AMATIS FAQs

# HARDWARE

**What are the wireless transmit ranges for each device?**
The wireless transmit ranges for all Amatis devices can be found here:

| Amatis Device Ranges | |
|---|---|
| Amatis Border Router (AMBR) | Up to 200 feet to the nearest mesh connected device |
| Advanced Load Controller (ALC) | Up to 200 feet to the nearest mesh connected device |
| Smart Driver | Up to 200 feet to the nearest mesh connected device |
| Sensor 1 | Up to 200 feet to the nearest mesh connected device |
| Switches | Up to 75 feet to nearest mesh connected device |

> **WIRELESS TRANSMIT RANGES**
> The ranges shown above are in ideal circumstances. Walls and other barriers may reduce the wireless transmit range significantly depending on the material of their construction.

**How many Amatis Border Routers (AMBRs) do I need when designing a space?**
Each AMBR can communicate with up to 100 devices in a mesh network, provided that those devices are within communication range of the AMBR (up to 200 feet) and/or other devices in the mesh. Additional AMBRs will be needed for roughly every 100 wireless devices, or if the devices are spread across a vast space.

**What are the detection regions of Amatis sensors?**
The Amatis sensors have a detection region in the shape of a 45-degree cone coming out of the sensor. The sensor relies on a line of sight within this 45-degree cone. The 45-degree cone can be adjusted with the use of the lens fittings that come with the sensors.

> **SENSOR DETECTION**
> Any permanently fixed objects within this detection cone will block the sensor from detecting motion beyond that object. For instance, if you have the sensor mounted above a hanging projector, it could block any motion from being detected below the projector.

**How can I avoid unwanted motion detection?**
To help avoid unwanted motion detection, each Amatis sensor is sold with a set of blinders that can be used to restrict the sensing region of the occupancy sensor. Next to the PIR sensor, you'll notice an LED

bulb which indicates occupancy detection. This bulb can be used to help optimize sensor placement after the system is powered on. Here are some other things to consider when it comes to motion sensor placement:

1. Passive infrared can also not see through glass, so any window or glass wall within that sensing region would block the motion from being detected on the other side of the sensor.
2. The HVAC system, which emits warm and cold air, can trigger false occupancy detection if the sensor is placed within direct airflow from HVAC. It is best to keep the sensors >2 feet from HVAC vents.
3. If a sensor is placed close to an open doorway or near it, motion on the other side of that doorway may be seen (while the door is open).

**How do I factory reset my device?**

- For devices with a button on them (ALC, DCDIM, SW6/8), pressing the button 10 times will factory reset the device.
- Follow this guide to factory reset an AMBR.
- Follow this guide to factory reset a rocker switch.

## CONFIG APP

**How can I tell if my devices are talking to the AMBR?**
In the devices table of the site, all the devices are displayed along with a status column. That column indicates the status of the connection with the AMBR the device should be communicating with.

| Status | Description |
|---|---|
| **GREEN** | The device has communicated in the last 15 minutes |
| **YELLOW** | The device has not communicated in the last 15 minutes |
| **RED** | The device has not communicated in the last 24 hours |

**Where can I find my Site ID?**
Log into the config app. Click the Amatis logo in the top left corner. This will take you to a table with all the sites available to you, along with their site IDs.

**What happens if I lose the internet connection?**
In the event that the internet connection to the site is lost, the system will continue to operate locally. This means that all devices will all continue to function normally. Device settings and programming cannot be changed without an internet connection and live logging data / remote support will be disabled. Once Internet access is restored, the system will resume full functionality.

> **ON PREMISE CLOUD**
>
> An "On Premise Cloud" device can be purchased in order to keep the config app and full cloud functionality active locally on site. This is necessary for sites without an internet connection.

## OTAS/FIRMWARE UPDATES

**What is an OTA?**
Over the Air (OTA) Updating is a method to distribute new software, configure settings, and update encryption keys to our devices. OTAing will update all the software on the device and restart itself.

**Can all Amatis Devices be OTA'd?**
Yes, except for battery switches that will need to be returned to us so that we can update them for you. If you think your switch needs updating, submit a ticket and we will follow up with you.

**Which users are able to OTA devices?**
Company, Administrator, or Tech mode users are able to OTA devices for their sites.

**When should I OTA my devices?**
OTAing your devices will allow you to save time troubleshooting. As new firmware releases come out, an issue that you may experience could be fixed, so a simple update could be the solution.

**Will my devices retain their programming and remain on their provisioned network profile after an OTA?**
Yes, all Amatis wireless devices will remain on their provisioned network profile following an OTA. Depending on the firmware version they are being updated from, they may need to be synced following an OTA.

## ADVANCED

**What is a LinkID and where can I find it?**
A linkID, or scene ID, is a numerical identifier for a scene. You can find it in the config app, in the scenes tab of a location. Each scene will have an associated linkID.

**Is my AMBR on the same profile as my devices?**
Use the devices table to locate the devices in question. Note the profile in the "Active Profile" column (you may need to unhide this column). Use the AMBR table to locate the AMBR in question. Use the "Active Profile" in the AMBR table to check if the profile of the device matches the profile of the AMBR.

**Can the Amatis lighting controls system integrate with a Building Management System (BMS)?**
Yes, the Amatis controls system can integrate with a Building Management System using BACnet communications.

**What is MQTT?**
In a general sense, MQTT is a machine-to-machine (M2M)/Internet of Things connectivity protocol. Company users can get data from devices from the MQTT stream. The following is a list of MQTT values that can be toggled on and off on your site:

| MQTT Settings | |
|---|---|
| **MQTT** | AMBR needs to be running MQTT, this enables basic coap calls, multicasts, app listening to MQTT data and a couple of ambr api calls over mqtt. |
| **MQTT Data** | This tells the data worker that this site should be getting its database data from mqtt, before this is turned on it should be confirmed that throttle_write is set to false for all of the ambrs. |
| **MQTT Log** | This enables papertrail logging for the site and should be used only on sites where troubleshooting or need extra debug data is needed, and should be turned off once issues are resolved. |
| **MQTT Coap** | Push all coap calls over MQTT, AMBRs must have version 12.03 to turn this on. |

> **AMBR VERSION COMPATIBILITY**
> MQTT only works on AMBR version 11 and up

**Does 6LoWireless interfere with my WiFi?**
No, it does not. 6LoWireless uses the IEEE 802.15.4 protocol to communicate, and it specifically use channels that sit between the main WiFi channels.

# RELATED INFORMATION

## Technical Support

Questions about Amatis hardware, the config app, or firmware can be sent to support@luum.io.

## Document Feedback

While we have taken great care to ensure the accuracy and completeness of this document, we welcome your feedback and suggestions. If you notice any errors or omissions, or feel a topic could benefit from further explanation, please email your feedback to support@luum.io.

## Revision History

| Date | Revision | Notes |
|---|---|---|
| 11/3/2026 | A | Converted to the current guide format. |

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