Frequently Asked Questions

The Latch smart home experience starts with the Latch Hub. Designed to connect three ways—Ethernet, WiFi, or cellular—the Latch Hub connects to a wide range of smart home devices, like thermostats, leak detectors, smart access devices, and light switches to create a unified smart home experience.

What are the benefits of the Hub?

The Latch Hub is an all-in-one connectivity solution that enables smart access, smart home, and sensor devices to do more at every building. It allows property managers and building staff to more easily manage select thermostats, lights switches, light dimmers, and Latch water sensors. With Latch smart solutions, property managers can also remotely set, monitor, and control the temperature and device usage of vacant units on move-out.

What happens in the event of a power outage?

The Latch Hub is built with resilience in mind. An on-board backup battery ensures a constant power supply in the event of a power outage. Additionally, cellular backup ensures constant connectivity, so property managers are always connected.

Can the hub connect with any smart device?

To ensure a seamless, high-quality experience, Latch has curated a selection of partners that is continually expanding to grow our ecosystem.

Currently, the Latch Hub supports:
- Jasco Switches
- Jasco Dimmers
- Nest Learning Thermostat
- Nest E
- Honeywell T5
- Honeywell T6
- Honeywell T10
- Ecobee Lite
- Ecobee Smart Thermostat

Buildings with these devices can centralize their device management using Latch. All devices must be reprovisioned by device installers in order for property managers to take advantage of features like vacant unit controls and remote lock upgrades.

When are residents able to control their smart devices?

For new buildings, residents will be able to log into the Latch App using their credentials and see their devices as soon as they are associated with their unit in Latch Manager.

For retrofitted installations, devices will come online when their hubs have been installed and their devices have been provisioned to the hub.

To respect the privacy of residents, property managers will not be able to see the settings of the residents' lighting or thermostats. Property managers will only be able to see the connectivity status of the hub and associated devices, as well as the history of leaks detected by Latch Water Sensors.

How can I check the connectivity status of the hub?

The connectivity status is available in the Latch App, Latch Manager App, and Latch Manager Web.