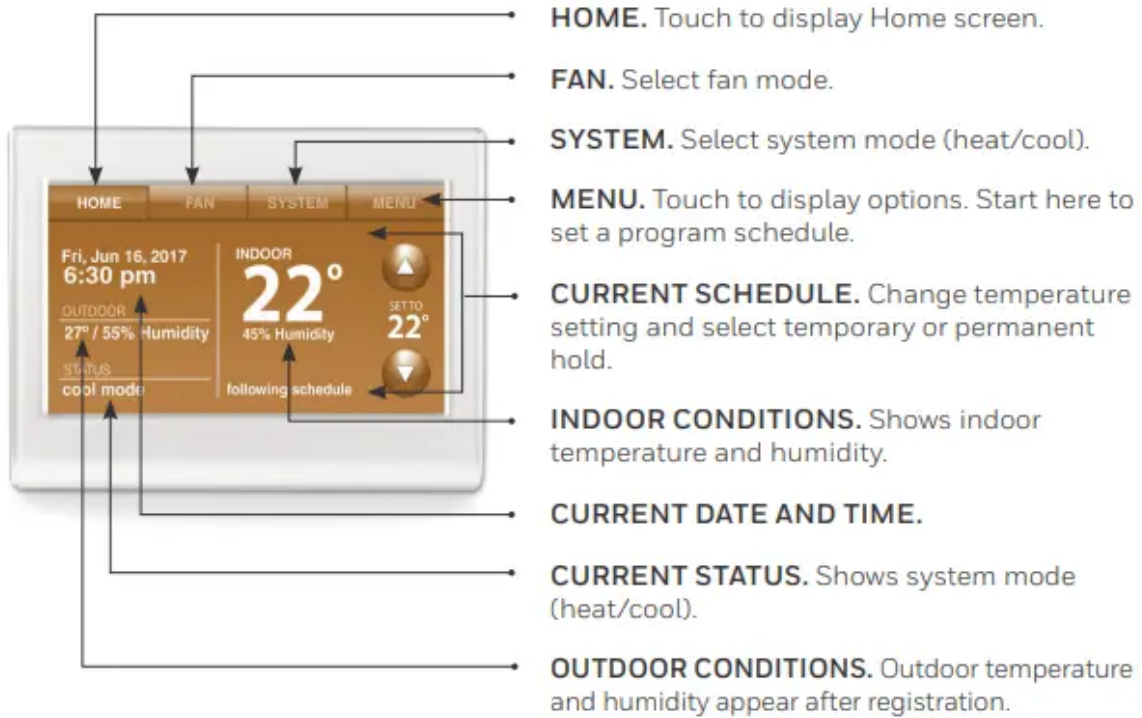


## User Guide Touchscreen Thermostat

### Quick Reference: Home Use



**Setting Up Your Thermostat:** Setting up your programmable touchscreen thermostat is easy.

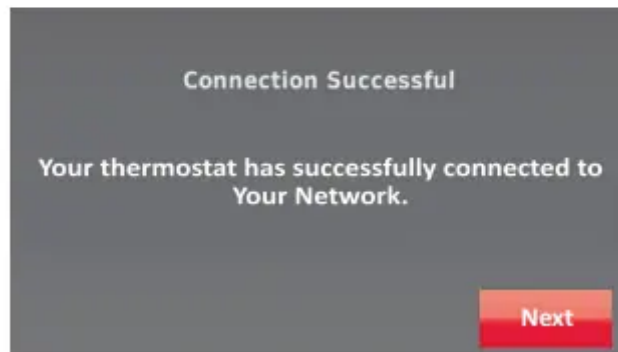
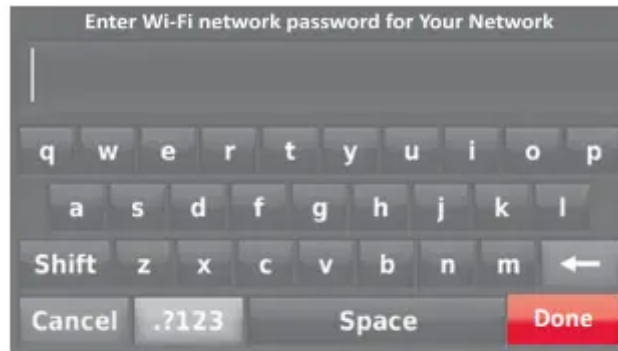
1. Connect it to your home wireless network.
2. Register online for remote access

## Installation

### Connecting to Your Wi-Fi network

#### 1. Connect the Wi-Fi network.

- Touch MENU > Wi-Fi Setup. -OR Touch Yes to connect the thermostat to your Wi-Fi network. The screen displays the message “Searching for wireless networks. Please wait...” after which it displays a list of all Wi-Fi networks it can find.
2. Select the network.
    - Touch the name of the network you want to use. The thermostat displays a password page.



- Using the keyboard, touch the characters that spell out your home network password.
- Touch Done. The thermostat displays “Connecting to your network. Please wait...” then shows a “Connection Successful” screen.
- Touch Next to display the registration information screen.
- Note your Thermostat MAC and Thermostat CRC. You need these numbers to complete online registration.



To register your thermostat, follow the instructions beginning

Note: The Register Online screen remains active until you complete registration and/ or touch Done.

Note: If you touch Done before you register online, your home screen displays an orange alert button telling you to register. Touching that button displays registration information and an option to snooze the task.



## Registering Your Thermostat Online

To view and set your Wi-Fi thermostat remotely, you must have a Total Connect Comfort account. Use the following steps.

