NEXIA™
HOME INTELLIGENCE

Nexia™ Home Intelligence Installation and Account Set Up

TRANE
It's Hard To Stop A Trane.®

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INTRODUCTION

If you have never installed a Nexia-compatible connected control before, the idea of working with Z-Wave modules and Wi-Fi routers may sound intimidating. The fact is, it's a lot simpler than you think. You just have to be familiar with all of the steps involved and make sure you have everything you will need on hand before you start the job.

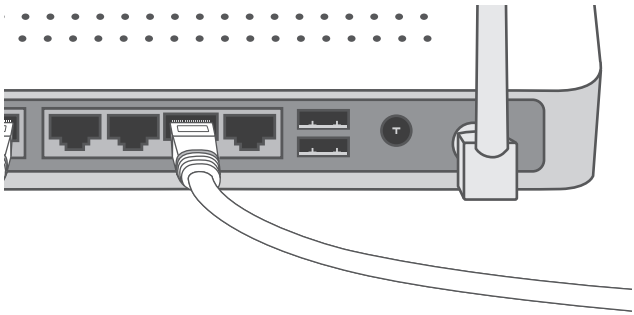
This handy guide will walk you through every step, from start to finish. It will tell you what to do and what to avoid. Once you've completed a few successful installs using this guide, you can keep in your toolbox just as a reference. You might eventually discover you don't need it anymore. Like we said, it's a lot simpler than you think.

BE PREPARED

There are few things worse than discovering halfway through an installation that you don't have everything you need to get the job done. It adds unnecessary time to the job and doesn't send the right message to the homeowner about your business. That's why we strongly suggest that you make sure have the following items in your truck or toolbox before every installation.

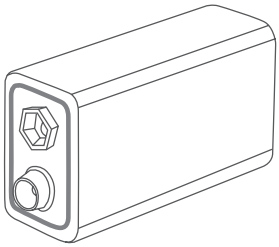
(RJ-45) ETHERNET CABLE

This is the cable that connects the Nexia Home Bridge to the customer's router. Although a 3-foot cable is included with the Nexia Bridge and should work for average install, it's not a bad idea to have a 10 or 12-foot cable on hand, just in case you need the extra length.

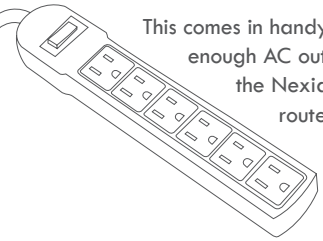


FRESH 9V BATTERY

You will need this to enroll Nexia enabled products with the Nexia Home Bridge. New, unused batteries last for several years, so it pays to have one or two spares on hand.



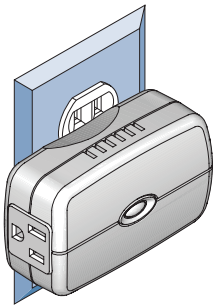
POWER STRIP WITH SURGE PROTECTION

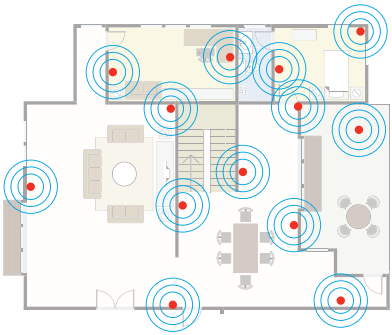


This comes in handy if the homeowner does not have enough AC outlets available to accommodate the Nexia Home Bridge, AC power adapter, router, and other essentials. The surge protector also helps protect delicate electronics against power surges.

TWO OR THREE Z-WAVE APPLIANCE MODULES

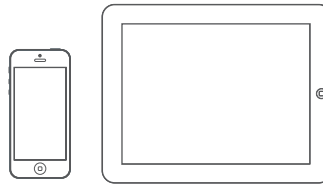
Depending on the size and construction of the home, you may need to add a few appliance modules to act as repeaters—modules that expand and strengthen the Z-Wave network inside the customer's home.





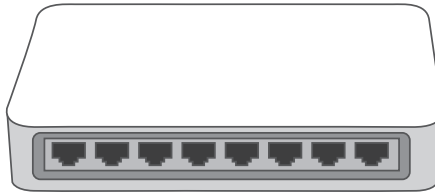
SMARTPHONE OR TABLET

A Wi-Fi-compatible mobile device is handy for verifying the name of the homeowner's Wi-Fi network (SSID) and that the customer's router is actually sending and receiving messages over the Internet. It's also great way to demo your own home and show the homeowner how you use Nexia Home Intelligence.



ETHERNET SWITCH

You may discover that the homeowner's router has no free RJ-45 ports available, in which case you will need to connect an Ethernet switch that adds more ports. (Please refer to the Glossary for more details.)



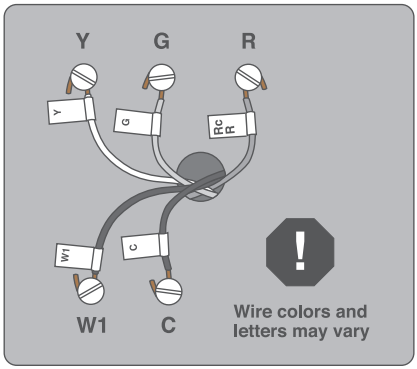
INSTALL TRANE COMFORTLINK™ CONTROL

Trane ComfortLink Control

1 PHYSICALLY INSTALL AND SET UP THE CONTROL.

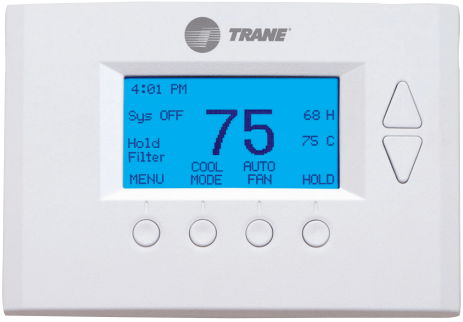
Install and wire new control.

Please refer to the printed ComfortLink installation guide packaged with the control if you need specific instructions.



Manually set-up the control.

