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## ***BeanAir FAQs***

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1. What is the technology used on BeanAir Wireless Sensor Networks?

IEEE 802.15.4 protocol

2. Can I buy only the sensors or coordinator or software?

No. BeanAir Sensors work on a network. You will need a sensor (BeanDevice), a coordinator (BeanGateway) and an application (BeanScape) in order to form your network.

3. Are the BeanDevice compatible with other Wireless Sensor Networks?

No. BeanDevices work only on BeanAir manufactured Wireless Sensor Networks

4. What do I do to buy a BeanDevice (Sensor)?

Please visit our website [www.beanair.com](http://www.beanair.com), click on products and by choosing the appropriate device send us an email ([info@beanair.com](mailto:info@beanair.com)).

5. But I don't know which one to choose?

Please follow this [link](#) and download the BeanDevice Selector 'Guide or

In the BeanAir website ([www.beanair.com](http://www.beanair.com)), you will find the specification sheet available for download for every device. Please download, review it thoroughly and see if meets the requirements of your application case or send us an email ([info@beanair.com](mailto:info@beanair.com)).

6. What should I do to receive an official price quote?

Send us an email ([info@beanair.com](mailto:info@beanair.com)) with the model number of the device & quantity with your Name, Company name, address and telephone number.

7. How many Wireless Sensors can I manage?

With BeanScape Lite, you can manage only 1 Wireless Sensor Network but with BeanScape Multi pack, you can manage multiple Wireless Sensor Networks

8. What about the warranty?

All BeanDevice comes with a 1 year limited warranty but you can extend your BeanDevice warranty to 2 or 3 years by purchasing a Warranty extension plan.



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9. What about after sales support?

When you buy a BeanDevice, you will have 3 months free email support for all your BeanDevices and 1 year limited warranty on the hardware.

10. My BeanDevice is not working?

Please refer Troubleshooting section of your User Manual.

11. I just received my BeanDevice what should I do first?

First, read the user manual carefully and in the meantime you may put your devices for charging using the optional power block\*

12. BeanDevices are water tight?

Yes, All the BeanDevices are water tight

13. I want to know more about the BeanDevice!

Please refer the BeanDevice product flyers, Technical Support page, Videos on our website: [www.beanair.com](http://www.beanair.com)

14. Do you provide any software with your Wireless Sensor Networks?

Yes, we do. We call it the BeanScape. All BeanDevices can only work with BeanScape software

15. What is BeanScape?

The BeanScape is sophisticated software that is used to monitor all your BeanDevices

16. Can we integrate the BeanAir WSN with our software?

Yes, it's possible using an OPC server

17. What is an OPC Server?

OPC server is an Application Programming Interface that acts between your software and BeanAir WSN.

18. Is BeanScape free?

No, BeanScape is software developed by BeanAir to monitor BeanDevices and is not free in order to maintain its continued development

19. What is BeanGateway?

BeanGateway is the network coordinator. Its coordinates between all the BeanDevices in your network and you work station.

20. Where can I find more information like the Application notes and Technical notes?

Please follow this [link](#) and download or go to [www.beanair.com](http://www.beanair.com), click on **Support** page and download the desired documentations.

21. Does all the BeanDevices have a datalogger?

Yes, all BeanDevices come with an integrated datalogger as a standard feature.

22. What is your Wireless Network Capacity?

Follow this [link](#) for the Wireless Network Capacity technical note.

23. What is the Wireless Range of BeanDevices?

Follow this [link](#) for the Wireless Range technical notes.

24. Can I see the BeanDevices in action?

Yes. Follow this [link](#) for a list of videos.

25. What is the accuracy of the BeanDevice HI INC?

The BeanDevice HI INC has an accuracy of 0.1 degree. However, the device can be calibrated to achieve 0.05 degree.

26. Where can I find the Technical Notes and Application Notes?

You will find all the documents in the Technical Support section of our website: [www.beanair.com](http://www.beanair.com)

Or simply just click this [link](#)

27. I would like to receive your product User Manual?

Please follow this [link](#) and fill in the respective device request form.