

Hardware FAQ

InteliSockets

What channel do the InteliSockets communicate on?

InteliSockets are usually set to ZigBee Channels 14, 15, 20, 21, or 25 to fit between common Wi-Fi usage. However, if specific channels are desired, the InteliSockets can be set to any channel from 11 to 25. Channel 26 is reserved as a calibration channel.

How far can the InteliSockets communicate?

In a typical building, individual InteliSockets can communicate with each other over a range of 100 feet. Thick walls and other wireless interference can reduce this range. However, each individual InteliSocket acts as a link for its neighboring InteliSockets, meaning a system of InteliSockets can end up spanning thousands of feet.

Can InteliSockets be manually turned on/off? How long does the manual override last?

InteliSockets have a push button that toggles between the on/off states. This manual override will last until an on/off command is received from the cloud (such as that from a schedule).

Do the InteliSockets have some kind of surge protection?

InteliSockets employ a MOV surge protector across the line. This is mainly to protect the InteliSocket itself, however downstream devices also benefit.

Are there high-power versions of the InteliSockets?

In addition to the standard 120V-15A InteliSockets there are 120V-20A, 240V-15A, and 240V-20A InteliSockets available at an increased cost.

What electric power phases do the InteliSockets support?

InteliSockets support single-phase electric power.

How much power do the InteliSockets use?

Each InteliSocket uses less than 1W of power.

Which InteliSockets are FCC certified or UL listed?

All of our InteliSockets are UL listed and FCC certified.

What happens if we have to update all of our InteliSockets? Do we have to recall all the InteliSockets and fix them one by one?

In order to update an InteliSocket's firmware it will have to be replaced. However, the majority of our system's intelligence and decision-making happens on the cloud so that InteliSocket updates are rare, and older InteliSockets stay backwards compatible. InteliSockets have been configured to pass generic messages and commands, allowing us to add new devices and sensors in the future without losing compatibility.

How do you reset an IntelliSocket to factory settings? What if a user accidentally resets the IntelliSocket to factory settings?

IntelliSockets can be reset to factory settings (the default communication channel) by plugging in the IntelliSocket and holding down its on/off button for 8 seconds. If a user accidentally resets the IntelliSocket to factory settings, the IntelliSocket will lose communication with its mesh (and also with the cloud). The IntelliSocket will need to be reinstalled using an installation dongle.

What happens if someone steals an IntelliSocket?

Alerts will be automatically generated for IntelliSockets that go offline.

InteliGateways

How many IntelliSockets can one InteliGateway manage?

Each InteliGateway can handle a maximum of 100 IntelliSockets.

Does the InteliGateway cache socket data in the case of a network outage?

InteliGateways can cache socket data for a limited time, depending on the number of IntelliSockets attached to it (less IntelliSockets means it can cache for longer periods of time). For a system of 50 IntelliSockets, the InteliGateway can cache data for up to 8 hours. Once the cache is full, the older cached data will be overwritten by newer data.

How are InteliGateways identified?

During installation, each InteliGateway is assigned a specific note in the web application that describes its location. Additionally, each InteliGateway has its MAC address displayed on its underside label. This is a unique network address that can be used to identify a particular gateway.

Each InteliGateway is also assigned an API key, and only these authorized gateways can communicate with the cloud servers.

What kind of network connection do InteliGateways use?

InteliGateways utilize one-way outbound HTTPS connections over Ethernet. InteliGateways do not use Wi-Fi.

Can InteliGateways work with static IP addresses?

Yes, static IPs can be assigned. If static IPs will be required, please inform the Ibis System installers prior to installation. Each InteliGateway will need its own static IP.

What cables do InteliGateways use?

InteliGateways are shipped with:

- 1 power cable that plugs into standard 110V/15A power outlets
- 1 Cat 5e Ethernet cable

Additionally, Ibis System installers have a USB-to-serial cable for initial gateway configuration.

Do schedules still work if network connection is lost?

For cloud-based systems, once network connection is lost the schedules will stop working. Once connection is reestablished, the schedules will continue to function as normal. However, if schedules were set through the *Alerton Compass* integrated system, network connection is not required.

The exception to this rule is for a demand response event, which implements a local timer in the IntelliSocket. That is, an IntelliSocket can be turned off for exactly 1.5 hours. Connection to the cloud is not needed for this particular command.

What happens if an on/off command is sent while the system is down?

Similar to schedules, once network connection is lost, any commands sent from the cloud will not work. However, an *Alerton Compass* command will still work.