



Ducted Systems Technical Services Service Tips Letter

Letter: **ST-003-2019**

Date: January 10, 2019

To: Ducted Systems (Factory Direct) S1 HVAC Branch Service, Sales, and Warranty Managers
Ducted Systems (UPG/Applied) Distribution Service, Sales, Warranty Managers

Subject: **Improved User Interface (UI) Update**

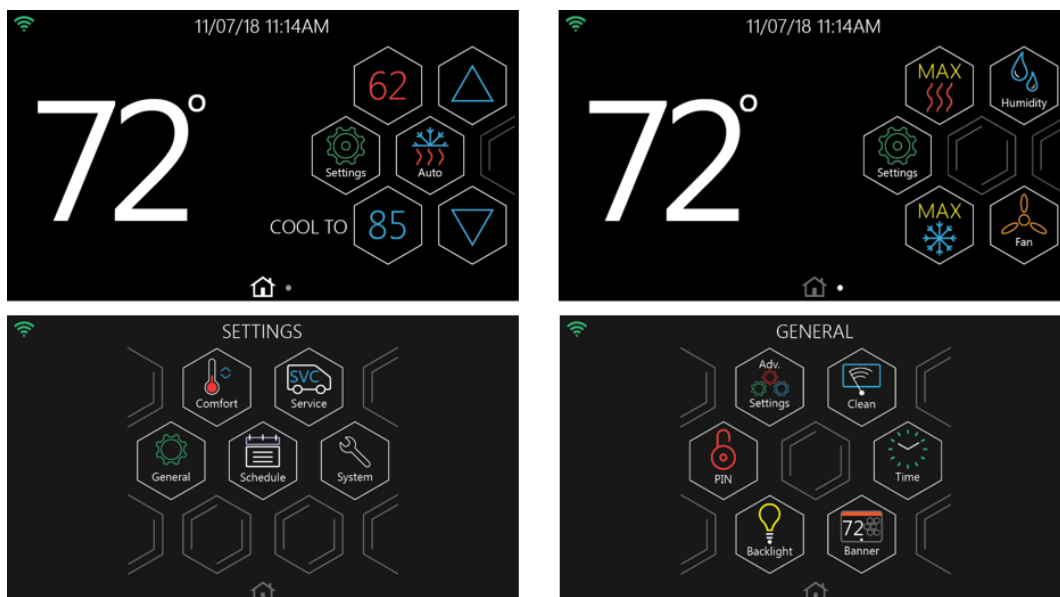
Product: S1-THXU280* and S1-THXU430W HX™ model thermostats

Summary: **This letter provides product improvement news concerning the user interface/user experience with the HX™ model thermostats.**

To improve the user experience regarding hexagon icons and controlling the HX™ model thermostats an update to the user interface (UI) has been completed. On Friday 01/11/2018 a software update will be pushed to all HX™ model thermostats. Any HX™ model thermostat connected to a Wi-Fi connection should automatically receive this software and update automatically. The small HX™ and large HX™ thermostats have different software version numbers. The new software version for S1-THXU280* is 2.20nz. The new software version for S1-THXU430W is 1.10nz. This UI software update includes:

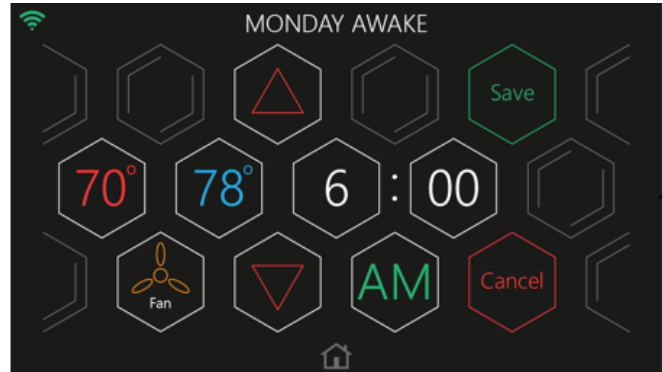
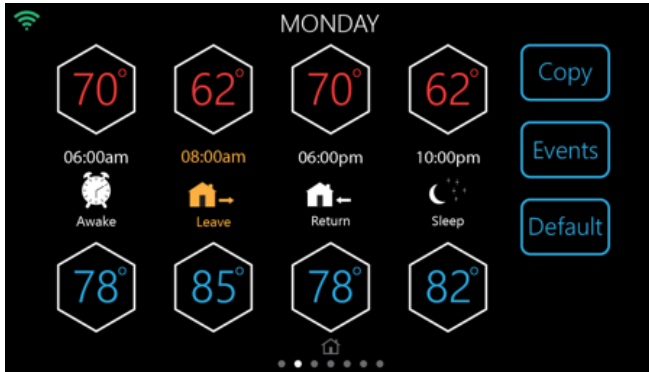
Icon Titles

