How do I use Auto Mode manually at the thermostat?

Sensi thermostat has a feature called Auto Mode, which allows the thermostat to switch from Heat to Cool, or Cool to Heat automatically. Auto Mode can only be enabled from the Sensi app.

- From the main screen of the app, tap the Mode icon in the lower left corner. All available options will be displayed.
- Select “Auto” to allow the thermostat to switch between heating and cooling based on room temperature and the selected heating and cooling setpoints.

“Auto Mode” will be displayed on the Sensi thermostat when the Auto Mode feature is on. To adjust, follow the steps below

- When heating is activated in Auto Mode, “Auto Mode” displays on the thermostat screen to the left of the Room Temperature and the thermostat will show Heat Mode. To adjust the heat setpoint, press the “Up” or “Down” arrows on the thermostat.
- To adjust the cool setpoint when heating is activated in Auto Mode:

- Press and hold the “Up” and “Down” arrows at the same time until the Cool Mode indicator begins flashing on your Sensi thermostat.
- Adjust the desired cool setpoint.
- After ten seconds of inactivity, the Cool Mode indicator will stop flashing and the thermostat will return to Heat Mode. Changes made to the cooling setpoint will be saved.
- When cooling is activated in Auto Mode, “Auto Mode” displays on the thermostat screen to the left of the Room Temperature and the thermostat will show Cool Mode at the bottom left of the screen. To adjust the cool setpoint, press the “Up” or “Down” arrows on the thermostat.
- To adjust the heat setpoint when cooling is activated in Auto Mode:
- Press and hold the “Up” and “Down” arrows at the same time until the Heat Mode indicator begins flashing on your Sensi thermostat.
- Adjust the desired heat setpoint.
- After ten seconds of inactivity, the Heat Mode indicator will stop flashing and the thermostat will return to Cool Mode. Changes made to the heating setpoint will be saved.

Auto Mode allows heat to come on when the room temperature drops below the heat setpoint, and cool to come on when the room temperature rises above the cool setpoint. Your Sensi thermostat will always maintain a minimum separation of two degrees between the heat and cool setpoints to prevent heating and cooling from running at the same time. To prevent setpoints from overlapping, adjusting the heating setpoint higher can move the cooling setpoint higher. Similarly, adjusting the cooling setpoint lower can move the heating setpoint lower.

NOTE: Changing the mode indicator to Heat, Cool, Aux or Off at the thermostat will disable Auto Mode. To turn Auto Mode back on, use the Sensi app.

Sensi Thermostat set to Auto Mode while cooling

How do I program an Auto Heat/Cool schedule?

Sensi thermostat has a feature called Auto Mode, which allows the thermostat to switch from Heat to Cool, or Cool to Heat automatically. Auto Mode can only be enabled from the Sensi app

- From the main screen of the app, tap the Mode icon in the lower left corner. All available options will be displayed.
- Select “Auto” to allow the thermostat to switch between heating and cooling based on room temperature and the selected heating and cooling setpoints.

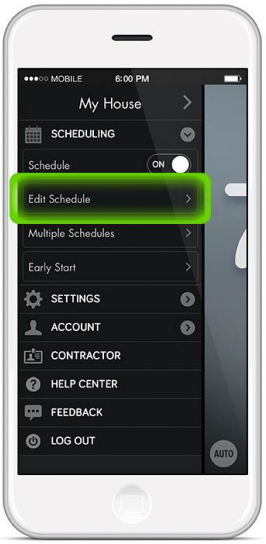
In Auto Mode, follow the steps below to program an Auto Heat/Cool schedule.

1.From the Sensi app, tap on the Menu icon in the upper left corner (three horizontal bars)

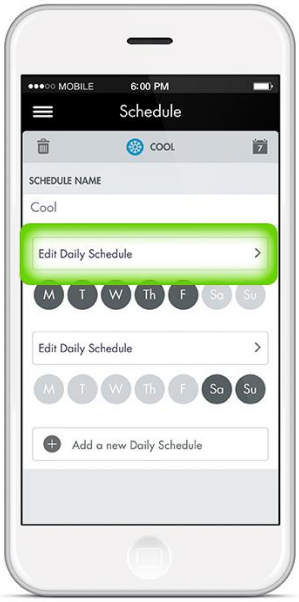
2. Select “Scheduling”

