

Ekahau Connect™ Partner FAQs

Products

- 1. What is the difference between Ekahau Pro™ and Ekahau Site Survey Pro?**

There is no difference except the name – we’ve just shortened it. The SKU will stay the same though (ESS-PRO). Version 10.0 of the software will be released with the Ekahau Connect launch.
- 2. What is the difference between Ekahau Pro Support and Ekahau Site Survey Pro Support?**

There is no difference except the name, which we have updated. The SKUs will stay the same though (ESS-PRO-SUP, ESS-PRO-SUP-3YR, ESS-PRO-SUP-R, ESS-PRO-SUP3-R).
- 3. Is Ekahau Pro required for Ekahau Sidekick® to work?**

Yes, Ekahau Sidekick only replaces the dongles and adapters that were previously used to conduct site surveys. Ekahau Pro is still needed to view and analyze the data.
- 4. Are Ekahau Pro and Ekahau Sidekick required for the Ekahau Connect?**

Yes, Customers will need an Ekahau Pro license to be able to use Ekahau Connect services such as the Ekahau Cloud™ and Ekahau Survey™ for iPad. They will also need to have an Ekahau Sidekick for Ekahau Survey for iPad and Ekahau Capture™ to work. If Ekahau Pro is purchased with Ekahau Connect, but without Ekahau Sidekick, the Customer will have access to Ekahau Cloud (as well as Ekahau Pro Support and Ekahau Connect Training) but won’t be able to fully use Ekahau Survey for iPad and Ekahau Capture.
- 5. What is the difference between Ekahau Connect and Ekahau Connect Subscription?**

Ekahau Connect Subscription is a 12-month subscription that gives you access to:

 - Ekahau Survey for iPad
 - Ekahau Capture
 - Ekahau Cloud
 - Ekahau Pro Support
 - Ekahau Connect Training

Ekahau Connect is the suite of products that includes the Ekahau Connect Pack (Ekahau Pro & Ekahau Sidekick) as well as the Ekahau Connect Subscription (Ekahau Survey for iPad, Ekahau Capture, Ekahau Cloud, Ekahau Pro Support, Ekahau Connect Training). Two SKUs will need to be purchased to get the entire suite: EC-PACK & ECS-1YR (or ECS-3YR).
- 6. What are the renewal options for Ekahau Connect Subscription?**

Customers may renew for 12 months or 36 months.
- 7. What happens if my Customer doesn’t renew their Ekahau Connect Subscription?**

If the subscription is not renewed, they will lose access to the Ekahau Connect apps and services including access to their projects in Ekahau Cloud. Once renewed, they will re-gain access to their projects in Ekahau Cloud, and Ekahau Connect apps and services.
- 8. How does the Customer get access to the Ekahau Connect apps and services once purchased?**

After purchase, the Customer will receive an email with links to access each of the different apps and services of Ekahau Connect. For Ekahau Connect Training, they will need to go to <https://learn.ekahau.com> and create an account to access the training.
- 9. What happened to the Ekahau Premium Pack (ESS-PRM)?**

Ekahau Connect offers the same functionality of the Ekahau Premium Pack and more. With Ekahau Connect, Customers will have less USB dongles and adapters to deal with and get up to 25x the performance.
- 10. Does Ekahau plan on launching an Android app?**

We do not. We are focusing on the premium segment. There are so many different types of Androids on the market and we will not be able to guarantee that our solutions will work on all Android devices.

Target Audience

11. Who is the ideal target audience for Ekahau Connect?

Ekahau Connect can help both Wi-Fi Experts (Systems Integrators or in-house IT Network Owners) and IT Admins:

- IT Admins can easily conduct a site survey and share the data with their System Integrators/IT Network Owners
- System Integrators/IT Network Owners can quickly access the data and make recommendations

Selling to New Customers

12. What should I sell to a new Customer?

Ekahau Connect is the premier suite of tools and includes everything your customer will need to design, optimize and troubleshoot their Wi-Fi network. The Customer will need to purchase two SKUs:

1. Ekahau Connect Pack (EC-PACK) and
2. Ekahau Connect Subscription (either ECS-1YR or ECS-3YR)

13. What if my new Customer wants to continue using their dongles and adapters and does not want to purchase an Ekahau Sidekick?

Ekahau Pro (ESS-PRO) can be purchased without the Ekahau Sidekick, but they will lose the benefits of standardized Wi-Fi measurements and increased work efficiency making the solution practical only for network planning, analysis, and reporting.

