

## Delivering on User Experience with the Pulse 2 Hub & App

Question	Answer
<b>Aired April 27, 2020</b>	
Can it be controlled with Lutron?	This is not currently an option. Both the Pulse 2 and Lutron are compatible with 3rd party systems aiding in the ability to control both together
Can you reverse the roll direction of a shade from the app?	
"Can you reverse the roll direction of a shade from the app?"	Hello, we've flagged your original question for follow-up when the Q&A opens. If we are unable to answer it on the webinar, we will follow-up with you directly.
"	
OK great, thank you. Wasn't sure if my chat was getting through.	No problem! Thank you for participating.
When you activate the hub does it search for firmware updates?	Yes! The first time the hub is provisioned it will automatically update to the most recent Firmware version. This isnt even noticeable in how quick it happens! In addition, future FW updates will go through automatically
can I ask questions here?	Yes! Please submit here, we will try to answer questions during the presentation and will open up Q&A at the end.
Does the hub update automatically when needed?	Yes! The first time the hub is provisioned it will automatically update to the most recent Firmware version. This isnt even noticeable in how quick it happens! In addition, future FW updates will go through automatically
If I set up hub on iOS and share that login credentials to family member for Android , will able to control motors on both phone ?	Yes! Once the hub and motors are set up, anyone who logs in from any device with those credentials will be able to control the shades
Can we get a link for this webinar ... I was having computer issues for the beginning part	Yes, the recorded version will become available within 1 business day and can be accessed here: <a href="https://www.gotostage.com/channel/rolleseeacmeda">https://www.gotostage.com/channel/rolleseeacmeda</a>
Is this the same link for this past monday webinar?	Yes, the webinar from Monday is in the process of uploading and will be available following this webinar.
Thank you very much.	You're welcome!
This has been an issue for us. We were told that the pulse 2 would work on the 5g and I don't know how to get the customers network to recognize a 2.4 g	Please give us a call at 203-590-5318 to better assist in detail with this scenario!
What do you do if the 2.4 ghz network is not available	If they do not have a 2.4ghz separated out and have only a single WiFi, connect to that WiFi network. If there are issues, please call us at 203-590-5318 and we can assist with other troubleshooting options

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What do you do if the 2.4 network isn't available	Hi Mark, we've flagged your question for follow-up when the Q&A opens. If we do not get to the question we will follow-up with you directly.
How does pricing compare pulse 1 vs pulse 2?	Please check with your Customer Service Representative, but it is designed to be on par, not more.
what about Lutron? does it work with that as well?	This is not currently an option. Both the Pulse 2 and Lutron are compatible with 3rd party systems aiding in the ability to control both together
What is the stock number to for the power panel?	DC Power Panel: MT03-0301-411005
Do automation systems need to connect via CAT5 or can they connect wirelessly?	Either work with the Pulse 2!
Do you need to be connected to the internet?	In general, the hub does need internet connectivity. You will have limited app functionality without internet connection.
Is that two extenders per hub or per home?	Per home, as once you begin adding more, it can bog the signal down and would also be more cost effective to add a second hub typically.
Please tell us (Lutek) what you find out about Lutron as well.	
If a customer loses control through the app., can they download the app again and rediscover the hub and have all the original settings?	Yes, any device that logs into the account will have control of the hub and shades
Are these webinars recorded.	Yes, they will become available to watch on demand within 1 business day and can be viewed here: <a href="https://www.gotostage.com/channel/rolleasacmeda">https://www.gotostage.com/channel/rolleasacmeda</a>
Thank you very much.	You're welcome!
This has been an issue for us. We were told that the pulse 2 would work on the 5g and I don't know how to get the customers network to recognize a 2.4 g	Please give us a call at 203-590-5318 to better assist in detail with this scenario!
What do you do if the 2.4 ghz network is not available	If they do not have a 2.4ghz separated out and have only a single WiFi, connect to that WiFi network. If there are issues, please call us at 203-590-5318 and we can assist with other troubleshooting options
Are there 2 apps? One for pulse 1 the other for pulse 2 or will there be just one hub/app going forward?	2 apps. The pulse 1 and Pulse 2 are different apps and do not work interchangeably

