

## **REACH Wireless - FREQUENTLY ASKED QUESTIONS**

**Q. Now you have REACH Wireless, is the plan to obsolete XPander?**

A. No. XPander has a supply disruption right now which Apollo is working through and we are doing everything we can to bring it back. In the future, we may cease sale of new XPander products but we would still aim to hold stock for warranty and replacement.

**Q. Are REACH Wireless devices compatible with XPander Hubs? (i.e. can I add a REACH device to an existing XPander system)**

A. No. These systems both operate on the same 868Mhz frequency but use different communication protocols and are not inter-compatible in this way.

**Q. If I have XPander installed already, can I add REACH Wireless alongside it?**

A. Yes, but only if you use a REACH Wireless Loop-Interface (Hub). You must also configure the REACH Hub to an RF channel that respects the XPander RF Channel-spacing requirements.

**Q. Will REACH Wireless and XPander work on the same loop?**

A. Yes.

**Q. Does the REACH Loop-Interface (Hub) take a loop address?**

A. Yes. This is how the panel can see a tamper fault for the Hub.

**Q. If I have the XPander Survey Kit, do I need to buy the REACH Wireless one?**

A. Yes, we recommend this for several reasons:

- The REACH survey kit uses the same hardware as the actual REACH devices you will install, so this is a more accurate representation of actual performance.
- The REACH system uses a different wireless protocol which is more robust for communication integrity, so results may be different in some cases outside of the radio performance itself.
- The REACH Survey Kit features a background scan mode which highlights which RF channel you should ideally use, then carries out the point-to-point survey based on that channel. XPander only surveys on a fixed RF channel which isn't necessarily the one that you are going to install the system with – which means lower confidence for when you come to install.

**Q. Is REACH Wireless suitable for outdoor use?**

A. No. All devices are indoor products.

**Q. You have red-flash AV bases, do you have red-flash Open-Area (wall) AV products?**

A. Not at this time, OAAV products are white-flash only.

**Q. Do the AV bases come in red plastic?**

A. No, only the OAAV products come in white or red plastic, however, the AV bases have a red plastic cap option for installation without a detector.

**Q. Is the REACH manual call point an Apollo-style device with an Apollo key?**

A. No, not at this time. The MCP is currently a Synaps-style device. Each MCP unit includes a key.

**Q. Does the REACH MCP come with a plastic flip-lid /cover?**

A. No, this is sold separately as an accessory.