



Wi-Fi 9000 Frequently Asked Questions

Thermostat questions

Where does the outdoor temperature and humidity reading come from?

Once the homeowner has registered on My Total Connect Comfort, the outdoor information is based on the zip code information they provided when registering. This information currently comes from Accuweather.

Will the thermostat still operate the heating and/or cooling system if the Wi-Fi connection is lost?

Yes, the thermostat will operate the heating and/or cooling system with or without Wi-Fi.

Do Honeywell Wi-Fi thermostats meet security compatibility?

As Wi-Fi technology changes, so do the security standards to protect Wi-Fi networks. The thermostats are compatible with the following security standards.

- OPEN
- WEP_PSK
- WPA_TKIP_PSK
- WPA2_AES_PSK
- WPA2_MIXED_PSK
- WPA_AES_PSK
- WPA2_TKIP_PSK

Will the thermostat control humidity?

No, the Wi-Fi 9000 has a humidity sensor to read the indoor humidity, but does not have the ability to control the humidity.

Will RedLINK™ accessories work with the Wi-Fi 9000 thermostat?

RedLINK and Wi-Fi are two different wireless protocols. So RedLINK accessories will not work with a Wi-Fi thermostat.

Wireless connectivity questions

What Wi-Fi networks are compatible with Honeywell's Wi-Fi thermostats?

Honeywell's Wi-Fi thermostats are compatible with the 2.4 GHz B, G, N and Mixed Wi-Fi Networks.

Will this thermostat work with a Static IP Address Network scheme?

No, the router network needs to be set up for Dynamic Host Control Protocol (DHCP).

Does this Wi-Fi thermostat cause any interference with other wireless devices in the home?

Honeywell thermostats are FCC compliant and do not cause interference.

Are the MAC ID and MAC CRC case sensitive?

No, the MAC ID and MAC CRC are not case sensitive. Upper and lower case characters will work.

What is the range or distance of the Wi-Fi signal in the thermostat?

The Wi-Fi 9000 thermostat works in typical residential and light commercial applications. The range or distance of the Wi-Fi signal is determined by the customer's router.

Why isn't the thermostat connecting to the Wi-Fi router even though it is very close to the thermostat?

Verify that the password entered for the Wi-Fi router is correct.

How do I find the password to the router?

Check the back or bottom of the router or the operating manual for the password. If you are still unable to find the password, ask the homeowner to contact the router manufacturer.

My Total Connect Comfort questions

Can I use another brand of Wi-Fi thermostat to connect with Honeywell's Total Connect Comfort services?

No, Honeywell's Total Connect Comfort site only supports Honeywell Wi-Fi thermostats.

Can a mix of Wi-Fi and RedLINK thermostats be installed at the same location using the same Total Connect Comfort account?

Yes, the thermostats can all be connected to the same My Total Connect Comfort account.

How many devices can be set up under one location?

There is no limit to the number of devices you can register under each account. Each device is displayed as a new location under the homeowner's registered account.

What features on the thermostat can be controlled with Honeywell's My Total Connect Comfort?

When a My Total Connect Comfort account has been activated and registered to a supporting thermostat, the user can control the system settings, temperature, scheduling and various other thermostat features from their tablet, computer, or smartphone.

How do homeowners allow another user to receive alerts for thermostats connected to a location?

Up to six email addresses can be linked to a specific location to receive email alerts for all thermostats on that location. To modify the Notification Contact, homeowners can log in to their account and click "Settings" for the location. Then, they can add the new email addresses and click "Submit."

What mobile devices currently have apps available for My Total Connect Comfort?

The Total Connect Comfort app is available for iPhone®, iPad®, Android™ phones and Android tablets. The app can be downloaded from the iTunes App Store or Google Play.