



## SENSI SMART THERMOSTAT Installation guide

## DOWNLOADING THE APP AND CREATING AN ACCOUNT

### YOU WILL NEED

Gather this information before you begin installation for a smoother walk through.

- **Wi-Fi Network Name/SSID (Make sure this is a 2.4GHz network)**
- **Wi-Fi Network Password**
- **Screwdriver**
- **Hardware in Sensi smart thermostat packaging**

### DOWNLOAD THE SENSI APP

The Sensi smart thermostat is a Wi-Fi enabled device. To install and configure your thermostat correctly, you must use the Sensi app.

To start the installation process, download the Sensi app to your smart phone or tablet. It is a free download. The Sensi app requires the following Operating System (OS) software to download:

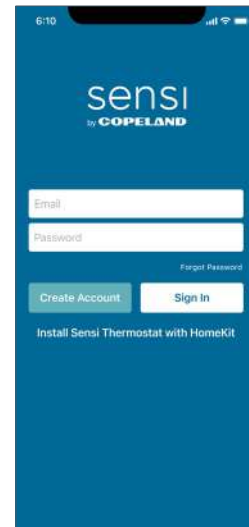


Scan the QR code to download the Sensi app

### CREATE AN ACCOUNT

When you download the Sensi app, you will be prompted to create an account. This is required to access your thermostat remotely and use all the features Sensi offers. Use a valid email address and a password of your choosing to create an account. Remember this email address and password. Your Sensi thermostat will be linked to this email address once it is registered.

*\*Note that the “Install a device” option is only for installing to HomeKit. You will lose available features without creating an account.*



## STEP 1

### Add your thermostat to the Sensi app

#### INSTALLATION

Once you have downloaded the Sensi app, and have created an account, you are ready to install the thermostat to your wall and connect it to Wi-Fi. Tap the **plus (+)** sign to add a thermostat.

First, choose which thermostat you purchased. The Sensi smart thermostat option is for the following model numbers:

- 1F87U-42WF series
- ST55 series

#### Note:

You can check your model number on the back of the thermostat cover

## STEP 2

### Is your Sensi thermostat already on your wall?

#### NEW INSTALLATION

After choosing your Sensi model, tap **New Installation**. Next, select whether your thermostat **Is Currently Mounted** or **Not Mounted** on the wall.

#### NOT MOUNTED

This option walks you through a full step-by-step installation process. You will identify which wires are on your original thermostat, how to label them for Sensi, how to connect your wires, and connect to Wi-Fi.

If you did not have this thermostat professionally installed, choose this option. It will ensure that your thermostat is properly wired and configured to work with your HVAC system

#### IS CURRENTLY MOUNTED

This option asks you to identify the wires already installed on your Sensi to ensure that your HVAC settings are correct and connects you to Wi-Fi. If you had a professional technician install your thermostat, choose this option and skip to **STEP 5B**.

#### Pro Tip:

If you are DIY'ing your installation, always choose Not Mounted to make sure your thermostat is wired and configured correctly.



# INSTALLING THE SENSI THERMOSTAT

## GATHER TOOLS AND PACKAGE CONTENTS

Gather all the necessary tools for installation.

## TURN OFF POWER

Turn off the power to your heating and air conditioning system before handling your thermostat wires.

## STEP 3

Remove the old thermostat from your wall

### REMOVE OLD THERMOSTAT COVER

Remove the cover using a screwdriver or by pushing the pressure latch. Some covers pull off while others need to be released using a screwdriver.

### PHOTOGRAPH YOUR WIRING

**THIS IS IMPORTANT.** The Sensi app will prompt you to take a picture of your existing thermostat and old wiring in case you need it later.

This can be helpful for troubleshooting with our technical support team if necessary. The picture you take will be saved to your camera roll or photo gallery.

### THROW AWAY ANY JUMPER WIRES

Sensi has a jumper wire built into it, and you will not need any jumper wires from your old unit.

