Carrier Thermostats

Crestron Home™ Driver

Base Model: Infinity System Cloud Control
Device Type: Platform
Version: 1.3.10

Notes & Recommendations

This driver will control Carrier thermostats via Carrier's cloud services. Please refer to the thermostat manual for hardware setup instructions or consult an experienced HVAC contractor. The thermostat(s) need to be paired to Wi-Fi and have access to an active internet connection, and be registered to an associated Carrier client account.

The driver polls the thermostat state every 10 minutes. Unsolicited feedback is not currently available by the Carrier API. Changes made to the thermostat outside of the Crestron Home environment will sync in the next polling cycle.

System Requirements and Dependencies

Versions of software used:

- Crestron Home 4.010.0260
- An active and working internet connection is available to the processor
- Homeowner's Carrier credentials for authorizing thermostats (https://www.myevolutionconnex.bryant.com/login)

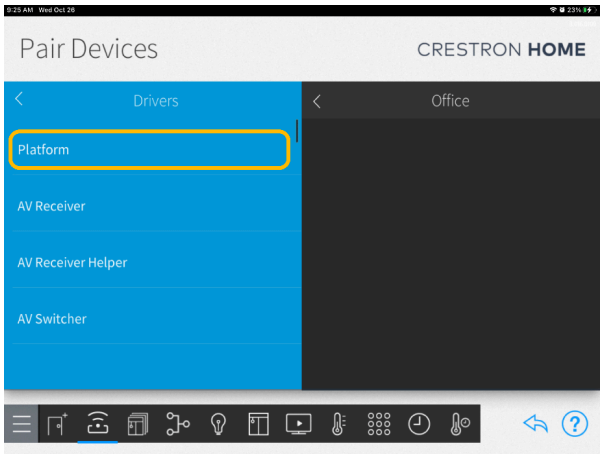
This driver comes with a 2-hour trial license. An extended license can be purchased at https://digitalautomation.us/product/carrier-cloud-crestron-home-driver

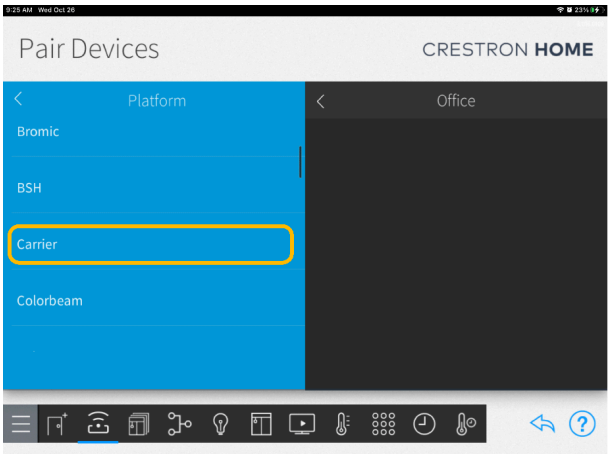
For additional information on this driver, please visit the FAQ section on our website.

Installation/Upgrade Instructions

Install the Driver

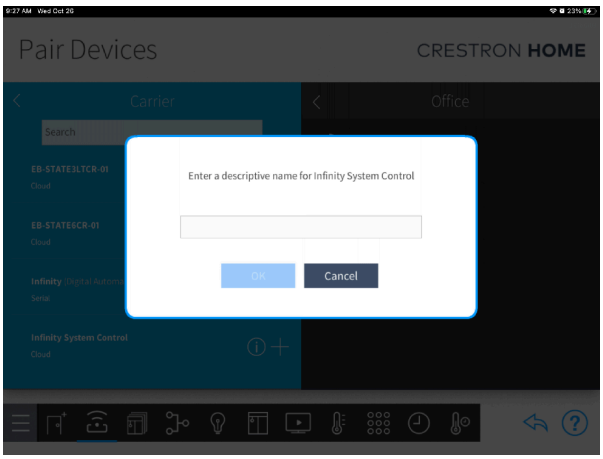
Install the CH driver (Drivers > Platform > Carrier)





1-Select Platform

2-Select "Carrier"



