EZ3 Wi-Fi® THERMOSTAT

FREQUENTLY ASKED QUESTIONS

Is the EZ3 Wi-Fi® thermostat compatible with my heating / cooling system?

The EZ3 Wi-Fi® thermostat was designed to be compatible with most heating and cooling systems regardless of brand. The EZ3 Wi-Fi® thermostat supports up to 4 stages of heating and 3 stages of cooling for conventional systems. For specifics on your system's compatibility, contact your local Totaline Distributor or Dealer .

❖ **Where can I find the EZ3 App?**

The EZ3 Wi-Fi® thermostat app is available for iPhone and Android devices. You can download the mobile app for free from the iTunes App Store and Google Play Market, search for EZ3 Wi-Fi®.. It is also available by visiting www.totaline.com/ez3.

How do I connect my thermostat to the Internet?

Note: Be sure to have your home Wi-Fi® password available, your personal email address and your personal email password. These are required during this connection process.

The first time you enter your User Name and Password, it will bring you to the "SETUP NEW THERMOSTAT" screen. Select "SETUP NEW THERMOSTAT" Double click your iPad or iPhone button to navigate to and select the "settings icon" on your mobile device. Select Wi-Fi® and confirm that you are connected to your home Wi-Fi® network. In your Wi-Fi® settings under "CHOOSE A NETWORK", Select Wtstat-xxxxxxxxxx (note: this address is your thermostat and is unique for each thermostat). Once you select your thermostat, you will see your app run through several screens. ✓ Showing you are connect to your thermostat. You will then see a message that you are successfully connected to your thermostat address. Select Next, a pop up will ask to allow Totaline EZ3 to access your location while you use the app. Select Allow. Next, Select your home network that you want your thermostat connected to. This will prompt you for your home network password. Enter the password, then Select OK. You will see a pop up Success Thermostat is connected to Wi-Fi®. You are now successfully connected.

How do I register my thermostat for remote access?

Once your app is downloaded to your mobile device, Select the "USER SETUP", a pop up will offer you an option to "Register New Account" Select that option, fill in the * (asterisk) required fields, select submit.

On your mobile device check your email, you should have received a confirmation email from "wtsat@wtstatsupport.com". Open your email and click the link" Open EZ3 App" Note: token will auto populate. You will receive a Success notification on your screen. Select OK. Now LOGIN with the email you previously used to register, enter the password you selected at registration and select LOGIN.

Does the system need my home address?

The EZ3 Wi-Fi® thermostat does not require your home address. The only fields required are noted with an asterisk, email address, password, first name, last name, and country. These fields are used to establish your registration process.

How does the system know my outdoor weather temperature if I don't provide my home address?

Outdoor weather conditions have a significant impact on your home's energy usage. The EZ3 Wi-Fi® thermostat uses your home's IP address to gather local weather data from the Internet so you can view outdoor temperature on your thermostat in the banner. If you live in a valley or a peak, you may want to utilize a remote outdoor sensor (pigtail included in package) this will provide a more accurate outdoor temperature for these conditions.

What if I don't have a Wi-Fi router?

Without a Wi-Fi connection to the Internet you can still use the EZ3 Wi-Fi® thermostat to control your equipment, however many EZ3 Wi-Fi® thermostat smart features will be disabled.

How do I access my thermostat remotely?

Remote access is available through the EZ3 Wi-Fi® thermostat mobile application when your thermostat is registered and connected to the Internet.

❖ **Where can I find training videos on my EZ3 Wi-Fi® thermostat**?

Training videos are available at www.totaline.com/ez3

What can I do with my app?

The mobile app is like having your EZ3 Wi-Fi® thermostat at your armchair. It gives you total control of your EZ3 Wi-Fi® thermostat all from your mobile device – turn your system on / off, change your temperature, setup or adjust your schedule, run your fan, view the outdoor temperature, contact your hvac dealer and more. It is easy to adjust anytime, anywhere you have internet connectivity.

Can I manage more than one thermostat from my account?

Yes. You can add additional thermostats at any time using the mobile app. On the mobile app press your thermostat's name (Wstat-xxxxxxx) in the top center of the main screen and select "Register new". On the web portal press the Menu Icon in the upper right corner and select "Add thermostat".

❖ **Is there a DEMO mode in the EZ3 App?**

Yes there is a Demo mode in the EZ3 App, Select User Setup, then select DEMO to access the demo mode to demonstrate the EZ3 features that are important to your customers.