1. Open the Total Connect Comfort web site Go to [info.mytotalconnectcomfort.com/en-AU](http://info.mytotalconnectcomfort.com/en-AU)



2. Login or create an account. If you have an account, click Login – OR – Click Create An

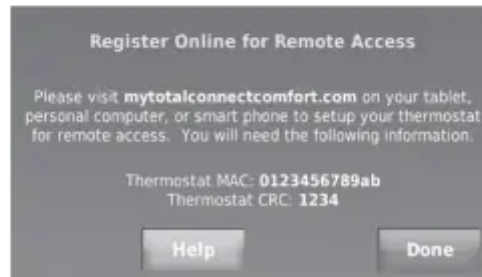
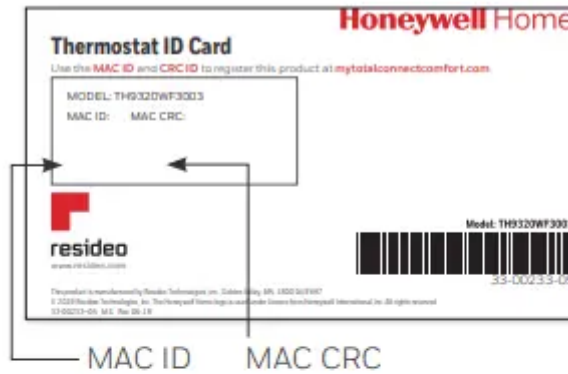


Account

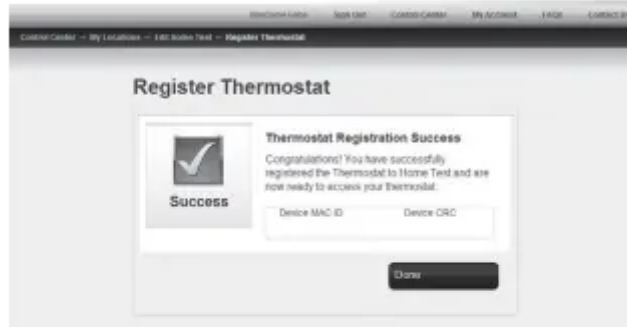
- Follow the instructions on the screen.
  - Check your email for an activation message from My Total Connect Comfort. This may take several minutes. Note: If you do not receive a response, check your junk mailbox or use an alternate e-mail address.
  - Follow activation instructions in the email.
  - Log in.
3. Register your Wi-Fi thermostat. After you are logged in to your Total Connect Comfort account, register your thermostat.
- Follow the instructions on the screen. After adding your thermostat location, you must enter the thermostat's unique identifiers:

- MAC ID

- **MAC CRC Note:** These IDs are listed on the Register Online screen or on the Thermostat ID Card included in the thermostat package. The IDs are not case sensitive.



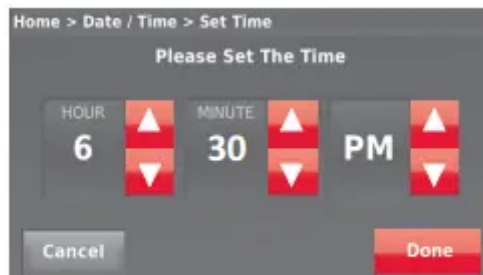
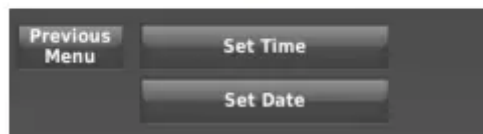
- When the thermostat is successfully registered, the Total Connect Comfort registration screen will display a SUCCESS message.
- You can now control your thermostat from anywhere through your laptop, tablet, or smartphone.



Total Connect Comfort free app is available for Apple® iPhone®, iPad® and iPod touch® devices at iTunes® or at Google Play® for all Android™ devices.

## Operation



### Setting the Time/Date



1. Touch the current time. The screen displays Set Time/Set Date.

2. Touch Set Time or Set Date.

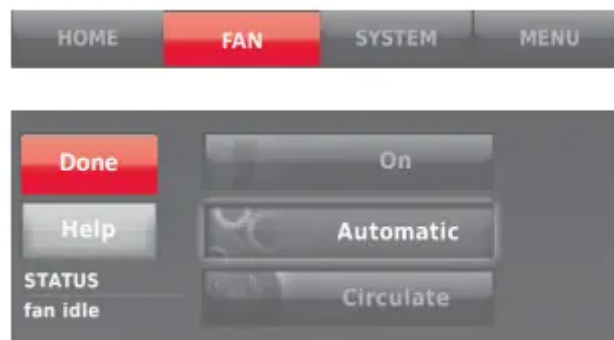
3.

Touch  or  until the proper time/date is displayed.

4. Touch Done to save or Cancel to ignore changes

Note: This thermostat will automatically update for daylight saving time (if observed in your area) and all date/time information is stored. If the thermostat is connected to Wi-Fi and registered to Total Connect Comfort, the current time is updated from the internet.

## Setting the Fan



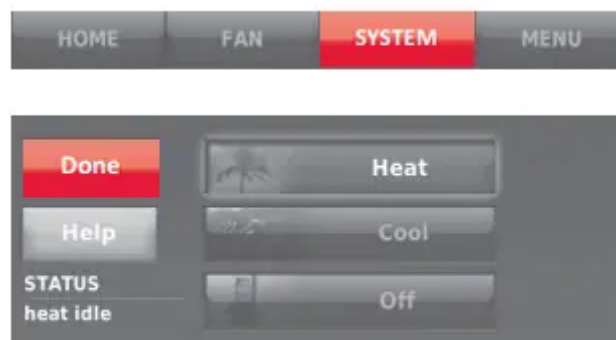
1. Touch FAN to display fan settings.

2. Touch On, Automatic, Circulate, or Follow Schedule.

3. Touch Done to save and exit. On: Fan is always on. Automatic: Fan runs only when the heating or cooling system is on. Circulate: Fan runs randomly about 35% of the time (home use only). Follow Schedule: Fan controlled by program.

Note: Touch Auto or On to temporarily override the programmed fan schedule.

## Setting System Mode



1. Touch SYSTEM to display system settings.

2. Touch desired option:

- Heat: Thermostat controls only the heating system
- Cool: Thermostat controls only the cooling system.
- Off: Heating/cooling systems are off.
- Automatic: Thermostat selects heating or cooling as needed depending on the indoor temperature.
- Emergency Heat (heat pumps with aux. heat): Controls auxiliary/emergency heat. Compressor is locked out.

3. Touch Done to save and exit.

Note: The Automatic and Emergency Heat system settings may not appear, depending on how your thermostat was installed.

### Preset Energy-Saving Schedules

This thermostat uses default Energy Saver settings that can reduce your heating/cooling expenses. To customise settings, see next page.

