Frequently–Asked–Questions Guide
The Description

What is RedLINK?

- RedLINK™ is the first wireless protocol developed specifically for the HVAC industry. RedLINK Wireless Technology is important because it eliminates the need to run wires in many applications and enables homeowners to have advanced comfort control anywhere in the home.

- RedLINK focuses on robust and reliable wireless communication between devices in HVAC applications. RedLINK is a 900 Mhz, frequency-hopping, spread-spectrum wireless protocol.
What does frequency-hopping, spread spectrum mean?

• It means RedLINK’s signal is strong, secure and interference-free. It won’t affect or be affected by other wireless devices in the home such as baby monitors and cordless phones — or with neighboring systems.

• More specifically, RedLINK “hops” among multiple transmission frequencies (or “spread spectrum”). The frequency RedLINK uses for sending messages constantly changes among a set of 50 pre-determined frequencies. All the products in a homeowner’s RedLINK system move together from frequency to frequency as they send messages to ensure strong, reliable, secure communications.
The Development

There are lots of wireless technologies out there. Why did Honeywell decide to develop its own with RedLINK?

• Honeywell is a leader in wireless technology. Our wireless security systems are installed in more than 100 million homes and protect people and property around the clock. We put that expertise to work in developing RedLINK.

• The first step was to figure out what customers wanted in wireless technology for home HVAC applications. Customers told us reliability was of utmost importance. In a home environment, it’s critically important that wireless technology must work all the time.

• We wanted to develop a wireless protocol for HVAC that delivered the same reliability as our security systems. However, we needed it to be faster and send different pieces of information. Nothing like that existed. So we developed RedLINK.
The Products

Which Honeywell products have RedLINK Wireless Technology inside?

- For now, you’ll enjoy RedLINK Wireless technology and reliability in the products listed below. But stay tuned! You’ll see RedLINK featured in future Honeywell products.

**Wireless FocusPRO® Thermostats**
Thanks to RedLINK technology, Honeywell’s popular FocusPRO thermostats are now also wireless. It’s now easy to relocate a thermostat or upgrade equipment without running new wires. Programmable and Non-programmable models are sold in kits with a RedLINK-enabled Equipment Interface Module and a Return Air Sensor for safety backup. Wireless FocusPRO thermostats are also great for zoning.

**Prestige™ Comfort Systems**
Prestige is the world’s first high-resolution, full-color thermostat that redefines how a thermostat can look, and what a thermostat can do. Prestige Comfort Systems are wired, but are enabled with RedLINK Wireless Technology inside, to wirelessly communicate with other RedLINK-enabled devices.

**Wireless Outdoor Sensor**
Enabled with RedLINK reliability, and sold in kits with both the Wireless FocusPRO Thermostats and Prestige Comfort Systems, our Wireless Outdoor Sensor installs in minutes (just a few screws and the press of a button) to display outdoor temperature and humidity on all RedLINK-enabled devices.

**Portable Comfort Control**
Now, the elegantly simple wireless handheld life enters the world of home comfort with the Portable Comfort Control - enabled with RedLINK wireless technology. The Portable Comfort Control is sold in kits with both the Wireless FocusPRO Thermostats and Prestige Comfort Systems. The Portable Comfort Control senses temperature wherever it goes – giving homeowners the freedom to make adjustments from anywhere. When used with multiple thermostats in zoning applications, view and adjust all RedLINK enabled thermostats from a single control.

**Wireless Adapter**
When used with a RedLINK-enabled TrueZONE panel and Wireless FocusPRO Thermostats, our Wireless Adapter gives you the ability to install up to 4 zones (thermostats) per panel without running thermostat wire. The same Wireless Adapter, when used with a RedLINK-enabled TrueSTEAM Humidification System and Prestige, lets you wirelessly control humidification from the thermostat without running wires through the wall.

**Wireless TrueSTEAM**
Through the power of RedLINK, select models of TrueSTEAM Humidifiers are now wireless-enabled. The new models feature all the advantages of TrueSTEAM operation including 1:1 Humidification Delivery Rate, up to 90% less water waste, and remote installation flexibility - pulse the benefits of wireless installation and advanced humidity control.
The Signal

Will RedLINK Wireless products ever lose their signal like my cell phone, wireless internet connection, or other devices?

• RedLINK signal strength is as strong as any wire. We’ve tried to break the signal – through concrete, brick and other extreme elements – but we can’t. It works every time, in every home. What’s more, RedLINK wireless technology is “supervised,” which means that internal safeguards in all RedLINK-enabled devices continuously self-check the signal, ensuring round-the-clock reliability.

