VersaTile™

Frequently Asked Questions

Helpful Common Questions

How do I set up my VersaTile™ device?

Please follow the video guides or quick start guide on www.versahub.com to set up your VersaTile™ on VersaHub™.

How do I configure alerts?

Users can configure custom thresholds for their specific application on the VersaHub platform. For more information, please visit www.versahub.com.

Are alerts from VersaTile™ detected in real-time?

With VersaHub Premium, VersaTile™ alerts are detected in real-time immediately after alarm conditions and delay settings are met. As soon as an event is detected by your smart equipment, VersaTile™ will immediately send a notification to contacts via SMS and email. For more information, please visit www.versahub.com.

Can VersaTile™ be used without WiFi or power?

Yes. As long as your VersaTile™ is set up and configured via WiFi on VersaHub, it will continue to monitor temperature/humidity and installed probes, saving historical readings to be automatically uploaded the next time the device is connected to WiFi. This allows the VersaTile™ to be used for cold transport and uploaded at the end of the day to secure supply chain/transport data. You won't receive notifications without WiFi, but VersaTile™ will have audible beeps/alarms. Because the unit is battery powered, it will continue to monitor, record, and upload even if there is a power outage.

Is the VersaTile™ compatible with 2.4 and 5GHz networks?

The VersaTile™ only supports 2.4GHz b/g/n.

How often does the VersaTile™ log data?

To maintain long battery life, the VersaTile™ logs data every 10 minutes and uploads data once per day by default. However, data logging intervals can be set to 10, 15, 30, 60, or 120 minutes, while data upload intervals can be set to 24, 48, and 72 hours (additional logging and upload intervals available with a VersaHub Premium subscription). The VersaTile™ will immediately issue an alarm if a user-set alarm threshold is met, regardless of set data intervals.

What kind of batteries does the device use?

Lithium AA batteries are highly recommended to achieve long-term battery life and performance in cold applications. Typical alkaline-based batteries are not recommended.

What kind of battery life can I expect?

Users can expect up to 1+ years of battery life depending on settings, WiFi connection, and the temperature in which the VersaTile™ is installed. Battery life begins to diminish when stored below 15 degrees Fahrenheit. Because of this, it is recommended that the device be installed in ambient temperatures. The VersaTile™ air temperature probe (included on select units) can be installed inside equipment for applications below 15 degrees Fahrenheit. Active alarms will also diminish battery life if left ignored for long periods of time. VersaTile™ will alert you when the battery needs to be replaced. However, we recommend proactively checking the batteries once every 3 months if replacement is needed.

Do I need VersaHub Premium to receive SMS and email notifications?

Yes, the ability to receive SMS and email notifications is a feature of VersaHub Premium, included in WebstaurantPlus. This feature is not available with VersaHub Basic. You can add up to 10 contacts – such as staff, managers, or owners – to receive critical alerts. For more information, please visit www.versahub.com.

How can I get the 1-year VersaHub Premium trial?

The VersaHub Premium offer starts when you first register an eligible VersaTile™ unit. After 365 days, your account status will default from VersaHub Premium to Basic unless you upgrade to WebstaurantPlus during the offer period. This offer is applicable only once per account, is non-transferable, and does not include a WebstaurantPlus membership or any of its associated benefits. This offer is exclusively available to non-WebstaurantPlus members.