



AUGUST 30, 2019

Nexia Diagnostics Registration Steps

In order to view data in Nexia Diagnostics, remember the following steps:

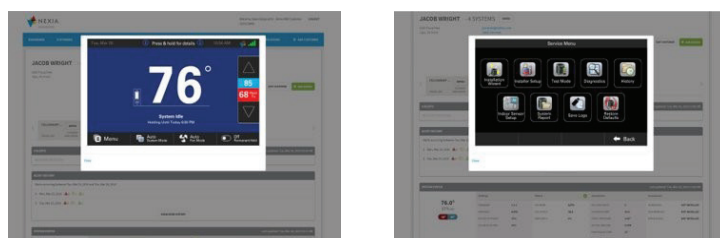
1. Install a communicating Nexia-enabled 824, 850 or 1050 connected control.
2. Connect the communicating connected control to the homeowner's Wi-Fi.
3. Don't forget to enter in the dealer code when prompted during the commissioning of the control.
4. Assist the homeowner to create a Nexia account at MyNexia.com or download the Nexia app* to the customer's mobile device.
5. Record the serial number or AUID of the installed control and then register the device in the dealer's Nexia Diagnostics account (remember to enter the homeowner's name and full address).
6. You're set to view 30 days of HVAC system performance.

*The Nexia app can be downloaded from the App Store, Google Play or Windows store.

The ability to view and adjust settings in Nexia Diagnostics provides dealers with more access and the capability to proactively service, configure and diagnose customers' HVAC systems to ensure optimal performance.

With DRC, remotely view and adjust customers' connected controls

Trane announces the feature release of Dealer Remote Configuration (DRC) in Nexia Diagnostics.



The new feature enables dealers to request remote access to their customers' Trane connected controls. Once homeowners grant permission, dealers can remotely view and adjust screens within the control to improve customer experience, reduce callbacks, and prevent unnecessary truck rolls – all resulting in improvements to the bottom line and operational efficiency. Dealers will be able to access the following functions:

- Adjust set points, configurations and scheduling screens
- Update zip code
- Service Menu screens
- Thermostat reboots
- Confirm and/or adjust post-install or service appointment configurations

Additional training on how to use the DRC feature is available at <https://ircohvac.wistia.com/medias/3u8v3upd7q>.

PRODUCT MANAGER

Christina Cho

✉ Christina.Cho@irco.com

