

Lighting Controls

Frequently Asked Questions - NX Remote Connect

Is NX Remote Connect a product or service?

NX Remote Connect is a service that is sold as a product. In other words, it is a service sold at a price premium.

How do I get this service? Do I need NX Area Controller?

Yes. This service is applicable only to NX Networked Systems that include an Area Controller. To get this service, customer can procure the new model of NX Area Controller that has Remote Connect pre-installed and enabled. For existing customers, they can buy Remote Connect separately as a standalone.

If I buy NX Remote Connect, do I need to buy the service separately?

Not initially. Customer incurs a one-time cost at initial purchase that would include 1 year of service. After the 1st year, customer has the option to perform an annual service renewal.

Would the NX Remote Connect capability be removed if I do not renew?

No. Once the NX Remote Connect is purchased, customer's system will always be Remote Connect ready. This means that they can renew at any point in time after the initial 1 year of service has elapsed.

What is the process of renewing my service? How does it work?

The initial 1 year of service is always included during the purchase of NX Remote Connect. After that the customer can renew it by simply calling Current Customer Service. Upon receipt of payment, the service shall be enabled immediately.

Is the length of service a minimum of 1 year? Can I do pay per instance?

Yes, the minimum is 1 year. Currently, we are only offering 1-year renewal option. The customer can choose to subscribe to an auto-renewal option wherein they will be automatically renewed every year. However, we are not supporting any other length periods currently. The pay per instance is not an option for the customer to buy either.

Do I still need permission from the building owner for accessing my system?

By opting for remote connect service, the customer must sign an agreement that includes the permission to access the system. Once their service period has expired and the customer has not renewed, Current will then have to take permission from the customer if they need to access their system remotely for any reason.

Is the remote access secure?

Yes. The system meets and follows standard industry practices for security.

Does the service include on-site tech visit?

The standard 1-year remote connect service plan does not include on-site tech visits currently. However, in the future we may introduce additional service plans involving on-site visits.

As a facility manager, can I continue to access the system through my router concurrently with remote connect cellular based access? Would that present any security threat?

Yes, you can. No, it does not present any security threat since the access paths will be on different VLANs which will prevent the data traffic from remote access leaking into the Building LAN and vice-versa.

As a customer for NX Remote Connect, can I access the service portal and remote access my system?

No. The service portal is strictly reserved for Current to allow them to perform remote services that are part of the service purchase plan.