

# sen | si™ Wi-Fi Programmable Thermostat

## INSTALLATION GUIDE



Complete Control. Anytime. Anywhere.

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# Downloading the Sensi App



## DOWNLOAD THE SENSI APP

The Sensi thermostat is a Wi-Fi enabled device.

To install and configure your thermostat correctly, you must use the Sensi app. To start the installation process, download the Sensi app to your smart phone or tablet. It is a free download. The Sensi app requires the following Operating System (OS) software to download:

- Android (Google Play) version 4.0 or later
- iOS (Apple) version 6.0 or later

\*Note that in the iOS store, the Sensi App will ONLY appear on an "iPhone only" search. On an iPad, this will have to be changed in the App Store



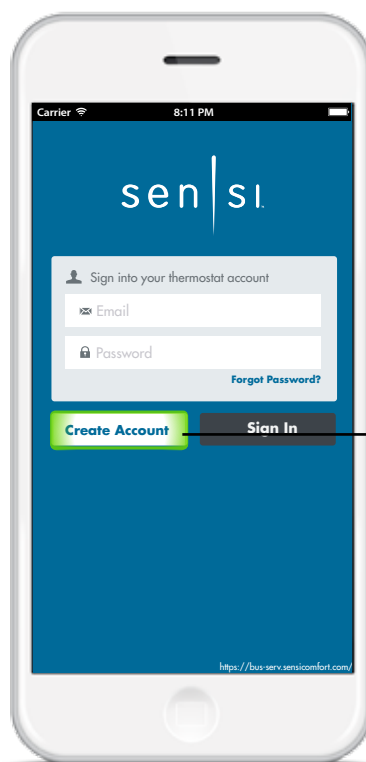
Apple App Store image



Google Play Store image

## CREATE AN ACCOUNT

When you download the Sensi app, you will be prompted to create an account. **This is required to log into your thermostat via Wi-Fi.** Use a valid email address and a password of your choosing to create an account. Remember this email address and password. Your Sensi thermostat will be linked to this email address once it is registered.



Click this button if it is your first time opening the Sensi app. You have to create a Sensi account using an email address.

# Creating a Sensi Account

## Information You Will Need:

Gather this information before you begin installation for a smoother walk through.

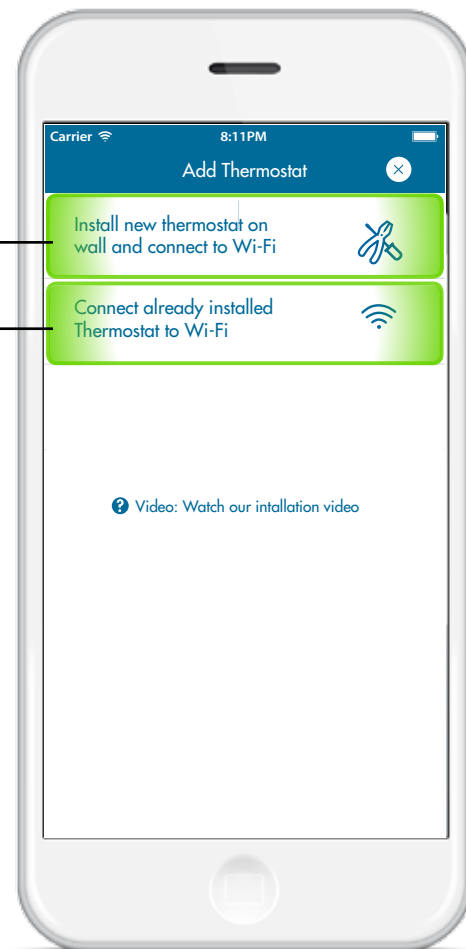
- Sensi Security Card
- Router Name/SSID  
\*Make sure this is a 2.4GHz network.
- Router Password
- Screwdriver
- Hardware in Sensi thermostat packaging

## INSTALLING THE SENSI THERMOSTAT

Once you have downloaded the Sensi app, and have created an account, you are ready to install the thermostat to your wall and connect it to Wi-Fi. If no thermostats are registered yet, the Sensi app will prompt you to add a thermostat. It will bring you this screen below, where you can select one of two options: "Install new thermostat on wall and connect to Wi-Fi" or "Connect already installed thermostat to Wi-Fi."

