



Ducted Systems Technical Services Service Tips Letter

Letter: **ST-006-2018**

Date: April 05, 2018

To: All Unitary Products Branch Service, Sales, and Training Managers
All Unitary Products Distribution Service, Sales, and Training Managers

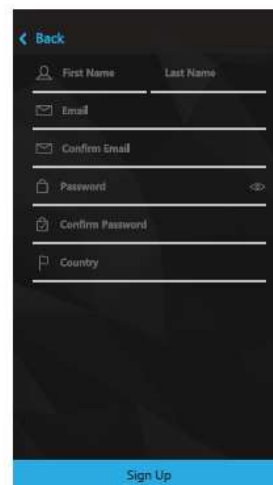
Subject: **S1-THXU280 (B, W) Thermostat Apple iOS Mobile application
(APP) pairing**

Product: S1-THXU280, S1-THXU280B, S1-THXU280W Hx™ Touch-screen Thermostat

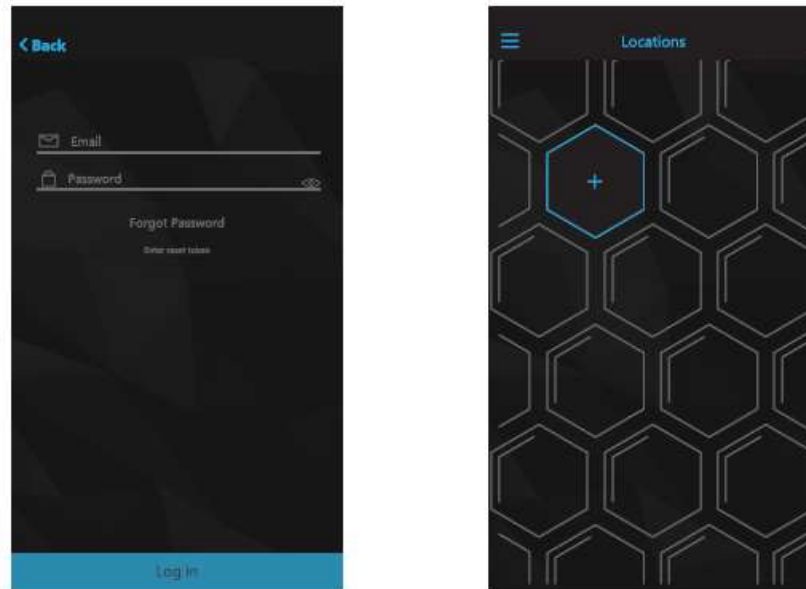
This Service Tips letter is an update to ST-004-2018 released on 02/20/2018. The Apple iOS Thermostat Hx™ mobile app was repaired and has been working correctly. On Saturday, March 31st, 2018 iOS 11.3 was released which introduced several extra steps in the Wi-Fi thermostat setup process. The mobile app is used not only to control the thermostat from a remote location but also used to establish the initial connection of the home Wi-Fi internet connection to the thermostat. The mobile app must be used to setup Hx™ thermostat scheduling. This Service Tips letter provides step by step, detailed instructions for Hx™ mobile app pairing which connects the thermostat to Wi-Fi.

Install the thermostat, and apply 24VAC power to it.

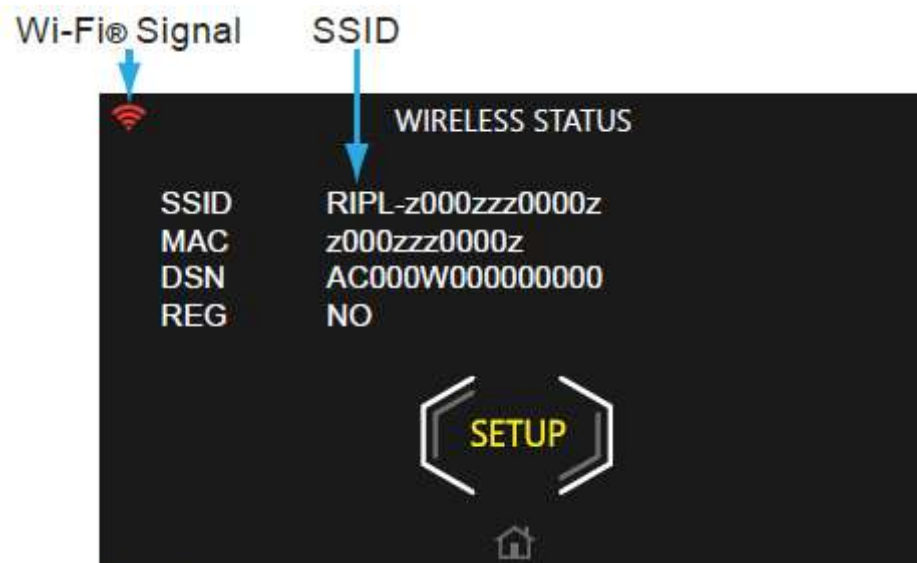
Connect the mobile device to the home Wi-Fi connection. Download the homeowner app and register new account.



