

Web Portal FAQ and Troubleshooting Guide



WEB PORTAL FAQ AND TROUBLESHOOTING GUIDE

Q Why won't changes made manually to the thermostat show via the Internet?

A The thermostat web portal can send thermostat settings to your smart thermostat but there is no way currently for the smart thermostat to send information back via the Internet. The communication network currently in use is only one way—from the Internet to the smart thermostat. When smart metering is installed, future plans are to have two-way communication.

Q Why can't I program my DCU via the Internet?

A The DCU (Digital Control Unit) switch is not designed to be programmed. The switch only operates when there is a conservation event.

Q What browsers does this feature support?

A Explorer, Firefox, Safari, and Chrome.

Q Why does the heating or air conditioning system have to be "On" to program the smart thermostat?

A If the smart thermostat is "Off", it can't receive the incoming messages from the Internet.

Q Why can't I change the system from "Heat" to "Cool" via the Internet? or vice versa?

A The smart thermostat is not designed to receive a command via the Internet to switch modes.

Q If I've made changes manually to the smart thermostat for Wednesday, and I update the programming only for Tuesday via the Internet, what will happen to the settings for Wednesday?

A Programming via the Internet will override any manual thermostat changes, even if the Internet changes are for a different day.

Q Can I override an event via the Internet?

A Yes.

Q Can I override an event once it's started?

A Yes.

Q Can I override an event as soon as it's announced?

A Yes.

Q Can I switch to vacation mode via the Internet if the system is on? Can I switch away from vacation mode via the Internet?

A Yes.

Q Can I program my smart thermostat using my smart phone?

A No.

Q I don't have weekends off—instead I have days off during the regular work week? How do I program my smart thermostat?

A Program weekdays and weekend days first with the start times and temperatures for a regular working day for you. Then program the specific days you are off work, say Tuesdays and Wednesdays, to reflect your Heating and/or Cooling needs for your days off and SAVE.

Q I made changes to the thermostat that aren't showing up when I log in to My Account?

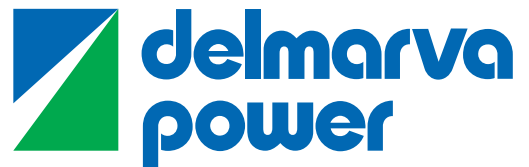
A Did you remember to SAVE your changes? Check to see if the system is "On". It must be "On" for the changes you saved to take effect. Remember, changes you make manually on your thermostat do not get copied over to the Internet.

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