

Home Alarm Systems (Eagle I Pro/Plus/Lite) FAQ's

1. If a sensor is triggered but the panel does not give alarm

Ans:

- a. Check if the device is successfully connected to the panel.
- b. If notification call or SMS is not received from the panel, check if the SIM card is placed properly in its slot and whether optimum GSM signal is available at the panel's location

2. Can I put 4G Jio SIM card?

Ans. No, Jio sim card is not supported by panel.

3. Which SIM should I use for my panel?

Ans:

- a. Check the range for SIM at the place of panel installation.
- b. We recommend using post-paid SIM card with unlimited SMS and outgoing call plan.

4. How many sensors/devices can be added with the panel?

Ans:50 wireless sensor can be added to the device.

5. What features are not available through mobile app

Ans: Panel Reset, deleting devices/ sensors features are not available through mobile app.

6. Can I delete selective devices/sensors?

Ans: No, at a time all the devices will get deleted.

7. What is wireless sensor range?

Ans: Range for wireless sensor without any obstacles is 40 meter and with obstacles: 15 meters.

8. What is the charging time for batteries?

Ans: Standard charging time for batteries is 12 hrs.

9. What is the battery backup?

Ans: When fully charged battery, backup is provided for 5 hrs.

10. How many mobile numbers can I added with the APP?

Ans: Only 5 numbers can be added with the app.

11. Can I set repeat incoming calls/SMS count in any event?

Ans: No.

12. Can I receive low battery indication from any kind of sensor on mobile APP?

Ans: No. Red light will blink on the sensor indicating battery low, but no notification is provided in app.

13. Will I get notification/alarm if the main panel is tampered?

Ans: Yes, user will get notification on app, SMS and alarm will be activated.

14. What if my Eagle I plus panel QR sticker is torn or removed?

Ans: If QR sticker is torn or removed it is not possible to reconfigure the panel with app.

15. Can I dial any mobile number from the panel and same receive on panel?

Ans: User can make out going call from panel but can't receive incoming calls from panel.

16. Can I rename the zone names?

Ans: Only 9 zones can be renamed.

17. Can I check previous logs in this APP /Panel?

Ans: No.

18. Can I add wired sensor with panel?

Ans.: Yes, only panic switch and shutter sensor can be added in wired zone.

19. Can I reset the panel through APP.?

Ans: No

20. Can I delete the sensor through APP?

Ans: No
