

Mesh Monitor

User's Manual (AMC Mesh)



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1. Introduction

Thank you very much for purchasing the Mesh Monitor utility.

1-1. Introduction

This manual provides information on how to configure and use the Mesh Monitor.

Disclaimers

- The unauthorized transfer or copying of the content of this manual, in whole or in part, without prior written consent is expressly prohibited by law.
- The content of this manual is subject to change without notice.
- The screen display may vary depending on the version of this application, or the operating system, Web browser and its version of the PC. Some instructions may not be applicable.
- Although every effort was made to prepare this manual with the utmost accuracy, Silex Technology will not be held liable for any damages as a result of errors, setting examples, or other content.

Trademarks

- AMC Manager® is a registered trademark of Silex Technology, Inc.
- Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States and/or other countries.
- Other company names and product names contained in this manual are trademarks or registered trademarks of their respective companies.

2. What is Mesh Monitor?

This chapter describes an outline of Mesh Monitor and the installation procedure.

Mesh Monitor is one of the plugin utilities of AMC Manager®, the unified device management software for Silex products.

Silex's AMC Mesh compatible products (hereinafter referred to as "AMC Mesh devices") can use the following functions and support the management of AMC Mesh devices.

- Connection status collection and visualization
- Device management using the recorded connection status



- If Mesh devices (e.g. BR-400AN, MNS-300EM, etc.) and AMC Mesh devices are displayed on the same floor, some functions for Mesh devices cannot be used.
- In order to use Mesh devices (e.g. BR-400AN, MNS-300EM, etc.) on Mesh Monitor, refer to "Mesh Monitor User's Manual" instead of this document.

2-1. Mesh Monitor's Features

Mesh Monitor has the following features.

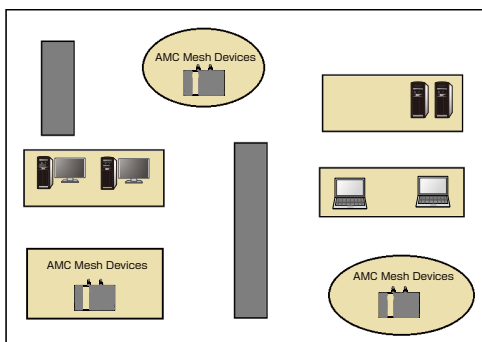
Remote Operation and Monitoring

AMC Mesh connection status and device status can be checked from a remote location. When a network trouble occurs, it can be investigated from a remote location.

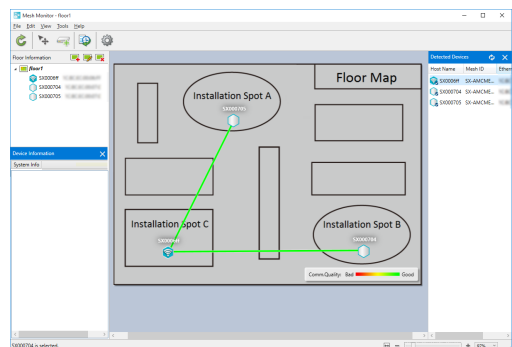
Visualization of AMC Mesh Network

Mesh Monitor supports to read an image file and it is possible to show the floor map image on Mesh Monitor. On the floor map, the AMC Mesh devices can be located anywhere by dragging & dropping them. Actual AMC Mesh network status can be visualized by uploading the floor map image file and allocating the AMC Mesh devices and wireless stations on it.

Actual location of installation



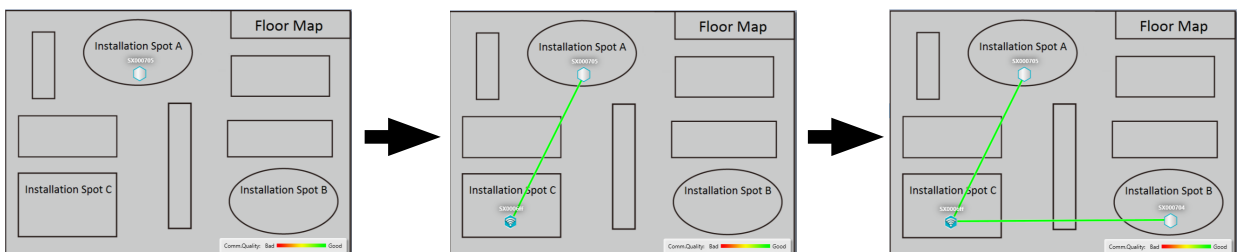
Display on Mesh Monitor



Automatic Display of Connection Status for AMC Mesh Devices

Mesh Monitor collects the connection information of AMC Mesh devices, and draws lines to link devices based on that information.

When wireless stations and AMC Mesh devices of the same AMC Mesh network are allocated in the floor map, connection lines are automatically displayed between them.



Different Icons for Each Type of Devices

To show RootAP, Repeater and wireless stations on Mesh Monitor, a different icon is used for each.



- Even if the AMC Mesh devices and wireless stations are physically moved, the location on Mesh Monitor does not change automatically.



- One RootAP exists in one AMC Mesh network and is used to control that network.
- Repeater can connect to AMC Mesh devices that operate as RootAP/Repeater. To expand the network, connect RootAP and then connect Repeaters.

2-2. Mesh Monitor's Operating Environment

The operating environment is as follows.

Name	Details
OS	Windows 11 Windows 10 (64bit) Windows Server 2016 Windows Server 2019 Windows Server 2022 Windows Server 2025
Languages	English Japanese
Environment	.NET Framework 4.5 or newer
Supported AMC Manager®	AMC Manager® Ver. 4.2.7 or newer *To use Mesh Monitor Ver. 2.3.0 or newer, AMC Manager® Ver. 5.1.0 or newer is required.
Registrable floors	Max. 8 floors
Devices per floor	Max. 32 devices



- Windows on ARM is not supported.

TIP

2-3. Installing Mesh Monitor

This section describes how to install Mesh Monitor.

For installation, a license key is required that was issued on the purchase.



- The license keys for AMC Manager® and AMC Manager® E model are different from the one for Mesh Monitor and will not work for this installation.
- Install AMC Manager® first before installing Mesh Monitor. If AMC Manager® is not installed, Mesh Monitor cannot be installed.
- Finish AMC Manager® before installing Mesh Monitor. If AMC Manager® is running, Mesh Monitor cannot be installed.
- Download and use the latest version of AMC Manager®.

Installing Mesh Monitor

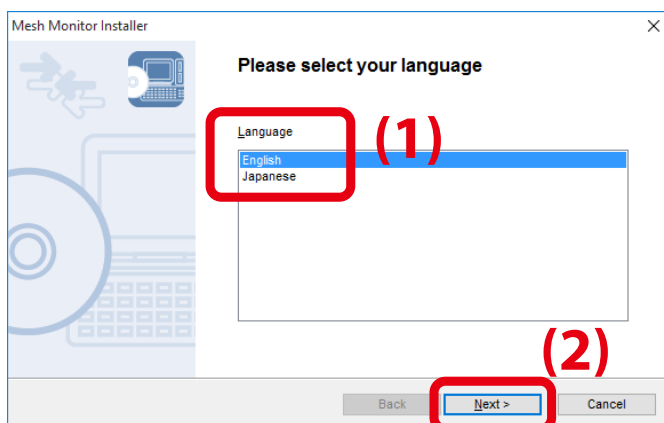
1. Double-click **Setup.exe** of the Mesh Monitor on your PC.



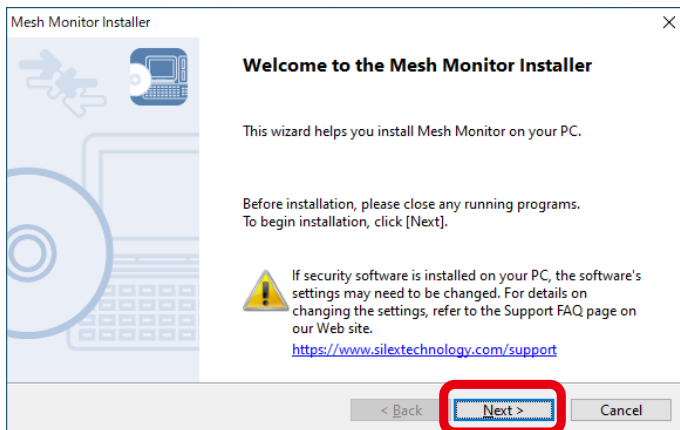
Note

- When the user account control is enabled on your PC, the **User Account Control** screen is displayed (the screen may differ depending on your OS). If it is displayed, click **Continue** or **Yes**.

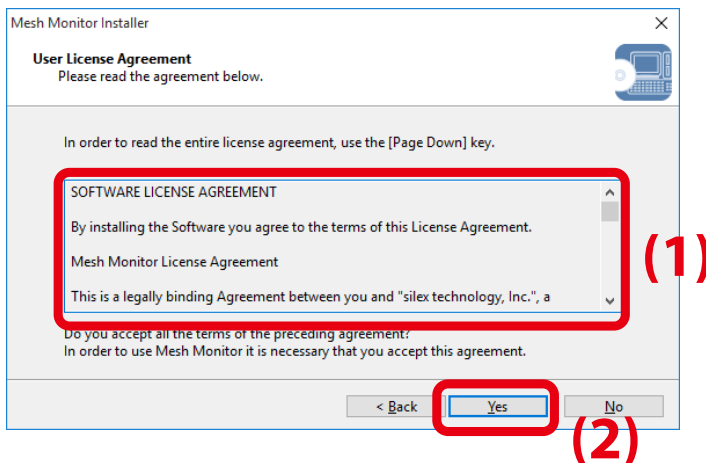
2. Select a language and click **Next**.