The first option will walk through the entire installation process. If you have not had this thermostat professionally installed, choose this option.

The second option is for connecting your thermostat to Wi-Fi only. If you have had a professional install your thermostat, and you just need to connect the Sensi thermostat to your home Wi-Fi network, choose this option.

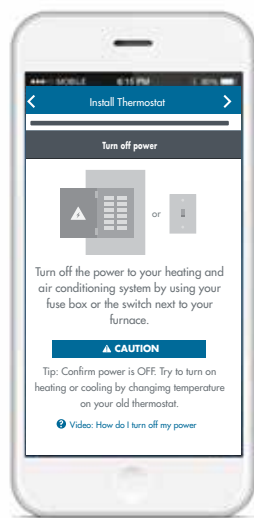


# Installing the Sensi Thermostat

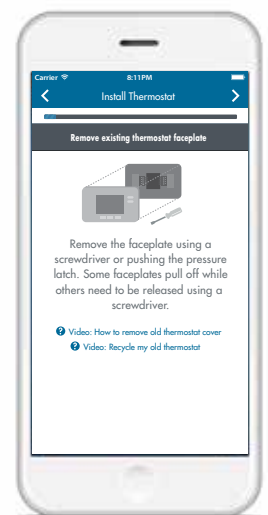
## INSTALL THERMOSTAT ON WALL AND CONNECT TO WI-FI

This option will walk you through the entire installation process, including identifying and connecting your wiring, as well as connecting to Wi-Fi. The Sensi app will walk through a step-by-step process for installation.

- 1 Turn Off Power**  
Turn off the power to your heating and air conditioning system before handling your thermostat wires.



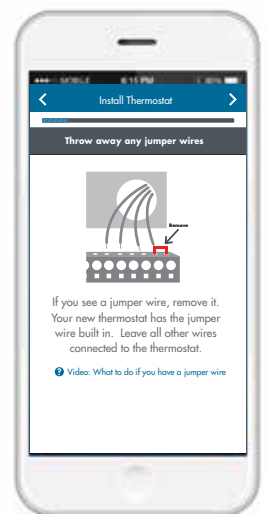
- 2 Remove Old Thermostat Cover**  
Remove the cover using a screwdriver or by pushing the pressure latch. Some covers pull off while others need to be released using a screwdriver.



- 3 Photograph Your Wiring**  
**This is important.** The Sensi app will prompt you to take a picture of your existing thermostat and old wiring in case you need it later. This can be helpful for troubleshooting with our technical support team if necessary. The picture you take will be saved to your camera roll or photo gallery.



- 4 Throw Away Any Jumper Wire**  
Sensi has a jumper wire built into it, and you will not need any jumper wires from your old unit.



# Installing the Sensi Thermostat

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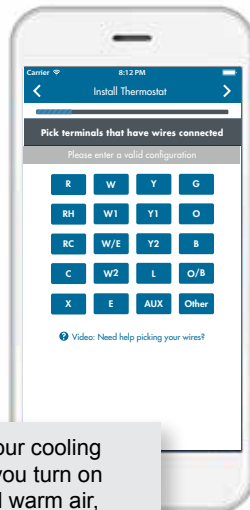
## Select Your Wires

Choose the terminal labels on your existing thermostat that have wires attached. Based on your choices, the app will instruct you how to label those wires.

If you have a heat pump, and you select the "O/B" wire, you will see this pop-up:

Make sure to test your cooling after installation. If you turn on cooling and you feel warm air, you may need to adjust the O/B selection in the thermostat menu.

