

# Common Questions

Receive answers to recurring user queries about STAGES.

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## 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.

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## 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.

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## 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 where 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.

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## 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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Revision #14

Created 2 September 2024 06:01:12 by ewa.wierbik

Updated 13 February 2025 08:22:52 by JJanickiSIMLAB