

Frequently Asked Questions



Q: When will the new OPTICS RE firmware be available?

A: New REV 003.007.000 firmware will be made available for the MATE3 and AXS Port on April 15, 2015

Q: Which devices are compatible with OPTICS RE?

A: Most communications devices sold by OutBack Power are compatible with OpticsRE except the MATE/MATE2. For a full list of model and firmware numbers please contact customer support. OutBack Power Technical Support's direct contact is 360-618-4363, support@outbackpower.com, M-F 6am to 5pm Pacific Standard Time.

Q: How do I update my existing system?

A: Download the Instruction guide on the OutBack Power website and download the appropriate firmware for either the MATE3 or AXS Port.

Instruction Guide - http://outbackpower.com/downloads/documents/optics_re/opticsre_manual.pdf

Firmware Download - <http://outbackpower.com/catalogs-collaterals/category/td-firmware-updates>

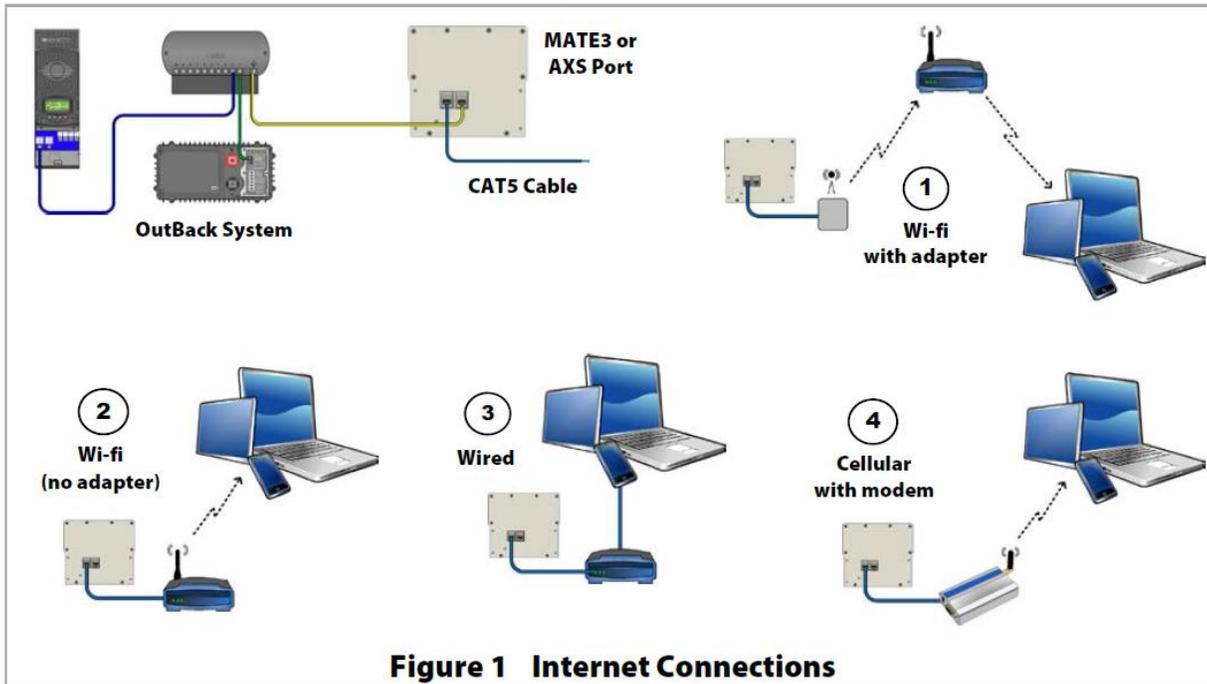
Q: How do I register my system with OPTICS RE?

A: Please click on the link below for a video demonstration

<https://youtu.be/A6V84PEhOtQ>

Q: How can I enable my system to communicate with the internet and OPTICS RE?

The MATE3 or AXS Port can communicate with a tablet, laptop, or phone over the Internet. Set up the OutBack device for Internet access using any of methods 1 through 4.



Q: What other equipment is required to use OPTICS RE?

A: At a minimum, an internet modem. Other equipment for consideration is an Ethernet-to-wifi adapter that can be used to enable a wireless connection. (See Figure 1, #1 above)

Q: What internet browsers are compatible with OPTICS RE?



Q: Where can I find additional information on OPTICS RE?

A: Main landing page for OpticsRE at www.opticsre.com and OutBack Power main website at http://outbackpower.com/outback-products/communications/item/optics-re?category_id=440

Q: What security level is in place for OPTICS RE?

A: The OPTICS team takes the security very seriously. AES128 encryption is used for all communication between the OutBack Power devices and OPTICS cloud application. We use the same 128-bit, SSL encryption that the major banks use in processing financial transactions. This ensures that all of the communications between the OPTICS cloud application and your devices remain completely private. Your privacy and information are our primary concern, and we're constantly working so that you can place your full trust and confidence in OutBack Power and The OPTICS Team.

Q: Who do I contact at OutBack for installation and setup questions?

A: You can reach customer support by phone at 360-618-4363; our business hours are Monday through Friday from 8 a.m. to 5 p.m. Pacific Time, and email our team 24/7 at support@outbackpower.com

Q: Can existing installations with MATE/MATE2 upgrade to add OPTICSRE?

A: Absolutely, requires purchase of new MATE3 or AXS Port

Q: Do existing installations with MATE3 or AXS Port have access to OPTICSRE?

A: Yes, but before access can be gained to OPTICSRE, the new firmware will need to be downloaded. Once completed the internet will be need to be connected to the Ethernet port on the MATE3 or AXS Port.

Firmware Download - <http://outbackpower.com/catalogs-collaterals/category/td-firmware-updates>

Q: Can the AXS Port be used in place of a MATE?

A: Yes, the AXS Port can be used in place of a MATE device, but it is highly recommended that the system owner or installer retains a MATE device for local access and troubleshooting. For example, if the internet connection is lost with the AXS Port and OPTICS there is no local display on the AXS Port that will allow a user to troubleshoot locally at the device.

Q: Can my system be fully controlled via OPTICS RE?

A: Yes, with the newest release of the 003.007.000 firmware for the MATE3 and AXS Port full controlled has been enabled. Approximately 600 parameters are now displayed and available via OPTICS RE.

Q: How do allow someone to view my site and system data?

A: Please click on the link below for video demonstration

<https://youtu.be/SYGwhO5aQI4>

Q: How much data does OPTICS RE transmit per month?

A: OPTICS will use about .7GB a month for a system with 5 devices and the ping rate set to 10 seconds. The amount of data transfer can be reduced significantly by increasing the ping rate which can be access at the system settings, see screen shot below.

