

Dealer Agent

Compatible Control4 Systems:

Designed to work with OS 2.10.x, 3.0+

Compatible Hardware:

Control4 T3 and T4 Touchscreens

License Purchase, Driver Download & Change Log:

Please visit <https://www.drivercentral.io>

Documentation:

<https://drivercentral.io/platforms/control4-drivers/utility/dealer-agent>

Overview

The Dealer Agent driver is designed with both Control4 dealers and end users in mind. Dealer Agent provides dealers with project validation, error testing and controller monitoring tools that are quite useful in avoiding mishaps during the initial installation of the project and in case of possible future problems.

The driver also provides the customer with quick access to dealer contact information/controller health status through an onscreen webview. In addition to the tools and webview, both the dealer and the customer will have the option to receive alerts when any potential issues are detected. The history of these alerts will be recorded on the controller hopefully providing the dealer sufficient information to tackle forthcoming issues.

Features

- Validate project to make sure composer is properly configured
- Ability to quickly test functionality of lighting devices
- Monitoring of variables to ensure the health of devices in the project (lighting and thermostat devices)
- Webview interface on Control4 touchscreens

Dealer Notes

The driver enters the *Alert* state anytime any of the below mentioned features detect issues. All alerts are automatically cleared by the driver except for the ones triggered by variable monitoring. These are cleared when the variable returns to a normal state.

Project Validation checks:

- location information is set in composer

- configuration of project backups
- zigbee status
- correct C4 agents exist in project

Validation occurs on driver load and can be triggered using driver actions.

Test Lighting driver action toggles every light in the project and tests the state change of the light. If no stage change occurred when toggling the light the light fails the test. Lights are toggled in succession with 500ms between toggles. Works with any lights using the light_v2.c4i proxy. This is only triggered when the driver action is set.

Variable Monitoring is set up during the initial load of the driver though it can be refreshed using driver actions (when new devices are added to the project). The following variables are monitored by the Dealer Agent:

- Lighting: FAULT_DETECTED, OVER_RATED_WATTAGE, OVER_TEMPERATURE, SHORT_CIRCUIT_DETECTED
- Thermostat: IS_CONNECTED, HeatPump_Fault, Thermostat Error

From time to time we may update the Webview interface with new features. In order to download the new interface select the 'Download Latest App' driver action in the driver.

[License Purchase & Assignment](#)

A single license will unlock as many instances of the driver as needed in your project. One instance of the Cloud Driver is required to activate all drivercentral licenses and trials. Here is a quick video that demonstrates the licensing process: <https://www.youtube.com/watch?v=xXiX1euk9bU1>.

1. Create your project on the drivercentral.io website (this will generate a unique token used in the next step).
2. To download the driver, locate the downloads tab on the driver page on drivercentral.io. Once downloaded, unzip the file and add the driver to your drivers folder.
3. Install and activate the drivercentral's Cloud Driver in your project by pasting the previously generated token in your project. If there is no license associated with the project a trial will automatically activate so long as the driver has not been installed in the past on the controller.
4. To purchase a license, locate the driver on drivercentral.io website and add to the cart. Once checked out the purchased license will be found under available licenses in the projects portal.
5. Using the available licenses tool, add a license to activate the driver in that project.
6. Once the Cloud Driver checks in to the project (it does so once every hour) the driver will activate.

7. If needed, use the Cloud Driver's action "Check Drivers" to force the check in and activate the driver right away.

Your driver activation is now complete! You may now continue to Driver Setup.

Further clarification with visual representation can be found in the articles on <https://help.drivercentral.io/>

Driver Setup

- Enter relevant dealer information under the Agent Settings section of the driver (see more fields by setting the Edit Dealer Info field to 'Yes')
- Check the 'Notification Settings/Email Text Notification Settings/UI Settings' to make sure both customer and dealer will receive appropriate notifications
- Use 'Driver Actions' for quick testing and modification, as needed.