3. Click Next.

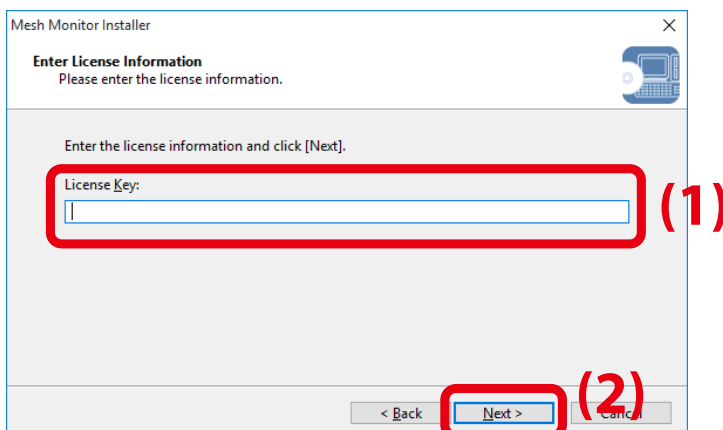


4. Read the software license notes and click Yes when you agree with the terms and conditions.

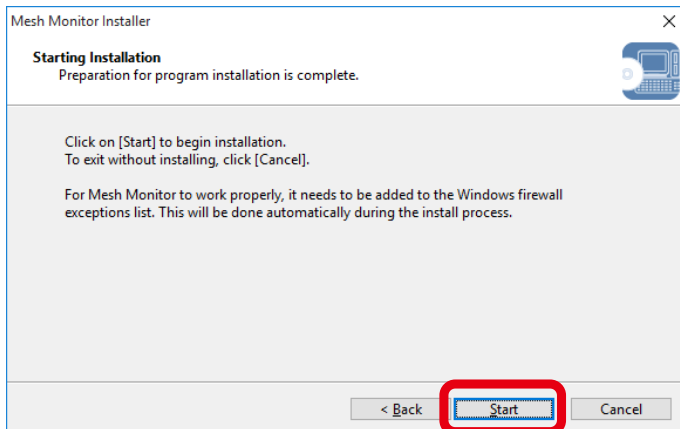


5. Enter the license key and click Next.

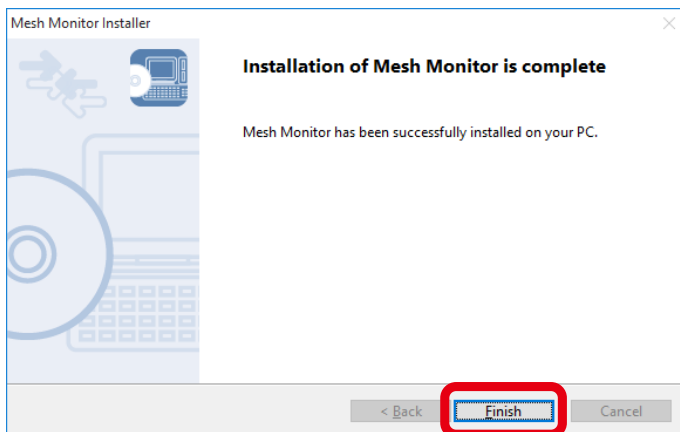
If Mesh Monitor has been installed in your PC, this screen will not appear.



6. Click **Start** to start the installation.



7. Click **Finish**.



3. Window and Menu

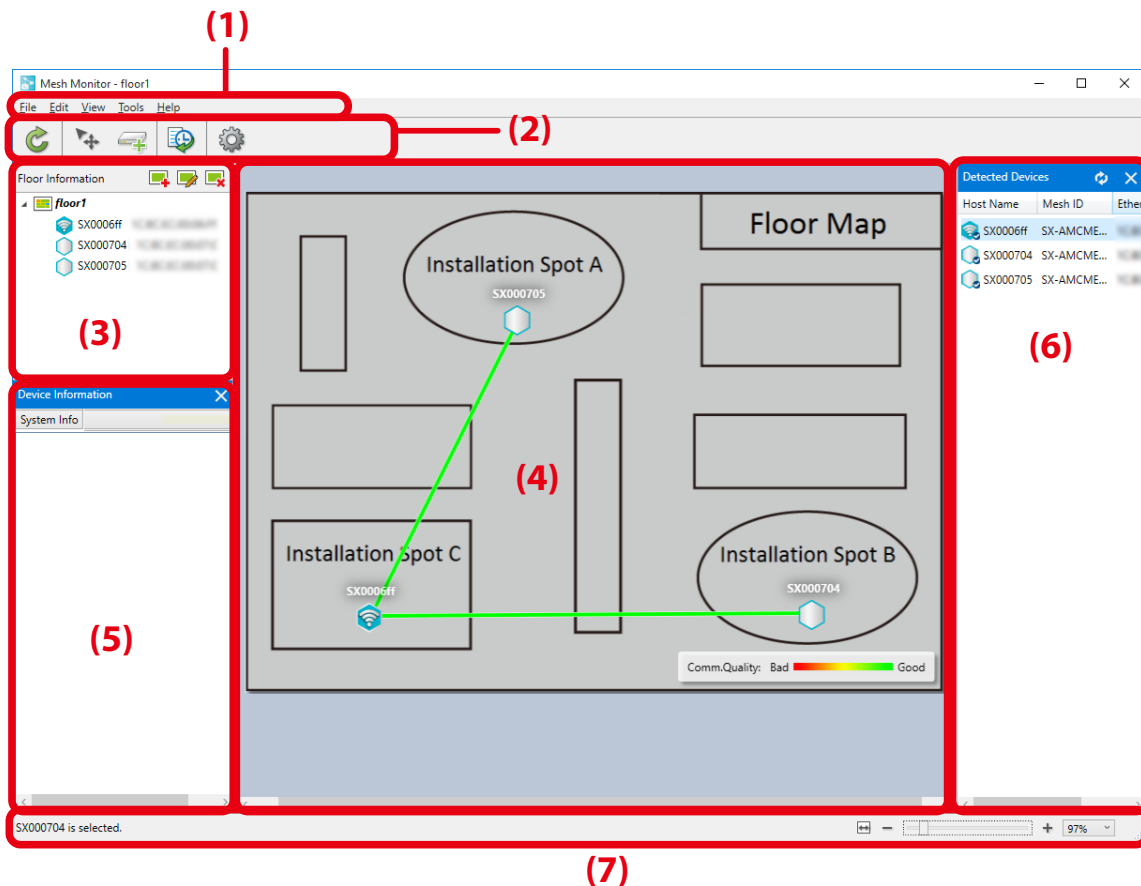
This chapter explains Mesh Monitor's operation window.

For how to allocate devices using Mesh Monitor, refer to **4. How to Use Mesh Monitor**.

For how to use other functions, refer to **5. List of Functions**.

3-1. Main Window

The main window provides the functions such as adding floor information, showing the discovered devices and basic information on a floor image, and checking with the connection status.



(1) Menu bar

Shows a menu to execute Mesh Monitor's functions such as adding floors.

(2) Tool bar

Shows icons of Mesh Monitor functions.

(3) Floor information

Shows the registered floor map and the devices allocated on it.

(4) Floor map

Shows the selected floor map as a background image. This map displays the devices and their connection lines.

(5) Device information

Shows the detailed information of devices selected on the floor information or floor map.

(6) List of detected devices

Shows a list of the detected AMC Mesh devices.

(7) Status bar

Shows the operation status of Mesh Monitor.

Menu Bar

Shows Mesh Monitor functions such as adding floor information and checking Mesh information records.

File Edit View Tools Help

Menu	Name		Details
File	Import Floor Information...		Imports floor maps and the location information of devices from a file. If the floor information with a same name has already been registered, it is replaced with the imported information.
	Export Floor Information...		Exports the floor map and the location information of devices to a file.
	Refresh		Retrieves the device information and updates the status.
	Exit		Quits the Mesh Monitor.
Edit	Add Floor...		Adds the floor information.
	Edit Floor...		Edits the floor information.
	Remove Floor...		Deletes the floor information.
	Add Wireless Station...		Adds wireless stations to the floor map.
	Move Device		Allows devices to be relocated on the floor map. Selecting this item switches the movability status of devices between 'movable' and 'immovable'.
	Remove Device		Deletes the selected device from the floor information and the floor map.
View	Signal Strength		Shows or hides the radio intensity on the floor map. Selecting this item shows or hides the display.
	Detected Device		Shows or hides the device list. Selecting this item shows or hides the display.
	Device Info		Shows or hides the device information. Selecting this item shows or hides the display.
	Zoom	Zoom in	Enlarges the floor map.
		Zoom out	Reduces the floor map.
		Fit to Window Width	Automatically adjusts the size of the floor map according to the window width. This adjustment will not take place when the size is manually changed or the floors are switched.
		400%	The floor map will be displayed on the selected scale.
		300%	
		250%	
		200%	
		175%	
		150%	
		125%	
		100%	
		75%	
		50%	

Menu	Name	Details
Tool	Mesh Information Record	Shows the connection status transition of the floor.
	Option...	Opens the option window.
Help	Silex Homepage	Opens the Silex's homepage.
	License Information	Shows the Mesh Monitor license information.
	About Mesh Monitor	Shows the version information.

Tool Bar

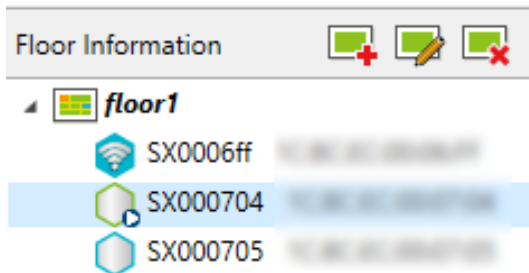
Executes Mesh Monitor functions such as moving devices.



Icon	Name (Tooltip)	Details
	Refresh	Retrieves the device information and updates their status.
	Move Device	Allows devices to be relocated on the floor map. Selecting this item switches the movability status of Mesh devices between 'movable' and 'immovable'.
	Add Wireless Station	Adds wireless stations to the floor map.
	Mesh Information Record	Shows the connection status transition of the floor.
	Option	Opens the option window.

Floor Information

Shows a list of floors and devices on the floors.



