

SERVICE AND APPLICATION NOTES

May 13, 2013
Revised June 26, 2013

iComfort Wi-Fi® Room Thermostat Software Requirements with XC25, XP25, or iHarmony™ Zoning

AFFECTED SYSTEMS

Applications including iComfort Wi-Fi® room thermostat with XC25 or XP25 variable-capacity units, or iHarmony™ zoning systems.

ISSUE

The iComfort Wi-Fi® room thermostat must have software revision 02.10.xxxx or later to be used in applications with XC25 or XP25 variable-capacity units or iHarmony™ zoning systems.

Thermostat Catalog #	Software Revision (Factory)
88W58	Up to 02.02.xxxx
10F81	02.10.xxxx

SOLUTION

In order to use the iComfort Wi-Fi® thermostat (88W58) with the XC25 or XP25 and/or the iHarmony™ zoning system the software must be updated to version 02.10.xxxx.

Checking the thermostat for the revision status prior to unit installation

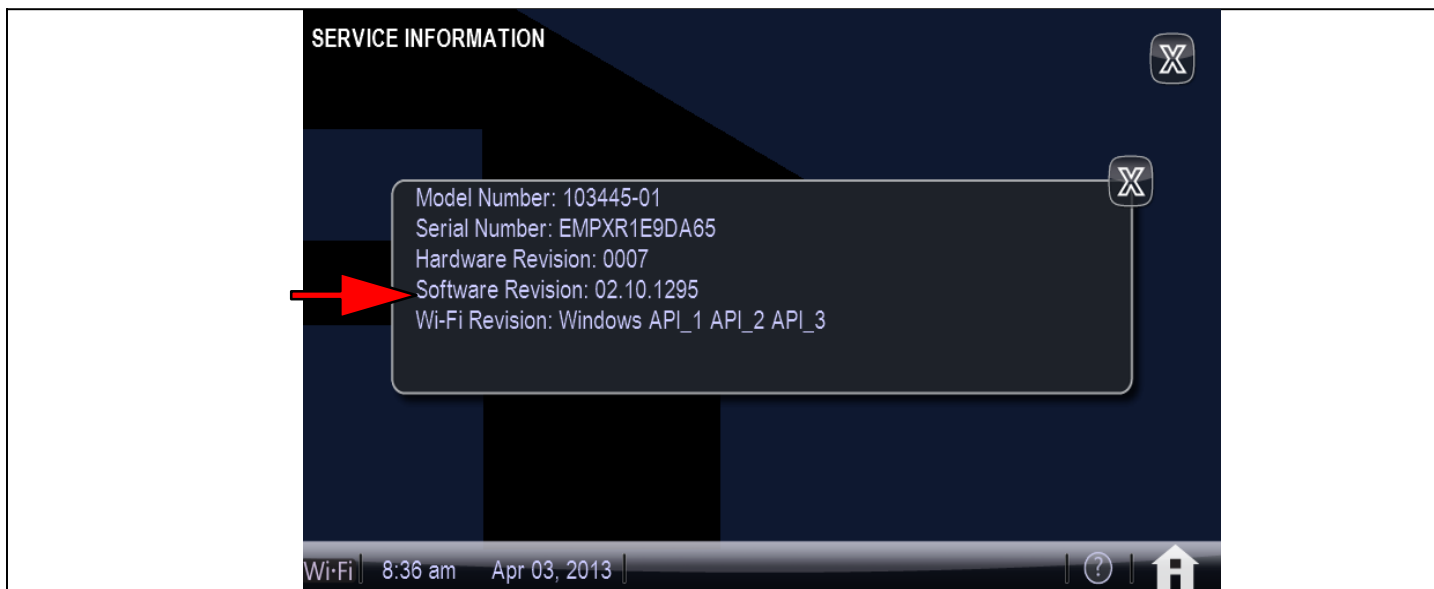
1. All 10F81 iComfort Wi-Fi® thermostats were manufactured with software revision 02.10.xxxx. No action is required for these thermostats. Future updates will be required.
2. If a new iComfort Wi-Fi® thermostat (88W58) is being installed with either an XC25 or XP25 and/or the iHarmony™ zoning system, the thermostat software must be updated. Please proceed to step **2** under the heading *Step(s) During Installation*.
3. If there is an existing iComfort Wi-Fi® thermostat (88W58) and an XC25, XP25 and/or iharmony zoning system is being added to the application, the thermostat software revision must be verified **BEFORE** the unit is put into operation. In some cases, these thermostats have been updated previously via Wi-Fi connection. The software revision number can be verified by accessing the thermostat through DaveNet or from the thermostat's menu screens.
 - A. Using DaveNet to verify the thermostat software revision number – Access DaveNet and select your customer's name from **Your Active icomfort Customers** list. The software revision number is displayed as shown on the screen shot below. If your customer is not shown, your dealer account number was not entered or was entered incorrectly during installation. Proceed to step **B** below. (Software revision shown below is 02.02.0188).