Each hexagon-shaped icon will now include a title in conjunction with the icon picture. For example, the advanced settings icon is titled “Adv. Settings.” The backlight icon is titled “backlight” etc. Due to screen size, this icon title update only applies to the large HX™ thermostat model S1-THXU430W. Several screenshots showing the new UI icon titles are shown below.



Scheduling

The current HX™ thermostat versions would only allow scheduling from the mobile application. The thermostat schedule could be viewed from the thermostat, but not adjusted. This new updated UI will allow the schedule to be set from the thermostat. **No mobile application will be required for scheduling.** Several screenshots showing the newly updated UI scheduling screens are shown below.

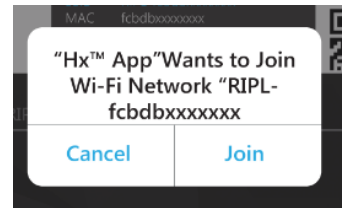


Mobile Application Pairing

To connect the thermostat to the home Wi-Fi connection the HX™ mobile application is used on a mobile device. To make the pairing process easier, a QR code will be added to the Wi-Fi setup screen. This QR code can be used by the mobile device camera to identify the thermostat. If the thermostat has not been connected to Wi-Fi, this QR code will not be present unless the thermostat was shipped with the new version of software referenced at the beginning of this letter. If the thermostat is currently connected to Wi-Fi it will receive the new software update. If the thermostat was ever to be disconnected from Wi-Fi and had to be re-paired to an account, this updated QR code feature would be available. A screenshot of the SETUP screen with a QR code is shown below.

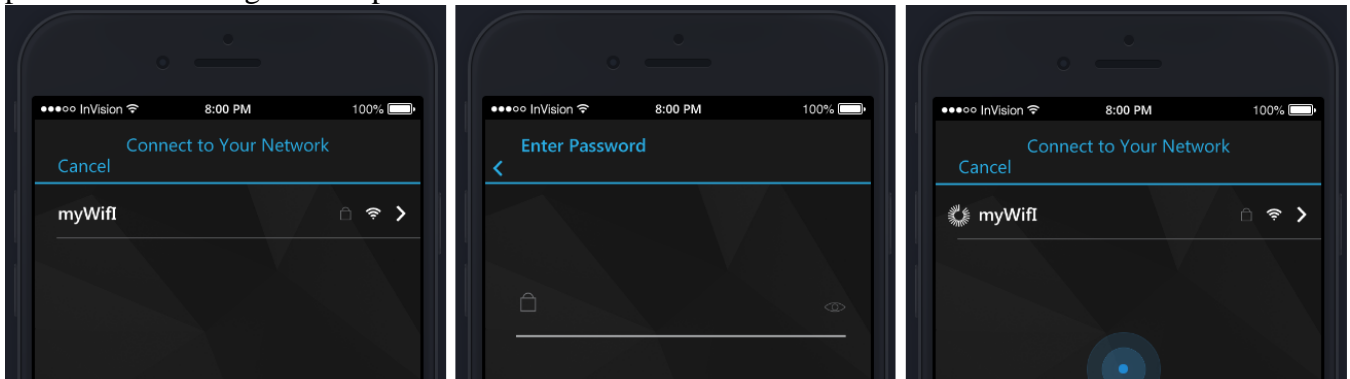


As previously mentioned if the thermostat does not have the latest version of software installed on it, the QR code will not be present. The mobile application has a selection to enter the code manually. The code is the thermostat SSID which begins with RIPL- and is case sensitive. An image of manual entry is shown below.



If The SSID is entered correctly the user will be prompted for permission.
 This permission prompt is only seen on iOS HX™ mobile applications

Once Join is selected, the user must select the home Wi-Fi connection and enter in the home Wi-Fi password. An image of this process is shown below.



Select home Wi-Fi network

Enter Wi-Fi password

Wi-Fi connection will complete

If you have any questions on this feel free to call Factory Direct Northeast Technical Services at 1-855-251-8267 and speak with a technical support representative.

Regards,
 Thomas Hoffmaster II
 York Factory Direct Northeast
 Area Service Manager