IntelliSync Thermostat / Mobile App - Frequently Asked Questions

This FAQ page addresses the most common questions on Deriva IntelliSync.

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- Three wires control a cooling only system. One wire operates the compressor, one operates the fan and the third provides 24 VAC:
- Four wires control a heating and cooling, electric, gas or oil, forced air system that is NOT a heat pump (NOTE: in a heat pump system, the outside cooling unit also runs during heating):
- Four wires control a Single-Stage Heat Pump (which does NOT have auxiliary heat or emergency heat). They were labeled: G, Y1, R (or RH, or RC), and either B or O was used:
- Six or seven wires control a Heat Pump with an auxiliary heat stage. They were labeled: G, Y1, R (or RH, or RC), and W2. Either B or O was used, and an Emergency Heat E wire was present:
- Adding an additional user to an existing Deriva IntelliSync thermostat account

Why bother setting a heating and cooling schedule?

Setting a schedule saves you money and energy. Many people fail to set heating and cooling schedules because their thermostats are just too difficult to operate. Your account, by contrast, offers an intuitive interface that makes setting your schedule a breeze.

What is ENERGY STAR®? Why should I follow its recommendations?

ENERGY STAR is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy. The program's purpose is to help us save money and protect the environment through energy efficient products and practices.

With the help of ENERGY STAR, Americans saved enough energy in 2010 alone to avoid greenhouse gas emissions equivalent to those from 33 million cars – all while saving nearly $18 billion on their utility bills.* (source: energystar.gov).

I forgot the password used for my Deriva IntelliSync account. How do I recover it?

Visit the Reset Password page. We'll email you a special link that will allow you to change your password. The link is only valid for 24 hours.

What is the Target Temperature?

It's the temperature your thermostat will keep your home at or near. If your home is in cooling mode, your cooling system will turn on if the temperature in your home rises above the target. If your home is in heating mode, your heating system will turn on if the temperature in your home falls below the target.

Explain the four Modes. What's the difference between Heat, Cool, Auto, and Off?

If your home is in Cool mode, your cooling system will turn on if the temperature in your home rises above the target. Cool mode is best for the summer months, when there's no chance you'll want your heat system activated. To protect your cooling equipment from possible damage, do not use Cool mode when the outdoor temperature is below 50°F/10°C.

If your home is in Heat mode, your heating system will turn on if the temperature in your home falls below the target. Heat mode is best for the winter months, when there's no chance you'll want your cool system activated.

If your home is in Auto mode, heating or cooling modes will be automatically activated within the range of your heating and cooling schedules. To protect your cooling equipment from possible damage, do not use Auto mode when the outdoor temperature is below 50°F/10°C.

If your home is in Off mode, you are not using your HVAC system to control your home's temperature.

What are my Fan settings for?

When your fan is set to Auto, it remains off until needed to circulate warm or cool air through your home. When your fan is set to On, it runs continuously, even if your HVAC system is not actively heating or cooling your home. Setting your fan to Auto is the more energy-efficient choice.

What does the Set Away button do?

Clicking on Set Away is an easy and convenient way to set your home to an energy-efficient temperature while you're away. Going back to your normal schedule is just as easy – click End Away when you return. You can change the thermostat's Away temperature on the Settings tab of the Thermostat page.

How long does it take for changes I make on the website or mobile apps to take effect?

Changes you make to your thermostat settings from the website can take up to five minutes to take effect on your thermostat. For the mobile apps, changes should take effect immediately when you are connected to the same wireless network as your thermostat. Changes made from other wireless networks or from outside your home can take up to five minutes to take effect.

What happens if my Deriva IntelliSync thermostat goes offline?

Your thermostat will maintain the schedule you have set for it even when it's not connected to the Internet. To reconnect your thermostat:

• First check that your wireless router is working and you have access to the Internet. If your Internet connection or router is down, your thermostat will reconnect automatically when your Internet connection is restored.

• If that doesn't work, confirm your thermostat is connected to your router. If your thermostat is connected to your Wi-Fi router, you'll see a radio wave icon on the upper right hand corner of the screen. If not, your thermostat is not connected to your router, and you should continue with the suggestions below until your thermostat is connected to your router again.

• Try resetting your thermostat. Remove the thermostat from the wall and press the RESET button on the back. Once pressed, replace the thermostat on the wall. Once the thermostat is connected to your router, it will display a radio wave icon on the upper right hand corner of the screen.

• If none of the above steps resolves the issue, you should perform the setup process again. Consult the product manual for instructions.

How many Deriva IntelliSync thermostats can I connect to an account?

There is no limit to the number of thermostats you can connect to your account.

How do I move a Deriva IntelliSync thermostat to a different user account?

The easiest way to move a thermostat to a different user account is to share the thermostat. See the question "How do I share a thermostat with someone who has a different user account?"

How do I change the email address associated with my existing Deriva IntelliSync account?

