



The Lyric™ thermostat Frequently Asked Questions

Installation

I cannot find a manual in the package. Is it missing?

The entire product setup is completed using the Lyric app, which is available for iOS and Android™ devices.

Do I need to have Wi-Fi in order to install the Lyric thermostat?

No. Use the Lyric app to guide you through the Install and Configure steps only. At that point, the Lyric thermostat will control the HVAC system as a non-programmable thermostat. The thermostat will continue to remind the homeowner to Connect and Personalize the system when Wi-Fi is available.

I am having difficulty removing the old thermostat.

Usually, the thermostat will snap off of the wall plate with moderate pressure. In some cases, there might be small screws holding the device in place. If you are unable to pull it off, please refer to the thermostat manufacturer's website or manual for removal instructions. NOTE: Do not place the old thermostat in the trash if it contains mercury in a sealed tube. Contact the Thermostat Recycling Corporation at <http://www.thermostat-recycle.org/> or 1-800-238-8192 for information on how and where to properly and safely dispose of the old thermostat.

How do I know if the old thermostat contains mercury?

The thermostat will have a glass tube with silver liquid inside. Mercury is typically found in older mechanical thermostats like the Honeywell Round T87 and rectangular T8090. NOTE: Do not place the old thermostat in the trash if it contains mercury in a sealed tube. Contact the Thermostat Recycling Corporation at <http://www.thermostat-recycle.org/> or 1-800-238-8192 for information on how and where to properly and safely dispose of the old thermostat.

Do the colors of the wires correspond to the letters on the new thermostat?

There is no code governing wire colors and thermostat connections. The thermostat should be wired by the letters found next to the wire screw terminal block. If you do not know the letter labels, you can trace the wires back to the air handler/furnace or heat pump/ac unit. That will help you determine the function of each wire at the system and allow you to attach it to the matching terminal on the thermostat.

What is a C wire?

The C wire originates from the heating/cooling system and is necessary to complete a 24-volt power circuit, which is required to power some thermostats. "C" stands for common, and there is no universal color used to designate this type of wire.

Is there a K terminal?

Yes. You can install a wire saver module with Lyric.

What tools are needed for installation?

The Lyric thermostat is designed to install easily with minimal tools. However, you may find it helpful to have the following tools:

- No. 2 Phillips screwdriver
- Drill and drill bits (3/16" for drywall, 7/32" for plaster)
- Hammer
- Pencil
- Electrical tape
- Needle nose pliers

How can I tell if the wires are inserted properly?

When wiring the Lyric thermostat, simply insert the exposed end of the wire into the terminal and press down firmly. Once the wire is inserted into the proper terminal, gently pull up on the wire to verify it is firmly in place. You may find it easier to use a needle nose pliers to insert the wires into their respective terminals. You do not need to push the wire removal tab to insert the wire.

I made a wiring mistake – how do I remove the wire?

To remove a wire from its terminal, simply press the wire release tab below the terminal and gently pull the wire out of the terminal block. You may find it easier to remove using needle nose pliers.

Will the Lyric thermostat work with my customer's system?

The Lyric thermostat is designed to work on most low voltage systems, including gas and oil furnaces, heat pumps, and hot water systems. The thermostat can also support multi-stage systems with more than one stage of heating and cooling. The Lyric thermostat does not work on 110V line voltage systems. To find out more about Honeywell's 110V line voltage thermostat, please visit www.forwardthinking.honeywell.com.

What is the trim ring used for?

The trim ring is an optional item used to cover marks on the wall left by the old thermostat.

Wi-Fi

How do I reset the Wi-Fi connection?

Hold down the Weather icon for about five seconds. The Lyric thermostat will disconnect from Wi-Fi and go back into Access Point Mode. You will then need to go through the Configure and Connection process again to reconnect to Wi-Fi.

How do I reset the thermostat back to factory settings?

Hold down the Weather and Away icons together to reset the thermostat to factory default. This does not delete the customer registration. The Lyric thermostat will disconnect from Wi-Fi and setup options will be set back to factory default.

I received an alert indicating the thermostat has lost communication.

A thermostat "lost communication" message indicates that the thermostat is not communicating with the Wi-Fi router. The thermostat needs to be powered in order to communicate with the router. If the thermostat loses power, the thermostat lost communication message will appear until power has been restored.

Will the thermostat still work if the Wi-Fi connection is lost?

Yes, the thermostat will operate the heating and/or cooling system with or without Wi-Fi.

I received an alert indicating that the router has lost communication.

The router “lost communication” message is activated when the router has lost communication to the internet. Check the internet connection.

Will this thermostat work with a Static IP Address Network scheme?

No, the router network needs to be set up for Dynamic Host Control Protocol (DHCP).

Does this Wi-Fi thermostat cause any interference with other wireless devices in the home?

