# Hx THERMOSTAT APP

The Hx Thermostat app is available for Apple iOS at the App Store or Android devices at Google Play. Search for Hx Thermostat.

## Registration and Login



**Figure 31:** Sign up



**Figure 32:** Check your email

**Part 1: Register for a Hx Thermostat App account**

1. Fill in email address and tap **Continue**.
2. If this is a first-time sign-up, follow the **Sign up** process, (see Figure 31), otherwise the app will display the **Check your email** screen. See Figure 32.
3. Check your email. Tap **Open email** (see Figure 32), tap **Sign in**, or use the token provided**.** If using the token, enter it in the **Token** field at the bottom of the **Check your email** screen (if it is not already populated). See Figure 32.

## NOTICE

*Only one email account can be registered to a Hx 3 Touch Screen Thermostat. If more than one user needs to use the app, use the same email address when logging in on additional phones or tablets. **Do not** create additional accounts for your thermostat. Creating an additional account will unpair your device from the first account.*

## Wi-Fi Connectivity

You must complete wireless setup to connect the thermostat to a Wi-Fi network.

## NOTICE

Ensure that your smart device is connected to Wi-Fi. *If your Wi-Fi router is a dual band router, confirm that your smart device is connected to the 2.4 GHz frequency. **Do not** connect your smart device to the 5 GHz frequency.*

**Part 1: Prepare for wireless setup**

1. Ensure the **Connect your thermostat** screen is visible. See Figure 33.
2. Tap **Continue** and follow the step-by-step process presented in the app.
3. If the app fails to pair to the thermostat, follow the **Scan QR code** process presented in the app. See Figure 34.
4. If the QR code is not available, tap **Manually enter code** (see Figure 34) and enter the 12-digit SSID in the field provided. See Figure 35.
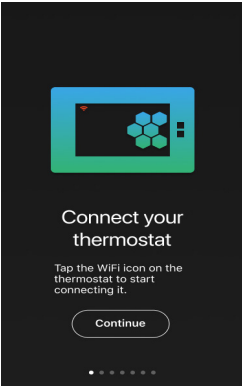
**Figure 33:** Connect your thermostat
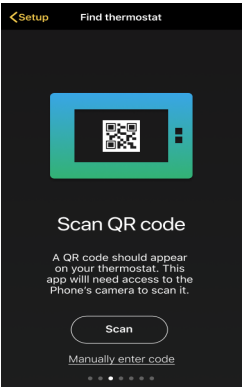


**Figure 34:** Scan QR code



**Figure 35:** Enter SSID

**Part 2: Complete wireless setup**

## NOTICE

*You **must** connect the thermostat to the 2.4 GHz frequency on dual band routers.*
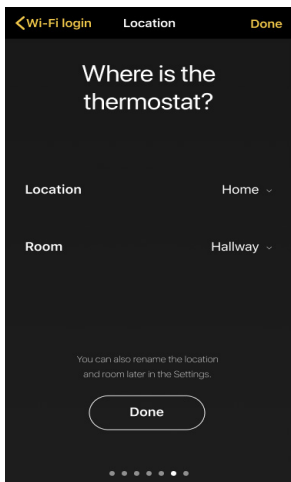


**Figure 36:** Wireless location

1. Select the network Wi-Fi.
2. Enter the password.
3. Enter the location name, for example, Home. The location name is a name for the thermostat. See Figure 36.
4. Enter the room name, for example, Living room. The room name that you choose is displayed in the room name pull-down menu of the app Home screen. See Figure 37. Wireless setup is now complete.

**IMPORTANT:** If the smart device fails to connect, on the thermostat Wireless Status screen, tap the **Wi-Fi** icon, tap **Disconnect**, and repeat step 1 to step 4.

