

FREQUENTLY ASKED QUESTIONS

MARKET BASED QUESTIONS AND ANSWERS

1. **Do you have a power point for training?** Yes
2. **Is the Consultant or TSI responsible for billing and collections?** TSI
3. **What is revenue sharing different than commissions?** Revenue sharing is based on the monthly service fee
4. **What does the monitoring fee include?** Access to the website, storage of video
5. **Is there a package available for an assisted living facility?** You can package Xanboo any way you want.
6. **Are these systems all self installs?** Yes, however, you can charge an additional fee for custom installs, or upon request, if you want.
7. **How much can I charge for installation?** These systems are self installed. NPI does not get involved with how you set prices for installation. TSI does have technicians that will assist in custom installations, such as in a facility.
8. **Can I charge a higher rate, or only the pre assigned prices?** If you are a NPI Consultant or a licensed Dealer you can charge an install fee.
9. **Will there be a way to also get this presentation sent via mail?** A Power Point Presentation is available at www.mynpi.org.
10. **Is there a contract that has to be signed by the customer?** On-line only
11. **Contract period or month-to-month?** 1 year
12. **What are the advantages of Xanboo over the icontrol and some other products that have lower product cost and subscription rates?** iControl's product requires port forwarding (changing the customer's network) as well as you have to program the cameras to work with the clients wifi router (if they do not have a wifi router, they have to purchase one). iControl does not allow for storage of video on the customers account and there is no streaming video to cell phones/pda's unless it is a windows based phone (less than 5% of the market). iControl does not have a DVR product. The Xanboo product line will be central station enabled in the near future (late February/early March) allowing for 24/7 live operator response to certain alarms as part of the service for no additional charge. In general, Xanboo is the only company in the world today that ships a system direct to the customer that they can install themselves with no technical knowledge and no changes to their network settings. This is critical since taking a business or residential network down when you are installing a system is catastrophic. The other important issue is that iControl does not have a direct sales force which is what the Consultant/Dealer Program is all about. These products do not sell themselves. There is an education/referral process that is

involved and that requires a one-on-one relationship that cannot be accomplished via retail or ecommerce.

13. **Guardian Medical offers a video monitoring system. What are the differences between their product and Xanboo?** The Guardian Medical is a PC based system that is hardwired and must be installed by Guardian. They operate in MI, FL, IN and CO. A basic 1 or 2 camera system would be \$1,500 to \$5,000 for the install and there is a monitoring/subscriber fee of \$100 to \$150 per month. After installing the software on a PC, the customer would have to keep their PC on at all times to view the video. The Guardian Medical video monitoring system is not comparable to the Xanboo equipment/platform because of mobility, support by the major phone carriers, no need for a computer, plug and play technology, pricing - \$750.00, self installing, and a monitoring fee of under \$50.00.
14. **How are your residential and Alzheimer products differentiated from the Homesite offering which sells for only \$200.00 in retail stores? Are NPI Consultants in competition with Xanboo's retail and website offerings?** The Homesite product offering is about 5 generations prior to the existing product/service and requires a computer to be operating at the premises to work. There are about 400 of these left in existence at Xanboo and once they are gone, there will be no more Homesite products available except what you might see sold by the end user. Xanboo's company website will continue to offer similar systems as what the Dealers are offering at similar prices, but the impact to the Consultant/Dealer program will be minimal if at all. Xanboo does not actively market the product, does not participate in search engine optimization, purchase search terms, or any do other marketing directly. Also, see answer to 11 above regarding direct sales.
15. **How much is the Alzheimer – Dementia System?** \$749 for the basic system which includes 1 System Controller (Gateway) 1 Fixed Position IP Camera for remote viewing (more can be ordered – see below), 2 Door/Window Sensors, 2 Water Sensors, 1 Temperature Sensor, 1 Bed Wet Sensor, 1 Lamp Dimmer, 1 Audible Alarm, 2 PLC Ethernet Adapters to transmit video via power lines, all Cables and Accessories. The monthly service plan costs \$49.95.
16. **Why are prices on E-Bay for new Xanboo components so cheap? Will they work with NPI-Xanboo products?** Most, if not all, of these products are analog products and not compatible with the current Xanboo offering. They are also no longer supported by Xanboo.
17. **Does the client have to pay an additional subscriber fee to an internet provider or to a wireless provider? Another way of asking this question: Does the true monthly fee include the internet provider, the cellular phone provider, and Xanboo?** The customer must have a broadband internet connection (over 70% estimated) to use the system. The customer must have a java enabled phone with an internet browser service for cell phone video. It is recommended that the customer have an “all you can eat” data plan if they want to view the streaming video on their cell phone.

