Agenda

- Comfort Advantage

- System Configurations

- Installing ComfortNet

- ComfortNet Control Set-up

- Dehumidification and Defrost Settings

- Redlink Internet Gateway

- Link Optional Accessories to Wireless Network

- Mobile Apps and PC Access
ComfortNet Advantage

- **Premium control** that provides optimal comfort.
- **Easy to use, energy efficient, reliable**, and ensures that the system is set up properly.
- **Advanced operating algorithms** built into the control.
- Designed to **regulate and communicate** with HVAC equipment.
ComfortNet Advantage

- **Honeywell Redlink Compatible:** RedLINK accessories include the Wireless Outdoor Sensor, Portable Comfort Control (PCC), RedLINK Internet Gateway, Wireless Indoor Sensor, TrueSTEAM™ humidifier with Wireless Adapter, Vent Boost Remote and Entry/Exit Remote.
ComfortNet Advantage

Customizable Service Reminders

- Set up to 10 service reminders.
- Preset or customize your own.
- Preset reminder options include:
  - Filter replacement
  - Annual service
  - Spring service
  - Fall service
  - Warranty expiring soon
ComfortNet Advantage

User Interactions Log

- Stores history of thermostat setting changes, such as temperature changes and changes from the original installer set up.
- This log can be used to help determine if any issue is a system error, or a accidental user error. (human caused issue)
- Troubleshooting which use to take hours can now be done in minutes.

Configurable for Residential and Light Commercial Applications

- Can be utilized to meet the needs of residential and light commercial applications.
- Simply select residential or commercial during the installer setup.
- If commercial is selected, the thermostat will use commercial language, meet building codes, and offer 365 day holiday scheduling.
ComfortNet Advantage

User Interactions Log

- Navigating to the user interactions equipment status/date code from home screen:
  - Menu
  - Installer options
  - Date code/
  - Yes to warning screen
  - Data logs
  - User Interactions Log
ComfortNet Advantage

- When the user interactions log appears, you will see all changes made to the ComfortNet settings.
ComfortNet Advantage

**USB Port**

- Visit [thermostatsetup.honeywell.com](http://thermostatsetup.honeywell.com) to enter your dealer info and save to a USB stick.

- Load your dealer info and company logo into multiple thermostats.

- Insert **USB** into port at the bottom of ComfortNet, and then select the item you would like to load or save.

- You can also, setup **holiday/event schedules** and custom reminders.
ComfortNet Advantage

Build Dealer Info Screen for Upload

- Go to www.thermostatsetup.honeywell.com to enter your dealer info and save to a USB stick.
ComfortNet Advantage

- Select **dealer information setup**, and another menu will drop down with “**Prestige**” or “**Vision**” PRO as options.

- Select “**Prestige**.”
ComfortNet Advantage

- Select **browse**, then upload your dealer logo from your PC files.
- Enter all of your dealer information in the boxes below, then **next**.
ComfortNet Advantage

- The next screen will display an image of how your company logo and info will appear on the ComfortNet screen.
- If all looks good, hit **next**.
ComfortNet Advantage

- You will then be prompted to save your newly created dealer screen to a USB drive, or email them to your email address.
- Download your logo and text file to your USB drive. (HD or SD logo)
ComfortNet Advantage

Load Newly Created Dealer Screen into ComfortNet via USB Drive

- Plug your USB drive into the bottom of your ComfortNet.
- The screen will change automatically and prompt you to add your dealer information.
- Select dealer information.

- Then, select: load dealer logo into thermostat.
ComfortNet Advantage

- Tap the image name the ends with **1.BMP**, then press **load**.
- Enter **password** then **done**.

- Press **yes** to warning screen.
- Your logo will appear on the following screen.
- Hit **ok**, and then return back to the dealer information screen.
ComfortNet Advantage

- Select: load contact information logo into thermostat.
- Tap the image name the ends with .XML, then press load.
- Enter password then done.
- Press yes to warning screen.

