



Nexia Home Intelligence Frequently Asked Questions

1. What is home automation?

Technology has allowed us to connect to multiple facets of our daily life—and that includes our homes. A home automation, or connected home, system connects electronic home products to Internet-enabled devices so you can access them remotely.

2: What is Z-Wave?

Z-Wave is a next-generation wireless technology that allows virtually any electronic device in your home to communicate via low power radio waves that travel through walls, floors and cabinets.

3: Why was Z-Wave chosen for Nexia™ Home Intelligence?

Because Z-Wave is used by many of manufacturers that make products for the home, it was the ideal choice for Nexia. Z-Wave allows Nexia to work with products from a number of different brands, rather than a proprietary system of products we control. Additionally, Z-Wave has great range, low susceptibility to interference from other wireless devices and operates on very low power. And, because Z-Wave is a “mesh network,” the network gets stronger when more Z-Wave devices are added to the system, which is ideal for accommodating all sizes and shapes of home layouts and environments.

4: What exactly does Nexia allow you to do?

Nexia allows you to access, monitor, and control smart products in your home all from your smartphone, tablet, or computer. With Nexia, you can easily make your products work together to improve the comfort, efficiency, and security of your home.

Nexia keeps you informed about what's happening in the home:

- Activity or motion – when door/window or motion sensors detect activity
- Door access – anytime anyone enters a door code or if a door has been left unlocked
- Tamper alerts – if the wrong lock code is entered or activity is detected at the door

- Low battery reminders – when the batteries in door locks are running low
- Furnace filter change reminders – when it is time to change your HVAC filter
- Temperature alerts – if the temperature is out of range
- Smoke or Carbon Monoxide detection – anytime these deadly dangers are detected in your home
- Water leaks – if a pipe burst or there's a leak in prone areas like the basement or kitchen

Nexia helps you stay connected and in control even when away:

- Schedule lights to come on at sunset so you arrive to a safe, well-lit home
- Adjust thermostat – before you get home so you always arrive to a comfortable home
- Create secure access code for housekeeper or guest when you can't be there
- Lock the door from across town or across the country
- Schedule the garage door to close every night at 7pm to be sure your house is secure

5: What are some of the benefits of using Nexia Home Intelligence?

Nexia Home Intelligence helps you stay connected to what matters most to you. Unlike competing systems, Nexia is more than a product with an app. Instead, Nexia has an app that controls multiple products – one app, countless products. That's the beauty of Nexia – it brings together all of the connected products in your home so that you can manage them remotely from a single app on a smartphone, tablet or computer.

Key benefits of the Nexia system include:

- **Future-ready platform** that allows you to customize your home with a wide range of products from today's most innovative home brands
- **Scalability** so the system can be expanded over time
- **Automatic updates** on new features and ways to control the home
- **Affordable price** so subscribers can have the benefits of home automation without the cost of legacy or heavily customized systems
- **Subscriber support** based in the U.S. to help you get the most out of your system

6: Is Nexia difficult to install?

Nexia is a true do-it-yourself system. Setting up the system in a home requires the same technical skills as setting up a computer and wireless router. In fact, they take pride in the fact that compared to most home automation systems, Nexia is simple to set up and install. They provide step-by-step account setup wizards, installation videos, and reference documents to help you through the process.

If you have any questions, you can call their subscriber support team at 1-877-288-7707 for assistance.

7: What do I need to set-up Nexia?

Nexia Home Intelligence is smart enough to make setup simple. What you need to get set up:

- Active broadband internet connection
- Router with at least one available port* (not necessary with the new Trane XL824 or American Standard Gold XV thermostats)
- Computer with internet access for initial setup
- A compatible smartphone or tablet in order to use your mobile devices for remote features
- Nexia Bridge or Trane XL824 thermostat or American Standard Gold XV thermostat

8: How can I use Nexia to make my home more energy-sufficient?

Nexia can help you manage and reduce your consumption. Here are a few examples:

- Program thermostat to adjust the temperature while you are gone (Trane Home Energy Management Thermostat)
- Use motion sensors to turn lights off and on (Schlage Home Motion Sensor + Schlage Home Dimmer Module)
- Turn off unwanted lights after you are gone (GE Z-wave Light Switches)
- Adjust thermostat from phone so you come home to comfortable house (American Standard Silver XM control)

9: How can I use Nexia to make my home more secure?

Nexia gives you peace of mind when it comes to safeguarding your home and the people and possessions in them. With a Nexia Home Bridge and Nexia subscription, you can:

- Receive text or email alerts when codes are entered in lock (Schlage Home Keypad Lock or Touchscreen Deadbolt)
- Create an automation that triggers the camera to record video if activity is detected at the door (Schlage Home Keypad Lock or Touchscreen Deadbolt + Schlage Outdoor Camera)
- Schedule lights to come on when you are gone or when it is dark to give your home that "lived-in look" (GE Z-wave Light Switch)
- Schedule your garage door to close every night at the same time or set your garage door to close when your code is entered in the front door lock (Linear Garage Door Control + Schlage Home Touchscreen Deadbolt or Keypad Lock)

- Schedule lights to turn on before coming home so you always enter a well-lit house (GE Z-wave Light Switch or Schlage Home Dimmer Module)
- Receive text or email alert when activity is detected (Schlage Home Motion Sensor + Schlage Home Door/Window Sensor)
- Create an automation to have lights turn on and camera record video of activity is detected while you are gone (Schlage Home Indoor Camera + Schlage Home Motion Sensor + GE Z-wave Light Switch)
- Review event log of who is accessing lock so you always know who is coming and going (Schlage Touchscreen Deadbolt)
- Schedule lock access codes for housekeeper or service people to only be active at specific times (Schlage Touchscreen Deadbolt)

10: How much does Nexia cost?

The average Nexia system costs less than a few hundred dollars to get started. You can start small with a couple of products and then grow your system over time. The Nexia Home Bridge is \$59.99 and is the hub of the home. Subscribers pay \$9.99 per month for remote access and can control over 200 products on one account.

We want consumers to have choice and flexibility. That's why there are no cancellation fees or long-term contracts. If at anytime you choose to cancel your subscription, all of the products you purchased will still work in your home—you just won't be able to access them online from your smartphone, tablet, or computer. Since Z-wave is a leading home automation standard technology, many of your Nexia-enabled products will work on other home automation systems.

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