❖ **Can I change my temperature temporarily?**

You can temporarily override your schedule by the EZ3 Mobile App (set point screen), or by manually changing set points on the thermostat. When the time arrives for the next scheduled activity the thermostat will return to its normal schedule.

❖ **How do I set my weekly schedule?**

The EZ3 thermostat comes pre-programmed with a schedule design to meet a typical 9 to 5 schedule. The program icon in the EZ3 Wi-Fi settings screen on your mobile app makes it very easy to modify this default schedule. If you wish to change the time period, simply tap the time you desire to change, a pop-up with time will appear, select your time by scrolling the wheel to the desired time, then select done. If you wish to change the temperature, simply tap the

temperature you desire to change, a pop-up with the temperature will appear, simply scroll the wheel to the desired temperature and select done.

How do I copy a day in my schedule to other days?

In the EZ3 Mobile App, swipe to the settings screen, to open program tap the program icon, swipe to the day you would like to copy, tap copy in the upper right hand corner of your screen, select the days you desire to copy to (they will populate with a checkmark), tap copy again. Your program has been copied to your desired days.

Is there an option on how many time periods are utilized?

You may have 2 or 4 time periods. This is selected in the advanced settings icon.

❖ **Can I have alerts sent to my email?**

Yes. You can select or deselect the type of alerts you receive. The list of alerts available is:
"ID TEMP SENSOR SHORT" = "Indoor temperature is > 122° F";
"ID TEMP SENSOR OPEN" = "Indoor temperature is 0F or is unavailable";
"REMOTE SENSOR SHORT" = "Remote temperature is > 122° F";
"REMOTE SENSOR OPEN" = "Remote temperature is 0F or is unavailable";
"HUM TEMP SENSOR SHORT" = "Humidity temperature sensor > 122° F";
"HUM TEMP SENSOR OPEN" = "Humidity temperature sensor is 0F or is unavailable";
"INDOOR TEMP TOO HIGH" = "Indoor temperature is > 99° F";
"INDOOR TEMP TOO LOW" = "Indoor temperature is < 40° F";
"HUM SENSOR FAILURE" = "Humidity sensor timed out, humidity is > 99%, or humidity is 0%";
"HUMIDITY TOO HIGH" = "Humidity sensor is > 90%";
"HUMIDITY TOO LOW" = "Humidity sensor is < 10%";
"COM ERROR BACK PCB" = "Valid packet has not been received from PCB recently";
"OUTDOOR SENSOR FAILURE" = "Outdoor temperature is > 127° F or < -60° F";
"NOT CONNECTED TO SERVER" = "Thermostat is disconnected from the server";
"NOT CONNECTED TO ROUTER" = "Thermostat is disconnected from the router";
"WI-FI MODULE CONF ERROR" = "Thermostat Wi-Fi communication error occurred";
"AIR FILTER REMINDER" = "Air filter change reminder";
"SETTING ERROR" = "Thermostat setting error occurred";
"UNKNOWN" = "An an unknown alert occurred";

❖ **How can I contact Customer Support?**

If you are a distributor, contact Replacement Components Customer Service at 315-432-7278.
If you are a homeowner, contact Carrier Customer Support by calling 1-800-227-7437

❖ **Will the thermostat still operate the heating and/or cooling system if the Wi-Fi connection is lost?**

Yes, the thermostat will operate the heating and/or cooling system with or without Wi-Fi.
However your ability to control from your mobile app will be lost until your connection is restored.

❖ **Do EZ3 Wi-Fi thermostats meet security compatibility?**

As Wi-Fi technology changes, so do the security standards to protect Wi-Fi networks. The thermostats are compatible with the following security standards.

"None", "WEP", "WPA", "WPA2 Personal AES", "WPA2 Personal Mixed".

Will the thermostat control humidity?

Yes, the EZ3 has a humidity setting. The "Settings – Humidity Screen" is used to allow the end user access to change or view humidify and dehumidify setpoints on the thermostat. The orange Hum Setpoint Wheel is used to adjust the humidify setpoint. The blue Dehum Setpoint Wheel is used to adjust the cool to dehumidify setpoint. Adjustment is made by placing a finger on the wheel and scrolling the wheel up or down. Alternatively a tap at the top of the wheel will decrease the setpoint by one percent and a tap at the bottom of the wheel will increase the setpoint by one percent.

How do I return to the Home Screen?

A "right swipe" or "left swipe" motion on any of the Settings "sub-screens" will return to the Settings Screen. The end user can also press the home button to return to the Home Screen.