Set basic menu settings on the control, such as mechanical settings, date/time, etc. Refer to the printed ComfortLink installation guide if you need specific instructions.



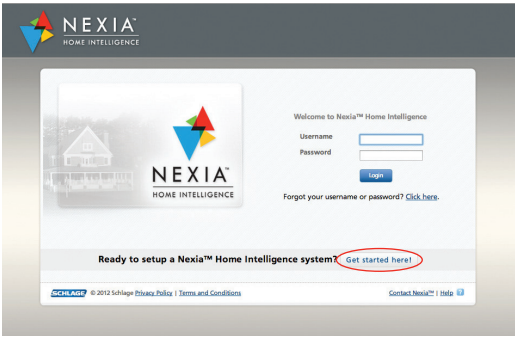
2 SET UP NEXIA HOME INTELLIGENCE HOMEOWNER ACCOUNT.

We recommend that the homeowner complete these simple steps with your help and guidance to confirm that each step is done correctly.

Note: You must set up the user account **before** you connect the Nexia Home Bridge.

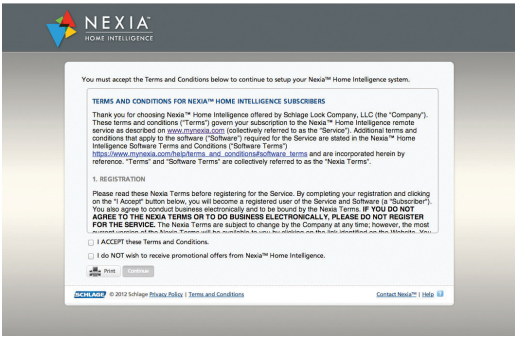
1. Create a Nexia Home Intelligence Account.

Visit www.mynexia.com on the homeowner's computer. Click **Get started here.**



2. Accept the Terms and Conditions.

Have the homeowner accept the terms and conditions. **Note: This is a legal requirement.** Do not accept the terms and conditions on the homeowner's behalf.



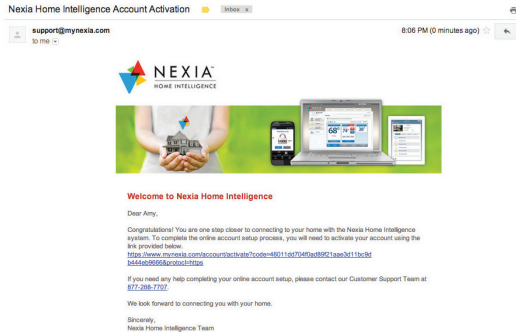
3. Fill in the Account/Purchase information screen.

Enter the requirement information on the account setup page. Be sure to enter the homeowner's e-mail address. The Nexia portal will send a confirmation e-mail to this account. The customer must acknowledge receiving this confirmation to complete the account setup.

4. Confirm receipt of confirmation e-mail.

Ask the homeowner to log into their e-mail account to retrieve the confirmation e-mail.

Open the confirmation e-mail and click the link inside the e-mail to confirm the account set up.



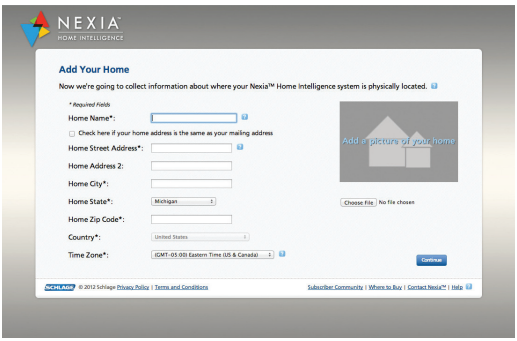
5. Log in to the homeowner's Nexia account.

The e-mail link will take the homeowner back to the account login page. The homeowner must enter the username and password they chose during account setup.

6. Enter Information For Customer Home.

1. Create a name for the home. This is what will appear when the homeowner logs in to their account. If the homeowner has multiple properties on their Nexia account, give each property a different name. The homeowner can then switch between properties based on their names. (**TIP:** Ask the homeowner what they want to name their house or put in a temporary name and they can change it later under "edit home".)

2. Enter the home address. This information will be securely stored and is only to help customize the Nexia system based on the homeowner's location. For example, the homeowner can schedule activities triggered by sunrise and sunset based on their home's location.



3c ADD PRODUCTS TO THE HOMEOWNER'S ACCOUNT.

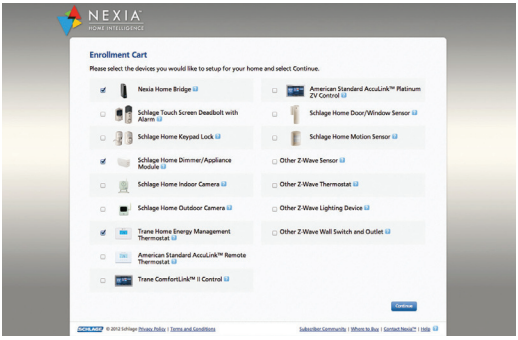
Enroll devices in the Enrollment Cart.

The enrollment cart shows the device that can be added

to the Nexia system. Hover your mouse over the blue question mark boxes for more information.

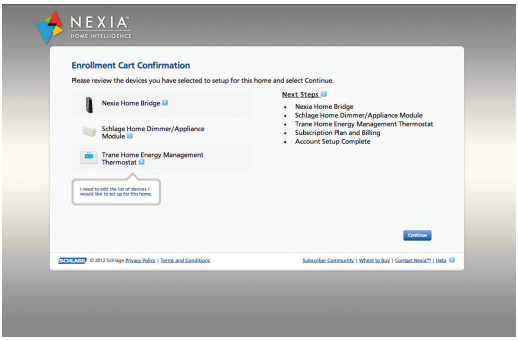
Select the appropriate products to enroll:

1. Select the Bridge.
2. Select the ComfortLink control.
3. Select any other devices you wish to add at this time. (We strongly recommend that you include an appliance module with all systems. This strengthens communications from the Bridge to the control by repeating the signal.)
4. Click **Continue**.



Confirm enrollment.

