HeatmiserNeo For Crestron Home

Revision: 1.03
Date: 16 October 2026

Supported Installation

This is a Crestron Home driver for Crestron Home processors.

Description

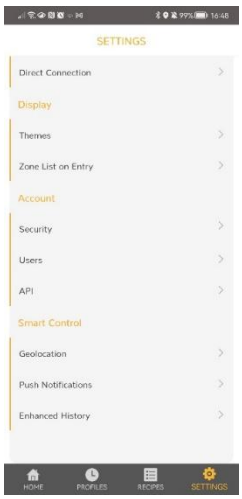
This driver integrates one Heatmiser NeoHub and all connected devices into Crestron Home.

Heatmiser hub preperation

Equipment Setup

Connect the Heatmiser Neo equipment and setup the system using the Heatmiser Neo app as per Heatmiser's installation instructions:
https://www.heatmiser.com/heatmiser-neo-overview/

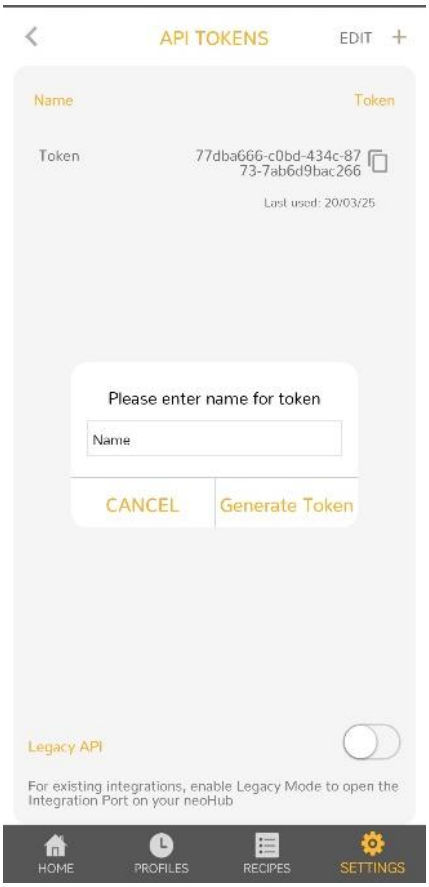
To use this module, you must generate an API key on the Heatmiser App and the Legacy API must be disabled.

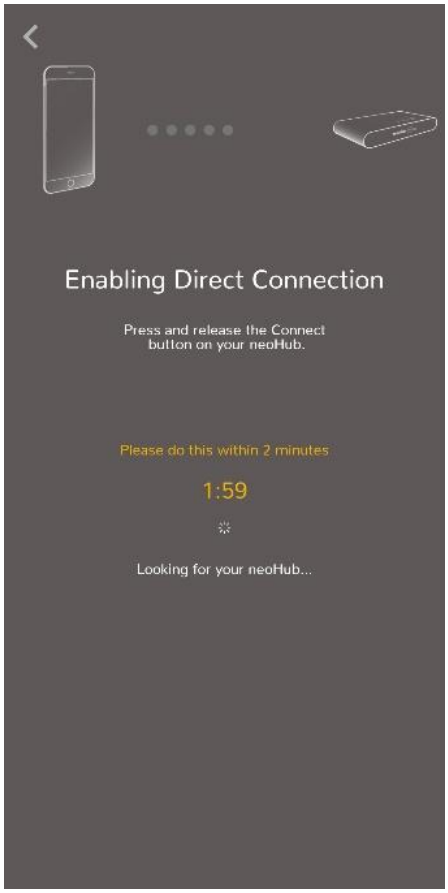




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To generate the API key in the app, go to the “Settings” tab, then scroll down and click on the “API” tab. At the bottom of the screen the “Legacy API” must be toggled off as shown above.





To create the API key, click on the + button at the top right of this screen and follow the instructions that show. You must be physically near the Neo Hub to pair as you need to press a button on the hub during the pairing process.

DHCP Reservation Requirements

There is currently no way to set a static IP address for a Heatmiser Hub.

The Heatmiser Neo Hub must have a DHCP reservation set in your router or DHCP server to communicate with the Crestron module.

This solution is compatible with multiple Heatmiser Hubs in a single installation.