- Your company info will appear on the following screen, along with your logo that was loaded prior.
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Valid System Configurations

This control may be used with certain system configurations

<table>
<thead>
<tr>
<th>Communicating Air Handler</th>
<th>+</th>
<th>Communicating AC unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicating Air Handler</td>
<td>+</td>
<td>Communicating Heat Pump</td>
</tr>
<tr>
<td>Communicating Furnace</td>
<td>+</td>
<td>Communicating AC unit</td>
</tr>
<tr>
<td>Communicating Furnace</td>
<td>+</td>
<td>Communicating Heat Pump</td>
</tr>
<tr>
<td>Communicating Furnace</td>
<td>+</td>
<td>Non-Communicating single stage AC</td>
</tr>
</tbody>
</table>
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Installing ComfortNet

- Mount the thermostat approximately 5’ from the floor.
- Mount on interior wall using the screws and anchors included.
- Drill 3/16” holes for drywall, and 7/32” holes for plaster.
Installing ComfortNet

DO NOT Install The Thermostat Where It Can Be Affected By:

- Drafts or dead spots behind doors and in corners.
- Hot or cold air from ducts.
- Radiant heat from the sun or appliances.
- Concealed pipes and chimneys.
- Unheated (uncooled) areas such as an outside wall.
Installing ComfortNet

- Maximum wire distance between the ComfortNet and the indoor unit should not exceed 100 feet using 18 gauge wire.

![Diagram of ComfortNet installation]

1. Data Line 1
2. Data Line 2
R. 24 volt power
C. 24 volt common
Installing ComfortNet- Terminal Functions/ Wiring

- Connect 1, 2, R and C from the ComfortNet, to 1, 2, R and C at the Indoor Unit.
- Connect wires 1 and 2 from the Indoor Unit to 1 and 2 at the Outdoor Unit.
- Do NOT connect R and C between the Indoor Unit and Outdoor Unit.

![Diagram showing connections between ComfortNet, Indoor Board Terminal Connections, Outdoor Board Terminal Connections, and Outdoor Transformer.]

1 Required for 2-Stage outdoor communicating units. Not required for inverter/variable speed outdoor communicating units.
Installing ComfortNet

Optional Transformer

- **NOTE**: installing the additional transformer is **NOT** required for inverter/variable speed outdoor communicating units.

- However, the additional transformer **IS** required for 2-stage outdoor communicating units.

- Install the transformer provided and connect to R and C at the outdoor unit.
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ComfortNet Control Setup

Basic Setup

1. **1000: Language**
   - English
   - Français
   - Español
   - **Next**

2. **1000: Application**
   - Residential
   - Commercial
   - **Next**

- Turn on AC power to the system.
- The ComfortNet control will begin to walk you through the **user friendly** setup procedures.
- Select language, then press next.
- Select application: Residential, or commercial, then press **next**.
ComfortNet Control Setup

3. Enter a device name, then press **next**.

4. If you have **multiple** systems in your home, you can name these individually. (unit 1, unit 2, upstairs unit, downstairs unit, etc.)

- The ComfortNet will automatically identify the ComfortNet communicating equipment installed.
ComfortNet Control Setup

5. 110: System Zoning
   - Is the system non-zoned or zoned?
     - Non-Zoned
     - Zoned
   - Back | Help | Next

6. Do you have RedLINK accessories to connect?
   - Yes | No
   - View Connected Devices

- Select **zoned** or **non-zoned**.
  - If your system is zoned and you select that option here, the zoning controller will control the dual fuel functions of your system.

- You will then be prompted to add RedLINK accessories and set up the installer options.

- You can add accessories at this time, or press **next** and add later.
ComfortNet Control Setup

- Factory set for **programmable**, and Fahrenheit.
ComfortNet Control Setup

- This screen displays the cooling and heating stages of your equipment.

- The ComfortNet will configure this as it communicates with your HVAC system. (can’t be modified by homeowner)

- The next screen will prompt you to set your system changeover and deadband. (factory set for manual changeover)
ComfortNet Control Setup

Auto Changeover from the Home Screen

- Follow the next four (4) steps if you decide to set the auto changeover at a later date.

![Auto Changeover from the Home Screen](image.png)
ComfortNet Control Setup

Auto Changeover

- Menu
- Installer Options
- Date code
- Yes to warning screen
- View/edit current setup
- Heat/cool equipment setup

- Heat/cool control options
ComfortNet Control Setup

Auto Changeover

- Changeover: Manual (factory setting)

- The final screen will allow the homeowner to set the auto changeover from manual to automatic.

- It will also allow adjustments to the deadband setting.
ComfortNet Control Setup

**Equipment Status**

- The equipment status screen displays the systems **current** status.
- The list of status updates seen on this screen depends on the type of system that’s installed in your home.

