


## Initiating occupancy mode: commercial use

This feature keeps temperature at an energy-saving level until you touch **Press HERE to Start Occupancy**. When you arrive, touch the message to maintain a comfortable temperature while the room is occupied.

Touch the ▲ or ▼ buttons to set the temperature or the Hold Until time. The temperature is maintained until the time you set. Temperature returns to an energy-saving level after the timer expires, or the “Occupied” period ends.

 **NOTE:** This feature is available only when programmed by the installer.



## Remote setback (commercial use)

During Occupied program periods, an occupancy sensor directs the thermostat to go to REMOTE SETBACK settings when the room is empty. If someone is in the room, it uses the Occupied program period settings. The thermostat ignores the occupancy sensor during Unoccupied program periods.


If the thermostat is set up to be non-programmable, the sensor directs the thermostat to go to REMOTE SETBACK settings when the room is empty. If someone is in the room, then it follows the settings set by the user.

Depending on how your thermostat was installed, it may delay for up to 30 minutes before switching to REMOTE SETBACK settings. This delay allows the room to stay comfortable if the room is unoccupied for only a short time.

# Adjusting humidification settings

- 1 Touch **MENU** and select **Humidification**.
- 2 Select **Auto**.
- 3 Touch ▲ or ▼ to select humidity level.
- 4 Touch **Done** to save your settings. Touch **Cancel** to ignore changes.
- 5 If frost or condensation appears on the windows, touch **MENU**, then select **Window Protection**. (Use a lower number to prevent frost or condensation. Use a higher number if indoor air is too dry.)

 **NOTE:** Window Protection is available only if an outdoor air sensor is installed.

 **NOTE:** The thermostat controls humidification and dehumidification as needed to maintain the desired humidity level. Depending on how your thermostat was installed, the thermostat may maintain a 15% separation between humidification and dehumidification settings.



## Adjusting dehumidification settings: residential use

This feature can control a dehumidifier or use your air conditioner to reduce humidity.

- 1 Touch **MENU** and select **Dehumidification**.
- 2 Select **Auto**.
- 3 Touch ▲ or ▼ to select humidity level.
- 4 Touch **Done** to save your settings. Touch **Cancel** to ignore changes.



**NOTE:** If your air conditioner is used to control humidity, the temperature may drop up to 3° F below your temperature setting until humidity reaches the desired level.



# Adjusting dehumidification settings: commercial use

This feature can control a dehumidifier or use your air conditioner to reduce humidity.

- 1 Touch **MENU** and select **Dehumidification**.
- 2 Select **Auto**.
- 3 Touch ▲ or ▼ to select humidity level.
- 4 Touch **Done** to save your settings. Touch **Cancel** to ignore changes.

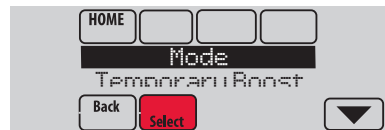
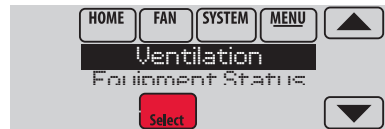
If your air conditioner is used to control humidity, the thermostat may use the following methods to maintain humidity:

- Cool from 1° to 5° F lower than your temperature setting.
- Run cooling for the minimum “on” time to reduce humidity.
- Run cooling and heating at the same time to reduce humidity without lowering the temperature.



# Adjusting ventilation settings

- 1 Touch **MENU**, and select **Ventilation**.
- 2 Select **Mode**, **Temporary Boost**, or **Lockout**, then select appropriate options. (For options, see next page.)
- 3 Touch **Done** to save your settings.  
Touch **Cancel** to ignore changes.



# Ventilation options

## Mode:

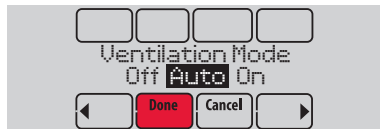
**Auto:** Ventilation runs as programmed by the installer.

**Off:** Ventilation remains off unless turned on using the timer.

**On:** Ventilation is always on.

**Temporary Boost:** Touch ▲ or ▼ to select how long to run ventilation temporarily. To turn it off, set it to zero.

**Lockout:** Touch ▲ or ▼ to select Yes or No, then touch **Next**. Select **Yes** to prevent ventilation from running during the Sleep or Unoccupied (commercial) program periods or when outdoor conditions exceed values set by the installer.



# 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 to change filters
  - Fahrenheit/Celsius display
  - 12/24-hour clock display
  - Screen backlighting
  - Alert light options
  - Scheduling options
  - Adaptive recovery
  - Default schedule
  - Daylight saving time
- 3 Touch **Done** to save your settings. Touch **Cancel** to ignore changes.





