

Milan, 01 March 2021

Dear Partners and Clients,

We are pleased to inform you of some important new developments for Mesh Wireless, which with respect to the previous version has undergone some significant upgrades to make it even more functional and to further boost performance.

Starting with the premise that Mesh is undoubtedly one of the most iconic and innovative products in the Luceplan catalogue, and certainly one of the most popular bestsellers among consumers, our technical division has worked on a series of measures to make the lamp more user-friendly than ever, while adding a series of new options.

First of all, the upgrade involves the circuit board that handles the wireless functions, compatible with the previous model but regulated by new firmware, and hence by a new app. It is therefore possible to replace the old board with one from the new generation, since they are perfectly compatible, but it is necessary to download a new app (Luceplan Mesh) to control the functions. The new app works with iOS devices starting from version 9.0, and Android systems starting from 6.0, while the new board can be updated to ensure compatibility over time with the iOS and Android smart devices available on the market.

The major advantages offered by this upgrade are outlined below:

Configuration

- Complete guided configuration: simpler and speedier thanks to the new Bluetooth/WiFi module (it takes just a minute, with no need to interact with the device settings);
- No need for local WiFi: if there is no local WiFi network, it is possible to configure one Mesh lamp as the Master, connecting other Mesh lamps (up to six) to it;
- Functions: improved performance and interaction with smart devices.

Calendar

- Complete remote control: now it is possible to choose between on functions, to activate a preset and to activate a cycle.

Account settings

- An account settings section has been added, meaning that now it is possible to change the password.

Besides these advantages, Luceplan has set up a dedicated customer care service, which by telephone and remote connection provides help to clients in all the phases of configuration or trouble-shooting. To this end, a digital platform has been created that permits real-time monitoring of all Mesh Wireless devices, managed by specialized personnel.

The telephone help center, available from Monday to Friday, 9.00 to 12.00 and 14.00 to 17.00 (CET Milan), responds at the number of the Luceplan switchboard (+39 02 662421).