FAQs: Ops Teams

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NOX

After-hours HVAC scheduling made easy

Apple Operating System Version	Any Device able to access Apple App and running on IOS 11.2 +
Android Operating System Version	Any device able to access Google Play store and running on Android 4.0.3 or newer
Browser	Edge 127.x+, Firefox 129.0.2+, Chrome 127.0.3396.87+
PC Monitor	1920 x 1080 (Recommended)

Where is 7NOX data hosted?

7NOX is hosted on Microsoft Azure.

How is data secured during transmission and storage?

All data is transmitted via HTTPS protocol (REST API), ensuring secure communication between the site device and the 7NOX portal. Additionally, the database is stored in the Azure environment, providing robust security and reliability.

Does 7NOX store any payment or credit card information?

No, 7NOX does not store payment or credit card information. This minimises exposure to sensitive data and reduces compliance requirements for clients.

Can 7NOX be customized or white-labelled?

Absolutely! We can place your company's logo on the portal and on booking reports. We also support custom features for our customers and 7NOX Partners.

How does 7NOX handle software updates and version management?

The 7NOX portal operates as a cloud-based platform on Azure, allowing for automatic software updates. This ensures that clients always have access to the most secure and up-to-date version of the portal without manual intervention. The site device firmware can be updated via the site device web interface, ensuring users have access to the latest features and security enhancements.

How does the 7NOX site device connect to the network securely?

The 7NOX site device does not require any inbound firewall ports to be opened, ensuring that data requests are securely initiated to the 7NOX portal without exposing internal systems to external threats. All communication between the site device and the 7NOX servers occurs over encrypted HTTPS connections (REST API).

What is the 7NOX site device, and how does it work?

The 7NOX site device, powered by Raspberry Pi, is a secure and energy-efficient solution. It features a customisable web-based interface for managing network configurations, system settings, and firmware updates. Additionally, the 7NOX site device supports the BACnet protocol, ensuring compatibility with existing BACnet control systems and allowing for

Can the 7NOX site device be managed remotely?

No, the 7NOX site device includes a web-based interface that can be securely accessed from any compatible PC on the local network only. This interface allows administrators to configure network settings, update firmware, manage system time, and download logs

What are the power and environmental specs of the 7NOX site device?

The 7NOX site device operates on 24V AC power with low power consumption. It is built for

Does 7NOX integrate with any third-party applications or services?

Yes, we do integrate with Niagara 4 via the 7NOX Niagara module, which we've created to

What training resources or support services are available during and after implementation?

What training resources or support services are available during and after implementation? Our onboarding process is simple and thorough. We walk you through the entire process of creating your first site and integrating the system into your BMS. We also provide comprehensive setup guides, video tutorials, and additional resources to help clients manage their systems effectively. After implementation, 7NOX offers 24/7 support (Auckland GMT+13) for major outages. For all other matters, we have a help desk available Monday through Friday from 6 a.m. to 6 p.m. (Auckland GMT+13).

How does the pricing model work, and what does it include?

7NOX operates on a subscription model, which covers access to the platform, ongoing maintenance, automatic updates, and cloud support. This transparent pricing structure ensures clients can manage costs effectively while benefiting from continuous service improvements and security patches.

All 7NOX users must create an account. There are 4 different ways to create a user account.
1. Manual—Managers and coordinators can create individual user accounts in the Login Manager, assigning them a username, password, access right, site, and tenancy.
2. SSO—Users can create 7NOX accounts using their Facebook, Google, or Microsoft accounts.
3. Work Email—You can register a work email addresses (e.g. company.com) for a specific tenancy. Those users can then create their own accounts using their work emails (jane@-company.com) at the 7NOX portal login page.
4. Bulk Upload—Managers and coordinators can upload new user credentials via Excel spreadsheet in the Platform Manager.

Can Niagara or the BMS write schedule changes back to 7NOX?

No. The current integration is one-way for schedules. Niagara receives the daily schedules, holiday schedules, and after-hours bookings from 7NOX, but changes made in the BMS are not sent back to 7NOX. If an imported schedule is edited locally in Niagara, the change only affects Niagara and may be overwritten the next time schedules are refreshed from 7NOX. Any changes to daily or holiday schedules should be made in the 7NOX web portal.

Note that the 7NOX daily schedule is optional. Its purpose is to prevent after-hours bookings from being made during normal operating hours on the portal. If preferred, you can continue to use the BMS's own daily schedules for plant control and simply treat the 7NOX schedule as the booking window definition.

