

The following are a answers to the most common questions we get asked about:



**Will my thermostat still work if I lose my Wi-Fi connection?**



Yes, the thermostat will operate your heating system with or without Wi-Fi.



**How do I find the password to my home broadband router?**



Contact the manufacturer of the router or check the router documentation, in many cases the relevant information is noted on the back of the router.



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



Verify that the password entered for the Wi-Fi router is correct. Check that the Wi-Fi router is switched on.



**My thermostat is unable to register to the Total Connect Comfort website.**



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 [www.mytotalconnectcomfort.com](http://www.mytotalconnectcomfort.com). If you cannot open the site, switch off the internet modem for a few seconds, then power it back on.



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



Check your email and ensure that you received an activation email. Follow the instructions to activate your account and then login to the App. Please also check your junk mail folder for the activation email.



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



Check for the email in your Junk or Deleted folder.



**The thermostat is not responding to my voice commands in any condition.**



During thermostat device setup or in the Voice Control Menu, you must say Yes to the End User License Agreement to activate Voice Control on the thermostat. Also check your Wi-Fi connection as Voice Control requires Wi-Fi connectivity to function.



**The thermostat is not responding to my voice in certain home locations.**



You should be within direct line of sight to the thermostat when using Voice Control. The distance and proximity of use depends on certain conditions, like floor plans, thermostat location, and noise levels. Voice Control might not function correctly when initiating commands from distances greater than 5 metres, especially when communicating around walls, structures, or from other enclosed rooms.

**Q Why is my thermostat having a hard time hearing my voice?****A** The sensitivity setting might be too low. Go to MENU > Voice Control > Sensitivity. Set it to a higher number.**Q Why is my thermostat responding to voices that aren't directed at it?****A** The sensitivity setting might be too high. Go to MENU > Voice Control > Sensitivity. Set it to a lower number.**Q Why does the system come on early to reach the set temperature?****A** This feature, called Smart Response, enables the thermostat to "learn" how long the heating system and air conditioner take to reach the programmed temperature settings, this allows the temperature to be reached at the time you have scheduled.**Q What happens to the thermostat settings if the power is lost?****A** Your thermostat stores its program schedule, user setup and customizations in permanent memory. So, no need to reset anything. When power is restored your thermostat will start operating automatically.**Q How do I add a new location to my account?****A** To add a new location to your My Total Connect Comfort account, perform the following steps: 1. Add New Location under the My Profile heading. You will need to provide the new location name, address and the email address you would like assigned to the new location. After providing all of the required information click the Submit button at the bottom of the screen. 2. You will then be asked to enter the MAC ID and MAC CRC of the device at the new location. 3. Follow the on line instructions to complete the registration process. Once complete you will now be able see the new location listed under the Locations screen.**Q How many devices can I have under one location?****A** There is no limit to the number of devices you can register under your account. Each device is displayed as a new location under your registered account.**Q What are the settings under the Thermostat menu used for?****A** The settings key takes you to the Notification Setup page. This allows you to turn on and adjust the situations you would like to be alerted to for each thermostat. Once the alert is turned on you will receive an email if the alert setting is met on your thermostat.**Q How do I edit the schedule for my thermostat?****A** Schedule information can be adjusted in the App. Not all thermostats support remote scheduling.

**Q How do I delete a location from my account?**

**A** To delete a location from your My Total Connect Comfort account start by going to the My Locations screen. From the My Locations screen click on the settings icon of the location you would like to delete. You will then be taken to the location information page. Click on the Delete Location icon at the bottom of the page. Once you have confirmed that you would like to delete the location from your account the location will no longer be viewable from the My Locations screen and will no longer be associated with your account.

**Q Are the MAC ID and MAC CRC case sensitive?**

**A** No, the MAC ID and MAC CRC are not case sensitive. Upper and lower case characters will work.

**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.

**Q Is there a way to extend the signal strength?**

**A** You can purchase and install a Wi-Fi repeater.

**Q What is the range or distance of the Wi-Fi signal in my thermostat?**

**A** The thermostat works in typical residential and light commercial applications. The range or distance of the Wi-Fi signal is determined by your router.

**Q What is My Total Connect Comfort?**

**A** My Total Connect Comfort is a web portal for remote access to Honeywell Wi-Fi thermostats.

**Q What are the MAC ID and MAC CRC for?**

**A** The MAC ID and MAC CRC are the unique identifiers used for registering your new Wi-Fi thermostat.

**Q Which password do I use on My Total Connect Comfort during the registration process?**

**A** Please use the password that you created for your My Total Connect Comfort account. If you do not remember the password you created please click on the Forgot Password link on the user sign-in page.