Icon	Name (Tooltip)	Details
	Add Floor...	Adds the floor information.
	Edit Floor...	Edits the floor information.
	Remove Floor...	Deletes the floor information.
	Remove Device	Deletes a device when Move Device is on.

The icons of devices are as follows.

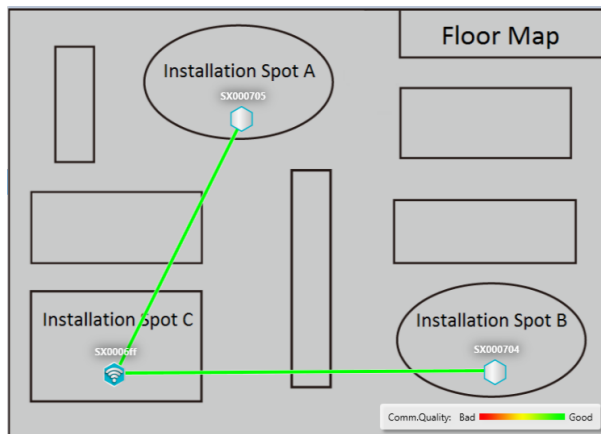
Icon	Details
	AMC Mesh device is operating as Repeater.
	AMC Mesh device is operating as RootAP.
	Wireless station is operating.
	This is the AMC Mesh device or the wireless station you have selected.
	Network error is occurring.
	AMC Mesh device or wireless station is not detected.

Floor Map

Shows the selected floor map image and the devices on it.

The information of connection among devices is displayed with a line. For connection between AMC Mesh devices, a solid line is used, and for connection between AMC Mesh device and wireless station, a dashed line is used.

The communication quality changes the color of lines between devices.



When the RSSI is high, the communication quality is good, and which changes the color of lines to green.

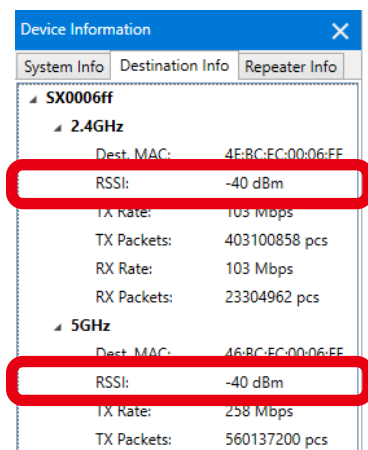


The color of lines connecting each device and the values of RSSI are as follows.

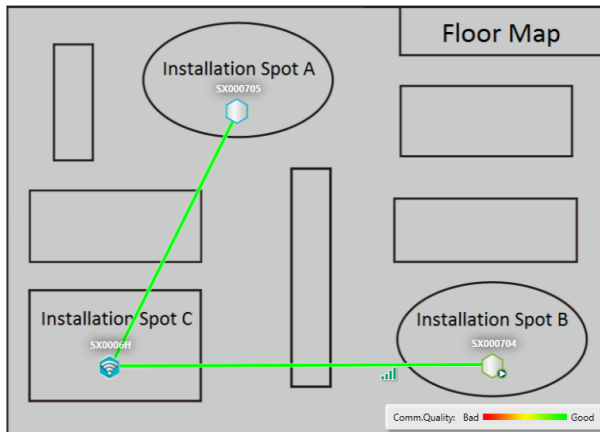
Line colors	Network mode	Details
  (Green)	Common	RSSI value $\geq -60\text{dBm}$
  (Orange)	Common	$-70\text{dBm} \leq \text{RSSI value} \leq -61\text{dBm}$
  (Red)	Common	RSSI value $\leq -71\text{dBm}$

**Note**

- The color bar of communication quality can be hidden or shown from the option configuration window. For the details, refer to **5-3. Changing Mesh Monitor Settings**.
- For connection between the AMC Mesh devices, the color of the line changes according to the RSSI of the AMC Mesh device that the Repeater is connected to. When both 2.4GHz/5GHz wireless interfaces of AMC Mesh device are connected to the same device, the color is chosen according to the RSSI of 5GHz.
- To see the RSSI value of device, click **Device Information - Destination Info**.

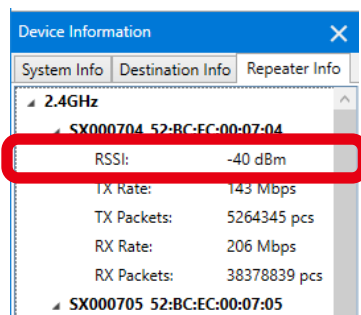


When a device is selected, the radio intensity of the destination device connected by that device is displayed by an icon.



Note

- The RSSI (the one displayed when an AMC Mesh device is selected) is a value that can be found at **Device Information (Repeater Info tab)** of the destination device that the selected AMC Mesh device is connected to.



The following shows the radio intensity.

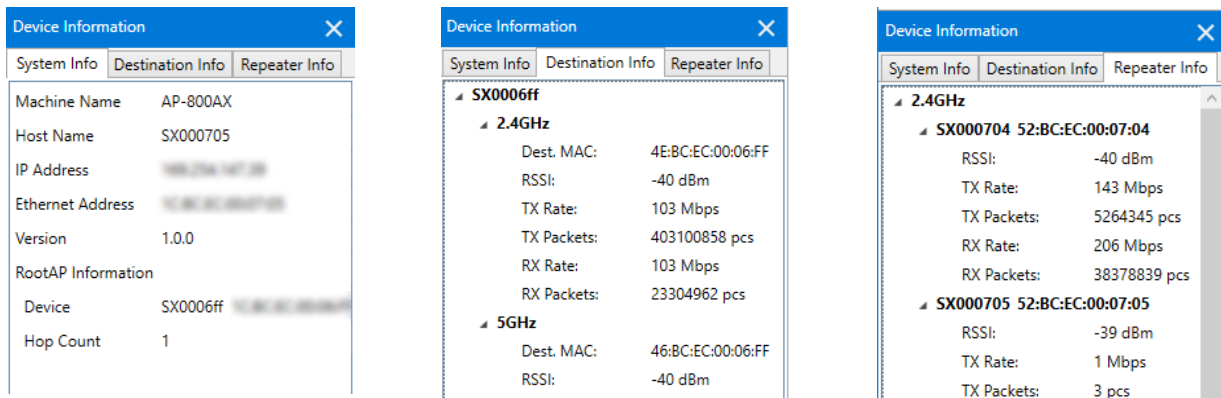
The radio intensity varies according to RSSI value. The more green bars it shows, the better communication quality it has.

Icon	Details
	RSSI value > -45 dBm
	-65 dBm < RSSI value ≤ -45 dBm
	-80 dBm < RSSI value ≤ -65 dBm
	RSSI value ≤ -80 dBm
	RSSI value is not obtained.

If the selected device is having a network error or the operating status is not detected for it, suggestions for improvement will be displayed around the device. Implementing the suggestions may help resolve the network error and detect the operating status.

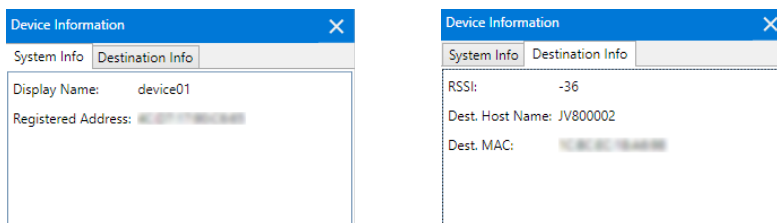
Device Information

Shows information of the AMC Mesh device selected on the floor information or floor map in 3 categories: **System Info**, **Destination Info** and **Repeater Info**.



Name	Details
System Info	Shows AMC Mesh device's basic information (model, Ethernet address, etc.)
Destination Info	Shows the information of the RootAP/Repeater that the AMC Mesh device is connected to.
Repeater Info	Shows the information of the Repeater that the AMC Mesh device is connected to.

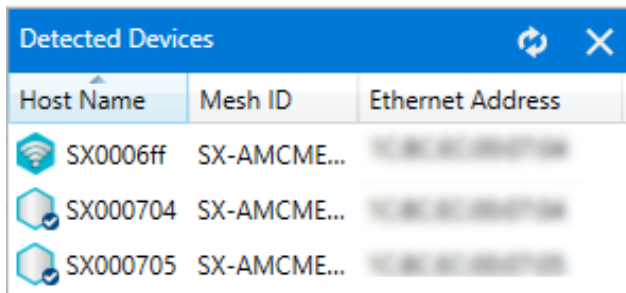
When a wireless station is selected, **System Info** and **Destination Info** are displayed.



Name	Details
System Info	Shows a display name and Ethernet Address of the wireless station.
Destination Info	Shows information on the AMC Mesh device to which the wireless station is connected.

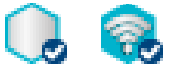
Device List

Shows a list of the discovered AMC Mesh devices.



Detected Devices				
Host Name	Mesh ID	Ethernet Address		
 SX0006ff	SX-AMCME...	11-B1-8C-8A-7F-06		
 SX000704	SX-AMCME...	11-B1-8C-8A-7F-06		
 SX000705	SX-AMCME...	11-B1-8C-8A-7F-06		

The icons of AMC Mesh device are as follows.

Icon	Details
	AMC Mesh device is operating as RootAP.
	AMC Mesh device is operating as Repeater.
	AMC Mesh device is installed on the floor map.

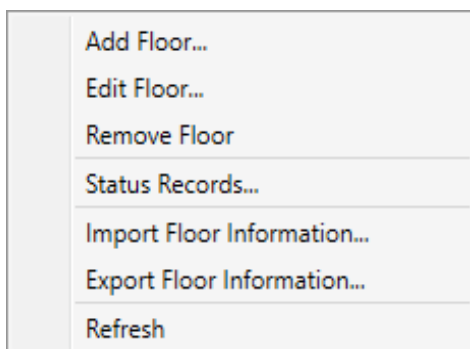


- Mesh Monitor uses the search setting of AMC Manager®.

