Alarm.com Smart Thermostat FAQ

WHAT SYSTEMS CAN THE SMART THERMOSTAT CONTROL?

Does the Alarm.com Smart Thermostat support multistage systems?

Yes, the Alarm.com Smart Thermostat is compatible with up to three stages of heating and two stages of cooling.

What is a multistage system?

Multistage systems use more than one level of heating or cooling (for example, high, medium and low) to save energy and keep the house at a more constant temperature. You set the temperature, and the system automatically adjusts the level of heating or cooling. The system will use the lowest level needed to arrive at the right temperature.

Single-stage systems have only one level of heating or cooling, and need to turn on and off much more frequently to maintain a constant temperature. This uses more energy than multistage systems, and also results in more temperature fluctuation.

How do I tell if I have a multistage system?

Check the number of heating and cooling wires attached to your old thermostat by removing the cover (don't disconnect the wires) and look for the letters and numbers found where the wires are connected to the thermostat. Heating wires are commonly labeled with a "W" (and are often white) and cooling wires are commonly labeled with a "Y" (and are often yellow). If you see more than one wire for heating or cooling, then the system is a multistage system. For example, a three-stage heat system can have three white W wires (labeled W1, W2 and W3). A two-stage cooling or heat pump system can have two yellow Y wires (labeled Y1 and Y2).

Is a multistage system the same thing as a multi-zone system?

No. A system can have multiple zones without having multiple stages, and vice versa.

Does the Smart Thermostat support systems with multiple zones?

Yes, the Smart Thermostat supports systems with more than one zone. Each zone can be controlled by its own Smart Thermostat. The Smart Thermostat is compatible with other Z-Wave thermostats; however, your system will work best and most efficiently if all thermostats in the house are replaced with Smart Thermostats.

What is a multi-zoned system?

An HVAC system that has multiple zones means that different areas of the home can be heated or cooled separately. This can be done using separate thermostats for each zone, or by using a damper in the ductwork to direct hot or cool air to the selected zone.

Can the Smart Thermostat control variable-speed HVAC systems?

The Smart Thermostat can control many variable-speed HVAC systems which use standard 24 volt wiring (for example, with R, G, Y, W, C wiring).

What is a variable-speed system?

Variable-speed systems change the fan speed to push more or less hot or cooled air through the vents. Many of these systems also use multiple stages to allow variable heating and cooling speeds.

Are some variable-speed systems incompatible with the Smart Thermostat?

Some variable-speed HVAC systems use proprietary communication between the thermostat and the main HVAC system to enable variable-speed control. Systems like these require a thermostat made by the same manufacturer as the main HVAC unit to fully access their features.

If you need help to determine whether your variable-speed system is compatible with the Smart Thermostat, contact a local HVAC professional for help.

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Can the Smart Thermostat control my home's humidifier or dehumidifier?

The Smart Thermostat will be able to control either a humidifier or dehumidifier using the Z terminal. This feature is still in development and will be made available to you in the future by a firmware update.

My system has an external air baffle for fresh air. Can the Smart Thermostat work with my system?

The Smart Thermostat works with HVAC systems that have an external air baffle, where the central HVAC system programming controls the baffle.

Some systems rely on the thermostat itself (not the central HVAC system) to control the baffle. The Smart Thermostat will be able to support these systems using the Z terminal. This feature will be made available in the future by a firmware update.

What can the Z terminal on the Smart Thermostat be used to control?

The Z terminal of the Smart Thermostat can currently control a third heating stage. Soon it will also be able to control a third cooling stage, humidifier, dehumidifier, external baffle/fresh air exchange, or a zone control wire. These, and other additional functions, will be made available in the future by firmware updates.

QUESTIONS ABOUT SET-UP AND CONFIGURATION

Do I need to have an Alarm.com account to use the Smart Thermostat?

