



## T5 Smart Thermostat

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RCHT8612WF2005/U  
SMHOM8610KIT  
RCHT8610WF2006/U  
RCHT8612WF2005/W

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## Why is my Heating not Working?

Your primary heating (1<sup>st</sup> stage) is controlled by the W terminal on your thermostat. (Or the Y and O/B terminal if you have a heat pump system)

Confirm the thermostat is set to Heat mode and the setpoint (the smaller number at the top of the thermostat display), is set to a temperature higher than the display temp (the larger number in the center of the display).

Confirm the message "Heat On" is solid (not blinking) on the thermostat display.

Confirm your wiring is correct, and the wires have good contact in the terminals (tug gently on the wires)

Check your jumper selector switch. To operate heating, the thermostat requires power to the R terminal. (If you have a wire in the RC terminal and no wire in the R terminal, move the RC wire to the R terminal and move the jumper selector switch up to the "1 Wire" position)

#### **Advanced steps:**

Using a multimeter, measure the AC voltage between your R wire and your W wire (between Rc and Y for heatpump systems). Your thermostat operates between 20-30VAC, any reading outside this range should be addressed by a Professional Contractor.

#### **Why is my thermostat set to Heating, but I feel Cool or Mild Air and not heat? (Or Why is my thermostat set to Cooling but I feel Heat or Mild air and not cooling?)**

Check your jumper selector switch. If you have a wire in the RC terminal and no wire in the R terminal, move the RC wire to the R terminal and move the jumper selector switch up to the "1 Wire" position. If you have a wire in the R terminal and a wire in the Rc terminal, the jumper selector switch must be in the "2 Wire" position.

Check your wiring. If you have a heat pump, you will not use a wire in the W terminal. Move the W wire to the W2 or Aux terminal. (W controls your first stage of heating for Gas/Oil/Electric systems. O/B and Y control your first stage heating for heat pump systems. Backup heat sources must be connected to the W2, Aux, or E terminal for proper functionality.)

Check your configuration. Most commonly, O/B is energized in Cooling (O on cool). For Rheem or Ruud brand heat pumps, the O/B must energize on heating (B on Heat).

#### **Why won't my thermostat screen power up?**

The thermostat operates between 20-30 VAC, "supplied" to the R/RC terminals and "returning" through the C terminal. A C wire, connected to C on the equipment, is required for the thermostat to power itself.

Verify the furnace / air handler door is closed, the power switch is on, and the breakers are on.

Confirm you have a C wire in the C terminal. If your previous thermostat did not use a C wire, it's unlikely that it is connected at the equipment. Verify the C wire is connected to the C terminal in your furnace or air handler.

Check your jumper selector switch. If you have a wire in the R terminal and no wire in the RC terminal, verify the jumper selector switch is up in the "1 Wire" position. If you have a wire in the R terminal and a wire in the Rc terminal, the jumper selector switch must be in the "2 Wire" position.

#### **Advanced steps:**

Using a multimeter, measure the AC voltage between your R/ RC wire and your C wire. Your thermostat operates between 20-30VAC, any reading outside this range should be addressed by a Professional Contractor.

## What are the features on my T5, T5+, or T6 Pro WiFi thermostat?

Additional Features are provided via the Honeywell Home mobile app.

### **Circulate:**

Available under the Fan setting, the Circulate feature turns on the fan for 30% of the time every hour in order to circulate the air in your home.

### **Hold:**

When using a schedule or geofencing, the thermostat enables the Hold feature. 2 types of Holds are available, Temporary and Permanent. (When Geofencing is enabled, Permanent Hold is disabled.)

**Temporary Hold** – Adjust the temperature setting on your thermostat display. A “HOLD UNTIL” message will appear, followed by the time of the next schedule change. Touch the time again and use the +/- icons to adjust the time the hold will end. The thermostat will keep the desired setting until it is changed, or until the HOLD UNTIL time is reached, at which point it will resume following the schedule.

**Permanent Hold** – Adjust the temperature setting on your thermostat display. A “HOLD UNTIL” message will appear, followed by the time of the next schedule change. Touch the HOLD UNTIL message and 2 new messages will appear, PERMANENT HOLD and RUN SCHEDULE. Touch PERMANENT HOLD to keep the new setting permanently.

### **Scheduling:**

Additional scheduling options, such as Geofencing, are available within the Honeywell Homes mobile app. Look at the T5/T5+ – Honeywell Home App section for more details. The thermostat is capable of scheduling 4 periods per day for each day of the week. Time-based schedules can be programmed daily, or on a 5-2 schedule (same for all days of the week, but different schedules on the weekends).

To setup a schedule:

Touch MENU on the thermostat display, select SCHEDULE

Each Day / Period will be displayed. Touch SELECT to edit each period.

Touch the TIME displayed and use the +/- icons to adjust the start time for the desired period (adjustable in 15-minute increments). Touch the TEMPERATURE displayed to adjust the desired heating or cooling temperature (Touch the TEMPERATURE display again to alternate between the cooling and heating temperature setting) Press SELECT when complete.

After adjusting the TEMPERATURE and TIME for each schedule day and period, DONE will be displayed on the screen. Touch SELECT to save your new schedule

To Modify your schedule:

Touch MENU on the thermostat display, select SCHEDULE

Each Day / Period will be displayed. Touch < or > to locate the desired period you wish to edit.

Touch SELECT to edit each period.

Touch the TIME displayed and use the +/- icons to adjust the start time for the desired period (adjustable in 15-minute increments). Touch the TEMPERATURE displayed to adjust the desired heating or cooling temperature (Touch the TEMPERATURE display again to alternate between the cooling and heating temperature setting)

Touch SELECT when complete.

Touch the > icon until DONE is displayed. Touch SELECT to save your settings.

### **Screen Lock:**

The thermostat has 3 settings for the screen lock: Unlocked, Partial Lock, and Full Lock

-Unlocked: All settings are adjustable

-Partial: Setpoint changes are allowed. All other settings are locked

-Full: No changes are allowed

When SCREEN LOCK is active, a “lock” icon will be displayed on the thermostat display

Locking the thermostat:

Touch MENU. Touch the > arrow until SCREEN LOCK appears. Touch SELECT.

Touch the < and > arrows until the desired lock setting is displayed. Touch SELECT

A pin will be displayed. Record this 4-digit code for your records. Press SELECT

Confirm or dismiss the change by touching YES or NO

Unlocking the thermostat:

Touch the “lock” icon.

Enter the pin by touching the +/- icons. Touch SELECT after each digit is entered to advance to the next digit.

After touching SELECT once the last digit is entered, the thermostat will return to the main screen in the Unlocked state.

Locating my pin:

The screen lock pin is not adjustable on any Honeywell thermostat. To obtain the pin, remove the thermostat faceplate by pulling it gently away from the wall plate. On the label on the back of the thermostat face-plate, locate the DATE CODE. (4-digit number located on the right side of the label)

The pin is calculated by adding 1234 to the date code. (For example: A date code of 1644 would have a pin of 2878)

### **Screen Brightness:**

The thermostat has an adjustable inactive screen brightness. This allows the user to dim the screen to their desired preference. (When actively using the thermostat display [i.e. – touching buttons / making changes] the thermostat screen defaults to full brightness. This feature is not adjustable.)

## Adjusting Screen Brightness:

Touch MENU. Touch the > arrow until BRIGHTNESS appears. Touch SELECT.

Use the +/- icons to increase or decrease the brightness (1-5). Press DONE when complete.

## **Recovery:** (also referred to as Smart Recovery, Smart Start, and Adaptive Intelligent Recovery)

The thermostat has the option to begin your schedule setting changes early in order to reach your desired temperature at the start of the schedule period. When active, the thermostat “learns” how long it takes to reach setpoint within your home, and starts heating or cooling early. (ex. My home is 65° at night, but set to 70° at 7:00a.m. Rather than waiting until 7:00a.m. to start warming up, Recovery begins Heating the home early [based on its algorithm and learned behavior] and starts heating the home at 6:00a.m., reaching the 70° setting by 7:00a.m.) When active, RECOVERY is displayed on the thermostat screen in the top right corner.

## Turning Recovery On / Off:

Touch MENU. Touch the > arrow until RECOVERY appears. Touch SELECT.

Touch the < or > icons to enable or disable RECOVERY. Press DONE when complete

## **Clock:**

When connected to Wi-Fi, the thermostat displays the local time based on the account creators Zip Code (as related to Time Zone). When not connected to Wi-Fi, the clock can be configured on the thermostat display. 12hr or 24hr time displays are optional, as is Daylight savings time (DST)

## **Clean Screen:**

The Clean Screen feature disables the thermostat screen for 30 seconds. Wipe your thermostat with a clean, damp cloth. After the timer runs out, the thermostat screen is reactivated and returns to the main display.