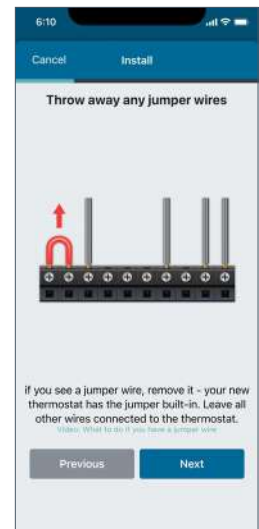
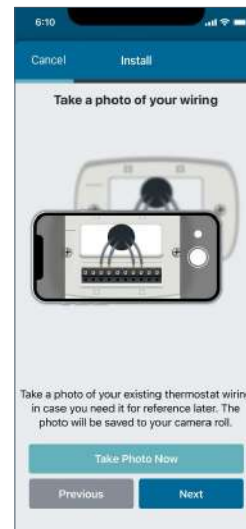
### CHOOSE WIRE TERMINALS

Choose the terminal labels that have wires attached to them on your old thermostat here. The app will tell you if you have a valid configuration.

If you are getting an invalid configuration message you can learn more about compatibility at [sensi.copeland.com/en-us/compatibility](https://sensi.copeland.com/en-us/compatibility).

### FURNACE TYPE

Select what type of system you have.



# INSTALLING THE SENSI THERMOSTAT

## LABEL YOUR WIRES

Use the provided wire label stickers to label each wire as you remove them.

## DISCONNECT WIRES AND REMOVE BASE

After all of your wires are labeled, remove the old thermostat base from the wall.

## STEP 4

Secure your new thermostat base to the wall

## INSTALL SENSI BASE

Use the provided mounting screws and secure the Sensi base to the wall.

## STEP 5a – NOT MOUNTED

Connect the wiring and thermostat cover

## CONNECT THE WIRES

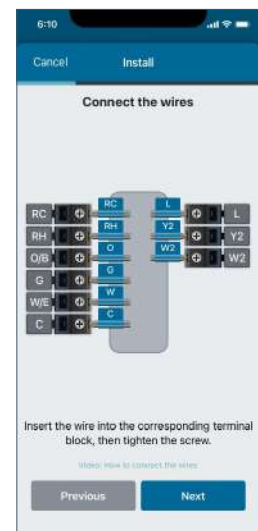
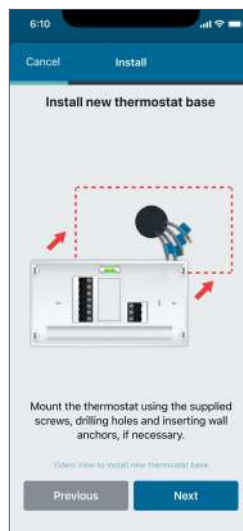
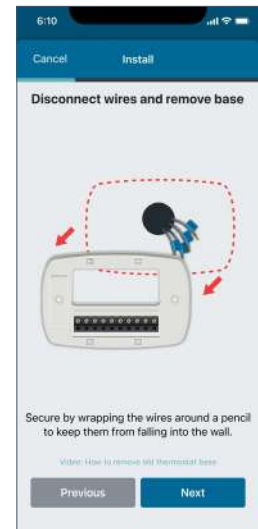
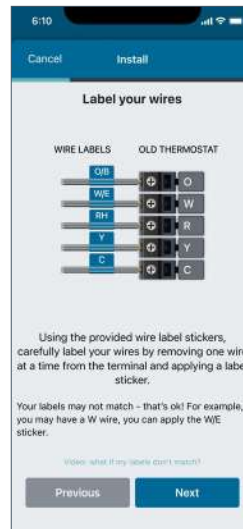
Once the Sensi base is mounted and secured on the wall, insert the wires into the terminals. Simply push the wires into the terminal slots. Use a screwdriver to secure each wire in place

## ATTACH COVER

Push the front display onto the thermostat base.

