FAQs

Q: *What is a mesh network?*
A: A mesh network is a system of access points that connect to each other, automatically creating a self-organizing and self-healing network, similar to a spider web.

Q: *Is mesh a new technology?*
A: It's not! Mesh has been around for more than 20 years. And the reality is, most companies that have been doing it all this time will tell you, wired is still better than wireless!

Q: *Is mesh sold in a kit or node-by-node?*
A: We offer both! For a single node, you'll want to go with our MN-10, and for a kit of two nodes, go with the MK-10. For a network larger than two nodes, simply add MN-10s or MK-10s until the desired number of nodes is reached.

Q: *What does 4x2x2 mean?*
A: 4x2x2 refers to the antenna array within the Epic Mesh nodes—the "4" refers to a 4x4 backhaul (the connection between nodes), and the additional two "2s" refer to two 2x2 client connections (one on 2.4GHz and one on 5GHz).

Q: *Do the nodes have to be wireless, or can they be wired?*
A: They can be either wired or wireless, but the general networking principle still applies—hardwire always works better than wireless, so if you have a wire already running where you're going to install a mesh node, wire it.

Q: *How many mesh nodes can I install on a single network?*
A: You're able to install up to 16 mesh nodes on a single network; however, if you need that many nodes in an installation, we recommend doing a traditional network system with access points.

Q: *Can you combine standard Luxul APs with Epic Mesh?*
A: No you cannot. Epic Mesh nodes ONLY connect to other Epic Mesh nodes.

Q: *Does mesh work with the wireless controller?*
A: No. Because of the way mesh nodes operate, the wireless controller technology is not compatible.

Q: *Can I configure the router node from the UI? What about the remote nodes?*
A: Initially, router and additional nodes must be configured using the Easy Setup App (ESA). Additional node configuration can be done in the web UI after initial setup.

Q: *Can I separate my 2.4 and 5GHz frequencies?*
A: Yes, you can; however, with Epic Mesh we encourage both 2.4 and 5GHz frequencies SSIDs to be the same so you can take advantage of fast roaming and band steering. Please note, due to the way mesh technology operates, there might be performance limitations if you do NOT name them the same.

Q: *Is ProWatch available on Epic Mesh?*
A: Yes, ProWatch+ is available on Epic Mesh with Firmware Version 1.1.1 or later.

Q: *How many SSIDs can I set up on my mesh system?*
A: You can have up to eight SSIDs (four on 2.4GHz and four on 5GHz)

Q: *Can I set up different SSIDs for subsystems?*
A: You can. This is a great way to provide a more controlled and overall better experience for your customers!

Q: *What browser should I use for configuring Epic Mesh?*
A: The Luxul Easy Setup App is a fast and simple way to configure your Epic Mesh system. When you need to configure advanced features, Chrome is the recommended browser for connecting to your Epic Mesh system. Other browsers may also work but are not the recommended method for connecting; Safari is incompatible.

*If you want more information, see our mesh video at https://youtu.be/MzztDEtnVkw

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