

# FAQ

## SmartXcan

- In which position should the SmartXcan be mounted?
- Information about SmartXcan-RFID
- In what environmental conditions should the SmartXcan be installed?
- Is the radiation of the SmartXcan harmful?
- Is it possible to connect a network camera to the SmartXcan?
- Can the alarm signals be changed?
- Can the limit values of the temperature measurement be set variably?
- Does the Kentix SmartXcan need to be calibrated?
- Network integration of the SmartXcan
- Rules for using the Kentix SmartXcan!
- What does Dynamic Temperature Correction (DTC) mean?
- What's fever?
- Which data and measured values are stored?
- How do I find out if a new update is available?
- How do I find out the IP address of the SmartXcan with the MAC address?
- How do I carry out a firmware update?
- What is the accuracy of the Kentix SmartXcan?
- How can the SmartXcan be operated standalone?
- How can I receive Push notifications from the SmartXcan?

## SmartMonitoring

- Measurement of air quality according to IAQ Index
- AlarmManager does not send SMS
- Alarm Zones cannot be Armed / Disarmed
- Functionality of the early fire detection of the MultiSensors
- Configuration of external Sensors on the AlarmManager
- Leakage Sensor does not trigger Alarms
- Leakage Sensor keeps triggering Alarms
- MultiSensor or AlarmManager shows different Values for Temperature and Humidity
- Kentix Integration in PRTG
- SNMP-Integration in Check\_MK
- SNMP query from other devices via AlarmManager
- SD-cards with 128GB in Kentix Devices
- Setting Up a Self-signed Certificate
- What must be considered when Extending an Existing Kentix System in Terms of Compatibility?
- Which Cameras can be Used in combination with Kentix Devices?
- Which gases can the MultiSensor detect?
- Temperature, Humidity and Dew Point Display, Calibration and Mounting
- KIO module: Potential-free and potential-bound
- Kentix Integration in iLert
- CO2 Measurement with the MultiSensor-TI

## SmartAccess

- Control of an external Alarm System
- Radio Range Information
- Is the Locking System suitable for Rack Doors?
- LDAP-Anbindung konfigurieren
- Does Kentix-DoorLock fit in my Server Cabinet / Rack?
- Are the Cylinders suitable for Installation in Fire Protection and Escape Doors?
- How complex is the Installation of the Cylinders and who can do it?
- How long is the Battery Life of the Online Knob?
- How do I use the DoorLock-RA4 mounting template on a Rittal cabinet?
- How many Cylinders can I Network with each other and how is the Network set up?
- How is the remote Opening performed and how safe is it?

## Kentix360

- AlarmManager or AccessManager Registration/Login to Cloud is not possible
- Connection of the Smartphone-App to the Cloud Fails
- Problems with Kentix360 Cloud Connection (Red Cloud in AlarmManager and AccessManager)
- Kentix360 SIM