## TURN ON POWER

Turn the power to your system back on.



## STEP 5b – IS CURRENTLY MOUNTED

Identify the wires already installed to correctly configure the thermostat for your system type

### TURN OFF POWER

Turn off power to your heating and air conditioning system before handling your thermostat wires.

### REMOVE THERMOSTAT COVER

Grab the thermostat with both hands and pull straight toward you. The cover will detach from the base.

### IDENTIFY WIRES

Choose the labels on your thermostat base that have wires attached to them.

### SELECT FURNACE TYPE

Identify which type of heating source you have.

### ATTACH THERMOSTAT COVER

Push the thermostat cover onto the base.

### TURN ON POWER

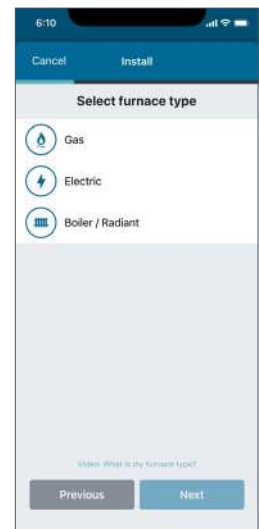
Turn the power to your system back on

## STEP 6

Connecting to Wi-Fi and registering your thermostat

### CONNECTING TO WI-FI

After wiring and installing the thermostat, you're ready to connect to Wi-Fi.



## INSTALLING THE SENSI THERMOSTAT

### WI-FI SETUP

On the thermostat, press **Menu**, and then **Mode**.

The Wi-Fi icon in the upper left-hand corner will flash.

### IDENTIFY SENSI MODEL

00, 11, or 22 will be displayed in the middle of the thermostat.

This determines what Sensi version you have

### CONNECT YOUR SENSI THERMOSTAT TO YOUR WI-FI NETWORK WITH THE SENSI APP

From here, follow the step-by-step instructions in the Sensi app.

The Wi-Fi connection process will be slightly different based on your device's operating system (iOS/Android), Sensi app version, and the version of Sensi thermostat that you have.

#### **Pro Tip:**

*If you're using an iPhone to connect and you're getting a HomeKit related error, check the Sensi app permissions to make sure it has access to Home Data.*

### NAME THERMOSTAT

You can select a name or choose a custom name for your thermostat. Press **Next** to continue.

### REGISTER THERMOSTAT

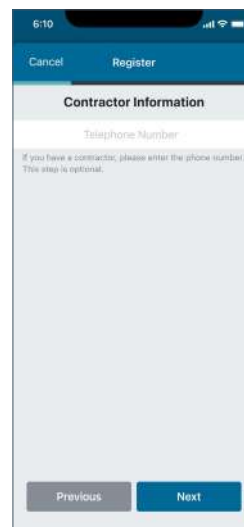
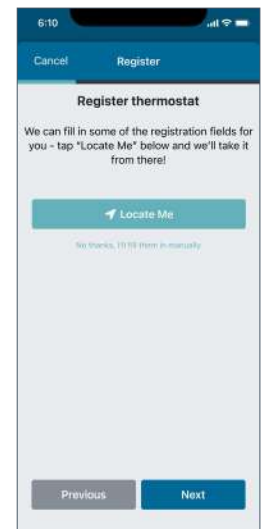
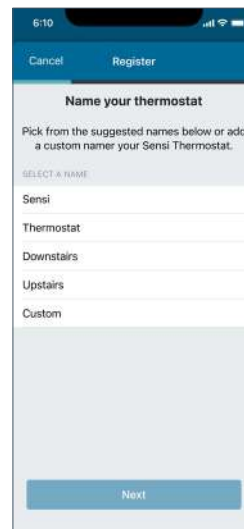
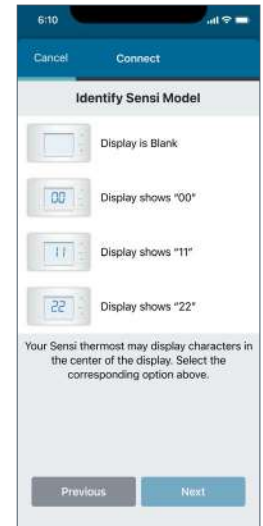
After successfully connecting Sensi, the app will prompt you to register the thermostat. You can either choose the **Locate Me** option or fill in your street address, city, state, zip code, country and time zone manually. Press **Next** to continue.