1. Review the list of items you have selected in the enrollment cart.
2. Confirm that the list is correct.
3. Click **Continue**.
4. Review the "Getting Started" overview list.
5. Click **Continue**.



3b ADD THE NEXIA HOME BRIDGE.

Add the Nexia Home Bridge to the homeowner's Nexia account.

TIP: The next steps must be followed exactly as written. **Before continuing**, make sure that there is an available router port for the Bridge Ethernet cable, and an available outlet for the Bridge power supply.

1. Follow the onscreen instructions provided on the Nexia setup screen.

2. Enter the Nexia Home Bridge's MAC ID, which is located on a sticker in the battery compartment on the bottom of the Bridge.

3. Click **Continue**.

Connect the Bridge to the wireless router.

1. Use an (RJ-45) Ethernet cable to connect the Bridge to the router, then plug the Bridge power supply into an AC outlet. (**Note:** If all LAN ports on the router are full, you will need to add a **switch**. Please refer to the Glossary for more details.)

2. Watch the status on screen as the Bridge connects to the Nexia server.

Tip: If the screen indicates the Bridge is being updated with new firmware, please allow this process to complete. Having the latest firmware will ensure all Nexia features work properly.

Successful enrollment.

View “Congratulations” screen that shows check mark by Bridge. Select **Continue** and follow onscreen prompts to enroll the control and appliance module.

A steady green light indicates successful communication with the Nexia server. A steady orange light indicates successful communication with Z-Wave modules.

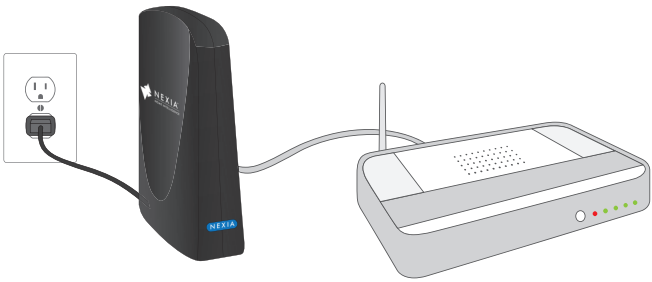
Unsuccessful enrollment.

Watch the green indicator light on the Bridge. If the green light does **not** glow continuously:

2X green blink: The Bridge cannot receive an IP address from the router. Verify the router’s “DHCP Option” is enabled. Contact your FSR, or Nexia support, if you are unsure how to check this.

3X green blink: This means the Bridge is communicating with Nexia but could not be associated with the account. In most cases, this means the MAC address was entered incorrectly. Re-type the MAC address and try again. If the problem persists, try connecting a different bridge if possible, or contact Nexia support for assistance.

If the green indicator does not blink, try the Bridge enrollment process again, after making sure the Ethernet cable is plugged securely into the router and Bridge. If this does not solve the issue, contact Technical Support at 877-288-7707.



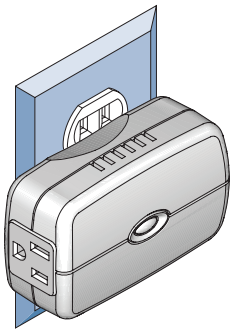
3c ENROLL THE APPLIANCE MODULE(S) AND CONTROL WITH THE NEXIA HOME BRIDGE

"Enrolling" is the process of establishing a reliable communications link between Nexia-enabled devices and the Nexia Home Bridge. Depending on the size and construction of the home, you may need to add one or more appliance modules that act as repeaters—devices that receive and repeat commands from the Bridge, expand and strengthen the Nexia network inside the home, and ensure reliable communications between the Bridge and control. We recommend that you enroll each module one-by-one to ensure that each module functions correctly before you move on to the next.

Note: Make sure the homeowner is aware of the role that appliance modules play as repeaters and that removing or relocating appliance modules may therefore affect system performance.

Step 1: Plug the appliance module into a live AC outlet.

Choose an AC outlet located approximately halfway between the Bridge and control and not blocked by large metal objects such as a refrigerator, stove, or filing cabinet. Make sure the outlet you use is always on, meaning that it can not be turned off from a wall switch.



Optional: Plug a lamp or small appliance into the module. This option will depend on whether the appliance module's primary purpose is to serve as a repeater or also to control a lamp or small appliance. An appliance or dimmer module has two outlets:

- The outlet with the Z-Wave logo can be controlled via Nexia Home Intelligence.
- The outlet without the Z-Wave logo is a standard pass-through outlet, independent of Nexia Home Intelligence.

Step 2: Enroll the appliance module into the Bridge.

1. Disconnect the Bridge from the router and AC power.

2. Insert a fresh 9V battery to power the Bridge during enrollment.

3. Carry the Bridge over to the appliance module. Hold the Bridge within 6 feet (1.8 meters) of the module you want to enroll during the following the enrollment process.

4. Press and release the + button on the Bridge.

5. Quickly double-tap the button on the appliance module.

6. Observe the indicator lights on the Bridge. The orange Z-Wave light will blink slowly, and then blink rapidly, during enrollment. Enrollment is complete when the orange light stops blinking and glows continuously.

Step 3: Confirm that the appliance module was enrolled into the Bridge.

1. Reconnect the Bridge to AC power and the router. (Remove the battery only after you have completed enrolling all devices and controls.) The Bridge will automatically update the Nexia server about the new module.

2. Watch the screen for confirmation that the appliance module has been added to the account.

Note: Browser feedback is not immediate. The online display may take up to 1 minute to change. Be sure to allow time for the browser to update. **Also remember to stay logged into the homeowner's Nexia account until you have enrolled all devices you have installed, including the control.**

Step 4: Rename the appliance module.

1. Select the new module.

2. Change the name to something descriptive of its

location and/or function; for example, “Kitchen Counter Repeater.” The homeowner can change the name later if s/he wishes.

Optional: Repeat Steps 1-4 to enroll any additional appliance modules or repeaters as necessary.

Step 5: Enroll the thermostat/control into the Bridge.