3. Toggle the Schedule status to “ON”

4.Select “Edit Schedule”

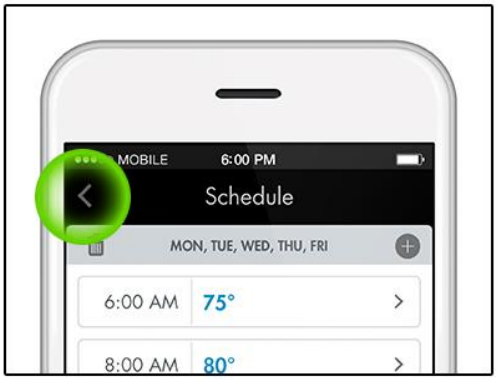


5.Select “Edit Daily Schedule” to adjust times and setpoints for the corresponding days

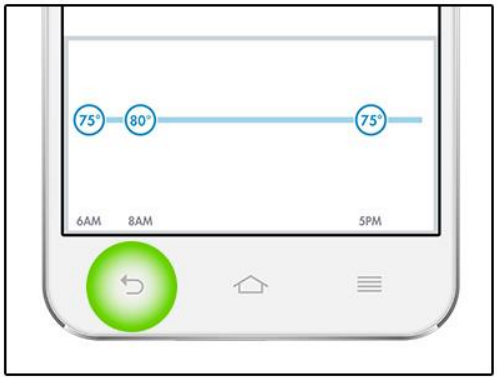


6.When your desired schedule is programmed, go back to the main screen:

- If you are using an iOS device, tap the arrow in the upper left corner, then tap on the Menu icon. Tap your thermostat name at the top of the Menu to access the thermostat main screen.
- f you are using an Android device, tap “Save” in the upper right corner to save your schedule. Then tap your phone’s back arrow twice to return to the thermostat main screen.



iPhone



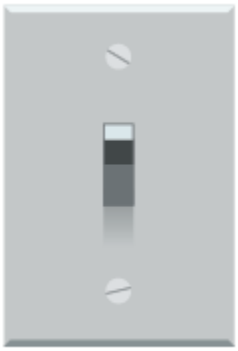
Android

Why isn't my cooling turning on?

If you've installed the Sensi thermostat and now find that your cooling does not turn on, proceed through the following steps until the issue is resolved.

First, make sure your HVAC equipment power switch is turned on.

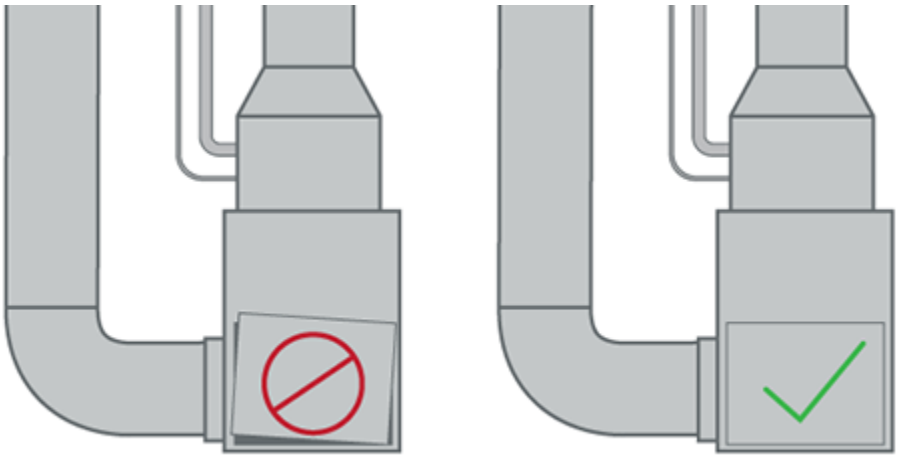
Most cooling equipment has a power switch, on or near the furnace or air handler that looks like a light switch. Make sure it is turned on.



Make sure the HVAC switch is turned ON.

