



Adding a Customer in Nexia Diagnostics

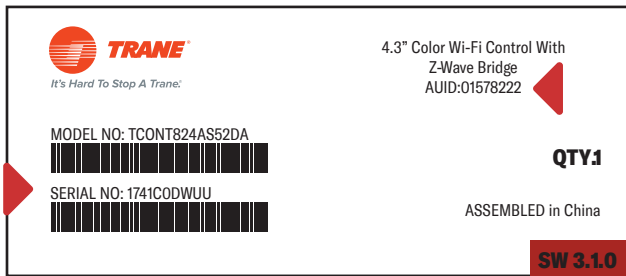
STEP #1

Locate Customer Information

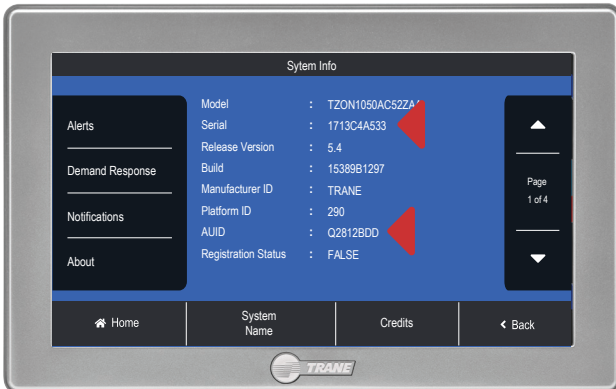
Locate information for the customer you would like to add to Nexia Diagnostics. You will be asked for:

- First Name
- Last Name
- Address
- Phone Number
- Email (Optional)
- Device AUID # or Serial # for the 724, 824, 850, or 1050 Control (950 requires AUID)

Note: Connected control must be connected to the internet to use Serial Number.



(Rendering Shown Above) Thermostat Box Label



(Rendering Shown Above) Thermostat "System Info" Screen

STEP #2

Access Nexia Diagnostics

There are three major ways to access Nexia Diagnostics:

1. Through ComfortSite



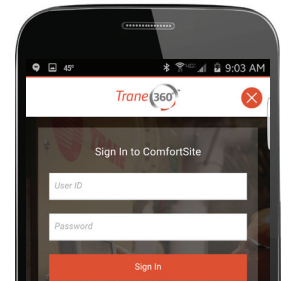
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2. Through the following web address using ComfortSite credentials:

<https://diagnostics.mynexia.com>

3. Through Trane360°

(Shown Right)



SEE PAGE 2 FOR THE LAST STEP

Adding a Customer in Nexia Diagnostics



STEP #3

Adding a New Customer[^]

Enter in the Customer's information:

- In the "ADD CUSTOMER" box, enter the customer's First Name and Last Name
- Be sure to enter in the customer's address for Alert mapping.
(Phone #, Email, and NOTES are optional.)
- Click "SAVE"
- Next, click the green box "+ ADD SYSTEM"
- In the "ADD SYSTEM" box enter in the AUID or Serial # (Notes are optional)
- Click "SAVE"

✔ YOU'RE DONE!

The customer is successfully added to Nexia Diagnostics and will appear on the customer page.

📣 Did you know?

Following Step 3 will also take care of an "Unassigned System" in Nexia Diagnostics!*

^NOTE: Dealers have the choice of registering a system to their Nexia Diagnostics account using the serial number or the AUID:

• For convenience, you can now link customer accounts with serial numbers, not just AUID numbers. Connected control must be connected to the internet to use Serial # • This functionality improvement is available on 824, 850, and 1050 thermostats. Requires Firmware v3.3 or above. New stats have 3.1. Wait 24 hours for firmware update, or enter using AUID. • For the 950, the serial # function does not apply. They can only be registered by AUIDs. (The serial # will not appear in Nexia Diagnostics.)

^NOTE: Now any connected control with a dealer code set will automatically be pre-registered to the Dealer's Nexia Diagnostics account:

• Entering the dealer code (primary phone number – no spaces, dashes, etc.) during installation on the thermostat will add the control to your account as an [unassigned system]