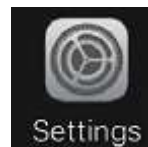
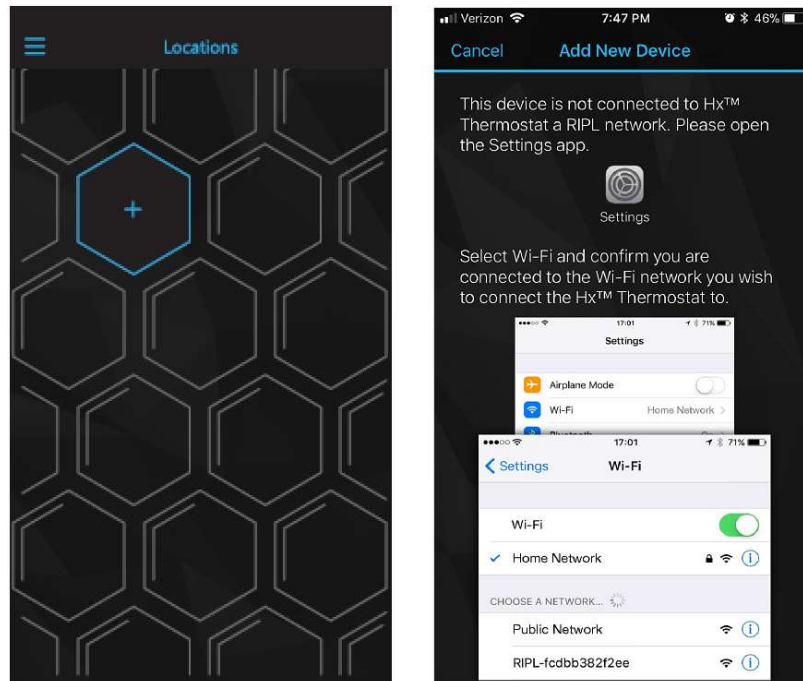
Once the account is registered you will receive a confirmation email and a registration token. Once the account is confirmed, return to the Hx™ Thermostat app and log in using your email address and password. Once logged in, the locations page should be shown.



Press the **RED** Wi-Fi icon in the upper left-hand corner of the Hx™ thermostat and touch the **SETUP** button. The thermostat will now broadcast a Wi-Fi signal that will show the thermostat SSID.

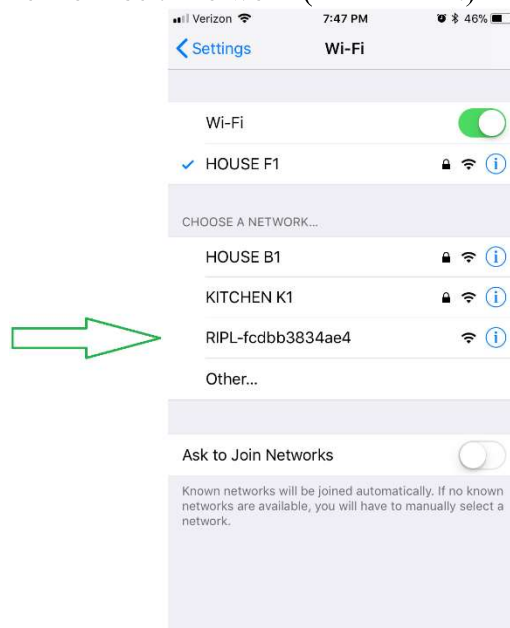


Press the + icon in the mobile app locations page as shown above. The app will then direct the user to enter the SETTINGS and Wi-Fi section on the mobile device.

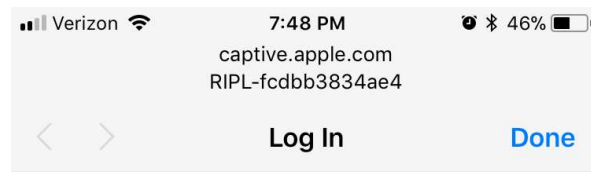


Press the mobile device home button and enter Settings.

Press Wi-Fi. **The mobile device should currently be connected to the home Wi-Fi** as shown below in the image. Select the thermostat network (RIPL-xxxx.)