### CONTRACTOR INFORMATION (OPTIONAL)

If a contractor professionally installed your thermostat, and registered as a Sensi partner, they have the option to input their phone number here. If there is not a registered number available, simply hit **Next** to continue.

### START USING SENSI

Congratulations on successfully installing Sensi. Press **Start Using Sensi** to open the main screen of the app.



### CONNECTING TO WI-FI TROUBLESHOOTING

If you're having trouble connecting to Wi-Fi, here are some tips to try:

- Make sure the Sensi app is up-to-date and running the latest version available in your app store.
- Reboot your smart phone.
- Reboot your router by unplugging it from the wall for a few minutes and then plugging it back in.
- Check Sensi app and phone permissions.
  - If you're on an iPhone, make sure Keychain is On, and Home Data is allowed for the Sensi app permissions.
  - Make sure Location services are turned On in your phone settings.
  - Make sure Location and Nearby Devices are allowed in the Sensi app permissions.
- If you're on an Android, go into your phone's Advanced Wi-Fi Settings and turn off the "Switch to mobile data" feature. (Depending on your Android, it may be called "Smart Network Switch" or "Avoid poor connections.")
  - It may be easier to just turn "Mobile Data" off completely for setup. You can find this in your Connection settings.
- Try another smart phone or tablet. Simply download the Sensi app and sign into the app using the email address and password you used when you created your account.

### RECONNECTING TO WI-FI

If you replaced your router or changed your Wi-Fi network password, you will need to reconnect your thermostat to Wi-Fi. This is different depending on what smart device you are using. Please see our support article for more information on how to reconnect.

[sensi.copeland.com/en-us/support/reconnecting-sensi-thermostat-to-wifi](https://sensi.copeland.com/en-us/support/reconnecting-sensi-thermostat-to-wifi)

**HVAC CONFIGURATION MENU**

If you're experiencing a heating/cooling issue or you want to check your HVAC settings, you can check these on the physical thermostat. Learn more about how to properly configure your thermostat by checking out our support article: <https://sensi.copeland.com/en-us/support/how-do-i-configure-my-thermostat>

**ACCESSING YOUR SENSI THERMOSTAT FROM OTHER DEVICES**

When you log into your Sensi account with your email address and password, the app will be able to control all the thermostats registered to your Sensi account.

If you give someone else your email address and password to your Sensi account, they will be able to log in and control any thermostats registered to that account. You can change your email address and password from inside the app. Be aware of this when giving out your information. There is no limit to the number of devices that can access the thermostat.

**FORGOT PASSWORD**

If you forgot the password to your Sensi account, click on "Forgot Password" on the login screen of the Sensi app. A temporary password will be sent to the email address that you use to login.

**INSTALLING MULTIPLE THERMOSTATS**

If you are installing more than one thermostat, follow the same installation process in the Sensi app. Once you have one thermostat installed, open the Sensi app on your phone. At the main screen, press the + sign to add another thermostat to your account.

**ACCESSING ACCOUNT INFORMATION**

You can use the Account area to access your email preferences, change your account information and email address associated with your Sensi.

For iOS: Tap the person icon in the upper right hand corner.

For Android: Tap the three dots in the upper right hand corner.

