

# FAQs

## Conserve package



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### **Can I have someone install my system for me?**

If you are concerned about any aspect of the installation of your devices or just want someone else to install it, professional installation is available. Call 1.844.295.5556 for more information.

### **How do I remove a device and re-pair it with my network?**

Occasionally a device will need to be removed from or re-paired with the network. If necessary, follow the following procedure to un-pair and re-pair a device:

- 1) Press and hold the add/remove button on the back panel of the home gateway. The the red light will begin blinking.
- 2) While the red light on the gateway is blinking, press the pairing button on the device to be removed from the network.
- 3) When the device has been removed from the network the red light on the home gateway will remain lit.
- 4) Follow the pairing instructions for that device.

### **What do the lights on the gateway indicate?**

The green light gives the status of the gateway's Internet connection. It should be lit. If it is blinking quickly, it indicates that the Ethernet cable could be disconnected. If it is blinking slowly it is establishing a connection to the Internet.

The yellow light only comes on when you are adding a device to the network. When adding a device, the yellow light will blink slowly for two minutes. It will change to solid yellow after your device has been successfully added to the network.

The red light only comes on when you are removing a device from the network. When removing a device, the red light will blink slowly for two minutes. It will change to solid red after your device has been successfully removed from the network.

The yellow and red lights will briefly flash when data is being communicated on the network.

If the yellow and red lights continue to blink simultaneously, the gateway is in "replicate" mode. It is unlikely that you will use this mode. Press the Add/Remove button again to exit "replicate" mode.

### **How long will the gateway stay in add or remove mode after I press the Add/Remove button?**

The gateway will remain in add mode or remove mode for two (2) minutes.

### **Why is the gateway necessary? Can't the devices just connect directly to the broadband network?**

Z-Wave devices operate on a different frequency than a typical home wireless network. The gateway allows them to connect to the Internet.

## Gateway

### **I've just paired a device, but it still doesn't appear on my web portal or mobile app.**

Try refreshing your mobile app or the web page. It can take up to 5 minutes for your gateway to update the servers, and it may take longer if you have a slow Internet connection. If your devices do not appear after 5 minutes, try un-pairing and re-pairing the device. In rare circumstances, the signal may become "stuck" at the gateway. Give us a call at 1.844.295.5556 if your devices still are not visible on your web page.

### **How secure is the Z-Wave network?**

The Z-Wave network protocol is well proven and is the standard across the home automation and security industry.

### **My router does not have any open ports. Can I plug the gateway into an Ethernet switch or range extender?**

Yes. However, the network created or passed through by your switch or range extender must have the same name and password as network set-up by your router.

## Range Extender

### **Why doesn't my range extender appear in my equipment list on my web portal?**

The range extender is not a controlled device. All of the other devices listed on your web portal are controlled by the network. The range extender only enhances the network itself.

## Smart Plug

### **Can a power strip be connected to the smart plug?**

Yes, but there are some limitations. When using a power strip with the smart plug, the devices plugged into the power strip must not exceed 600 watts. Total load capacity for both outlets is 1800W.

### **What's the plug without the Z-Wave label for?**

The unmarked plug is a pass-through plug that is not controlled by the smart plug or the network. It simply provides an extra electrical outlet.

## Smart Plug

### **What happens if power is interrupted? Will the lights come back on?**

Your smart plug will return to the most recent settings when power is restored. If the light was on, it will come back on when the power is restored.

### **Is there a way to have my lights come on automatically?**

Yes. Log into to the web portal, select the Rules tab and click +Add a Schedule under Scheduled Automation. Select the lights or groups of lights to automatically operate, then select the schedule parameters. Be sure to click Save to send the schedule through the network to the smart plugs. For more information on setting up schedules, refer to the Conserve Package Install Guide & User Manual.

### **What other benefits does the smart plug provide besides automating my lights or devices?**

Once your smart plugs have been added to the network, they will also function as network range extenders. Even if they're not used to turn attached devices on or off remotely they will improve network signal strength as long as they are plugged in.

## Thermostat

### **Why can't the old thermostat just be switched off and pulled off the wall?**

The thermostat does not usually have high-voltage wires running to it, but the AC compressor and fan motor are two of the highest electrical load items in the home. Should either one be energized while there is no thermostat connected, serious damage to the HVAC system could result.

### **Why is it so important to label the wires on the old thermostat?**

There are multiple possible wiring configurations for HVAC controls depending on your home construction and type of heating/air conditioning. If the HVAC control wires are not connected correctly to the thermostat, damage to the thermostat and the HVAC system can occur. Therefore, we recommend labeling the control wires before they are disconnected from the old thermostat as well as taking a picture of the HVAC control wiring before disconnection and/or writing down the color/connector combinations as added documentation of the installation.