Note

Context Menu

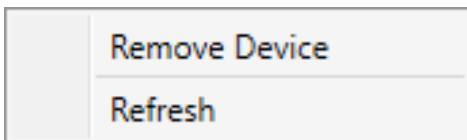
Right-clicking on the floor information shows the following context menu.



Add Floor...
Edit Floor...
Remove Floor
Status Records...
Import Floor Information...
Export Floor Information...
Refresh

Name	Details
Add Floor...	Adds the floor information.
Edit Floor...	Edits the floor information.
Remove Floor	Deletes the floor information.
Status Records...	Shows the connection status transition of the floor.
Import Floor Information...	Imports floor maps and the location information of devices from a file. If the floor information with a same name has already been registered, it is replaced with the imported information.
Export Floor Information...	Exports the floor map and the location information of devices to a file.
Refresh	Retrieves the device information and updates the status.

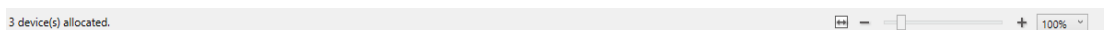
When the device is right-clicked on the floor information or floor map, the following context menu is displayed.

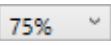


Name	Details
Remove Device	Deletes the selected device when Move Device is on.
Refresh	Retrieves the device information and updates the status.

Status Bar

Shows the floor information such as how many devices are on the floor map and which devices are selected. It is possible to enlarge or reduce the floor map from the status bar.



Name	Details
	Automatically adjusts the size of the floor map according to the window width. This adjustment will not take place when the size is manually changed or the floors are switched.
	Reduces the floor map.
	Move the slider left or right to adjust the display scale.
	Enlarges the floor map.
	Shows the display scale in use. Click here to select the display scale from the following range. 400% / 300% / 250% / 200% / 175% / 150% / 125% / 100% / 75% / 50%

3-2. Add Wireless Station Window

The wireless stations can be added to the floor map, and the display names can be configured.

Add Wireless Station

Add a wireless station on to the floor map.

☒ Add Found Wireless Station

Station List

Ethernet Address	Connected Access Point	RSSI
	JV800002	-28dBm

☐ Enter the Ethernet Address manually

Ethernet Address: : : : : :

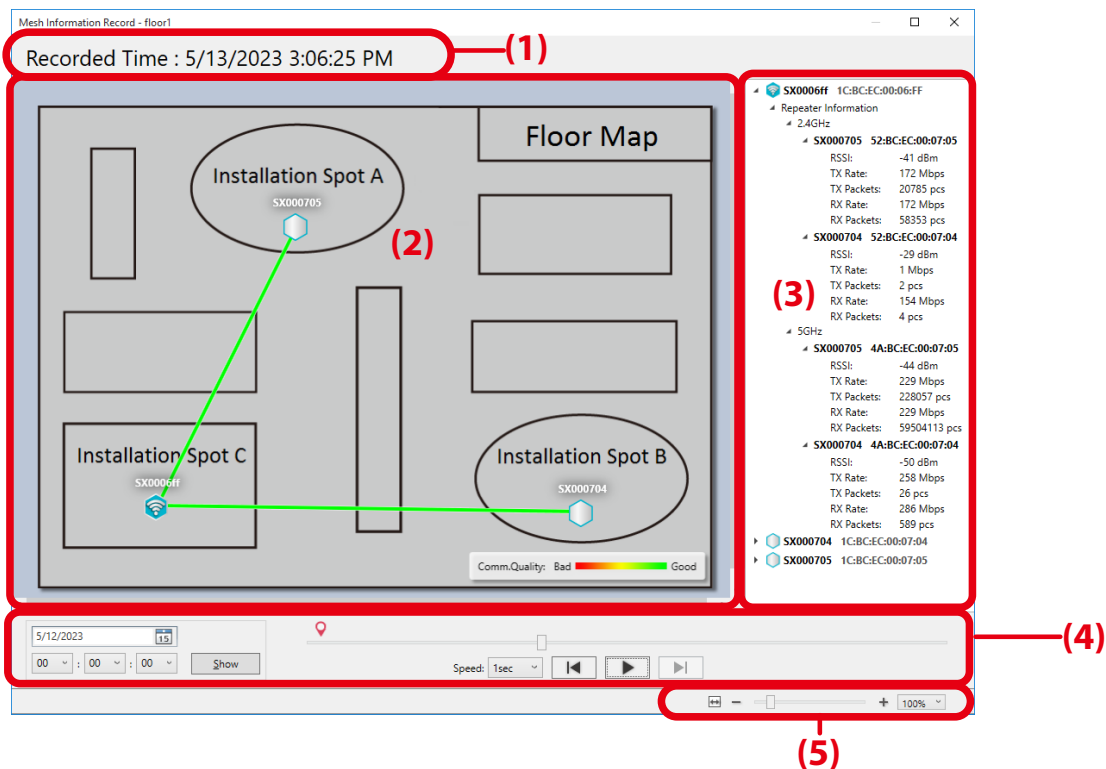
Display Name:

OK Cancel

Name	Details
Add Found Wireless Station	Select this to add a wireless station operating in the AMC Mesh network. After selecting this, select one wireless station from Station List .
Enter the Ethernet Address manually	Select this to add a wireless station that is not displayed in Station List . After selecting this, enter the MAC address of the wireless station to Ethernet Address .
Display Name	Enter a display name to use on the floor map.
[OK] button	Allocates the wireless stations to the floor map and closes the window.
[Cancel] button	Closes the window without allocating the wireless stations.

3-3. Mesh Information Record Window

Mesh Monitor records connection status for each floor and status changes of each device. In the Mesh information record window, the record of the past events can be checked. When a device has a network error or is disconnected from other device, Mesh Monitor will record it as an error event and show it on the slider with a marker.



(1) Recorded time

Shows the date and time of the record. Move the slider next to the operation buttons to change the date and time of the record.

(2) Floor map

Shows the floor map and connection status as of the recorded time. Click a device on the floor map to see the radio intensity.

(3) Detailed information

Shows the detailed information of each device as of the recorded time in a tree view. The information includes the destination of the AMC Mesh device and the connection status. Also, it shows the information of the connected wireless stations. Error events and the information are shown in red.

(4) Buttons

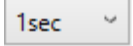
Changes the date and time to display the records.

(5) Status bar

Enlarges or reduces the floor map.

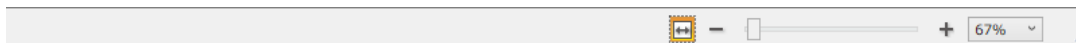
Buttons

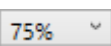
Use the buttons to change the display of Mesh information records.

Icons	Name	Details
	Date and time	Sets the playback position by specifying the date and time and clicking Show . If the date/time earlier than the first recording date is specified, the information of the first recording date will be displayed. If the date/time later than the last recording date is specified, the information of the last recording date will be displayed.
	Speed	Chooses the speed to move ahead or back the records.
	Go back to previous error	Moves back to the previous record when an error event exists on that record.
	Move to next error	Moves ahead to the next record when an error event exists on that record.
	Play	Shows the records at the specified speed.
	Slider	Shows the position where the record exists in an entire time frame. Move the slider to change the date and time to display.
	Event marker	Shows the time position of error events.

Status Bar

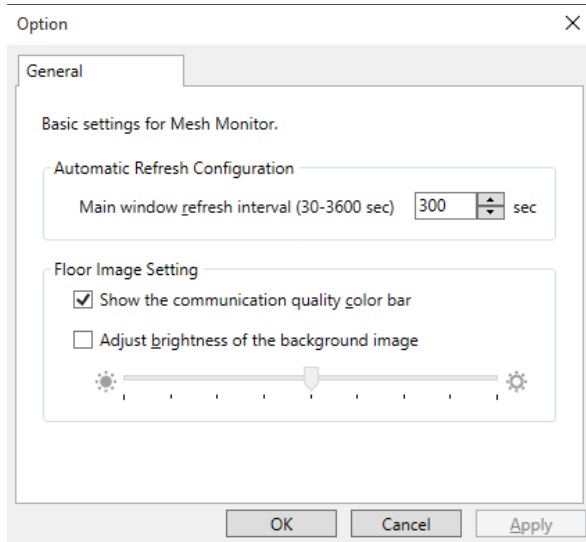
Enlarges/reduces the floor map. The default value is same as the display scale of the main window. How to enlarge or reduce the floor map is explained as follows.



Name	Details
	Automatically adjusts the size of the floor map according to the window width. This adjustment will not take place when the size is manually changed.
	Reduces the floor map.
	Move the slider left or right to adjust the display scale.
	Enlarges the floor map.
	Shows the display scale in use. Click here to select the display scale from the following range. 400% / 300% / 250% / 200% / 175% / 150% / 125% / 100% / 75% / 50%

3-4. Option Window

The refresh interval and floor map display settings can be configured.



Name	Details	Default Value
Main window refresh interval	Sets the interval to refresh the status information of each device. Choose the interval from 30 to 3600 seconds.	300
Show the communication quality color bar	Shows/Hides the color bar to show the communication quality on the floor map. Check the check box to show the color bar.	ON
Adjust brightness of the background image	Configures the brightness of the floor map. Check this check box to enable the slider for the brightness adjustment. By changing the brightness of the floor map, the displayed information (e.g. connection lines) can be highlighted on the floor map.	OFF
[OK] button	Save the settings and closes the option window.	-
[Cancel] button	Closes the option window without saving the settings.	-
[Apply] button	Saves the settings.	-

4. How to Use Mesh Monitor

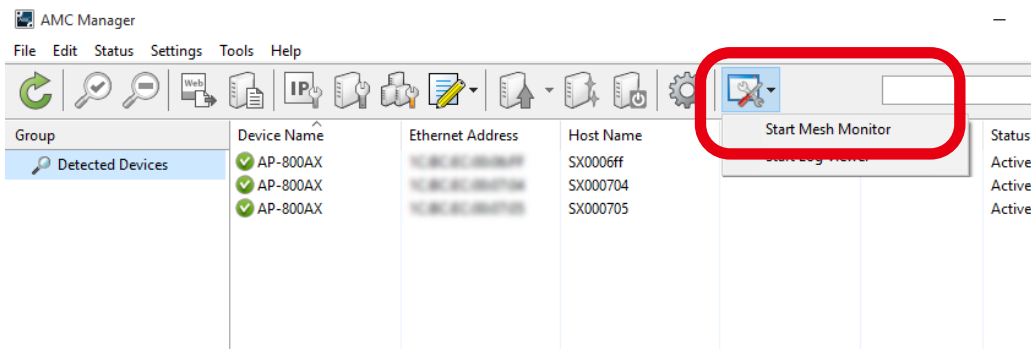
This chapter describes how to allocate devices and confirm the connection lines on Mesh Monitor.