CONFIGURATION MENU ITEMS REFERENCE			
Display Code	Menu item	Default	Options
	Wireless Setup <small>Connects Thermostat to Wi-Fi network</small>	—	Connect
	Fahrenheit or Celsius	F	F C
	Outdoor Equipment Configuration <small>Cooling or heat pumps</small>	AC2	AC1 – Conventional Cooling 1 (Single Stage) AC2– Conventional Cooling 2 (Two-Stage) HP1 – Heat Pump 1 (Single Stage) HP2– Heat Pump 2 (Two-Stage) AC0– No Cooling
	Indoor Equipment Configuration <small>For Gas or Electric Heat</small>	EL2	EL1– Electric 1 (Single Stage) EL2– Electric 2 (Two-Stage) FAn GA1 Gas 1 (Single Stage) GA2 Gas 2 (Two-Stage)
	Reversing Valve Position <small>Selects "O" or "B" Setting For Heat Pumps Only</small>	O	O B 2
Fn	Circulating Fan	OFF	Off/10% – 100% (5% increments)
H AA	Humidification Add Accessory	OFF	Off/On
H SP	Humidification Set Point	OFF	Off/5% – 50% (5% increments)
dH AA	Dehumidification Add Accessory	Od	Od/Oc Od – Optimal dehumidification (Overcool to dehumidify) Oc – Optimal comfort (Wired dehumidification)
dH SP	Dehumidification Set Point	OFF	Off/40% – 95% (5% increments)
	Wireless Radio <small>Turns Wi-Fi Radio On/Off</small>	ON	Off/On