Driver Properties

Cloud Status: Displays driver license state

Driver Status: Displays driver related information

Driver Version: Displays driver version

Driver Actions:

1. Display Status: Displays general history and event information on the Lua tab
2. Test Service Email: Sends a test email to the service email provided
3. Test Customer Email: Sends a test email to the customer email provided
4. Set Up Tracking Light and Thermostat Issues: Sets up variable monitoring (see Dealer Notes)
5. Run Project Validation: Checks to make sure the composer software is configured correctly (see Dealer Notes)
6. Test Lighting: Tests lighting devices in the project (see Dealer Notes)
7. Download Latest App: Downloads the latest webview app if a newer version than the one stored in the project is found

Automatic Updates: Allows the 'Cloud Driver' to automatically update the driver when a new version is available

Debug Mode: Displays additional information on the lua tab for debugging purposes

Agent Settings (info used in webview)

Dealer: Enter dealer name information

Website: Enter website link (do not include http:// or https://)

Edit Dealer Info: Show/hide additional dealer information input fields for the webview

Brand Color: Select brand color for the webview (select a darker color for contrast with white text)

Email: Enter email information

Phone: Enter phone information

Address (Address Line 1, Address Line 2, Address Line 3): Enter dealer address

Logo: Provide a publically available url of the dealer logo

Home Photo: Provide a publically available url of a photo of the home

Notification Settings

Events: Dropdown list of different notification events. This allows dealers to customize how the notification is sent to the customer.

Events are as follows:

- ALERT: When the driver detects a possible issue in the home
- NORMAL: When driver returns to a normal state (connected, licensed and not locating)
- OFFLINE: When driver becomes unlicensed
- Display Status: When the display status is triggered by double clicking on the icon

Email/Text Notification Settings

Events have the ability to send customized email, text and push notifications to certain groups of people. The properties listed here set those groups for easier programming.

Email: Service: This property is intended to send an email to the installer or dealership of the project.

Email: Customer: This property is for the customer. When a message is sent the subject line will come from the property Email: Subject

Email: Subject: This property is the subject line of the email (or push notification subject line). When the driver will build this subject line based on the following criteria:

- When first loaded the driver will scan the project and look for another driver with the property 'Email: Subject' and if found will use what is already being used
- If no driver is found with 'Email: Subject' the driver will use the zipcode of the project [CITY] Smart Home. Example: Denver Smart Home
- If the driver cannot find a city the subject line will default to: My Control4 Smart Home

UI Settings

This driver uses the UI button proxy from Control4. This proxy allows custom icons to be displayed on Control4 Navigator. The driver has the ability to trigger quick actions when the icon is pressed. Here are the defaults:

UIButton: Single Tap: Launch Webview

UIButton: Double Tap: Nothing

NOTE: As of OS3 double tap must be done slowly (Press... Press). It will NOT work if you quickly press the button twice. Control4 is aware of this bug on Navigator.

Control4 Navigators: This property defines which Touchscreens will receive the Navigator Popup event (if enabled under the Events section).

Showroom and Free Trial

All Cindev drivers for Control4 come with a 7-day trial. Simply add the drivercentral licensing driver, 'Cloud Driver', along with this driver and you can fully test the driver before purchasing. Including Cindev drivers in your drivercentral showroom project will give you unlimited use without purchase.

Support

If you require additional driver assistance or are having some issues please visit our help desk:
<https://help.drivercentral.io>

Development Tools

Push Notification uses the Control4 MyHome app and 4Sight
Email Notifications use Cindev Notification System (Sendgrid Email API).
DriverCentral Licensing and Driver Management including Auto Update

Warranty & Disclaimer

<https://www.cindev.com/terms-and-conditions>

Developer Information

brought to you by: Cinegration Development, LLC



<https://www.cindev.com>

<https://www.drivercentral.io/cinegration/>

We are always looking to improve our drivers. Please send your suggestions to: info@cindev.com