Q: What are the hardware requirements for the IntelliNet Network Control Center (INCC)?
A: The hardware requirements for each server installation are: 8 GB RAM, 1 TB Hard Drive, 2 CPU's per VM, Intel® Xeon® quad core microprocessor with minimum speed of 2.4 GHz, or similar specification x86 Intel® compatible microprocessor. Please note that server must be Linux based.

Q: What are the software requirements for the INCC?
A: Ubuntu server 20.04.4 (64 Bit), compatible software alarm automation system for signal processing, web-enabled device for browser access to the AES software receiver. INCC does NOT support Internet Explorer

Q: Can the INCC be used on a cloud-based server?
A: Yes. The INCC can be used on a cloud-based server if it adheres to UL 872A Hosted Central Station Services.

Q: What compliance standards does the INCC meet?
A: The AES INCC software version, 10.00.XX meets UL 864 and UL 2610 when used with UL 60950 or UL 62368 listed ITE equipment, meeting the minimum hardware requirements. It is also CSFM and NYFD certified.

Q: How does disaster recovery work with the INCC?
A: The INCC software comes with two instances, a primary and secondary. These can be installed on two different servers or in two different locations.
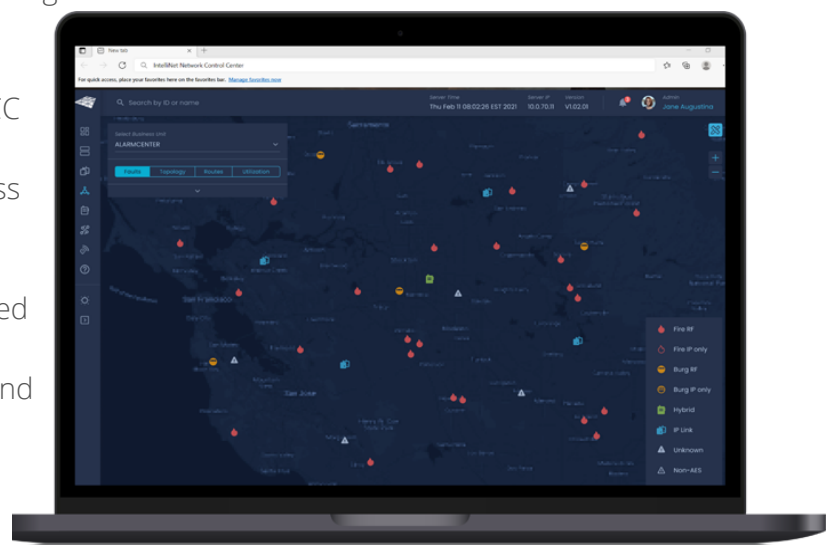
Q: How difficult is it to install the INCC?
A: Once the INCC is purchased you will schedule a call with a Technical Support Specialist who will walk you through the process of transitioning from the MNR to the INCC.

Q: How many business units can the INCC support?
A: The INCC can support up to 99 business units.

Q: Can you remotely program an installed subscriber using INCC?
A: Yes, you can remotely program a Fire and Burg installed subscriber using the INCC.

Q: Can you have visibility and control of the INCC at multiple locations or buildings?
A: Yes. All you need is a web browser with IP address to access.

Q: Do I get the first year of maintenance free with the INCC?
A: No. You will receive all upgrades for one full year but will not receive all the other benefits offered in our Maintenance plan.

Q: Are you offering any type of buyback program on the 7705ii MultiNet Receivers?
A: We are offering a buyback program on the 7705ii MultiNet Receivers only. Specifications are below:
   · If purchased ii receivers in 2023 we will buy back a MNR for $1000 each ($2000 for pair)
   · If purchased ii receivers in 2022 we will buy back a MNR for $500 each ($1000 for pair)
   · If purchased ii receivers in 2021 or later we will buy back a MNR for $250 each ($500 for pair)

Q: Are you offering any type of buyback program on the 7705i MNR?
A: No, we are not offering any buyback program, but we will be happy to take back your old 7705i hardware for recycling purposes.

Q: Are you offering any type of buyback program on the 7275 Network Management System (NMS)?
A: No. We are not offering a buyback program on the 7275 Network Management System (NMS), but we will be happy to take back your old 7275 hardware for recycling purposes.

Q: Will the INCC allow for multiple users and logins at the same time?
A: Yes. This is one great benefit of the INCC. You can now have multiple users in the software at the same time.

Q: Can I purchase a 3rd instance of the INCC if needed?
A: Yes. If you need more than a primary and secondary of the INCC you can purchase a 3rd instance. Contact sales for pricing.

Q: Can the INCC support Serial?
A: Yes. The INCC can support Serial but requires a Digi Port Server TS converter from Ethernet to Serial. AES recommends the following Model Digi TS1. Click here for more information and how to purchase: **digi.com/products/models/ez01-ma00-glb**