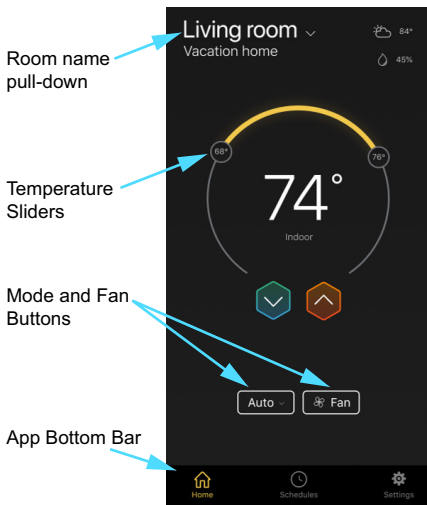| NOTICE |
|---|
| *The smart device might be connected to the RIPL network. In this case, go to the smart device settings and, under Wi-Fi, choose the option to forget the RIPL network.* |

## App Home Screen

Both the app and the thermostat update with changes you make to either.

Room name
pull-down

Temperature
Sliders

Mode and Fan
Buttons

App Bottom Bar



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**Figure 37:** App home screen

Indoor room temperature can be adjusted with the up/down arrows or by selecting the temperature slider or sliders depending on mode.

To access thermostats, tap on the room name pull-down menu (see Figure 38) and select desired room or place. To exit without changes, tap the (X) icon in the upper right of the screen.

**Select mode**

- Tap the mode button for mode options (set to **Auto** in Figure 37). The **Select mode** screen will appear with equipment-specific modes: **Auto**, **Heat**, **Cool**, and **Off**. See Figure 38.
- Tap **Advanced modes** to select **Max Heat**, **Max Cool** and **Emergency** heat. See Figure 39. (*Some modes are equipment-specific and may not be available*.)
- **Away** mode can be enabled or disabled by selecting the toggle button. When enabled, Away will be visible on the App Home Screen mode button. (See **Settings** to edit Away mode.)
- To exit without changes, tap the (X) icon in the upper right of the screen.
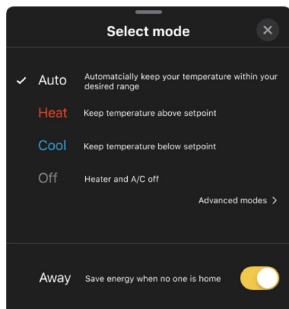


**Figure 38:** Select mode
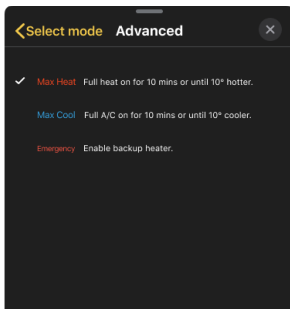


**Figure 39:** Advanced modes

**Select fan options**

- Tap the fan button for options: **Auto**, **Run always**, **Run 15 min/h**, **Run 30 min/h**, or **Run 45 min/h**. If the system is communicating any option other than **Auto**, Airflow percentage adjustments are possible.

**Navigate the app bottom bar**

The app bottom bar allows the user to always have access to three key items in the app (see Figure 37):

- **Home**: Navigates the user back to the App Home Screen.
- **Schedules**: Opens the Schedules screen (see Schedules section on page 31).
- **Settings:** Opens the Settings screen (see Settings section on page 33).

# SCHEDULES
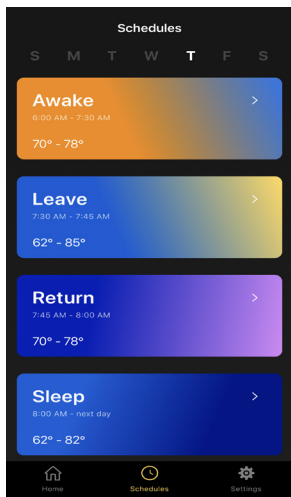


**Figure 40:** Schedules screen   **Figure 41:** Edit Schedule

You can use the Schedule and Schedule Hold Length settings to manage the thermostat schedule. To adjust the schedule:

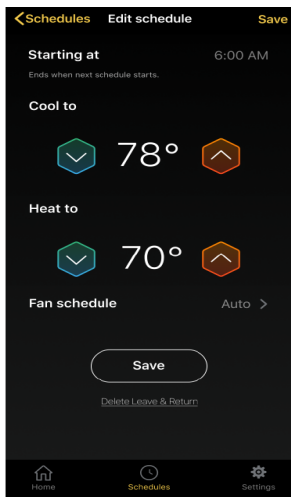1. From the App Home Screen bottom bar, select **Schedules**.
2. The current day will be represented as a letter and highlighted at the top of the screen. To navigate to another day, tap on the letter of that day.
3. Tap the day part you want to edit, for example, **Awake** (see Figure 40). The Edit Schedule screen appears.
4. Tap to edit **Starting at** time or **Fan schedule**, or use the up/down arrows to adjust **Cool to** and **Heat to** temperatures. Select **Save** at the bottom or top of the screen to confirm changes. To exit without changes, tap **Schedules** in the upper left of the screen or any icon in the app bottom bar.

