

## General Operational Questions

### **Will my floor still heat if I lose power to my home?**

Because your SunTouch system operates via radiant electric heat, it will not function in the event of a power outage. However, when the power is restored, if your Connect has been networked to your Wi-Fi, your settings will automatically be restored and the programmed heating schedule will resume. Even if the internet stays unconnected after power is restored, the battery backup will keep the clock accurate for several hours so the clock and program will run after most power outages (same as the Command).

### **The display on my Connect is too bright (too dark) when not in use. How do I fix this?**

From the menu selection screen, choose the “Display” button, and then the “Backlight Wake/Return” or “Backlight Leave/Sleep,” depending on which setting you want to change. The brightness can be adjusted from 30% to 80%: the upper bound on brightness is to preserve the life of your LCD screen. You also have an option to turn OFF the backlight display and the thermostat will go into a sleep mode.

### **The display on my Connect/ Command is remaining on when not in use. How do I fix this?**

This would occur only if the schedule program is disabled and not in use. From the menu selection screen, choose the “Display” button, and then the “Backlight Wake/Return” and “Backlight Leave/Sleep” must be turned “OFF”. Once this adjustment has been made, your display will timeout and go dark after 30 seconds of no activity.

### **I accidentally changed the language of my Connect. How do I reset it?**

If English is selected, look for the “Display” menu and the “Language” setting.  
If Spanish is selected, look for the “Pantala” menu, and the “Idiomas” setting.  
If French is selected, look for the “Ecran” menu, and the “Langues” setting.  
Select the language that you prefer.

### **Why is my weather information inaccurate?**

As weather information is based on your zip code, first check that the zip code entered in your Connect’s settings is correct. Secondly, weather information is updated from the databases every hour if the backlight is on. If the backlight off, then it will update within a few seconds upon activating the backlight. You’ll see three dashes “---“ until the weather is updated. There may be inaccuracies between update periods or during rapidly changing weather conditions.

### **Why is my clock incorrect?**

Make sure that the Connect is actively communicating with your Wi-Fi network. If the Connect is not accessing your Wi-Fi network, follow the troubleshooting guide to re-establish Wi-Fi connectivity. Secondly, look at the Time Source under the Time Options menu. If Cloud is selected, it will automatically update according to your time zone. Double check to make sure the correct Time Zone is selected for your area.

### **Can I override the automatic time setting feature and manually set my clock?**

Yes. Select the Time Source button under the Time Options menu. Select “Manual” and you will be given the option to manually set your time.

### **How do I suspend my program for an hour/day/week/indefinitely?**

From the physical device, navigate to the Setup menu and choose “Floor - Away” button. Click ON and set the temperature you would like to maintain the floor while you are away. To turn it off, simply choose OFF in the Floor – Away menu.

On the mobile or web application, select the “Set Location to Away” option at the bottom of your screen. You will be able to again choose an away floor setpoint.

### **What is the logic behind the Weather Compensation option?**

Weather compensation means that floor heat setting will be automatically increased in cold weather and decreased in warm weather. This is a smart algorithm that is intended to maintain an ideal comfort level during fluctuations in weather.

### **How will my thermostat accept Software Updates?**

The SunStat Connect will automatically accept software updates as long as it is connected to the internet.

### **If I go on vacation and put my programmed temperature settings on temporary hold, will the Connect lose all of my settings?**

No: all of your programmed settings are stored within the control. When you remove the temporary hold, all of your settings will automatically be restored to your Connect.

### **I am moving. How do I transfer “ownership” of the SunTouch system and Connect to the new homeowners?**

The SunStat Connect will need to be de-registered. You can do this by navigating to the Wi-Fi menu and clicking the “De-Register” button. Please note that the thermostat will remain visible on the web or mobile application until it has been registered to a new account.

### **Is there some way to export the energy usage information from the Connect to my personal computer?**

You will not be able to export the energy usage information at this time. It is available from your SunStat Connect physical unit only.

## **Wi-Fi Connectivity Issues**

### **Requirements:**

- Router
  - If router is encrypted, you must know the password
  - Router must be WPA or WPA2 (WEP & WPA2 Enterprise encryption not supported)
  - # of devices supported not exceeded
  - If MAC addressing used, thermostat’s MAC address must be added to router’s access control list
  - Must be configured to DHCP
- SunStat Connect must be within Wi-Fi range
- User must know the Wi-Fi password

### **My Wi-Fi isn't working – what should I do?**

Your first solution should be to restart the Wi-Fi router. Although a router will typically just need to be unplugged and plugged back into the power source to do this, refer to your router's documentation for specific instructions.

### **I restarted my router, but my Wi-Fi still isn't connecting.**

If your network is encrypted, try entering your password again, being careful to use correct capitalization and punctuation. You may have to cycle to other input screens on the Connect to access symbols.

### **I can't find my Wi-Fi network on the Connect's interface. How do I fix this?**

This could mean that your Wi-Fi network name is hidden. Refer to another device that is connected to your Wi-Fi network to retrieve the network name. In the Wi-Fi menu, choose the "Select New" network name option from the pull-down list. Use the keyboard to carefully enter the network name. Once the name has been entered, input your password as usual.

