



Will we be able to assign multiple circuits at one time? The existing Area Controller forces the programmer to select one circuit at a time.

Presume you are alluding to one zone at a time. You still can only select one zone at a time and not multiple. However, the process for assigning the zones has gotten much simpler and faster (See User Guide for more details).

Can you select which setting to use in the resync? What if I want to override what is in the device with what is on the Area Controller?

No, you cannot select. It would not be the right approach because the NX Lighting Controls Mobile App and the Area Controller should always match. They are two different user touch points for the "same" system. However, if you want to override the app setting from the Area Controller, you can absolutely do so.

If the user changes Area/Zone of the device from the App, is that part of the resync?

No, it is not. Only device configuration settings can be resynced.

Will the NXAC be compatible with BACnet™/SC?

Yes, just like today.

Can the new software be loaded onto an existing Area Controller?

Yes, there is an upgrade path. There are minimum system requirements that most existing Area Controller systems in the field should be able to meet. We have published clear step by step instructions for users wanting to upgrade their existing Area Controllers with the new generation software.

Is this all new hardware or can we update existing?

The hardware remains the same. You will need to replace your SSD loaded with new software in your existing Area Controller. We have published step by step instructions for upgrading your existing system. These instructions also come included when you purchase the SSD (with new software) from us, for the purpose of upgrading your existing software.

Can we use SAML/SOO with an organization's existing Identity provider?

We are not supporting those authentication schemes (SSO-Single Sign on, LDAP etc) currently. We only offer IEEE 802.1x authentication scheme in this release.

Will the data be encrypted at rest?

Data is encrypted every time it is transmitted or received by the Area Controller.

Can Technical Services read the encrypted files?

Yes, they will be able to read but not modify. They will have tools at their disposal to decrypt those files for troubleshooting purposes.

Will there be an updated manual/programming guide?

Yes, we have published a comprehensive new user guide with the Next Gen Area Controller. This user guide covers every commissioning aspect.

Can a "User Level" access the diagnostic tools?

No, you will need to have an Admin level permissions to access that.

I need to be able to broadcast group settings, occ time out settings, and occ/unocc. state setting like the pin function. Do you have this in the plan?

Yes, we have this covered in one of the future releases this year. Today we are offering broadcast of firmware updates and Bluetooth pins right from your GUI, significant enhancement to the current functionality.



What is Software Version 5.1.0?

The Next Gen Area Controller was launched with software version 5.0.0. The 5.1.0 software update will be available on new units shipped from factory starting February 2021.

How can I procure 5.1.0 version?

All new units from the factory will be shipped with this version starting February 2021.

If I already have a Next Gen Area Controller, can I update to 5.1.0?

Yes, you can. However, for that you will need to buy our upgrade kit, which involves an SSD swap.

If I have a Legacy Area Controller, can I directly upgrade to version 5.1.0?

Yes, you can. You will need to buy the same upgrade kit solution as any other existing customer. Starting mid-February 2021, all upgrade kits will come with version 5.1.0

Do I need to pay for the upgrade kit?

Yes. Please contact your local sales manager for details on pricing and ordering information.