

Home Guardian Solution Product FAQ

EnTalk/EnTalk Lite

1. Question: Which EnGenius products work with EnTalk-Lite?

Answer:

EnTalk-Lite works with EPG5000, ESR300, ESR350 and ESR600.

2. **Question:** Which IoT gateway can EnTalk work with?

Answer:

The EnTalk App works with the EPG600 Gateway.

3. Question: Can smartphones be registered to EnTalk even when it is not in the same location with the EPG router?

Answer:

Yes, they can. The remote user will need to obtain the UID or DDNS for the router from the router's owner.

4. Question: Will the EPG600 work behind a PBX?

Answer:

Yes, it will, as long as it is connected to the analog port of the PBX.

5. Question: Will EnTalk work behind an office firewall? Are there specific ports that need forwarding?

Answer:

No, EnTalk is only compatible with an EPG router. As the EPG router has its own firewall, it should not be placed behind another firewall.

6. Question: Will using EnTalk to make PSTN calls make the phone line unusable for other users?

Answer:

Yes, only one user at a time can make a PSTN call. Just like when one has two phones connected to a single phone line, they cannot make phone calls at the same time.

7. Question: Can a person still make a phone call using a phone set connected to the EPG600 when an EnTalk user is making a PSTN call?

Answer:

No, the extension phone is not able to make calls when the phone line is in use. Only one user can make a PSTN call at a time.

8. Question: Can EnTalk be used to retrieve a user's voice mail?

Answer:

The EnTalk App cannot be used to retrieve voice mail. The App does not support voice mail.

9. Question: The EnViewer App as well as other EnGenius Apps run well on my Android device. What other Smartphones platforms do the Apps support?

Answer:

Our Apps support Apple iOS and Google Android platforms at this time.

10. Question: Can a smartphone registered on the EnTalk app connect to more than one EPG voice Gateway?

Answer:

EnTalk can only be registered to one IoT Gateway at a time.

11. Question: What devices work with the EnGenius EnTalk App? And what smartphone platforms does it work on?

Answer:

The EnTalk App supports the EPG600 IoT Gateway. The EnTalk App supports Android and iOS operating systems and can be downloaded from either the Google Play or Apple Store.

Android: Android 2.3.x, Android 3.x, Android 4.x

iOS: iOS 5x, iOS 6x, iOS 7x

12. Question: Are there additional costs associated with EnGenius EnTalk App?

Answer:

No, the EnTalk service is free of charge.

Note: If you subscribe to an Internet service, i.e. Wi-Fi, 3G and 4G, from a WISP (Wireless Internet Service Provider), you may be charged for data transmission fees from your Internet subscription plan.

13. Can I use my own cordless phone connected to the EPG600 to connect to an EnTalk user directly?

Answer: No, The EPG600 does not support regular cordless phone systems.

14. Question: Can I assign any EnTalk user to receive calls from a PSTN line?

Answer:

Yes, the EnTalk supports the “Operator” feature which enables the administrator to assign any EnTalk user to receive calls from a PSTN line, though only assigned users can receive calls. The user can configure the operator setting in the EPG600 Cloud service EnTalk web page.

15. Question: Can I make calls to the remaining 9 users at the same time much like a conference call?

Answer:

No, Calls can be made only from one user to another at a time.

16. Question: Can I assign user(s) to receive PSTN calls?

Answer:

Yes, the administrator is able to assign who can receive PSTN calls by giving operator rights to those selected users (up to 10 in total).

17. Question: If no one is assigned to receive PSTN calls, where does the call go to?

Answer:

The first user registered to the EPG600 will be the default operator. If no operator is selected, the PSTN call will go to user **10**.

18. Question: How can I use the EnTalk App to make international calls at reduced rates?

Answer:

When the EPG600 is connected to a local telephone line (PSTN phone network), any phone call to the local calling area out of the EPG600 is considered local call. When a user located in a different country uses a smartphone with EnTalk registered to the EPG600 to make a phone call, it is still considered a local call, and the international part is considered a local call in terms of calling rates.

19. Question: How do I call other registered users?

Answer:

Each user is assigned an extension number from **10-19**. Each user can call another user simply by dialing their extension.

EnViewer and EDS1130

1. Question: How many routers can be added to EnViewer?

Answer:

The user can add as many compatible routers to EnViewer as he or she wants. The user can add them either through 1) the QR code on the bottom of the device or 2) manually registering the router using the UID or DDNS.

Compatible Routers: EPG5000, EPG600, ESR300, ESR350, ESR600

2. Question: How many cameras can be added on EnViewer? Is the EnViewer App limited to the same number of EDS cameras per router?

Answer:

The user can add as many EDS cameras as he or she wants to the EnViewer app but can only view four camera feeds at a time via the camera group feature. With the group feature, the user can add as many cameras to the group as they wish even though they will only be able to view four at a time. The user can even view cameras connected to different routers at the same time.

3. Question: Do the cameras need to be configured on the EnViewer section of the router GUI first before they can be detected/registered on the EnViewer App?

Answer:

The user can just scan the QR code to add the camera to EnViewer even before configuring it on the router GUI.

4. Question: Is there a way to increase the volume using the EnViewer App if you want to speak through the camera?

Answer:

There is no way to increase the speaker volume through the EnViewer App. The user will need to adjust the speaker volume manually or through the EDS camera GUI.