## Temp Scale:

You can adjust the temperature display settings at any time. Display temperatures are available in Fahrenheit or Celsius

## **Changeover:**

The changeover feature (also referred to as Auto changeover) allows your thermostat to automatically switch from heating to cooling, or vice versa, depending on the temperature in your home. Resideo requires that a 1.5 degree difference be enforced between the heating and cooling setpoints when this feature is enabled to prevent short-cycling (repeatedly turning your system on/off too quickly) You may notice that your home naturally warms or cools up to 1.5 degrees past your setpoint before the appropriate heating or cooling system begins operation. This is normal.

## **Reset:**

The thermostat has 4 reset options: Factory, Schedule, Wi-Fi, and Homekit.

Factory Reset: clears all of the thermostats programming and resets it to factory defaults

\*Prior to performing a Factory Reset, we recommend recording your current ISU configuration (see Setup and Configuration)

Schedule reset: clears the schedule and resets it to the daily default schedule listed below:

Wake 6:00a.m. Cool 78 Heat 70

Away 8:00a.m. Cool 85 Heat 62

Home 6:00p.m. Cool 78 Heat 70

Sleep 10:00p.m. Cool 82 Heat 62

Wi-Fi Reset: clears the current Wi-Fi connection and begins the Wi-Fi pairing process. The mobile app is required to complete the connection process. Go to the App Support section for more information.

HomeKit Reset: disables the current pairing with your iCloud account and the T5/T5+

### **Equipment Status:**

This option displays what is currently being controlled by your system and its operational status. (ex.- If your fan is on, it will display your heating and cooling stages as OFF, but will show your fan as ON)

### **Device Info:**

Displays the T5 /T5+'s MAC ID, IP address (if connected to Wi-Fi), Date Code, Model Number, Build date, Firmware Version, Thermostat Application Version, Thermostat Application Boot Version, Wi-Fi Radio Application Version, Wi-Fi Radio Boot Application Version

### **How do I setup my T5, T5+, or T6 Pro WiFi for my home?**

*\*When configuring your thermostat, it is important to configure it correctly for your system type. Incorrectly configuring your thermostat can lead to inefficient operation and in extreme cases, damage to your system\**

When first installed, the thermostat can be configured from the Main Screen or via the setup and connection with the Honeywell Home App. The thermostat can be reconfigured any time via the Installer Setup. Use the link below for the complete Installer Setup.

Product Data [T5 Smart Thermostat Product Data](#)

Once powered, the thermostat will display "START SETUP" Touch the screen to continue.

You will next be prompted to setup the thermostat with or without the mobile app. Select NO to continue setup without using the Honeywell Home app. Select YES to continue setup using the Honeywell Home app. (Setup and Configuration using the Honeywell Home App can be found under the WiFi and Connectivity support article)

Setup without the Honeywell Home App:

Use the < and > buttons to navigate the menu. Touch EDIT to modify each setting. When Finish Setup is displayed, Touch SELECT to save the settings.

After Saving the configuration settings, you will be prompted to connect to Wi-Fi. If you Opt out of connecting to Wi-Fi, you will be prompted to enter the time and date. You will then be able to operate your thermostat manually.

Reconfiguring your thermostat:

At any time, the configuration of your thermostat can be modified from the Installer Setup Menu.

Touch and hold the MENU button on the thermostat display. When DEVICE SETUP is displayed, touch SELECT. Use the < and > buttons to navigate the menu. Touch EDIT to modify each setting. When Finish Setup is displayed, Touch SELECT to save the settings.

## **How do I wire my thermostat?**

\*There is no standard for which color wire controls each function. When wiring, each wire should be identified by what terminal(s) it connects to, never by color. If you do not know the terminal that each wire connects to, it may be necessary to go to the HVAC system and look at the designations on the control board. For typical wiring examples, and for clarification of what types of systems your thermostat works with, please consult your owners/install guide. \*

The thermostat uses 1 wire to control each of your HVAC system's primary functions, such as heating, cooling, fan, etc. See the diagram below for what each wire controls on your system:

S – Indoor and Outdoor Wired Sensors

Y – Compressor Stage 1 (Cooling)

Y2 – Compressor Stage 2 (Cooling)

G – Fan

C – Common

U – Humidifier, Dehumidifier, or Ventilator control

L/A – A – Input for heat pump fault

O/B – Reversing valve for Heat Pump systems

E – Emergency Heat

Aux / W2 – Heat Stage 2 (Heating)

W – Heat Stage 1 (Heating)

R – 24vac (Heating transformer)

Rc – 24vac (Cooling transformer)

\*Trade model thermostats are required to operate “dual-fuel” systems (systems that use a heat pump for the first 1 or 2 stages of heating and use a gas or oil furnace for backup / emergency heating). If you have a dual-fuel



system, or are unsure, it is recommended that you contact a Professional HVAC Contractor to continue.

Please follow the below guide for the basic wiring walkthrough:

To protect your equipment, turn off the power at the breaker box or switch that controls your heating and cooling equipment. To make sure that your system is off, change the temperature on your existing thermostat so that your system starts heating or cooling. If you don't hear or feel the system turn on within 5 minutes, the power is off. If you have a digital thermostat that has a blank display, you can skip this step.

Next, remove your existing thermostat from the wall plate. Most thermostats pull directly off the wall. However, some lift from the bottom and lever off, and others have a locking tab.

The next step is to take a picture of your wiring. When taking the picture, please make sure that the terminal markings are clearly visible.

Review your pictures.

If you see terminals labeled A B C, or 1 2 3 then your new thermostat may not be directly compatible, as your system requires a communicating thermostat.

If you see thick, black or red wires then you have a line voltage system. This type of wiring requires a line voltage thermostat and is not compatible with low voltage thermostats

If you see wires connected to terminals labeled G1,G2,G3, you will need a thermostat capable of controlling multiple fan speeds, none of our retail thermostats are compatible with this system type. G is compatible, but not G1,G2,and/or G3.

What you should typically see is 18 – gauge solid core wire. The most common configuration is five wires, however you could see as few as two, and as many as ten.

Any wire that is present, but not connected to a terminal you will want to make a note of, but you will not label these wires.

Using the photos that you took, remove each wire one at a time and label it. If a terminal has multiple designations like W and O/B, it will be labeled as W and O/B and not just one or the other.

After you have removed and labeled all wires you can unscrew, remove the old thermostat wall plate and mount the new thermostat's wall plate.

After mounting the new thermostat's wall plate, we can re-connect the wiring. If we recommend placing a wire in a terminal, do not move it to another terminal if we address it later in the guide. (Ex. – You have a single wire labeled W-O/B and we advise placing it in the O/B terminal. If later in the guide we recommend putting the W wire in the W terminal, you will not move this wire, as we've already instructed you to place it in O/B.)

Now, let's cover wiring configurations.

Identify any wires label R, RH, or RC. You will typically have one or two out of those three. If you just have one wire, regardless if it's labeled RC, it will go into the R terminal, and the jumper connecting terminals R and RC will be in place. Some thermostats have a jumper switch, some have a metal staple, others may have a plug, and the jumper may also just be a wire connecting the two terminals. If you have two wires, R or RH will go into the R terminal, and RC will go into the RC terminal. If you have more than one wire (you have a wire labeled R, and another wire labeled Rc for example) you can remove any jumpers between the R and Rc terminals, or push the

switch to open the RC terminal so you can insert a wire.

Next, let's talk about the C, or common wire. If you have a Trane model thermostat, and have a wire labeled X or B refer to your thermostat manual. In some cases, one of those wires may be your common. If you have a C wire, place it into the C terminal on your wall plate.

Let's take a look at the G wire. This wire will go to the G terminal on your new thermostat.

For the Y, Y1, and Y2 wires, Y or Y1 will go to the Y terminal, and Y2 will go to the Y2 terminal.

The O/B wire can have many configurations. It can be W-O/B, O/B, W-O, W-B, or you may even have separate O and B wires. If you have separate wires for O and B, you will want to tape off the B wire so it can't make contact, and the O wire will be connected to the O/B terminal on your thermostat.

If your O or B terminal shares a label with another wire, typically W, you'll need to identify whether you have a heat pump system or not. A heat pump runs your compressor for both heating and cooling. If you don't know your system type, place this wire into the W terminal. If you have a heat pump system, place it into the O/B terminal.

Locate any unconnected wire labeled W or W1. If in the previous step you identified an O, B, or O/B wire that's connecting to the O/B terminal, and have a separate W wire, place this wire into the W2 terminal. If you do not have a wire connected to the O/B terminal, connect the W wire to the W terminal.

## **How do I reset the WiFi on my T5, T5+, or T6 Pro WiFi?**

If your thermostat was previously connected and has lost Wi-Fi connection, and no changes have been made to your home network / router, attempt the following first before completing a full wi-fi reset:

### **A full Wi-Fi Reset can be performed one of two ways:**

- When registered with the Honeywell Home app – Login, select the thermostat, then select the settings icon in the top-right corner. The "Reset Wi-Fi" option is located at the bottom of the screen. Follow the prompts in the app to reconnect, or to connect your thermostat to another Wi-Fi signal.
- Add a New Device – If your thermostat was connected and operating normally, but now is not appearing in the Honeywell Home app under your account, or you are unable to access the "Reset Wi-Fi" button. Select the "Add a New Device" button, or press the "+" button within the Honeywell Home app. Follow the prompts to connect and configure your thermostat.

