5.Troubleshooting

Guidance on identifying, diagnosing, and resolving common issues or errors encountered while using the software, you will find here commonly asked questions from users as well

- FAQ
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  - Pricing and Availability
  - Security
- Terms of Use
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FAQ

Find answers to frequently asked questions, receive quick answers and solutions to common inquiries about the SIMON platform

FAQ

Common Questions

Receive answers to recurring user queries about STAGES.

Basics

What industries can benefit from using SIMLAB's SIM-ON?

Industries including real estate, facilities management, smart home and building automation, healthcare, and industrial sectors can benefit from SIM-ON.

How do I get started with SIM-ON?

To get started, visit the SIM-ON website, sign up for an account, and follow the process to set up your digital twin environment and integrate your IoT systems.

Is there a free trial available for SIMLAB's SIM-ON?

Yes, SIM-ON offers a free plan for personal use (with limitations) to explore the software's features and capabilities.

How do I access SIMLAB's SIM-ON software?

SIM-ON can be accessed via any modern web browser with an internet connection. Users log in through the SIM-ON website.

Can multiple users collaborate on SIM-ON?

Yes, SIM-ON supports multi-user collaboration, enabling team members or family to work together on IoT control, asset management, and ticketing.

How does SIM-ON integrate with Matterport digital twin scans?

SIM-ON integrates with Matterport using link to digital twin scans to create accurate, 3D models that enhance asset management and IoT system visualization.

What are the benefits of using Matterport digital twin scans in SIM-ON?

Benefits include enhanced visualization, accurate spatial representation, improved asset management, and more effective troubleshooting and maintenance.

Can I customize the SIM-ON interface?

Yes, SIM-ON allows for customization of the user interface (ex. IoT ordering, icons change) to meet specific user needs and preferences.

Purchasing options

How can I purchase SIM-ON?

Learn more about purchasing options on the **SIM-ON subscription plans** page.

I want to cancel/change my membership

See **Purchasing and availability** for more specific answers related to subscriptions and purchases.

Technical questions

What are the system requirements for accessing SIM-ON?

Users need a modern web browser, such as Chrome, Edge, or Safari, and a stable internet connection to access SIM-ON.

Where can I ask a technical or how-to question related to SIM-ON?

First, visit the **SIM-ON documentation** to learn about the software and check **Troubleshooting** for common problems. If you didn't find an answer to your question, **contact us** so we can expand and improve our documentation with your suggestion!

Can SIM-ON handle large-scale IoT deployments?

Yes, SIM-ON is designed to scale, handling large-scale IoT deployments across multiple sites and devices.

What IoT systems are compatible with SIM-ON?

SIM-ON is compatible with NICE (formerly FIBARO), KNX 3rd Party API, NETx server, and Schneider Electric Wiser for KNX systems, enabling seamless integration and management.

How does SIM-ON integrate with NICE systems?

SIM-ON integrates with NICE systems via their APIs using FibaroID website were user need to log in, enabling control and monitoring of NICE-compatible devices within the digital twin environment.

How does SIM-ON work with Schneider Electric Wiser systems?

SIM-ON integrates with Schneider Electric Wiser systems, allowing users to control and monitor smart home and building automation devices.

What is the NETx server, and how does SIM-ON work with it?

The NETx server (with NETx Cloud) is a building automation system, and SIM-ON integrates with it to provide centralized control and monitoring of connected devices.

Is SIM-ON compatible with KNX 3rd Party API?

Yes, SIM-ON supports KNX 3rd Party API integration, allowing users to manage and control KNX-based devices and systems.

What is SIMLAB's SIM-ON SaaS software?

SIMLAB's SIM-ON is a cloud-based software-as-a-service (SaaS) platform designed for managing IoT systems, assets, and ticketing processes, leveraging Matterport digital twin scans for enhanced visualization and interaction.

How does SIM-ON support ticketing systems?

SIM-ON supports ticketing systems by providing tools for issue reporting, tracking, and resolution, integrated with the digital twin for contextual information.

How does SIM-ON enhance troubleshooting and maintenance?

SIM-ON enhances troubleshooting and maintenance by providing detailed digital twin visualizations and real-time data, helping users quickly identify and resolve issues.

Can I automate processes with SIM-ON?

Yes, SIM-ON allows users to create basic automation scenarios for IoT devices and systems, improving efficiency and reducing manual intervention.

Can I manage assets with SIM-ON?

Yes, SIM-ON includes robust asset management features, allowing users to track, maintain, and optimize physical assets within their digital twin environment.