Wireless connectivity questions

What Wi-Fi networks are compatible with EZ3 Wi-Fi thermostats?

EZ3 Wi-Fi thermostats are compatible with the 2.4 GHz B, G, N and Mixed Wi-Fi Networks.

Will this thermostat work with a Static IP Address Network scheme?

No, the router network needs to be set up for Dynamic Host Control Protocol (DHCP).

Does this Wi-Fi thermostat cause any interference with other wireless devices in the home?

EZ3 Wi-Fi thermostats are FCC compliant and do not cause interference.

❖ **Are the registration id and password case sensitive?**

Yes, the registration id is your email address and is case sensitive. Yes, your password is case sensitive.

❖ **What if I forget my password?**

Select User Setup in the EZ3 app and select Forgot Password, it will prompt you to enter your registered email address to receive instructions to reset your password.

What if I didn't receive my Registration Confirmation Email?

Select User Setup in the EZ3 app and select Resend Confirmation Email. You will be prompted to enter your registered email address. Tap SUBMIT and check your email.

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

The EZ3 Wi-Fi thermostat works in typical residential and light commercial applications. The range or distance of the Wi-Fi signal is determined by the customer's router.

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

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

How do I find the password to the router?

Check the back or bottom of the router or the operating manual for the password. If you are still unable to find the password, ask the homeowner to contact the router manufacturer.

What is a dual fuel system?

A dual fuel system is the combination of a heat pump with a full-sized furnace (usually gas or oil). This type of system will use the heat pump to heat your home when the weather is mild, but still cold. This is more efficient than burning gas or oil.

But when it gets very cold--usually around 35ºF/2ºC--the heat pump shuts down and the furnace alone heats your home. While heat pumps can heat at these lower temperatures, they aren't as effective in the cold weather. In dual fuel systems, the heat pump and the furnace must not run at the same time in order to protect each system.

How are dual fuel systems different from a heat pump with auxiliary heat?

Heat pumps with auxiliary heat (usually electric strip heat) also combine a heat pump with an additional heat source for cold weather situations. The difference is that the additional heat is part of the heat pump instead of a separate system, and will run in tandem with it.

How can I tell if I have a dual fuel system or a heat pump with auxiliary heat?

To find out if you have a dual fuel system, you will need to check if you have a furnace and a heat pump that are part of the same system. This means that both the furnace and the heat pump will be controlled by the same thermostat and is likely a dual fuel system.

Here are some clues:

- If you have both a furnace and a heat pump in your home and only one thermostat, you probably have a dual fuel system. If you have both a furnace and a heat pump in your home with multiple thermostats, you still may have a dual fuel system.
- Take the cover off of the thermostat and look at the wires. If you see a wire in the O, B, or O/B connector and a wire in W1, you likely have a dual fuel system (however, sometimes the wire for auxiliary strip heat is also in the W1 connector, so this is not a sure test).

What heating/cooling systems is the EZ3 compatible with?

The EZ3 Wi-Fi® Thermostat is compatible with most home comfort systems and brands and lets homeowners upgrade to convenient remote-access control with ease.

The EZ3 is designed to work with 24-volt systems requiring both R and C wires.

To operate, the EZ3 connects to an existing Wi-Fi® router in the home.
And unlike some competitors, the EZ3 Wi-Fi® Thermostat requires no additional components or equipment to operate.

What if I only have 4 wires connecting my old thermostat?

<u>For dealers:</u>

- The EZ3 Wi-Fi® Thermostat requires a minimum of five wires, one of those being a Common wire.
- When applied to an existing system where only four wires are present, use the 4-to-5 wire conversion kit, P/N "TSTATXXCNV10", to create the fifth, common wire.

<u>For Homeowners:</u>
- Most homes can accept the EZ3 Wi-Fi® Thermostat using the existing heating and cooling wires, but there are some heating and cooling systems where the EZ3 Wi-Fi® Thermostat requires a common wire to bring power to the thermostat.
- A common wire is one of several low-voltage power wires that provide control between your heating and cooling equipment and the EZ3 Wi-Fi® Thermostat. Common wires are typically blue or black, and your system might already have a common wire.
- If your system does not have a common wire, your servicing HVAC professional may be able to add a common wire, to work in conjunction with the existing wires.
- Or, if it is not practical to add a new wire, your servicing HVAC professional can use the available 4-to-5 wire conversion kit, P/N "TSTATXXCNV10" to establish the common wire.