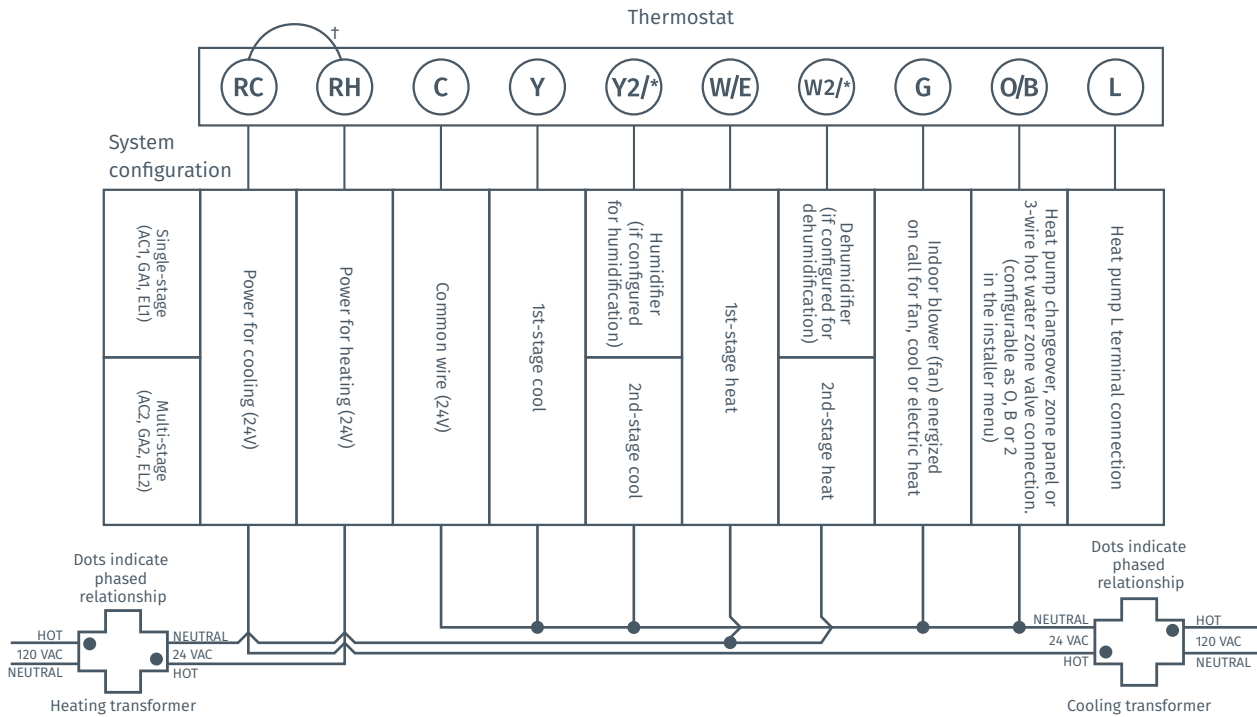
**TECHNICAL SUPPORT**

For problems installing your Sensi thermostat, visit our support site. We have a vast collection of troubleshooting articles aimed at helping you install Sensi and using the features. We also have a support team available to help assist you.

[sensihelp.com](https://sensihelp.com)

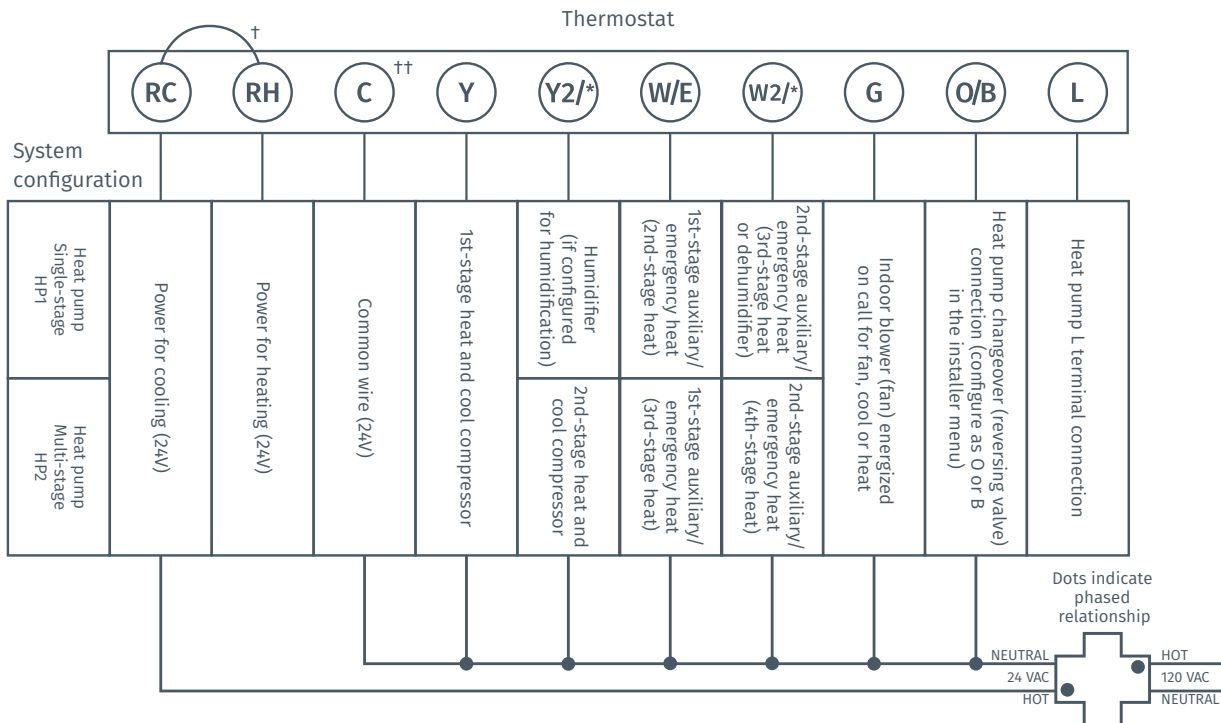
(888) 605.7131

CONVENTIONAL SINGLE-STAGE OR MULTI-STAGE SYSTEMS (NO HEAT PUMP)



\*Two transformers systems (separate RC and RH wires), clip internal RC/RH jumper, located on back of thermostat.

HEAT PUMP SYSTEMS



†Internal jumper between RC and RH, located on back of thermostat.