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Installation

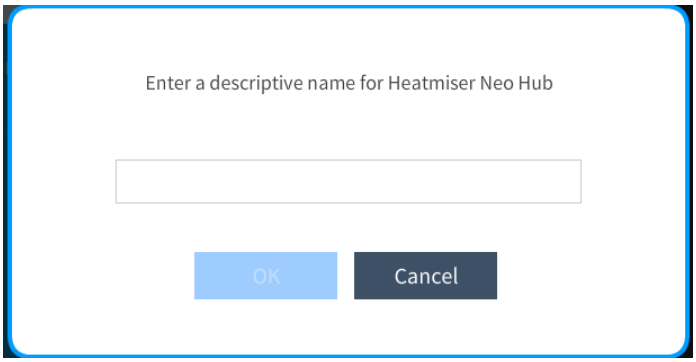
The driver can be found under:

Drivers > Platform > Heatmiser

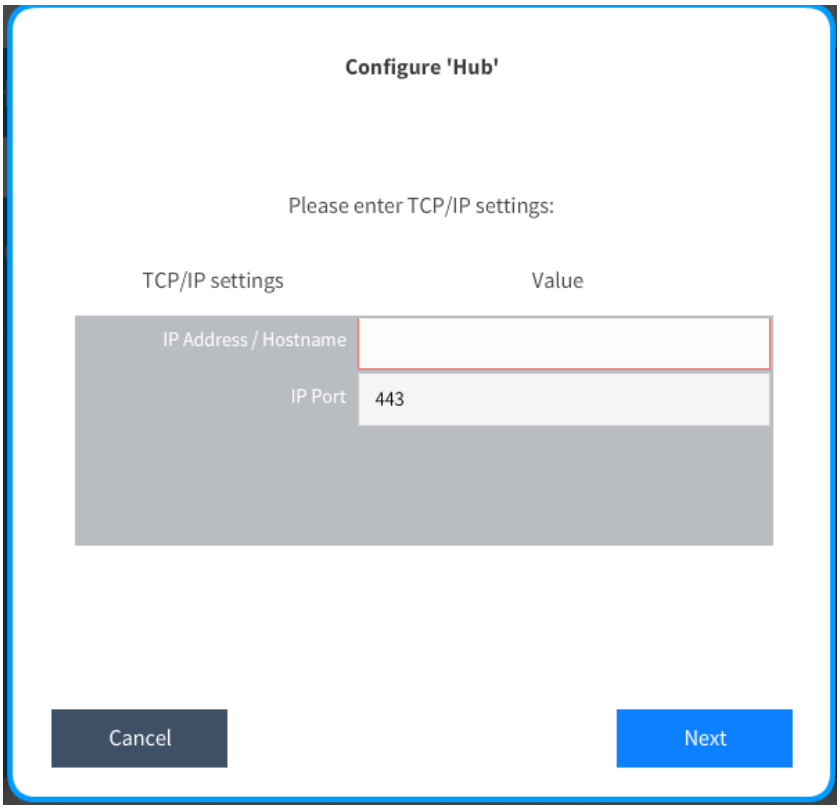
Adding the Driver

Ensure a room is selected, and then click on the '+' against the appropriate device.

You will be asked to provide a descriptive name – this can be anything you wish.

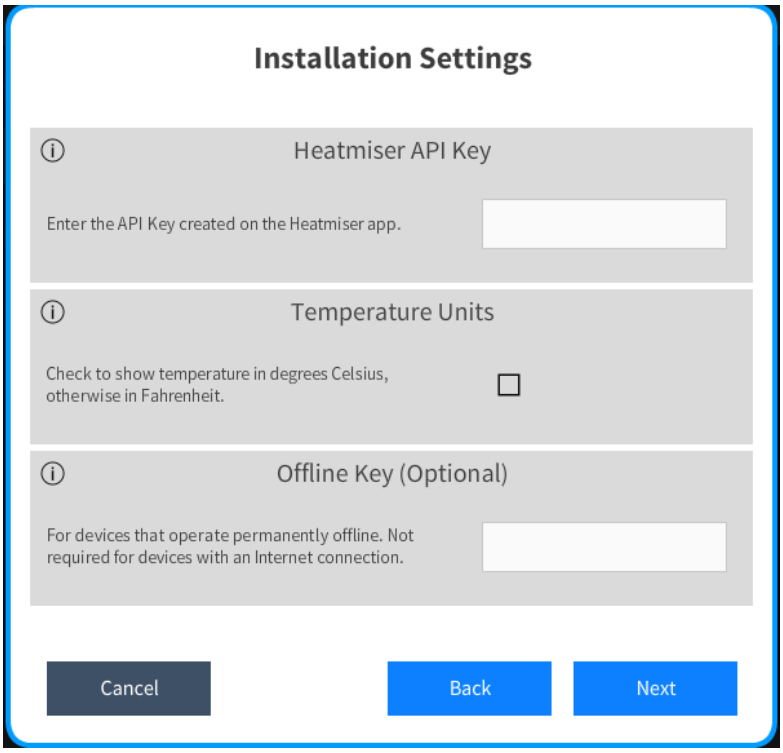


You will then be asked to enter the IP address of the Heatmiser NeoHub. The port should be left as it is.



