

Nexus®Pro

Frequently asked questions

How many fixtures can I connect in my facility with Nexus®Pro?

The Nexus®Pro system can support 2000 nodes (emergency lighting units) per gateway. There is no limit to the number of gateways that can be used in one system.

How many emergency lighting units are needed per building?

An evaluation of the building with photometric calculations must be performed to specify the number of units to accommodate the building size, customer's needs, and applicable regulations.

How many buildings with Nexus®Pro can I have connected to my network?

The number of buildings per organization has no limit however, each building requires its own gateway.

What type of installation is needed for the emergency lighting devices?

Nexus®Pro units are installed the same way as regular emergency lighting units. The Nexus®Pro module is inside of the housing; no wired connection is needed for data communication/transfer.

What is the minimum number of devices needed to have a Nexus®Pro system?

In order to have a Nexus®Pro system, a minimum of one gateway and one unit is required. The system is flexible and can be scaled from small to large scale facilities.

What is the communication range of the Nexus®Pro system?

The general communication range from unit to units is 40 metres, Depending on the complexity of the application and structural conditions of the building, an evaluation may be performed.

Are there any restrictions on which screens users can or cannot see within the Nexus®Pro app?

No. All users within an organization can see the totality of the organization.

How is the Nexus®Pro data stored?

Nexus®Pro is a cloud-based system, meaning information about the fixture such as testing schedules, malfunctions, etc. are stored on clouds servers. The Nexus®Pro system uses the Google Cloud Platform for its cloud servers. These server environments adhere to strict standards and rules to protect customer data.

Is the customer's Wireless Fidelity (Wi-Fi) information safe? How is it encrypted?

The gateway delivers secure and encrypted wireless network communication. Encryption and authentication are applied at both the network and application layers. The contents of the data sent to and from the unit are fully encrypted to ensure true end-to-end security. Nexus®Pro uses a Trusted Platform Module (TPM) to secure the encryption keys ensuring the gateway is not hackable.

Does the Nexus®Pro system require the same dedicated network requirements as Nexus RF? (Does the Nexus RF Commissioning checklist still apply?)

The Nexus®Pro system only requires a connection to the internet and the Nexus®Pro phone app to complete the organization set-up, commissioning and monitoring of the entire system. There is no longer a need for dedicated IP addresses, subnet masks etc. The Nexus RF checklist does not apply to the Nexus®Pro system as the entire commissioning process is done through the phone app.

Are there any Specific Ports or Protocols Nexus®Pro uses?

The gateways are connected wirelessly via 2.4GHz or 5GHz depending on the Wi-Fi router protocol that is used. For a wired connection, the gateway can be connected using an Ethernet cable.

The gateway communicates with the Cloud server on the following ports:

- HTTPS (443)
- Network Time Protocol (123)

The emergency lighting units communicate using Wireless Bluetooth Mesh

Does the gateway support WPA2 personal key?

Yes, the Nexus®Pro gateway supports requirements for Wi-Fi Protected Access (WPA and WPA 2.0).

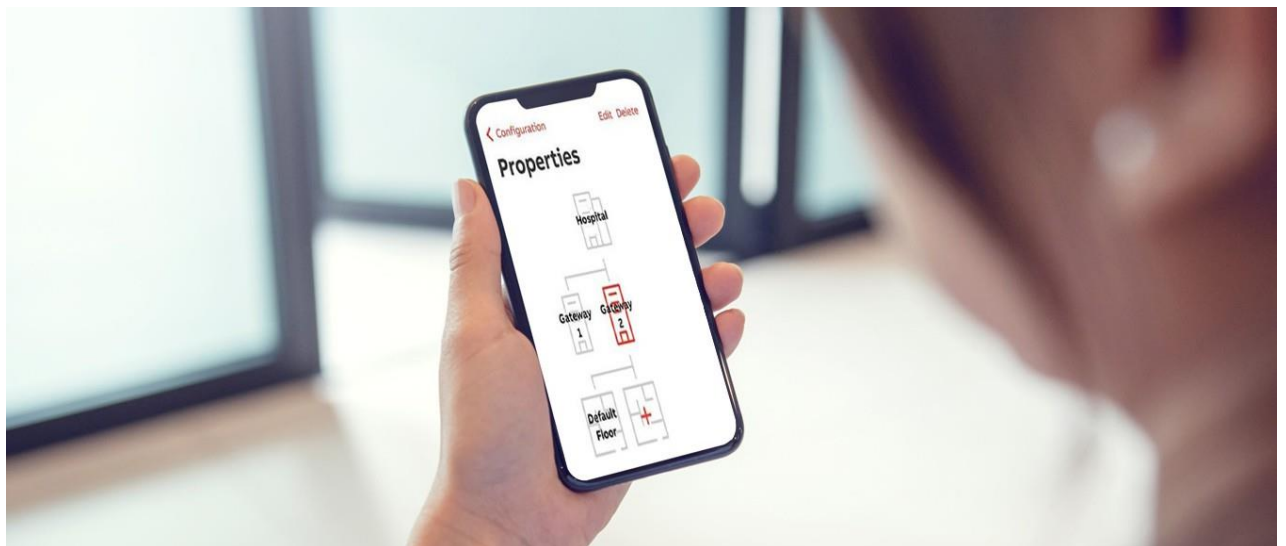
When replacing a gateway from a building with emergency lighting already commissioned in that same building, do we need to recommission the emergency lighting after the change is done?

No. Every device (gateway and emergency lighting unit) is independent of the network and all the needed information is provided upon commissioning. When commissioning the new gateway, your phone will provide the units with the necessary information to access the cloud. The gateway will extract the needed information and communicate directly with the emergency lighting units on that network.

I am trying to add a gateway to a building, and it does not let me (the Add Gateway button is not there)

There can only be one gateway per building. If you need to add more than one gateway to your site, simply create an upper-level building (at the complex level) and add sub-buildings within each of them.

See example:



When doing the setup of a Wi-Fi network in the application, what should I put for the credentials?

The SSID is the name of the network you want to connect to.

NOTE: everything on the Wi-Fi setup page is case-sensitive.

The username can be left empty unless you are connecting to a corporate network where a sign-on username is required (commonly an email address or account login).

The password is simply the password to access the network or the one associated with the entered username.

How do we create another organization when we are already in one?

There is no way to create a second organization from within the application. The way to do this is to create a new account using another email address and fill in the section to create an organization (click on show organization during the sign-up process).

How can I add a user to an organization?

The new user would need to install the Nexus®Pro application and follow the steps to sign-up (without creating an organization) and validate the confirmation email (might be found in the junk folder).

Is there any charge to download the App and subscription fee?

There is no charge for the app, it is a free download from the App Store or Google Play store. There are no subscription or license fees associated with using the system.