

Installation FAQ

What information will customers need to provide for an Ibis System installation?

In order to have a successful installation, the system installers will need to meet with the customer and go over the items listed below. These items are described in detail in the *Field Installation Preparation* manual.

- Identify device types of interest (which devices the customer wants to monitor and control)
- Site walkthrough to plan out IntelliGateway/InteliSocket locations
- Network settings for each IntelliGateway. Each gateway needs to connect to the customer's network via Ethernet, so Ethernet jack locations and network settings information is needed. DHCP or static IPs are supported, and if static IPs will be used, the following information is required for each gateway:
 - Static IP address
 - Netmask address
 - Gateway address
 - DNS server address
- Name(s) and email address(es) for customer ibis.io accounts.

How many people will be performing the installation?

Most installations are done using two people: one to physically install the IntelliSockets and one to configure them with a laptop.

How long does an installation take?

The length of a field installation depends on the number of IntelliGateways and IntelliSockets being installed, and the uniformity of device types. Installing sockets on similar devices can increase the installation rate, whereas installing sockets on high power or unusual devices can take longer.

For estimation purposes, each IntelliGateway typically takes 15-30 minutes to install, and each IntelliSocket typically takes 5-6 minutes.

Is there an installation cost?

The cost of an Ibis System installation varies depending on the hardware dealer. Please refer to the seller for installation costs.