5. Repeat step 2 to step 4 to edit the day parts in each day as required.

The following options are available on the Schedules screen:

- **Default:** Allows you to reset the schedule to the default schedule.
- **Events:** For a two day part schedule, tap the **Leave** event, then, at the bottom of the screen, tap **Delete Leave & Return**. To add these events back tap **(+) Leave & Return**. See Figure 43.
- **Copy:** Allows you to copy the schedule of one day to any other day of the week. See Figure 44.
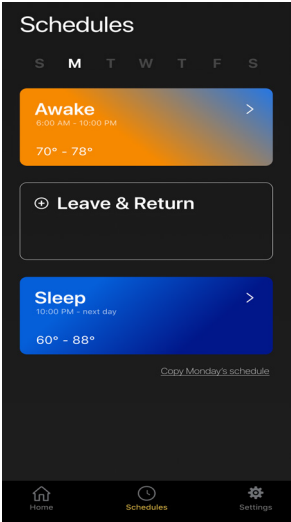


**Figure 42:** Two day part option
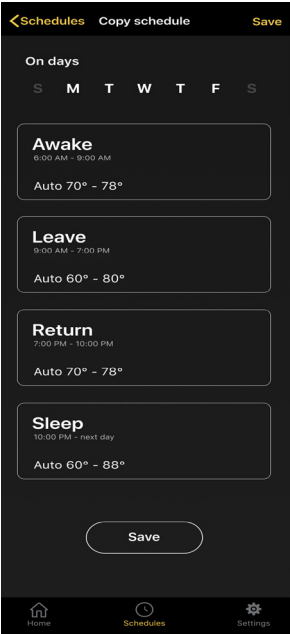


**Figure 43:** Copy schedule option

# SETTINGS

To access the app settings, tap the **Settings** icon on the app bottom bar. The settings are explained below.

## About Hx

Software version, Help, Terms & Privacy

## Rate

Do you like or dislike what you see? Feel free to use this function to rate this app.

## Submit feedback

Follow the in-app process for submitting feedback on the Hx Thermostat app.

## Temperature unit

Fahrenheit or Celsius

## Logout

Log out of the app.

## Add thermostat

Follow the step by step process presented in the app, similar to the *Register for a Hx Thermostat App account* process.

## Names

Rename Locations & Zones (if system is zoning).

**Dealer**: Add and edit dealer, grant or revoke dealer access. (For more details, see **Managing Dealer Access** section on page 35.)

## Schedule

Use the toggle button to select the **On** or **Off** option. When you select Programmable mode, the **Schedule Hold Length** functionality is enabled.

## Notifications

Enable or disable any of these options: **Extreme temperature**, **Excessive humidity**, **Service reminders,** and **Faults**. Each option has a toggle to enable or disable push notifications.

## Away

Enable or disable Geo-fencing. Use **Away** mode to select setpoints outside the schedule.

## Vacation (Zoning only)

Enable or disable vacation mode and set temperature range.

## Humidity

Adjust humidify and dehumidify setpoints manually or set to **Auto** mode.

## System info

View thermostat software and **System logs**. Under **System logs**, you can email system logs to the dealer.

## Delete thermostat

Delete a thermostat from the app.

## Connect Alexa

Please see *Amazon Alexa Setup* section on page 40.
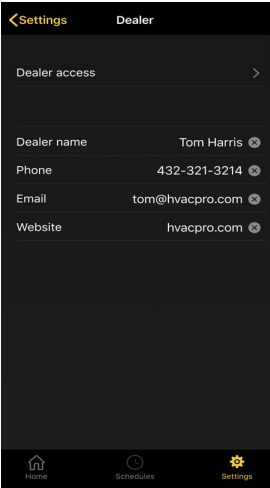
# MANAGING DEALER ACCESS

You can allow dealers to access your system, for example, to enable them to view the system and diagnose issues. You do this through the **Grant dealer access** screen, which is accessible if you receive an email from the dealer requesting access. See the *Granting Dealer Access* section for more information. The **Dealer access** screen provides an overview of the different permission levels. You can use the **Dealer access** screen to view and revoke dealer access as needed.