4-1. Starting Mesh Monitor

How to start Mesh Monitor is explained.

Mesh Monitor is a special plug-in utility of AMC Manager® and does not run without AMC Manager®.

1. Start AMC Manager® and click the icon **Start the plug-in tools** in the tool bar and choose **Start Mesh Monitor**.

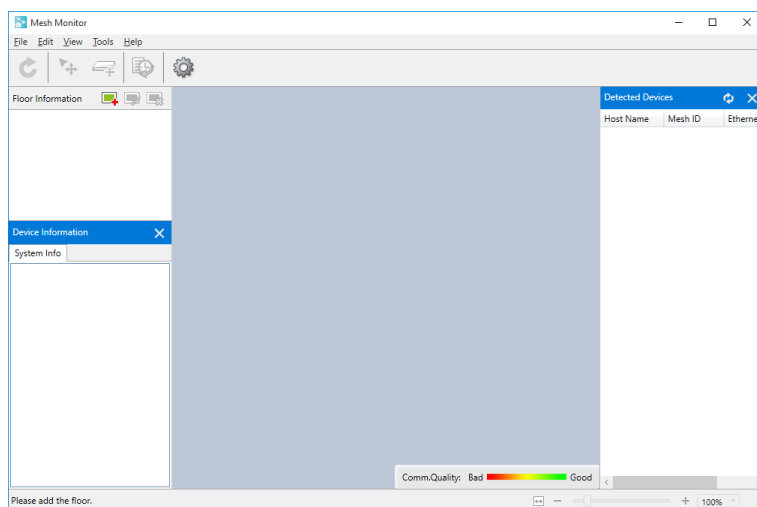


- Mesh Monitor can also be started by the following method:

- Click **Tools - Start Mesh Monitor** in the menu bar.

Note

2. Mesh Monitor will start.



4-2. Creating a Floor

The following explains how to create a floor at which you can allocate the Mesh devices. If a sketch of the room layout or a map of the floor where devices are installed is used as a background image, actual environment can be simulated on Mesh Monitor.



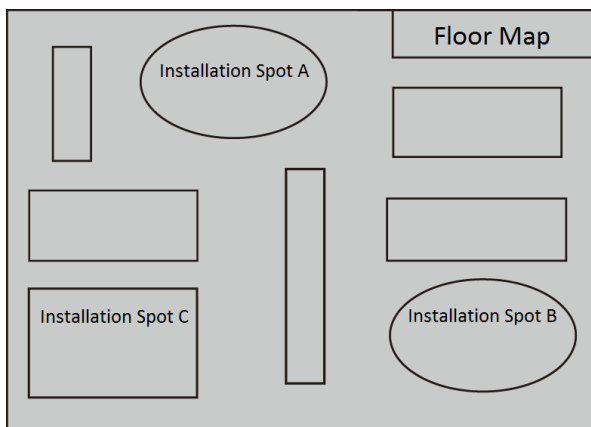
Note

- Up to 8 floors can be registered.

Preparation

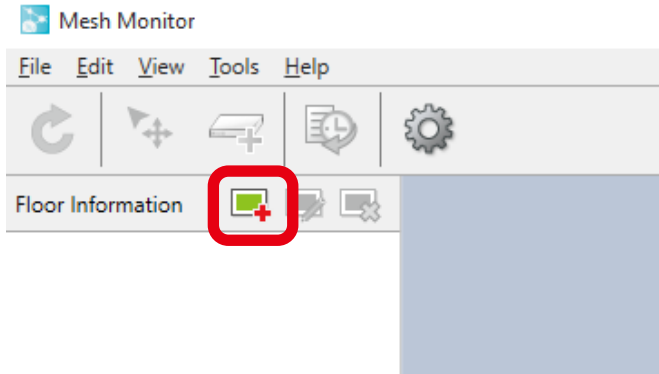
Prepare a background image to use as the floor map.
Supported file formats are PNG, JPEG and BMP.

Example of Background Image



Creating a Floor

1. Click the icon **Add floor**.

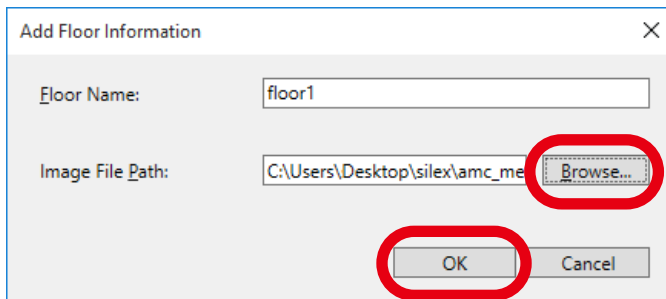


Note

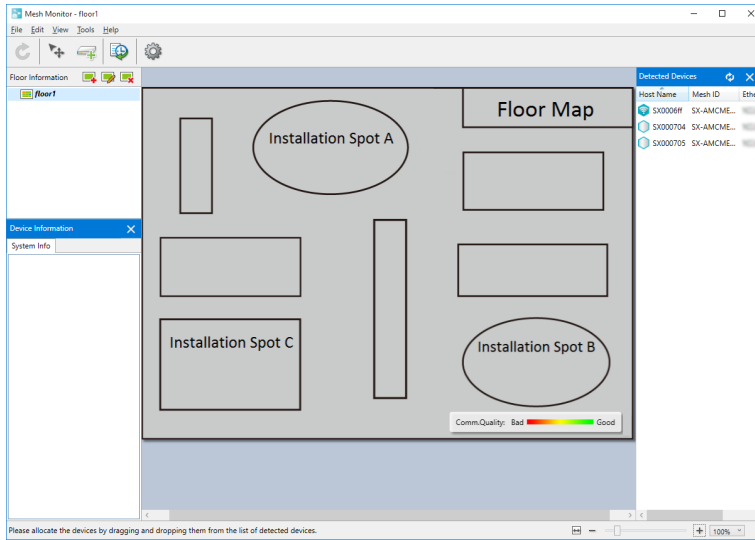
- A floor can also be created by the following methods.
 - Click **Edit - Add Floor** from the menu bar.
 - Right-click on the floor information and select **Add Floor** from the context menu.

2. The Add Floor Information window is displayed.

Type a name of floor to create, click **Browse** to choose a background image file, and then click **OK**.



- 3.** A floor is created.
The specified background image is shown as floor map.



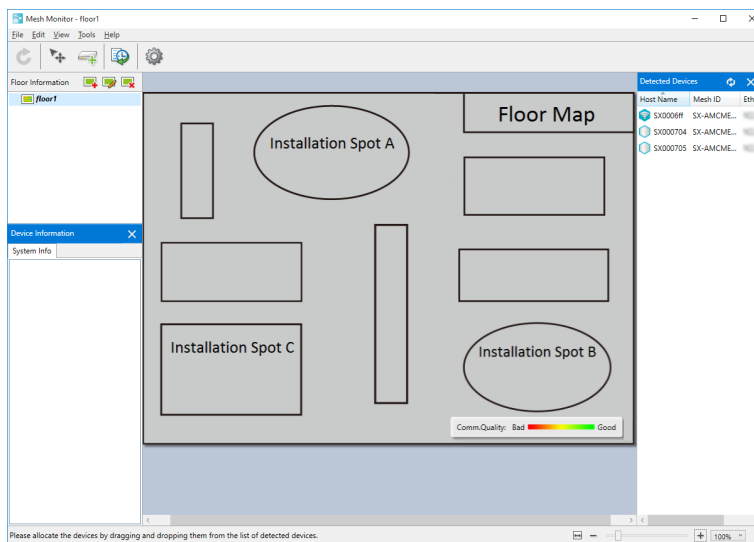
4-3. Allocating AMC Mesh Devices

The following explains how to allocate AMC Mesh devices on the created floor.

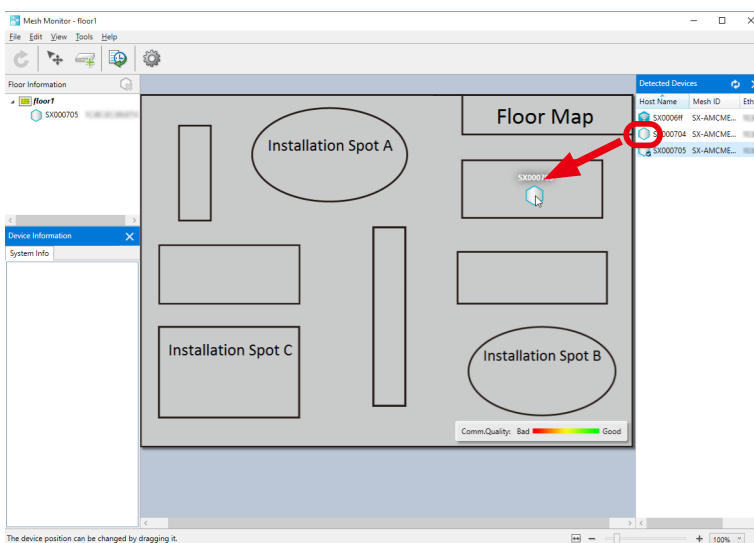


- To allocate AMC Mesh devices on the floor map, proper communication must be established between the PC of Mesh Monitor and the AMC Mesh devices.

