



Checklist for checking your smart thermostat's internet connection before calling a service technician

If you're experiencing issues with your internet-connected smart thermostat, there are several things you can check yourself before scheduling a service call. These steps will help you identify whether the problem lies with your thermostat's connection or your overall network, potentially saving you a service charge.

Here's a checklist to guide you:

1. Verify your Wi-Fi network

- **Test your Wi-Fi:** Ensure your home Wi-Fi network is functioning correctly by testing it with other devices like your phone or laptop. If other devices can't connect, the issue might be with your router or internet service provider (ISP).
- **Check Wi-Fi password:** Double-check that you've entered the correct Wi-Fi password into your thermostat's settings. Typos happen!
- **Check Wi-Fi signal strength:** Verify the signal strength near the thermostat. Many thermostats display a Wi-Fi icon or signal strength indicator on their screen or in the companion app. Low signal strength can cause connectivity issues.

2. Power cycle devices

- **Restart your router:** Unplug your router for at least 30 seconds and then plug it back in. Wait a few minutes for it to fully restart before proceeding.
- **Restart your smart thermostat:** Many issues can be resolved with a simple restart. The exact steps vary by model, but often involve going to the settings menu and selecting "restart". For some models, gently detaching and reattaching the faceplate can restart it. Consult your thermostat's manual or the manufacturer's website for specific instructions.

3. Advanced network checks (if problems persist)

- **Check router placement:** Ensure your router is in a central location, away from obstructions like thick walls or large appliances that can interfere with the Wi-Fi signal.
- **Consider signal extenders:** If the thermostat is far from the router, a Wi-Fi extender or mesh network node might improve the signal strength and stability.

- **Check router settings (2.4GHz vs 5GHz):** Many smart thermostats are only compatible with 2.4GHz Wi-Fi networks. Check your router settings to ensure you have a 2.4GHz network enabled and that the thermostat is attempting to connect to it.
- **Check router's DHCP:** Make sure your router is using Dynamic Host Configuration Protocol (DHCP) to automatically assign IP addresses.
- **Temporarily disable advanced router security:** For initial connection, you might need to temporarily disable advanced security features like MAC address filtering or firewalls on your router.

4. Thermostat and app checks

- **Update firmware/software:** Make sure your thermostat's firmware is up to date and that you're using the latest version of the companion app on your phone.
- **Check app permissions:** Ensure the thermostat's companion app has the necessary permissions to control the device remotely on your smartphone.
- **Reset network settings on the thermostat:** If you've recently changed your Wi-Fi name or password, you may need to reset the network settings on the thermostat to reflect the changes.

5. Other troubleshooting steps

- **Check for obstructions:** Ensure there are no physical objects blocking the thermostat's sensors or preventing a clear line of sight to the router.
- **Clean the thermostat:** Dust and debris can interfere with the thermostat's performance, including temperature readings. Gently wipe down the device with a soft cloth.

By following these steps, you can troubleshoot many common smart thermostat connectivity issues and potentially resolve the problem without the need for a technician. If the issue persists after going through this checklist, then it may be time to contact W&G Service for further diagnosis and repair.