![Equipment Status Screen](image)

**System Status:** Off
- Heat Stage 1: Off
- Heat Stage 2: Off
- Cool Stage 1: Off

**Fan mode:** On
- Fan On

**Done**
ComfortNet Control Setup

**Basic Equipment Status**

- **Equipment Status:** Displays stages of heat and cool.
- **Fan Mode:** Fan operations. Currently set for **ON**, or **Automatic**.
- **Date Code:** 4 digit code also located on rear of thermostat.
- **Indoor Air Quality Equipment:** Lists any IAQ on your system.
- **Equipment Replacement Reminders:** Lists air filters and the days remaining before replacing.
ComfortNet Control Setup

- The equipment status screen also displays the password/date code
- Navigating to equipment status/date code from **home** screen:
  - Menu
  - Equipment status
  - Scroll down to read each status, and **date code**.

![Image of ComfortNet Control Setup](image-url)
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Dehumidification

- In order to successfully enable **dehumidification**, make the following changes via ComfortNet.

- Two steps for maximum dehumidification:
  - **Step 1:** Installer Options
  - **Step 2:** ComfortNet User Menu
Dehumidification

- Select **menu** from the home screen.

- Select **installer options**.

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Dehumidification

- Enter installer password/ date code that’s located on the back of the ComfortNet.
  - The date code can also be obtained from the equipment status menu.
  - Select yes at the next screen.

- Select view/edit current setup
Dehumidification

- Scroll down the edit setup list and select **dehumidification**.

- Select **dehumidification equipment**: none.
Dehumidification

- Select **a/c with low speed fan**, and then **done**. (the factory setting is **none**)

- The next screen will display additional dehumidification options.
  - Dehumidification- **Overcooling limit 0 degrees**
  - Dehumidification- **Away mode**
Dehumidification

- Select **dehumidification-overcooling limit** (factory setting is 3)
- Set overcool to **3 degrees**, or whatever setting is applicable to your home/region.

- Select **dehumidification away mode**: not allowed.
- Change setting to **allowed**, and then press **done**.
Dehumidification

Dehumidification Away Mode Defined

- The **dehumidification away mode** protects the home when it's unoccupied for long periods of time.

- It also maintains the desired humidity and temperature settings during the hot and humid months.
Dehumidification Away Mode Options

- Select **any** of the following **dehumidification away modes** to adjust all three settings:
  - Dehumidification away mode - low limit temperature setting
  - Dehumidification away mode - temperature setting
  - Dehumidification away mode - dehumidification setting
Dehumidification

Dehumidification Away Mode Example

- The following screen will appear and show all three away modes.
- The **temperature setting** for this system is 85 degrees, with a **dehumidification setting** of 65%.
- The **temperature low limit** setting of 76 degrees will allow the cooling mode to operate down to a temperature of 76 degrees, or 65% humidity.
Dehumidification

- Navigate back to the home screen, and select menu again.
- The dehumidification option now appears on the list.

- Select dehumidification, and the following screen will display the current humidity level in your home, and your ComfortNet setting.
- Tap the left or right arrows to set desired humidity level.
Dehumidification

Step 2- ComfortNet User Menu

1. Select menu from the home screen.

2. Select ComfortNet user menu.
Dehumidification

- Enter 4-digit date code.

- Select yes at home owner warning screen.
Dehumidification

- Select heat pump or air conditioner.

- Select cool set-up.
Dehumidification

- Scroll up until all three (3) trim settings appear on the screen.
  - C TR H: High
  - C TR I: Intermediate
  - C TR L: Low

- Starting with C TR H, (highest trim setting) adjust each setting to -15% trim. (factory setting is “0”)
Dehumidification

- Make sure that all three trim settings (C TR H, C TR I, C TR L) have been changed to a -15% trim after the last setting.

- Lastly, check to make sure that the factory cool airflow profile is still set to the “D” setting. (factory setting)
Defrost Setup

- The defrosting of the outdoor coil is controlled by the inverter board, outdoor coil temperature thermistor, and defrost sensor.

- However, the defrost timing periods are modified via ComfortNet user menu.