Home Use	Period	Start time	Heat (Mon-Fri)	Cool (Mon-Fri)	Heat (Sat-Sun)	Cool (Sat-Sun)
	Wake	6:00 am	22°C	26°C	22°C	26°C
Leave	8:00 am	17°C	30°C	17°C	30°C	
Return	6:00 pm	22°C	26°C	22°C	26°C	
Sleep	10:00 pm	17°C	28°C	17°C	28°C	

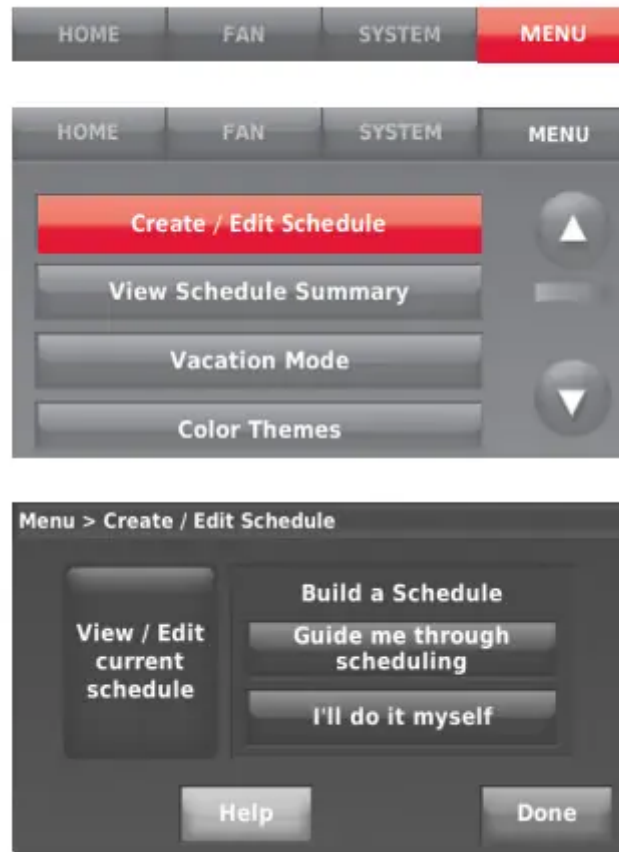
### Adjusting Program Schedules

1. Touch MENU.
2. Select Create/Edit Schedule.
  - Touch View/Edit to view the full schedule and make a quick adjustment.
  - Touch Guide Me to create a schedule by answering simple questions.
  - Touch I'll do it myself to manually create a program schedule.


Note: To reduce costs, use the pre-set Energy Saver settings described

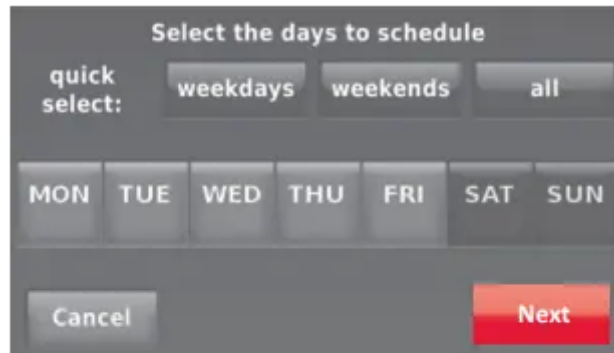


## Adjusting Program Schedules



If you selected I'll do it myself on the Create/Edit Schedule screen, follow these steps:

1. Select the days to schedule, touch Next.
2. Touch Wake to set your Wake time for selected days.
3. Touch  or  to set Heat and Cool temperatures for the Wake period, then touch Done.
4. Touch other time periods (Leave, Return, Sleep) to set time and temperatures for each.
5. Touch Done to save and exit.





Note: Touch Delete Period to eliminate any unwanted time period.

Note: Touch Fan Settings to customise fan settings for any time period.

### Overriding Schedules: Home Use





1. Touch  or  to adjust the temperature (right side of screen) and the Hold Until time (left side). The schedule will resume when the Hold Until time expires.
2. Touch Switch to Permanent Hold to keep the same temperature until you change it or resume the program schedule.
3. Touch Cancel Hold at any time to resume the program schedule

## Viewing Equipment Status

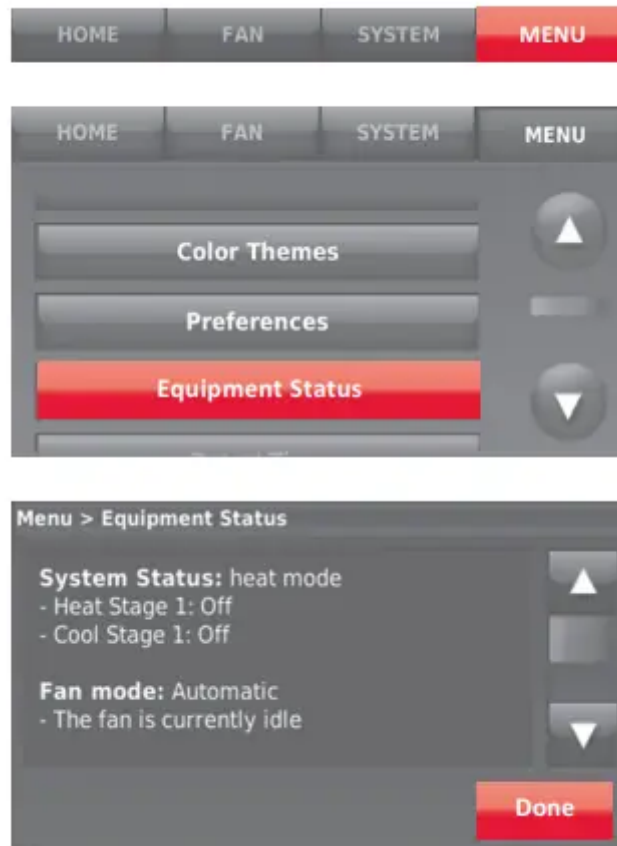


1. Touch MENU.
2. Select Equipment Status.
- 3.

Touch  or  to view the status of all the equipment your thermostat is controlling. Depending on how your thermostat was installed, the Equipment Status screen can report data about the following systems:



- Heating and cooling
- Fan
- Thermostat information

## Setting Vacation Hold: Home Use



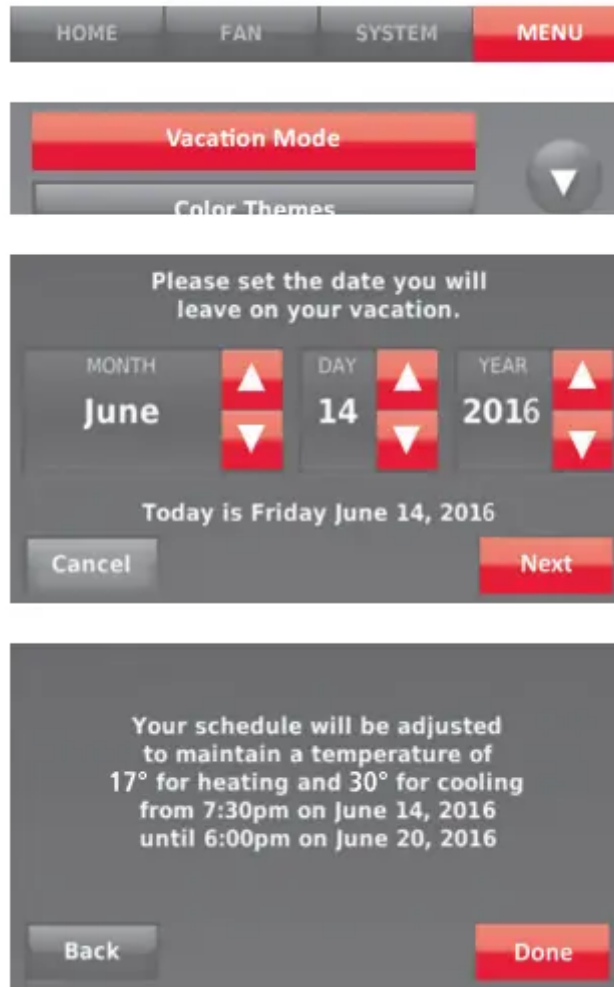
This feature helps you save energy while you are away, and restores comfortable settings just before you return home.

1. Touch MENU.
2. Select Vacation Mode.
- 3.

Touch  or  to select the date you leave, then touch Next for further scheduling details, including times of day, temperature settings, return date, and return settings.

4. Review your selections on the last display, and touch Done to save your settings. Touch Back, then Cancel to ignore the changes.

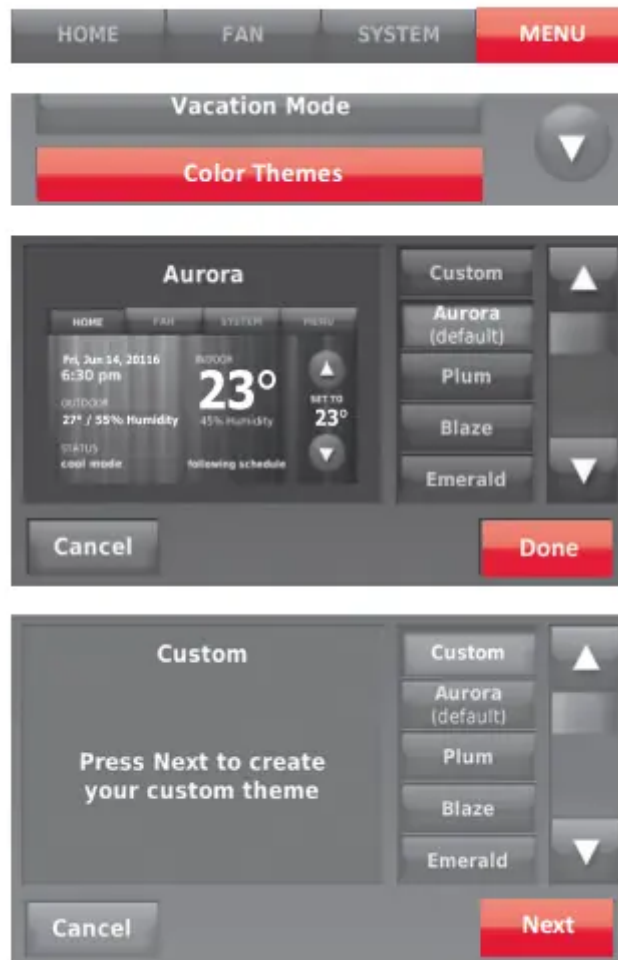
## Customizing Screen Colour



You can customise your thermostat display to match your décor.

1. Touch MENU.
2. Touch Colour Themes.
3. Select the name of a colour to use a predefined background, or select Custom to define your own background colour and text.
  - If you select a colour name, the screen shows an example on the left. Touch Done to accept that selection.
  - If you touch Custom, the screen gives you instructions. Touch Next to step through the choices; touch Done when you are satisfied with your changes.

## Setting Preferences

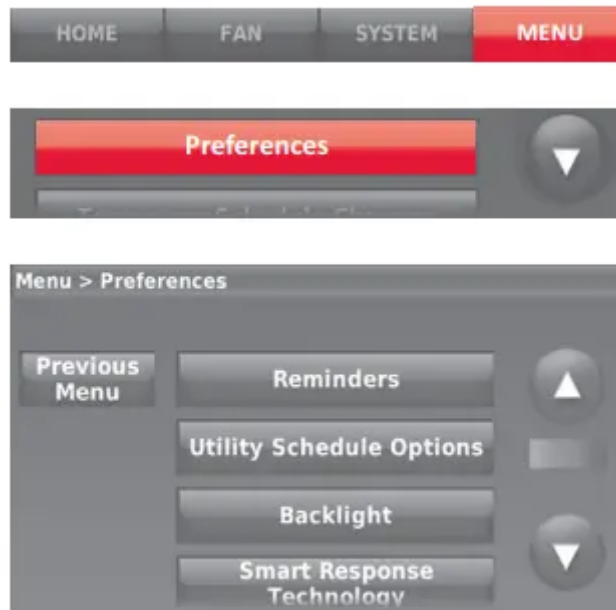


Preference menu options let you select how the thermostat displays information or responds to certain situations.