The screenshot shows the DaveNet web interface. At the top, it says "Welcome Mike Courtney" and "LENNOX DaveNet®". Below the navigation menu, there are several sections: "SEE ALERT?", "SEE REMINDER?", "VIEW ICOMFORT SETTINGS?", "PHONE:", "WEB SITE:", "OPT-IN TO ALERT EMAILS?", "OPT-IN TO REMINDER EMAILS?", "Click here to edit your profile on this owners' controls...", "HVAC Systems for this Owner", and "Legend". The "Legend" section includes: "System is good" (green checkmark), "One or more reminders" (yellow exclamation mark), "Alert! Needs immediate attention" (red X), and "No longer connected to the internet" (grey circle with slash). The "HVAC Systems for this Owner" section contains a table with the following data:

SYSTEM NAME	ICOMFORT SERIAL #	SOFTWARE REVISION	SYSTEM STATUS
TS Live ic2 EL296	CD12D00046	02.02.0188	Alert



- B. Accessing revision information through the thermostat menu – Contact the customer or visit the job site to access the **Service Information** screen in the iComfort thermostat. From the **Home** screen, press the right arrow to access the **Feature** page. Press the **Service Info** button, then press the **Thermostat Info** button to display the software revision screen shown below. If iComfort Wi-Fi® thermostat is communicating with the Lennox server and the **Firmware Update** button is in the **Auto** position, the 02.10.xxxx software revision should download automatically. If the iComfort Wi-Fi® thermostat is not connecting to the server or the room thermostat has not been registered, reference section *Connecting to a Home Wi-Fi Network* in the **iComfort Wi-Fi® Installers System Setup Guide** provided with the thermostat.