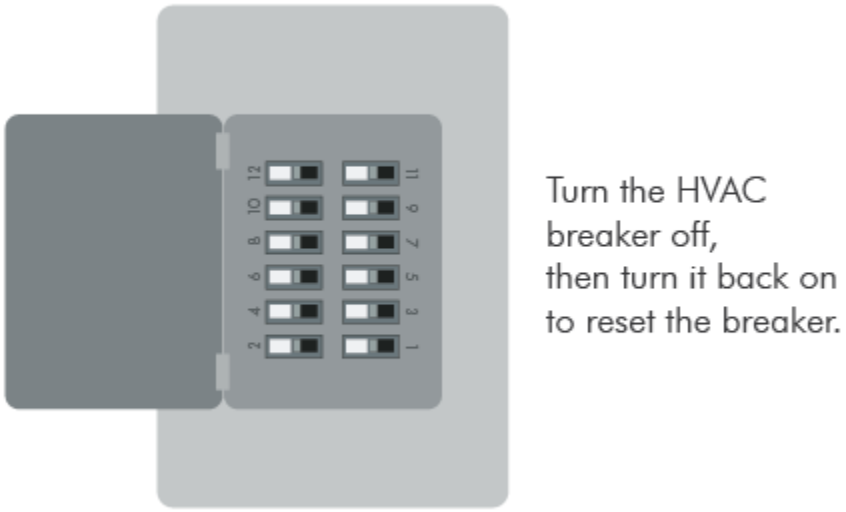
Next, make sure the furnace door or air handler panel is in proper position.

A loose or improperly installed blower compartment door or furnace panel can keep the equipment from operating. Make sure it's squarely in place so it will engage the safety switch inside the cabinet.



Then, reset your breaker

At the main home electrical panel, turn the HVAC equipment breaker off, then turn it back on to reset the breaker.



If your cooling system still does not turn on, follow the steps below to determine if the issue is related to the thermostat.

1. Working directly on the thermostat – not through the Sensi app — set the thermostat to the **COOL** Mode.
2. Raise the setpoint a few degrees above the room temperature.
3. After 10 seconds, lower the setpoint below the room temperature by a few degrees.
4. Within a few seconds the thermostat should make a soft clicking sound and "**Cooling**" should appear on the screen near the "Set To" temperature - indicating that your thermostat is operating properly, even if the cooling does not come on. If this happens, skip the thermostat reset detailed below in step 5.

Note: If the setpoint is flashing on the screen there will be a maximum 5 minute delay before the thermostat clicks.

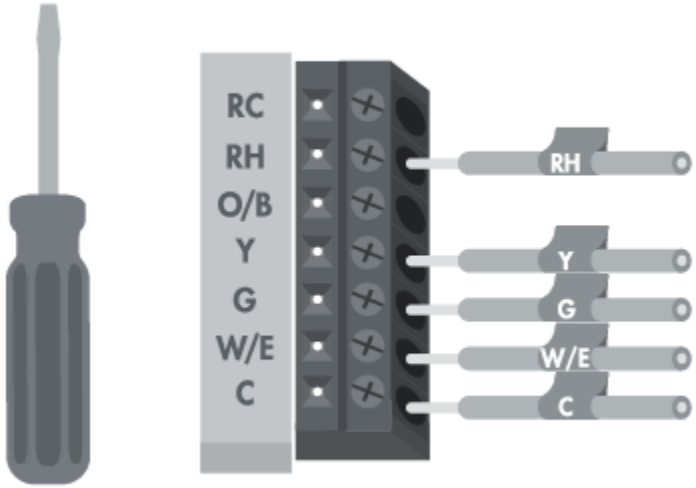
5. If the thermostat does **NOT** click then you should reset the thermostat.
    - Slightly pull on both sides of the thermostat to remove the faceplate from the wall.
    - Remove the two AA batteries and press the Menu button so the screen goes blank.
    - Reinsert the batteries and place the faceplate back on the wall. You should hear the faceplate snap in place on the subbase connected to the wall.
    - After one minute, the thermostat should reset.

- Repeat steps 1-4 above.

6. If the thermostat still does **NOT** click and "**Cooling**" does not appear on the screen, replace the thermostat.

Next, tighten the wire connections.

1. Pull the thermostat off the sub-base and check to make sure the wires are firmly connected to the thermostat terminals.
2. If not, reattach or tighten them with a small screwdriver and reattach the thermostat to the sub-base.
3. Be sure that the thermostat fits securely to the sub-base. If thermostat wiring protrudes too far past the sub-base, or if you did not use the wall screws that were provided, this can prevent your system from turning on.



If your cooling system still does not turn on, confirm that you labeled and installed your wires properly.