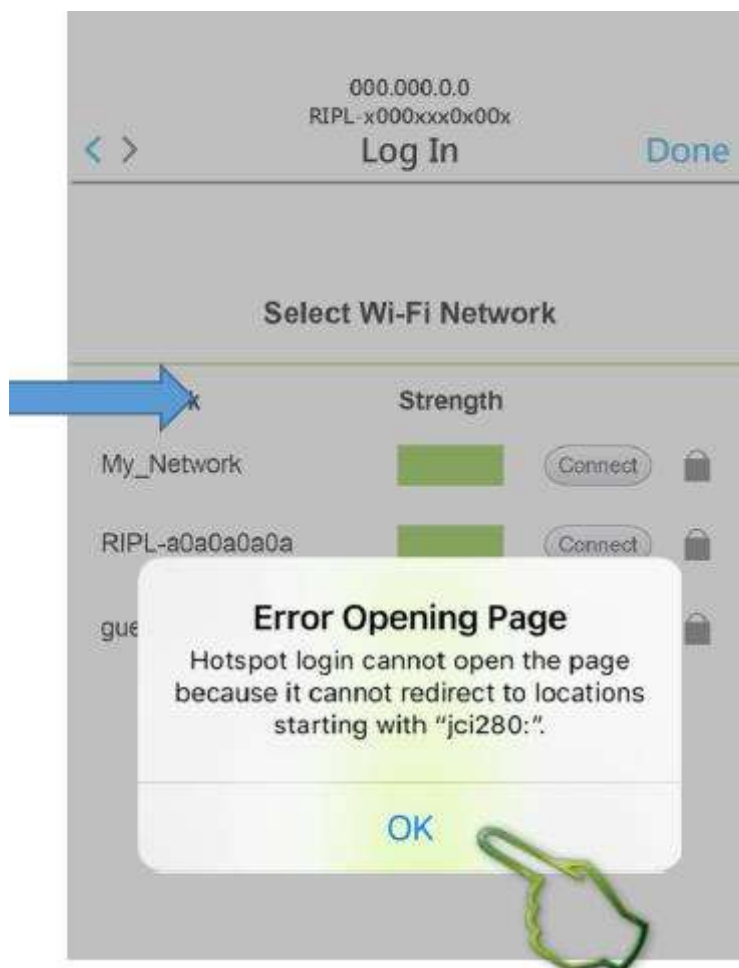


The app will open the screen shown below. It will then advance to the next screen that includes an error message.



Redirecting to Wi-Fi setup in app Please wait...

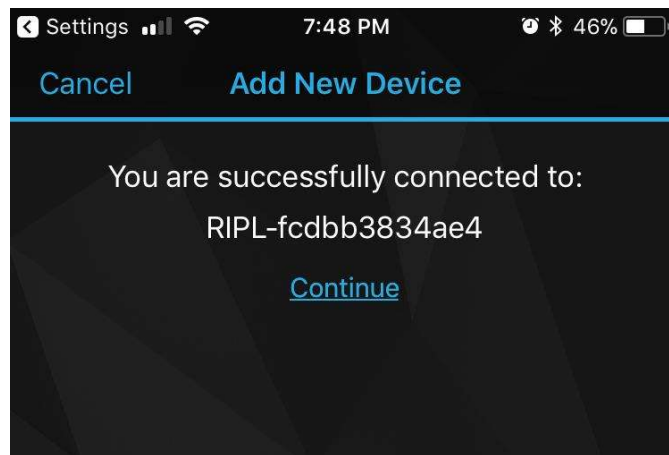
At the error message, press **OK**. **DO NOT** select another network.



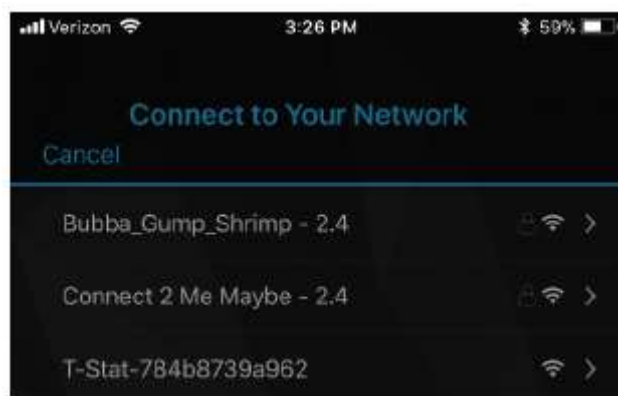
Press the mobile device home button until the home screen is viewable. Re-enter the Hx™ Thermostat mobile app by selecting the Hx™ icon.