**Q I want to use other devices to access My Total Connect Comfort and control my thermostat remotely (tablet or smart phone). Do I need to register each device separately?**

**A** No - once you complete the registration process, you can access My Total Connect Comfort and control your thermostat from anywhere by visiting [myTotalConnectcomfort.com](http://myTotalConnectcomfort.com) from any smartphone or tablet running iOS or Android apps.



### **How do I create an account for my new My Total Connect Comfort System?**



1. Start by clicking the Create an Account icon.
2. Read and Accept the End User License Agreement.
3. Enter the required contact information on the Create an Account screen and click Next.
4. An activation email will be sent to you with a link to complete the activation process.



### **Where is the MAC ID and MAC CRC located?**



The MAC ID and MAC CRC is the alphanumeric code displayed on the thermostat display during the registration process. It is also located on the thermostat registration card and on the back of the thermostat. Each thermostat has a unique MAC ID and MAC CRC so that it is unique to your application.



### **What internet browsers are supported by My Total Connect Comfort?**



The internet browsers supported by Total Connect Comfort are Internet Explorer 8, Firefox 4, Safari 5, and Chrome 9.



### **Can I have more than one location registered under my account?**



Yes, your my Total Connect Comfort account allows you to have multiple locations registered under one account.



### **I registered on the Total Connect Comfort website but was unable to login using my new account?**



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



### **The thermostat is not responding to my voice commands in any condition?**



During thermostat device setup, you must say 'Yes', to the Device Usage Agreement, to activate the voice control on the thermostat.

Also, please check your Wi-Fi connection as voice control requires Wi-Fi connectivity to function. If your Wi-Fi connection is not activated and you initiate the voice control process, you will receive a verbal response from the thermostat which indicates the voice control capability is not available.

If your thermostat's voice control capabilities still do not function, please contact Honeywell Customer Service for support on 01344 656 200, select Option 1 and then Option 1.



**Q The thermostat is not responding to my voice in certain home locations?**

**A** You should be within a direct line of sight and proximity 5 to 15 feet to the thermostat when instructing the thermostat, via voice control. The distance and proximity of use is dependent upon certain home conditions, like floor plans, thermostat locations, and noise levels.

Voice control may not function correctly when initiating commands from distances above 15 feet, especially when communicating around walls, structures or from other enclosed rooms.

Do not shout your command or speak a command loudly, when standing close to the thermostat.

**Q The thermostat is not responding to my voice during noisy periods in my home?**

**A** When operating voice control during noisier periods in your residence, you may have to retry commands for correct recognition. Try raising your voice level (however, not shouting) and/or moving closer to the thermostat during noisy conditions is recommended.

**Q The thermostat asks for my voice command when I did not say “Hello Thermostat”?**

**A** The thermostat may infrequently communicate and speak, “Please Say Your Command” when you did not first initiate voice control with “Hello Thermostat”. You should ignore the informational audio message that follows. No changes to your temperature settings will happen. You can improve this condition by adjusting the voice control sensitivity index. To adjust the voice sensitivity level, go to Menu>Voice Control and select the Sensitivity option on your touch screen. A slider bar will appear which indicates your current sensitivity setting. You should adjust your sensitivity level to a lower number to help reduce false triggers and a higher number to help improve the recognition of the trigger command (Hello Thermostat). You may modify the voice control sensitivity multiple times to optimize your voice experience.

**Q The thermostat does not recognize “Hello Thermostat”, and does not provide an audible response, “Please Say a Command”?**

**A** Retry “Hello Thermostat” voice trigger phrase with a brief pause between words. You may want to move closer to thermostat and/or raise your voice slightly when retrying the voice trigger.

Please ensure your thermostat is connected to your Wi-Fi network for voice control operation.

To improve voice trigger phrase recognition, you should adjust the voice sensitivity level. Go to Menu>Voice Control and select the Sensitivity option on your touch screen. A slider bar will appear which indicates your current sensitivity setting. You should adjust your sensitivity level to a higher number to help improve the recognition of the trigger command (Hello Thermostat). You may modify the voice control sensitivity multiple times to optimize your voice experience.

**Q The thermostat is not recognizing my voice commands to adjust the temperature setting?**

**A** Retry your voice command, but not rushing through the command and enunciating the words and numbers clearly. You may want to move closer to the thermostat and retry your voice command.

**Q Will voice activated control still work if I lose my Wi-Fi connection?**

**A** No, the voice activated control functionality will not operate without Wi-Fi. A notification of non-connectivity to the voice server will be provided in an audio response message. You must also remain connected to Wi-Fi to receive automatic software product updates for voice control.

If your received Wi-Fi signal strength is low on your thermostat, you may want to consider installing a Wi-Fi range extender for your home. Honeywell has tested with, and recommends this model (Linksys N300 Wi-Fi Range Extender).

