

Question:	How many devices can I install in a Wireless system?
Answer:	The system allows the configuration of a maximum of 64 devices for each gateway code 14597-16497-19597-20597
Question:	Which App is dedicated to system configuration?
Answer:	The system can be configured using the View Wireless App.
Question:	Is gateway code 14597-16497-19597-20597 compulsory or can I install it and remove it at a later date?
Answer:	To allow the system to be managed via the VIEW App, the presence of gateway code 14597-16497-19597-20597 is compulsory.
Question:	In which App can you create system scenarios?
Answer:	Solely in the VIEW App
Question:	If I use gateway code 14597-16497-19597-20597, should the devices be configured in BLE or in Zigbee technology?
Answer:	In the presence of gateway code 14597-16497-19597-20597, the devices have to work in BLE mode (default mode)
Question:	How do you reset the devices?
Answer:	Resetting is done by pressing the configuration push button for a prolonged amount of time, which must be done within 5 min of commissioning (powering) the product.
Question:	Is an Internet connection necessary to transfer the connected system from the installer to the administrator (system delivery)?
Answer:	Yes, the presence of a general-purpose Internet connection is necessary, but you do not necessarily have to be in the same WiFi network in which the gateway is configured.
Question:	Is Energy meter art.02963 compatible/configurable with Zigbee technology?
Answer:	Product 02963 is not designed to support Zigbee technology. Operation is envisaged solely for BLE technology, so it needs the dedicated system gateway code 14597-16497-19597-20597.
Question:	To control a roller shutter via App, do I only need the module code 14594-16494-19594-20594 with the gateway art. 14597-16497-19597-20597?
Answer:	The control is designed to control the roller shutter/slat using the on-board keys and via a wireless connection. The device has the possibility of being controlled with two different radio standards (exclusive to one another): Bluetooth mesh (default) or Zigbee. The Bluetooth mesh network implies the presence of gateway 20597-19597-16497-14597 and management will occur via the VIEW App, whereas when using Zigbee technology a Zigbee 3.0 gateway is required (such as Amazon Echo Plus, Echo Show or Echo Studio) with related management via Amazon App.
Question:	Using the Alexa assistant, fitted with Zigbee hub, can I control the Vimar connected 1-way switch via the Amazon App or do I also need the gateway art. 14597-19597-20597-16497?
Answer:	If you want to use the IoT connected simple actuator or roller shutters with Alexa (fitted with built-in ZigBee Hub), you do not need the Vimar gateway as the configuration and management of our products will be governed directly by Alexa's ZigBee hub via the dedicated Amazon App;
Question:	Does the Internet cable have to be connected?
Answer:	The gateway does not require a wired connection, the device uses the Bluetooth communication protocol and Wi-Fi to communicate with the devices and with the Cloud.