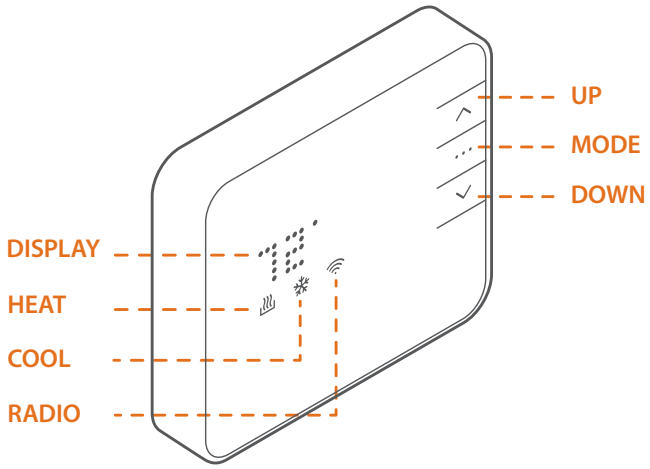
You need an account to configure the Smart Thermostat for the first time. Initial configuration can be done through either the Alarm.com customer site or the dealer site. If a customer later cancels service, the Smart Thermostat will continue to function, and the customer will retain basic control of heat and cool modes as well as the target temperature. However, all advanced features and capabilities (such as Smart Thermostat scheduling and Away from Home overrides) will be lost.

How do I add the Smart Thermostat to (or remove it from) my Alarm.com Z-Wave network?

First, put the security panel, hub or other device that will be controlling the Smart Thermostat in "inclusion" mode so that it can detect the Smart Thermostat. If you're not sure how to do this, consult the instruction manual for the control device.

Next, make sure the Smart Thermostat is in **OFF** mode. To do this, press and hold the **MODE** (•••) button until only the temperature display is lit. Neither the **HEAT** nor the **COOL** icon should be lit.

Next, hold the **DOWN** button until the **RADIO** icon lights up. The **RADIO** icon will pulse white when the Smart Thermostat is being added into a Z-Wave network and pulse red when removed.



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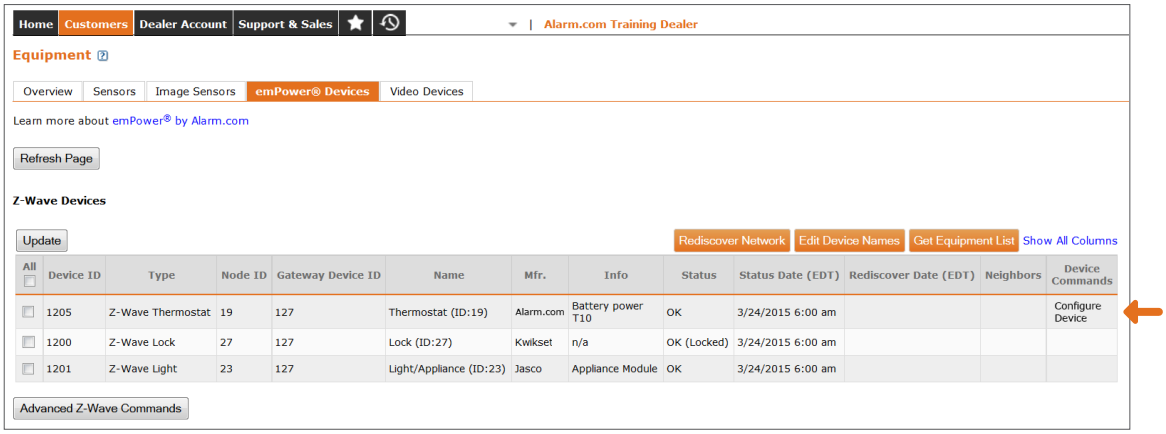
Where do I go online to configure the Smart Thermostat?

Once you've learned the Smart Thermostat into your Alarm.com Z-Wave network, it can now be configured through either the Alarm.com customer site or dealer site *(see below)*.

On the Alarm.com dealer site, select a customer, navigate to the emPower devices page of the customer's equipment list, and then click on the "Configure Device" link for the Smart Thermostat in the equipment table.

If enabled for customers, go to the Thermostats page on the customer site, click on the gear icon on the Smart Thermostat card, and then select "Advanced Configuration."

