

# Observer® Control Registration Instructions

from the Observer Control



## Step 1

Once the installation is complete, and connection to the home network and the [www.MyObserverComfort.com](http://www.MyObserverComfort.com) server has been established, touch the Setup button.

**Note:** See the Owner's Manual for instructions on connecting the Observer® wall control to the home Wi-Fi® network.



## Step 2

From the Basic Setup screen, select Wireless.



## Step 3

Verify that the Observer wall control is connected to the Wi-Fi® network by touching the View Remote Access Status button (see Step 4) to see the connection status to both the home network and the Observer server.

If either of these are disconnected, see the Owner's Manual for the Wi-Fi network setup procedure. Return to Step 1, once that is completed.

Please call the helpdesk (available 8:00AM- 5:00PM ET, M-F) at 877-591-8908 if you need help with Wi-Fi set-up and connection to the [www.MyObserverComfort.com](http://www.MyObserverComfort.com) server.



## Step 4

From the Wireless screen, touch the Observer Web Registration Info button.



## Step 5

From the Registration Info screen, copy the Serial Number, MAC Address and PIN shown on that screen. This information will be used during the online registration process at the [www.MyObserverComfort.com](http://www.MyObserverComfort.com) website.

**Tip:** If you do not wish to write this information down, you can also take a photo of this screen using your smart phone to use as a visual reference when you are entering the website.

**Tip:** If the MAC Address or PIN does not appear, press the back button, and make sure that the top button on the Wireless screen is labeled "Disconnect Wireless Connection". See also Step 3. If the first button on the Wireless screen is labeled "Setup Wireless Connection", or if either of the items on the Remote Access Status screen show "disconnected", see the Owner's Manual for the Wi-Fi network setup procedure. After verifying that the Wi-Fi network and server are connected, try the Observer Web Registration Info button again.

**A BIT ABOUT REMOTE MESSAGES:** Messages from the My Observer Mobile Apps may take up to two minutes to reach the wall control. Any changes made at the wall control during this time will overwrite any changes made by the mobile app. If you wish to observe changes made by the mobile apps on the wall control, the best way to do that is to change the backlight settings with the mobile apps. These changes will be observable on the wall control without touching the wall control and overwriting the changes from the mobile app.



# Observer® Control Registration Instructions

from the [www.MyObserverComfort.com](http://www.MyObserverComfort.com) website

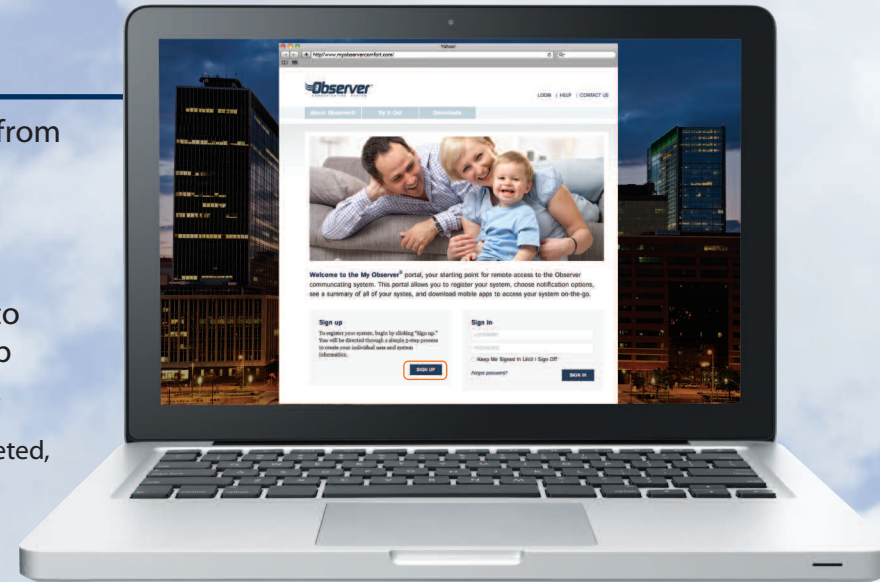


## Step 6

Have the information that you collected from Step 5 with you in order to complete the registration process.

