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Bosch Connected Control Frequently Asked Questions

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Frequently Asked Questions



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(Phone Not Included)

Wi-Fi

Frequently Asked Questions



▶ Can it be used without the Wi-Fi?

We strongly encourage everyone to use the Wi-Fi capabilities of the thermostat, as it will improve the user experience. However, it is fully functional without the use of Wi-Fi.

▶ Do you need an account to use the Wi-Fi features?

Yes, however it does not cost anything to create and use an account.

▶ Will it support all Wi-Fi systems and routers?

This device only works with 2.4 GHz systems and is NOT compatible with 5.0 GHz systems or web pages that require additional web authentication.

▶ Can I turn off the Wi-Fi altogether?

Yes, please enter the Wi-Fi screen and press the “Off” button.

App

Frequently Asked Questions



▶ **How many accounts can be associated with the thermostat at once?**

Just one. Family members must share their account with each other if they would like to be able to control the thermostat from multiple devices.

▶ **Can this device be accessed on a web page?**

Not at this time.

Compatibility

Frequently Asked Questions



▶ Does this product require “C” or “Common” wire?

Yes, this device requires a C-wire to power the unit. Two wire systems are not supported.

▶ Can this be used as a room thermostat?

Of course, this can act as a simple room thermostat as required (3rd party zone modules only, i.e. not compatible with Bosch CZM100, Bosch Logamatic, etc.).

▶ Can this thermostat be used with a boiler?

Yes, as long as the boiler is combined with hydronic air handler.

▶ Does it support multi-zoning systems?

This product does not support multi-zoning systems.

Weather

Frequently Asked Questions



▶ **Where does it get its weather data?**

The weather data is provided by forecast.io

▶ **How often is the weather data updated?**

The weather will only upgrade when the user selects the weather menu and if it hasn't updated in the last 2 hours.

Device

Frequently Asked Questions



▶ **What if I don't remember the password that locked my screen?**

You can always reset it by utilizing the app. If this is not an option, you can also remove and reconnect to the backplate to reset the lock.

▶ **What if I lose power to the device, will all my settings be lost?**

All settings are kept in local memory, therefore they will be kept even during power outage (except current time, which can be easily recovered with a Wi-Fi connection).

▶ **Why can't I change the first period of the schedule?**

The first period MUST start at 12:00am. The time for the first period cannot be changed.

▶ **Can the fan be operated separately?**

The thermostat offers three modes: Auto (follows heating and cooling call), On (always on), and Circulation (follows its own schedule).

▶ **Does it work with any "Smart" home system?**

Currently the thermostat is compatible with Amazon Alexa. Instructions on how to connect and use the thermostat with an Alexa-enabled device are available in the User Guide.