If you have not given a dealer access to your system, the **Dealer access** screen displays the text **No access granted yet**. See Figure 48. If you have granted a dealer access to your system, the **Dealer access** screen is populated with information about this access. See Figure 44.
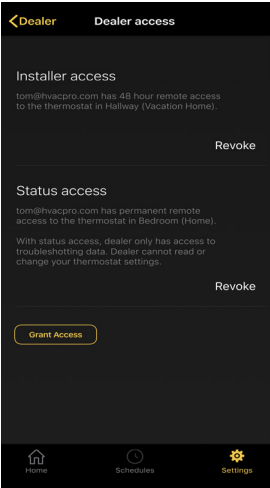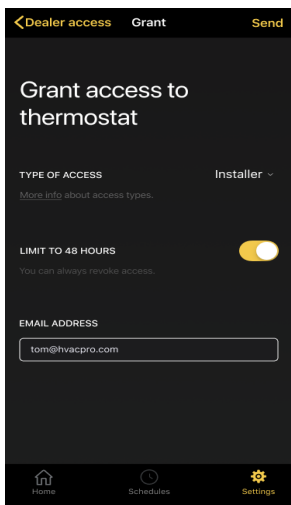


**Figure 44:** Dealer access screen



**Figure 45:** Dealer information

## Granting Dealer Access

If a dealer wants to access your system, you receive an email request. This email contains a link that is specific to your smart device. You must use your smart device to open this link.

You can not review the dealer access options if you open the link using your PC, laptop, or Mac. When you select the link, the **Grant dealer access screen** appears. On this screen, you can change the role type, duration, and locations as needed, and grant access to the dealer.



**Figure 46:** Grant dealer access

## Using the Access Types Screen

On the **Grant dealer access** screen, under TYPE OF ACCESS, tap the **More info** text line to access the **Type of access** screen. See Figure 46. The **Type of access** screen helps you to understand:

- Installer, Diagnostic, and Status role permissions
- Access duration (permanent and temporary)

## Revoking Dealer Access

You can revoke dealer access at any time. To do so, go to the **Dealer access screen** and tap **Revoke** on the relevant thermostat. See Figure 44.

# GEO-FENCING

Use the toggle button to enable or disable the Geo-fencing feature. Zoom in and out of the map to specify a region boundary within 1 mile to 25 miles of your home (the scale adjusts accordingly). When enabled, the Geo-fencing feature triggers specific actions when your smart device enters or exits the specified region. When your smart device exits the region, you receive a notification to remind you to set **Away** mode. When your smart device enters the region, **Home** mode is automatically enabled and the setpoints change to the **Home** setpoints.

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## NOTICE

*You must enable Locations and Notifications on your smart device for the Geo-fencing feature to function. The **Geo-fencing** screen may vary between smart devices.*
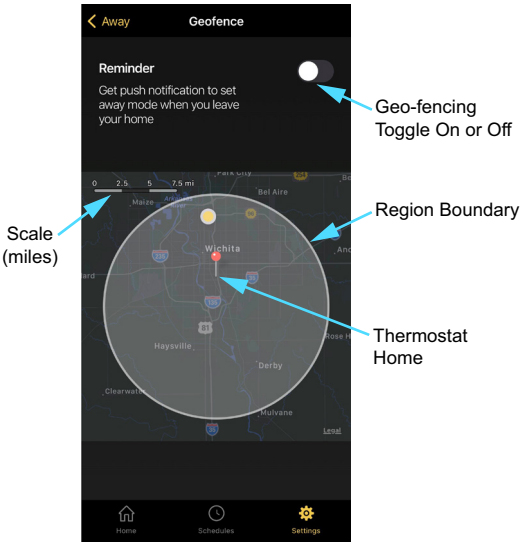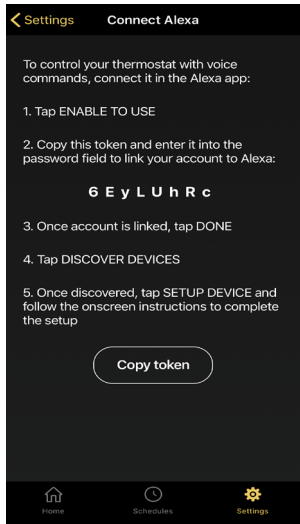
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**Figure 47:** Geo-fencing