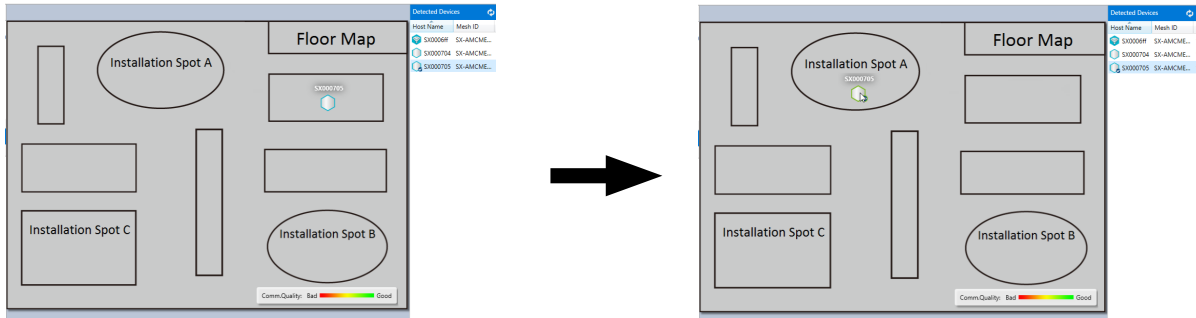
1. Choose a floor at which you want to allocate the AMC Mesh devices.
The selected background image is displayed as a floor map.



2. Drag and drop an AMC Mesh device on the floor map from the device list.



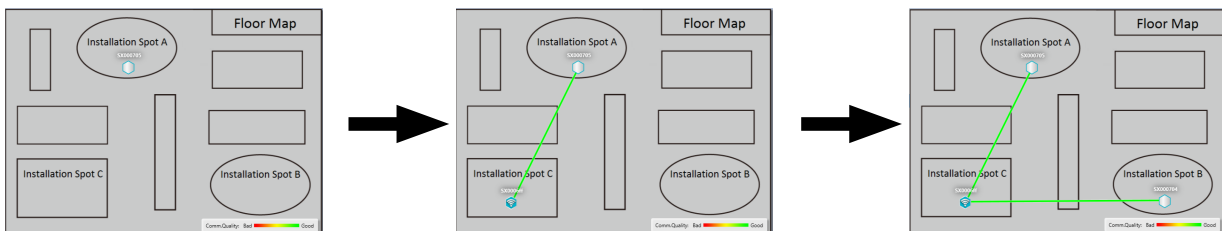
- 3.** The device is allocated on the floor map.
Drag it again to change the position.



Note

- After the AMC Mesh device is allocated, movability of AMC Mesh device is automatically enabled.
- The movability of AMC Mesh device can also be enabled by the following method:
- Click **Edit - Move Device** from the menu bar.

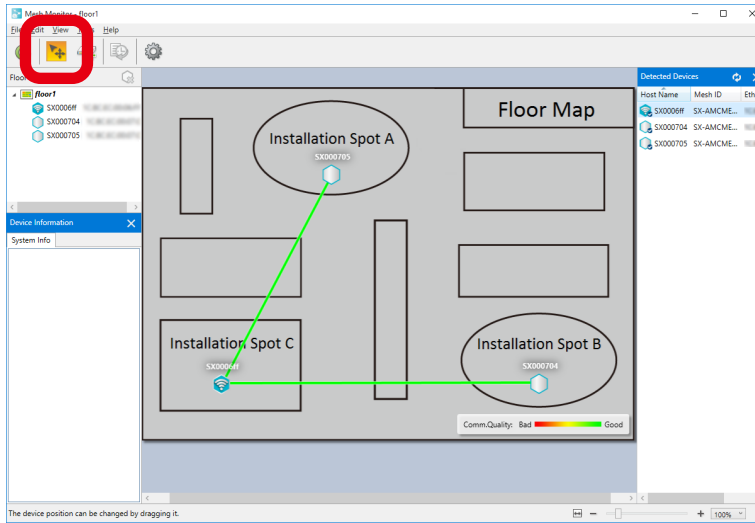
- 4.** Repeat **2 - 3** to allocate AMC Mesh devices on the floor map.
Every time when an AMC Mesh device is allocated on the floor map, Mesh Monitor adds a connection line based on the information of that device.



Note

- Up to 32 AMC Mesh devices can be allocated per floor.
- It is possible to allocate a single AMC Mesh device on multiple floors.

5. Click the icon **Finish device move** to finish allocating the AMC Mesh devices.



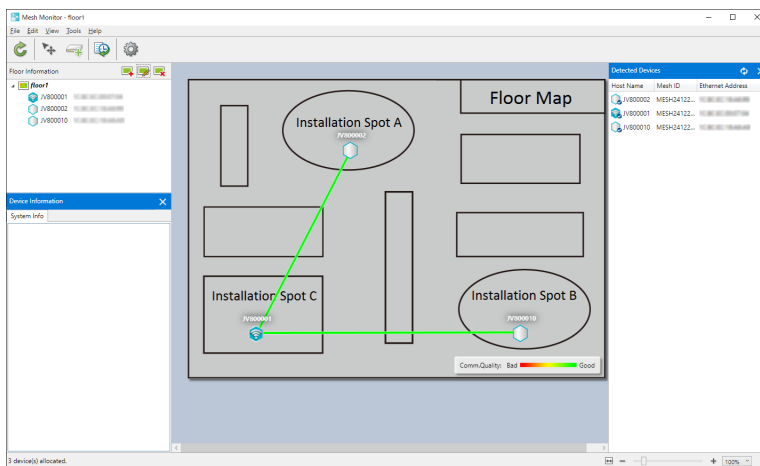
Note

- The device move can also be finished by the following method:
- Click **Edit - Move Device** from the menu bar.

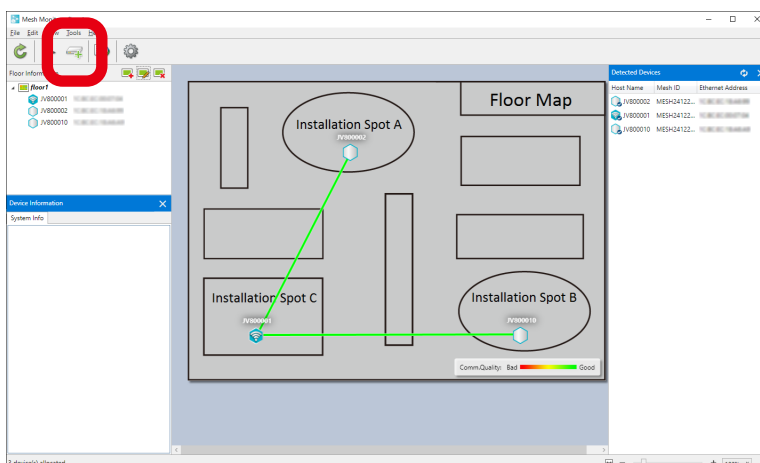
4-4. Allocating Wireless Stations

The following explains how to allocate wireless stations of the AMC Mesh network to the floor map.

1. Choose a floor at which you want to allocate the wireless stations.



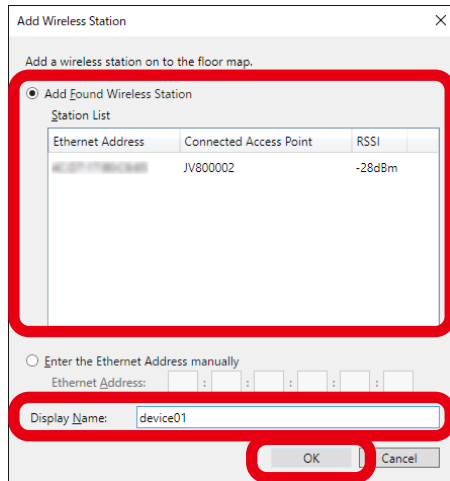
2. Click the icon **Add Wireless Station**.



3. The wireless stations of the AMC Mesh network are displayed in **Station List**.

The MAC address of the wireless station, the Access Point to which the wireless station is connected, and the RSSI are displayed in **Station List**.

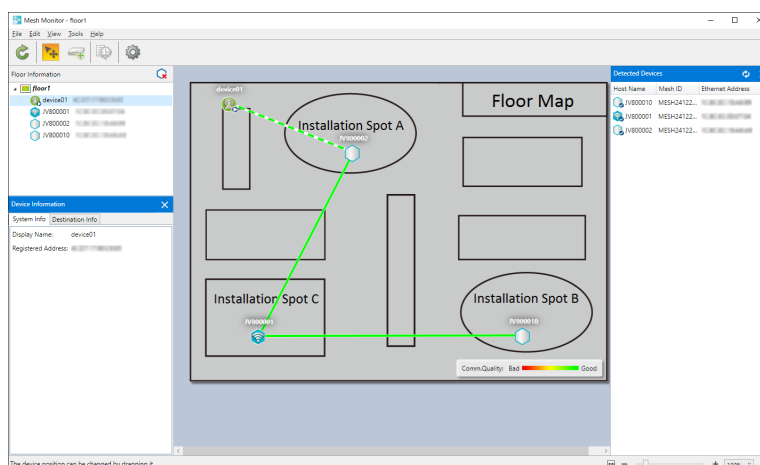
Select the wireless station to allocate, enter the name to display on Mesh Monitor, and click **OK**.

**Note**

- When there is not the wireless station you want to add in the list, select **Enter the Ethernet Address manually** and enter the MAC address.
- When the wireless stations are already allocated on the floor map, they are not displayed in **Station List**. If the MAC address is entered and **OK** is clicked when the wireless station is already allocated on the floor map, an error will occur.

