

Objective: A few basic questions to ask customer prior to setting up the hub.
This will help you avoid any miscues and expedite the hub set up.

HUB QUALIFICATION QUESTIONS:

The ARC Pulse hub is a Wi-Fi enabled device that supports 433mhz RF transceiver communication with Rollease Acmeda Automate ARC window shade motor systems.

1. Desired E-mail for the account
2. Is the customer operating on either 2.4ghz or a dual band network?
 - a. The hub works on WIFI and only on a 2.4ghz network.
 - b. Most routers are dual band, meaning they can handle devices that use 2.4ghz or 5ghz
 - c. Often, the router will know to put the hub on the 2.4ghz network. Occasionally the hub will try to connect to the 5ghz network, and the bands must be separated out. Please refer to the router settings or the internet provider for this
3. Is the network hidden?
 - a. The hub will not be able to connect to a hidden network, ask the client to temporarily unhide the network until the hub is setup and then they can re-hide it
4. Do you have a mesh network?
 - a. A mesh network is a wireless network system that has 'hot spots' or 'access points' all over the property allowing for one universal network to connect devices to
 - b. The hub is compatible with these mesh networks; however, you need to deactivate all access points EXCEPT the main router that is plugged into the modem. Once the hub setup is completely you can plug in or reactivate all the other access points
5. Range of hub
 - a. The RF Range of the hub is about 60ft open air. You will want to place it centrally located to the shades it is controlling as it is WIFI based, it does not need to be near the router, just within WIFI range.
 - b. Knowing the size of the home and how many shades/how apart they are will help you know if you need multiple hubs or an added repeater for extending the RF range
6. Tricks and Tips
 - a. Always Carry an extra hub in case you need to add one or in case one is having issues, you can always use a second hub to isolate if the issue is with the hub or the network
 - b. Add all shades to a remote first, then copy to hub so that you have a master remote that you can use. You cannot copy from the hub to the remote, but you can copy from the remote to the hub