

# Remote Agent *Device*

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## 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/remote-agent>

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## Overview

The Remote Agent Device driver allows you to bind to a Control4 remote (SR150, SR250 and SR260) in order to customize the Control4 interface with a icon that allows for locating the remote as well as displaying additional remote information.

## Features

- Allows for a simple way to locate lost C4 remotes: sr150, sr250, sr260
- Provides icons styled automatically based on the connected remote
- Ability to adjust the duration of time each remote should be located
- Includes easy modifications of push, email, text, navigator and voice notifications
- Voice notifications compatible with the Voice Agent driver

## Dealer Notes

Though the driver does not currently support locating the Neeo remote, as this feature is not available on the remote itself, it will be added as soon as the feature is added to the remote.

When icon is pressed the driver will send the message to the remote to start the locating beep. It may take up to a minute in order for the remote to start beeping as it needs to check in before the locate message is received by the remote. Due to this the status of the icon is set to show the remote as being in locating state for the amount of time set in the driver plus additional 10 seconds (to adjust for the

time it takes to wake up). If the beep is turned off from the remote the icon will remain in the locating state until the timer expires or until the icon is clicked, whichever comes first.

## 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 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/>

## Setup

- Under 'Agent Settings' - 'Remote' select the remote
- Adjust the 'Locate Remote Time' to the amount of time you would like the remote to beep when located
- 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. View 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. Show Icon in All Rooms: Shows this icon under the 'Watch' section
5. Hide Icon in All Rooms: Hides this icon from the 'Watch' section
6. Disconnect Remote: Disconnects the remote from the driver.
7. Simulate Locating Remote: Triggers the locate remote action for the selected remote

*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

*Remote Status:* Displays remote related information

*Remote:* Selects the remote to be bound to the driver

*Icons Style:* Shows what icon style is set in the driver (automatically determined based on selected remote)

*Locate Remote Timer:* Sets how long the locate remote beep should last

## 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:

- DISCONNECTED: When remote is not communicating with Control4
- LOCATING: When remote is being located
- 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). The email subject line will be: Control4 System: [PROJECT\_NAME] (ex. Control4 System: Smith Residence)

## 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. The single tap and double tap settings are hidden as Remote Agent does not allow these to be customized as only two options exists. Here are the defaults:

*UIButton: Single Tap:* Locates remote or cancels locating if the remote is already being located

*UIButton: Double Tap:* Displays 'Driver Status'

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 Cinegration Development 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 Cinegration Development 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](#)

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](mailto:info@cindev.com)