Will it work in all homes?

• RedLINK is designed for penetration and reliable communication within all homes. RedLINK has been tested and proven to work in homes up to 6,500 sq. ft. RedLINK can and will work in homes larger than 6,500 sq. ft. and light commercial applications; however, we recommend testing the range before installation.

Honeywell’s penetration capability is based on home structure and material modeling to account for many various building materials. We’ve tested through walls, floors and building materials.
The Signal

What about in a power outage? Will my systems keep running?

- RedLINK-enabled wireless systems, just like conventional wired control systems and electricity-dependent appliances and equipment, need power to operate. When power is restored, RedLINK-enabled wireless devices automatically reconnect with the RedLINK network within 6 minutes. The system automatically restores its configuration. That means your customer’s equipment is up and running quickly and automatically after an outage. During a power outage, the Wireless FocusPRO thermostat and Portable Comfort Control will display “no signal.”

What happens after I replace the batteries in a RedLINK enabled device?

- All RedLINK enabled devices automatically reconnect to the RedLINK wireless network in a few seconds after batteries are installed.
The Signal

Will RedLINK Wireless signals interfere with other wireless devices in the home (ex: baby monitors, cordless phones)?

- RedLINK is a secure network and will not interfere with any other wireless devices in the home.

- Even though the RedLINK signal and RedLINK-enabled products operate in the same frequency range as other wireless devices in your home, the important difference is that RedLINK uses 50 channels and constantly changes frequencies to ensure reliable, strong-as-a-wire communications, regardless of other wireless devices.

What if two homes next to each other both have RedLINK-enabled Wireless systems installed? Will this cause interference?

- Each RedLINK enabled device has a unique identity that connects it to its designated system during the installation process so it will never interact or interfere with neighboring RedLINK devices.

Can two RedLINK-enabled devices ever be too close to each other?

- With RedLINK's strong signal, a minimum distance of 24 inches (2 feet) is required between:
  - The Prestige HD Thermostat and the Wireless Outdoor Sensor and/or Portable Comfort Control.
  - The Equipment Interface Module and the Wireless Outdoor Sensor, Portable Comfort Control and/or Wireless FocusPRO Thermostats.
- There is no minimum distance required between the Wireless FocusPRO Thermostat, Wireless Outdoor Sensor and Portable Comfort Control.
The Signal

How about commercial buildings?

- RedLINK Wireless Technology and the products enabled with it were designed for residential use. However, the products will work in many commercial applications. Due to the varying sizes and building materials used in commercial and light commercial buildings, Honeywell recommends testing the signal strength (connectivity) prior to installation. This can be done during the installer test process.

Is there a way to test signal strength?

- Yes. Keep in mind that in residential applications, testing the signal strength is not required. If the RedLINK devices connect, you can be confident that the signal strength is more than adequate and testing is not required. However, in commercial applications, you can check the signal strength with the installer test available through the Wireless FocusPRO.
Prestige™ Comfort Systems

Prestige is RedLINK-enabled, but is it wireless?

- Prestige is redLINK-enabled to work with all other RedLINK devices, however Prestige is a conventionally wired thermostat and requires wiring directly between the thermostat and the equipment. Prestige does not have an option to be battery powered and requires a common wire at the thermostat. Using the WireSaver Module (THP9045A1007) will allow Prestige to be used without pulling a common wire.

How Does the WireSaver work?

- The Y and G terminals are combined with the “K” terminal on Prestige, so on a 1 heat / 1 cool conventional system the terminals used at the thermostat will be R, C, W and K. The WireSaver is mounted near the equipment and will convert the K back to separate Y and G terminals to connect to the equipment.

Note: the WireSaver cannot be used on Heat Only applications.
Can Prestige control IAQ products?

• Yes. Prestige can control both temperature and humidity when used with either a Honeywell TrueSTEAM™ Humidification System or TrueDRY™ Dehumidification System.

Can Prestige control other whole-house humidifiers (Bypass models), or does it only work with TrueSTEAM?

• Virtually any type of whole-house humidifier can be controlled using Prestige, however only TrueSTEAM offers wireless control. With RedLINK technology and TrueSTEAM, there’s no need to decipher complex wiring from the humidifier to the furnace board-universal installation regardless of equipment brand or type. Simply connect TrueSTEAM to the wireless adapter and press “Connect”. The adapter then communicates wirelessly with Prestige to control humidity fan airflow and temperature.