1. Touch MENU and select Preferences.
2. Select an option and follow prompts:
  - Reminders
  - Utility Schedule Options
  - Backlight
  - Smart Response Technology\*
  - Advanced Preferences
  - Restore Default Schedule
3. Touch Done to save your settings. Touch Cancel to ignore changes.

\* Smart Response only appears if thermostat is configured for Home

## Cleaning the Thermostat Screen

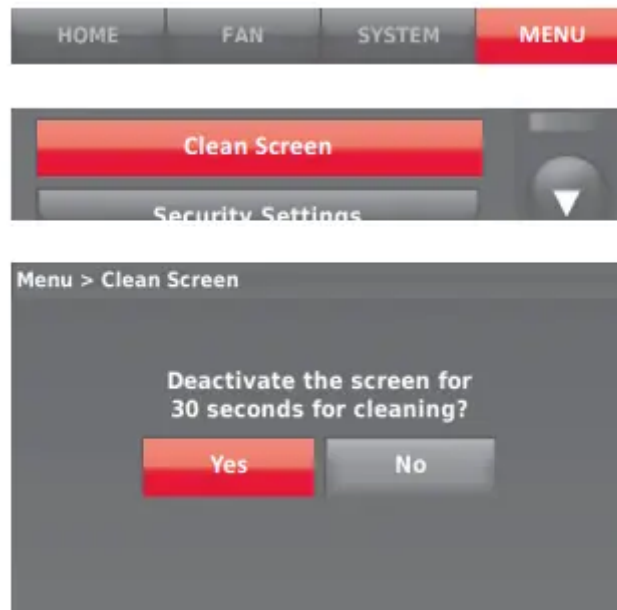


When you select the Clean Screen option, the screen is locked so you don't accidentally change settings while you clean.

1. Touch MENU.
2. Select Clean Screen. A prompt asks if you want to clean the screen for 30 seconds.
3. Touch Yes. A countdown timer displays elapsed time until the screen is reactivated.

Note: Do NOT spray any liquid directly on the thermostat. Spray liquids onto a cloth, then use the damp cloth to clean the screen. Use water or household glass cleaner. Avoid abrasive cleansers.

## Adjusting Security Settings

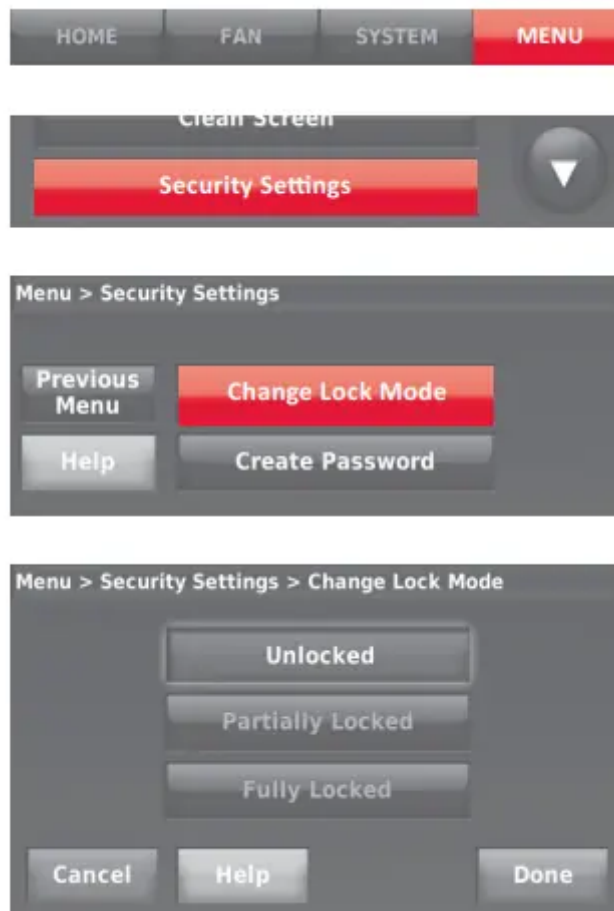


You can adjust security options to prevent unauthorized changes to system settings.

1. Touch MENU and select Security Settings.
2. Select Change Lock Mode.
3. Select an option and follow prompts: Unlocked: Full access allowed. Partially locked: Only temperature can be changed. Fully locked: No access allowed.

Note: If you choose to use a password for additional security, write it here for reference:

## Smart Response Technology



- This feature (home use only) allows the thermostat to “learn” how long the heating/ cooling system takes to reach programmed temperature settings, so the temperature is reached at the time you set.
- For example: Set the Wake time to 6:00 am, and the temperature to 22°C. The heat will come on before 6:00 am, so the temperature is 22°C by 6:00 am.
- Note: Select Smart Response Technology in the Preferences menu (“Setting Preferences”).
- The message “in recovery” is displayed when the system is activated before a scheduled time period.
- Smart Response only appears if thermostat is configured for Home.

## Compressor Protection



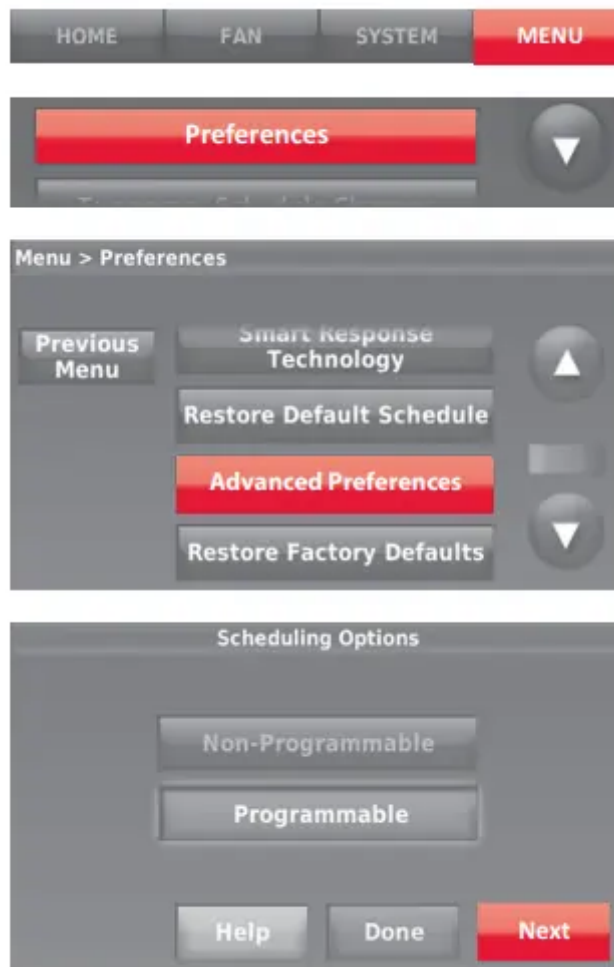
- The thermostat keeps the compressor off for a few minutes before restarting, to prevent equipment damage. During this “off” time, the message “waiting for equipment” is displayed on screen