3-Add driver to Room

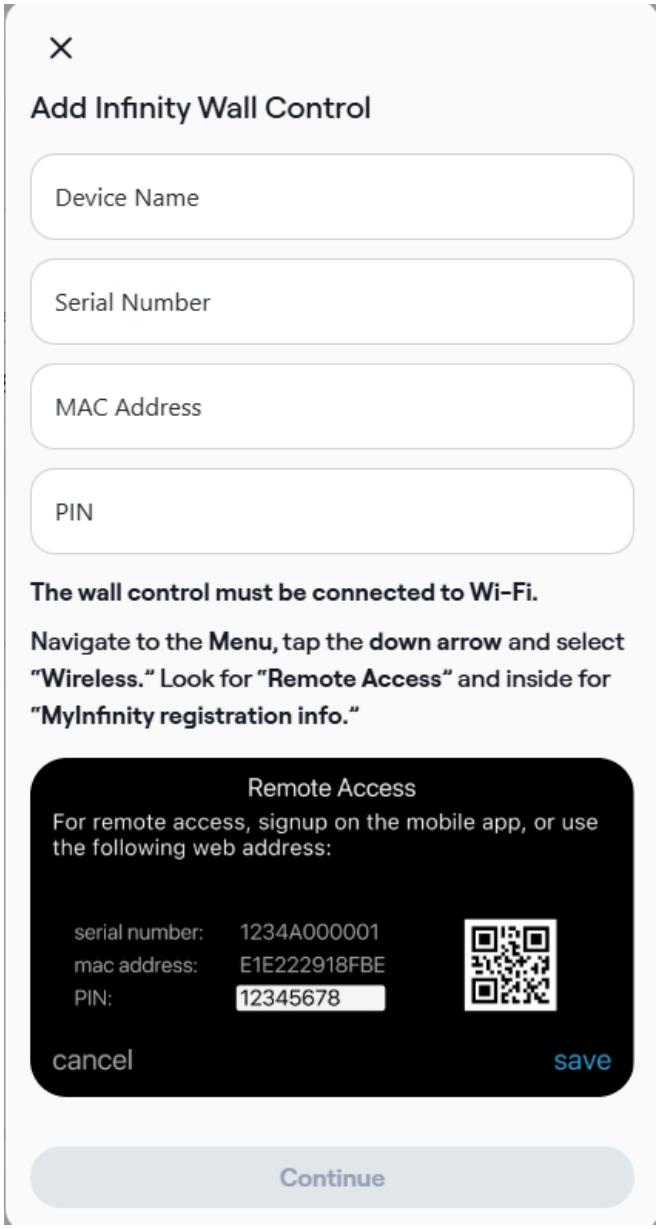
4-Add a name for the Thermostat

5- Enter the location name, instance number, and license key. Leave "Delete configuration file" unchecked. Instructions to get the authorization code are below.

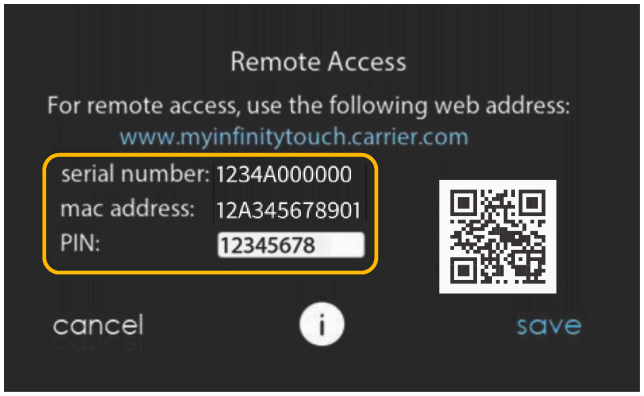
To obtain the authorization code, please follow these steps:

Authorization code:

Create a Carrier homeowner account at:
(https://www.myevolutionconnex.bryant.com/ or https://www.myinfinitytouch.carrier.com/account).