1. Disconnect the Bridge from the router and AC power.
2. Insert a fresh 9V battery to power the Bridge during enrollment.
3. Carry the Bridge over to the thermostat. Hold the Bridge within 6 feet (1.8 meters) of the thermostat during the following the enrollment process.
4. Press and release the **+** button on the Bridge.
5. Press **Menu** on the thermostat.
6. Scroll down to [**Z-Wave Install**] and press **Select**.
7. Press [**Yes**].
8. Observe the indicator lights on the Bridge. The orange Z-Wave light will blink slowly, and then blink rapidly, during enrollment. Enrollment is complete when the orange light stops blinking and glows continuously.

Step 6: Enroll the thermostat/control into the Bridge.

1. Reconnect the Bridge to AC power and the router. The Bridge will automatically update the Nexia server.
2. Return to the Nexia account setup screen to verify successful enrollment, as indicated by a checkmark next to the name of the thermostat, a confirmation message, and a prompt to assign a new name.

Note: Browser feedback is not immediate. The online display may take up to 1 minute to change. Be sure to allow time for the browser to update.

Step 7: Rename the thermostat/control.

3. Select the new thermostat.

4. Change the name to something descriptive of its location and/or function; for example, "Living Room Thermostat." The homeowner can change the name later if s/he wishes.

Step 8: Remove the 9 volt battery.

4 FINALIZE THE NEXIA ACCOUNT SETUP.

Continue the online setup process.

1. Click **Continue** on the Nexia setup screen.

2. If you have a promotion code, enter it and click **Apply**. If you do **not** have a promotion code, select **I do not have a promotion code.**

3. Select a subscription plan for the ComfortLink control.

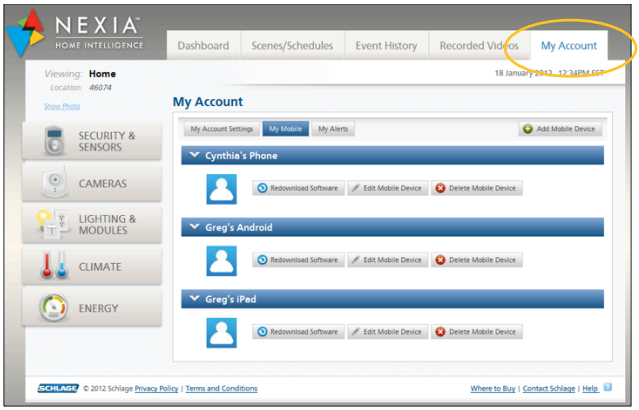
4. Check the box to **Agree to billing terms**. The homeowner will not be billed if s/he meets the requirements for a free account.

5 MOBILE APP INSTALLATION AND SETUP

The **My Mobile** section on the **My Account** page is the single place that allows users to set up Nexia remote control on their smartphones and tablet devices. Homeowners can assign any number of phones and tablets to their account.

Smartphones and tablets have dedicated free applications available for download. Platform support includes: Apple (iPhone & iPad) and Android (Phone & Tablet).

It's important for you to handle mobile app installation and setup for the homeowner whenever possible, so that the homeowner is not only aware of this feature but able to use it from day one.



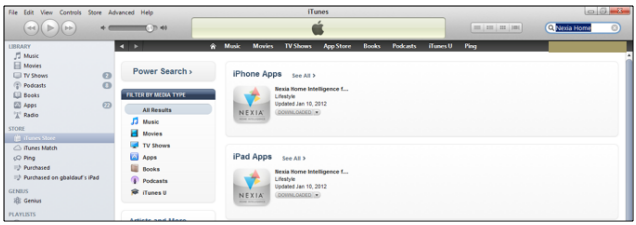
Step 1 – Download and Install the Mobile App

Download the mobile phone or tablet app to the homeowner's preferred device, as well as any other devices that will be allowed to control the system.

Apple apps are available through Apples iTunes.

1. Search **Nexia Home Intelligence** on the Apple App Store home page to find any available applications for Apple iPhone or iPad.

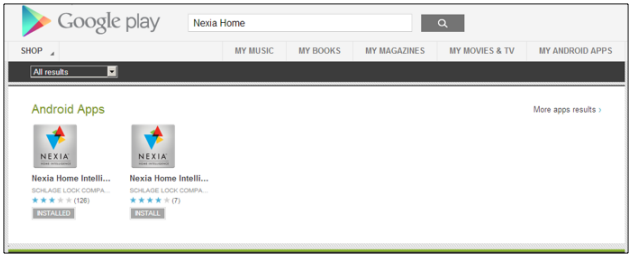
2. Click on **Install** to download the application at no charge.



Android apps are available through the Google Play Store.

1. Search for **Nexia Home Intelligence** on the Google Play Store home page to find apps for Android phones and tablets.

2. Click on **Install** to download the application at no charge.



Other smartphone users (such as Blackberry) will be sent a text message from Nexia with a web link that will allow them to download the application to their phone.

Step 2 – Activate Mobile Device in Nexia Portal

1. From the Nexia portal, click

at the top of the **My Mobile** page.

2. Enter the name the homeowner wants to assign to the phone or tablet.

3. Use the **Mobile Connection** dropdown menu to select a carrier or Wi-Fi connection. (If you select a carrier you must enter its telephone number in the **Phone** field below. If you select a Wi-Fi connection, the Phone field will disappear.)

4. Under **Devices this mobile device can control,** select all devices the homeowner wishes to control via their mobile device.

5. Click **Activate**.

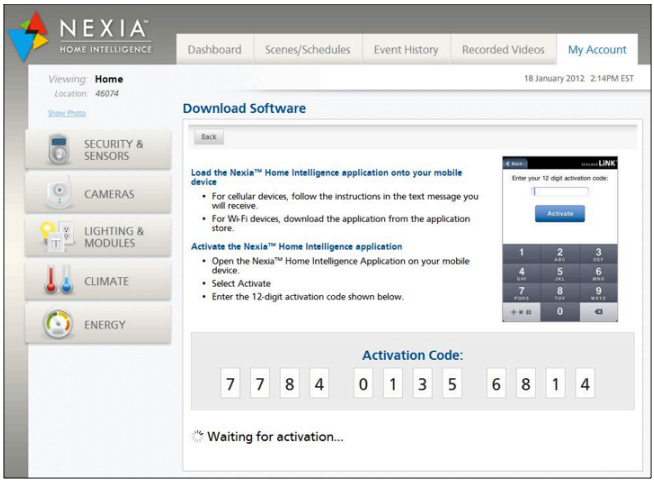
Step 3—Transfer Activation Code to Mobile Device

1. Once you click **Activate,** the Nexia portal will generate a random and unique 12-digit activation code (see example on the next page).

