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!

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