## **Why can't I register my T5, T5+, or T6 Pro WiFi to my account?**

Registration occurs during the initial pairing with the Honeywell Home app. If you receive an error message stating that the thermostat is already registered, you can contact the previous owner of the thermostat and ask that they delete the thermostat from their account, or contact Resideo Customer Care to unregister the device. (Please have the model number and MAC ID [inscribed on the back of the thermostat faceplate] to expedite the process.)

\*If you receive a different error during the connection / registration process, please see the **When setting up my T5 / T5+, why can't I connect to my Wi-Fi?** Support article for more information.

## **When setting up my T5 / T5+, why can't I connect to my Wi-Fi?**

**If you are unable to complete the setup/connection/registration process, attempt the following before**

**reattempting:**

Power cycle the thermostat by removing it from the wall for 30 seconds. Reattach the face plate.

Turn off mobile/ cellular data on your mobile device and connect to your home Wi-Fi network. “Forget” any other Wi-Fi networks in range. (Turning on Airplane mode is also an option)

Some Android phones have an updated security feature that may not allow your phone to connect to “unsecured” Wi-Fi networks. Temporarily disable this feature via Settings – Network & Internet – Wi-Fi – Wi-Fi Preferences on your mobile device.

Attempt to connect and register the thermostat to a mobile hotspot. This allows the registration data to bypass any network security that may be causing the connection failure. Once successfully registered, a Wi-Fi Reset can be performed to move the thermostat to the home Wi-Fi network.

**Advanced Steps:**

If you experience inability to connect, failure to register, or frequent Wi-Fi signal loss, verify the following:

\*You may need assistance from your Internet Service Provider to verify/ change some settings\*

- Setup a 2.4GHz Bandwidth Only network with separate SSID (Not compatible with 5GHz networks. Simultaneous 2.4 and 5GHz networks that share a name or SSID are not recommended and can cause thermostat to lose connectivity).
- Connect directly to the router signal – Not recommended for use with signal booster, satellites, or extenders.
- Business Networks (Enterprise networks, guest networks, or networks that require logging in via a web page/portal) are not supported.
- Gateways or Network switches can block some traffic to Honeywell and are not supported.
- Recommended WPA2-AES Network Security Protocol
- DHCP Enabled – Static networks not supported
- UPnP / P2P Enabled
- Band-Steering Disabled

\*\*“Not Supported” refers to network configurations that may be compatible, but cannot be successfully supported by Resideo Customer Care. “Incompatible” refers to networks / configurations that the thermostat is incapable of communicating with.\*

**When setting up my T5, T5+, or T6 Pro WiFi, why can't I connect to my WiFi?**

**If you are unable to complete the setup/connection/registration process, attempt the following before reattempting:**

Power cycle the thermostat by removing it from the wall for 30 seconds. Reattach the face plate.

Turn off mobile/ cellular data on your mobile device and connect to your home Wi-Fi network. “Forget” any other Wi-Fi networks in range. (Turning on Airplane mode is also an option)

Some Android phones have an updated security feature that may not allow your phone to connect to “unsecured” Wi-Fi networks. Temporarily disable this feature via Settings – Network & Internet – Wi-Fi – Wi-Fi Preferences on your mobile device.

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- Band-Steering Disabled

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### **Which Amazon Echo voice commands can I use with my thermostat?**

- *"Alexa, set [group or thermostat name] to X degrees"*
- *"Alexa, raise [group or thermostat name] by X degrees"*
- *"Alexa, lower [group or thermostat name] by X degrees"*
- *"Alexa, what is the temperature inside"*
- *"Alexa, what is Thermostat set to?"*

### **Is my thermostat compatible with Amazon Echo?**

All internet connected Wi-Fi thermostats are compatible with Amazon Echo.

### **What if I'm seeing an 'Unexpected Error' message during the Accessory Setup using an iOS smart device?**

An "Unexpected Error Occurred" indicates one or more of the connection / registration steps failed. Please verify the following:

- You are connected to your home Wi-Fi on your mobile device and airplane mode is on (not using mobile data).
- You are within 5-10 feet of the thermostat throughout the connection process.
- Your mobile device has the most recent version of the Honeywell Home mobile app, and is running the latest OS/iOS version.

Once these steps are completed, force close and reopen the Honeywell Home app and try again.

### **If I have an ENERGY STAR certified thermostat, what can I expect to see from the manufacturer?**

All registered users of WiFi thermostats will receive a Honeywell Home Monthly Energy Report. This will show you how many hours your system ran each month, and ways you can help save energy.

### **How do I setup and configure my thermostat to work with Apple HomeKit?**

1. Install any HomeKit-enabled thermostat and connect it to WiFi. Check for compatible thermostats at <https://www.resideo.com/us/en/smart-home-partners/>.
2. Open the Apple Home app, tap Add Accessory to begin setup of your thermostat.
3. Control your thermostat through Siri and Home App routines.

### **Do the T5/T6 Pro Wi-Fi model thermostats require a “C” wire?**

The T5/T6 pro Wi-Fi thermostats do require a common wire, also known as a “C” wire.

The “C” or common wire allows the thermostat to power itself, instead of using batteries. It must be connected to the C or common terminal on the furnace control board.

### **How do I know Energy care is working?**

Your energy consumption is dependent on many dynamic variables such as the weather and efficiency of your HVAC system, and it is even very difficult for our data scientists to isolate an individual's savings month over month or year over year. While Resideo Energy Care is making its largest adjustments when you shouldn't notice, there still should be times when you can see the setpoint being adjusted. If your thermostat is on a Permanent Hold or you paused the service in the Connected Saving portal, then Resideo Energy Care will not be able to make adjustments.

### **What are the other benefits with Energy Care?**

Since Resideo Energy Care is so focused on comfort after periods of energy savings, customers are often more comfortable with the service enabled than with their previous standard programmed setpoints. For example, on very cold afternoons Resideo Energy Care is going to turn the heat back up sooner than what when the programmed schedule would kick in. Also since the majority of Resideo Energy Care's energy savings are coming from reducing the amount of time the heating and cooling system runs each day, it can often extend the lifetime of those systems.

### **What mobile devices can I use with my Lyric thermostat?**

The Lyric app, now known as the Honeywell Home app, is available for iOS and Android smart phones and tablets. Location based events such as geofence triggers will only work with smart phones. We suggest always checking the applicable app store (i.e. Google Play, Apple App Store) for compatibility using the device that you will install the app on.

- iOS: The Honeywell Home app is only supported in iOS 10 or later devices
- Android: The Honeywell Home app is supported in Android 4 and above
- Blackberry & Microsoft: The Honeywell Home app is not supported in these devices

### **How long will it take for Resideo Energy Care to kick in and deliver some benefits?**

Resideo Energy Care should start making adjustments to your thermostat the day after signing up, then after about a week it should be more dialed into understanding your home and comfort patterns.

## How do I setup my T5, T5+, or T6 Pro WiFi for my home?

*\*When configuring your thermostat, it is important to configure it correctly for your system type. Incorrectly configuring your thermostat can lead to inefficient operation and in extreme cases, damage to your system\**

When first installed, the thermostat can be configured from the Main Screen or via the setup and connection with the Honeywell Home App. The thermostat can be reconfigured any time via the Installer Setup. Use the link below for the complete Installer Setup. [33-00474](#) [PDF]

Once powered, the thermostat will display "START SETUP" Touch the screen to continue.

You will next be prompted to setup the thermostat with or without the mobile app. Select NO to continue setup without using the Honeywell Home app. Select YES to continue setup using the Honeywell Home app. (Setup and Configuration using the Honeywell Home App can be found under the WiFi and Connectivity support article)

Setup without the Honeywell Home App:

Use the < and > buttons to navigate the menu. Touch EDIT to modify each setting. When Finish Setup is displayed, Touch SELECT to save the settings.

After Saving the configuration settings, you will be prompted to connect to Wi-Fi. If you Opt out of connecting to Wi-Fi, you will be prompted to enter the time and date. You will then be able to operate your thermostat manually.

Reconfiguring your thermostat:

At any time, the configuration of your thermostat can be modified from the Installer Setup Menu.

Touch and hold the MENU button on the thermostat display. When DEVICE SETUP is displayed, touch SELECT. Use the < and > buttons to navigate the menu. Touch EDIT to modify each setting. When Finish Setup is displayed, Touch SELECT to save the settings.

## Why is my Heating not Working?

Your primary heating (1<sup>st</sup> stage) is controlled by the W terminal on your thermostat. (Or the Y and O/B terminal if you have a heat pump system)

Confirm the thermostat is set to Heat mode and the setpoint (the smaller number at the top of the thermostat display), is set to a temperature higher than the display temp (the larger number in the center of the display).