- Defrost times can be set at intervals of 30, 60, 90, and 120 minutes. (30 min, 1 hr, 1.5 hrs, and 2 hrs)

- The factory defrost setting is 30 minutes.
Defrost Setup

Change Factory Defrost Setting From The Home Screen:

- Menu
- ComfortNet user menu
- Password
- Yes to warning screen
- Heat pump
- Heat set-up
- Select defrost
- Scroll down and select desired defrost setting.
- Select done
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The Honeywell RedLINK Internet Gateway gives homeowners remote access to home climate-control systems from any location with Internet access.
RedLINK Internet Gateway

- Using a Web browser, users can review and adjust:
  - Indoor temperature.
  - System mode.
- The gateway can also send alerts to as many as 6 email addresses if a problem occurs.
- Register online before use at www.mytotalconnectcomfort.com
- You will establish a user name (email address) and password during registration.
RedLINK Internet Gateway

- Once you’ve established an account, a confirmation email will be sent to you.
- Press the link that was sent by Honeywell, and it will prompt you to log into the total connect comfort home page.

Honeywell’s My Total Connect Comfort - Account Activation
mytotalconnectcomfort@alarmnet.com
Sent: Mon 6/15/2015 4:48 PM
To: Ragan, Michael

Congratulations and thank you for creating a My Total Connect Comfort Account. Click the following link to complete the account registration process.
https://mytotalconnectcomfort.com/portal/Account/Activate/key/73e3573480bb4dfb91d585fe776287e8?THlang=en-US

To complete the product registration you will need the unique MAC ID and MAC CRC codes located on the device or on the provided ID card.

Once you have completed the product registration you will have access to your comfort system from anywhere you have internet access through a computer, smart phone, and/or tablet device.
RedLINK Internet Gateway

- After logging in, your account will be confirmed.
- You can now name your location, and select **home** or **building**.
- Type in your **location name**, and email addresses you would like to receive notifications.
- Select **building** or **home**, then submit.
RedLINK Internet Gateway

- After you establish your location and building type, you will then be prompted to add your Redlink Internet Gateway.
RedLINK Internet Gateway

- Find your Mac ID and MAC CRC codes located under your gateway.
- Enter your codes when prompted by the registration screen.
RedLINK Internet Gateway

- If all of your information was entered correctly, the screen will let you know that your gateway has been registered successfully.
RedLINK Internet Gateway

- Your device will then appear on the control center screen.
- Ensure that the MAC ID and CRC codes are correct.
- From here you can add thermostat names located within this location. Press “submit” once you are done entering home or office information.

![Devices Assigned to this Location](image-url)

- There are two types of devices that can be added to a location:
  - Wi-Fi Thermostat(s)
  - Internet Gateway which connects in your RedLINK Thermostats

- Press "submit" once you are done entering home or office information.
RedLINK Internet Gateway

- Your **location** will be displayed, with no thermostats installed.
- The **ComfortNet** and **Redlink Internet Gateway** will need to be connected at this time.
RedLINK Internet Gateway

- Enter the **wireless setup** mode on your ComfortNet.
  - Menu
  - Installer options
  - Password/ yes
  - Wireless device manager
  - Add device

- Once the **add device** screen appears on the ComfortNet, go to your **gateway** and press and release the **connect** button on the bottom.
RedLINK Internet Gateway

- Your **My Locations** screen will then change from **no thermostats attached**, to **view thermostats**.
- Press **view thermostats** to view your recently connected ComfortNet.
RedLINK Internet Gateway

- Your **location** will be displayed, but your ComfortNet will need to be connected at this time.
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Link Wireless Accessories

- Indoor Air Sensor
- Portable Comfort Control
- Outdoor Air Sensor
- Internet Gateway
- Entry/Exit Remote
- Mobile App
- ComfortNet CTK04

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Link Wireless Accessories

- **Wireless Indoor sensors** enable the homeowner the ability to choose which sensor to use for temperature, humidification, and dehumidification.

- **Multiple** sensors can be used in combination for temperature averaging, or individually to condition humidity levels in separate spaces.

- Compares **requested** cooling demand to what the equipment is providing.
Link Wireless Accessories

- **Wireless outdoor sensors** enable the homeowner to view outdoor temperature and humidity.
- This Honeywell outdoor sensor is also used via RedLINK enabled thermostats and accessories.
Link Wireless Accessories

- As you are performing a basic setup of your new ComfortNet, this screen will appear and prompt you to add wireless devices/accessories.

- If you have additional wireless devices in your home, you can add them during this initial setup.
  - RedLINK internet gateway
  - Wireless indoor sensors
  - Wireless outdoor sensor
  - Portable comfort control
If you need to return to the "Add Device" screen at a later time, follow these steps:

- Menu
- Installer Options
- Date Code/ Yes
- Wireless Device Manager
- Add Device
Link Wireless Accessories

- Press “add device” and the next screen will prompt you to add your wireless accessories.

