

The dashboard displays the following information:

- Management** (header)
- DASHBOARD** (header)
- Search** (header)
- TOTAL PROPERTIES**: 7
- CONNECTED APPLIANCES**: 3,447
- NOTIFICATIONS** (list):
 - Contractor mode is turned ON in oven
 - Washer-AFFB
 - Contractor mode is turned OFF in oven
 - Cooktop-AFFB
 - Washer-AFFB in apartment 1717 in room 10000000000000000000000000000000
 - Management account
 - Management account
 - dryer-ESOC in apartment 155 in odd management account
- TASKS MANAGEMENT** (list):
 - ✓ Air conditioning maintenance building
 - ✓ Laundry appliances diagnostics & repair
 - ✓ Room A101 all appliances offline
 - ✗ Room A102 all appliances offline
 - ✗ Room A103 all appliances offline
- ADVANCED DIAGNOSTIC** (list):
 - ✗ F11 Most Recent Fault
 - ✗ F100 Most Reported Fault



GE APPLIANCES
a Haier company

SmartHQ
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