1. Open the Sensi app.
   - If a thermostat is not yet registered to your account, the app should bring you directly to the Installation Overview. Choose the first option to install and connect your thermostat.
   - If the thermostat is already connected, tap the menu icon in the upper left corner (three lines), tap "Account," and then "Install Thermostat." Choose the first option to install and connect your thermostat.
2. Walk through the step-by-step installation process to ensure you have entered your old wiring correctly, and labeled the wires according to the instructions provided by the app. If you followed the recommendation to take a picture of your old thermostat wiring, you may want to reference it here.

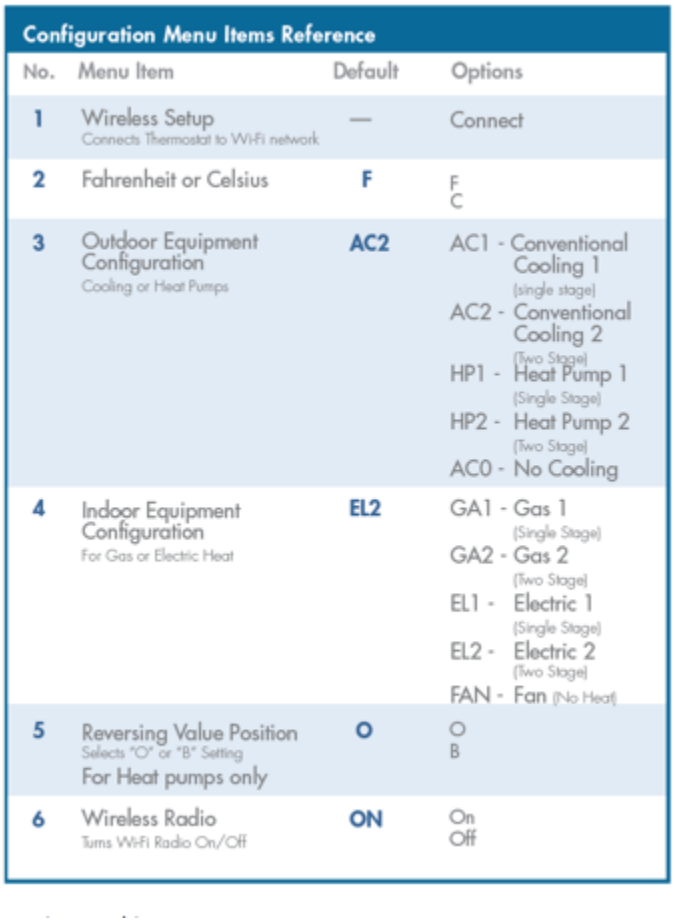
3. Does your old thermostat have two sets of terminal labels? Learn more here and be sure you're entering the correct terminals that correspond to your system type (Conventional or Heat Pump). The table below shows what each terminal letter represents.

RH*	Power for heating, 24V.
RC*	Power for cooling, 24V.
C	Common wire, 24V.
G	Indoor blower (fan).
W/E	First indoor stage heat on conventional systems or first stage auxiliary/emergency heat on heat pump systems.
W2	Second indoor stage heat on conventional systems or second stage auxiliary/emergency heat on heat pump systems.
Y	First outdoor stage cooling on conventional systems or first heat and cool on heat pump systems.
Y2	Second outdoor stage cooling on conventional systems or second heat and cool on two stage heat pump systems.
O/B	Changeover (reversing valve) connection for heat pump or zone panel systems.
L	Heat Pump system, "L" wire connection.

Then, check that your Sensi thermostat is configured correctly for your system type.

When completing the installation *and* connection path within the Sensi app, your thermostat will be configured automatically based on the wiring that you entered. However, if you do not complete the connection process right away, or if your thermostat is wired incorrectly, it may need to be reconfigured to reflect your system type.

1. On the thermostat, press the **Menu** button.
2. Press "Next" two times until you reach "Setup Outdoor."
3. **Outdoor settings**: If you have a heat pump, this should be set to "HP1." If you have a conventional air conditioning unit, this should read "AC1." If you have more than one stage of cooling, change this to "HP2" or "AC2" to represent this.
4. Press "Next" one time to reach "Setup Indoor."
5. **Indoor settings**: If you have a gas furnace, oil burner, or boiler system, this should be set to "GA1" which represents a single stage gas heating system. If you have an electric furnace, this should be set to "EL1." If you have more than one stage, change this to "GA2" or "EL2" to represent this.
6. Once you've selected the choice that best describes your equipment, press "Exit."