How many stages can you control with Prestige?

• Up to 3H/2C Heat Pump (2-stage compressor with 1-stage backup heat) or up to 2H/2C Conventional

Does Prestige do Dual Fuel?

• Yes, when used with the Wireless Outdoor Sensor, Prestige will provide superior control of dual fuel systems without the use of a Fossil Fuel Kit. Prestige Dual Fuel control includes Balance Point control and can be set up to switch to fossil fuel on a 2° Droop and / or after the compressor has operated continuously for a set amount of time.
Prestige Comfort Systems

How do I get my dealer logo and contact information on a USB stick?

- Simply go to [http://customer.honeywell.com/prestige](http://customer.honeywell.com/prestige) and follow the on-screen instructions.

Other than screen color are there any differences between the Prestige HD and Prestige SD.

- No, you get the same great control and features from both thermostats.

Can a dealer put a lock on their logo so that it can’t be swapped in the future?

- No, this is good though, because it will allow you to put your logo on thermostats that were not installed by you. However homeowners can not remove the dealer information.
How does the FocusPRO System communicate without wires to the equipment?

• An Equipment Interface Module (EIM) is wired to the equipment. The EIM has RedLINK Wireless Technology built-in, which communicates to the Wireless FocusPRO and other wireless comfort accessories.

If I currently have a FocusPRO – will it work with the PCC and other wireless devices?

• Only the new models of FocusPRO with RedLINK technology inside will communicate with the other wireless devices.

How many Wireless FocusPRO Thermostats can I have per Equipment Interface Module (EIM)?

• You can have 1 Wireless FocusPRO per Equipment Interface Module.
Wireless FocusPRO® Thermostats

How many stages can you control with the Wireless FocusPRO Thermostat?

- Up to 3H/2C Heat Pump (2-stage compressor with 1-stage backup heat) or up to 2H/2C Conventional.

How do I replace a Wireless FocusPRO Thermostat?

- Install batteries and connect the new Wireless FocusPRO Thermostat. The old Wireless FocusPRO Thermostat will automatically be removed from the system. Note: The batteries will last approximately 1-2 years depending on battery type used. Honeywell recommends using Lithium batteries.

How do I disconnect the Wireless FocusPRO thermostat from a system?

- Enter Installer Setup by pressing and holding the FAN and UP arrow for 3 seconds until the display changes. Go to Installer Setup Function 39 and set it to 0.

What type of batteries are required for the Wireless FocusPRO thermostat?

- 2-AA Alkaline batteries.
Wireless Comfort Systems

Equipment Interface Module (EIM)

How do the wireless comfort accessories communicate with each other?
• They communicate without wires to the EIM which is wired but has RedLINK Wireless technology built-in.

How do I replace an Equipment Interface Module (EIM) if needed?
• Install the new Equipment Interface Module (EIM). You need to disconnect the Wireless FocusPRO Thermostat and Portable Comfort Control before you can connect them to the new EIM.
• Here is how to disconnect them:
  1. Wireless FocusPRO Thermostat – Set ISU 39 to 0 to disconnect from the old EIM.
  2. Portable Comfort Control – Enter Wireless Setup and press the REMOVE button to disconnect from the old EIM. This disconnects the Portable Comfort Control from all systems.
  3. Reconnect the Wireless FocusPRO Thermostat, Portable Comfort Control and the Wireless Outdoor Sensor to the new EIM by following Wireless Setup procedures.
Wireless Comfort System Accessories: Equipment Interface Module (EIM)

How do I exit the Wireless Setup Mode on the EIM?

- Press Connect again to exit Wireless Setup. The LED should stop flashing green. The EIM automatically exits the Wireless Setup Mode after 15 minutes of inactivity as well.

What are the temperature settings for the back-up control on the EIM?

- The settings follow the Energy Star guidelines, which are 62 F for heating and 82 F for cooling. These settings are not adjustable.

What are the functions of the “Connected” LED on the EIM / Wireless Adapter?

- Flashing Green – EIM/Wireless Adapter are in Wireless Setup Mode.
- Solid Green – Wireless Devices are communicating properly.
- Red – The Wireless FocusPRO Thermostat and/or Wireless Outdoor Sensor are not communicating with the EIM/Wireless Adapter.
Wireless Comfort System Accessories

Wireless Outdoor Sensor

If I have more than one RedLINK product (for example: thermostat and PCC), do I need more than one Outdoor Sensor?