## Auto Changeover



- This feature is used in climates where both air conditioning and heating are used on the same day.
- When the system is set to Automatic, the thermostat automatically selects heating or cooling depending on the indoor temperature.
- Heat and cool settings must be at least 3 degrees apart. The thermostat will automatically adjust settings to maintain this 3-degree separation.
- Note: Select Auto Changeover on the Heating and Cooling System Changeover screen under Advanced Preferences. See “Setting advanced preferences”

## Setting Advanced Preferences



You can change options for a number of system functions. Although many options, such as language and temperature indication settings are the same for all setups, others depend on the type of system you have.

1. Touch MENU. The thermostat displays a list of options.
2. Select Preferences > Advanced Preferences. The thermostat displays the first screen of options that you can change.
3. On each screen, make changes as needed, then touch Next to display new options. Repeat this step until you have made all changes. Tables on pages 28-29 explain the screens and options under Advanced Preferences.
4. When you have made all changes, press Done to save and exit.

### Advanced Preferences Options (MENU > Preferences > Advanced Preferences)

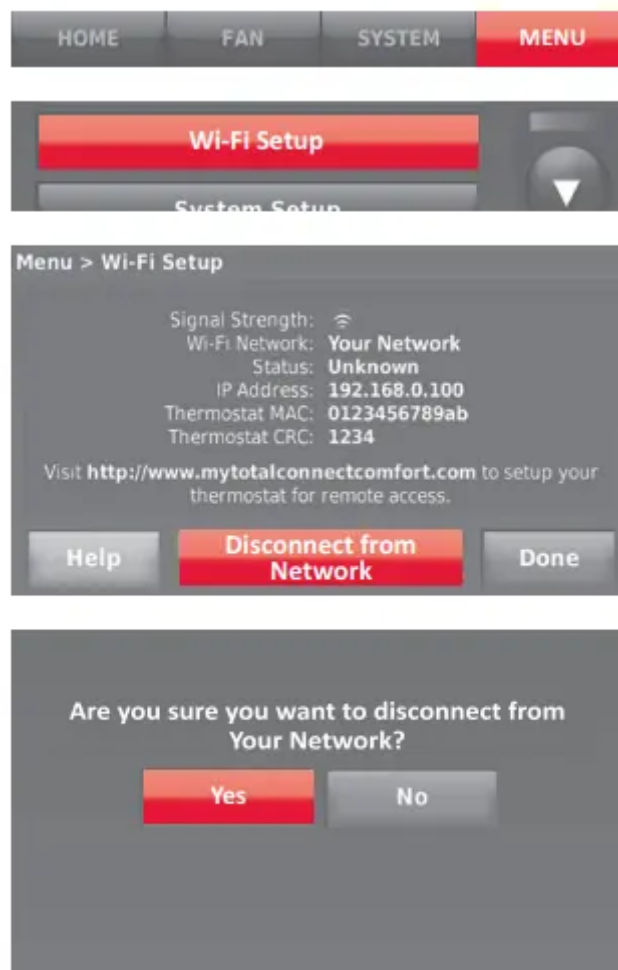
- Scheduling Options: Select Non-programmable or Programmable. Programmable uses default or customised programming to automatically raise and lower temperature settings for different times of day.

- Temperature Indication Scale: Select Fahrenheit or Celsius.
- Heating and Cooling System Changeover: Select Manual or Automatic.
- Number of Schedule Periods: Select 2 Periods Per Day or 4 Periods Per Day

### Advanced Preferences Options (concluded)

- Temperature Limits: Select the Minimum Cool and Maximum Heat Limit.
- Keypad Lockout: Select Unlocked/Partially Locked/Locked.
- Clock Format: Select 12 Hour or 24 Hour.
- Daylight Saving Time: Select Off or On. If set to On, the system will automatically change time/date to account for daylight saving.
- Indoor Display Offsets: Select the number of degrees to offset indoor temperature or percentage to offset indoor humidity.

### Disconnecting Your Wi-Fi Network



If you need to disconnect the thermostat from your Wi-Fi network (for example, you're replacing your router), follow these steps:

1. Touch MENU.
2. Select Wi-Fi Setup.
3. Touch Disconnect from Network. The thermostat will display a question to confirm your selection.
4. Touch Yes to confirm that you want to disconnect from the network. The thermostat will display the Wi-Fi Setup screen.
5. Touch OK to display the menu.

## Reconnecting Your Wi-Fi Network



1. Touch MENU.
2. Select Wi-Fi Setup.
3. Touch the name of the network you want to use. The thermostat may display a password page.
4. To enter a password, touch characters to spell out your home network password, then touch Done.
5. The thermostat displays "Connecting to your network. Please wait..." then a "Connection Successful" screen.
6. Touch Next.
  - If your thermostat is registered, you will see your signal strength and other status information. Touch Done.