2. Open the Nexia app on the mobile device. Click the **Activate** button.

3. Enter the identical 12-digit activation code into the text field provide in the Nexia mobile app. It may take a few seconds for the phone to activate.

4. Once the phone activates, you will be asked to create a 4-digit PIN to enter into the mobile device every time the Nexia app is launched. **Make sure to write down whatever number you enter and leave this number with the homeowner.**



6 VERIFY THAT ALL ENROLLED DEVICES ARE WORKING CORRECTLY.

Test the appliance module(s).

Use the Nexia web portal to access each device and to turn each device on or off to confirm that it is working correctly.

Test the thermostat/control(s).

First confirm that the controls on the thermostat are working, then use the Nexia portal or app to access and adjust the thermostat. Verify that the thermostats are named correctly.

- Click on the climate tab to view the thermostat. If there is a blue setup button, or if the thermostat display is shown, then continue.

- If you see a gray setup button, wait a minute or two for information to be collected. If the button never turns blue, then a repeater (appliance module) will be needed to improve communications.

Make the following changes by using the climate page of the Nexia web portal.

- Temperature
- Run Mode
- Fan
- Schedules

Verify all changes are reflected on the thermostat itself

7 HAND-OFF THE INSTALLED NEXIA SYSTEM TO THE HOMEOWNER

Demonstrate successful installation.

Sit down with the homeowner to walk them through how to:

1. Log into the Nexia portal using either their computer browser.

2. Demonstrate that you are able to identify and control the control and any additional Nexia modules you installed.

3. Invite the homeowner to do the same. Answer any questions the homeowner may have.

4. Leave the homeowner with a simple list of instructions, tips and a number to call for questions or assistance.

INSTALL TRANE COMFORTLINK™ II CONTROL

Install ComfortLink II Control

1 PHYSICALLY INSTALL AND SET UP THE CONTROL.

Install and wire new control.

Please refer to the printed ComfortLink II Control installation guide packaged with the control if you need specific instructions.

Manually set-up the control.

Set basic menu settings on the control such as mechanical settings, date/time, etc. Refer to the printed ComfortLink II Control installation guide if you need specific instructions.

2 SET UP A WI-FI CONNECTION WITH THE ROUTER.

Here are the basic steps:

1. Enter the **Wireless Network Setup Menu** by pressing: Menu > Settings > Network > Wireless.
2. Press **Wireless On/Off** to enable the wireless radio.
3. Press the **Connect to a Network** button to choose from the list of available wireless networks.
4. Select the name assigned to the homeowner's wireless router, then press **Connect**.
5. Enter the router's network key or password using the keypad on the ComfortLink II Control.

6. When the control has successfully joined the wireless network, the name of the network will be displayed with a green dot to the left and a signal strength indicator to the right.

Refer to ComfortLink II Control Users Guide for detailed, step-by-step instructions on how to set-up a Wi-Fi connection and how to use Advanced Settings if necessary.

3 REGISTER THE CONTROL ONLINE.

Registration is required for Weather, Software Updates and linking two or more controls together. Here are the basic steps:

1. In the Network Setup screen, select **Enable Remote Services**.

2. Read and accept the License Agreement.

3. Enter the customer's e-mail address into the E-mail Registration screen, then click **Apply**. The ComfortLink II Control will connect to a remote server, which will send a confirmation e-mail with a 5-digit verification code.

4. Enter the 5-digit verification code. This will only need to be done once.

4 UPGRADE SOFTWARE/FIRMWARE.

This step is essential to ensure that that control is running the most up-to-date version of the software, with the most current features and functions.

1. Navigate to **Menu > Settings > Network**.

2. Select **Software Upgrades**.

3. Click the **Next** button on the Software Upgrade screen. (Note that the upgrade can take up to 20 minutes.)

4. Choose an upgrade option:

    a. **Check for updates on the Internet** is the default option.

b. Choose **Check for upgrades on SD card** only if you have previously downloaded the latest upgrade from the trane.com website and copied the upgrade file onto an SD card which you have inserted into the control.

5 SET THE HOMEOWNER'S ZIP CODE ON THE CONTROL.

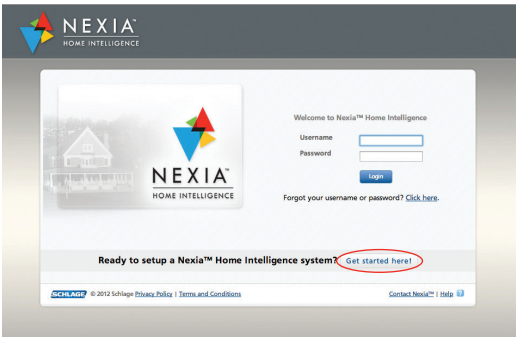
Go to the Location tab on ComfortLink II Control and enter the user's zip code. This will enable the control to display local weather conditions and local time.

6 SET UP NEXIA HOME INTELLIGENCE HOMEOWNER ACCOUNT.

If you have already completed this step, move ahead to Step 7.

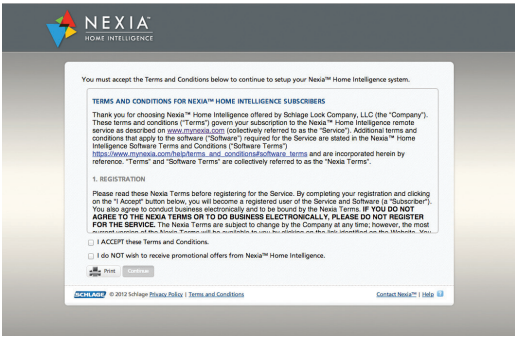
1. Create a Nexia Home Intelligence Account

Visit www.mynexia.com on the homeowner's computer. Click **Get started here.**



2. Accept the Terms and Conditions.

Have the homeowner accept the terms and conditions. **Note: This is a legal requirement.** Do not accept the terms and conditions on the homeowner's behalf.