# 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 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 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:

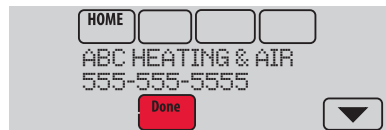
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## Viewing dealer information

Check dealer information if you need to contact your installer for maintenance, repairs, or upgrades.

- 1 Touch **MENU**.
- 2 Select **Dealer Information**.
- 3 Scroll through the displayed information.
- 4 Touch **Done** to return to the menu.



## Advanced features

**Adaptive Intelligent Recovery** (residential use only)—Over time, the VisionPRO® thermostat “learns” how long it takes your system to reach the temperature you want. It turns on the heating or cooling system earlier to make sure you’re comfortable at the time you expect. The thermostat displays “In Recovery” when it turns the system on early.

**Dehumidification Away Mode**—Your system can be set to control indoor climate while your home is vacant during the humid season. Before you leave, touch **MENU**, then select **Dehum Away Mode**. Temperature and humidity will be kept at levels that protect your home and possessions. When you return, touch **Cancel** to resume normal operation.

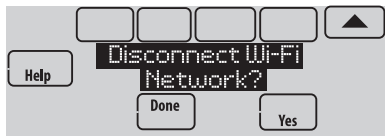
**Compressor Protection**—The thermostat keeps the compressor off for a few minutes before restarting, to prevent equipment damage. During this “off” time, the message “Wait” is displayed on screen.

**Pre-occupancy Purge** (commercial use only)—This feature turns on the fan 1 to 3 hours before each “occupied” time period, to provide a comfortable work environment when you arrive.

# Disconnecting your Wi-Fi network

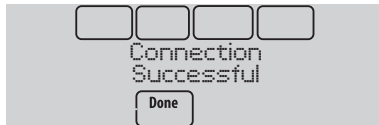
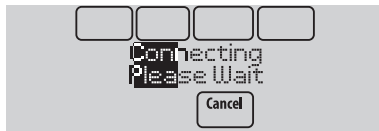
If you need to disconnect the thermostat from your Wi-Fi network (for example, you're replacing your router), follow these steps:

- 1 Touch **MENU**.
- 2 Select **Wi-Fi Setup**.
- 3 Scroll down to select **Disconnect Wi-Fi Network**. Select **Yes**. The thermostat will display a question to confirm your selection.
- 4 Touch **Yes** to confirm that you want to disconnect from the network.
- 5 The screen will display "Disconnecting Please Wait."
- 6 The screen will show "Wi-Fi Disconnected Successfully." Touch **Done**. The thermostat will display the Wi-Fi Setup screen.



# Reconnecting your Wi-Fi network

- 1 Touch **MENU**. Select **Wi-Fi Setup**.
- 2 Find the name of the network you want to use by pressing the arrow buttons to scroll up/down or left/right. Press the Wi-Fi network name, then press **Select**. The thermostat might display a password page.
- 3 Enter the password. (See step 1.6 on page 6 for assistance with entering a password.) Press **Done** when complete.
- 4 The thermostat displays “Connecting Please Wait” then a “Connection Successful” screen.
- 5 Touch **Done**.
  - If your thermostat is registered, you will see your signal strength and other status information. Touch **Done**.
  - If the screen displays “Register at Honeywell.com/TCC,” go to [www.Honeywell.com/TCC](http://www.Honeywell.com/TCC) and follow the instructions there, or see page 8.

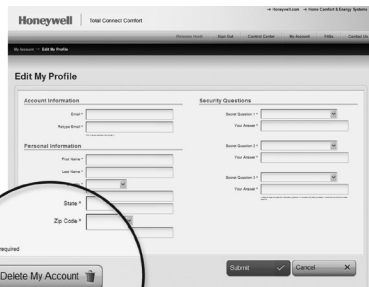


# Unregistering your thermostat

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.



# Checking signal strength

You can check signal strength at any time after the thermostat is connected to the Wi-Fi network by pressing **MENU** then **Wi-Fi Setup**.

-  Signal strength is 75%–100%
-  Signal strength is 50%–75%
-  Signal strength is 0%–50%





# Unsuccessful connection

If you are unsuccessful in connecting the thermostat to the Wi-Fi network, you will see a Connection Failed screen. Press ▼ button for other tips about this failed connection. Here are three specific reasons the connection might be unsuccessful.

For all Connection Failed screens, pressing **Done** will return to the Menu screen.

## Invalid Password

The password you entered is invalid. Check that you have the right password and try again.