- If the screen displays “Register Online for Remote Access,” follow instructions

## Unregistering Your Thermostat

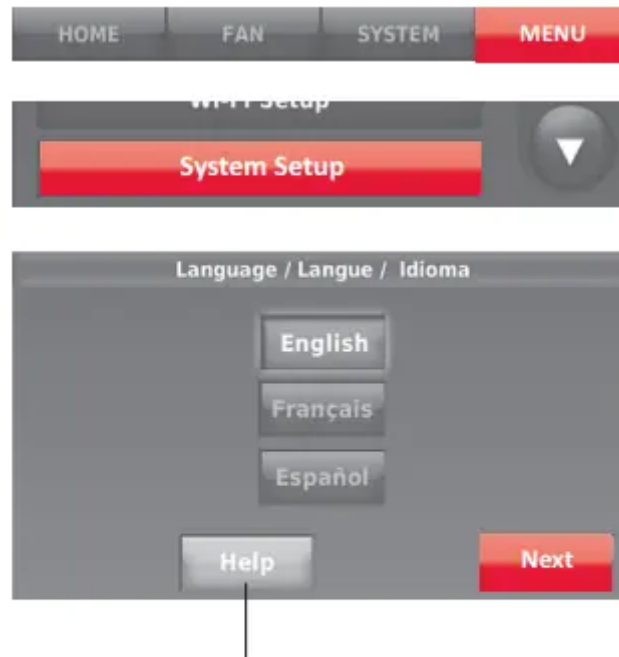


If you remove the thermostat from your Total Connect Comfort website account (for example, you're moving and leaving the thermostat behind), follow these steps:

1. On [mytotalconnectcomfort.com](http://mytotalconnectcomfort.com) log into your account.
2. Under My Account, select Edit My Profile.
3. Click the Delete My Account button.

Your thermostat will display an orange button that says Register Online.

## Changing System Setup



Touch the Help button to see information about screen options.

If the thermostat is reset to factory default settings, you need to change the thermostat settings to match your heating/cooling system. Your contractor did this when the thermostat was installed. Follow these steps to setup the thermostat, or call your contractor to do it.

1. Touch MENU. The thermostat displays a list of options.
2. Select System Setup. The thermostat displays the first screen of options that you can change.
3. On each screen, make changes as needed then touch Next to display new options. Repeat this step until you have made all changes. Tables on pages 34-35 explain the System Setup screens and options.
4. When you have made all changes, press Done to save and exit.

Note: Touch the orange Help button on any screen for more information.

### System Setup Options (MENU > System Setup)

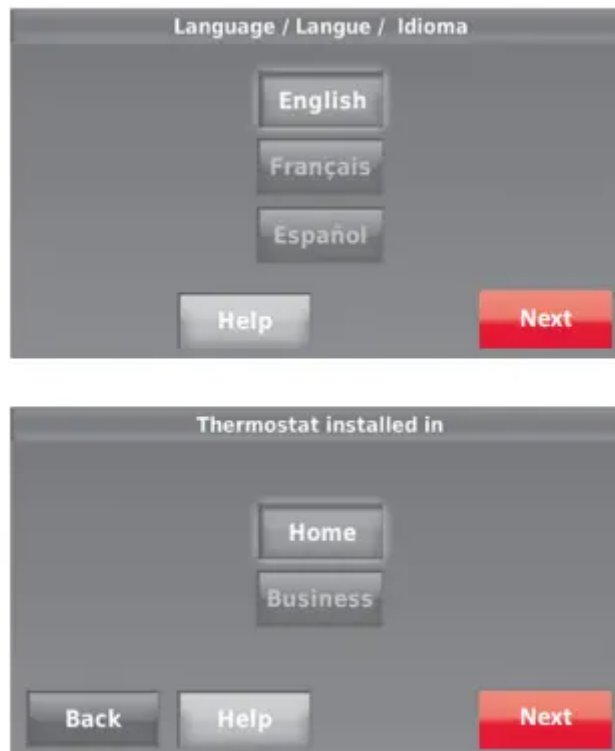
- Language English/Français/Español.
- Thermostat installed in: Home(Thermostat is used in a residential (default).
- Your thermostat location: Touch THERMOSTAT button to display a screen where you can enter a custom name using a keypad. If you have only one thermostat, you can leave the name as THERMOSTAT.

- Your thermostat controls: Select Heating or Cooling or both (default).
- Your system type: Select Forced Air (default), Heat Pump, or Hot Water or Steam. Each option offers different choices on the following screens.
- Your forced air heating system type: Select how your forced air system is powered: Gas/Oil (default) or Electric.
- Efficiency of your heating system: Select Standard Efficiency Forced Air (default) or High Efficiency Forced Air.

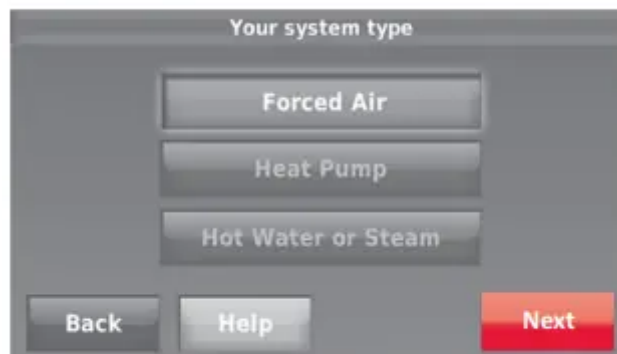
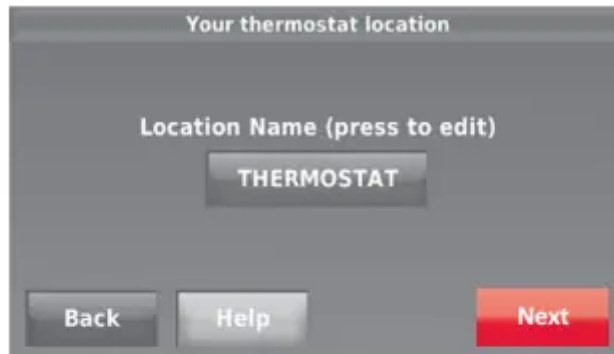
### **System Setup Options (concluded)**

- Your heating system type: If you selected Hot Water or Steam on “Your system type,” select the specific heating system here.
- Number of cooling stages: Select 1 Stage (default) or 2 Stages. If you are unsure, note which wires are connected: ‘Y’ wire only (1 stage) or ‘Y’ and ‘Y2.’
- Number of heating stages: Select 1 Stage (default) or 2 Stages. If you are unsure, note which wires are connected: ‘W’ wire only (1 stage) or ‘W’ and ‘W2.’
- Your fan control: Select whether your thermostat (default) or heating system controls the fan.
- Type of changeover valve: If you selected Heat Pump on “Your system type,” select whether it uses a cooling changeover valve (default) or heating changeover valve. If you are unsure, note which wires you have connected.
- Number of heat pump compressor stages: Select 1 Stage (default) or 2 Stages. If you are unsure, note which wires are connected: ‘Y’ wire only (1 stage) or ‘Y’ and ‘Y2.’
- Your backup heat: No or Yes (default) you can determine whether you have backup heat.