14. What if my new Customer does not want to purchase Ekahau Connect Subscription?

Ekahau Connect Pack and Ekahau Pro can be purchased without the Ekahau Connect Subscription (but they will still need to purchase Ekahau Pro Support to receive support and maintenance on Ekahau Pro), but the Customer would lose the convenience of Ekahau Cloud project collaboration and back-up and super light-weight mobility of iPad site surveys. Their backs and feet will thank them when they do not need to carry a heavy laptop for site surveys anymore!

Selling to Existing Customers

15. Will my Customer be able to purchase Ekahau Pro Support (ESS-PRO-SUP or ESS-PRO-SUP-3YR)?

Yes, if your Customer purchases Ekahau Pro (ESS-PRO) by itself or as part of Ekahau Connect Pack (EC-PACK), they will be able to purchase Ekahau Pro Support.

However, they will not have access Ekahau Survey for iPad, Ekahau Capture, Ekahau Cloud and Ekahau Connect Training (Please note: Ekahau Survey for iPad and Ekahau Capture will not be accessible without Ekahau Sidekick).

16. What if my Customer currently has Ekahau Pro Support (ESS-PRO-SUP or ESS-PRO-SUP-3YR) and does not want to purchase Ekahau Connect Subscription (ECS-1YR) when their support contract is up for renewal?

Existing Customers that are current on their support contract, may renew their Ekahau Pro Support contracts with ESS-PRO-SUP-R or ESS-PRO-SUP3-R. This will only give them access to maintenance and support for Ekahau Pro. They will not receive access to the rest of the Ekahau Connect apps and services. If they would like to access Ekahau Survey for iPad, Ekahau Capture, Ekahau Cloud and Ekahau Connect Training, they will need to purchase Ekahau Connect Subscription (ECS-1YR or ECS-3YR).

17. What should I sell to a Customer that already has Ekahau Pro?

You should definitely sell the Ekahau Connect Upgrade bundle with Ekahau Sidekick (ESK-1) and Ekahau Connect Subscription Upgrade (ECS-1YR-UPG or ECS-3YR-UPG) which contains the Ekahau Connect apps and services. This will give your Customer the premier suite of tools to design, optimize and troubleshoot their Wi-Fi network.

18. What if my Customer just purchased 1 year of Support (ESS-PRO-SUP), but wants Ekahau Connect Subscription?

Your Customer may purchase Ekahau Connect Subscription Upgrade (ECS-1YR-UPG or ECS-3YR-UPG) now and receive access to Ekahau Connect apps and services immediately. Their subscription will be the remaining amount of time they have left on their 1-year support contract plus 12 months.

For example, if the Customer purchased ESS-PRO-SUP on 1 October 2018 and then purchases Ekahau Connect Subscription Upgrade (ECS-1YR-UPG) on 1 May 2019, they would receive access to Ekahau

Connect Subscription for 18 months (6 months left on existing support contract + 12 months of the ECS-1YR).

19. What if my Customer just purchased 3 years of Support (ESS-PRO-SUP-3YR), but wants Ekahau Connect Subscription?

Your Customer may purchase Ekahau Connect Subscription Upgrade (ECS-1YR-UPG) now and receive access to Ekahau Connect apps and services immediately. Their subscription will be the remaining amount of time they have left on their 3-year support contract plus 12 months.

For example, if the Customer purchased ESS-PRO-SUP-3YR on 1 January 2019 and then purchases Ekahau Connect Subscription Upgrade (ECS-1YR-UPG) on 1 May 2019, they would receive access to Ekahau Connect Subscription for 44 months (32 months left on existing support contract + 12 months of the ECS-1YR).

20. What if my Customer has not renewed their Support in the last 12 months, but now they want Ekahau Connect Subscription?

The Customer will need to become current with their support first by renewing their Ekahau Pro Support (ESS-PRO-SUP-R or ESS-PRO-SUP3-R) and then purchasing the Ekahau Connect Subscription (ECS-1YR or ECS-3YR).

For example, if the Customer purchased ESS-PRO-SUP on 1 January 2018, did not renew and then requests to purchase Ekahau Connect Live (ECS-1YR) on 1 May 2019, they would first need to purchase ESS-PRO-SUP-R, which would make them current with 8 months left on their support. Then, they would need to purchase ECS-1YR and would receive immediate access to Ekahau Connect apps and services for 20 months (8 months left on their new ESS-PRO-SUP-R contract + 12 months of ECS-1YR).