Confirm the message "Heat On" is solid (not blinking) on the thermostat display.

Confirm your wiring is correct, and the wires have good contact in the terminals (tug gently on the wires)

Check your jumper selector switch. To operate heating, the thermostat requires power to the R terminal. (If you have a wire in the RC terminal and no wire in the R terminal, move the RC wire to the R terminal and move the jumper selector switch up to the "1 Wire" position)

### Advanced steps:

Using a multimeter, measure the AC voltage between your R wire and your W wire (between Rc and Y for heatpump systems). Your thermostat operates between 20-30VAC, any reading outside this range should be addressed by a Professional Contractor.

## What if I'm seeing an 'Unexpected Error' message during the Accessory Setup using an iOS smart device?

An "Unexpected Error Occurred" indicates one or more of the connection / registration steps failed. Please verify the following:

- You are connected to your home Wi-Fi on your mobile device and airplane mode is on (not using mobile data).
- You are within 5-10 feet of the thermostat throughout the connection process.
- Your mobile device has the most recent version of the Honeywell Home mobile app, and is running the latest OS/iOS version.

Once these steps are completed, force close and reopen the Honeywell Home app and try again

## **How do I reset the WiFi on my T5, T5+, or T6 Pro WiFi?**

If your thermostat was previously connected and has lost Wi-Fi connection, and no changes have been made to your home network / router, attempt the following first before completing a full wi-fi reset:

### **A full Wi-Fi Reset can be performed one of two ways:**

- When registered with the Honeywell Home app – Login, select the thermostat, then select the settings icon in the top-right corner. The “Reset Wi-Fi” option is located at the bottom of the screen. Follow the prompts in the app to reconnect, or to connect your thermostat to another Wi-Fi signal.
- Add a New Device – If your thermostat was connected and operating normally, but now is not appearing in the Honeywell Home app under your account, or you are unable to access the “Reset Wi-Fi” button. Select the “Add a New Device” button, or press the “+” button within the Honeywell Home app. Follow the prompts to connect and configure your thermostat.

## **How do I setup and configure my thermostat to work with Apple HomeKit?**

1. Install any HomeKit-enabled thermostat and connect it to WiFi. Check for compatible thermostats at <https://www.resideo.com/us/en/smart-home-partners/>.
2. Open the Apple Home app, tap Add Accessory to begin setup of your thermostat.
3. Control your thermostat through Siri and Home App routines.

## **Do the T5/T6 Pro Wi-Fi model thermostats require a “C” wire?**

The T5/T6 pro Wi-Fi thermostats do require a common wire, also known as a “C” wire.

The “C” or common wire allows the thermostat to power itself, instead of using batteries. It must be connected to the C or common terminal on the furnace control board.

## **Why is my thermostat set to Heating, but I feel Cool or Mild Air and not heat? (Or Why is my thermostat set to Cooling but I feel Heat or Mild air and not cooling?)**

Check your jumper selector switch. If you have a wire in the RC terminal and no wire in the R terminal, move the RC wire to the R terminal and move the jumper selector switch up to the “1 Wire” position. If you have a wire in the R terminal and a wire in the Rc terminal, the jumper selector switch must be in the “2 Wire” position.

Check your wiring. If you have a heat pump, you will not use a wire in the W terminal. Move the W wire to the W2 or Aux terminal. (W controls your first stage of heating for Gas/Oil/Electric systems. O/B and Y control your first stage heating for heat pump systems. Backup heat sources must be connected to the W2, Aux, or E terminal for proper functionality.)

Check your configuration. Most commonly, O/B is energized in Cooling (O on cool). For Rheem or Ruud brand heat pumps, the O/B must energize on heating (B on Heat).

## **How far away from my router can the thermostat be located?**

The range of your Wi-Fi signal strength is determined by your router. Your router’s owner’s manual has specific

recommendations for how far away you should place your router. If you don't have your router manual, you can always try to avoid obstacles like thick walls, metal objects, and surfaces that can impact signal strength and distance.

## Why is my Honeywell Home T5 Wi-Fi thermostat not finding the in-home Wi-Fi network?

This article can help you if you have a T5 or a T6 thermostat. For other Wi-Fi thermostat models, please check our full list of Honeywell Wi-Fi thermostats.

There are several reasons why your thermostat cannot “see” the Wi-Fi home network. First, verify the following:

1. Your router is powered and broadcasting. You can check this on your mobile device by accessing an Internet browser. If you are not sure if you are using your mobile data or your Wi-Fi connection, put the mobile device in Airplane Mode, then switch on the Wi-Fi signal. If you can browse the Internet in this mode, this means that you have an active Wi-Fi Connection.
2. Check that your router is broadcasting the Wi-Fi signal in the 2.4GHz range. This step is required for the following reason: most routers broadcast the signal on a dual frequency, 2.4 GHz and 5 GHz and most of the more recent smartphones and tablets can “see” both these frequencies. However, Honeywell Home thermostats only operate in the 2.4GHz range. Check your router manual to see how you can make sure it's broadcasting on a 2.4 GHz range.

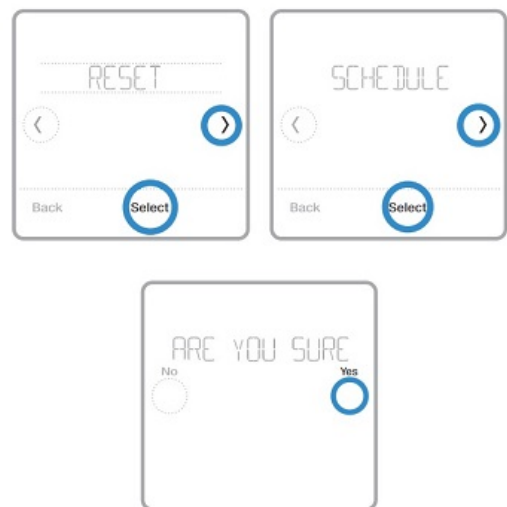
Please note that if you live in an area with many Wi-Fi networks broadcasting in the same space, it's possible that your thermostat did not find your network on the first scan. You will need to refresh the network list by pressing the “Refresh” button on your Honeywell Home app screen and try connecting again.

Also, if you have chosen to use a non-broadcasting SSID (network name) on your router, your network name will not appear on the Honeywell Home Wi-Fi list. You will need to manually add your router using the “+” button at the bottom of your Lyric app screen.

If the steps above don't provide a solution, you can try and reset your thermostat. You can reset your credentials just for your Wi-Fi connection, HomeKit, or Program Schedule, or you can bring your thermostat back to its factory settings.

Please follow the instructions below to reset your thermostat:

- 1 Touch **Menu** on the thermostat home screen.
- 2 Touch the ◀ or ▶ arrows until you see RESET, then touch **Select**.
- 3 Touch the ◀ or ▶ arrows to choose a reset option, then touch **Select**.
- 4 Touch **Yes** to complete the reset or **No** to return to the reset sub-menu.



Please see the User Guide for [Lyric T5 Wi-Fi Thermostat](#) for more detailed information on how to troubleshoot your Wi-Fi connection.

Please see the user guide for [Honeywell Home T6 Pro](#) for more detailed information on how to troubleshoot your Wi-Fi connection.



## Why can't I register my T5, T5+, or T6 Pro WiFi to my account?

Registration occurs during the initial pairing with the Honeywell Home app. If you receive an error message stating that the thermostat is already registered, you can contact the previous owner of the thermostat and ask that they delete the thermostat from their account, or contact Resideo Customer Care to unregister the device. (Please have the model number and MAC ID [inscribed on the back of the thermostat faceplate] to expedite the process.)

\*If you receive a different error during the connection / registration process, please see the **When setting up my T5 / T5+, why can't I connect to my Wi-Fi?** Support article for more information.

## When setting up my T5 / T5+, why can't I connect to my Wi-Fi?

**If you are unable to complete the setup/connection/registration process, attempt the following before reattempting:**

Power cycle the thermostat by removing it from the wall for 30 seconds. Reattach the face plate.

Turn off mobile/ cellular data on your mobile device and connect to your home Wi-Fi network. "Forget" any other Wi-Fi networks in range. (Turning on Airplane mode is also an option)

Some Android phones have an updated security feature that may not allow your phone to connect to "unsecured" Wi-Fi networks. Temporarily disable this feature via Settings – Network & Internet – Wi-Fi – Wi-Fi Preferences on your mobile device.

Attempt to connect and register the thermostat to a mobile hotspot. This allows the registration data to bypass any network security that may be causing the connection failure. Once successfully registered, a Wi-Fi Reset can be performed to move the thermostat to the home Wi-Fi network.