5. Question: What is the resolution of jpeg snapshots? Can it be adjusted?

Answer:

The user can change the camera resolution through the EnViewer App. For more options, the user can also access the camera GUI to configure this setting.

6. Question: How can a snapshot or video can be shared? Can I send a link or the file itself through e-mail? Can I upload the video or image to social media sites like Facebook?

Answer:

Yes, snapshots can be shared. What the user can do is to go to the gallery, manually upload the picture or video, and e-mail it just like you would with regular pictures.

7. Question: If I have more than one camera, will I receive push notifications from all of them if an event triggers?

Answer:

No, the App only receives notifications from the last camera that has been setup.

8. Question: Other than a Micro SD/SDHD card, can I store the media files to somewhere else?

Answer:

Yes, you can send files to a Home NAS or to your FTP server. However, EnViewer can only save to two places, the SD card on the EDS camera and to the drive plugged in to the USB port of an EnGenius EPG or Cloud router/gateway.

9. Question: For the EDS1130 in a Home Guardian kit, is it a default setting to record image files to the EPG5000?

Answer:

The default setting is on “no recording” so the user will need to set the camera to record and direct it to another location.

10. Question: What is the default port for the EDS1130?

Answer:

The default port for the EDS1130 is port **80** but the user can redirect it to another port if they wish.

11. Question: What is the recommended USB drive size?

Scenario:

The user would like to install an external hard drive to his EPG5000 router and would like to know if there is a preferred storage capacity.

Answer:

The EnGenius gateways and routers support whatever size hard drive you are comfortable with!

12. Question: How come I can't see the snapshot I took with the EDS1130 on my iPhone? Did I miss something?

Answer:

If you haven't already, you will need to disable the privacy settings in order to see the image.

EnRoute

1. Question: Is there a maximum number of days that EnRoute will retain data about the user's location? Will the information be erased automatically once the maximum number of days is reached?

Answer:

There is no preset maximum of days before the data is erased.

2. Question: Is there a set interval when the app will record a user's location? Can the interval rate be set manually?

Answer:

The interval can be set from **1~10** minutes.

3. Question: Can the user's location history be deleted from a setting option on the EnRoute App?

Answer:

There is no option to delete the tracking history using the EnRoute App.

4. Question: Will removing the account from the EnRoute list on the gateway or router also erase the user's location history from the folder where EnRoute user data is stored?

Answer:

Yes, because the information is stored on the connected USB drive, the account will be erased permanently and must be re-added.

5. Question: Is there a way that for an EnRoute App client to contact the IoT Gateway administrator through the App such as sending a notification or a chat message?

Answer:

There is no way for the client to contact the IoT Gateway administrator directly through the App.

6. Question: Will the EnRoute App push notifications to the IoT Gateway Administrator if one of the registered EnRoute users goes offline?

Answer:

EnRoute will not notify the administrator when an EnRoute client goes offline.

7. Question: How many EnRoute users can be registered to a single IoT router?

Answer:

For the best user experience, it is recommended to limit the number of EnRoute users to 20 per IoT router or gateway.

8. Question: If I have multiple smartphones and tablets, can I just use one email address for them for EnRoute to track?

Answer:

No, EnRoute requires that one email address is used for each device.

EnShare

1. Question: What devices works with the EnGenius EnShare App? What mobile device platforms is it compatible with?

Answer:

The EnShare App supports EnGenius IoT Gateways and Intelligent Routers.

The EnShare App supports Android and iOS operating systems and can be downloaded from either the Google Play™ or Apple Store®

Android: Android 4.x and up

iOS: iOS 5x, iOS 6x, iOS 7x and up

2. Question: Are there any additional costs associated with the EnGenius EnShare App?

Answer:

No, the EnShare service is free of charge.

Note: If you subscribe to an Internet service, i.e. Wi-Fi, 3G and 4G, from WISP (Wireless Internet Service Provider), you may be charged for data transmission fees from your Internet subscription plan.

3. Question: How do I access my home Gateway/Router and network settings when I'm away from home?

Answer:

Before you start the configuration process, please find the label located on the bottom of your EnGenius device and refer to the **Unique ID (UID)** or **DDNS Domain** that is exclusive for your device. Please note the info for processing the remote login.

On the login page, besides entering username and password, please also select the way you wish to access your home network settings.

A. Access EnShare Via Unique ID (UID): You can simply enter the UID and click on **Remote Login** to proceed. Or you can take a photo of the QR Code labeled on the

bottom of your device and save it to your smartphone or tablet in advance. Then, scan it from photo album whenever you need to process the login on the go.

B. Access Your Router via EnGenius DDNS Service: You can also find a unique EnGenius DDNS domain name on the bottom of router's device label. The DDNS domain format is "ooooooo.engeniusddns.com". You may enter the unique DDNS domain name in your web browser to access your router page.

4. Question: I can't access the EnShare service through the EnShare App, why?

A. Please make sure that your mobile device has Internet access, either through Wi-Fi or 3G.

B. If you would like to connect to your EnGenius Cloud router/gateway remotely, please make sure your remote IP address/DDNS domain name is correct and your EnGenius Cloud router is connected to the internet.
