

# Ekahau Connect™ FAQs

## Products

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

There is no difference except the name.

### 2. 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.

### 3. Are Ekahau Pro and Ekahau Sidekick required for Ekahau Connect?

Yes, you will need an Ekahau Pro license to be able to use Ekahau Cloud™ and Ekahau Survey™ for iPad.

You will also need 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](#), you 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.

### 4. 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).

### 5. What are options for Ekahau Connect Subscriptions?

You can purchase either a 12-month (1 year) or 36-month (3 year) subscription.

### 6. What happens if I don't renew my Ekahau Connect Subscription?

If your subscription is not renewed, you will lose access to the Ekahau Connect apps and services including access to your projects in Ekahau Cloud. Once renewed, you will re-gain access to your projects in Ekahau Cloud, and Ekahau Connect apps and services.

### 7. How do I get access to the Ekahau Connect apps and services once purchased?

After purchase, you will receive an email with links to access each of the different apps and services of Ekahau Connect. For Ekahau Connect Training, you will need to go to <https://learn.ekahau.com> and create an account to access the training.

## **8. What happened to the Ekahau Premium Pack?**

This is no longer available. Ekahau Connect offers the same functionality of the Ekahau Premium Pack and more. With Ekahau Connect, you will have less USB dongles and adapters to deal with and get up to 25x the performance.

## **9. Does Ekahau plan on launching an Android app?**

They do not. There are so many different types of Android devices on the market and they would not be able to guarantee that their solutions would work on all Android devices.

## **10. What if I want to continue using my dongles and adapters and does not want to purchase an Ekahau Sidekick?**

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

## **11. What if I don't want to purchase an Ekahau Connect Subscription?**

The Ekahau Connect Pack and Ekahau Pro can be purchased without an Ekahau Connect Subscription (but you would still need to purchase Ekahau Pro Support to receive support and maintenance on Ekahau Pro). However you would lose the convenience of Ekahau Cloud project collaboration and back-up and super light-weight mobility of iPad site surveys. Your backs and feet will thank you when you don't need to carry a heavy laptop for site surveys anymore!

## **12. Can I upgrade to Ekahau Connect if I already have Ekahau Pro and Sidekick?**

Yes. You can purchase an Ekahau Connect Subscription Upgrade now and receive access to Ekahau Connect apps and services immediately. Your subscription will last for the remaining amount of time you have left on your support contract plus 12 months.

For example, if you purchased Ekahau Pro Support on 1 October 2018 and then purchase an Ekahau Connect Subscription Upgrade on 1 May 2019, you would receive access to Ekahau Connect Subscription for 18 months (6 months left on your existing support contract + 12 months).

## **13. Can I upgrade to Ekahau Connect if I have Ekahau Pro but don't have an active support contract?**

Yes, but you would need to become first renew your Ekahau Pro Support and then purchase an Ekahau Connect Subscription.

For example, if your Ekahau Pro Support expired on 1 January 2019, and on 1 May 2019 wanted to upgrade to Ekahau Connect, you would first need to purchase Ekahau Pro Support, which would leave you with 8 months left. Then, you would need to purchase an Ekahau Connect Subscription to receive immediate access to Ekahau Connect apps and services for 20 months (8 months left on your support contract + 12 months).