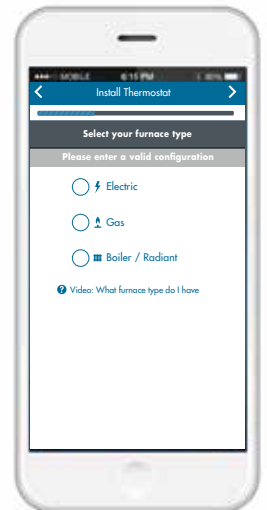
OK



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## Select Your Equipment

Based on your wiring choices, the app will now ask what type of equipment you have to configure the thermostat.

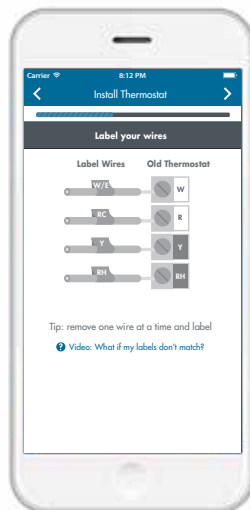


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## Label Your Wires

The Sensi app will show you how to label your old wires. Wire labels are included in your Sensi thermostat packaging. Based on the wires you selected in Step 5, the app will show you which labels to put on your old wires.

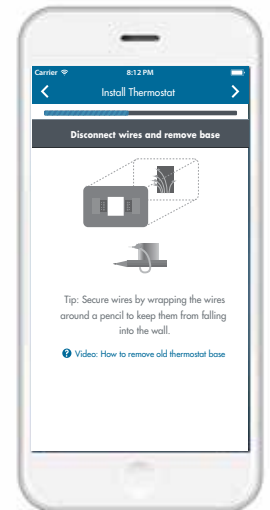
Note: These pictures may be different than what you will see on your Sensi app. It should show each wire that you chose from the wire picker, and what terminal to attach it to on your Sensi thermostat.



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## Remove Old Thermostat Base

Disconnect all the wires and remove your old thermostat base from the wall. Secure the wires so that they do not fall back into your wall.

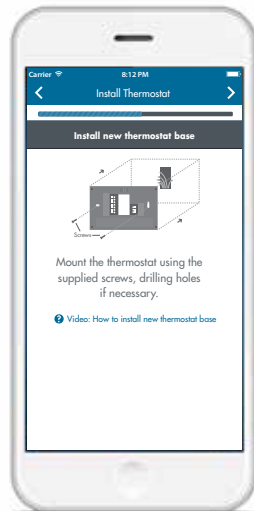


# Installing the Sensi Thermostat

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## Install New Thermostat Base

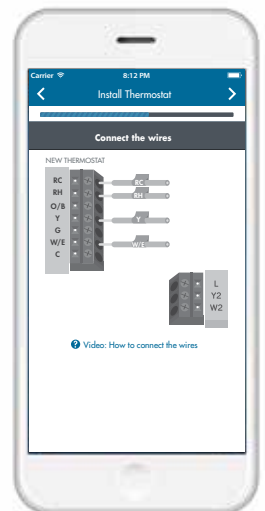
Mount the Sensi thermostat base on the wall using the supplied screws. You may need to drill holes if your Sensi thermostat does not align with your old thermostat.



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## Connect the Wires

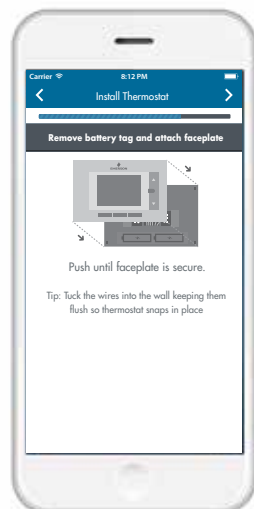
Attach the appropriate wires to the corresponding Sensi thermostat wire terminals. Make sure all wires are screwed in tight and secure.



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## Remove Battery Tag and Attach Cover

Remove the battery tag from the back of the thermostat, and the Sensi thermostat will turn on. Make sure the wires are pushed back into the wall so that the face plate can securely attach to the thermostat base. Line up the tabs and push the face plate onto the base. It should attach securely to the base.



