



FAQs – Ekahau Survey for iPhone & iPad

- 1. What are the differences between the iPhone and iPad apps?**
 - The Ekahau Survey for iPhone and iPad have the exact same features. The only difference between the two apps is the layout of the user interface. On the iPad app, the UI is in landscape mode. On the iPhone app, the UI is in portrait mode; this better supports operation of the app with one hand.
- 2. How can I purchase the iPhone app?**
 - The Ekahau Survey for iPhone is part of the Ekahau Connect subscription. If you already have a valid subscription, you can install the iPhone app from the App Store. If you don't yet have an Ekahau Connect subscription, you can upgrade your existing Ekahau Support to Ekahau Connect.
- 3. Can I use both the iPhone and iPad app?**
 - Yes. You can use whichever version you prefer or you can switch over to the other version when the current version runs out of battery life.
- 4. Can I use both the iPhone and iPad version simultaneously?**
 - No. While you can toggle between the iPhone and iPad app, you cannot use them simultaneously.
- 5. What are the minimum requirements for the iPhone?**
 - The iPhone must at least run on iOS 12 and it must support Apple ARKit. The iPhone 6s and SE are the oldest models that meet both of these requirements.
- 6. Which iPhone or iPad do you recommend?**
 - For the iPhone, we recommend at least an iPhone X and for iPad, the iPad Pro with USB-C connector.
- 7. Is there an Android version available?**
 - Currently, we do not support Android, but we are considering implementing Ekahau Survey for Android.
- 8. How much does the Ekahau Survey for iPhone cost?**
 - If you already have an Ekahau Connect subscription, it does not cost you anything extra.
- 9. What is Autopilot Survey?**
 - Autopilot Survey mode is where the app tracks and plots your survey path based on your precise location. Autopilot Survey enables full freedom of movement without the need to continuously click for your location. It is the fastest way to conduct site surveys (33% faster compared to traditional methods) as less time is spent in opening and closing doors and keeping track of your current location.

- 10. Can I also use the Autopilot Survey on the iPad?**
 - Yes, the Autopilot Survey also works on Ekahau Survey for iPad.
- 11. How does the Autopilot Survey location tracking work?**
 - The Autopilot Survey utilizes the iPhone's and iPad's camera, motion sensor, gyro, and a compass to keep track of your movement.
- 12. How accurate is the Autopilot Survey?**
 - The Autopilot Survey is extremely accurate. It measures your location 30 times per second and even senses the smallest movements, such as when you are simply turning around, while standing still.
- 13. How often do I need to tap on the map when using the Autopilot Survey?**
 - Our analytics indicate that you need to tap your location 70% less frequently with the Autopilot Survey. In the beginning, you will need to tap your location twice to calibrate the location tracking. After that, you only need to tap if the location accuracy starts drifting.
- 14. In what kind of environments does the Autopilot work?**
 - The Autopilot Survey works well in normal lighting conditions in open space environments, office spaces with lots of rooms, warehouses, and outdoors. The Autopilot Survey also works in environments with declining surfaces, but you may need to tap your location a bit more frequently.
- 15. Can I use the Autopilot Survey outdoors?**
 - Yes. The Autopilot Survey works very well outdoors and you do not even need GPS for that, as the Autopilot Survey utilizes the iPhone or iPad's camera and sensors for tracking the location. However, if you would like to perform site surveys with a moving vehicle, the Autopilot Survey may not be ideal for that purpose.
- 16. When should I use Autopilot Survey vs. the traditional, continuous and Stop & Go survey?**
 - Ekahau recommends always using the Autopilot Surveys over the Continuous Survey as it provides full freedom of movement – without the need to continuously tap your location. However, the Autopilot Survey can be used the same way as a Continuous Survey, if needed. You should use the Stop & Go survey when you want to ensure you capture multiple scan cycles in an exact location.
- 17. Does it work while walking backwards?**
 - Yes. The Autopilot Survey enables full freedom of movement and you can walk, run, jump, or even moonwalk while you site survey.
- 18. Does the Autopilot survey also work on Ekahau Pro for Windows and macOS?**
 - No. The Autopilot Survey only works on Ekahau Survey for iPhone and iPad.