

Dealer Remote Configuration (DRC) is a new feature within Nexia Diagnostics that allows dealers to request remote access to their customers' Nexia-enabled Trane and American Standard connected controls. When the homeowner grants them access, they can establish the virtual session from any Wi-Fi- and Adobe Flash-enabled device to view and adjust thermostat settings and schedules.

For more information and a short training video, please click here: <https://ircohvac.wistia.com/medias/3u8v3upd7q>

Frequently Asked Questions:

- **What connected controls are compatible with DRC?**
American Standard and Trane 824, 850 and 1050 Nexia-enabled connected controls are compatible with the DRC feature.
- **What firmware version is required for DRC?**
Firmware version 5.7+ is required in order for DRC to work properly.
- **What Internet browsers work best with DRC?**
The recommended Internet browsers are Firefox, Safari and Chrome. Due to Flash compatibility issues, DRC is not optimal or recommended with Internet Explorer or Microsoft Edge.
- **Will DRC work on my Apple or Android mobile device (phones and tablets)?**
Currently, DRC requests cannot be launched or completed from Apple or Android mobile devices (including mobile phones and tablets) since these devices have compatibility issues with Adobe Flash, which DRC currently uses. We will notify Dealers when DRC can be run from mobile devices in the future.
- **Does DRC work on "Unassigned Systems?"**
No, DRC does not work on "Unassigned Systems". Dealers must assign a system to a customer before attempting a DRC session.
- **Can I run multiple DRC sessions at the same time?**
No, you can only run one active DRC session at a time.
- **What will I see when a DRC session is successfully initiated?**
You will see the same screens of the homeowners' connected control, as if you were standing in front of it.
- **What can I change in a DRC session?**
You will be able to navigate through and change the screens as if you were standing in front of the connected control. Things you can adjust include: set points, configurations and scheduling, zip code, Service Menu, and the ability to reboot the thermostat remotely. However, you cannot change any network settings such as Wi-Fi settings or software upgrades.

**NEXIA™ DIAGNOSTICS
DEALER REMOTE CONFIGURATION
FREQUENTLY ASKED QUESTIONS (FAQs)**

- **How will a homeowner be notified of my request to remotely access their thermostat?**

The homeowner will receive an access request notification in the MyNexia.com account or the Nexia mobile app. They will also see a request on their thermostat. They will then be able to accept or deny your request from their Nexia account or thermostat.

- **Will I receive notification once a homeowner accepts or denies my DRC request?**

As of August 2019*, you will not receive an automatic notification when the homeowner accepts or denies your request. You will have to check the DRC session in Diagnostics to monitor if your session request was accepted and if you can proceed to conduct a remote access session. **Future software versions will include functionality that will notify you via email or text once your customer responds to your request.*

- **How long are the DRC sessions?**

You can select the hour increment lengths you would like to request from the homeowner. Options include 1, 4, 12, 24, 48 and 72 hours. The 48 and 72 hours options should only be used in situations where you may need to request multiple dealer remote configuration sessions from the homeowner over a few days to resolve issues that require extended observation and/or adjustments.

- **What will a homeowner see when a DRC session is requested?**

The homeowner will see the following message “<Dealer Name> is requesting remote access to “<customer’s thermostat name>” until X day of the week, XX:YZ a.m./p.m.” You will have three scripted responses to choose from (or you can customize your own). This entire message will appear on the thermostat screen, Nexia Home account, and mobile app when you send the homeowner an access request.

- **What will a homeowner see when a DRC session is in session?**

The homeowner will see a message in the top bar of their thermostat that blinks “Remote Access Enabled” during the DRC session. The message will be removed once you close the DRC session or time expires.