From your computer, go to the [www.MyObserverComfort.com](http://www.MyObserverComfort.com) website to register your control. Click on the Sign Up button at the bottom in the Sign Up box.

**Tip:** Once the initial Registration has been completed, additional systems or locations may be added on the MY LOCATIONS page.



## Step 7

Enter the serial number, system MAC address and PIN for your control. Be sure to read and agree to the Terms of Use and Privacy Policy. When complete, click Continue.

**Tip:** If an error appears, check that the wall control is connected to the server, the correct information has been entered, and the Terms of Use and Privacy Policy acceptance has been checked.

Observer COMMUNICATING SYSTEM

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User Registration Step 1 of 5

System Information

The information needed in this first step can be obtained from your Observer® wall control. The question mark icons will provide specific information on how to find each item. Your Observer wall control owner's manual also provides step-by-step instructions.

System Serial Number \* 3414N059388 ?

System MAC Address \* 001EC0053013 ?

PIN \* 053013 ?

☒ I agree to the Terms of Use and Privacy Policy. \*

CONTINUE >

SAMPLE ONLY

## Step 8

For Registration Step 2 of 5, select a user name and password. Then enter the account owner's or primary user's contact information. When complete, click Continue.

**Note:** The email entered in this step will be the email address associated with this account, and will be used to assist you in the event of a forgotten password. This email address will NOT be allowed to be used to set up other accounts. Email Notifications can be sent to other email addresses, if desired.

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User Registration Step 2 of 5

User Information

Username \*

Password \*

Confirm Password \*

Contact Information

First Name \*

## Step 9

For Registration Step 3 of 5, enter the location name and address for your system. Click Continue when complete.

**Note:** After completing the initial registration of this account, you may add additional Locations and Systems to this account. All of the Locations and Systems entered will be accessible with the same account in the same My Observer mobile app.

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User Registration Step 3 of 5

Location Information

Please identify the location of the Observer® System you're registering.

Location Name \* Home

Address \* Example: Home, Vacation Home

Address 2

City \*

State/Province \*

## Step 10

In Registration Step 4 of 5, you can update the name of your system (example: Main Floor), enter the primary contact's and secondary contact's email address(es) to receive system notifications and alerts via email, and you may allow your dealer to receive email alerts as well. When complete, scroll to the bottom of the page and click Continue.

**Tip:** Select only the alerts you wish to receive via email. If you find that you're receiving too many or too few alerts, you may change your preferences from the My Locations tab of this My Observer web portal at any time.

**Note:** If your dealer has not entered their contact information into the Observer wall control, you may not be able to select the option to allow your dealer to receive email alerts. Contact your dealer for more information.

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User Registration Step 4 of 5

System Preferences

Please select a name for your system. If you have more than one Observer System for this location, you will have an opportunity to add additional systems later.

Location Name \* Home

System Name \* My System

Serial Number: 3414N059388

MAC Address: 001EC0053013

Address \*

Dealer Contact

Address 2

Universal Heating and Cooling

800-555-0199

System Notification Preferences

You can enable your system to notify you and one other person as well as your Observer professional for routine matters such as filter changes and regular checkups. You can also enable messaging to yourself and/or your Observer professional should there be any more urgent system issues.

Printal Code \*

Max. # of Notifications \* 10

## Step 11

This screen shows your confirmation of completing the registration process. Upon completion, you will be logged into your new account on the [www.MyObserverComfort.com](http://www.MyObserverComfort.com) website, and the My Locations tab will appear on the navigation bar.

Click on the My Locations link in the navigation bar to view your location(s) and system(s).

**Tip:** If you need help registering your system, please call the helpdesk (available 8:00AM- 5:00PM ET, M-F) at 877-591-8908.

Observer COMMUNICATING SYSTEM

MY NAME | LOGOUT | HELP | CONTACT US

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User Registration Step 5 of 5

Thank You

Thank you for registering your Observer® wall control. Select My Locations to view and update the status of your system.

FINISH

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