Atamate - Frequently asked questions

If you have a question that is not covered here, please get in touch with us and we get you an answer - info@atamate.com

Question: What needs to be completed on site before commissioning can happen?

Answer: The main contractor and other contractors need to have completed all their work.

Electrical work finished as per schedule. The Commissioning and Handover process is entirely dependent on the electrician having completed the installation and all devices being connected correctly.

Functional testing completed by the electrician. All devices need to be tested to ensure they are wired correctly.

The Internet connection needs to be working reliably, and the Atamate Hub is online

If any of this work has not been completed, the commissioning process may be delayed, or take more time to complete.

Question: What if the design changes after sign off?

Answer: One of the most common reasons for a delay in commissioning is changes in design.

Your Atamate design will have been completed before the system is installed, but as with all buildings 'as designed' is rarely 'as built'. The sooner we know about changes you want to make the sooner we can integrate this into the design. If there is additional hardware needed as a result of changes, the ordering and shipping of new items may result in delays.

Question: How long will commissioning take?

Answer: The time taken to complete commissioning varies depending on the complexity of the system installed in the building. The number of services being controlled, and the number of devices in the system are two guides as to the complexity of the network.

We will always try to keep the time taken to commission systems to a minimum and most are completed in 2 days, please be aware that this process can on occasion take a number of days. Your Atamate engineer will be able to give you guidance on how long they expect your commissioning to take.

Question: What building data does Atamate collect and store?

Answer: Sensor data - includes temperature, occupancy, humidity, noise levels. Data collected about the internal environment within a building. This data is collected at zone/room level

Relay information - when a connected switch is pressed or device is turned on or off

Question: How do we use this data?

Answer: Data collected is used to control building services and provide building information to owners and users of the building.

Almost all data collected by Atamate is anonymous data i.e. someone's identity cannot be derived from this data.

There are 2 instances where someone's identity could potentially be ascertained;

Door entry information. PIN code door entry systems generate a code for each user and therefore these codes are related to a specific user. As such, Atamate can identify an individual from this data. When clients include door entry into an Atamate system, users will be asked to agree to a specific contract that covers the collection and storage of this data and its use.

Where a building or apartment is occupied by a single individual. Data collected from this building can be classed as being personal.

Question: What wiring is needed for the atBOS system?

Answer: We recommend that power to the system devices is provided from the mains. This is often supplied via existing circuits in the property, especially lighting circuits. It is possible to use batteries, but there is an ongoing cost and maintenance consideration as batteries need infrequent but regular replacement and system performance is obviously affected if devices lose power. There will also be a small amount of CAT5 cabling required to connect the system to a router, and to connect any non-wireless sensors and devices.