TECHNICAL QUESTIONS AND ANSWERS

- 1. I have an ALF with an Alzheimer unit consisting of 30 apartments. Can we monitor the hallways, and also monitor certain resident apartments so that we can provide a value added service for the resident's family, and also to reduce the need for nightly "bed checks"?** Yes, up to 8 cameras can be monitored on your screen per "Gateway". However, you can only choose one that streams continuous live video. In the future, all 8 cameras will stream at the same time right on the home page. You can configure the macros so that each camera (all at one time or any combination) can be triggered by an event to record video to your server (up to 1 minute increments) as long as storage is available. With 250 MB of storage that would probably be around 250 1 minute recordings. The system has the ability to respond in many different ways from a triggered event (time, movement, temperature, moisture, etc), it is very flexible.
- 2. How far can a camera be placed from the gateway?** The camera can communicate with the gateway from 200 feet away. However, we can add a repeater for \$49.00 which doubles the distance before from 200 ft to 400 ft.
- 3. Can Xanboo record off site to a server** Yes - up to 250mb
- 4. How many hours of storage on basic DVR?** 30 days for 4 cameras
- 5. What is the maximum numbers of cameras that can be controlled by the gateway and recorded by the DVR?** 2 separate issues. The gateway can handle 8 cameras, but only 4 can be recorded simultaneously and you can have 30 days of video stored for real time viewing and 30 days in archives.
- 6. How many cameras for how many days?** You would use the DVR for 24/7 recording of 4 cameras for up to 30 days. The server storage is for event based recording.
- 7. Could I opt for better/larger online storage** You can buy/sell additional storage
- 8. Are the cameras weather proof?** You can put them in housings
- 9. What does PLC stand for?** Powerline Carrier. Xanboo uses "homeplug" technology that has no phasing issues.
- 10. Are there any covert cameras?** We can incorporate those if demand is there
- 11. In order to control lighting, do different light switches need to be installed** Not necessarily. you plug the lamp into one of our power controllers
- 12. Do you support any fire detection (wireless smoke alarms)?** We are working with several manufacturers now and expect to have them available no later than March.
- 13. So if it is a switched light, new switches need to be installed?** Yes

14. **Can the recordings on the DVR be burned/recorded to a DVD?** Yes
15. **Can other types of cameras be added to DVR?** Must be from xanboo
16. **Will existing cameras plug into your DVR?** No
17. **Do the fixed cameras tilt, pan and zoom?** 2 types are available
18. **In the basic package, what does fixed camera mean?** Fixed cameras do not pan and tilt **What is the upgrade charge?** About \$100 per camera
19. **Is a specific executable file needed to be loaded onto the PC to see live video?** You have to load an active x application the first time.
20. **Is a link sent via SMS for triggered events?** yes if the user requests same.
21. **Can a .jpg image be sent upon a triggered event?** .jpg's can be sent or you can request mp4 video and it is stored offline if requested.
22. **Does Xanboo interface work over a standard phone line?** Xanboo uses broadband as the primary communication
23. **Will it work with DSL?** Any broadband is fine.
24. **Are there alerts for low battery, or is it the responsibility of the user to notify me for a service call?** All the batteries are user installable. We use standard 9V, AA and AAA batteries. Battery life is monitored and displayed to the end user each time they visit the internet platform as well as they will be notified when battery life is less than 2 weeks.
25. **What is the typical life expectancy of the batteries for contacts and motion sensors?** Battery life would be in years depending on the type of device. All devices go into a standby mode to conserve usage but it is not critical since the end user will be changing batteries and the batteries are available anywhere.
26. **How long do the batteries last and what type are they?** Standard AAA, AA and 9V batteries. Life is in years depending on the device.
27. **What if there is a power outage?** The customer can buy an UPS (uninterruptible power supply) from any electronics store ([Online Store](#)) that would keep the unit supplied with power but the bigger problem is that it is likely that they would lose internet service anyway. To handle that occurrence, the customer is notified via sms text message, email and we could even have the platform call them with a recorded message.
28. **Is remote programming (over the internet) supported for macros, etc.?** Everything is done over the internet except the initial installation and changing batteries.

29. **Can the system call a cell phone or pager, or is the contact method just email?** SMS text messaging is standard as well as email.
30. **How many cell phones or computers does it feed into?** An unlimited number of cell phones can be activated to view streaming video just by downloading the application and installing it onto their phone. Of course the customer would have to enter their User ID and Password (first time only) before they are allowed access. This is all explained when the customer receives their equipment.
31. **You offer a “Mobile System” What is it?** The mobile unit is a system designed for installations in places that would not have a broadband connection such as yachts, construction site offices, etc. It comes with its own broadband connection from carriers such as Verizon, AT&T similar to what you would install on a laptop when you do not have a wifi connection. It also has its own battery back-up since these installation encounter power outages more than a typical business/home. It will also alert the customer when they switch from shore power to battery back-up.
32. **What is typical frame rate of the cameras in frames/sec.?** Maximum of 30 frames/second. Actual fps is affected by image quality and network environment.
33. **Do you support any outdoor Panasonic cameras, or only indoor?** We can support most Panasonic IP cameras. Provide specific model numbers and we will confirm compatibility.
34. **Powerline components typically require a phase coupler at the breaker panel to ensure proper communications between both phases. Is this recommended by Xanboo also?** We use HomePlug PLC modules which rarely have phase coupling issues.
35. **Do you support and wireless communications with a wireless router, or just PLC?** Just PLC currently but we can incorporate any technology based upon demand. We have integration modules that work with ZWave, Zigbee, Insteon, etc. Xanboo in general is a platform provider and equipment agnostic. We only manufacture where we cannot find commoditized equipment that is of the quality that we require.