This thermostat is Wi-Fi compliant not to cause interference.

Do Honeywell Wi-Fi thermostats meet security compatibility?

As Wi-Fi technology changes, so do the security standards to protect Wi-Fi networks. Honeywell Wi-Fi thermostats are compatible with the following security standards:

- OPEN
- WEP_PSK
- WPA_TKIP_PSK
- WPA2_AES_PSK
- WPA2_MIXED_PSK
- WPA_AES_PSK
- WPA2_TKIP_PSK

What Wi-Fi networks are compatible with Honeywell's Wi-Fi thermostats?

Honeywell's Wi-Fi thermostats are compatible with the 2.4 GHz B, G, N and mixed Wi-Fi networks.

How do I find the password to the Wi-Fi router?

Check the back or bottom of the router, the operating manual, or ask the homeowner for the password. If the homeowner is unable to find the password, ask him or her to contact the router manufacturer.

I cannot connect to the router's guest network. What do I need to do?

Some wireless routers have advanced features like guest networks. It is recommended that you connect the thermostat to the home network. If you must connect to the guest network, the homeowner will need to contact the router manufacturer to assist in unblocking port 443 in the guest network firewall.

Why isn't the thermostat connecting to the Wi-Fi router even though it is very close to the thermostat?

Verify that the password entered for the Wi-Fi router is correct.

Is there a way to extend the signal strength?

Most standard routers can be set up to be a repeater. You also can purchase and install a Wi-Fi repeater.

What is the range or distance of the Wi-Fi signal in the thermostat?

The thermostat works in typical residential and light commercial applications. The range or distance of the Wi-Fi signal is determined by the router.

What mobile devices work with the Lyric thermostat and app?

The Lyric thermostat is compatible with Apple smartphones and tablets using iOS 6 and newer, as well as Android smartphones and tablets using Gingerbread 2.3.4 and newer.

Why does the thermostat show up as offline?

If the thermostat shows up as offline on the Lyric app, or with no Wi-Fi icon on the thermostat, it means the thermostat has lost connection to the Wi-Fi network. Make sure the Wi-Fi router is powered and broadcasting. You may need to reset the home's Wi-Fi network by power cycling the router. When Wi-Fi has been restored, the thermostat will automatically reconnect to Wi-Fi.

My customer bought a new router and wants to connect the Lyric thermostat to it. How do I reset the Wi-Fi on Lyric?

To reset the Wi-Fi connection on the Lyric thermostat, press and hold the Weather icon on the thermostat for approximately five seconds. This will delete the previous Wi-Fi signal from the thermostat and allow you to go through the Wi-Fi connection process with the new router. The settings that were previously set up with Lyric will remain in memory.

Features

Why does the system come on early to reach the set temperature?

This feature, called Smart Response, adjusts the actual startup time as the thermostat adapts to the homeowner's heating and air conditioning system run times and the time it takes to reach the programmed temperature settings. This allows the set point temperature to be reached by the time scheduled.

What happens to the thermostat settings if the power goes out?

The thermostat stores the program, user setup and customizations in permanent memory. So, no need to reset anything. When power is restored, the thermostat will start operating automatically.

Are Honeywell low voltage thermostats UL approved?

Low voltage thermostats do not require UL approval, as the UL approval rating only applies to high voltage products.

What is the Away setting (the little house button) on the thermostat?

Using Away is an easy way for homeowners to save money when they're leaving for a few hours. They can simply press the Away icon on the Lyric thermostat or in the Lyric app and the thermostat will set back to the Away temperature selected during set up.

How does Lyric know the outdoor temperature and humidity?

Lyric uses the address and zip code entered during registration in combination with weather services to know outdoor conditions.

Can the homeowner have multiple smart devices/users on their account?

Yes. They can add new users in the Users section of the app.

How does Lyric use my customer's smartphone location to save energy?

This feature is called geofencing. To use this feature, homeowners can tap the plus sign icon at the bottom of the app home screen. They'll scroll through the choices and set a temperature for when they are away, and a temperature for when they are home. That's it. When they leave, Lyric will let them know they are in Away mode and saving energy. And when they return, Lyric uses their smartphone location to sense their arrival and will begin bringing the home back to the desired comfort settings.

Why does the thermostat go dim or blank – is something wrong?

The Lyric thermostat is designed to “sleep” when not in use. Lyric will wake up as the homeowner approaches, allowing them to make changes at the thermostat.

General**How do I contact Honeywell help and support?**

Contact Honeywell at 1-800-633-3991 for additional assistance.

Does Lyric send HVAC data to the Honeywell Contractor Portal?

Yes.

Will Lyric control IAQ products?

Yes. You can wire in one humidifier, dehumidifier, or ventilation product. The selected IAQ device can only be controlled through the Lyric app, not at the thermostat.

Can I use the system fan in circulate mode?

Yes.