The **PIN** code can be found in the remote access section of the device's configuration menu. In the following image, you can see an example:



Generate Authorization Code

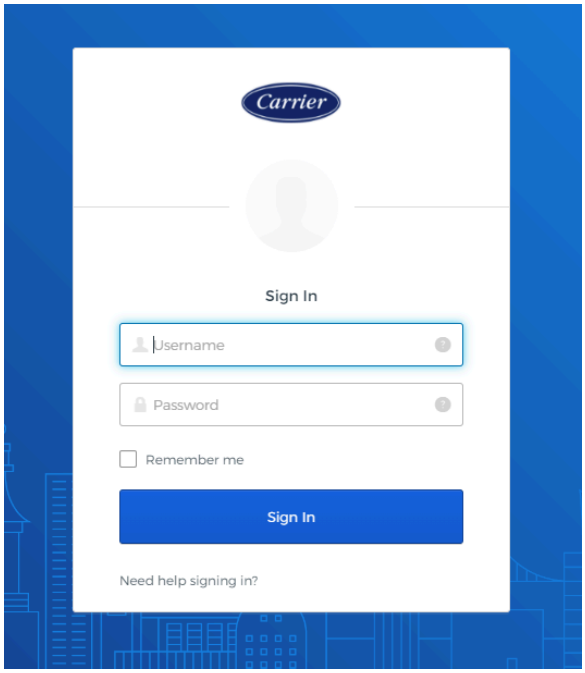
Next, generate an authorization code using this link:

[Authorization Code Generation Link]

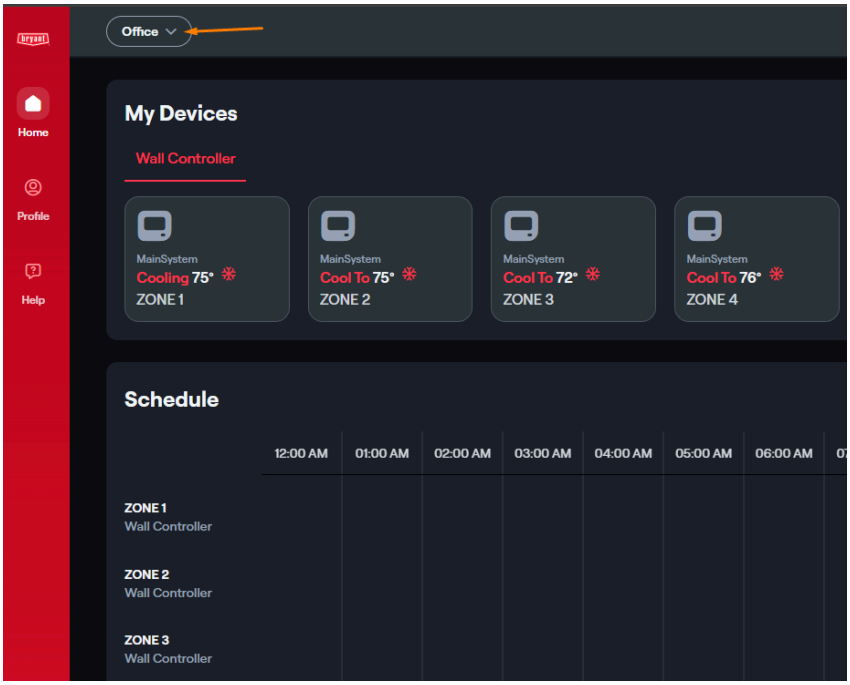
Note:

Do not use the back button on your browser. It could invalidate the authorization code and affect the generation of authorization codes in this browser session! Always use the original URL when you are going to get a new authorization code. Use a private browser tab if you encounter discrepancies.

Enter the homeowner credentials:

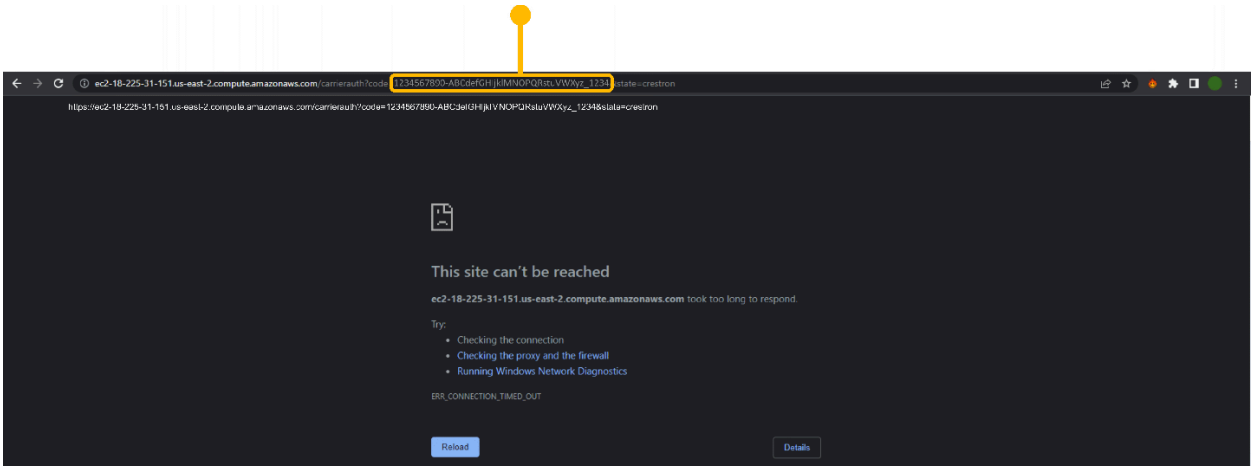


Take note of the **Location name** (case sensitive) as it is required when adding the driver to a room.



After your credentials, you will be redirected to a “not found - error” page. Look at the URL and copy down the authorization code (Highlighted in orange in the example; it’s after “*code=”* but before the “*&”*). The driver will require the authorization code during installation:

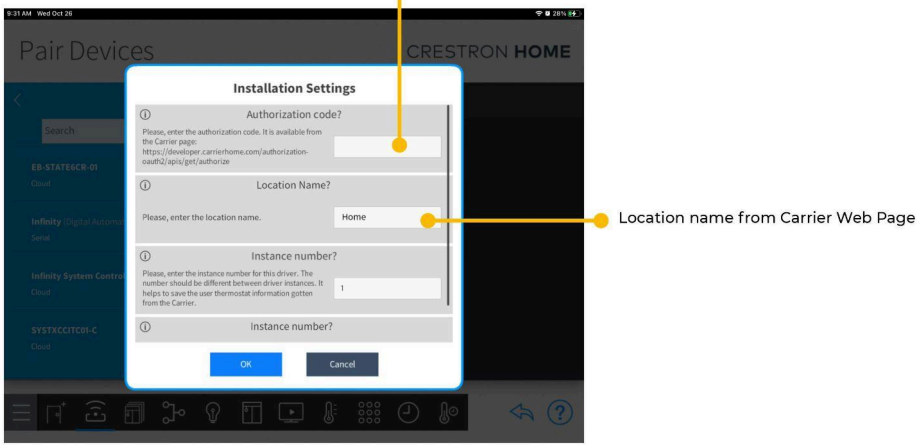
https://ec2-18-225-31-151.us-east-2.compute.amazonaws.com/carrierauth?code=**1234567890-ABCdefGHIjklMNOPQRstuVWXyz_1234**&state=crestron

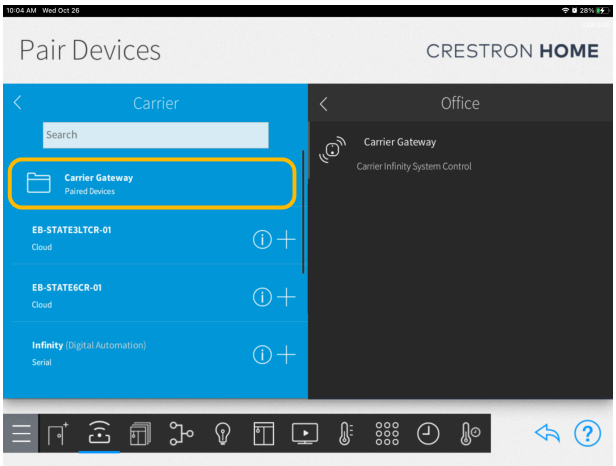


Let’s continue configuring the driver:

5.1- Return to the Crestron Home Setup screen.
5.2- Locate the field where you need to enter the authorization code.
5.3- Enter the Authorization code into the designated field.
5.4- After entering the code, find and click the “OK” button.
5.5- Be mindful that the authorization code has a short expiration (approx. 1 min.) and can not be reused.