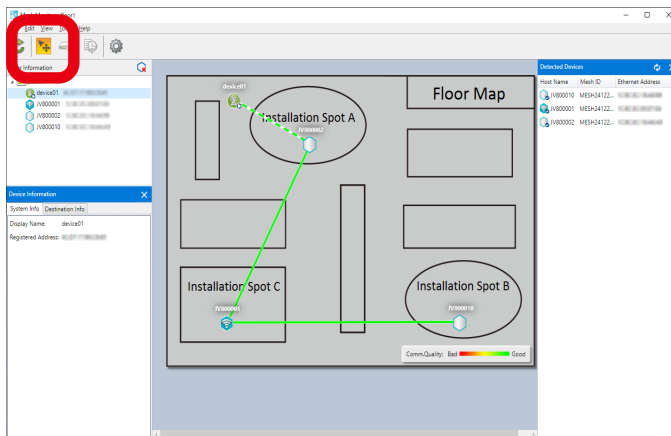
4. The wireless stations are allocated on the floor map.

The location can be changed by dragging it.



5. When there are multiple wireless stations that you want to allocate on the floor map, repeat steps 2 to 4.

6. Click the icon **Finish device move** to finish allocating the wireless stations.

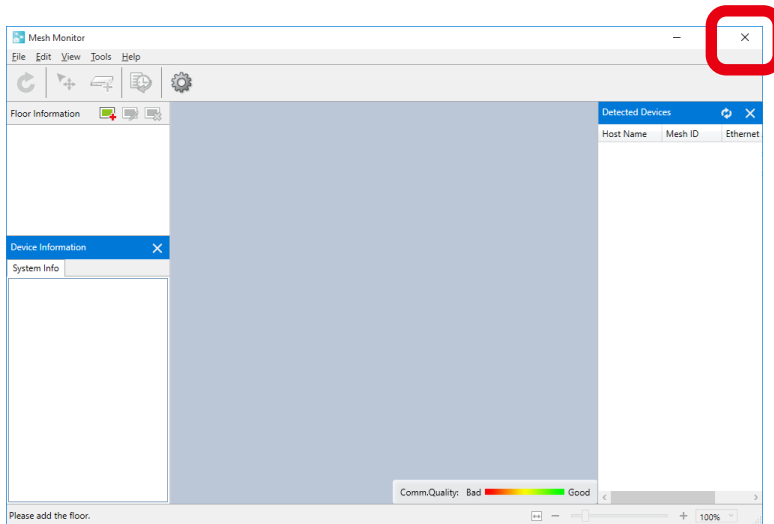


Note

- The device move can also be finished by the following method:
- Click **Edit - Move Device** from the menu bar.

4-5. Finishing Mesh Monitor

Click the close button (X button) on the top right corner of the window to finish Mesh Monitor.



Note

- Mesh Monitor can also be finished by the following method:
 - Click **File - Exit** from the menu bar.
- When Mesh Monitor is finished, the floor information and device location of each floor are automatically saved. The saved information will be loaded and then displayed when Mesh Monitor is started next time.

5. List of Functions

This chapter describes functions of Mesh Monitor except for how to create a floor map and how to allocate devices.



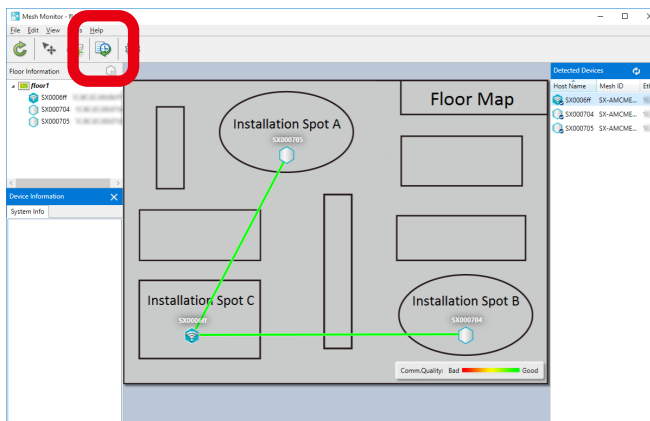
- For details on the windows of each function, refer to **3. Window and Menu**.

Note

5-1. Checking Status Changes of Floor

Mesh Monitor records changes of connection status and device status in the AMC Mesh network. In the Mesh information record window, network status transition can be checked for each floor.

1. Click the icon **Mesh Information Record** from the tool bar.

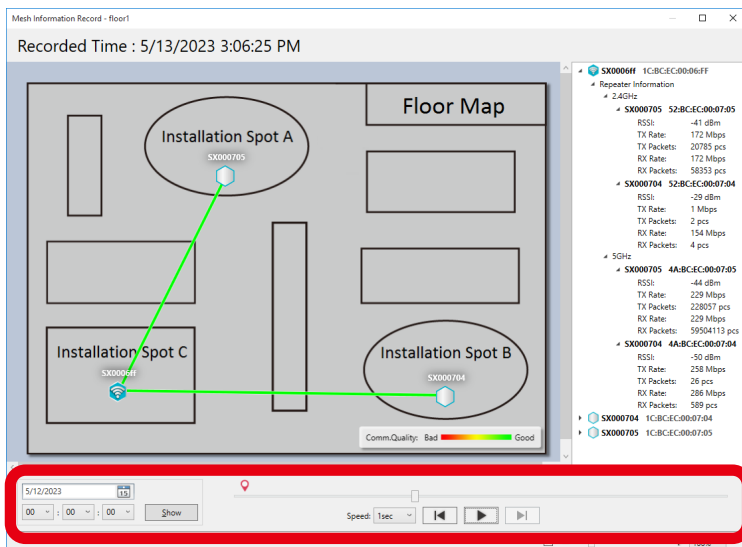


Note

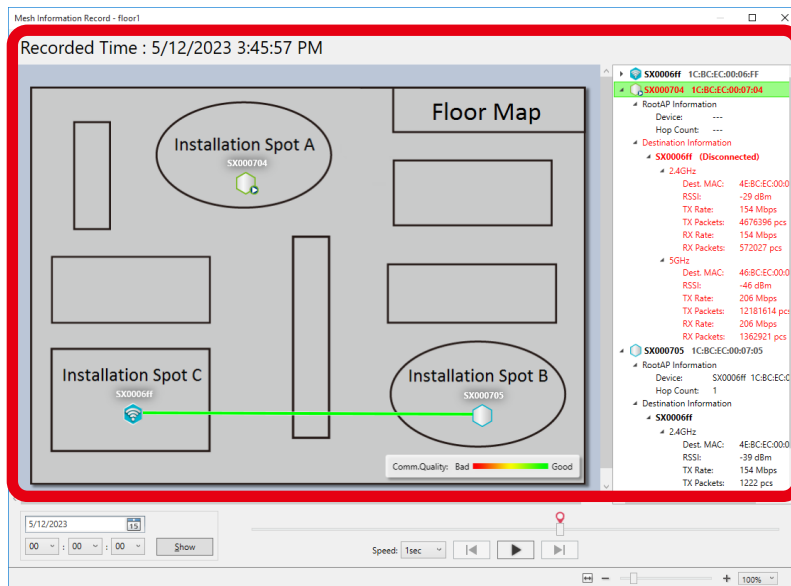
- The Mesh information record can also be displayed by the following methods:
- Select a floor and click **Tools - Mesh Information Record** from the menu bar.
- Right-click on the selected floor and select **Mesh Information Record** from the context menu.

2. The Mesh information record window is displayed.

Specify the date/time or use the button or slider to determine the information you want to display.



3. The information corresponding to the slider position is displayed. By looking at the detailed information of floor map and device, you can check the AMC Mesh network status as of the recorded time.



- Click the play button to show the records. The network status change of AMC Mesh network is displayed in chronological order.

Note

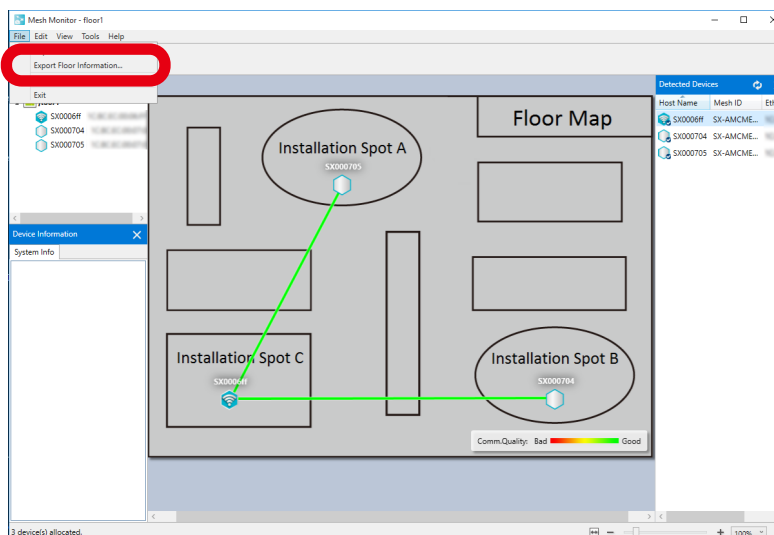
- The red texts in the device list show error devices. Click a device name in red to see the detailed information (e.g. destination device, connection line, etc.).

5-2. Importing/Exporting Floor Information

Mesh Monitor can export the floor information and device information as an xml file. By importing the exported file to Mesh Monitor on different PCs, several users can share the same floor map.