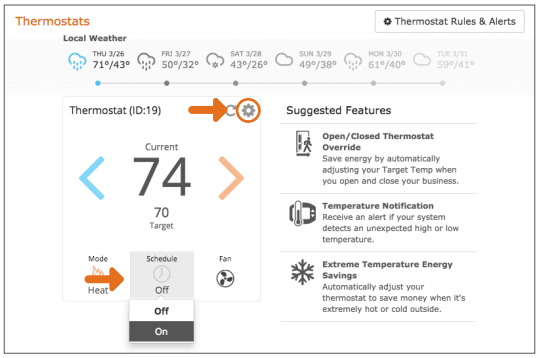
CONFIGURE SMART THERMOSTAT (DEALER WEBSITE)

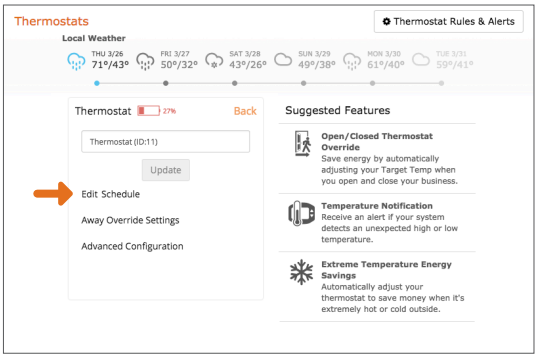


Where do I go to set up a thermostat schedule?

You can set up a schedule for your Smart Thermostat on the Alarm.com customer site. Navigate to the Thermostats page, click on the gear icon on the Smart Thermostat card. From there you'll click on the Edit Schedule link to set up a schedule. Once you've set up your schedule, make sure that you also have Schedule mode turned ON *(see below)*.

SET UP SMART THERMOSTAT SCHEDULE





My heat pump heats when it's supposed to be cooling. How do I fix this?

Heat pumps have either an O terminal or a B terminal. When you configure the Smart Thermostat, you are prompted to select which terminal type your heat pump has. If your system heats when it's supposed to be cooling, this means that the incorrect terminal type was selected at configuration.

Dealers can easily change this setting on the Alarm.com dealer site by navigating to "Configure Device" for the Smart Thermostat from the emPower equipment page, and then clicking on the "Installer" tab.

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OTHER QUESTIONS ABOUT THE SMART THERMOSTAT

What is the expected battery life of the Smart Thermostat?

With typical use, the Smart Thermostat will last well over one year when running on battery power alone.

The battery can be expected to last even longer if the Smart Thermostat is powered through the C-wire. In this case, the batteries will only be used when the power goes out.

If the Smart Thermostat has batteries installed and also has the C-wire connected, will it act as a repeater on my home's Z-Wave network?

Yes. The Smart Thermostat determines whether it will act as a repeater at the time it's learned into your Z-Wave network. As long as the C-wire is connected and powering the Smart Thermostat (make sure the HVAC system isn't switched off at the breaker) when it's learned in, the Smart Thermostat will repeat Z-Wave signals and improve the reliability of your Z-Wave network.

The Smart Thermostat has great Z-Wave range, so whenever possible learn it in with C-wire power to improve communication between all Z-Wave devices in the home.

How can I lock my Smart Thermostat so that target temperatures can only be adjusted within a certain band?

This can be set up on the Smart Thermostat configuration page under the "User" tab. You can get to the Smart Thermostat configuration page by clicking the gear icon on a thermostat's card then clicking on "Advanced Configuration".

How can I prevent people from changing my Smart Thermostat's target temperature at the thermostat?

Local control of the thermostat can be disabled on the Smart Thermostat configuration page under the "User" tab. In the "Thermostat Lock" column select "Partial" to allow target temp changes but disallow mode changes. Select "Enabled" to prevent anyone from using the Smart Thermostat to change mode or target temperature. You can get to the Smart Thermostat configuration page by clicking the gear icon on a thermostat's card then clicking on "Advanced Configuration".

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