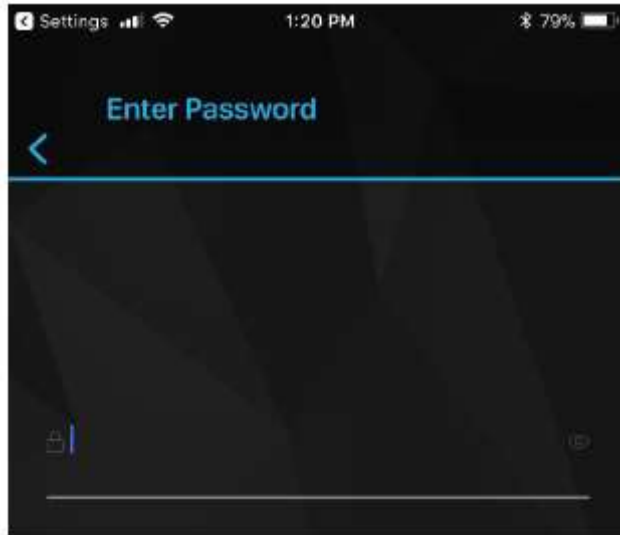
After re-entering the mobile Hx™ Thermostat app, press continue as shown in the image below.



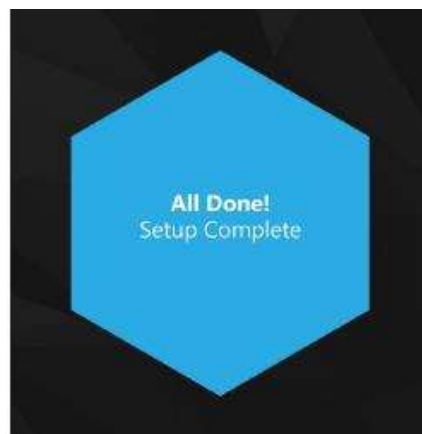
The next screen will show available Wi-Fi networks. Select the one that you would like to connect the Hx™ Thermostat to. An image of Connect to Your Network screen is shown below.



The next screen will prompt you to enter the network Wi-Fi password.



If the password is correct the user will be directed to enter a thermostat location name and room name as shown below.



The user should then see the success screen. The thermostat Wi-Fi icon should turn green which means it is connected to the home Wi-Fi. An image of this screen is shown below.



Once a user account is setup and verified as shown at the beginning of this letter, the entire pairing process shouldn't take more than 30 seconds to complete. For security purposes, however, there is a built-in timer that only broadcasts the thermostat Wi-Fi signal for 120 seconds after the SETUP button on the thermostat is pressed.

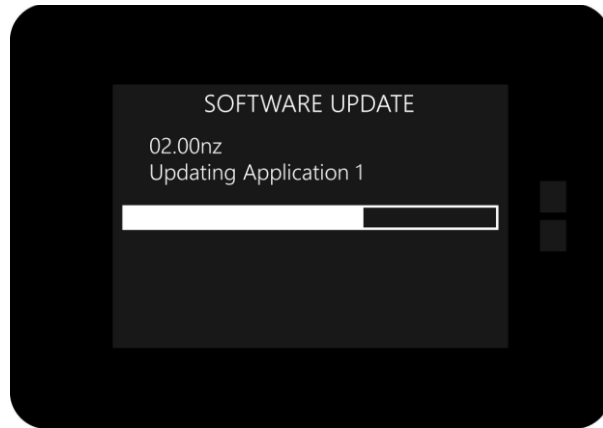
During the pairing process, if a time out error is displayed, the user must start the pairing process again. The mobile device may be connected to the Hx™ thermostat network. It must be disconnected prior to starting over.



Connect the mobile device to the home Wi-Fi. Open the mobile device **Settings** and then Wi-Fi. If the mobile device is connected to the RIPL network, select (i) and choose "Forget Network." Re-connect the mobile device to the home network. Re-start the pairing process as shown on the second half of page 2 of this document.



If the thermostat is connected to Wi-Fi, after a 5 minute period it will automatically download the most up to date communicating software available. See the image below of a thermostat software update in progress.



The Variable Capacity air conditioner and heat pump models must be controlled using the Hx™ thermostat. The Hx™ thermostat must have a front software version of 2.10nz or later to recognize and control these new models. The software update will be done **automatically** if the thermostat has a Wi-Fi internet connection.

Only one email account can be registered to a thermostat. If more than one user needs to access the same Hx™ thermostat the user must log into their mobile app with the same credentials (user name and password) that was used to pair the thermostat to Wi-Fi. **DO NOT** create another user account. If another email account is created and paired to the thermostat, the original email account will no longer be able to access the thermostat for remote access.

iOS users **cannot** use the Gmail app to register/confirm their Hx™ thermostat account. Users must either setup their Gmail account through the iOS email app, or open and log into the Gmail account in the iOS (Safari) web browser.

If you have any questions on this feel free to call Unitary Products Group Technical Services at 1-877-UPG-SERV and speak with a technical support representative.

Technology changes quickly and we have no control over Apple iOS updates. Our controls team is committed to work quickly on any issue that may come up whenever there is a software change.

Casey McConnaughy
Residential Field Service Supervisor
Distributor Technical Support
DX Ducted Systems Technical Services
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