MESA

Installation FAQ

Questions are grouped by device type, as defined in your installation guide.

1. Cloud Connector

Cloud not reached
Connected to Cloud
Cellular Signal Strength
Cloud Connector information

d21s.com/help

Boot in progress*

Connected through cellular
Connected through ethernet

* This symbol has a different
meaning in Activity Monitor

Once powered via the Power Over Ethernet (PoE) cable, what should I see on the cloud connector user interface?

Signal strength and the white connected cloud image will illuminate to visually confirm the device is on and operating.
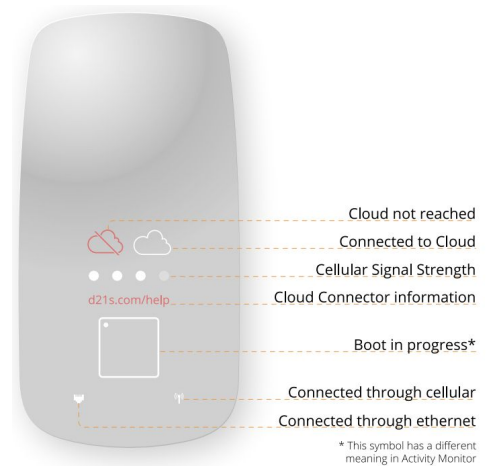
How can I remove the cloud connector from the mounting bracket?

Mount the cloud connector in a convenient location using either screws or the included non-destructive adhesive strips. The connector can be separated from the mounting bracket by pushing the tab at the bottom of the mounting bracket away from the device and lifting up on the cloud connector.
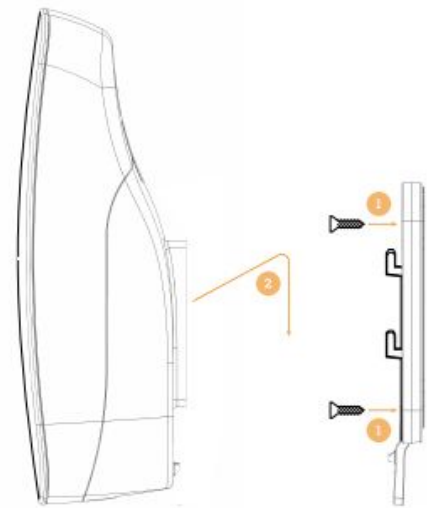
Where can I find additional troubleshooting information?

Check out our partner Cloud Connector Help page or give us a call at (401) 203-5476.

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1.1 [WiFi Router](#)

**Once powered by the wall plug, what should I see on the wifi router to know that it is operational?**

The side of the router will indicate power, wifi and cellular connectivity with static green lights. Sequential blue lights will indicate the cell connection signal strength.

Check out our partner guide for [IoT Router Quick Start Guide](#) or give us a call at (401) 203-5476.

How should I position my wifi antennas for best signal strength?

When mounting the router on the wall (vetiacly) wifi signal strength is maximized when the antenna is parallel to the wall like this:
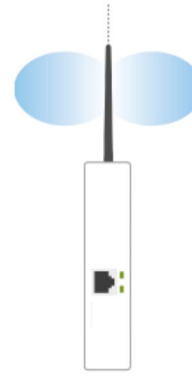
2. [Smart Plugs](#)

Can I plug in a power strip to the smart plug?

Yes, you can plug a power strip into Smart Plug and turn it on/off via the Mesa app. The total draw and wattage of devices plugged into the power strip should be under 15 A, the rated amperage of the Smart Plug.

Where can I find additional troubleshooting information?

Check out our partner [Smart Plug KP115 page](#) or give us a call at (401) 203-5476.

3. Temperature and Humidity Sensor

Is installation as easy as peel and stick?

Yep, installation is just that easy. Read more about optimal mounting surfaces from our partner Placement Advice page or give us a call at (401) 203-5476.

4. Proximity Sensor

What is the best location for my proximity sensor?

Locating the proximity sensor is a bit of an art given the variability in window and door frame geometry. Check out our partner guide How to monitor doors or give us a call at (401) 203-5476.

How does the sensor work?

The sensor can detect whether an object is present in front of the sensor (within 5 mm). When placed in a window or door frame, it can be used to detect whether the window or door is open or closed. Check out our partner guide Wireless Proximity Sensor.

What surface preparation is required?

The sensors include an adhesive backing. Exterior windows and doors can be dusty, so we recommend cleaning the surface with isopropyl alcohol and letting it dry thoroughly before sticking the sensor in place.

Is installation as easy as peel and stick?

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5. Comfort Buttons

Is installation as easy as peel and stick?

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6. Thermostat

My thermostat was shipped with a power cord attached, what does that mean?

Your installation is simplified because the smart thermostat is not controlling HVAC equipment. Your smart thermostat is the gateway that connects the occupancy sensors to the Mesa platform. Installation is as easy as plugging the smart thermostats in and mounting them on the wall.

How do I know my thermostat is compatible?

We verified compatibility based on the photo you sent us of the control wiring at your thermostat. The Mesa smart thermostat works for most 24-volt electromechanical controllers. You can verify fit using this Compatibility Checker.

How do I know where to install the control wiring?

We have included the wiring diagram with your installation guide. Take a picture of the wiring before beginning installation to identify what function each wire has. Place those wires in the corresponding location in your new smart thermostat (pictured on right).

Still need help? Check out our partner guide for wiring diagrams or give us a call at (401) 203-5476.

How do I mount the smart thermostat to the wall?

There are various wall types and mounting strategies. Your installation kit includes drywall mounting anchors and screws and an oversized trim plate. Check out our partner Full Install Guide for more details.

Note: We recommend labeling and saving your existing thermostat as it is still functional and could be reinstalled if necessary.

7. Motion Sensors

What is the cone of visibility for the motion sensor?

Your occupancy sensor viewing angle is 140° horizontal and 100° vertical. The sensor has a detection range of 20 ft.

Should I mount the sensor on the wall using the included adhesive bracket or use the magnetic stand to place it on a desk?

Either one works. We recommend the wall mount for areas where furniture is frequently relocated or the sensor might be moved. Still need help? Check out our partner guide for SmartSensors or give us a call at (401) 203-5476.