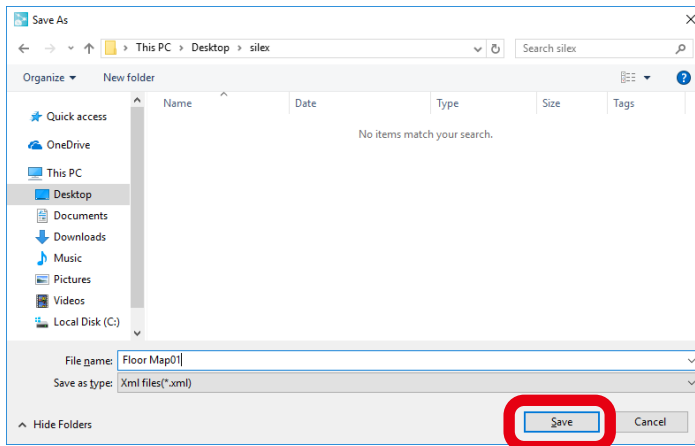
Exporting Floor Information

1. Select **File - Export Floor Information** from the menu bar.

**Note**

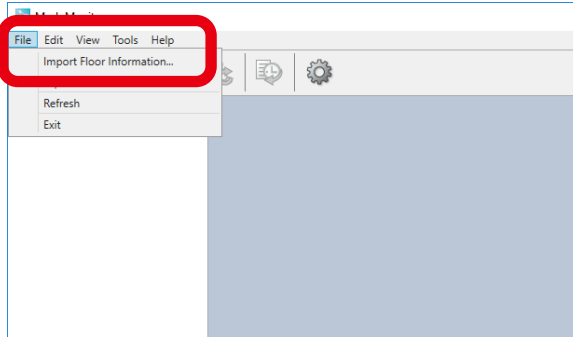
- The floor information can also be exported by the following method:
 - Right-click on the floor information and select **Export Floor Information** from the context menu.

2. The Save As window will open.
Input a name of the file and click **Save**.



Importing Floor Information

1. Select **File - Import Floor Information** from the menu bar.



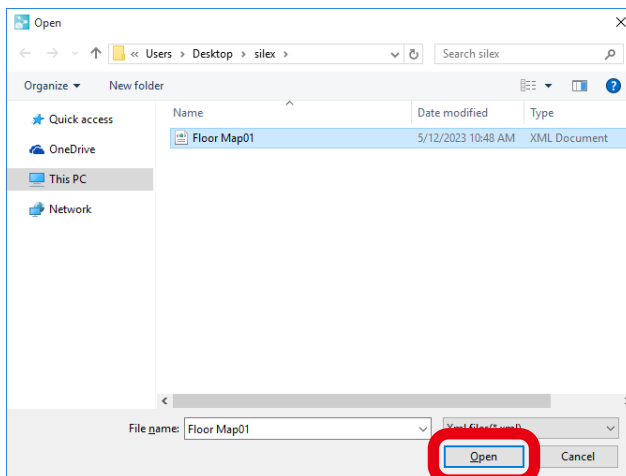
- If the floor information with a same name has already been registered, it is replaced with the imported information.



Note

- The floor information can also be imported by the following method:
 - Right-click on the floor information and select **Import Floor Information** from the context menu.

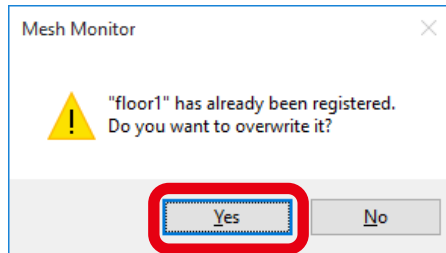
2. The Open window will appear.
Select a file to import and click **Open**.



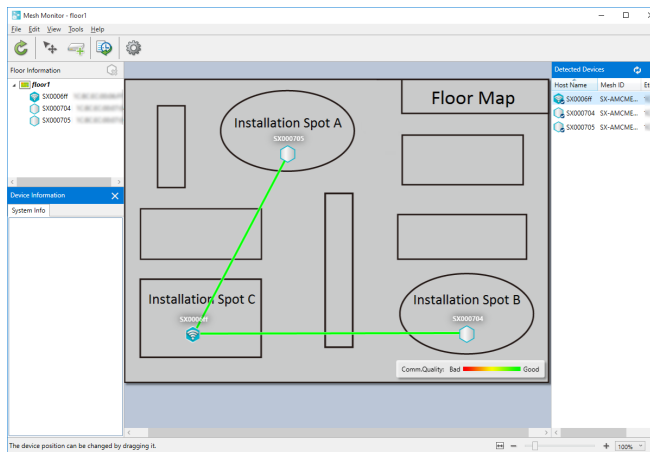


Note

- When the floor information with a same name has already been registered, the below message is displayed. Clicking **Yes** will replace the floor information with the imported file.



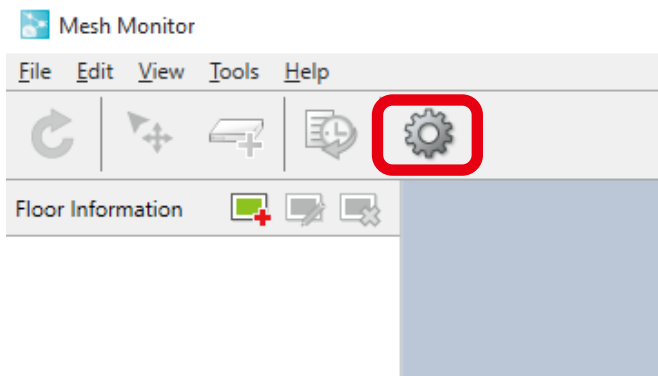
3. The imported file information is displayed.



5-3. Changing Mesh Monitor Settings

Mesh Monitor's operational setting such as the refresh interval of the main window or the brightness of the background image, etc. can be changed by configuring the option setting.

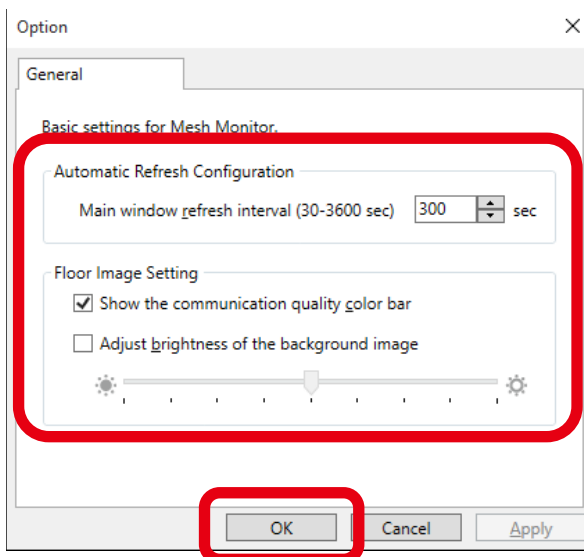
1. Click the icon **Option** from the tool bar.



Note

- The option window can also be displayed by the following method:
- Click **Tools - Option** from the menu bar.

2. The Option window will appear.
Change the settings and then click **OK**.



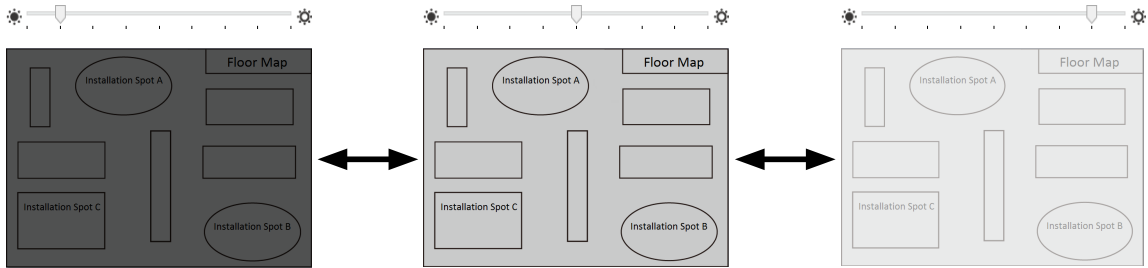
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5. List of Functions



- If the check box **Adjust brightness of the background image** is checked and the slider is moved, the brightness of the background floor map changes as follows:

Note



A. Appendix

A-1. Troubleshooting

This section gives possible solutions of the problems that you may encounter while installing or using Mesh Monitor.

AMC Mesh device is not found on a list of detected devices.

The AMC Mesh device may not be started.	
Solution	Turn on the AMC Mesh device.
The AMC Mesh device may not be connected to the AMC Mesh network.	
Solution	As long as AMC Mesh devices are running in the same AMC Mesh network, they must share the wireless mode, communication channel, Mesh group name and Mesh encryption key. Check the setting of the AMC Mesh device which does not appear in the list.

On the floor map, the device is marked as 'not detected' or 'error'

The device may not be started.	
Solution	Turn on the device.
The AMC Mesh device may not be connected to the AMC Mesh network.	
Solution	As long as AMC Mesh devices are running in the same AMC Mesh network, they must share the wireless mode, communication channel, Mesh group name and Mesh encryption key. Check the setting of the AMC Mesh device which does not appear in the list.
The wireless station may not be connected to the AMC Mesh device.	
Solution	Make sure that the same SSID, authentication method and encryption mode are used for the wireless station and the AMC Mesh device. Check the setting of wireless station that has the operating status of 'not detected' or 'error'.

When I select an AMC Mesh device and check the hop count, the count is 5, but actual count of Mesh devices building the communication routes is 6.

The hop count is not the count of AMC Mesh devices building the Mesh routes.	
Solution	The hop count is correct. The count of hops shows how far the communication route is established from the selected AMC Mesh device. The selected device is not included in the count.

The communication quality between devices is shown in red or orange.

Device may have a problem for its configuration or installed environment.	
Solution	Select the device with poor communication quality, and click Device Information - Destination Info to see the RSSI. When the RSSI is high, the communication quality is good.
	Check the configuration and installation location of the device to improve the quality. Example) - Increase the transmission power of the device. - Relocate the device or add another AMC Mesh device to shorten the communication distance.

A-2. Customer Support Center

Customer Support is available for any problems that you may encounter. If you cannot find the relevant problem in this manual or on our website, or if the corrective procedure does not resolve the problem, please contact Silex Technology Customer Support.

Contact Information	
USA	support@silexamerica.com
Europe	support@silexeurope.com

**Note**

- Refer to the Silex Technology website (<https://www.silextechnology.com/>) for the latest FAQ and product information.