• A single Wireless Outdoor Sensor can display outdoor temperature and humidity on all devices in a system.

How many Wireless Outdoor Sensors can I have per system?

• You can have 1 Wireless Outdoor Sensor per system.

How do I replace a Wireless Outdoor Sensor?

• Install batteries and connect the new Wireless Outdoor Sensor. The old Wireless Outdoor Sensor will automatically be removed from the system.
Wireless Comfort System Accessories: Wireless Outdoor Sensor

**Can I use one Wireless Outdoor Sensor with Multiple RedLINK enabled thermostats?**

- Yes. Outdoor temperature and humidity will be displayed on all RedLINK enabled thermostats and accessories from one Wireless Outdoor Sensor.

**How long will the batteries last in the Wireless Outdoor Sensor, what type of batteries are recommended and is there an indication the batteries need to be replace?**

- 2-AA lithium batteries are recommended. Both the Prestige and Wireless FocusPRO thermostats indicate when batteries need to be replaced in the Wireless Outdoor Sensor. The Wireless Outdoor Sensor provides a 2 month, low setter warning.

**What is the temperature rating for the Wireless Outdoor Sensor?**

- -40 F to 140 F.

**Can I paint the Wireless Outdoor Sensor?**

- Yes. However, it’s important to take special care not to block or clog the ventilation holes on the sides and the drainage holes at the bottom of the outdoor sensor.
Wireless Comfort System Accessories

Portable Comfort Control (PCC)

How many thermostats can I adjust from the Portable Comfort Control?

• Up to 16 RedLINK enabled thermostats in the same system.

What happens if the Portable Comfort Control is placed in a hot or cold location (sun, freezer, etc.)?

• In those situations, the thermostat will automatically take over temperature sensing. The thermostat and Portable Comfort Control feature built-in intelligence that protects against wide temperature swings.
Wireless Comfort System Accessories: Portable Comfort Control (PCC)

What if I misplace the Portable Comfort Control?

- Press the “Find Remote” button on the thermostat. For Prestige, “Find Remote” is under the “Menu”. For Wireless FocusPRO, “Find Remote” is under “More”. The Portable Comfort Control will start beeping to help you find it.

If you make a change at the Portable Comfort Control, is it normal to have a delay before seeing the change on the Wireless FocusPRO thermostat?

- Yes. After you make a change at the Portable Comfort Control, there is up to a 15 second delay before you see the change occur on the Wireless FocusPRO thermostat.

Does the Portable Comfort Control sense temperature in zoning systems?

- When installed in a zoning system application, the Portable Comfort Control will display the temperature being sensed from the thermostats in each zone, acting as a master control.

What type of batteries are required for the Portable Comfort Control?

- 3-AA Alkaline batteries.
Wireless Comfort System Accessories:
Portable Comfort Control (PCC)

**Can I lock the screen on the Portable Comfort Control?**

- Yes. The Portable Comfort Control can be set for Manual and Auto Lock. Press and hold the “Screen lock” button for 3 seconds. If the remote control is set to use Auto Lock, the screen is re-locked 30 seconds after each use. If set to use Manual Lock, press and hold the “Screen Lock” button to re-lock the screen after use. You can lock the screen to prevent changes to settings while cleaning.

**How do I clean the screen on the Portable Comfort Control?**

- Honeywell recommends using the “Screen Lock” as mentioned above. Clean the screen with a soft cloth moistened with warm water or household window cleaner.

**How many Portable Comfort Controls can be used in a home?**

- Honeywell recommends only using one Portable Comfort Control per home.
Wireless Comfort System Accessories:
Portable Comfort Control (PCC)

How do I replace a Portable Comfort Control?
• Install batteries and connect the new Portable Comfort Control. The old Portable Comfort Control will automatically be removed from the system.

How long will the batteries last in the Portable Comfort Control?
• One to two years. A low battery warning will flash for 2 months to ensure the homeowner sees it.

How do I re-enter Wireless Setup on the Portable Comfort Control?
• Press and hold in the lower right corner of the display for 3 seconds until the display changes.
How do I replace a TrueZONE Panel with one that is RedLINK Wireless-enabled?

• Install the new TrueZONE panel. You need to disconnect the Wireless FocusPRO Thermostat and Portable Comfort Control before you can connect them to the new TrueZONE panel.