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After this, you will have to fill out a few more installation settings as described below.



The Heatmiser API Key is hub specific and needs to be generated in the Heatmiser app as outlined in Page 1 and 2.

The temperature units can be changed between Fahrenheit and Celsius. Selecting the 'Temperature Units' checkbox will show temperatures in Celsius, and deselecting will show them in Fahrenheit.

The driver is licensed via the cloud, but an optional "offline" key can be requested under special circumstances. Please FIRST refer to the "Licensing" section below and then contact support@ultamation.com if you REQUIRE offline activation. The same offline key can be used for multiple driver instances in the same system.

If you do not have a cloud licence and do not enter a valid offline licence key, the system will function for ONE hour and then control will be suspended. The offline licence key can be entered at any time after initial setup without having to reconfigure each tile.

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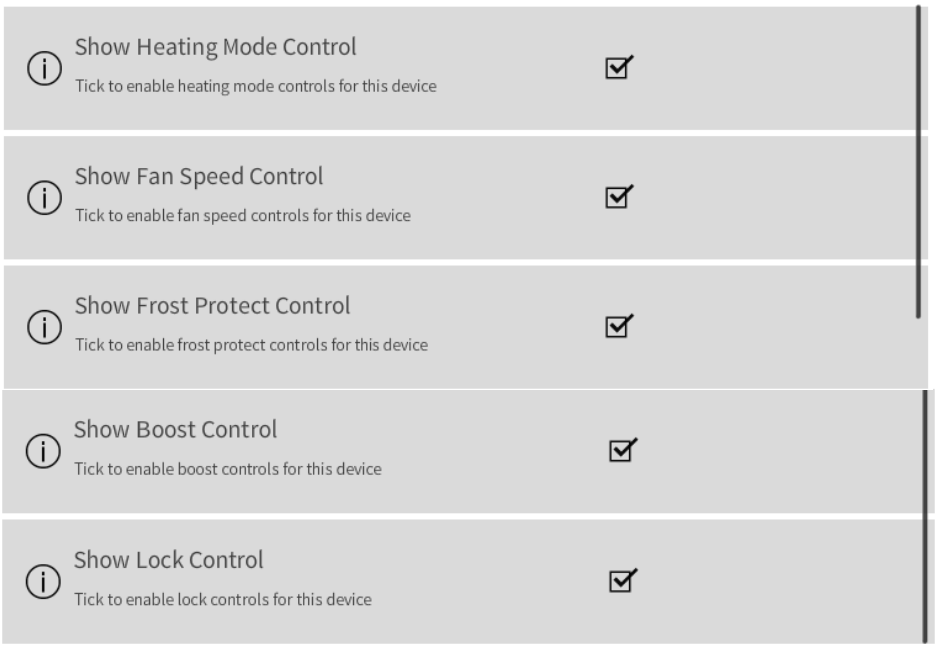
Adding the Devices

After loading the driver, it will communicate with the NeoHub and create a device for each NeoStat/NeoPlug that is on the device. These devices will then be shown under the Managed Platforms section in a folder with the same name as the added driver.

Adding a NeoStat



To add a Neostat you will need to provide a 4-digit pin which will be used to unlock the device, should anyone try to alter the physical device.