## Advanced Steps:

If you experience inability to connect, failure to register, or frequent Wi-Fi signal loss, verify the following:

\*You may need assistance from your Internet Service Provider to verify/ change some settings\*

- Setup a 2.4GHz Bandwidth Only network with separate SSID (Not compatible with 5GHz networks. Simultaneous 2.4 and 5GHz networks that share a name or SSID are not recommended and can cause thermostat to lose connectivity).
- Connect directly to the router signal – Not recommended for use with signal booster, satellites, or extenders.
- Business Networks (Enterprise networks, guest networks, or networks that require logging in via a web page/portal) are not supported.
- Gateways or Network switches can block some traffic to Honeywell and are not supported.
- Recommended WPA2-AES Network Security Protocol
- DHCP Enabled – Static networks not supported
- UPnP / P2P Enabled
- Band-Steering Disabled

\*"Not Supported" refers to network configurations that may be compatible, but cannot be successfully supported by Resideo Customer Care. "Incompatible" refers to networks / configurations that the thermostat is incapable of communicating with.\*

## **What should I do if my thermostat is already registered?**

For Honeywell Home thermostats, you will need to register the thermostat. Call 1-800-633-3991 to get it set up. When you call, make sure you have the following information ready:

1. The MAC ID and CRC numbers for your thermostat.
2. Make sure the thermostat is online and connected to your local Wi-Fi network.
3. Check that you have created an account with the Honeywell Home mobile app.
4. Make sure you are near the thermostat during the call. This process will take 20-30 minutes to complete.

## **When setting up my T5, T5+, or T6 Pro WiFi, why can't I connect to my WiFi?**

**If you are unable to complete the setup/connection/registration process, attempt the following before reattempting:**

Power cycle the thermostat by removing it from the wall for 30 seconds. Reattach the face plate.

Turn off mobile/ cellular data on your mobile device and connect to your home Wi-Fi network. "Forget" any other Wi-Fi networks in range. (Turning on Airplane mode is also an option)

Some Android phones have an updated security feature that may not allow your phone to connect to "unsecured" Wi-Fi networks. Temporarily disable this feature via Settings – Network & Internet – Wi-Fi – Wi-Fi Preferences on your mobile device.

Attempt to connect and register the thermostat to a mobile hotspot. This allows the registration data to bypass any network security that may be causing the connection failure. Once successfully registered, a Wi-Fi Reset can be performed to move the thermostat to the home Wi-Fi network.

### **Advanced Steps:**

If you experience inability to connect, failure to register, or frequent Wi-Fi signal loss, verify the following:

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- Gateways or Network switches can block some traffic to Honeywell and are not supported.
- Recommended WPA2-AES Network Security Protocol
- DHCP Enabled – Static networks not supported
- UPnP / P2P Enabled
- Band-Steering Disabled

\*"Not Supported" refers to network configurations that may be compatible, but cannot be successfully supported by Resideo Customer Care. "Incompatible" refers to networks / configurations that the thermostat is incapable of communicating with.\*

## How do I wire my thermostat?

\*There is no standard for which color wire controls each function. When wiring, each wire should be identified by what terminal(s) it connects to, never by color. If you do not know the terminal that each wire connects to, it may be necessary to go to the HVAC system and look at the designations on the control board. For typical wiring examples, and for clarification of what types of systems your thermostat works with, please consult your owners/install guide. \*

The thermostat uses 1 wire to control each of your HVAC system's primary functions, such as heating, cooling, fan, etc. See the diagram below for what each wire controls on your system:

S – Indoor and Outdoor Wired Sensors

Y – Compressor Stage 1 (Cooling)

Y2 – Compressor Stage 2 (Cooling)

G – Fan

C – Common

U – Humidifier, Dehumidifier, or Ventilator control

L/A – A – Input for heat pump fault

O/B – Reversing valve for Heat Pump systems

E – Emergency Heat

Aux / W2 – Heat Stage 2 (Heating)

W – Heat Stage 1 (Heating)

R – 24vac (Heating transformer)

Rc – 24vac (Cooling transformer)

\*Trade model thermostats are required to operate “dual-fuel” systems (systems that use a heat pump for the first 1 or 2 stages of heating and use a gas or oil furnace for backup / emergency heating). If you have a dual-fuel system, or are unsure, it is recommended that you contact a Professional HVAC Contractor to continue.

Please follow the below guide for the basic wiring walkthrough:

To protect your equipment, turn off the power at the breaker box or switch that controls your heating and cooling equipment. To make sure that your system is off, change the temperature on your existing thermostat so that your system starts heating or cooling. If you don't hear or feel the system turn on within 5 minutes, the power is off. If you have a digital thermostat that has a blank display, you can skip this step.

Next, remove your existing thermostat from the wall plate. Most thermostats pull directly off the wall. However, some lift from the bottom and lever off, and others have a locking tab.

The next step is to take a picture of your wiring. When taking the picture, please make sure that the terminal markings are clearly visible.

Review your pictures.

If you see terminals labeled A B C, or 1 2 3 then your new thermostat may not be directly compatible, as your system requires a communicating thermostat.

If you see thick, black or red wires then you have a line voltage system. This type of wiring requires a line voltage thermostat and is not compatible with low voltage thermostats

If you see wires connected to terminals labeled G1,G2,G3, you will need a thermostat capable of controlling multiple fan speeds, none of our retail thermostats are compatible with this system type. G is compatible, but not G1,G2,and/or G3.

What you should typically see is 18 – gauge solid core wire. The most common configuration is five wires, however you could see as few as two, and as many as ten.

Any wire that is present, but not connected to a terminal you will want to make a note of, but you will not label these wires.

Using the photos that you took, remove each wire one at time and label it. If a terminal has multiple designations like W and O/B, it will be labeled as W and O/B and not just one or the other.

After you have removed and labeled all wires you can unscrew, remove the old thermostat wall plate and mount the new thermostat's wall plate.

After mounting the new thermostat's wall plate, we can re-connect the wiring. If we recommend placing a wire in a terminal, do not move it to another terminal if we address it later in the guide. (Ex. – You have a single wire labeled W-O/B and we advise placing it in the O/B terminal. If later in the guide we recommend putting the W wire in the W terminal, you will not move this wire, as we've already instructed you to place it in O/B.)

Now, let's cover wiring configurations.

Identify any wires label R, RH, or RC. You will typically have one or two out of those three. If you just have one wire, regardless if it's labeled RC, it will go into the R terminal, and the jumper connecting terminals R and RC will be in place. Some thermostats have a jumper switch, some have a metal staple, others may have a plug, and the jumper may also just be a wire connecting the two terminals. If you have two wires, R or RH will go into the R terminal, and RC will go into the RC terminal. If you have more than one wire (you have a wire labeled R, and another wire labeled Rc for example) you can remove any jumpers between the R and Rc terminals, or push the switch to open the RC terminal so you can insert a wire.

Next, let's talk about the C, or common wire. If you have a Trane model thermostat, and have a wire labeled X or B refer to your thermostat manual. In some cases, one of those wires may be your common. If you have a C wire, place it into the C terminal on your wall plate.

Let's take a look at the G wire. This wire will go to the G terminal on your new thermostat.

For the Y, Y1, and Y2 wires, Y or Y1 will go to the Y terminal, and Y2 will go to the Y2 terminal.

The O/B wire can have many configurations. It can be W-O/B, O/B, W-O, W-B, or you may even have separate O and B wires. If you have separate wires for O and B, you will want to tape off the B wire so it can't make contact,

and the O wire will be connected to the O/B terminal on your thermostat.

If your O or B terminal shares a label with another wire, typically W, you'll need to identify whether you have a heat pump system or not. A heat pump runs your compressor for both heating and cooling. If you don't know your system type, place this wire into the W terminal. If you have a heat pump system, place it into the O/B terminal.

Locate any unconnected wire labeled W or W1. If in the previous step you identified an O, B, or O/B wire that's connecting to the O/B terminal, and have a separate W wire, place this wire into the W2 terminal. If you do not have a wire connected to the O/B terminal, connect the W wire to the W terminal.

### **Why won't my thermostat screen power up?**

The thermostat operates between 20-30 VAC, "supplied" to the R/RC terminals and "returning" through the C terminal. A C wire, connected to C on the equipment, is required for the thermostat to power itself.

Verify the furnace / air handler door is closed, the power switch is on, and the breakers are on.

Confirm you have a C wire in the C terminal. If your previous thermostat did not use a C wire, it's unlikely that it is connected at the equipment. Verify the C wire is connected to the C terminal in your furnace or air handler.

Check your jumper selector switch. If you have a wire in the R terminal and no wire in the RC terminal, verify the jumper selector switch is up in the "1 Wire" position. If you have a wire in the R terminal and a wire in the Rc terminal, the jumper selector switch must be in the "2 Wire" position.

### **Advanced steps:**

Using a multimeter, measure the AC voltage between your R/ RC wire and your C wire. Your thermostat operates between 20-30VAC, any reading outside this range should be addressed by a Professional Contractor.

### **What if I'm seeing an 'Unexpected Error' message during the Accessory Setup using an iOS smart device?**

An "Unexpected Error Occurred" indicates one or more of the connection / registration steps failed. Please verify the following:

- You are connected to your home Wi-Fi on your mobile device and airplane mode is on (not using mobile data).
- You are within 5-10 feet of the thermostat throughout the connection process.
- Your mobile device has the most recent version of the Honeywell Home mobile app, and is running the latest OS/iOS version.