Learning SIM-ON

How can I get started with SIM-ON?

Check out **SIM-ON video tutorials** for all you need to get started—video and step-by-step-tutorials. For detailed information on every part of the software, consider going through our **SIM-ON documentation**

What kind of customer support does SIMLAB offer for SIM-ON?

SIMLAB provides comprehensive support, including a user manual, online tutorials, a knowledge base, and customer support via email and phone.

Have a question or an idea?

If you have a question to ask or an idea to share, come and **contact us** directly. We'd love to hear from you!

FAQ

Pricing and Availability

Questions regarding subscriptions, payments and plans

How do I purchase a SIM-ON membership? (TODO)

Watch how to purchase a license on the official step-by-step **video tutorial**

In which countries can I purchase a SIM-ON membership? (TODO)

Currently you can use our applications and purchase subscriptions for them in every country, excluding **China**. Because our applications use **Matterport** scans, that means we as well are not able to provide the full support because of **Matterport** closing their domain in **China**, due to China's (**ICP**) licensing requirements. See the following link to learn more about **Matterport Chinese Domain**

Which languages is SIM-ON available in?

Current languages we have the full support of:

- English
- Japanese

Additionally, the following are in (experimental) state:

- Polish
- German
- Spanish

What if I want to cancel my membership?

You can do so in your account in the **My Licenses** page.

Is there a free version available?

Yes. A Free subscription plan is available, which is free of charge. However, please note that this plan has some functional limitations.

What's included with a free trial SIM-ON membership? (TODO)

While on a trial account version, **You have access to all of the features of STAGES** , but are limited to:

- 1 active project
- 2 stages within a project
- 5 notes in the project
- Cannot invite people to cooperate

To invite other people or unlock the limits, you must have at least the personal license.
See **Subscriptions & Licenses** to learn more about memberships.

Where can I get a trial version of SIM-ON?

After creating a SIMLAB account, you are automatically assigned a trial version of SIM-ON - and other applications in SIMLAB Cloud. When you upgrade to an appropriate plan, you'll be able to use the full version of SIMLAB Cloud application.

Can I convert my trial version to a paid plan?

If you were prompted to enter your payment details before downloading Stages, the trial automatically converts to a paid plan. Otherwise, you can purchase a plan directly from the **SIM-ON subscription plans** page.

Can I purchase a perpetual license?

No, SIMLAB Cloud applications are not available as perpetual license.

If I pay with my debit card, is there an extra fee?

In certain regions, banks may charge you a fee for using a debit card. For more details, contact your bank.

Can I pay for my subscription with any payment card?

The American Express card is not supported at this time. We apologize for the inconvenience.

My credit card isn't accepted or is declined

Try the following solutions:

Enter the card number correctly. Do not enter spaces or dashes. If your card has a security code, enter it correctly on the payment screen.

Make sure that the name and billing address on your order match the name and billing address on your credit card. If you use a corporate card, use the name and billing address of the cardholder, not the purchaser. Check with the cardholder or your accounting department to verify the name and billing address.

Credit card expired? Make sure that the credit card hasn't expired.

Make sure that you haven't exceeded your credit limit. Contact your financial institution to ensure that you haven't exceeded your credit limit. Make sure that the credit card is in good standing and that your credit card supports online transactions.

Still need help? Contact us.

Does the web platform work under all web browsers?

Yes, but due to certain selected functionalities, we recommend using the **Chrome** or any **chromium based** browsers.

FAQ

Security

Questions about account handling and security in STAGES.

I forgot my password.

Nothing to worry about! Go to the **Simlab Cloud** **account page** and there click on the "**Forgot password?**" link, then follow the instructions in the window to change your password.

> In line with best cybersecurity practices, we recommend selecting a new and different password

How do I change the password?

Log in to your **SIMLAB Account**. On the screen that appears after logging in, click the "change" button in the "**My profile**" section and follow the instructions.

How to delete an account?

To delete your account with SIM-ON contact us through the form located **here.** Remember that deleting your account means deleting all your data, SIM-ON projects, and other information.

How secure is SIMLAB's SIM-ON platform?

SIMLAB ensures security through data encryption, regular backups, multi-factor authentication, and adherence to industry-standard security practices.

What information is shared and how SIMLAB use it?

To learn more about the usage of user information, see our **Privacy Policy**.

Terms of Use

https://sim-on.com/terms-of-use/

Privacy Policy

https://sim-on.com/privacy-policy/