**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, but you will not have the use of voice control. If you choose to register with and utilize Honeywell Total Connect Comfort ([www.mytotalconnectcomfort.com](http://www.mytotalconnectcomfort.com)) to manage your thermostat via an Internet connected device, the Total Connect Comfort application will not function without Wi-Fi.

**Q The voice control feature and/or touch screen interface have become unresponsive?**

**A** If you have wired the thermostat to control your heating and/or cooling systems, disconnect the thermostat face plate from its wall mounting plate and then reconnect to the mounting plate to power cycle the unit. Wait for 15 seconds and then reconnect the face plate to the wall mounting plate. If your thermostat's voice control capability still does not function, please contact Honeywell Customer Service for support on 01344 656 200, select Option 1 and then Option 1.

**Q I am having difficulty connecting to my Wi-Fi router during the Wi-Fi registration process?**

**A** If you have made multiple attempts to achieve Wi-Fi router connectivity using the Wi-Fi registration process (Wi-Fi Setup Menu) on the thermostat and it is unsuccessful; it is recommended that you reboot your Wi-Fi router and re-enroll via the Wi-Fi registration process. If the thermostat still cannot find your Wi-Fi network, or is unable to connect, please contact Honeywell Customer Service for support on 01344 656 200, select Option 1 and then Option 1.



**Q I am having difficulty using Honeywell Total Connect Comfort to control my thermostat?**

**A** If your Total Connect Comfort application has alerted you of communication lost to your thermostat, you should check to see if your Wi-Fi status is connected on the thermostat. If Wi-Fi connectivity is lost, please reboot your Wi-Fi router and re-enroll via the Wi-Fi Setup Menu. You may also want to try disconnecting the thermostat face plate from its wall mounting plate, and then reconnect to the mounting plate to power cycle the unit. If the thermostat still cannot find your Wi-Fi network, or is unable to communicate to Total Connect Comfort, please contact Honeywell Customer Service for support on 01344 656 200, select Option 1 and then Option 1.

**Q I am having difficulty connecting to my Clear 4G Wi-Fi router during the Wi-Fi registration process?**

**A** If you have a “Clear” 4G brand of Wi-Fi router, you may experience difficulty in registering this thermostat during the Wi-Fi registration process. You may try these procedures for Clear 4G routers if you cannot immediately connect via Wi-Fi:

- Try re-enrolling the thermostat from the Wi-Fi setup menu
- Try power-cycling the thermostat and re-enrolling from the Wi-Fi setup menu
- Attach an external wireless access point to the Clear 4G router and re-enroll

### **Third party software and Open Source:**

As part of these products, Honeywell or its distributors may have distributed to you hardware and/or software, or made available electronic downloads, that contained a version of software programs developed by the Free Software Foundation, a separate not-for-profit organization without any affiliation to Honeywell. If we distributed any of these free software programs to you, we want you to know that you were granted a license to that software under the terms of either the GNU General Public License or GNU Lesser General Public License (“Licenses”; copies of which are available from [www.gnu.org/licenses/licenses.html](http://www.gnu.org/licenses/licenses.html)). The Licenses allow you to freely copy, modify and redistribute that software and no other statement or documentation from us, including any End User License Agreement, places any additional restrictions on what you may do with that software.

Licenses of Third Party Software

Request for Updated Open Source Code

(Software Release Upgrade Notice)

Final – April 30, 2014

Please note that your Wi-Fi Smart Thermostat will be automatically updated with a new software release when these become available. To receive this update, you must have your thermostat connected to Wi-Fi and registered with Honeywell Total Connect Comfort. Your thermostat will be automatically re-booted and your screen may go temporarily blank during the upgrade process. Normal voice control and thermostat operation will resume in a few minutes.

The Wi-Fi Smart Thermostat with Voice Control provides the convenience of voice-controlled, temporary temperature holds as well as temporary overrides to your scheduled program on the thermostat. With voice programming, comfort can now be managed on your time, your schedule, and using your preferences.

## Important Reminders:

Your thermostat must be following a “schedule” to use the voice programming feature. You may create a personalized schedule for comfort control, or use the default schedule that is already configured on your thermostat.

For a complete list of voice control commands, please see ‘Voice Activation & Control’ within this Tips & FAQs section.

For further information on any Honeywell heating control product please visit [www.honeywelluk.com/getconnected](http://www.honeywelluk.com/getconnected).

This FAQ sheet is for guidance only and at the time of production represented the latest information available to Honeywell from various sources. Honeywell reserves the right at any time and without notice to change any product, specification or any other information contained in this publication and cannot accept any responsibility for loss or damage arising out of any errors that may inadvertently be contained herein.

**Honeywell Control Systems, Honeywell House, Skimped Hill Lane, Bracknell,  
Berkshire RG12 1EB**