Sign In to your existing Deriva IntelliSync account with your current email using a web browser. Once Signed In to your account, click on your name in the top right corner of the screen and select "Account Info." Here you will be able to change the email address associated with your account. NOTE: You will only be able to set your email address to one that has never been used to create a Deriva IntelliSync account. If you are looking to move your thermostats to another existing Deriva IntelliSync account, please see the question about moving thermostats.

How do I remove a Deriva IntelliSync thermostat from my account?

Starting on the thermostats page, select "Manage location(s)..." from the location drop down to access the Locations page. There you can delete thermostat from your account.

How do I share a Deriva IntelliSync thermostat with someone who has a different user account?

You can share thermostat control with friends and family without sharing your password. Navigate to the Locations tab on your Profile. Select the "share location" link for the location you want to share. Now just enter the other person's email address, and they'll get an invitation to share access to the thermostats in that location.

I'm moving to a new home. Will I need to repeat the process of connecting my Deriva IntelliSync thermostat to the Internet using my account?

Maybe. If you use the same wireless router and network name, your thermostat should reconnect automatically in your new location. Otherwise, you must reconnect your thermostat to the Internet using the setup process. Don't forget to update your Profile with your new location's information.

Will I get notification if my Deriva IntelliSync thermostat drops offline?

Yes, you'll get an automatic email notification when your thermostat has been offline for 24 hours without connecting. You can change your notification preferences for a thermostat on the Settings tab of the Thermostat page.

Can I use my smartphone to control my Deriva IntelliSync thermostat?

Yes, currently we have mobile apps available for iOS (iPhone, iPad, iPod touch) and Android. Both apps allow you to manage your thermostat when you're on the go.

I put my Deriva IntelliSync Thermostat in Auto mode. Why can't I change the Target Temperature?

If your thermostat is in Auto mode Heat or Cool modes will be automatically activated within the range of your heating and cooling schedules. You may notice that on the website and mobile apps you can't make any temporary changes to the current Target Temperature. In addition you won't see the current Target Temperatures for Heating and Cooling.

Currently those options are not available. To make a temporary Target Temperature change please select Heat or Cool mode, then choose a new Target Temperature.

How can I change my Deriva IntelliSync thermostat units from Fahrenheit to Celsius?

The units used on the web and mobile applications can be changed by logging into the web app and editing your profile. On the profile page you can change your Temperature Preference. This change will be applied to the web and mobile apps. To change the preference for the thermostat please refer to the Operating Manual.

No fan function in heat mode:

Different systems require different setup options. When the thermostat's SYSTEM TYPE settings are adjusted properly, this sends the appropriate fan signals for applications that require the thermostat to trigger the blower fan during heating (as opposed to the system handling this task).

Fan running continuously:

Check that the Fan mode is set to AUTO, instead of ON or CONTINUOUS. If the blower fan continues to run after removing the front half from the wall plate (for at least 5 minutes after removal), this would indicate that there is a fault in the system and the thermostat is not the cause.

Indicates incorrect room temperature:

Note that the thermostat can very easy pick up the heat from your hands if you have been holding it recently. If you care comparing this to a calibrated separate temperature measurement device, please leave this immediately adjacent to the thermostat for 15+ minutes to ensure they have both acclimated to the ambient air around them.

If an alteration does need to be made, there is a user option in the system settings called Calibration. This allows for manual adjustment to the thermostat's temperature measurement, up to plus 5°F (3°C) or minus 5°F (3°C) degrees from the displayed room temperature.

No second stage or AUX heating:

Check that the thermostat's OFFSET setting is not set to 0 (zero). This needs to be set to at least 1 or higher for the 2nd stage output to be operable. Confirm that the Aux heating wire is attached to the thermostat's "W2" wire terminal.

Emergency heat does not turn on:

Emergency Heat only applies to heat pump style system type, and refers to the usage of the Auxiliary heating stage, as the primary heat source (the heat pump outside unit does not run during Emergency Heat). Confirm that the Aux heating wire is attached to the thermostat's "W2" wire terminal. The "W2" terminal is used for both Aux heat and also Emergency Heat.

How do I set my thermostat to act as a manual thermostat? How do I remove the programming?

In the Deriva IntelliSync menu under Schedule, there is a setting for “Hold Constant”. This will maintain a single fixed target temperature, and not follow a program routine.

Heats or cools more than 5 degrees past its displayed set temperature:

1. Remove thermostat body from the wall plate. Check to see if the heating or cooling output turns off within the next few minutes. If it does not, these components can be turned off at the circuit breaker panel.

2. If the thermostat was just installed, review the wiring connections that were made for any errors. Make sure you were using the correct wiring diagram for particular heating/cooling system type.

3. Note that if you are calling for Cooling to run, that the thermostat may not activate a cooling stage until its compressor protection time has elapsed; this may be a long as 5 minutes.

4. Where the wires are coming out of the wall fill the hole with non-combustible insulation or putty to prevent any drafts from adversely affecting the thermostats room temperature measurement performance.