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Is this a you tube video?	All Automate support videos are available here: <a href="https://www.youtube.com/watch?v=CIIxJVCM_aA&amp;list=PLFSdzBmqIzKNlwV-nKKhlxHOVj5RXnlzN">https://www.youtube.com/watch?v=CIIxJVCM_aA&amp;list=PLFSdzBmqIzKNlwV-nKKhlxHOVj5RXnlzN</a>
Tech support phone again please	203-590-5318
Is there a demo mode on the App?	There is not, but you have limited functionality without having a hub.
Your name again?	Justin Gianola: <a href="mailto:justin.gianola@rolleaseacmeda.com">justin.gianola@rolleaseacmeda.com</a>
When troubleshooting Apple connection, does Privacy need to be toggled on for the RA app or Apple Home?	Toggled on in the 'privacy - homekit' settings. This allows the RA app to communicate with the Apple Home (homekit) app for initial hub setup.
"i missed the beginning is there a button on the hub to download firmware"	No button, all FW downloads automatically
I didnt see URC on your list of integration partners, is this something that may be coming in the future?	URC integration is on the roadmap and in process!
Just to clear when logging in you mean logging in with the end users information, correct? This isn't a contractor login/mode like what Lutron offers?	Correct. There is no contractor mode. Customers E-mail, simple password and the user can change the password on their initial login!
Maybe I am getting ahead of myself but do scenes, timers, or groups have to be programmed prior to integration into 3rd party (C4..) or will they be able to make up their own?	For 3rd party systems, they typically have their own controls for scenes and timers. You must first set the hubs, devices, and rooms up prior to integration, but scenes and timers/control is typically done through the 3rd party integration.
Is the phone scaling and tablet landscape for both Pulse 1 & 2?	Just the Pulse 2
Would you suggest using repeaters with multiple hubs?	You can do this if you are utilizing 2 hub and still have issues connecting to 1 or a few outlying shades.
What do you do if the 2.4 ghz network is not available	If they do not have a 2.4ghz separated out and have only a single WiFi, connect to that WiFi network. If there are issues, please call us at 203-590-5318 and we can assist with other troubleshooting options
Are there 2 apps? One for pulse 1 the other for pulse 2 or will there be just one hub/app going forward?	2 apps. The pulse 1 and Pulse 2 are different apps and do not work interchangeably
What happens when the Wi-Fi has 5Ghz turned on?	If the bands are combined into one, the hub should still identify the 2.4ghz network and connect accordingly. If the networks are separated and they are connected to the 5ghz, the hub will not succeed when provisioning.

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This is great. Will I be able to access your webinar or slides later?	Hi Matthew, yes! The webinar will be available on demand here: <a href="https://www.gotostage.com/channel/rolleseeacmeda">https://www.gotostage.com/channel/rolleseeacmeda</a> It'll be available within one business day from the end of the session.
Does the repeater work on both pulse 1 and 2	Yes! The repeater helps boost the ARC signal which is utilized on both hubs
can you repeat how many motors can be controlled by each hub	30 devices per hub. Here is a link to the comparison chart which features the Pulse 2 capabilities: <a href="https://www.rolleseeacmeda.com/docs/default-source/us/automate-controllers/automate-pulse-2/automate_hub_comparison.pdf?sfvrsn=f246ea3c_8">https://www.rolleseeacmeda.com/docs/default-source/us/automate-controllers/automate-pulse-2/automate_hub_comparison.pdf?sfvrsn=f246ea3c_8</a>
<b>Aired June 17, 2020</b>	
I set up a pulse 2 in a school conference room once. After setting all the shades up, etc. I went to log back on and check the shades and the entire app was blank. I used the same login, etc. Any possible reason why everything got erased?	The most likely cause of this issue sounds like the hub was offline. If the hub is offline, the devices and rooms may not show up since there is no connection to communicate the data. The school may have a heightened security network and the hub may not have been added as a security exception causing it to be kicked off the network.
Can a house with both an android and apple phone share the same ARC account.	Absolutely. Any device (android or apple) you log in to with the same credentials will be able to utilize anything saved to that account. Keep in mind,
When using multiple hubs, does one need to be designated as master?	No, you can simply name the hub as the location of the hub and program all shades to that hub. They all operate independently but will be a seamless user experience.
Is this recorded? Where can I find the videos	Yes! <a href="http://www.gotostage.com/channel/rolleseeacmeda">www.gotostage.com/channel/rolleseeacmeda</a>
Will this Lesson be recorded? So we can access this lesson in the future and to show my employees at a more convenient time.	Yes, the recording will be available in about a week. We will send a followup email once it becomes available. You will be able to access a recording of this webinar, register for future training sessions, and review past presentations in our GoToStage Channel by following this link: <a href="http://www.gotostage.com/channel/rolleseeacmeda">www.gotostage.com/channel/rolleseeacmeda</a>
Hub is set up and operating. Later on I notice the led light on the hub is blinking. Why does that happen?	

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Hub is set up and operating. Later on I notice the led light on the hub is blinking. Why does that happen?	
I can control the shades remotely within the app but not through Homekit. It says taht I need a device to set it up. Is that a Homepod?	Without an apple control device, like a homepod or an apply TV you can only utilize HomeKit to control the shades when on the same WiFi network
Are there particular words that Siri recognizes regarding operating the shades. For example 'Raise the shade halfway' versus "Open the shade 50%"?	Yes! Siri has a robust list of intuitive recognized commands: Open/Close, Raise/Lower - Blinds/Shades/etc. They can be found on our website: <a href="http://www.automateshades.com">www.automateshades.com</a>