NETWORK FIREWALL **(SITE DEVICE)**

Outbound Port (Router)

Source	Destination	Port	Description
7NOX	https://portal.7nox.com	443	Synchronize booking data

Inbound/Outbound (Local Network)

Source	Destination	Port	Description
7NOX	BACnet Controller	47808	After-hours point mapping
7NOX	NTP server	123	Time Synchronize

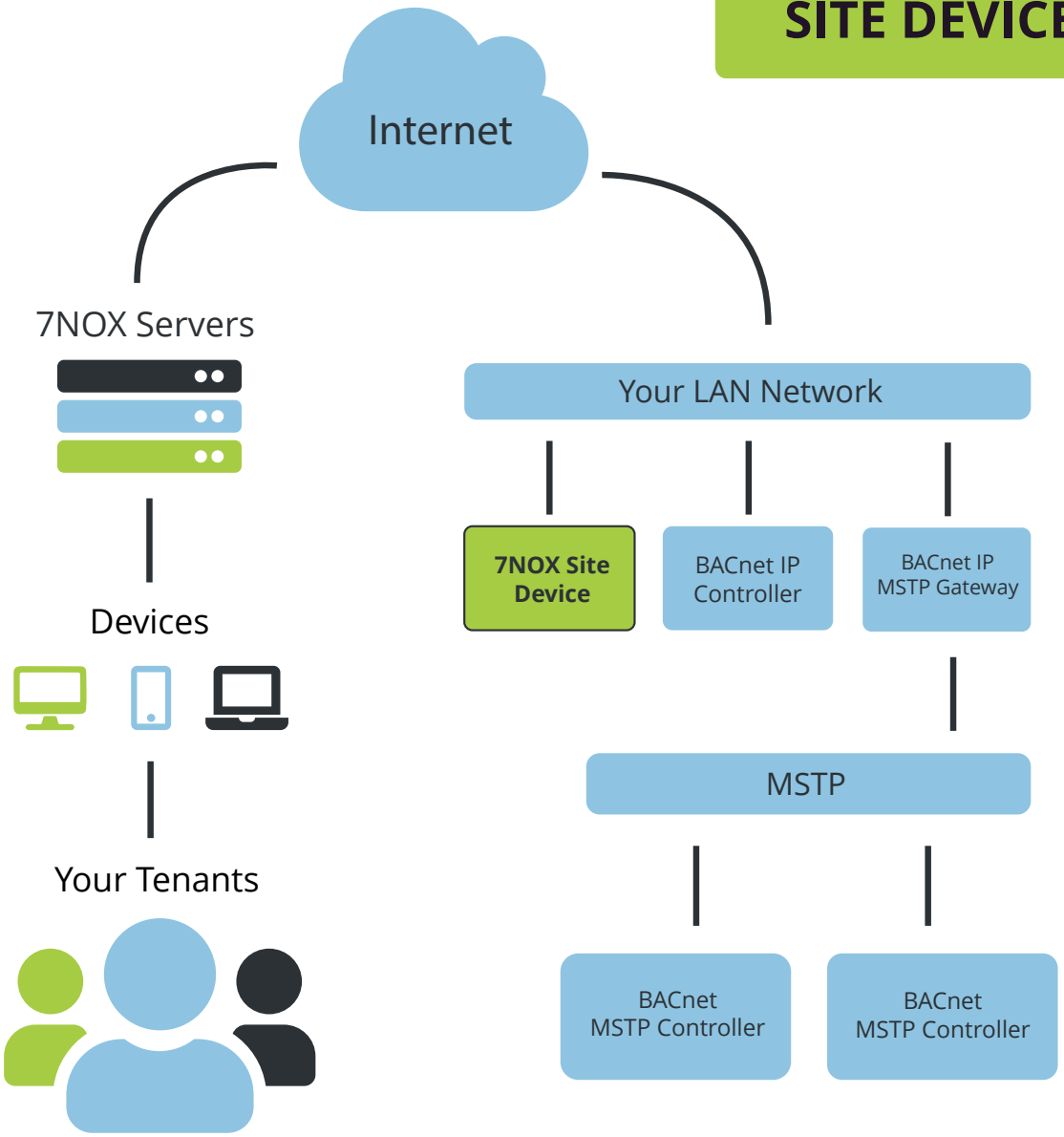
NETWORK FIREWALL **(NIAGARA)**

The firewall configuration is designed to enhance security by requiring only the outbound port to be open, typically aligning with network policies that permit HTTPS traffic. There is no need to open any inbound ports, which reduces potential vulnerabilities. All communication through the firewall uses the HTTPS port, ensuring encrypted and secure data transmission