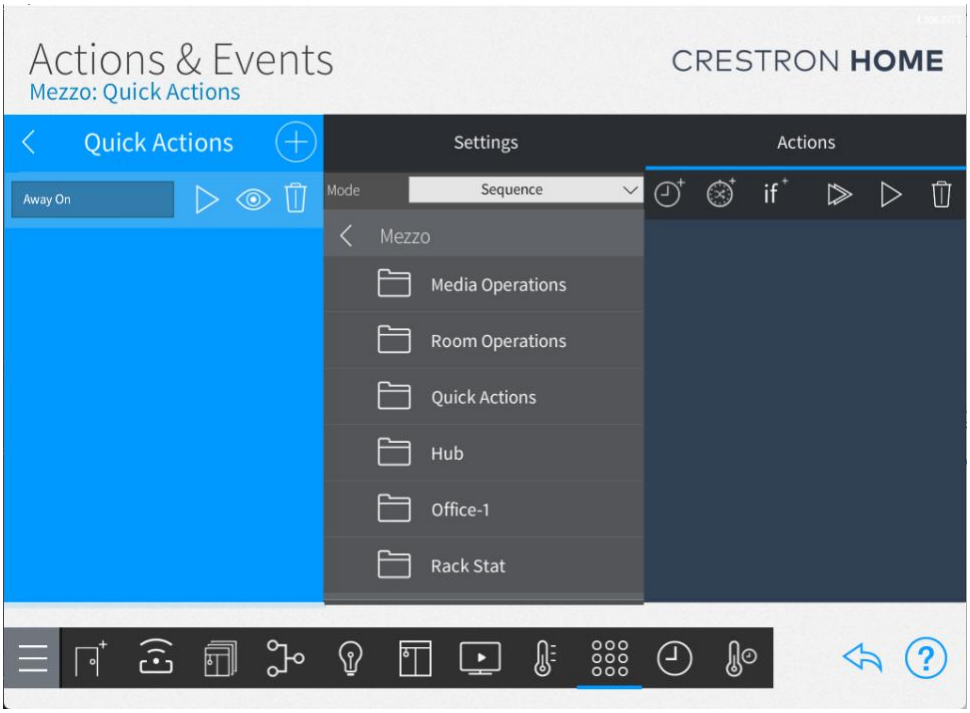


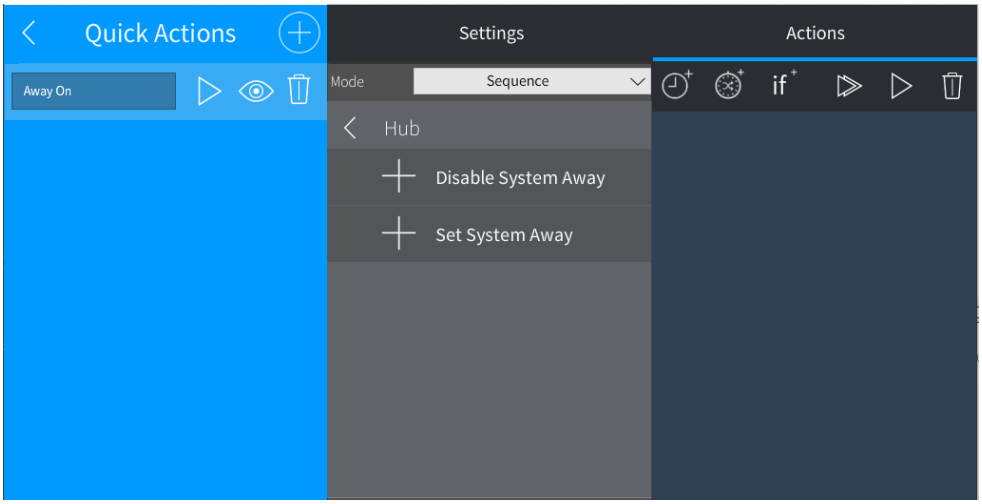
You will also have the option to hide which controls are displayed on the tile. Ticking the box will display the controls and unticking the box will hide the controls.

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Quick Actions

The driver contains a series of programmable events that can be used with Quick Actions.

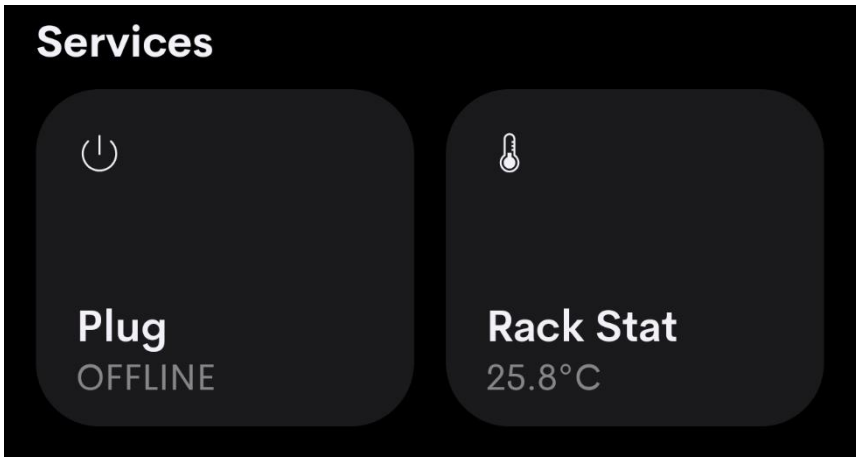




Under the Hub there are two quick actions: Set System Away and Disable System Away. These commands will set the standby mode of connected NeoStats on or off, respectively.

