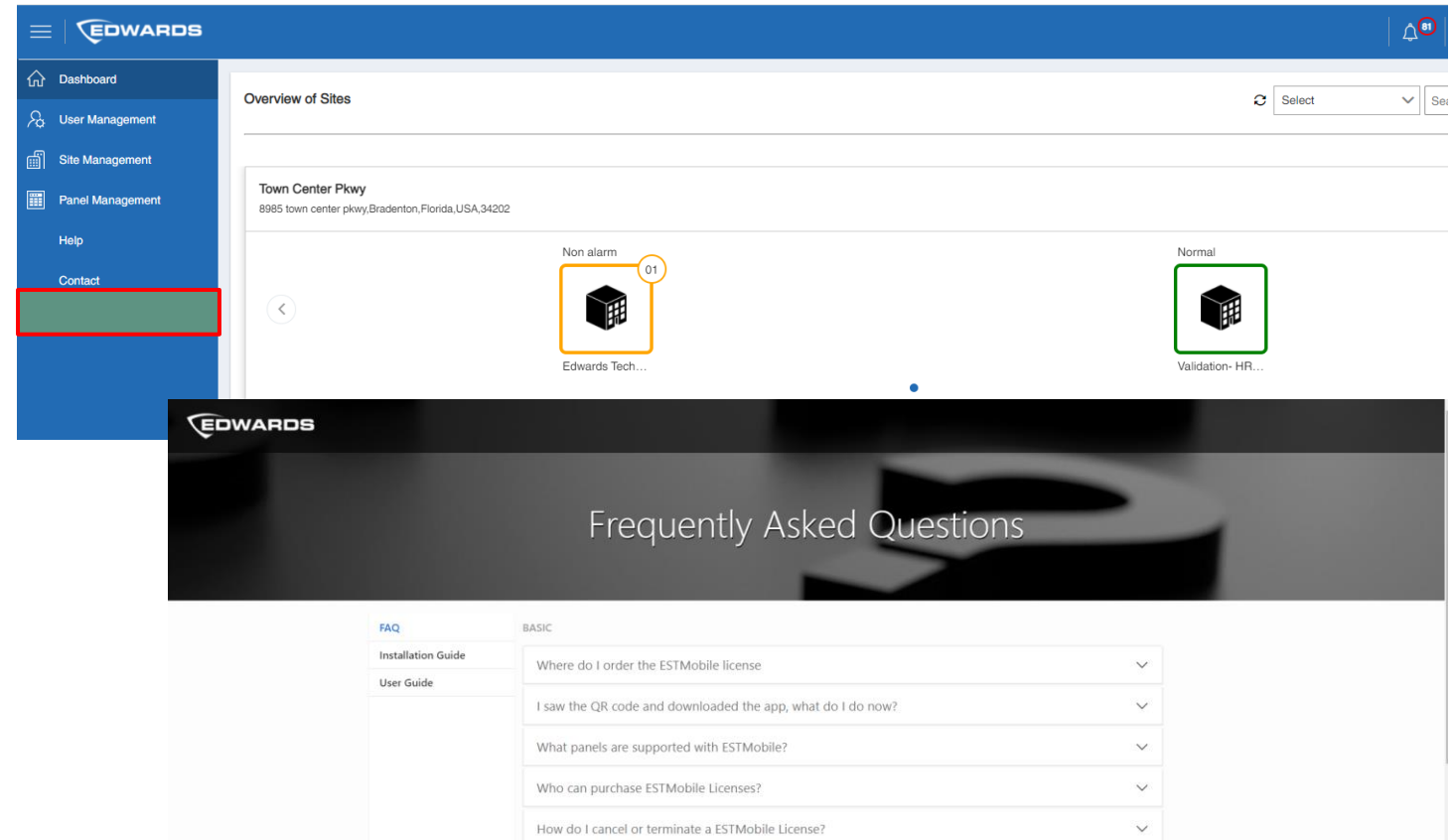
Additional resources can be found under the 'Help' section on the left-hand side of your dashboard as well as MyEddie including:

- ESTMobile User Guide
- ESTMobile Installation Guide
- ESTMobile Training Videos

[ESTMobile Partner Resource Page](#)

[Strategic Partner ESTMobile Training](#)

[Facility Manager ESTMobile Training](#)



MyEddie product search ESTM-SWL-BASIC and select the Media drop down.