



P R O L I P H I X

Proliphix

Remote Management

Setup Guide



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1. Intended Audience

The Remote Management Setup Guide is intended to be read by customers who are **NOT** Authorized Proliphix Installers/Dealers. If you are an Authorized Proliphix Installer, please refer to the *Proliphix Installer Remote Management Guide*.

This Setup Guide is **ONLY** intended for customers who have purchased the Basic Series (NT10e or NT20e) Proliphix Network Thermostats directly from an online retailer or through a catalogue distributor and wish to install the product and provision the Remote Management Service themselves.

The intended reader/customer should have a good working knowledge of data networking principles. They should have had prior experience establishing a local area network in their home or office which would include connecting patch panels and switches as well as configuring features on their firewall router.

If you are uncomfortable with provisioning the Remote Management Service yourself, please contract with an authorized Proliphix Dealer to perform the configuration. If you would like information on where the closest Proliphix Authorized Dealer is located, please contact Proliphix at 866 IP-LIVING. Please refer to the Customer Assistance section at the end of this Guide.

! Note !



If a VPN is used to access your thermostats remotely, they will appear to reside on your "local" network. You will therefore not need to control them through the Proliphix Remote Management Service via the Proliphix web site. However, email notification due to alarm conditions will NOT be available with VPN use.

2. Remote Management

The Proliphix Network Thermostats were designed specifically to communicate directly over the Internet using the Internet Protocol (IP). This capability allows the user to securely access, manage and control their thermostats from anywhere in the world with the use of common web browser.

To provide this Remote Management capability, Proliphix has invested significantly to develop a software application running on a secure and highly reliable web server which intercommunicates to registered Proliphix Thermostats on a periodic interval to ensure that each thermostat is “reachable” by any web browser throughout the internet.

This Remote Management Server Software provides user authentication, IP address independence and email alarm notification. In Figure 1 below, a user on a web browser somewhere accessible to the Internet, logs onto the Proliphix web site. After the user has authenticated as a registered Proliphix thermostat owner, the server communicates to the thermostat to open a secure channel between the user’s web browser and the desired thermostat. Communication between the user and their thermostat can then be invoked by the user through the Remote Management GUI. The user simply clicks on links in the browser to access his/her thermostats with no knowledge of IP addressing.

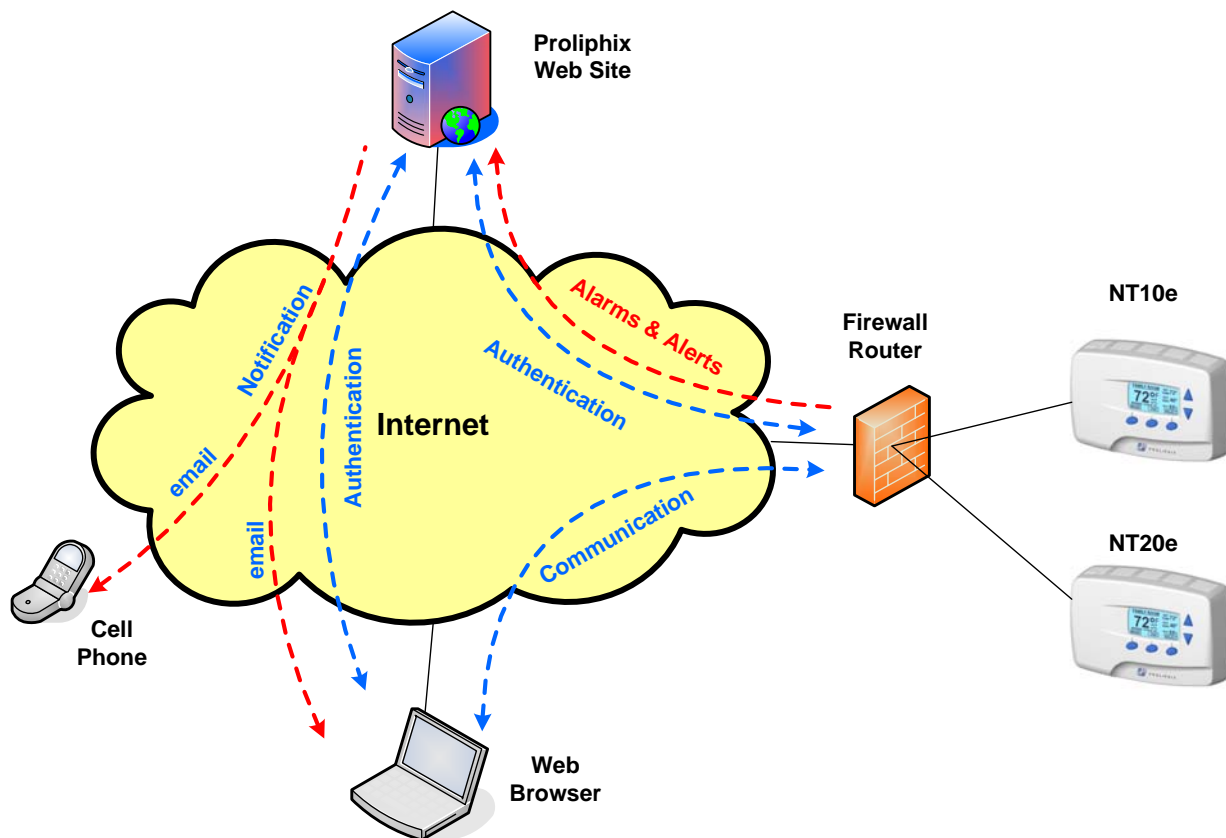


Figure 1 – Remote Management and Control

Additionally, alarms or alerts detected at the thermostats are communicated immediately to the Proliphix Remote Management Server for processing. Notification of these alarms and exception conditions are then communicated to the user (or their agents) via email to either their cell phones or standard email accounts.