## No IP Address

The thermostat was unable to obtain an IP address from the router. Verify the router is correctly set up to automatically assign IP addresses. This connection can take several minutes. If there is still no connection, remove the thermostat from the wallplate for 10 seconds, then snap it back into place.



# Unsuccessful connection

## No Internet Link

The thermostat connected to the Wi-Fi network but was unable to establish a connection to the internet. Check the router settings and try again. Make sure the Ethernet cable is plugged into the router and try rebooting the router if necessary.



# Connecting to a hidden Wi-Fi network

If the Wi-Fi network name is hidden and it doesn't show up in the list in "Connecting to Wi-Fi" follow these steps to connect to it.

1 Press **MENU**, then **Wi-Fi Setup**.



2 Press **Other**, then press **Select**.



3 When prompted, press the screen to edit the network name.



# Connecting to a hidden Wi-Fi network

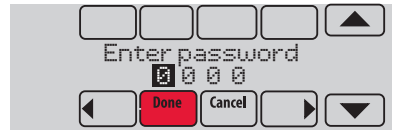
- 4 Enter the network name.  
Press the ▲ or ▼ buttons to change the letter or number.  
Press the ► button to move to the next character, or the ◀ button to move to the previous character.  
Use the ▲ or ▼ buttons at the bottom to change letter case.  
Press **Done** when complete.
- 5 Select the appropriate network security setting, then press **Select**.
- 6 Enter the Wi-Fi network password as shown in “Connecting to Wi-Fi” step 1.6 on page 6.



# Installer options

Installer options require a password and should only be changed by a qualified technician.

To prevent unintended changes or damage to your equipment, **do not change these options yourself.**



# Troubleshooting

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

## **Screen 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.

## **Screen is difficult to read**

- Change screen brightness using Preferences menu (see page 33).

## **Red light is on**

- If thermostat is in Emergency Heat mode, the red light is normal. It shows that the thermostat is in Emergency Heat mode.
- If thermostat is not in Emergency Heat mode, an alert is active. Check message on the thermostat screen.

## **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 & 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.

## Up to 5-year limited warranty

Honeywell warrants this product, excluding battery, to be free from defects in the workmanship or materials, under normal use and service, for a period of three (3) years from the date of purchase by the consumer. If at any time during the warranty period the product is determined to be defective or malfunctions, Honeywell shall repair or replace it (at Honeywell's option).

If the product is defective,

- (i) return it, with a bill of sale or other dated proof of purchase, to the place from which you purchased it; or
- (ii) call Honeywell Customer Care at 1-855-733-5465. Customer Care will make the determination whether the product should be returned to the following address: Honeywell Return Goods, Dock 4 MN10-3860, 1885 Douglas Dr. N., Golden Valley, MN 55422, or whether a replacement product can be sent to you.

This warranty does not cover removal or reinstallation costs. This warranty shall not apply if it is shown by Honeywell that the defect or malfunction was caused by damage which occurred while the product was in the possession of a consumer.

Honeywell's sole responsibility shall be to repair or replace the product within the terms stated above. HONEYWELL SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE OF ANY KIND, INCLUDING ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING, DIRECTLY OR INDIRECTLY, FROM ANY BREACH OF ANY WARRANTY, EXPRESS OR IMPLIED, OR ANY OTHER FAILURE OF THIS PRODUCT. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation may not apply to you.

THIS WARRANTY IS THE ONLY EXPRESS WARRANTY HONEYWELL MAKES ON THIS PRODUCT. THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IS HEREBY LIMITED TO THE THREE-YEAR DURATION OF THIS WARRANTY. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

If you have any questions concerning this warranty, please write Honeywell Customer Care, 1885 Douglas Dr, Golden Valley, MN 55422 or call 1-855-733-5465.

When the product is registered on-line at [www.warranty.honeywell.com](http://www.warranty.honeywell.com), the standard manufacture coverage stated above extends to a period of (5) years.

# Regulatory information

## **FCC Compliance Statement (Part 15.19) (USA only)**

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- 1 This device may not cause harmful interference, and
- 2 This device must accept any interference received, including interference that may cause undesired operation.

## **FCC Warning (Part 15.21) (USA only)**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## **FCC Interference Statement (Part 15.105 (b)) (USA only)**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## **RSS-GEN**

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

## **RSS-GEN**

Operation is subject to the following two conditions:

- 1 This device may not cause interference, and
- 2 This device must accept any interference, including interference that may cause undesired operation of the device.





## Need Help?

For assistance please visit <http://yourhome.honeywell.com>, or call toll-free:  
**1-855-733-5465**

### Automation and Control Systems

Honeywell International Inc.

1985 Douglas Drive North

Golden Valley, MN 55422

<http://yourhome.honeywell.com>

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