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# AMAZON ALEXA SETUP

You can use Alexa with the Hx 3 Touch Screen Thermostat. Ensure that Alexa is installed, enabled, and connected to your home Wi-Fi network, and that the Alexa app is installed on a smart device.

From the **Settings** screen, tap **Connect Alexa** and follow the in-app instructions. See Figure 48.



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**Figure 48:** Connect Alexa screen

## Using Alexa in Celsius

If required, you can use degrees Celsius rather than degrees Fahrenheit as the unit of temperature in Alexa. To do so:

1. From the smart device, in the Alexa app, tap **Settings**.
2. Locate and select Celsius as the unit of temperature.

## Alexa Skill Voice Commands

The following table provides examples of Alexa skill voice commands.

| Command | Utterances |
| --- | --- |
| **Set device temperature** | "Alexa, set {Room Name} to {number} degrees" |
| | "Alexa, set {Room Name} to {number}" |
| | "Alexa, set the {Room Name} temperature to {number} degrees" |
| | "Alexa, change the {Room Name} to {number} degrees" |
| | "Alexa, turn {Room Name} temperature to {number} degrees" |
| **Increase device temperature** | "Alexa, increase the {Room Name} temperature to {number} degrees" |
| | "Alexa, increase the temperature to {number} in the {Room name}" |
| | "Alexa, increase the temperature to {number} degrees in the {Room Name}" |
| | "Alexa, raise the {Room Name} by {number} degrees" |
| | "Alexa, make {Room Name} warmer by {number} degrees" |
| | "Alexa, increase the {room Name} temperature by {number} degrees" |
| **Decrease device temperature** | "Alexa, decrease the {Room Name} temperature by {number} degrees" |
| | "Alexa, lower the {Room Name} temperature by {number} degrees" |
| | "Alexa, cool down {Room Name} by {number} degrees" |
| | "Alexa, decrease the {Room Name} temperature to {number} degrees" |
| | "Alexa, decrease the temperature to {number} in the {Room Name}" |
| | "Alexa, decrease the temperature to {number} degrees in the {Room Name}" |

| Command | Utterances |
|---|---|
| **Turn device fan off** | "Alexa, turn off {Room Name fan}" |
| **Turn device fan on** | "Alexa, turn on {room Name fan}" |
| **Change mode** | "Alexa, turn {Room Name} to Cool" |
| | "Alexa, turn {Room Name} to Heat" |
| | "Alexa, turn {Room Name} to Auto" |
| | "Alexa, turn {Room Name} Off" |

# APPLE WATCH SETUP

To use the Hx Thermostat app on the Apple Watch:

1. Pair the Apple Watch to an iPhone.
2. Download the Hx Thermostat app to the iPhone.
3. Log in to the Hx Thermostat app. Note that the interface on the Apple Watch is similar to the interface on the iPhone.
4. Follow Apple requirements for Apple Watch connectivity to iPhones.
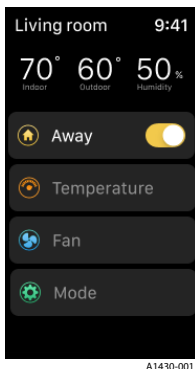


**Figure 49:** Heat mode

**Figure 50:** Home screen on Apple Watch

**Figure 51:** Select zone screen

Using the Hx Thermostat app on the Apple Watch is similar to using it on your smart device. Note these tips:

- **Modes:** Tap to view the **Heat**, **Cool**, and **Auto** modes.
- **Setpoints:** To increase and decrease the temperature, tap **Temperature** and turn the Digital Crown on the Apple Watch.
- **Multiple Locations**: In the app, tap the room name, for example, Living room, to view multiple locations.

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