ESTMobile Webinar Q&A

1. **Is the license fee a onetime fee?**

   No, licenses are $9.99 a month per panel.

2. **Does ESTMobile work with iO panels only?**

   Yes, ESTMobile works with iO64 and iO1000 only.

3. **Will the system give you a description of the device type tested during Walk Test?**

   Yes.

4. **How does the panel connect to the cloud? Do we need WiFi/ Ethernet connection to the Internet?**

   Yes, an ethernet connection is needed to connect to the cloud.

5. **Can you panel silence with an app?**

   No, there is no function for command and control built into ESTMobile.

6. **Techs are assigned to a particular panel? They aren't global for all panels that a company owns?**

   Yes, technicians are assigned to specific panels, they can be assigned to as many panels under the ESTMobile account as needed.

7. **What if ethernet card is already used to interface with nurse call?**

   ESTMobile requires the panel be provisioned with a digital certificate, as well as establishing the MAC Address of the panel in the cloud. A panel currently on a LAN would still be able to transmit events to the cloud provided the port is open on the site firewall. For further discussion we would need to know the specific application in question here.

8. **Does the ethernet card connect to the DACT connection or the 232 connection?**

   The SA-ETH will mount in the iO panel in the upper right corner of the motherboard (Connector J1). For additional information on installing the SA-ETH card please reference the SA-ETH Installation Sheet
   (P/N: 3101100-EN Rev 006).

9. **Will this allow you to connect remotely and make programming changes, or is it only for viewing reports and Walk Test events?**

   ESTMobile does not allow you to make programming changes. The app can be used for live monitoring, pulling reports, and diagnostics.

10. **Is the Cloud connection required to be persistent, or can we connect the panel temporarily to do a Walk Test?**

    Yes, the connection to the cloud is persistent.

11. **If it's disconnected from the Cloud after being configured, does that generate a trouble?**

    Yes, If the connection to the cloud server is severed, the iO panel will generate a Cloud Conn trouble.

12. **Does the ETH card then function for both the IP Dialer and Cloud use?**

    Yes, the SA-ETH card can be used as an IP Dialer and for ESTMobile. The iO panel is smart enough to give priority to CMS transmission over traffic to the cloud.

13. **Is there a base subscription fee in addition to the panel license fees?**

    No, ESTMobile is $9.99 a month per panel.

14. **What equipment will be needed to connect to the cloud?**

    You will need an SA-ETH card.

15. **When provisioning the panel, you state we need an unmanaged switch or router; do the panel and laptop have to be on the same network segment/subnet, or can we do this with our laptop connected via hotspot?**

    Yes, your laptop must be on the same IP Address and subnet as the iO Panel just as it would be when you typically program the iO panel using the SA-ETH card. For more information, please reference the ESTMobile and Web Portal Installation Manual (P/N: 3102751-EN Rev 001. Page 18 Figure 20).

16. **Will ESTMobile display real-time events if the panel is not in walk-test? Meaning will it display systems events while the panel is in normal operating mode?**

    Yes, you can view live monitoring of the panels.

17. **When in Walk Test mode, does the panel report any signal to central station?**

    When you first place the panel into Walk Test, a signal is sent to the Central Station (Code 607) if it is programmed to do so in the event notification table. While a Walk Test is active on the panel, any devices tripped during the Walk Test do not transmit events to Central Station.

18. **Can it be programmed to?**

    No, the Walk Test event is not available as an Input in the Correlation table to program against. Once you first enter Walk Test, the panel will send a signal to the Central Station based on the settings in the Event Notification table for Walk Test. Walk Test is enabled to send a signal to the Central Station Telco or IP Accounts by Default.

19. **Can a sensitivity report be generated as well?**

    Yes, ESTMobile will generate sensitivity, history, status and Walk Test reports.

20. **Are you planning to have a cellular card for IO panels to replace the dialer?**

    Yes, we do plan on providing a cellular card to interface with the iO panel in the future.

21. **Can there be multiple admins?**

    Yes, once in the ESTMobile app, the current admin can add additional admins.

22. **If the panel is using the DACT card for monitoring, will it not work with the ESTMobile?**

    ESTMobile will utilize the SA-ETH card which mounts in the iO panel independent of the SA-DACT.

23. **Or does the ethernet card go in a different spot?**

    The SA-ETH card mounts in the upper right corner of the iO panel. (Connector J1) Reference SA-ETH Installation Sheet (P/N: 3101100-EN Rev 006) Typically, when using the SA-ETH card you would take advantage of the IP Account features to transmit events to Central Station over the LAN instead of using a traditional PoTS dialer such as the SA-DACT.

24. **Will we be able to get notifications through email and texts about panel status?**

You can receive notifications through email and the ESTMobile app on your iPhone or Android device.

25. **What ports need to be open on the customers firewall?**

ESTMobile will utilize Port 443 which should be open already for secure websites.

26. **What version of panel can be upgraded to 4.4?**

Panels with current firmware version 4.0, 4.01, 4.1, 4.11, 4.2 & 4.3 can be updated to V4.4. For additional information refer to the IO-CU V4.4 and iO Panel Firmware Release Notes (P/N:3101830-EN Rev 006).