

The Lyric™ Thermostat

FAQ

Honeywell

Q: How do I know if my router is compatible with the Lyric thermostat?

A: Visit <http://lyric.honeywell.com/support/compatibility/router-compatibility/> for an up-to-date list of compatible routers.

Q: Why isn't the Lyric thermostat compatible with my router when my previous Honeywell Wi-Fi thermostat had no issues connecting?

A: The Lyric thermostat requires the use of a power saving feature in routers to enable phantom power. Unlike our other Wi-Fi thermostats that require constant power, phantom power allows the Lyric thermostat more flexibility in the applications where it can be installed. The ways in which router manufacturers have implemented the power saving feature varies greatly and we have found that there are devices that are not compatible with the Lyric thermostat. We are continuing to test and make adjustments to the firmware as we encounter routers with compatibility issues.

Q: How often are you making updates to the product and the app?

A: We are continually monitoring and getting feedback on the product and making adjustments as necessary to give customers the best possible experience.

Firmware: As of September 23, 2014, the most recent of five firmware improvements has been pushed to the market. The latest firmware rev is 1.1.9.3 and was released to address issues with Wi-Fi connectivity. The firmware rev improves connectivity with router during product installation and addresses issues where the device would lose Wi-Fi connection and have difficulty reconnecting. The next firmware update is currently planned for mid-November, 2014.

App: Performance has continued to improve and geofencing is working for most of users. As we receive feedback from users, we are addressing performance issues and adding features. As of October 10, 2014; four app updates have been released. The latest app versions are Android 1.0.150 and iOS 1.0.4. Additional releases are planned prior to the end of 2014.

An additional app update is scheduled for release in November to provide the following:

Data insights: This will allow our technical support team to be better equipped to diagnose and support users with performance issues.

Missed triggers: To address an instance where a phone doesn't trigger when crossing into or out of the geofence radius. For example, if a user is inside their geofence radius and their device has a dead battery, when they cross the geofence the phone will now send a trigger to self correct once power is restored.

Map my geofence: Visually indicates the center of the geofence and allows for an infinite selection of radii on the map.



Q: What if a user can't get the thermostat online in order to get the firmware update?

A: Wi-Fi connectivity issues involve the thermostat losing a connection and being able to reconnect to the network. If the device is having difficulty, try the steps below – independently and in the following order:

1. Pull the thermostat off the sub-base for 30 seconds and reconnect.
2. Ensure that your router has the most up-to-date firmware from the manufacturer. This is a good practice as router firmware may be frequently updated by their manufacturers.
3. Reboot the router by cycling power.

Q: The sub-base connection seems loose, is this being addressed?

A: The initial design, with the horizontal terminals, may not feel like it fully connects to the sub-base. However the magnet is very strong. Although the unit doesn't snap like other thermostats, it will hold the thermostat to the sub-base. The most current design, with vertical terminal strips, has a much sturdier connection. We are reviewing the current design to determine if additional revision changes are needed.

We recommend the following during installation to ensure the best possible sub-base connection:

Make sure the wires are flush with the subbase and use the screws that are packaged with the device. They are designed to mount flush with the sub-base. Screws should not be over-tightened as this can warp the sub-base and cause poor connections.

Q: Can you provide clarity on automatic setting for away vs. manual away temps? How does this work with Adaptive Intelligent Recovery if you have selected automatic mode?

A: In cooling mode, the automatic setting will go to the maximum setting for savings, 85°F. It does not currently take into account the outdoor temperature. If enabled, the thermostat uses Adaptive Intelligent Recovery (AIR) so it may not set back entirely if there are time-based events scheduled. In heat mode, it adjusts based on the outdoor temperature to protect the house from freezing. AIR still works the same way. AIR will help prevent too deep setback but the system may not have time to recover fully in some instances. In extreme climates, we recommend that a user set the high and low temperature limits as opposed to using the automatic setting to ensure the system can adequately recover to a comfortable temperature.

Q: Is the dead-band selectable between first and second stage on the Lyric thermostat?

A: No, this is not selectable at this time.

Q: When will humidity levels be added to the app and thermostat?

A: We plan to make this available in the app prior to the end of the year. The thermostat will not have this functionality.

Phantom Power

Q: What is phantom power?

A: Phantom power steals and stores power from both the heating and cooling circuits in a super capacitor. This allows for the Lyric thermostat to work in applications without a common wire. When the equipment is not running we trickle charge the super capacitor, when the equipment is running the thermostat is able to steal more power. The AAA battery is provided as a backup power for power outages or if the capacitor runs low on power.

Q: Does Phantom Power limit the functionality of the thermostat?

A: There are two distinct differences in non-common vs. common wire application:

1. The thermostat display will sleep when not being interacted with so it will appear blank. When approached, the proximity sensor will wake up the thermostat when it senses motion.
2. With a non-common wire application there is a delay with the thermostat connecting to the cloud. With a common wire, the thermostat pings the server every 20 seconds. In a non-common wire application, this could be 40 seconds or more. The customer would notice that a command through the app may take up to a minute to activate on the thermostat.

Q: Does the Lyric thermostat require a common wire?

A: We recommend using a common wire or wire saver whenever possible for the best overall experience. The Lyric thermostat does have a phantom power capability that allows it to operate without a common wire if one is not available.

Q: How does the thermostat know when to steal power in phantom mode?

A: The thermostat has logic which measures the size of load rate when the equipment is in run mode and determines when to steal power. Run the system for 5-10 minutes during initial installation in heating and cooling modes for the thermostat to determine the load, if the weather allows. A minimum of two minutes is needed to charge the device.

Geofencing

Q: Is geofencing automatically setup when the Lyric thermostat is installed?

A: No, currently for geofencing to work properly, users need to setup both a home and away shortcut. For the "home" shortcut you must select when "someone is at home". For the "away" shortcut you must select when "your house is empty".

Q: Will geofencing continue to work even though the app has been closed in Android and iOS?

A: This varies based on the operating system and the version being used. If you are using an Android device, geofencing will still work if you force close the app. In iOS version 7.08, if you force close the app, geofencing will not work. This is an iOS issue and not something we can address. All other versions of iOS it will work fine when the app is closed provided location services are enabled.

Q: How does the thermostat function if you have a time based shortcut and are also using geofencing?

A: Priority is given to the next "trigger" event that happens. For example, if you are away and using geofencing but you have a time based shortcut scheduled it will act on that event even if you are outside the geofencing area.

Q: How do you manage geofencing with multiple users on a site?

A: Multiple users can be set up for each account by accessing the settings card with the Lyric app. An invitation email will be generated and sent to the user you would like to add.

The geofencing range can be different for each user. Each user needs to setup shortcuts for “first person arrive” and “last person leaves” for all user for geofencing to maximize your energy savings.

Q: My geofencing was working fine but suddenly seems to have stopped working and is not sending notifications, what do I do?

A: You should log out of the app and then log back in to the Lyric app. If that does not solve the problem, make sure that you have the most up-to-date version of the app on your device. If you continue to have issues we recommend that you contact Honeywell technical support.