# Installing the Sensi Thermostat

## 12 Connect to Sensi

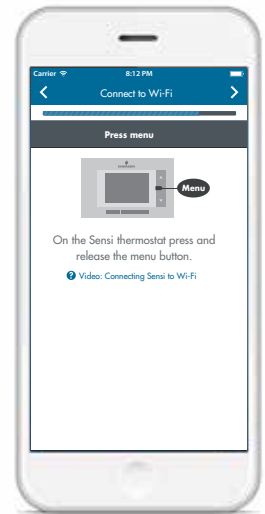
The app will now instruct you to connect to the Sensi network. **You need your Sensi Security Card for this step.** If you misplaced your Sensi Security Card, your Sensi Password can also be found on a sticker on the back of the thermostat face plate.



## 12<sup>A</sup> Press Menu, then Connect on the thermostat

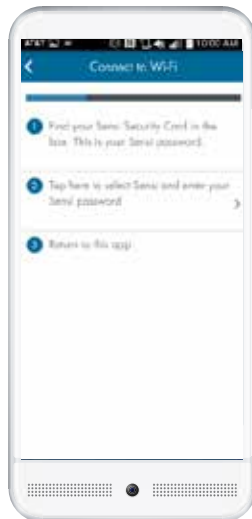
The Wi-Fi signal will flash in the upper left hand corner of the thermostat. Press "Next" in the Sensi app to move to the next step. **\*Do not press "Next" on the thermostat.**

Depending on the smart device you are using, you may have a slightly different way of connecting to the Sensi network.



## 12<sup>B</sup> On Android

On an Android phone, choose the second step, "Tap here to select Sensi and enter your Sensi password." It will take you to your phone's "Available Networks" list. Tap Sensi, and press "Connect." Enter your Sensi Password as the Sensi network password. After connecting to the Sensi network, press the back button on your device to take you back to the Sensi app.



## 12<sup>C</sup> On iPhone/iPad

On an iPhone or iPad, press the devices home button on the phone. At your home screen, find "Settings" and then select "Wi-Fi." You will see Sensi in the "Available Networks" list. Enter your Sensi Password as the Sensi network password. When connected to the Sensi network, you will see a blue check mark will appear next to it. Press your home button again. Find and open the Sensi app again.



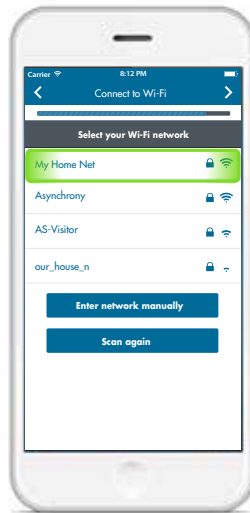


# Installing the Sensi Thermostat

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## Select Your Wi-Fi Network

In the Sensi app, you will be prompted to select your home Wi-Fi network. Select your home Wi-Fi network from the list in the app. Then enter your home Wi-Fi network password. Press the arrow button in the upper right hand corner of the app. If your home Wi-Fi network does not appear in the list, you can enter your network manually.



13<sup>A</sup>

## To Enter Your Wi-Fi Network Manually

Choose "Enter network manually," and input your network name/SSID into the field.



13<sup>B</sup>

You will have to choose your network's security type and cipher from a list. Then you will enter your Wi-Fi network password.



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## Check Wi-Fi Status

You may see this screen if an error occurred during the connection process. Check the icon in the upper left-hand corner of the thermostat display, and choose the corresponding icon in the app. More information will be provided based on the icon you choose. At this point, you may opt to try the connection process again, or you may want to contact Sensi Technical Support for further assistance.



# Installing the Sensi Thermostat

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## Register Your Thermostat

The app will prompt you to register your thermostat after successfully connecting your Sensi thermostat to your home network. Below are the fields to complete:

Choose your country.