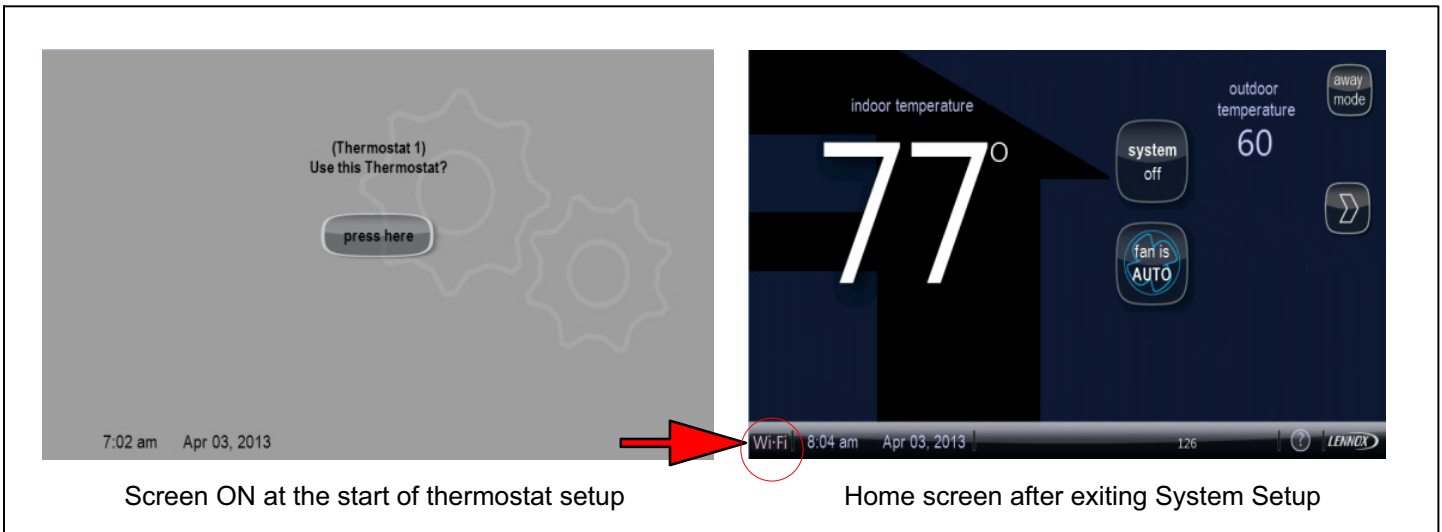
STEP(S) DURING INSTALLATION

1. If a 10F81 thermostat is being installed or if the existing iComfort Wi-Fi® thermostat (88W58) has been verified to have software revision 02.10.xxxx:
 - Complete system installation by following the instructions included with the indoor unit (air handler or furnace), outdoor unit and iComfort Wi-Fi® thermostat.
Note: *If the outdoor unit main power is OFF. If the low-voltage communication wires are connected and providing 24VAC to the outdoor control during the activation of this version thermostat, code 434 (outdoor control has lost communication with the inverter for more than 3 minutes) will be activated. Once the configuration is complete, cycle the main power on to the outdoor unit. After 2 minutes, the inverter contactor will energize and the inverter will start to communicate with the outdoor control. This will clear the code 434.*
2. If the existing iComfort Wi-Fi® thermostat (88W58) is found not to have the 02.10.xxxx software revision **OR** if a new 88W58 thermostat is being installed with the above system(s), please follow the steps below:
 - A. **DO NOT** mount the iComfort Wi-Fi® thermostat onto the sub-base until step D.
 - B. **Connect** the control wires to the outdoor unit or iHarmony™ zone control.
 - C. Complete component installation and main power wiring connections following the instructions included with the indoor unit (air handler [electric heat, if applicable] or furnace), outdoor unit and iComfort Wi-Fi® thermostat (and iHarmony™ zone control, if applicable). Route the four wires for the system communications to the indoor unit, outdoor unit and sub-base of the iComfort Wi-Fi® room thermostat.

D. Turn **ON** main power to the indoor and outdoor unit. Install the room thermostat on its sub-base. The thermostat setup screen (below left) will appear. Reference the **iComfort Wi-Fi® Installers System Setup Guide** provided with the iComfort Wi-Fi® thermostat to complete setup of system.

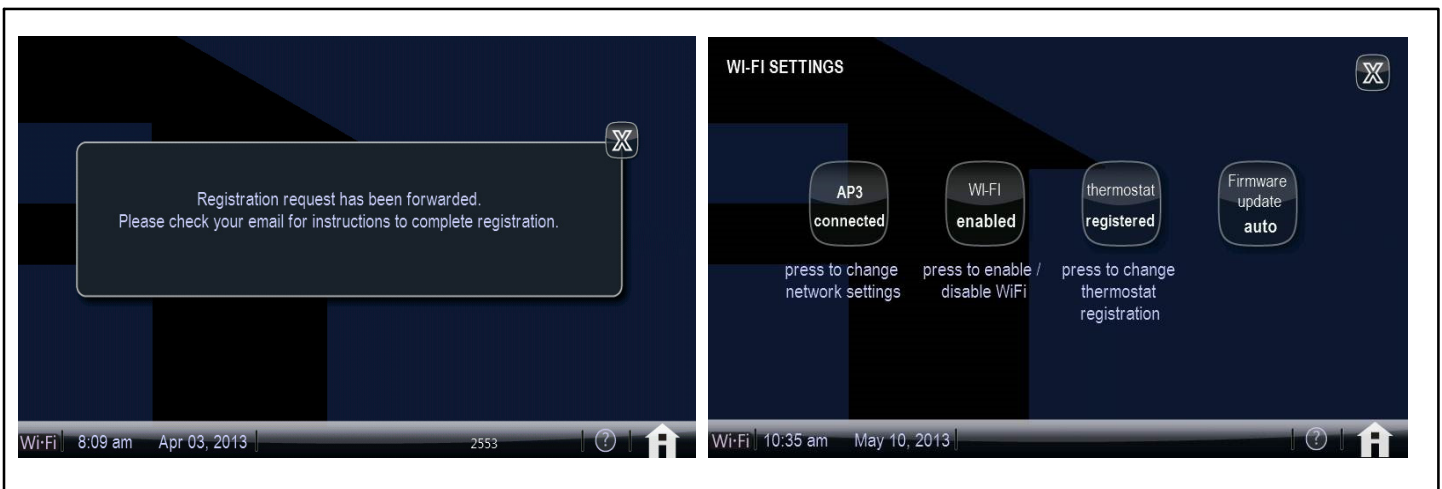
NOTE:

- If room thermostat is already registered and has the latest 2.1 software, no additional steps are required.
- During initial configuration, the thermostat will discover the XC/XP25 unit but not the operating parameters. It will not discover the iHarmony zone control parameters, if applicable. Once configuration is complete and the thermostat has been registered and 2.1 software has been downloaded, it will be necessary to reconfigure the room thermostat again. This is so the room thermostat can discover the XC/XP25 and iHarmony™ zone control, if applicable, operating parameters. On this reconfiguration in the thermostat you can just keep going to next until back to the home screen and you will have the XC/XP25 back to a variable capacity unit and should still have the Climate IQ™ button and if XP25 the heat mode button on the features screen.

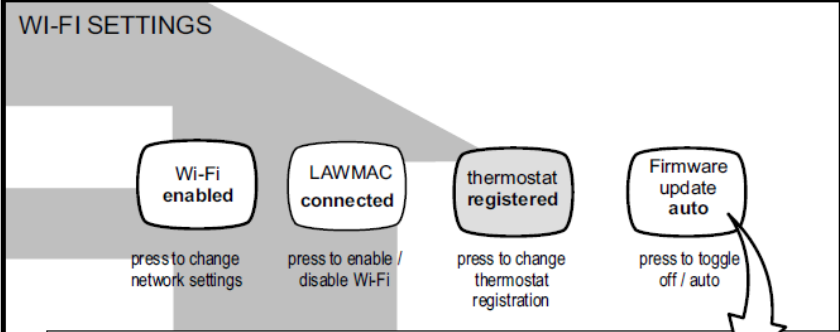


E. At the home screen, press the **Wi-Fi** symbol. On the next screen, press **Wi-Fi** button. To enable the Wi-Fi connection, press **Network Settings** button and connect to your access point. (Reference the Connecting to a *Home Wi-Fi Network* section in the **iComfort Wi-Fi® Installers System Setup Guide** provided with the room thermostat.)

F. Have the homeowner register the thermostat by pressing the **Register** button and enter information on screen. Note, it may take up to 30 minutes to complete homeowner registration and for server to send return email to homeowner's computer.



- G. Have the homeowner complete the Lennox iComfort™ registration by clicking the link provided in the email and following the steps to set up an account. Refer to the **iComfort Wi-Fi® Installers System Setup Guide** for additional information.



WI-FI SETTINGS

Wi-Fi enabled
press to change network settings

LAWMAC connected
press to enable / disable Wi-Fi

thermostat registered
press to change thermostat registration

Firmware update auto
press to toggle off / auto

NOTE -
If any downloads are available for the thermostat they will start downloading right away. When new firmware is being downloaded or when Gelaskins are being installed, the thermostat screen will temporarily go blank and running units may cease operation while the system is being reset to accommodate the new changes. This is normal and can last a couple minutes.

When the thermostat is connected to the server and the “Firmware update button is set in the auto” position, it will download updates of the latest software revision.

- H. Confirm the **Firmware update** button is in the **auto** position. The latest software will be downloaded automatically. Check **Service Information** screen to confirm that 02.10.xxxx software has been loaded into thermostat. (See screen shot on page 2.)
- I. Reconfigure the system by pressing the Lennox logo in the lower right corner of the home screen. Then, press **Setup** then the **Confirm** button. Follow the prompts to reconfigure the system. Refer to the latest edition of the **iComfort Wi-Fi® Installers System Setup Guide** for additional information.
- J. To set system parameters or adjust system device settings during reconfiguration, select the system device (air conditioner, heat pump, etc) under **System Devices** and press the **edit** button. Refer to the latest **iComfort Wi-Fi® Installers System Setup Guide** on DaveNet for additional information.