

FAQ

1. Help page Links
 - <http://forums.radiothermostat.com/index.php>
 - <http://www.youtube.com/Homehandyman101>
 - <http://www.radiothermostat.com/filtrete/help/>
2. What is a “C” or “Common” wire? Do I need one to run my thermostat?
 - A “C” or “Common” wire is used to power the thermostat. In a furnace, it’s the opposite side of the transformer that is used to convert the 110V wall power to the 24V used by the furnace and thermostat
 - You need to power the thermostat with the “C” wire in order to run the WiFi module.
 - For more information on how to power a thermostat with a “C” wire, click here <http://www.radiothermostat.com/filtrete/help/power.htm>
 - To test to see if your c wire is working remove one battery from the unit for a minute and confirm that the thermostat is still functioning.
3. I can not open the web page <http://192.168.10.1> - what should I do?
 - Do you have a C or “common” wire connected and functioning?
 - test by removing one of the batteries for a minute and confirming that the thermostat is still functioning.
 - If you do not have power, you must install the C wire before continuing with the installation process
 - Are you able to disconnect from your home network and connect to the thermostat network?
 - Make sure your network settings say you are connected to a network called “Thermostat-xx-yy-zz” (where xx-yy-zz could be any combination of numbers or letters A-F)
 - Verify your network settings of your computer/ iphone - if your IP address is not 192.168.10.x (where x is either 2, 3, or 4), you will need to try to reconnect to the thermostat network.
 - Make sure you are not running any firewall programs that wouldn’t let you connect to an ad-hoc network
 - Does the thermostat have a yellow light blinking on the left side?
 - Try resetting via the reset button beneath the top cover
 - Other ideas
 - Borrow a friend’s iphone or ipad (this process is easiest on an iphone/ ipad/ ipod touch)
 - Reset the thermostat to the default settings <http://forums.radiothermostat.com/viewtopic.php?f=3&t=629>
4. I can’t find the the 5 Digit Pin Number, how can I force it to be displayed?
 - The first thing to check is your thermostat powered properly <http://forums.radiothermostat.com/viewtopic.php?f=3&t=613>
 - Are you in “Provisioning mode?” You should see the yellow light flashing on the left side.
 - If not, you will need to press the Menu button, then Mate, and then Mate

- again to force the thermostat back into provisioning mode
 - Is your thermostat in simple screen or normal screen mode?
 - If you are in simple mode, you will not see the day of the week displayed
 - If you are in normal mode, you will see the day of the week displayed
 - To return the thermostat back to NORMAL mode
 - Turn thermostat to OFF mode
 - Press and hold the “PROG” button for 12 seconds
 - The day of the week will come up beneath the temperature display
 - The 5 digit pin number should present during provisioning.
 - To put the thermostat into SIMPLE mode:
 - Turn thermostat to OFF mode
 - Press and hold program for 12 seconds
 - Day of the week will blink, then go away once in simple screen
 - Turn thermostat to ON and you will be able to control the thermostat with limited functionality- no access to programs, and no 5 digit pin
 - If you are in normal screen and still do not have the 5 digit pin, try resetting the thermostat via the top reset button.
5. Setting up a static IP
- This will sometimes help with connectivity, as opposed to a dynamic IP address
 - Once you are connected to the adhoc network of your thermostat, navigate to 192.168.10.1
 - Here in the upper right hand corner there is an “advanced” option
 - Clicking will give you the wireless network configuration
 - SSID: is that of your home network
 - Security: whatever security you are running on (preferably WPA2)
 - Provisioning Pin: the 5 digit number found in the upper left hand corner of the thermostat (can not be accessed in simple screen)
 - IP address: change from DHCP to Static
 - Subnet Mask: should match that subnet mask of your current network (most likely 255.255.255.0)
 - Gateway: This is the same IP address as your router
 - Make sure the thermostat is on the same subdomain as the router
 - ie: if router domain is 10.0.1.2, set thermostat to something like 10.0.1.15
6. Thermostat’s IP address- Finding and Navigating to it
- Your thermostat’s IP address is comprised of the first 3 numbers from your router/ home network, in addition to the number in the upper left hand corner of your thermostat.
 - Your home network: xxx.xxx.xxx
 - Your thermostat’s number .yyy
 - This is in the upper left hand corner when you first provision it and you get the green light
 - You can get this number again if you press the reset button on the top. The thermostat should find your network, and give you the green light along with the .yyy again.

- The entire IP address: xxx.xxx.xxx.yyy
 - To navigate to it: type in the IP in the navigation bar and you should be brought to the home page of your thermostat.
7. Finding your UUID Number
- The thermostat must first be connected to your home network
 - Once you have successfully completed that, and have connected back to your home network on your computer you can proceed.
 - Navigate to the IP address of your thermostat- this is the first 3 numbers from your home network (xxx.xxx.xxx) in addition to the number from your thermostat .yyy
 - This will bring you to your thermostat's web page, containing the UUID number
8. My Indicator light continues to blink green, but I can't register my thermostat.
- This most likely indicates a power problem
 - Check to make sure that your C or "common" wire is properly connected and supplying enough power to your thermostat
 - To test if you have a "C" wire, remove one battery and confirm that the thermostat still functions. If it does not, you will need to add a "C" wire - <http://www.radiothermostat.com/filtrete/help/power.htm>
9. Thermostat not communicating with server
- Does your thermostat have a constant source of power?
 - test this by removing one of the batteries for a minute, and confirming that the thermostat is still functioning.
 - Is the radio tower still present on the left hand side with LINK beneath it?
 - Reset the thermostat via top reset button
 - Reset your home router
 - Is your thermostat a large distance from your router?
 - Are you able to navigate to the IP address of your thermostat?
 - If so, please check:
 - Cloud Status:
 - Cloud URL:
 - Software version number (located at the bottom)
10. What happens if WiFi disconnects?
- Should the thermostat lose its WiFi connection your thermostat will continue to operate as a functional thermostat
 - It will remain operating on the program that it was last set on
 - To restore functionality, you can push the reset button under the top cover of the thermostat
11. Reset thermostat to default settings
- If a simple reset via the reset button does not seem to resolve the problem, try the following to set the thermostat back to its defaults.
 - Press menu
 - Press and hold the center of the screen for 3 seconds
 - Press the down arrow
 - Wait for the countdown

- A yellow light should be blinking on the side of the thermostat indicating that it is ready to be provisioned.

12. Constant Low Battery Symbol

- This is most often due to trying to use the WiFi functionality without a constant course of power
- Make sure that you have a C or “common” wire installed correctly and providing enough power to the thermostat for it to function

13. Cloud Status: Connection Error

- Does your thermostat still have power other than the batteries?
- Reset the thermostat
- Reset your router
- Navigate to the IP address of your thermostat and please check:
 - Cloud URL:
 - Software Version Number (located at the bottom of your thermostat’s web page)