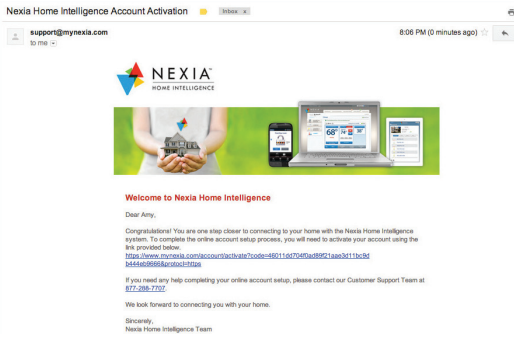
3. Fill in the Account/Purchase information screen.

Enter the requirement information on the account setup page. Be sure to enter the homeowner's e-mail address. The Nexia portal will send a confirmation e-mail to this account. The customer must acknowledge receiving this confirmation to complete the account setup.

4. Confirm receipt of confirmation e-mail.

Ask the homeowner to log into their e-mail account to retrieve the confirmation e-mail.

Open the confirmation e-mail and click the link inside the e-mail to confirm the account set up.



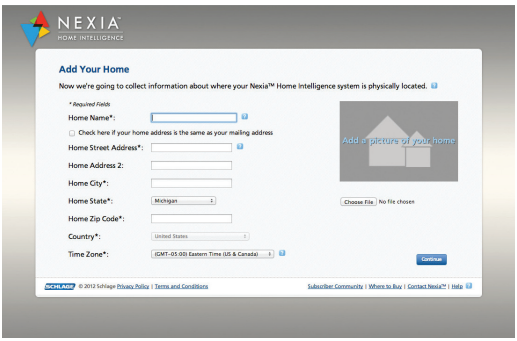
5. Log in to the homeowner's Nexia account.

The e-mail link will take the homeowner back to the account login page. The homeowner must enter the username and password they chose during account setup.

6. Enter the account information for customer home.

1. Create a name for the home. This is what will appear when the homeowner logs in to their account. If the homeowner has multiple properties on their Nexia account, give each property a different name. The homeowner can then switch between properties based on their names.

2. Enter the home address. This information will be securely stored and is only to help customize the Nexia system based on the homeowner's location. For example, the homeowner can schedule activities triggered by sunrise and sunset based on their home's location.



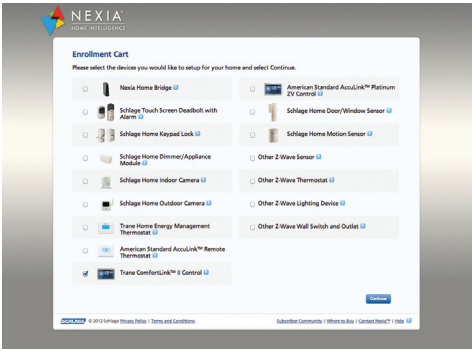
7 ADD THE COMFORTLINK II CONTROL TO THE HOMEOWNER'S NEXIA ACCOUNT.

Enroll devices in the Enrollment Cart.

The enrollment cart shows the device that can be added to the Nexia system. Hover mouse over the blue question mark boxes for more information.

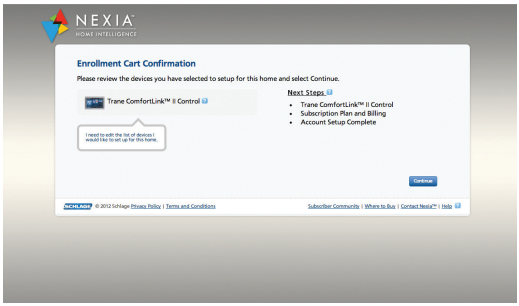
Select the appropriate products to enroll:

1. Select the Trane ComfortLink II Control.
2. Select any other devices you wish to add at this time. (Additional devices may require a Nexia Bridge.)
3. Click Continue.



Confirm enrollment.

4. Review the list of items you have selected in the enrollment cart.
5. Confirm that the list is correct.
6. Click Continue.
7. Review the “Getting Started” overview list.
8. Click Continue.



1. Enroll the control.

Make sure the control is connected to the home’s Wi-Fi network and that the firmware has been upgraded to version 2.0.3 or higher.

Follow the on-screen instructions on the control. **Menu > Settings > Network > Enroll Nexia Home Intelligence.**

Enter the PIN provided on the Nexia account screen into the control.

Select **Next** on the control.

Select **Next** on the computer screen to continue.

Click **Continue** on the computer screen. Watch the screen as Nexia enrolls devices.

2. Name the control.

If the device was successfully enrolled and added to the homeowner’s Nexia account you will see a

Congratulations screen and a prompt to assign a name. The homeowner can change the name later if ws/he wishes.

Note: Use a name that is short but self-explanatory as to location and function; for example: *Living Room Lamp Module* or *Master Bedroom control*.

To change the name of the controls and zones shown in the portal, the names must be changed on the hardware itself.

On the control, tap **Help > About.**

3. Optional: enroll additional controls.

If the home requires more than one control, repeat Step 1 and 2 above to enroll additional controls.

8 FINALIZE ACCOUNT SETUP

1. Finalize account setup.

Click **Continue** on the account setup screen to finalize account setup.

2. Promo code and billing.

Continue the online setup process.