### **My network isn't hidden, but I still don't see it on my Connect interface. Now what?**

Your thermostat may be located too far from your Wi-Fi router. Test this by putting a device (i.e. a cellphone or tablet) with Wi-Fi connectivity next to your Connect thermostat, and look at the device's settings. If the signal is weak or not detected by your "testing" device, your thermostat may not be receiving a signal that is strong enough. If this is the case, you can buy a Wi-Fi signal repeater, which will improve the range of your Wi-Fi signal for all devices in your home.

The list of networks is limited to 32. It is possible that in areas with many networks that yours didn't make it onto the list. In this case, if the list is full, choose the "Select New" option as described in the above section.

### **My network is visible in the Network SSID list and I can't connect to it. What do I do?**

1. Confirm that your password is correct.
2. Verify your router encryption. The Sunstat Connect only supports WPA and WPA2 encryption. It does not support WEP or WPA2 Enterprise encryption. WEP encryption is a legacy protocol which has security vulnerabilities. Refer to your router's instruction manual on how to change your WIFI router setting to WPA or WPA2.
3. There may be a limit to the number of WIFI devices that can connect to your router. Try turning off one of the other devices on your WIFI network. If, after that, the Sunstat Connect is able to establish a WIFI connection, an upgrade to the router may be required.
4. The router may be using MAC address filtering. Add the thermostats MAC address to the router's access control list or disable MAC address filtering. See router's documentation for instructions.

### **I can connect to my WIFI network and when I attempt to register the Sunstat Connect I receive the message, "Attempt to contact network failed."**

1. The Wi-Fi router may not be configured for DHCP. Go to the WIFI on/off setting and select the info button. Ensure that the Sunstat Connect has an IP address within the same subnet as the router (example 192.168.1.x). If it does not, confirm that the

- WIFI router has been configured for DHCP. See router's documentation for instructions.
2. The Sunstat Connect server may be offline for service or there may be a poor internet connection. Wait for a while and try registering the thermostat later.
  3. The clock may be incorrectly set (wrong by more than +/- 5 hours). Needed for the server to accept the security certificate. Confirm the time and time zone is accurate. Best is to set the Time Source to "Cloud".

**When registering my Sunstat Connect, I am not receiving an association code and the display says "Communicating with the network, please be patient."**

The Sunstat Connect server may be very busy. Try returning to the WIFI menu and then press the Register Device button again. The association code should appear in a few seconds.

**My Sunstat Connect display shows a black screen with a square moving around on it.**

The Sunstat Connect is updating the software. Be patient, the update should take no longer than a minute. If it is taking longer than that, try resetting the Sunstat Connect by removing the head portion of the thermostat and then re-installing it. This will cause the software update process to be re-started.

**How will my system work if my Wi-Fi is disconnected or disabled?**

While your Connect will operate best with internet or app connectivity, it will be fully functional (aside from outside weather input and automatic clock setting) via the color touchscreen if you choose to disconnect it from your Wi-Fi network. If you are looking for the ease of use and programming power of the Connect, but don't require (or anticipate wanting) remote connectivity, we recommend you consider our Command thermostat.

**I no longer want to use the Wi-Fi connectivity of my Connect. How do I turn off this feature?**

Under the settings menu, select Wi-Fi. There will be an option to turn your Wi-Fi on or off. By selecting OFF, you will still have full access of the floor heating thermostat without the Wi-Fi specific features.

## **Remote Access Questions**

**Is the Connect compatible with both iOS and Android apps?**

Yes, your Connect can be controlled by users with both Android and iOS devices, in addition to the universal web-based interface.

**How do I download the Mobile App?**

Access the applications store supported by your device, i.e. Google Play or the Apple App Store. Use the search function to find "SunStat." You will know it is the correct app when you see the "sun" logo. Follow your device's instructions for completing the download.

**How do I access my Connect via the web?**

Point your internet browser to [sunstatconnect.com](http://sunstatconnect.com) and follow the instructions to access your Connect.

**Is my login information the same for the website and my mobile apps?**

Yes, your login will be the same regardless of the platform you choose.

**What if I have forgotten my password?**

If you lose or forget your password, it is simple to have your current password sent to you. On the login screen, hit the “Forgot Password” button. Enter the email address supplied in the user set-up and your password will be sent to your email address.

**How do I give another user access to my Connect via the mobile app/website?**

Each device is affiliated with an “owner” account. The owner of the account will need to share their username and password with additional users.

**How do I connect multiple thermostats to one account?**

You can easily add a new Connect to your user account. From the “Toolbox” menu, choose the “Device Registration” button. Enter the required device details and hit the “Register” button. When you next access the Home Screen, you will see that your new device is accessible.

**My email has changed. How do I update my email in the mobile or web application?**

Select “Manage Account” from the options menu symbolized by the three lines in the upper right hand corner of your mobile application. You will be able to update the Alert Email with the email of your choice. Please note that the username (email) may not be changed. If the owner of the accounts wants to use a new username, they should de-register all their devices, create a new account with the new credentials, and re-register all devices.

**Can a SunStat Connect thermostat be installed in a private (no Internet) connected WI-FI or wired network with locally installed software?**

An internet connection is required. There is not a LAN only option for remote access. The SunStat Connects are completely secure and use TLS 1.2 encryption.