Input your zip code/postal code. This will provide you with local weather information within the Sensi app.

Thermostat Name: This should be an identifying name that is meaningful to you. If you are going to add additional thermostats this name will be what distinguishes one from the others.

Contractor phone number: This is an optional area to enter a contractor phone number, but this is only applicable for contractors that have registered at [sensiregistration.com](http://sensiregistration.com). Non-registered phone numbers will not be accepted.

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## Start Using Your Sensi Thermostat

Congratulations! You have successfully installed, registered and connected your thermostat to Wi-Fi. You are now able to control your home's comfort from your Sensi app. If your device is connected to the Internet, you can control your thermostat from anywhere, anytime.



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## Web Browser Requirements

Once you have connected your thermostat to Wi-Fi, you can also control your thermostat from a web browser. Go to [mythermostat.sensicomfort.com](http://mythermostat.sensicomfort.com) and sign into your Sensi account. Your Sensi thermostat can be controlled using the following web browsers:


- **Internet Explorer**  
version 10.0 or higher
- **Google Chrome**  
version 24.0 or higher
- **Mozilla Firefox**  
version 18.0 or higher
- **Apple Safari version**  
5.0 or higher

# Notes

## Accessing your Sensi thermostat from other devices

When you log into your Sensi account with your email address and password, the app or web page will be able to control all of the thermostats registered to your Sensi account. If you give someone else your email address and password to your Sensi account, they will be able to log in and control any thermostats registered to that account. You can change your email address and password from inside the app or when you are logged into your thermostat via the Sensi website. Be aware of this when giving out your information. There is no limit to the number of devices that can access the Sensi thermostat.

## Installing Multiple Thermostats

If you are installing more than one thermostat, follow the same installation process in the Sensi app. Once you have one thermostat installed, open the Sensi app on your phone. Press the main menu button (  ) and go to "Account," and "Install thermostat."

## Technical Support

For problems connecting your Sensi thermostat, call or email the Sensi Technical Support team, and they will be happy to help you or your contractor walk through any steps needed to troubleshoot the Sensi thermostat.

**sensicomfort.com**

**(888) 605.7131**

7:00am – 8:00pm CST, Monday-Friday

8:00am – 6:00pm CST, Saturday-Sunday

**support@sensicomfort.com**

## Forgot Password

If you forgot the password to your Sensi account, click on **"Forgot Password"** on the login screen of the Sensi app or at the **mythermostat.sensicomfort.com** login website. A temporary password will be sent to the email address that you use to login.

## Check Thermostat Configuration

Now that your thermostat is installed, it's a good idea to check the thermostat configuration to make sure that your thermostat is properly configured for your HVAC system. Simply press the "Menu" button on the physical thermostat. Refer to the chart to the right for the thermostat menu options, and the thermostat configuration information:

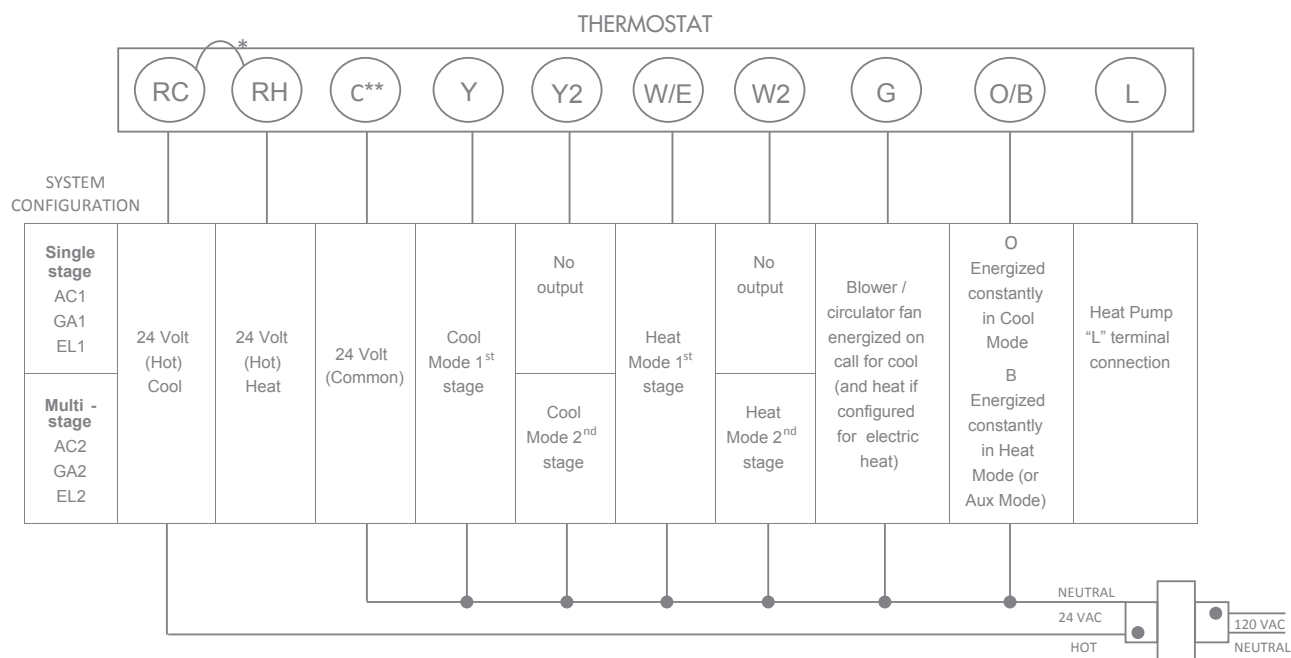
Configuration Menu Items Reference			
No.	Menu Item	Default	Options
1	Wireless Setup <small>Connects Thermostat to Wi-Fi network</small>	—	Connect
2	Fahrenheit or Celsius	F	F C
3	Outdoor Equipment Configuration <small>Cooling or Heat Pumps</small>	AC2	AC1 - Conventional Cooling 1 <small>(single stage)</small> AC2 - Conventional Cooling 2 <small>(Two Stage)</small> HP1 - Heat Pump 1 <small>(Single Stage)</small> HP2 - Heat Pump 2 <small>(Two Stage)</small> AC0 - No Cooling
4	Indoor Equipment Configuration <small>For Gas or Electric Heat</small>	EL2	GA1 - Gas 1 <small>(Single Stage)</small> GA2 - Gas 2 <small>(Two Stage)</small> EL1 - Electric 1 <small>(Single Stage)</small> EL2 - Electric 2 <small>(Two Stage)</small> FAN - Fan (No Heat)
5	Reversing Value Position <small>Selects "O" or "B" Setting For Heat pumps only</small>	O	O B
6	Wireless Radio <small>Turns Wi-Fi Radio On/Off</small>	ON	On Off

## Terminal outputs and wiring diagrams

Terminal outputs		
Sensi Terminals	Single/Multi-Stage Conventional System	Heat Pump System
RH*	Power for heating, 24V	
RC*	Power for cooling, 24V	
C	Common wire, 24V	
Y	1st outdoor stage cooling	1st stage heat and cool
Y2	2nd outdoor stage cooling	2nd stage heat and cool
W/E	1st indoor stage heat	1st stage auxiliary/emergency heat
W2	2nd indoor stage heat	2nd stage auxiliary/emergency heat
G	Indoor blower (fan)	
O/B	Changeover (reversing valve) connection for heat pump or zone panel systems	
L	No function	"L" terminal connection

\*Two transformer systems (separate RC and RH wires), clip internal jumper located on back of Sensi above battery compartment.

