

1. What is the warranty for the CloudController?

- PTI offers a standard **One Year Warranty** on the Cloud Controller. We cover factory defects but will not cover power surges or lightning strikes to the equipment.

2. Is it hard to switch from a Falcon XT to a CloudController?

- The CloudController and Falcon XT housings have the same footprint and connect via the same type of wiring.

3. Should I run my CloudController power connection through a surge protector or computer backup battery?

- Many UPS (Uninterruptable Power Supplies) have surge protection and battery backup. Those would be ideal. Internally, the CloudController will have a battery backup, isolated power, and isolated RS-485, meaning much higher surge protection than the Falcon XT.

4. What type of power supply do I need with my CloudController?

- The CloudController comes with an internal DC power supply, which connects to a standard 120 to 24 VAC power supply.

5. Can I power my keypads with a CloudController?

- Yes, just like the Falcon XT, the CloudController can power keypads.

6. How long will the CloudController battery last?

- The number of devices connected to the controller determines how long the battery lasts. The greater the number of devices, the shorter the battery lasts.

7. Do I need a Cloud Adapter with my CloudController?

- No, the Cloud Adapter was only intended to connect the Falcon XT to StorLogix Cloud.

8. Where do I connect my DoorBoss Transceivers?

- With the CloudController, there is an external interface board where the DoorBoss Transceiver Connects—launching at a later date.

9. Can I still use my Wiegand devices with the Cloud Controller?

- The CloudController contains two Wiegand ports, just like the Falcon XT.

10. What is the maximum RS-485 cable distance the CloudController supports?

- 4000 Ft or 1.22KM

11. What is the maximum number of RS-485 devices the CloudController supports?

- 127 Devices

12. Can I connect my door/gate to the CloudController?

- Just Like the Falcon XT, the CloudController comes with four Single Throw Double Pole Relays.

13. Where is the CloudController's USB Port?

- The CloudController does not use a USB port to connect. The controller to the StorLogix Cloud Server communicates via the built-in Ethernet Port.

14. What is the best way to know the CloudController is online?

- Check the Controller Status icon in StorLogix Cloud.

15. Can a tech troubleshoot the CloudController offsite?

- Yes, the new diagnostic dashboard will provide plenty of information. In addition, the new interface board will also have a voltmeter added. Health Checks will also still apply.