

Tech Tips: Advanced Configurations

Audience

Professional installers and Support Agents

Summary

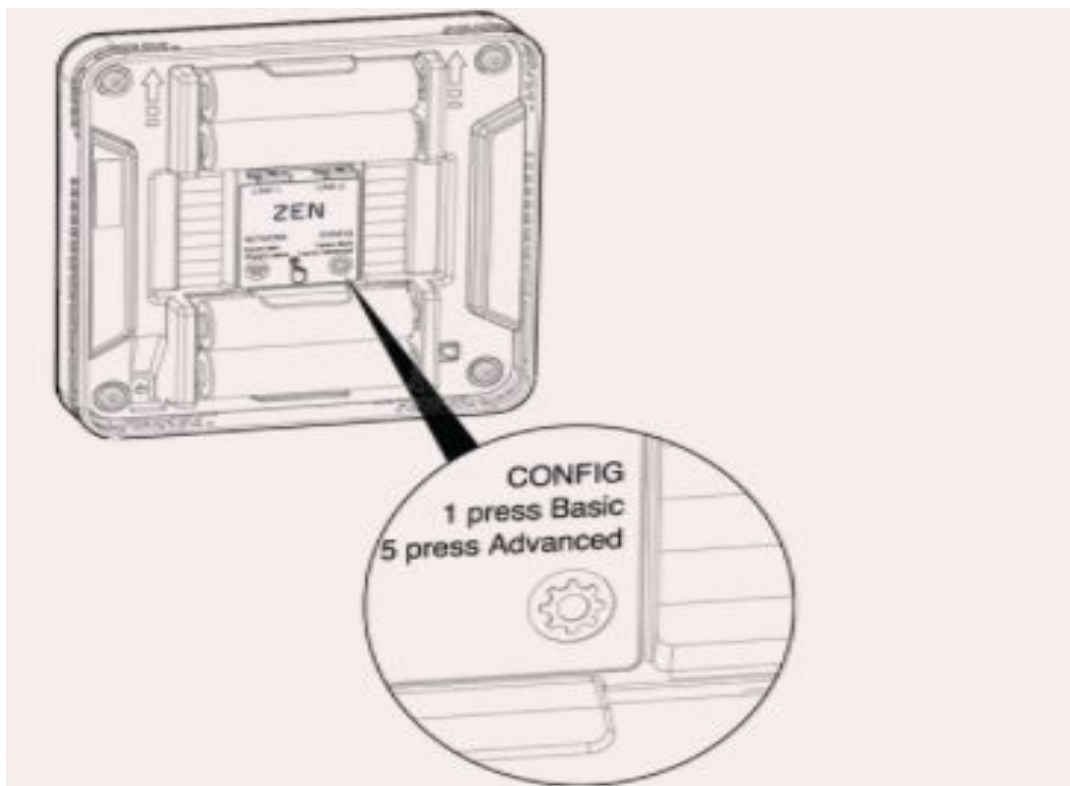
Advanced Configurations allow a professional HVAC installer to set more detailed system parameters.



Any changes made to the Advanced Configurations will override basic configuration settings, it is recommended that only a knowledgeable HVAC installer change the Advanced Configurations.

Steps to confirm expected behavior

The first step in setting the Advanced Configurations is to remove the Zen Thermostat from the wall, turn it over so the rear of the display is accessible, then press the CONFIG button 5 times.



Once in Advanced Settings mode:

- Touch left or right to move to the setting items
- Touch up or down to change the value for each setting
- Center touch to select the setting
- The setting will flash to confirm selection

The screenshot shows the 'Advanced settings' page of a Zen thermostat. On the left, five green arrows point to specific UI elements, each with a label:

- Temperature Units** points to the 'Temperature units' section with radio buttons for 'Celsius' (selected) and 'Fahrenheit'.
- Settings Type** points to the tabs 'Heat Stage 1', 'Cool Stage 1', and 'Misc', with 'Cool Stage 1' being the active tab.
- Settings Value** points to a dropdown menu currently showing 'Y'.
- Setting Description** points to the text 'Time to continue fan operation after stopping heating to flush ducts'.
- Advanced Configuration Code** points to the 'Advanced Configuration Codes' section at the bottom.

The 'Advanced Configuration Codes' section contains a sequence of 16 codes arranged in two rows: AY, B6, C0, D41, II, JY, K3, L0, Q0, R5, S6, T0, VN, W7, XY, YY, and ZY. Each code is in a dark box with a right-pointing arrow.

Once on the Advanced Settings page, configure the thermostat using the following steps:

- Select the temperature units (F or C)
- Select the desired settings type tab
- Use the dropdown boxes to select a settings value
- Change the settings by inputting the codes into the Zen Thermostat display that correspond to those shown in the Advanced Configuration Codes section at the bottom of the page.

Exit Advanced Settings mode by placing the Zen Thermostat back on the wall plate.

Effect on User Interface

The Advanced Settings page automatically adjusts to only show the setting types that are determined by the basic configuration.

As an example, if the basic configuration is set to 10A (1 stage heating, no cooling, no fan control), then only the Heat Stage 1 and Misc Settings tabs will be shown.

If the basic configuration is set to 31P (heatpump, heating and cooling with emergency heat and fan control), only the Heat Stage 1, Cool Stage 1 and Misc Settings tabs will be shown.

Resetting the Advanced Settings

The Advanced Settings are retained even when batteries are replaced or an over the air (OTA) upgrade is made.

If the basic configuration is changed, the Advanced Settings will be lost.

*The Advanced Settings can be reset to the factory default by pressing the CONFIG button *20 times*

Exception and Escalations

If the above behavior persists and the items require assistance from Zen customer support, the service person or installer will collect the following information related to the Zen Thermostat on site.

- Photo of the originally installed thermostat wiring
- Photo of the wiring connected to the wall plate
- Photo of the back of the Zen Thermostat showing the serial number
- Remove the Zen Thermostat from the wall and on the back of the Zen Thermostat body the serial number is listed on a sticker at the side of the device

Send the photos to support@zenecosystems.com and continue the escalation with Zen Customer Support.