Once these steps are completed, force close and reopen the Honeywell Home app and try again.

### **How are multiple users set up with the Honeywell Home T5 Wi-Fi thermostat?**

Access can be given to any or all Honeywell Home thermostat locations through the Honeywell Home App.

- Start by touching the three-line menu icon in the upper left-hand corner of the home screen.
- Select Manage Users and touch Add User located at the bottom of the screen.
- Type in the email address of the person to be invited. If they have a Honeywell Home account set up, the

location will be automatically added to their account. If they don't have an account, they will receive an email invitation prompting them to download the app and create their own account.

Note: All individuals with access to a thermostat share the same user privileges. Users added will be able to change the thermostat's settings, as well as add or delete other users.

## **How do I setup my T5, T5+, or T6 Pro WiFi for my home?**

*\*When configuring your thermostat, it is important to configure it correctly for your system type. Incorrectly configuring your thermostat can lead to inefficient operation and in extreme cases, damage to your system\**

When first installed, the thermostat can be configured from the Main Screen or via the setup and connection with the Honeywell Home App. The thermostat can be reconfigured any time via the Installer Setup. Use the link below for the complete Installer Setup. [33-00474](#) [PDF]

Once powered, the thermostat will display "START SETUP" Touch the screen to continue.

You will next be prompted to setup the thermostat with or without the mobile app. Select NO to continue setup without using the Honeywell Home app. Select YES to continue setup using the Honeywell Home app. (Setup and Configuration using the Honeywell Home App can be found under the WiFi and Connectivity support article)

Setup without the Honeywell Home App:

Use the < and > buttons to navigate the menu. Touch EDIT to modify each setting. When Finish Setup is displayed, Touch SELECT to save the settings.

After Saving the configuration settings, you will be prompted to connect to Wi-Fi. If you Opt out of connecting to Wi-Fi, you will be prompted to enter the time and date. You will then be able to operate your thermostat manually.

Reconfiguring your thermostat:

At any time, the configuration of your thermostat can be modified from the Installer Setup Menu.

Touch and hold the MENU button on the thermostat display. When DEVICE SETUP is displayed, touch SELECT. Use the < and > buttons to navigate the menu. Touch EDIT to modify each setting. When Finish Setup is displayed, Touch SELECT to save the settings.

## **What can I use to clean the screen on my thermostat?**

To clean the screen, use household glass cleaner, but do not spray it directly on the screen. The cleaner can be put onto a soft cloth and used to wipe the screen.

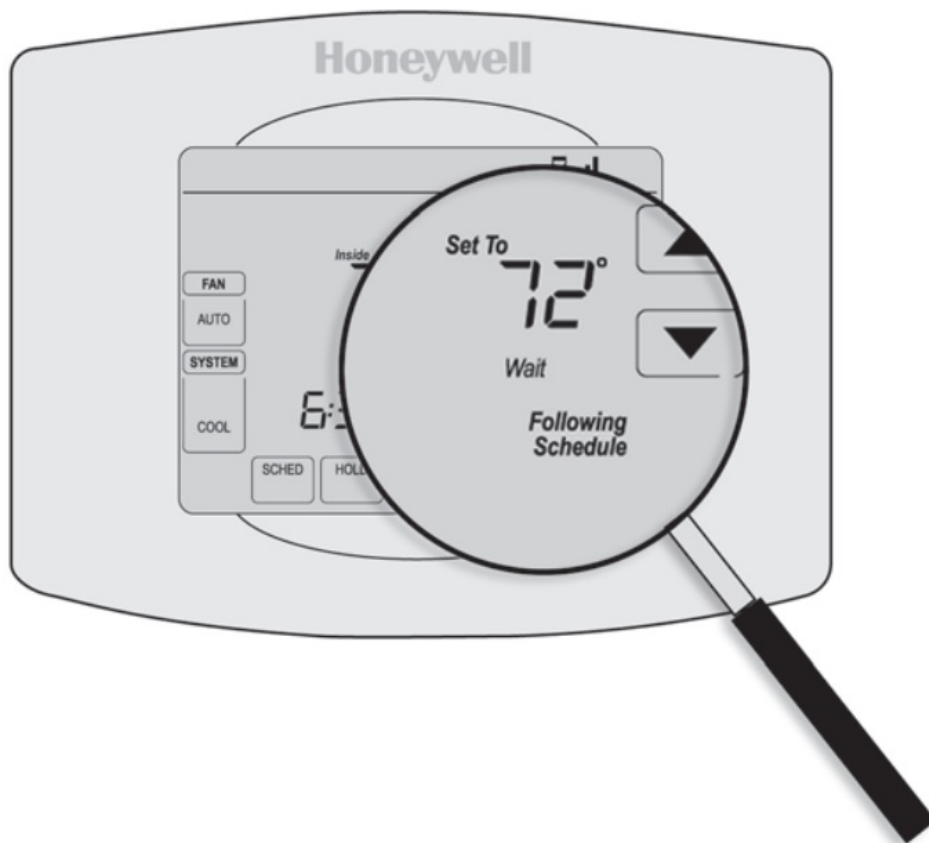
## **My thermostat display shows "wait" or "waiting for equipment" or has a flashing "cool on" in display. What does that mean?**

Each thermostat model has a different display message when a delay occurs. This delay can be up to five minutes under normal operating conditions. A delay is used to protect your heating and cooling equipment from coming on too quickly (known as short cycling), which can cause damage.

The thermostat has a built-in compressor protection (minimum off timer) that prevents the compressor from restarting too early after a shutdown. The minimum off timer is activated after the compressor turns off. The

thermostat keeps the compressor off for a few minutes before restarting, to prevent equipment damage.

If the delay lasts longer than five minutes, there may be an issue with the voltage to the thermostat. A professional contractor could verify that the voltage is within an acceptable range and that there are not shorted wires. For more information, please see our No Cool article



### What are the features on my T5, T5+, or T6 Pro WiFi thermostat?

Additional Features are provided via the Honeywell Home mobile app.

#### **Circulate:**

Available under the Fan setting, the Circulate feature turns on the fan for 30% of the time every hour in order to circulate the air in your home.

#### **Hold:**

When using a schedule or geofencing, the thermostat enables the Hold feature. 2 types of Holds are available, Temporary and Permanent. (When Geofencing is enabled, Permanent Hold is disabled.)

**Temporary Hold** – Adjust the temperature setting on your thermostat display. A “HOLD UNTIL” message will appear, followed by the time of the next schedule change. Touch the time again and use the +/- icons to adjust the time the hold will end. The thermostat will keep the desired setting until it is changed, or until the HOLD UNTIL time is reached, at which point it will resume following the schedule.

**Permanent Hold** – Adjust the temperature setting on your thermostat display. A “HOLD UNTIL” message will appear, followed by the time of the next schedule change. Touch the HOLD UNTIL message and 2 new messages will appear, PERMANENT HOLD and RUN SCHEDULE. Touch PERMANENT HOLD to keep the new setting permanently.

**Scheduling:**

Additional scheduling options, such as Geofencing, are available within the Honeywell Homes mobile app. Look at the T5/T5+ – Honeywell Home App section for more details. The thermostat is capable of scheduling 4 periods per day for each day of the week. Time-based schedules can be programmed daily, or on a 5-2 schedule (same for all days of the week, but different schedules on the weekends).

To setup a schedule:

Touch MENU on the thermostat display, select SCHEDULE

Each Day / Period will be displayed. Touch SELECT to edit each period.

Touch the TIME displayed and use the +/ – icons to adjust the start time for the desired period (adjustable in 15-minute increments). Touch the TEMPERATURE displayed to adjust the desired heating or cooling temperature (Touch the TEMPERATURE display again to alternate between the cooling and heating temperature setting) Press SELECT when complete.

After adjusting the TEMPERATURE and TIME for each schedule day and period, DONE will be displayed on the screen. Touch SELECT to save your new schedule

To Modify your schedule:

Touch MENU on the thermostat display, select SCHEDULE

Each Day / Period will be displayed. Touch < or > to locate the desired period you wish to edit.

Touch SELECT to edit each period.

Touch the TIME displayed and use the +/ – icons to adjust the start time for the desired period (adjustable in 15-minute increments). Touch the TEMPERATURE displayed to adjust the desired heating or cooling temperature (Touch the TEMPERATURE display again to alternate between the cooling and heating temperature setting) Touch SELECT when complete.

Touch the > icon until DONE is displayed. Touch SELECT to save your settings.

**Screen Lock:**

The thermostat has 3 settings for the screen lock: Unlocked, Partial Lock, and Full Lock

-Unlocked: All settings are adjustable

-Partial: Setpoint changes are allowed. All other settings are locked

-Full: No changes are allowed

When SCREEN LOCK is active, a “lock” icon will be displayed on the thermostat display

Locking the thermostat:

Touch MENU. Touch the > arrow until SCREEN LOCK appears. Touch SELECT.