- The **add device** screen shows a timer for 15 minutes.
  - You will have 15 minutes to link in your accessories.

- Once your device has been added:
  - The add device screen will flash, and let you know that your device was added successfully.
Link Wireless Accessories

- After you press **done**, you will be directed back to the **wireless device manager** options.
- Press **view connected devices** and a list of connected devices will appear.
- If your device isn’t listed here, you will have to go back and try to **reconnect**.
Link Wireless Accessories

Adding Wireless Indoor Sensor

- While the **add device** screen is displayed on the ComfortNet, **Press and release the connect button** on each wireless device to be added.

![Add Device Screen]

**Note:** Make sure that all of your accessories have new batteries installed.

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Link Wireless Accessories

- After a short delay, the status light will glow green for 15 seconds.
- Once the green light disappears, press the **view devices** button to make sure it was added.
- If the status light turns red, the sensor did not link with thermostat.
Link Wireless Accessories

Adding Wireless Outdoor Sensor

Mount the sensor on a vertical exterior wall, at least 6 inches below any overhang. Choose a location protected from direct sunlight.

Place sensor securely in bracket, facing away from wall.

To check location before mounting: Restore thermostat Home screen, then hold the sensor where you intend to install it and press the CONNECT button. If sensor is working properly, thermostat will switch to display outdoor temperature and humidity.
Link Wireless Accessories

- Choose a location that is out of direct sunlight.
- Mount wireless outdoor sensor at least 6 inches below any overhang.
Link Wireless Accessories

- Follow the same steps presented for the indoor wireless sensor to add the **outdoor wireless sensor**.
- Note: Add the outdoor wireless sensor to the wireless network, before placing it in its bracket. (outside)
- While the add device screen is displayed on the thermostat, press and release the connect button on the back of the outdoor wireless sensor.

**Note:** Make sure that all of your accessories have new batteries installed.

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Link Wireless Accessories

Portable Comfort Control

- The **portable comfort control** allows the homeowner to make changes from anywhere in the home within the RedLINK network range.

- When used with a single comfort system, it can be used as the **primary** temperature sensor.

- It’s expandable up to 16 systems.
Adding Portable Comfort Control

- Navigate to the **add device** screen.
- Press **connect** on the **portable comfort control** display screen.
- Press **done** when the screen displays **connected**.
- You will then be prompted to **connect more**, or additional portable comfort controls.
- Press **yes** to link another control.
- Press **no** at this screen to save and exit.
Link Optional Accessories

* If The Portable Comfort Control Becomes Disconnected:

- Press and hold in the lower right corner of the screen until the display changes (about 3 seconds)
- Press **connect device** when prompted by remote.
- Press **done** when the screen displays **connected**.

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Mobile Apps and PC Access

PC Access:  https://mytotalconnectcomfort.com
Mobile Apps and PC Access

- Once you login at the **Total Connect Comfort** homepage, you will then be directed to the thermostat locations page.
- If you have multiple thermostats registered, choose the location/ name you would like to view or adjust.

```
<table>
<thead>
<tr>
<th>Thermostat(s) in Training Thermostat</th>
</tr>
</thead>
<tbody>
<tr>
<td>CASA DE RAGAN</td>
</tr>
<tr>
<td>DAIKIN ID DEPT</td>
</tr>
<tr>
<td>DAIKIN ID DEPT</td>
</tr>
<tr>
<td>TRAINING STAT</td>
</tr>
</tbody>
</table>
```

“View Thermostat”
Mobile Apps and PC Access

- Choose your thermostat by clicking into the “View Thermostat(s)” area to the far right.
Mobile Apps and PC Access

- Your thermostat screen will appear, and you can now adjust any of its settings... Just like you were standing in front of it at home.
Mobile Apps and PC Access

**Mobile Apps**

- Go to the App Store on our phone, and search for the *Honeywell Total Connect* App.
- Download App to your phone.
- Sign in with the **same** email and password used to open your Honeywell account.
Mobile Apps and PC Access

- Choose the thermostat you would like to view or adjust.
- That thermostat will appear with its current data.
- You are now able to adjust your ComfortNet settings from your remote geographic location.
QUESTIONS?

ComfortNet™
CONTROL SYSTEM