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Plug and Thermostat Home Tile



Thermostat Tile

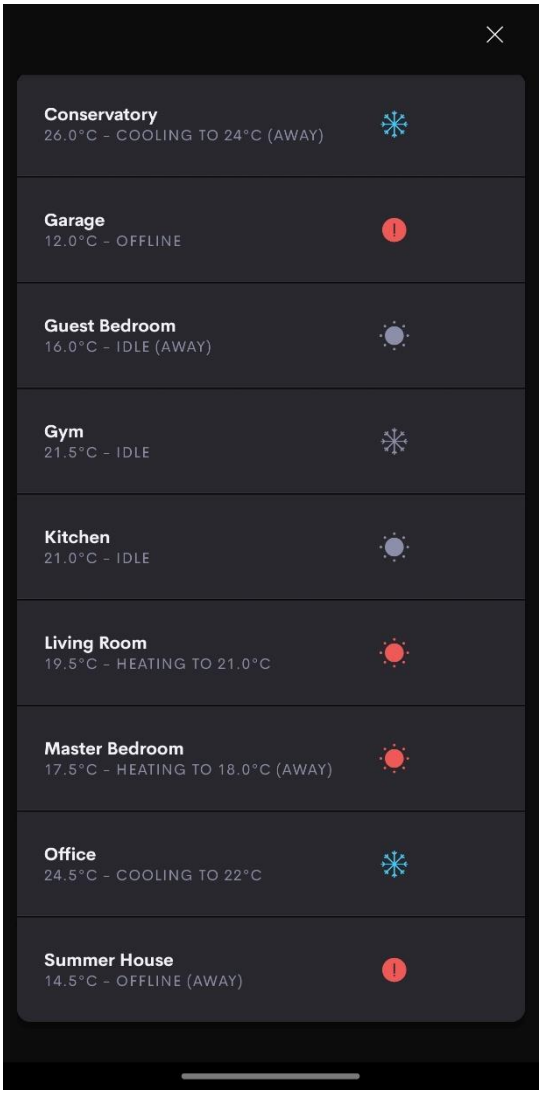


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Home Screen Tile

There is a tile that is created and will be shown on the home screen if added into a room. It will display information about the thermostats: the name, the current temperature, what state the thermostat is in in both text form and through an icon.





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Support

If you have any issues with an integration solution please let us know by contacting Ultamation support on support@ultamation.com and please include as much detail about your issue as possible, such as a recent processor error log.

Licence verification messages are posted to the error log, so please ensure you have checked this.

Licensing

This integration solution (including software, images and all other associated assets distributed as part of the purchased download package) is licensed on a PER PROCESSOR basis.

A purchase should not be completed without correct information as refunds cannot be issued for errors or changes made to details following purchase.

This is an electronic product and there is no physical delivery.

The integration solution is provided without any warranty with respect to the reliability of the controlled device or changes to device protocol. We will endeavour, through best efforts, to maintain the integration solution's functionality and any bug fixes will be provided free-of-charge. Additional functionality may be released as a variation of this integration solution and this will be a separate, purchasable, product.

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Cloud Licence

This integration solution contacts Ultamation's licensing server at startup. If the server finds a matching licence for the integration solution and processor then the integration solution will be licensed. Otherwise, the integration solution will check the offline licence key. If you purchase a licence **after** you have loaded the integration solution, please reboot the system to see changes take effect.

If you purchased a licence **before** it was migrated to the cloud service, i.e. you have a licence key already, you must enter this into the **Offline Key** user attribute. If you purchased the integration solution **after** it was migrated, and you don't have a licence key, no further action is required.

If no licence exists for the product/processor the integration solution will enter a short trial period (ONE HOUR) to allow for verification of correct control or evaluation.

To request an OFFLINE key, please contact support@ultamation.com with your order details and a brief explanation why you REQUIRE offline activation. Ultamation reserve the right to refuse offline activation.

NOTE: Once an offline key has been issued no further licence changes will be granted. Moving the integration solution to a new processor will require an additional licence purchase.

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