Touch the < and > arrows until the desired lock setting is displayed. Touch SELECT

A pin will be displayed. Record this 4-digit code for your records. Press SELECT

Confirm or dismiss the change by touching YES or NO

Unlocking the thermostat:

Touch the “lock” icon.

Enter the pin by touching the +/- icons. Touch SELECT after each digit is entered to advance to the next digit.

After touching SELECT once the last digit is entered, the thermostat will return to the main screen in the Unlocked state.

Locating my pin:

The screen lock pin is not adjustable on any Honeywell thermostat. To obtain the pin, remove the thermostat faceplate by pulling it gently away from the wall plate. On the label on the back of the thermostat face-plate, locate the DATE CODE. (4-digit number located on the right side of the label)

The pin is calculated by adding 1234 to the date code. (For example: A date code of 1644 would have a pin of 2878)

### **Screen Brightness:**

The thermostat has an adjustable inactive screen brightness. This allows the user to dim the screen to their desired preference. (When actively using the thermostat display [i.e. – touching buttons / making changes] the thermostat screen defaults to full brightness. This feature is not adjustable.)

Adjusting Screen Brightness:

Touch MENU. Touch the > arrow until BRIGHTNESS appears. Touch SELECT.

Use the +/- icons to increase or decrease the brightness (1-5). Press DONE when complete.

**Recovery:** (also referred to as Smart Recovery, Smart Start, and Adaptive Intelligent Recovery)

The thermostat has the option to begin your schedule setting changes early in order to reach your desired temperature at the start of the schedule period. When active, the thermostat “learns” how long it takes to reach setpoint within your home, and starts heating or cooling early. (ex. My home is 65° at night, but set to 70° at 7:00a.m. Rather than waiting until 7:00a.m. to start warming up, Recovery begins Heating the home early [based on its algorithm and learned behavior] and starts heating the home at 6:00a.m., reaching the 70° setting by 7:00a.m.) When active, RECOVERY is displayed on the thermostat screen in the top right corner.

Turning Recovery On / Off:

Touch MENU. Touch the > arrow until RECOVERY appears. Touch SELECT.

Touch the < or > icons to enable or disable RECOVERY. Press DONE when complete

**Clock:**

When connected to Wi-Fi, the thermostat displays the local time based on the account creators Zip Code (as related to Time Zone). When not connected to Wi-Fi, the clock can be configured on the thermostat display. 12hr or 24hr time displays are optional, as is Daylight savings time (DST)

**Clean Screen:**

The Clean Screen feature disables the thermostat screen for 30 seconds. Wipe your thermostat with a clean, damp cloth. After the timer runs out, the thermostat screen is reactivated and returns to the main display.

**Temp Scale:**

You can adjust the temperature display settings at any time. Display temperatures are available in Fahrenheit or Celsius

**Changeover:**

The changeover feature (also referred to as Auto changeover) allows your thermostat to automatically switch from heating to cooling, or vice versa, depending on the temperature in your home. Resideo requires that a 1.5 degree difference be enforced between the heating and cooling setpoints when this feature is enabled to prevent short-cycling (repeatedly turning your system on/off too quickly) You may notice that your home naturally warms or cools up to 1.5 degrees past your setpoint before the appropriate heating or cooling system begins operation. This is normal.

**Reset:**

The thermostat has 4 reset options: Factory, Schedule, Wi-Fi, and Homekit.

Factory Reset: clears all of the thermostats programming and resets it to factory defaults

\*Prior to performing a Factory Reset, we recommend recording your current ISU configuration (see Setup and Configuration)

Schedule reset: clears the schedule and resets it to the daily default schedule listed below:

Wake 6:00a.m. Cool 78 Heat 70

Away 8:00a.m. Cool 85 Heat 62

Home 6:00p.m. Cool 78 Heat 70

Sleep 10:00p.m. Cool 82 Heat 62

Wi-Fi Reset: clears the current Wi-Fi connection and begins the Wi-Fi pairing process. The mobile app is required to complete the connection process. Go to the App Support section for more information.

HomeKit Reset: disables the current pairing with your iCloud account and the T5/T5+

**Equipment Status:**

This option displays what is currently being controlled by your system and its operational status. (ex.- If your fan is on, it will display your heating and cooling stages as OFF, but will show your fan as ON)

### **Device Info:**

Displays the T5 /T5+'s MAC ID, IP address (if connected to Wi-Fi), Date Code, Model Number, Build date, Firmware Version, Thermostat Application Version, Thermostat Application Boot Version, Wi-Fi Radio Application Version, Wi-Fi Radio Boot Application Version

### **How do I find my thermostat's CRC / MAC ID, Date Code, Model Number, or Serial Number?**

To find your thermostat's Cross-Reference Code (CRC)/Media Access Control (MAC) ID, Date Code, or Model/Serial Number are in different locations.

What are you looking for?

- **CRC/MAC ID** – These are used to register your thermostat with an app for remote access. Keep in mind that some devices may only use a MAC ID. For most thermostats, the CRC and MAC ID are located on the back of the detachable face plate. For RedLINK products, they are located on the RedLINK Internet Gateway.
- **DATE CODE** – This describes the date the thermostat was built. For most thermostats, the Date Code is a four-digit code located on the back of the detachable face plate.
- **MODEL/SERIAL NUMBER** – This describes your thermostat type. For most thermostats, the Model Number is located on the back of the detachable face plate. You can also find this on your product packaging, as well as included literature. If you're registering a warranty or rebate for a Wi-Fi product, use the MAC ID as your Serial Number

### **When there is a loss of power, will the thermostat hold the set point temperature and schedule settings?**

Yes, the thermostat stores the set point and schedule. When power is lost to the thermostat, the only information it "loses" is the current time. Once power is restored, the thermostat will resume its previous settings and configuration. It will also automatically reconnect to the Wi-Fi network. Once reconnected, all features are accessible again.

### **Can I lock my thermostat so that no one can change the settings?**

Varies by model. Refer to your thermostat manual for the Screen Lock feature.

The T9/T10, T5/T6, RTH9580WF, the RTH9585WF, and the TH9320WF (WiFi Color Touchscreen) all have a screen lock feature.

Keep in mind that the screen lock feature only blocks changes on the thermostat screen itself. Users with access to the thermostat via the Total Connect Comfort or Honeywell Home mobile apps can continue to control all functions via their app.

### **Why won't my thermostat screen power up?**

The thermostat operates between 20-30 VAC, "supplied" to the R/RC terminals and "returning" through the C terminal. A C wire, connected to C on the equipment, is required for the thermostat to power itself.

Verify the furnace / air handler door is closed, the power switch is on, and the breakers are on.

Confirm you have a C wire in the C terminal. If your previous thermostat did not use a C wire, it's unlikely that it is connected at the equipment. Verify the C wire is connected to the C terminal in your furnace or air handler.

Check your jumper selector switch. If you have a wire in the R terminal and no wire in the RC terminal, verify the jumper selector switch is up in the "1 Wire" position. If you have a wire in the R terminal and a wire in the Rc terminal, the jumper selector switch must be in the "2 Wire" position.

#### **Advanced steps:**

Using a multimeter, measure the AC voltage between your R/ RC wire and your C wire. Your thermostat operates between 20-30VAC, any reading outside this range should be addressed by a Professional Contractor.

### **Why is my Heating not Working?**

Your primary heating (1<sup>st</sup> stage) is controlled by the W terminal on your thermostat. (Or the Y and O/B terminal if you have a heat pump system)

Confirm the thermostat is set to Heat mode and the setpoint (the smaller number at the top of the thermostat display), is set to a temperature higher than the display temp (the larger number in the center of the display).

Confirm the message "Heat On" is solid (not blinking) on the thermostat display.

Confirm your wiring is correct, and the wires have good contact in the terminals (tug gently on the wires)

Check your jumper selector switch. To operate heating, the thermostat requires power to the R terminal. (If you have a wire in the RC terminal and no wire in the R terminal, move the RC wire to the R terminal and move the jumper selector switch up to the "1 Wire" position)

#### **Advanced steps:**

Using a multimeter, measure the AC voltage between your R wire and your W wire (between Rc and Y for heatpump systems). Your thermostat operates between 20-30VAC, any reading outside this range should be addressed by a Professional Contractor

### **What if I'm seeing an 'Unexpected Error' message during the Accessory Setup using an iOS smart device?**

An "Unexpected Error Occurred" indicates one or more of the connection / registration steps failed. Please verify the following:

- You are connected to your home Wi-Fi on your mobile device and airplane mode is on (not using mobile data).
- You are within 5-10 feet of the thermostat throughout the connection process.
- Your mobile device has the most recent version of the Honeywell Home mobile app, and is running the latest OS/iOS version.

Once these steps are completed, force close and reopen the Honeywell Home app and try again.