### **Why does the thermostat need batteries?**

The batteries in the thermostat are there to maintain the connection with the network. The batteries also keep settings saved when the thermostat is not connected to a C (common) wire that provides power to the thermostat itself.

# Thermostat

## Can lithium AA batteries be used in the thermostat?

Alkaline batteries are recommended to ensure consistent performance of the thermostat.

## I have a multistage heating and cooling system along with a water heater connected to my current thermostat. Will the thermostat be able to control all that equipment?

The thermostat is compatible with a wide variety of HVAC and accessory equipment, but there are a few things it can't do. Consult the Thermostat Incompatibility List for more information.

## Are any preset heating or cooling schedules provided?

Yes! From the web portal you can set up customized heating and cooling schedules for your home. See the Conserve Package Install Guide & User Manual for instructions.

## What are the advantages of using automated schedules for heating and cooling?

Scheduling heating and cooling saves money and conserves energy.

## What are swing and overshoot?

The thermostat has two features for energy efficiency called Swing and Overshoot. Swing allows the temperature in the home to rise slightly above the desired temperature before running the HVAC system on cool and slightly below the desired temperature when running on heat. This is more energy efficient than running the HVAC system whenever the temperature in the home rises or falls even slightly above or below the set temperature. Overshoot allows the HVAC system to run until slightly past the desired temperature, either cool or warm. This helps keep normal pressure in the HVAC system. Both swing and overshoot are adjusted from the thermostat configuration page on the web portal. The default settings for swing and overshoot are .5 degrees.

## Can I mount my thermostat in a different location than my old thermostat?

Usually when replacing an old thermostat the new thermostat will be mounted in the same place as the old one. If a new location is desired it will be necessary to move your HVAC control wiring.

New installations and relocation should follow the guidelines below to ensure the most accurate temperature reading and ease of use.

- Mount the thermostat on an inside wall, approximately 5 ft. (1.5m) above the floor in a frequently used room.
- Do not install in locations near appliances or devices that affect the local temperature such as televisions, lamps, or dryers.
- Avoid areas that are exposed large temperature variances, such as: direct sunlight, near an AC unit, above or below auxiliary heat and air vents, and drafts from windows.
- Be aware of what is on the other side of the wall the thermostat is being installed on. Do not install on walls adjacent to unheated rooms, stoves, or housing hot water pipes.

# Thermostat

- Damp areas will not only affect the humidity reading of your thermostat, but could lead to corrosion shortening the life of your thermostat.
- Avoid areas with poor air circulation, such as: corners and behind open doors.

Wait until construction and painting are finished before installing.

## What do the R, RH, and/or RC wires on my thermostat actually do?

Refer to the table below.

<p><b>R</b></p> <p>Less common designations include V and VR on some York and Trane systems</p> <p>Connects the HVAC transformer to the thermostat and provides power to the heating system, cooling system, and/or fan when the heating, cooling, or fan circuits are switched on. Most HVAC systems are powered by a single 24 Volt AC transformer. Systems that have separate heating and cooling transformers will have separate wires controlling each transformer (RH and RC) rather than a single R wire. In the thermostat, the RC and RH terminals are connected with a jumper and customers that only have a single R or RH (but no RC wire) wire should connect that R or RH wire to the RH terminal on the base plate. Customers with separate RC and RH wires must remove the jumper before connecting their RC and RH wires.</p>	<p><b>RC</b></p> <p>Connects the cooling system transformer to the thermostat. The RC terminal provides power to the cooling circuit when the air conditioning is switched on. If both RC and RH terminals are connected, the HVAC system has separate transformers for air conditioning and heating.</p>	<p><b>RH</b></p> <p>Connects your heating system transformer to the thermostat. The RH terminal provides power to the heating circuit when the heating system is switched on. If both RC and RH terminals are connected, the HVAC system has separate transformers for air conditioning and heating.</p>
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## Website

### **Why are there some tabs on a friend's page that don't appear on mine?**

Each customer's web page is customized for his or her network features and options. Your neighbor may have additional or different equipment or options.

### **Why aren't my Geo-Services working?**

Log into your account and confirm you have configured rules for your Geo-Fence device. Also, confirm your smartphone or tablet's location services are turned on.

## App and Mobile Devices

### **Is there an app for a Windows phone? How about a Blackberry?**

The **Reliant Connect** app supports iOS and Android devices. However, our partner Alarm.com also supports Blackberry and Windows Phone. Apps for Blackberry and Windows Phone can be downloaded from Alarm.com. To download and install the **Reliant Connect** app, visit the App Store<sup>SM</sup> or Google Play<sup>TM</sup>.

### **Can the app be used on a tablet?**

Yes. iPads and Android tablets will run the apps.

### **Does the app allow me to control everything I can control from the website on my mobile device too?**

Yes; however, you cannot set up smart plug or heating and cooling schedules from the app. Schedules and rules can be set up through the web portal.