3. Administration

As an owner and end-user of the Proliphix Internet-enabled Network Thermostat, you may administer your personal Remote Management Service by performing the following steps;

1. Product Registration

You must repeat the following steps for every thermostat.

2. Initial Thermostat Configuration
3. Router Configuration
4. Final Thermostat Configuration

After you have completed the provisioning of your Remote Management Service for all of your thermostats, please consult the *Proliphix Remote Management User Guide* for instructions and details on managing your thermostats.

3.1. Product Registration

As a new owner and end-user of the Proliphix Internet-enabled thermostat, you need to register with Proliphix so that an account can be established in your name and a unique Customer Identifier (ID) can be administered to you for access to your thermostat(s) over the Internet.



You need to register only once with a single valid serial number retrieved from the NT10e or NT20e thermostat device. All other thermostats will self identify themselves to the Proliphix Server Software if the Proliphix assigned Customer ID is set in each one (see below).

1. Proceed to the Proliphix Web Site (www.proliphix.com)
2. Continue to the Remote Management page under Standard Products
3. Click on the Product Registration.
4. Complete the form by filling in all the required fields.
5. Press **Submit**.

An automatic email reply from submitting the account information will be sent by Proliphix immediately after receipt. The email will state confirmation of the account information and that an account will be established within 24 hours.

After Proliphix establishes an account, an Account Confirmation email will be sent to the user with the following information;

- a. A unique Customer ID.
- b. An initial username (*default will be the Customer ID*).
- c. An initial password (*random*).

3.2. Initial Thermostat Configuration

After you have registered your thermostat but prior to configuring your router, you should set some basic parameters in your thermostat if you have not already done so. If you have followed all the directions for Quick Setup within your *NT10e and NT20e Configuration Guide* you will have completed the following steps;

1. Access the General Settings Page through the TMI (See *NT10e and NT20e Configuration Guide*).
2. Enter a meaningful Zone Name.
3. Press **Submit**.

4. Access the Network Settings Page through the TMI.
5. Set the IP Address Method to **Static**.
6. Select a unique IP address, Subnet Mask, Gateway address and HTTP port number.
7. Press **Submit**.

8. Access the Remote Access Page through the TMI.
9. Enter a meaningful Site Name (could be the name or location of the property).
10. Press **Submit**.

3.3. Router Configuration

Your local router must be configured to accept communication from the Proliphix server software. To allow this, you must enable *port forwarding* in your router. Port forwarding is the generic term used to define how incoming network traffic, received from the Internet, will be passed through your router to a device expecting to receive the information. Your Proliphix thermostat is such a device which will expect to receive traffic from the Proliphix Remote Management Server. You must therefore configure your router to receive incoming information from Proliphix and forward it to the thermostat.

The *port forwarding* feature in your firewall router may also be referred to as the **virtual server** function.



Your Proliphix Network Thermostat is programmed to receive instructions only from the Proliphix web server software. All other attempts to access your thermostats by malicious individuals or software on the Internet will be rejected by your Proliphix Thermostat.

Therefore;

1. Access the Network Settings Page through the TMI (See *NT10e and NT20e Configuration Guide*)
2. Copy down the IP Address (e.g. 192.168.111.124)
3. Copy down the HTTP Port Number (default is 8081)

4. Access the Inbound Port Forwarding table in the local router. (Note: Routers are available from many different manufacturers and may therefore identify the "*port forwarding*" function by many different terms (e.g. virtual server). Please consult the user guide of your router to properly configure these settings.)
5. Set your router's Incoming/Inbound Port Number to the HTTP Port number retrieved from the Network Settings Page above.
6. For this HTTP Port number, set your router to forward to the local IP Address retrieved from the Network Settings Page above (i.e. the IP address of the thermostat).



3.3. Final Thermostat Configuration

After receipt of the Account Confirmation email from Proliphix, you may then;

1. Access the Remote Access Page through the TMI
2. Enter your assigned Customer ID into the Customer Information field.
3. Enable the Remote Discovery State.
4. Press **Submit**.

5. Press **Discover Now**.

After pressing the **Discover Now** button the thermostat will attempt to communicate with the Proliphix web site Server Software to identify itself and declare it eligible to be remotely managed over the Internet. The Proliphix Server Software will attempt to call back to the thermostat to exchange information relevant to establishing secure remote connections.



After you have invoked the Remote Discovery (i.e. pressed Discover Now), you must wait at least 5 minutes before remotely managing the thermostats. During this interval, the thermostat and the Remote Management Server are establishing an initial connection and transferring relevant account information.



4. Customer Assistance

When contacting Proliphix for technical assistance, please have the following information available:

1. Thermostat model and serial number.
2. Type of heating/cooling system (example: gas, oil, or electric; warm air, hot water, heat pump, steam or gravity)
3. Location and number of wires attached to thermostat

For additional assistance, please contact Proliphix Technical Support using the following:

How to Reach Us:

Web: www.proliphix.com
Email: support@proliphix.com
Telephone: 866 IP-LIVING
Fax: 978-692-3378