## Single Stage or Multi-Stage System (No heat pump) with Single Transformer

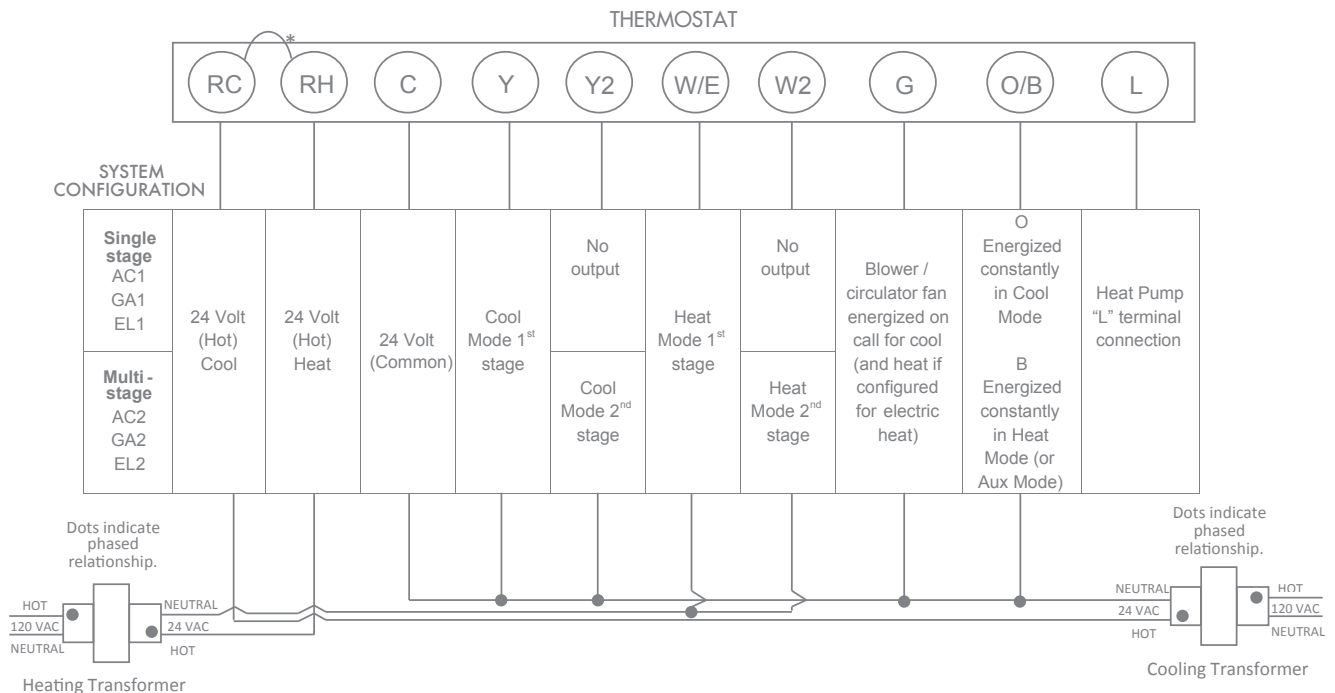


\* Internal jumper between RC and RH, located on back of thermostat above battery compartment.

\*\*Common connection required for Heat-only or Cool-only systems.