No heating or cooling when expected:

1. For Heat Pump systems, ensure that the thermostat is configured for the Heat Pump system type.

2. Confirm that the target set temperature and ambient room temperature that is currently shown on the thermostat is such that it would call for heating or cooling, as appropriate.

3. If the thermostat was just installed, review the wiring connections that were made for any errors. Make sure you were using the correct wiring diagram for particular heating/cooling system type.

If unsure how to connect your current wires:

Contact our Technical Assistance Line or your HVAC service company. Please make sure that you are prepared to provide us with the exact terminal LETTERS from your previous thermostat, along with the wire colors that were originally attached to these letters. NOTE: any wires that were not used on your previous thermostat will continue to be unused on the new thermostat.

Two wires controlling a heat-only system:
Connect one wire to W1 and the other to RH. If there are only these two wires present and cooling is not used with this thermostat, the order of the wires will not matter (i.e. they can be reversed and the heat will still work OK).

Two wires control a cool-only system:
Connect one wire to RC and the other to Y1. If there are only these two wires present and heating is not used with this thermostat, the order of the wires will not matter (i.e. they can be reversed and the cooling will still work OK).

Two wires used to control BOTH heating and cooling:
The Deriva IntelliSync thermostat is not compatible with this style of system.

Three wires for forced-air heating only system:
The previous R, RH, or RC wire is the 24-volt transformer wire. Connect this to RH. Leave the jumper connecting RH to RC (in some thermostats, this option will be a wire jumper across the terminal connections, while in other thermostats this will be a RH-RC shorting cap on the circuit board). Connect the forced air heat system wire to W1, and the fan wire to G.

Three wires for a heat only, hot water system (radiators or baseboards):
This system has what is referred to as a 3 wire zone valve. Connect the 24-volt power wire (usually R or RH) to the RH connection. Leave the jumper connecting RH to RC (in some thermostats, this option will be a wire jumper across the terminal connections, while in other thermostats this will be a RH-RC shorting cap on the circuit board). Attach the "valve close" wire to the A terminal and the "valve open" wire to the W1 terminal. The A terminal is powered at all times when heating is not being called for.

Three wires control heating and cooling. One wire operates heat, one operates cooling and the third provides 24 VAC:

Connect the 24-volt power wire to RH. Leave the jumper connecting RH to RC (in some thermostats, this option will be a wire jumper across the terminal connections, while in other thermostats this will be a RH-RC shorting cap on the circuit board). Connect the heat wire to W1, and the cooling wire to Y or Y1.

Three wires control a cooling only system. One wire operates the compressor, one operates the fan and the third provides 24 VAC:

Connect the 24-volt power wire to RC. Leave the jumper connecting RH to RC (in some thermostats, this option will be a wire jumper across the terminal connections, while in other thermostats this will be a RH-RC shorting cap on the circuit board). Connect the cooling wire to Y or Y1 and the fan wire to G.

Four wires control a heating and cooling, electric, gas or oil, forced air system that is NOT a heat pump (NOTE: in a heat pump system, the outside cooling unit also runs during heating):

Connect the 24 VAC transformer wire to RH or RC. Leave the jumper connecting RH to RC (in some thermostats, this option will be a wire jumper across the terminal connections, while in other thermostats this will be a RH-RC shorting cap on the circuit board). Connect the heat wire to W1, the cooling wire to Y or Y1, and the fan wire to G.

Four wires control a Single-Stage Heat Pump (which does NOT have auxiliary heat or emergency heat). They were labeled: G, Y1, R (or RH, or RC), and either B or O was used:

Connect the reversing valve wire to B or O, just as the previous thermostat. Do NOT connect wires to both B and O; if you had both on your old thermostat O goes to O, but your B wire will go to our C terminal). Leave the jumper connecting RH to RC (in some thermostats, this option will be a wire jumper across the terminal connections, while in other thermostats this will be a RH-RC shorting cap on the circuit board). Install a jumper connecting Y or Y1 to the W1 terminal (there will NOT be a wire from your system connecting to our W1 terminal. Connect compressor wire to Y1 and the fan wire to G.

Six or seven wires control a Heat Pump with an auxiliary heat stage. They were labeled: G, Y1, R (or RH, or RC), and W2. Either B or O was used, and an Emergency Heat E wire was present:

Connect the reversing valve wire to B or O, just as the previous thermostat. Do NOT connect wires to both B and O; if you had both on your old thermostat O goes to O, but your B wire will go to our C terminal). Leave the jumper connecting RH to RC (in some thermostats, this option will be a wire jumper across the terminal connections, while in other thermostats this will be a RH-RC shorting cap on the circuit board). Install a jumper connecting Y or Y1 to the W1 terminal (there will NOT be a wire from your system connecting to our W1 terminal. Connect compressor wire to Y1 and the fan wire to G. If you had a wire labeled X this can go to our C terminal. If you had either an E or X2 wire for Emergency Heat, attaching this wire is typically not necessary because we signal Emergency Heat from the W2 wire. Connect your W2 (or W) wire to the W2 terminal. If you have a C (common wire) connect it to the C terminal.