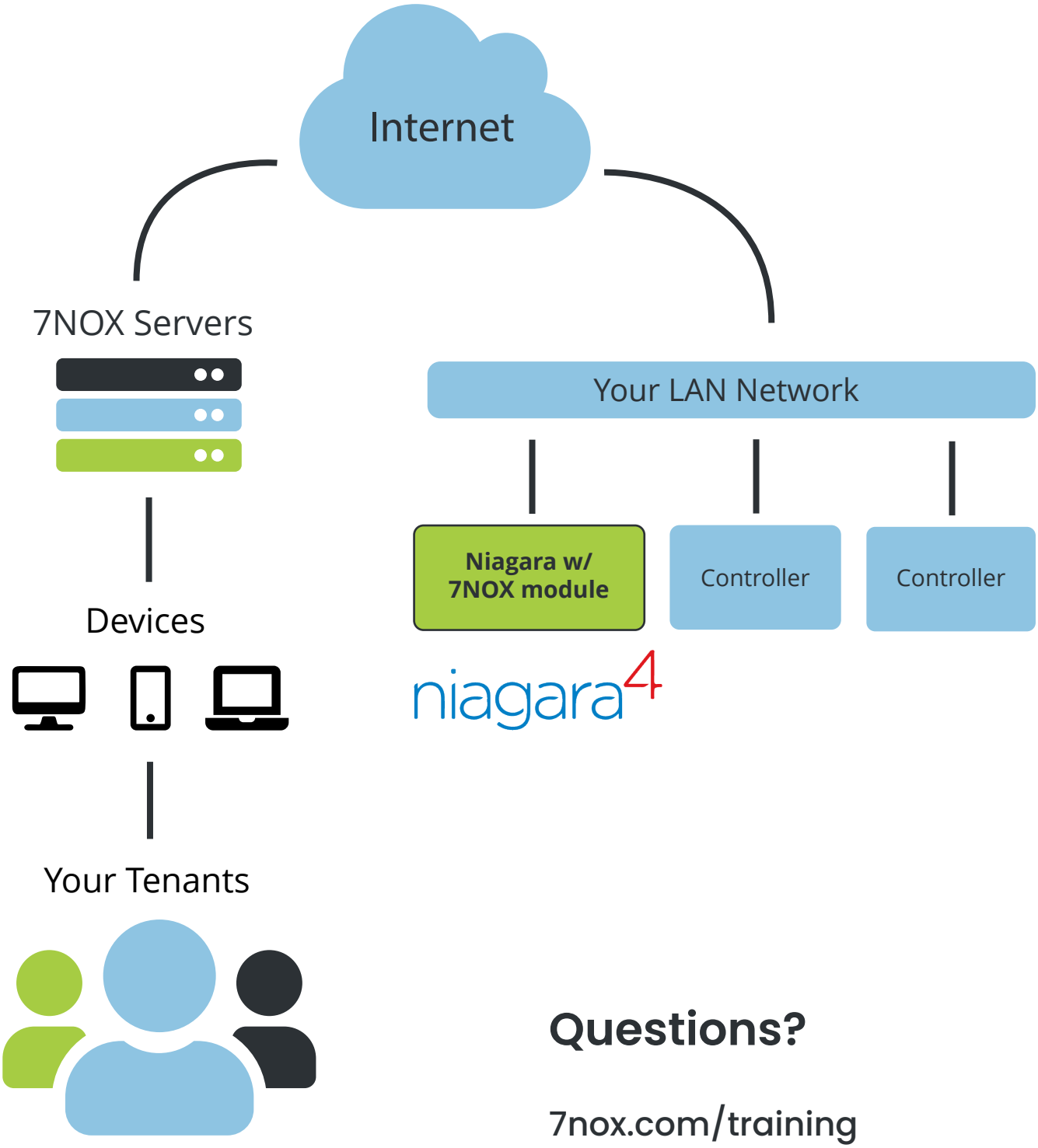
Outbound Port (Router)

Source	Destination	Port	Description
7NOX	https://portal.7nox.com	443	Synchronize booking data

SITE DEVICE SETUP



NIAGARA SETUP



Questions?

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