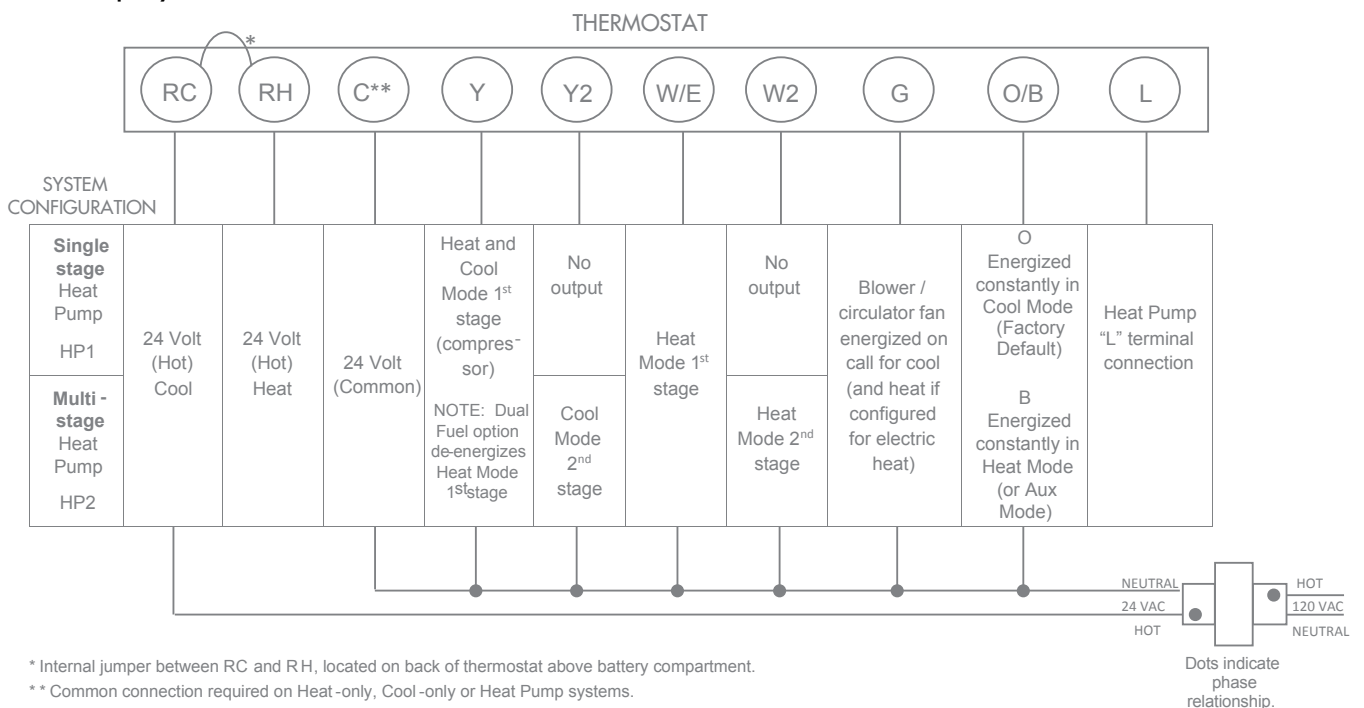
# Notes

## Single Stage or Multi-Stage System (No heat pump) with Two Transformers



\*Two transformer systems (separate RC and RH wires), clip internal RC/RH jumper, located on back of thermostat above battery compartment.

## Heat Pump Systems



\* Internal jumper between RC and RH, located on back of thermostat above battery compartment.

\*\* Common connection required on Heat-only, Cool-only or Heat Pump systems.

# Installer Information

## **⚠ WARNING**

On two transformer systems, the transformers **MUST** be in phase. Measure the voltage across RC and RH. If more than 12 Volts AC is present between RC and RH, then the transformers are **NOT** in phase. To correct this condition, reverse the secondary low voltage connections at either the Heating or Cooling transformer.

Thermostat installation and all components of the control system shall conform to Class II circuits per the NEC code. Do not use on circuits exceeding specified voltage.

## **⚠ WARNING**

Do not use on circuits exceeding specified voltage. Higher voltage will damage control and could cause shock or fire hazard.

## **⚠ CAUTION**

To prevent electrical shock and/or equipment damage, disconnect electric power to system at main circuit breaker box until installation is complete. If "Call For Service" is displayed on your Sensi thermostat, and E4 or E5 appears where the room temperature should be displayed or the backlight is flashing, please call our support team immediately at 888.605.7131.

### **ATTENTION: MERCURY NOTICE**

This product does not contain mercury. However, this product may replace a product that contains mercury.

Mercury and products containing mercury must not be discarded in household trash.

Refer to [thermostat-recycle.org](http://thermostat-recycle.org) for location to send product containing mercury.

### **FOR CALIFORNIA RESIDENTS:**

**WARNING:** This product contains a chemical known to the state of California to cause cancer and birth defects and other reproductive harm.