Configuration Menu Items Reference

No.	Menu Item	Default	Options
1	Wireless Setup Connects Thermostat to Wi-Fi network	—	Connect
2	Fahrenheit or Celsius	F	F C
3	Outdoor Equipment Configuration Cooling or Heat Pumps	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
4	Indoor Equipment Configuration For Gas or Electric Heat	EL2	GA1 - Gas 1 (Single Stage) GA2 - Gas 2 (Two Stage) EL1 - Electric 1 (Single Stage) EL2 - Electric 2 (Two Stage) FAN - Fan (No Heat)
5	Reversing Value Position Selects "O" or "B" Setting For Heat pumps only	O	O B
6	Wireless Radio Turns Wi-Fi Radio On/Off	ON	On Off

Next, test power using a multi-meter.

If no system components are turning on, and if you have a multi-meter (or voltmeter), test voltage at the thermostat to verify that your system has power. In this example, we'll measure voltage for a cooling system.

1. Set the multi-meter to AC (200 preferred).
2. Place one probe on terminal screw **RC**.
3. Place the second probe on terminal screw **Y** to test power at the outdoor compressor.
4. If your system has power, voltage between **RC** and **Y** should measure between 20-30 VAC. If the voltmeter shows less than 20 VAC, a contractor should assist with diagnosing a system power issue.

If your system has adequate power, also test for continuity on the thermostat.

1. Set the multi-meter to Ohms (Ω).
2. Make sure the thermostat is set for **COOL** Mode and Fan **AUTO**.

3. Now test for continuity *on the pins on the back of the thermostat* face plate between **RC** and **Y**. NOTE: DO NOT TEST CONTINUITY ON THE THERMOSTAT WALLPLATE TERMINALS OR THE MULTIMETER WILL BE DAMAGED.
    1. If continuity is detected between the **RC** and **Y** pins, the thermostat is calling for the compressor as expected.
    2. If continuity is *not* detected, replace the thermostat.

If you'd like more information or help troubleshooting this issue, please email or call our support team.

My heat pump cools in heat mode or heats in cool mode.

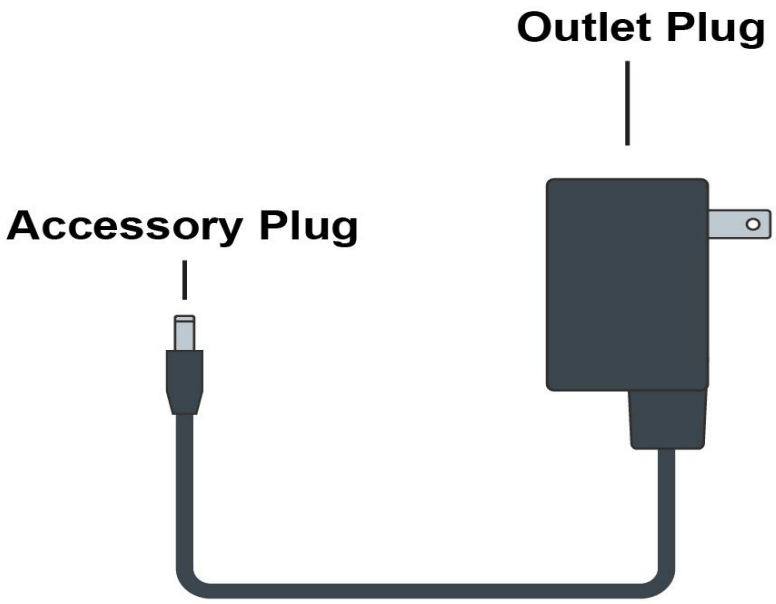
If your heating and cooling are reversed, then your wiring in the O/B terminal is probably reversed; proceed through the following steps until the issue is resolved.

1. Press MENU to enter the configuration menu.
2. Press NEXT to advance through the menu until you get to menu number 5.
3. Switch the setting from "O" to "B" or "B" to "O".