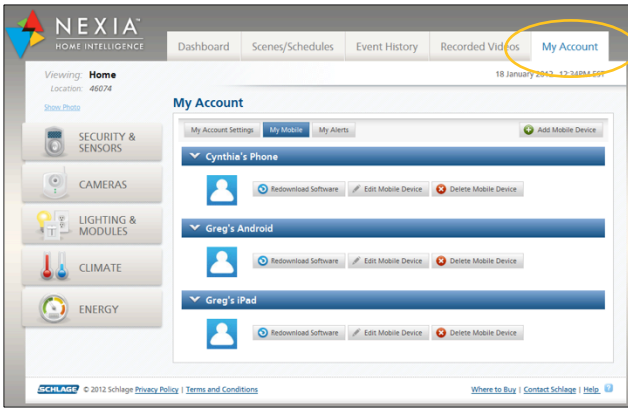
1. Click **Continue** on the Nexia setup screen.
2. If you have a promotion code, enter it and click **Apply**. If you do **not** have a promotion code, select **I do not have a promotion code.**
3. Select a subscription plan for the control.
4. Check the box to **Agree to billing terms**. The homeowner will not be billed if s/he meets the requirements for a free account.

9 MOBILE APP INSTALLATION AND SETUP

The **My Mobile** section on the **My Account** page is the single place that allows users to set up Nexia remote control on their smartphones and tablet devices. Homeowners can assign any number of phones and tablets to their account.

Smartphones and tablets have dedicated free applications available for download. Platform support includes: Apple (iPhone & iPad) and Android (Phone & Tablet).

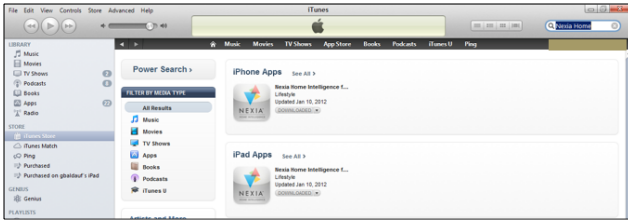
It's important for you to handle mobile app installation and setup for the homeowner whenever possible, so that the homeowner is not only aware of this feature but able to use it from day one.



Step 1 – Download and Install the Mobile App

Download the mobile phone or tablet app to the homeowner's preferred device, as well as any other devices that will be allowed to control the system.

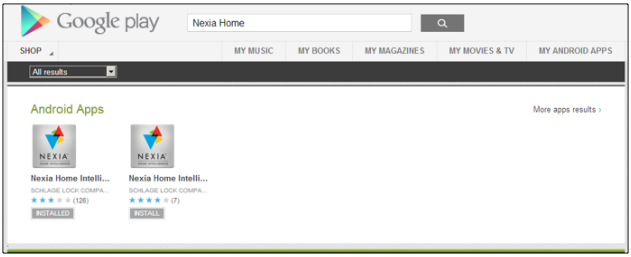
Apple apps are available through Apples iTunes.



1. Search **Nexia Home Intelligence** on the Apple App Store home page to find any available applications for Apple iPhone or iPad.

2. Click on **Install** to download the application at no charge.

Android apps are available through the Google Play Store.



1. Search for **Nexia Home Intelligence** on the Google Play Store home page to find apps for Android phones and tablets.

2. Click on **Install** to download the application at no charge.

Other smartphone users (such as Blackberry) will be sent a text message from Nexia with a web link that will allow them to download the application to their phone.

Step 2 – Activate Mobile Device in Nexia Portal

1. From the Nexia portal, click

at the top of the **My Mobile** page.

2. Enter the name the homeowner wants to assign to the phone or tablet.

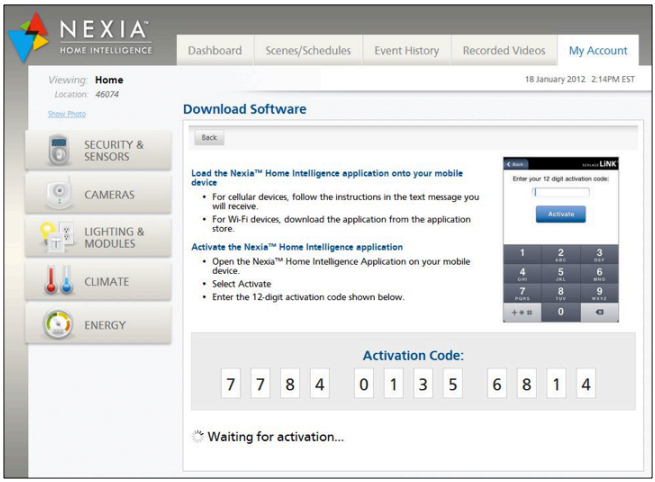
3. Use the **Mobile Connection** dropdown menu to select a carrier or Wi-Fi connection. (If you select a carrier you must enter its telephone number in the **Phone** field below. If you select a Wi-Fi connection, the Phone field will disappear.)

4. Under **Devices this mobile device can control**, select all devices the homeowner wishes to control

via their mobile device.

5. Click **Activate.**

Step 3—Transfer Activation Code to Mobile Device



1. Once you click **Activate,** the Nexia portal will generate a random and unique 12-digit activation code (see example above).

2. Open the Nexia app on the mobile device. Click the **Activate** button.

3. Enter the identical 12-digit activation code into the text field provide in the Nexia mobile app. It may take a few seconds for the phone to activate.

4. Once the phone activates, you will be asked to create a 4-digit PIN to enter into the mobile device every time the Nexia app is launched. **Make sure to write down whatever number you enter and leave this number with the homeowner.**

10 CONFIRM THAT THE DEVICES ARE WORKING CORRECTLY.

Test control(s)

Test using the control buttons, then test using the mobile app/web portal.

Make the following changes by using the climate page of the Nexia web portal.

- Temp
- Run Mode
- Fan
- Schedules

Confirm all changes are reflected on the control itself.

11 HAND-OFF THE INSTALLED NEXIA SYSTEM TO THE HOMEOWNER.

Demonstrate successful installation

Sit down with the homeowner to walk them through how to:

1. Log into the Nexia portal using either their computer browser.
2. Demonstrate that you are able to identify and control the control and any additional Nexia modules you installed.
3. Invite the homeowner to do the same. Answer any questions the homeowner may have.
4. Leave the homeowner with a simple list of instructions, tips and a number to call for questions or assistance.

GLOSSARY

BANDWIDTH
A measure of how much data an Internet connection can handle at once.

BRIDGE
The product that connects all the Z-Wave devices in the home on the Nexia system to the Internet. Essentially, it "bridges" the home automation network to the Internet.

