



GE APPLIANCES
a Haier company



SmartHQTM
MANAGEMENT

Building and IT Requirements

Use this document to confirm your building qualifies before buying or deploying SmartHQ Management.

1. Building Fit

- ✓ Commercial property
- ✓ Site-wide Wi-Fi in guest or resident rooms
- ✓ IT team controls network and firewall settings

Best fit: Hotels, extended-stay, student housing, senior living, multifamily.

2. Appliance Compatibility

- ✓ Wi-Fi enabled GE Appliances
- ✓ Zoneline PTAC and VTAC systems

Limit:

Up to 10 connected devices or gateways per room

Non-connected appliances are not supported.

3. Network Requirements (Required)

Wi-Fi

- 2.4 GHz enabled
- Minimum signal strength -85 dB at appliance locations

IP & Security

- IPv4 only
- WPA or WPA2-PSK only

Not supported

- WPA3
- WPA2-Enterprise

4. Firewall & Traffic

Network must allow:

- ✓ Persistent TCP connections
- ✓ Outbound HTTPS traffic
- ✓ MQTT communication

Blocked MQTT or TCP breaks connectivity.

5. Captive Portals

- ✗ Not supported by default
 - ✓ Must be disabled or bypassed
 - ✓ MAC-address or URL whitelisting acceptable
- If the portal cannot be bypassed, SmartHQ will not connect.

6. Data Usage

~30 MB per device per month

Low impact on standard commercial networks

7. Mobile Requirement

- ✓ iOS or Android device required
- ✓ Device must connect to site Wi-Fi
- ✓ Required for appliance commissioning

8. Optional Leak Protection

- ✓ GE leak sensors and gateways
 - ✓ Wi-Fi coverage in wet areas
- Leak alert software included.
Hardware required.

9. Common IT Disqualifiers

- ✗ WPA3-only networks
- ✗ Enterprise authentication
- ✗ Captive portals without bypass
- ✗ Weak in-room Wi-Fi
- ✗ Blocked MQTT or persistent TCP

Quick IT Qualification

Proceed only if all are true:

- ☐ 2.4 GHz Wi-Fi property-wide
- ☐ WPA or WPA2-PSK security
- ☐ Firewall allows HTTPS + MQTT
- ☐ No hard captive portal
- ☐ SmartHQ-ready GE appliances installed