

Tekmar: quick setup

Crestron Home | Tekmar 486 gateway

Have the customer's **Tekmar username and password** ready. Their building must already appear in Tekmar's own service. The processor and Tekmar gateway both need internet.

1. Add the published driver

In **Crestron Home Setup > Pair Devices**, choose a room. Open **Drivers > HVAC > Tekmar**, select **tekmar 486 Climate & System**, then **Add**.

Already installed? Use the existing driver. You do not need to delete it.

2. Sign in

- 1 Open the **Crestron Home app's Home screen** and tap the Tekmar tile. Its page title is **Radiant Heating**.
- 2 Tap **Settings > Advanced Settings > Sign In**. Your first button may say **Settings / Advanced**.
- 3 Enter **Tekmar Account** and **Password**, then tap **Sign In**. Wait for **Signed In**, then tap **Back** to return to **Advanced Settings**.

Use the customer's **Tekmar login**, not your Titan website login.

3. Choose the building

- 4 In **Advanced Settings**, tap **Choose Building**. Pick this customer's building.
- 5 Tap **Confirm Building**, even if only one building is listed. Go back to **Radiant Heating**.

4. Try a room

- 6 Tap **Zones** and choose a room.
- 7 Change the temperature using **Heat To**, **Cool To** or **Set To**, then check the thermostat.

Your thermostat may take about 10 seconds to show the temperature change. The room itself will take longer to warm up or cool down.

Current Temperature is the room's reading. **Read Only** means you can see information but cannot change it here. Available controls depend on the equipment.

Keep using it after the trial

An eligible installation has a **7-day trial**. One Tekmar license covers this processor. Add **Titan License Manager**, register the System on Titan's website, buy and assign a Tekmar license, then select **Refresh licenses**. Follow the separate Website and License Manager guide beside the download.

Tekmar: quick help

If something does not work

Problem	What to do
I cannot sign in.	Check the Tekmar username and password. Make sure the processor has internet.
My building is missing.	Check that this login sees it in Tekmar's own service. In Advanced Settings, use Change Building if another is selected, then Choose Building > Confirm Building .
A room is missing.	Check the building first. Then tap Settings > Advanced Settings > Rediscover Zones .
Readings look old.	Check internet at the processor and gateway. In Settings > System Status , check Last updated .
The temperature does not change.	Allow about 10 seconds. Check the correct room, internet and trial/license status. A Read Only room cannot accept changes.
I need a different Tekmar login.	Use Settings > Advanced Settings > Change Credentials , sign in, then check the building.
The trial ended.	Assign a Tekmar license to this System on Titan's website, then select Refresh licenses .

What it controls

Thermostats **527, 528, 532, 552, 553, 554 and 557** offer different readings and controls. Model **162** has fewer controls. Snowmelt model **654** shows information only.

Use the **Radiant Heating** tile and its **Zones** list. This driver does not add separate thermostat tiles or change schedules. During an internet outage, the local thermostats keep working, but the app may show old readings.

Update in Crestron Home Setup

Use Check for Driver Update on the existing driver, then test the controls.

Still stuck?

Open a [Titan support case](#). Tell us the building, room, driver version and message you see. Never send passwords.