BROADBAND
An Internet connection that is able to simultaneously send and receive high volumes and multiple types of signals and data.

BROWSER
a.k.a. "Web browser" or "Internet browser"; an application designed for displaying and playing back multimedia Web content such as text, graphics, audio, and video. It can also provide links to other Web content and allow interactivity in the form of accepting and reacting to user input.

ENROLL
The process of establishing a communications link between a Z-Wave device and the Nexia Bridge.

ETHERNET
A computer electronics industry standard protocol (IEEE 802.3) for local area network (LAN) communications. An Ethernet cable has an industry-standard RJ-45 connector and is used to connect devices such as computers, routers, and printers to a computer network.

FIREWALL
A program or set of programs that either protect private network resources from being accessed by external users or limit internal users from access to external networks.

HTTP
A protocol used to request and transmit files, especially webpages and webpage components, over the Internet or other computer networks.

INTERNET
The global network of public computers that communicate via the Internet Protocol. The Internet supports the public World Wide Web (WWW) as

well as many private corporate intranets, private home LANs, and special-purpose client/server software systems.

INTERNET PROTOCOL (IP)

The most common protocol for how digital data are transmitted and received over computer networks. Data travels over an IP-based network in the form of packets. Each IP packet includes both a header (specifying source, destination, and other information about the data) and the message data itself.

INTERNET SERVICE PROVIDER (ISP)

A company that provides Internet access to home and business customers. ISPs typically differ based on the physical medium they use to transmit and receive digital data. For example, some ISPs use coaxial cables while others use fiber-optic cables.

IP ADDRESS

A unique number sequence (for example: 172.16.254.100) that identifies each device participating in a computer network that uses the Internet Protocol. IP addresses identify a digital message's origin and destination.

LAN

Local Area Network; the network of computers and other devices inside a home or office that connects to the Internet (Wide Area Network or WAN).

LINE-OF-SIGHT

The maximum open-air, unobstructed distance at which Z-Wave devices are able to send and receive radio communications.

LOW-POWER RADIO WAVES

Radio waves that have relatively weak signals and are therefore effective only over short distances.

MAC ID

A unique, hardware-based identifier that differentiates between connected users on a network. Each Nexia Bridge has an assigned MAC ID. You can find this number on the sticker inside the battery compartment.

MESH NETWORK
A type of Local Area Network (LAN) where each node (a Nexia module for example) communicates directly with each of the others, or where some nodes communicate with all nodes while others communicate only with the most active nodes. Nexia Home Intelligence is based on a mesh network.

MOBILE APP
A software application that is specifically designed to run on a mobile device and a touchscreen interface. Mobile apps are typically purchased and downloaded online, from **app stores**.

MOBILE DEVICE
A computing device, such as a smartphone or tablet, that is designed primarily for handheld use and operated through a touchscreen interface rather than a standard keyboard, mouse, or touchpad.

NETWORK
A group of interconnected computers and other devices that are able to share software and hardware resources between many users.

NOTIFICATIONS
An email or text message sent by the Nexia Home Intelligence system to a consumer's smartphone or email account notifying them of a particular action taking place inside their connected home. (Example: receive a text when someone arrives at the house or if the temperature is out of range).

OPERATING SYSTEM
The fundamental programming that tells a computer how to function. As such, it serves as the interface between the hardware (keyboard, monitor, disk drives, etc.) and software applications such as spreadsheets, word processors, and web browsers.

PORT
An opening on the rear of a router, switch, or Nexia Home Bridge that accepts a standard (RJ-45) Ethernet cable.

REPEATER
A device that extends the range of a Z-Wave radio signal by receiving the signal and re-transmitting it. To

be effective, repeaters must be placed within range of the original signal. An example is an appliance module, dimmer module, or any powered Nexia-enabled device. Z-Wave supports up to 4 “hops.” Example: Bridge > Light Module > Light Module > Light Module > Control.
The best performing Z-Wave networks have 2 or 3 options to reach a product. The average home may require one repeater.

RF
Radio Frequency; a method used for wireless communication.

RJ-45
The standard Ethernet cable connector; looks similar to an RJ-11 telephone connector but houses eight wires instead of four.

ROUTER
A device that accepts multiple connections—wired and wireless—and allows them to use the same external IP address (meaning the IP address seen by other computers on the network).

SD CARD
Secure Digital (SD) card; a small, flat, digital storage device that’s about the size of a postage stamp and the thickness of a coin. SD cards are commonly used in digital cameras to store still and video images.

SECURE/UNSECURED NETWORK
In general, a secure network is one that limits access by requiring a username and password. It may also use other methods, such as data encryption and firewalls. An unsecured network is one that is available for public access.

SWITCH
A device that connects several computers, printers, or other network devices to a single network source, such as a router. You may need to connect a network switch to a router if all the ports on the router are already connected to other devices. Unlike a router, the network switch does not connect one network with another; it simply adds new ports to an existing network.

SSID
The abbreviation for **S**ervice **S**et **ID**entifier. An SSID is a case sensitive, 32 alphanumeric character, unique identifier attached to data sent over a wireless local-area network (WLAN). It acts as a password when a wireless device tries to connect to a wireless network.

USB
Universal Serial Bus; an industry standard protocol for communications between computers and external devices such as disk drives, printers, and scanners. Depending on the device, a USB cable can also carry a low-voltage current that can power and/or recharge the device.

USER INTERFACE
The set of commands or menus through which a user communicates with a program or the physical buttons, levers, switches, etc. by which a user controls or adjusts a physical device.

WI-FI
The name of a wireless networking technology that uses radio waves to provide high-speed network and Internet connections.

128 AES ENCRYPTION
A standard for encrypting digital data to prevent unauthorized use.

WORLD WIDE WEB (WWW)
A computer network that consists of a collection of Internet sites that offer access to multimedia resources via the hypertext transfer protocol (HTTP).

WAN
Wide Area Network; an established network that encompasses computers in more than one specific geographical area.

Z-WAVE
A wireless communications protocol designed for remote control of devices in residential environments. It uses a low-power RF radio installed or retrofitted into home electronics devices and systems, such as climate control, home access control, lighting, and household appliances.

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