## System Setup



- Note: Your contractor already setup your thermostat. You should not need to perform any setup. Follow these instructions only if you do a factory reset.
- Before connecting to your Wi-Fi network, you need to set initial thermostat options to define your heating/cooling system:
  - Language
  - Home
- You can customise other options later.
- Follow prompts on the screen to select appropriate options.
  1. Touch the language you want the thermostat to display, then touch Next.
  2. Select Home installation, then touch Next.
  3. Touch Next, or name the thermostat location—touch THERMOSTAT and follow the rest of the instructions.
  4. Select what your thermostat will control and touch Next.
- Note: Touch the orange Help button on any screen for more information.



5. Select your system type and touch Next. The system type determines other selections for completing initial setup. Use the checklist from Step 6d when making selections.

6. Touch Next after making selections on each screen.

7. Touch Done on the last screen. The thermostat displays an option to connect to your Wi-Fi network.

Note: Touch the orange Help button on any screen for more information.

## Frequently Asked Questions

1. Q: Will my thermostat still work if I lose my Wi-Fi connection?

- A: Yes, the thermostat will operate your heating and/or cooling system with or without Wi-Fi.

2. Q: How do I find the password to my router?

- A: Contact the manufacturer of the router or check the router documentation.

3. Q: Why am I not seeing my Wi-Fi setup page?

- A: You are probably connected only to your router, not to your thermostat. Try connecting to the thermostat again.

4. Q: Why isn't my thermostat connecting to my Wi-Fi router even though it is very close to the thermostat?

- A: Verify that the password entered for the Wi-Fi router is correct.

5. Q: My thermostat is unable to register to the Total Connect Comfort website.

- A: Verify that the thermostat is correctly enrolled on your home Wi-Fi network. At Menu > Wi-Fi Setup, check for the Wi-Fi-signal strength icon. Verify that the Wi-Fi router has a good internet connection. On your computer, verify that you can open the site at [mytotalconnectcomfort.com](http://mytotalconnectcomfort.com). If you cannot open the site, switch off the internet modem for a few seconds, then power it back on.

6. Q: I registered on the Total Connect Comfort website but was unable to login using my new account.

- A: Check your email and ensure that you received an activation email. Follow the instructions to activate your account and then login to the website.

7. Q: I have signed up on Total Connect Comfort website and have not received a confirmation email.

- A: Check for the email in your Junk or Deleted folder.

8. Q: Is there a way to extend the signal strength?

- A: Most standard routers can be set up to be a repeater. You can also purchase and install a Wi-Fi repeater.

## Getting Help and Responding to Alerts



Your thermostat offers two types of assistance, if these assistance options do not answer your questions, review the FAQs and troubleshooting tips

On screen help Most displays include an orange Help button.

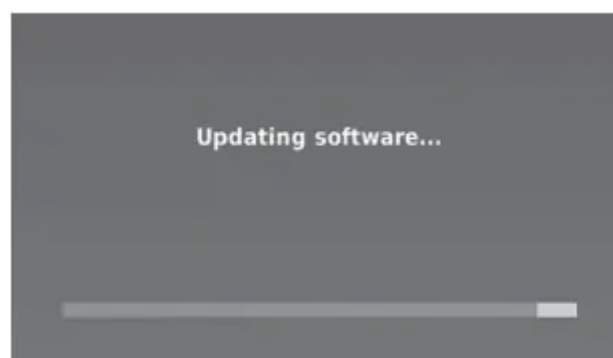
1. Touch Help to display instructions for using the screen.
2. Touch OK to redisplay the original screen.

On screen alerts: Your home screen will display a large orange button when you need to correct a setting or system problem.



1. Touch the button, the thermostat displays instructions for completing the task to which you were alerted.
2. Touch OK on the instruction display, then carry out the task. When the task is complete, the alert button will no longer be displayed.

## Software Updates



- The Wi-Fi app periodically issues updates to the software for this thermostat. The updates occur automatically through your Wi-Fi connection. All your settings are saved, so you will not need to make any changes after the update occurs.

- Updates occur in the early morning. After your thermostat receives the software, it reboots. The screen then shows “Updating software...” with a green progress bar. When the update is complete, your home screen will appear as usual.
- Note: If you are not connected to Wi-Fi or registered at Total Connect Comfort, you will not get automatic updates.

## Troubleshooting

If you have difficulty with your thermostat, please try the following suggestions. Most problems can be corrected quickly and easily

### 1. Display is blank

- Check circuit breaker and reset if necessary.
- Make sure power switch at heating and cooling system is on.
- Make sure furnace door is closed securely

### 2. “Wait” appears on the screen

- Compressor protection feature is engaged. Wait 5 minutes for the system to restart safely, without damage to the compressor.

### 3. Heating or cooling system does not respond

- Touch SYSTEM to set system to Heat. Make sure the temperature is set higher than the Inside temperature.
- Touch SYSTEM to set system to Cool. Make sure the temperature is set lower than the Inside temperature.
- Check circuit breaker and reset if necessary.
- Make sure power switch at heating and cooling system is on.
- Make sure furnace door is closed securely.
- If “Wait” is displayed, the compressor protection timer is on. Wait 5 minutes for the system to restart safely, without damaging the compressor

## Glossary

- Heat Pump heating/cooling system: Heat pumps are used to heat and cool a home. If your old thermostat has a setting for auxiliary or emergency heat, you likely have a heat pump.
- Conventional heating/cooling system: Non–heat pump type systems; these include air handlers, furnaces or boilers that run on natural gas, oil or electricity. They may or may not include an air conditioner.
- MAC ID, MAC CRC: Alphanumeric codes that uniquely identify your thermostat.

**Warning**

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

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