Here is how to disconnect them:
1. Wireless FocusPRO Thermostat – Set ISU 39 to 0 to disconnect from the old TrueZONE panel.
2. Portable Comfort Control – Enter Wireless Setup and press the REMOVE button to disconnect from the old TrueZONE panel. This disconnects the Portable Comfort Control from all systems.
3. Reconnect the Wireless FocusPRO Thermostat and Portable Comfort Control to the new TrueZONE panel by following Wireless Setup procedures.
Wireless Zoning Systems (TrueZONE™)

How many Wireless Adapters do I use per zone panel?
- One Wireless Adapter per zone panel.

How many zones per zone panel?
- Up to 4 zones for the HZ432. Up to 3 zones for the HZ322.

How do I add the Wireless FocusPRO to a Zone Panel that does not have RedLINK?
- Adding a wireless zone to a non-RedLINK zone control panel can be easily done by wiring the EIM into the zone control panel similar to a hard-wired thermostat and enrolling the FocusPRO thermostat to the EIM.
Wireless Zoning Systems (TrueZONE™)

How do I check which thermostat belongs to which zone in case they get mixed up?

- Enter Installer Setup by pressing and holding the FAN and UP arrow for 3 seconds until the display changes.
- Go to Installer Setup Function 0 (Zone Number). This displays the zone number for the thermostat.
- The zone number can only be changed if you disconnect the thermostat from the system.

Can the Return Air Sensor be used on the TrueZONE panel?

- The Return Air Sensor is used on non-zoned applications as a back-up device, should the batteries fail. In a zoned application, multiple thermostats eliminate the need for a backup device, so no Return Air Sensor is needed.

Do the previous version of TrueZONE panels work with the wireless devices?

- Only HZ432 and HZ322 TrueZONE panels with a date code of 0840 or greater are RedLINK-enabled.
Wireless Zoning Systems (TrueZONE™)

When I have both wired (not RedLINK-enabled) and wireless (RedLINK-enabled) thermostats on the TrueZONE panel, can I adjust both of them with the Portable Comfort Control?

- The Portable Comfort Control only controls thermostats that are RedLINK enabled such as the Wireless FocusPRO and Prestige.

How long will the Wireless Adapter/TrueZONE panel stay in Wireless Setup Mode?

- The Wireless Adapter/TrueZONE panel automatically exit Wireless Setup after 15 minutes or inactivity. The 15 minute timer re-starts each time you connect a wireless device. To exit Wireless Setup, press the Connect button on the Wireless Adapter. (The LED should stop flashing green.)

Do I still have to run wires to the dampers?

- Yes you do. However, zoning installation time will be reduced when using Wireless TrueZONE Panels and Wireless FocusPRO thermostats.
How do you control TrueSTEAM without wire?

• You can control TrueSTEAM without wires through the Wireless Adapter, which is wired to the equipment. The Wireless Adapter communicates to Prestige without wires through RedLINK Wireless Technology.

Why use Wireless TrueSTEAM instead of the conventional (wired) TrueSTEAM?

• With Wireless TrueSTEAM, there’s no need to decipher complex wiring from the humidifier to the furnace board. Press “Add Device” on Prestige and flip dip switch three times on the TrueSTEAM and then press “Connect”. The adapter then communicates wirelessly with Prestige to control humidity, fan airflow and temperature. Wireless TrueSTEAM has universal installation regardless of equipment brand or type.
Wireless Humidification Systems (TrueSTEAM™)

What is the benefit of installing the Wireless Outdoor Sensor with Wireless TrueSTEAM and Prestige?

- Adding the Wireless Outdoor Sensor to the RedLINK network enables Prestige to automatically adjust humidity based on outdoor conditions. The Outdoor Sensor communicates the outdoor conditions to optimize humidity comfort in the home, while safeguarding against condensation.

Do you need a separate control for the Wireless TrueSTEAM in addition to Prestige?

- No. Prestige controls temperature and humidification from one control in the living space.
Wireless Humidification Systems (TrueSTEAM™)

Can a homeowner see humidification levels on the Prestige display screen?

• Yes. With Prestige connected to the Wireless Outdoor Sensor and the Wireless TrueSTEAM, homeowners are able to see both inside and outside temperature and humidity levels, allowing them to make more informed decisions for increased comfort and energy savings.

How do homeowners adjust the humidity level in their home?

• Prestige features a sliding scale that shows actual and desired humidity on the same screen and relates Relative Humidity (RH %) into a comfort range that homeowners can understand.