### **How do I reset the WiFi on my T5, T5+, or T6 Pro WiFi?**

If your thermostat was previously connected and has lost Wi-Fi connection, and no changes have been made to your home network / router, attempt the following first before completing a full wi-fi reset:

**A full Wi-Fi Reset can be performed one of two ways:**

- When registered with the Honeywell Home app – Login, select the thermostat, then select the settings icon in the top-right corner. The “Reset Wi-Fi” option is located at the bottom of the screen. Follow the prompts in the app to reconnect, or to connect your thermostat to another Wi-Fi signal.
- Add a New Device – If your thermostat was connected and operating normally, but now is not appearing in the Honeywell Home app under your account, or you are unable to access the “Reset Wi-Fi” button. Select the “Add a New Device” button, or press the “+” button within the Honeywell Home app. Follow the prompts to connect and configure your thermostat.

**Why is my thermostat set to Heating, but I feel Cool or Mild Air and not heat? (Or Why is my thermostat set to Cooling but I feel Heat or Mild air and not cooling?)**

Check your jumper selector switch. If you have a wire in the RC terminal and no wire in the R terminal, move the RC wire to the R terminal and move the jumper selector switch up to the “1 Wire” position. If you have a wire in the R terminal and a wire in the Rc terminal, the jumper selector switch must be in the “2 Wire” position.

Check your wiring. If you have a heat pump, you will not use a wire in the W terminal. Move the W wire to the W2 or Aux terminal. (W controls your first stage of heating for Gas/Oil/Electric systems. O/B and Y control your first stage heating for heat pump systems. Backup heat sources must be connected to the W2, Aux, or E terminal for proper functionality.)

Check your configuration. Most commonly, O/B is energized in Cooling (O on cool). For Rheem or Ruud brand heat pumps, the O/B must energize on heating (B on Heat).

**Why is my Honeywell Home T5 Wi-Fi thermostat not finding the in-home Wi-Fi network?**

This article can help you if you have a T5 or a T6 thermostat. For other Wi-Fi thermostat models, please check our full list of [Honeywell Wi-Fi thermostats](#).

There are several reasons why your thermostat cannot “see” the Wi-Fi home network. First, verify the following:

1. Your router is powered and broadcasting. You can check this on your mobile device by accessing an Internet browser. If you are not sure if you are using your mobile data or your Wi-Fi connection, put the mobile device in Airplane Mode, then switch on the Wi-Fi signal. If you can browse the Internet in this mode, this means that you have an active Wi-Fi Connection.
2. Check that your router is broadcasting the Wi-Fi signal in the 2.4GHz range. This step is required for the following reason: most routers broadcast the signal on a dual frequency, 2.4 GHz and 5 GHz and most of the more recent smartphones and tablets can “see” both these frequencies. However, Honeywell Home thermostats only operate in the 2.4GHz range. Check your router manual to see how you can make sure it's broadcasting on a 2.4 GHz range.

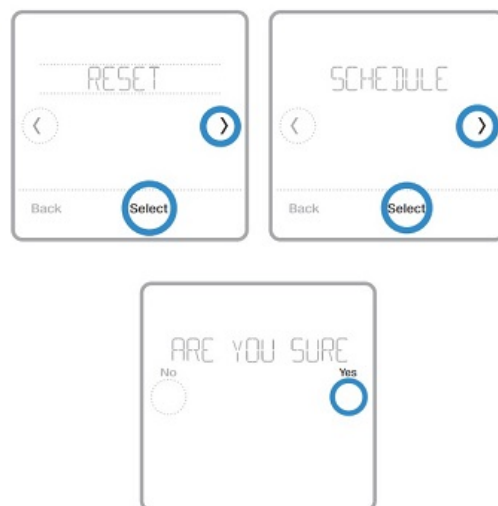
Please note that if you live in an area with many Wi-Fi networks broadcasting in the same space, it's possible that your thermostat did not find your network on the first scan. You will need to refresh the network list by pressing the “Refresh” button on your Honeywell Home app screen and try connecting again.

Also, if you have chosen to use a non-broadcasting SSID (network name) on your router, your network name will not appear on the Honeywell Home Wi-Fi list. You will need to manually add your router using the “+” button at the bottom of your Lyric app screen.

If the steps above don't provide a solution, you can try and reset your thermostat. You can reset your credentials just for your Wi-Fi connection, HomeKit, or Program Schedule, or you can bring your thermostat back to its factory settings.

Please follow the instructions below to reset your thermostat:

- 1 Touch **Menu** on the thermostat home screen.
- 2 Touch the ◀ or ▶ arrows until you see **RESET**, then touch **Select**.
- 3 Touch the ◀ or ▶ arrows to choose a reset option, then touch **Select**.
- 4 Touch **Yes** to complete the reset or **No** to return to the reset sub-menu.



Please see the user guide for Honeywell Home T5 for more detailed information on how to troubleshoot your Wi-Fi connection.

Please see the user guide for Honeywell Home T6 Pro for more detailed information on how to troubleshoot your Wi-Fi connection.

### Why can't I register my T5, T5+, or T6 Pro WiFi to my account?

Registration occurs during the initial pairing with the Honeywell Home app. If you receive an error message stating that the thermostat is already registered, you can contact the previous owner of the thermostat and ask that they delete the thermostat from their account, or contact Resideo Customer Care to unregister the device. (Please have the model number and MAC ID [inscribed on the back of the thermostat faceplate] to expedite the process.)

\*If you receive a different error during the connection / registration process, please see the [When setting up my T5 / T5+, why can't I connect to my Wi-Fi?](#) Support article for more information.

### What should I do if my thermostat is already registered?

For Honeywell Home thermostats, you will need to register the thermostat. Call 1-800-633-3991 to get it set up. When you call, make sure you have the following information ready:

1. The MAC ID and CRC numbers for your thermostat.
2. Make sure the thermostat is online and connected to your local Wi-Fi network.
3. Check that you have created an account with the Honeywell Home mobile app.
4. Make sure you are near the thermostat during the call. This process will take 20-30 minutes to complete.

## **When setting up my T5, T5+, or T6 Pro WiFi, why can't I connect to my WiFi?**

**If you are unable to complete the setup/connection/registration process, attempt the following before reattempting:**

Power cycle the thermostat by removing it from the wall for 30 seconds. Reattach the face plate.

Turn off mobile/ cellular data on your mobile device and connect to your home Wi-Fi network. "Forget" any other Wi-Fi networks in range. (Turning on Airplane mode is also an option)

Some Android phones have an updated security feature that may not allow your phone to connect to "unsecured" Wi-Fi networks. Temporarily disable this feature via Settings – Network & Internet – Wi-Fi – Wi-Fi Preferences on your mobile device.

Attempt to connect and register the thermostat to a mobile hotspot. This allows the registration data to bypass any network security that may be causing the connection failure. Once successfully registered, a Wi-Fi Reset can be performed to move the thermostat to the home Wi-Fi network.

### **Advanced Steps:**

If you experience inability to connect, failure to register, or frequent Wi-Fi signal loss, verify the following:

\*You may need assistance from your Internet Service Provider to verify/ change some settings\*

- Setup a 2.4GHz Bandwidth Only network with separate SSID (Not compatible with 5GHz networks. Simultaneous 2.4 and 5GHz networks that share a name or SSID are not recommended and can cause thermostat to lose connectivity).
- Connect directly to the router signal – Not recommended for use with signal booster, satellites, or extenders.
- Business Networks (Enterprise networks, guest networks, or networks that require logging in via a web page/portal) are not supported.
- Gateways or Network switches can block some traffic to Honeywell and are not supported.
- Recommended WPA2-AES Network Security Protocol
- DHCP Enabled – Static networks not supported
- UPnP / P2P Enabled
- Band-Steering Disabled

\*"Not Supported" refers to network configurations that may be compatible, but cannot be successfully supported by Resideo Customer Care. "Incompatible" refers to networks / configurations that the thermostat is incapable of communicating with.\*

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### Advanced steps:

Using a multimeter, measure the AC voltage between your R/ RC wire and your C wire. Your thermostat operates between 20-30VAC, any reading outside this range should be addressed by a Professional Contractor.

## SPECIFICATIONS

### T5 Smart Thermostat without C-wire Adapter

Thermostat Type	Programmable, Communicating
WiFi Specifications	802.11b, 802.11g, 802.11n, 2.4GHz range
Color	Black
Includes	Thermostat, UWP mounting system, screws and anchors, Installation Guide
Program Modes	7-Day Programmable
Utility Rewards	Yes
Display Type	Touch Screen
Power Supply	Battery
Product Height	4.06 in, 103.6 mm
Product Length	4.06 in, 103.6 mm
Warranty	2 Years
Energy Star Certified	Yes
Stage	Up to 2 Heat/2 Cool Conventional Systems, Up to 3 Heat/2 Cool Heat Pumps

## Downloads

Quick Install Guide [pdf]: [T5 Smart Thermostat](#)

Product Data[pdf]: [T5 Smart Thermostat Product Data](#)

User Guide [pdf]: [Lyric T5 Wi-Fi Thermostat](#)