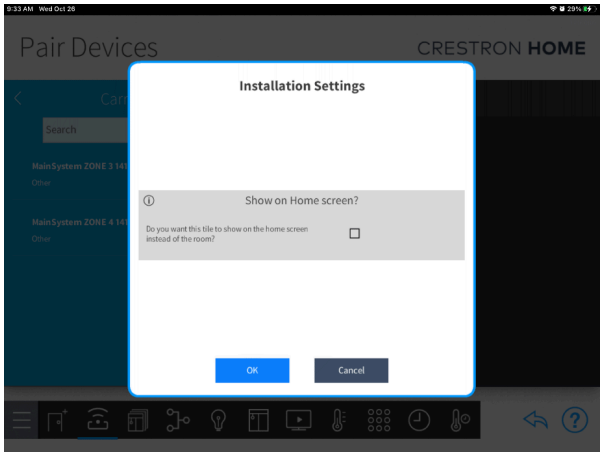
https://ec2-18-225-31-151.us-east-2.compute.amazonaws.com/carrierauth?code=1234567890-ABCdefGHIjkIMNOPQRstuVWXyz_1234&state=crestron





6- Once you finish entering the information and press OK, a new folder will appear under Carrier in Crestron's Platform category in **OS3** or the **Managed Platforms** directory in **OS4**. The driver will query and create a folder with all the available Carrier thermostats in the system. Add each one to the appropriate room.

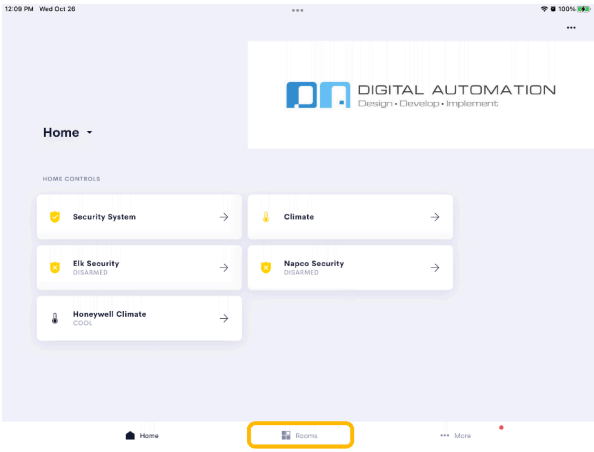
Note: This driver lists all available zones for each system. It could take several minutes to show up. Please be patient.