Adding a 24 VAC external transformer: A DIY option for heat-only systems without a common wire

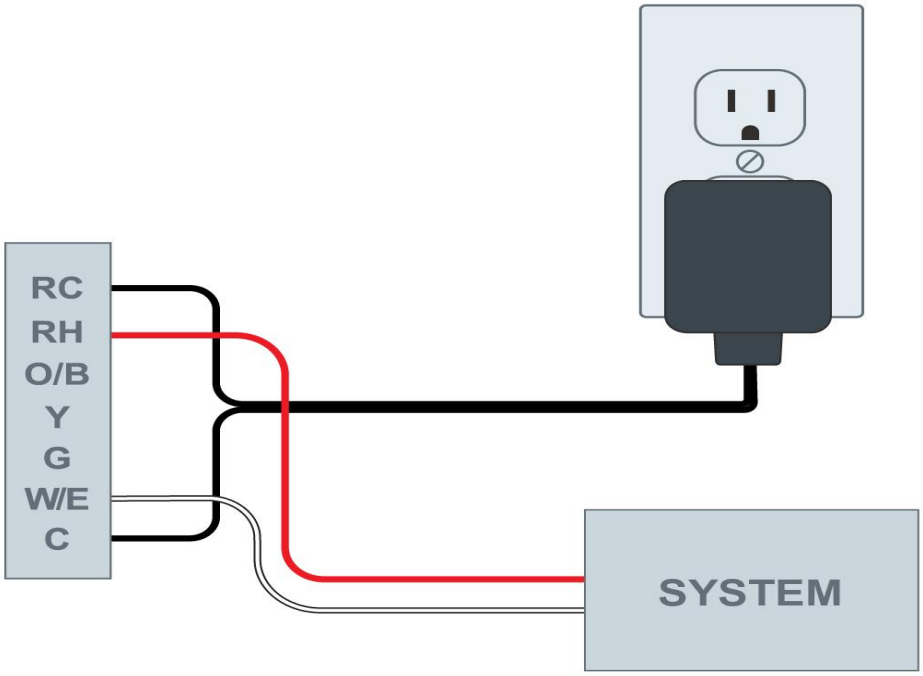
If you have a heat-only system connected to your Sensi thermostat, an easy option for adding a common, or c-wire, is to install a 24 VAC wall plug-in transformer. Transformers with 150-400mA output are the most widely available online and easily provide sufficient power for the thermostat. Please note the wires from the wall plug-in transformer will be visible unless installed behind the wall.

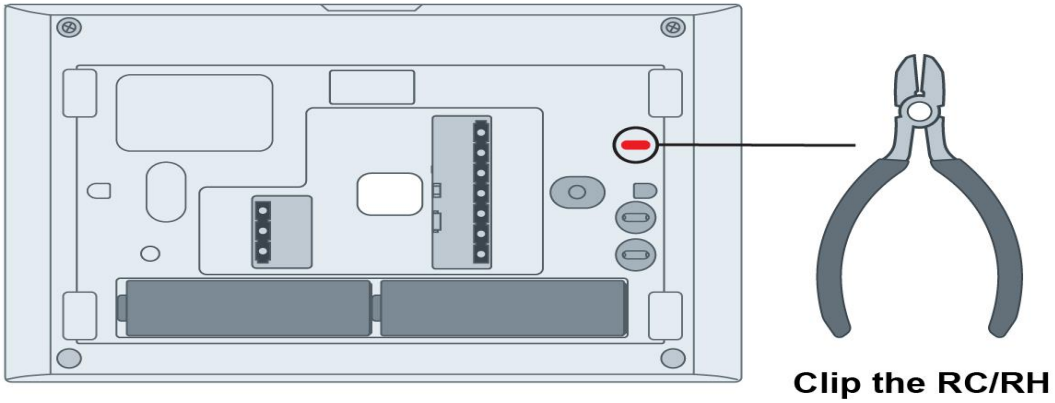
If you purchase a transformer that is used to charge or power electronic devices, you will need to cut off the accessory plug (located at the end of the cord, opposite of the outlet plug) and split the two wires apart. Strip the cord around the two wires to expose a small amount of the copper wiring inside, which will be inserted into terminals on the Sensi thermostat base.



Insert one wire into the unused “R” terminal on the thermostat (RC or RH) and the other wire into the “C” terminal. Make sure to cut the red RC/RH jumper on the back of the Sensi face plate. Finally, plug the adapter into a nearby wall outlet.

Note: Wire colors from the system may vary.





Clip the RC/RH jumper wire on the back of the face plate.