



SERVICE AND APPLICATION NOTES

ACC-16-01
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Reconnecting iComfort Mobile Setup Application to Smart Hub

AFFECTED PRODUCTS

iComfort S30 Smart Hub and iComfort Mobile Setup Application

ISSUE

Trouble connecting the iComfort Mobile Setup Application to the Smart Hub for follow up servicing. Your mobile device's Wi-Fi does see the Smart Hub's SSID and connects to it, but the iComfort Mobile Setup Application does not detect the Smart Hub.

RECOMMENDED FIELD SOLUTION

Turn off Wi-Fi in the thermostat. Once the thermostat's Wi-Fi is disabled, the iComfort Mobile Setup Application will be able to detect the Smart Hub and connect to it. Go to thermostat home screen and touch the **menu** icon. Touch **settings** and then **wi-fi** to access the Wi-Fi setting screen. Toggle the option to **OFF**.

NOTE - Remember to turn on the thermostat Wi-Fi once service has been completed.



LONG TERM SOLUTION

Issue will be address and corrected in the software release 3.1.