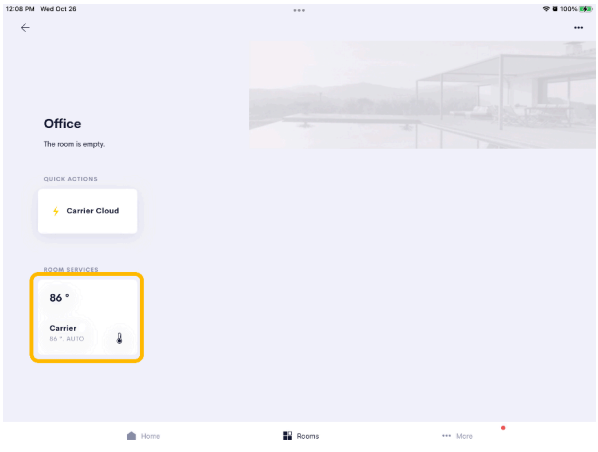


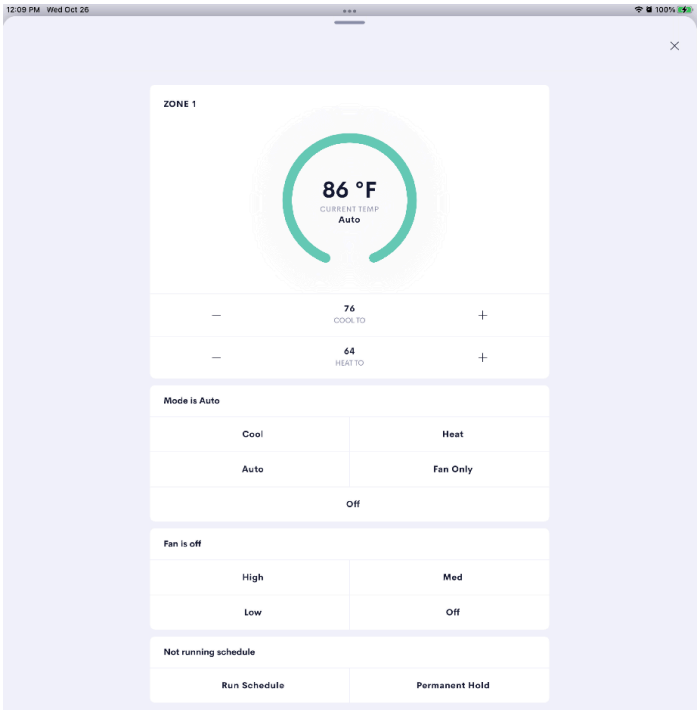
7- Add the driver to a room

8- Select where the tile will be shown (Home page or Room Page)

End-User Experience







Setpoints:

When auto mode is selected, there will be a 2-degree deadband between the two setpoints. Setpoints can also be adjusted via "Quick Actions".

Schedule functionality:

The driver shows the scheduler status and can run the schedule or set it to permanent hold.

Known Issues

- There are some visualization issues with the UI for Crestron App on iOS. Please close and open the driver again. This issue has been reported to Crestron.
- In the Crestron Home app on IOS, the Off mode button disappears when any of the set point buttons have their visibility affected. This issue has been reported to Crestron.
- Depending on the Carrier's service response time and the number of systems, the driver may take some time to populate the list of thermostats inside the folder; in some cases, it may take several minutes.

- There are some visualization issues on Android to display the room temperature on the room tile.

Supported Features

- System Mode Changes (Off, Cool, Heat, Auto). Auto is available if the device supports it and has it enabled.
- Fan Mode Changes (High, Med, Low, Off)
- Setpoint Changes (Cool and Heat)
- Schedule Mode (Run, Permanent Hold)
- Show the thermostat tile on the home screen.

Test Environment

The following hardware was used for testing:

Crestron hardware:

- CP4R - firmware v2.8000.00057 (Sep 17, 2025)
- Crestron Home (processor) 4.011.0322
- TSW - firmware 1.006.0046
- Android - 4.11.1+pr
- iOS - 1.21.15

Supported Models

- Infinity System Control SYSTXCCITC01-C
- Infinity System Control SYSTXCCWIC01-B
- Ecobee 4 Lite Pro EB-STATE3LTCR-01
- Ecobee Smart Thermostat Premium with voice control EB-STATE6CR-01

Contact Information

If you have any questions, please contact us at drivers@digitalautomation.us

Version History

1.0

10/25/2022

- Initial release.

1.1

12/12/2022

- Issue resolved with missmatch what the driver expects from the API.
- Issue resolved when the driver did not handle system names with spaces.

1.1.1

02/17/2023

- Issue resolved with multiple instances added.

1.2.0

03/01/2023

- The driver no longer requires the system name, only the location name.
- The driver will now auto-populate and list out all the thermostats at a particular location.
- The driver will only control the first zone of each system.

1.2.1

06/02/2023

- Issue fixed with the feedback for some device models. One parameter is not sent by Carrier service.

1.3.0

06/09/2023

- Issue fixed to send commands when the device has multiple zones enabled.
- A new feature was added to control multiple zones for each system. This enhancement allows users to have finer control over their paired devices.

1.3.1

08/03/2023

- Fixed a case where the room control tiles won't show up after a processor reboot without internet access. After internet access is restored, it may take up to 10 minutes for the tiles to show up.

1.3.2

09/29/2023

- Resolved an issue related to the creation of the platform folder when installing the driver.

1.3.4

05/17/2024

- General updates on the commands sending process.

1.3.5

08/09/2024

- System slowdown issue fixed.

1.3.6

08/12/2024

- General updates.

1.3.7

09/12/2024

- Issue fixed to create the paired drivers.

1.3.8

05/21/2026

- Minor updates.
- Unnecessary print statements cleared.

1.3.9

07/01/2026

- Updated link as per Crestron's text length limitation.
- Added troubleshooting diagnostic tools.

1.3.10

09/23/2026

- Updated the time delay for the creation of the paired drivers after a power cycle.

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