sensi
by **COPELAND**

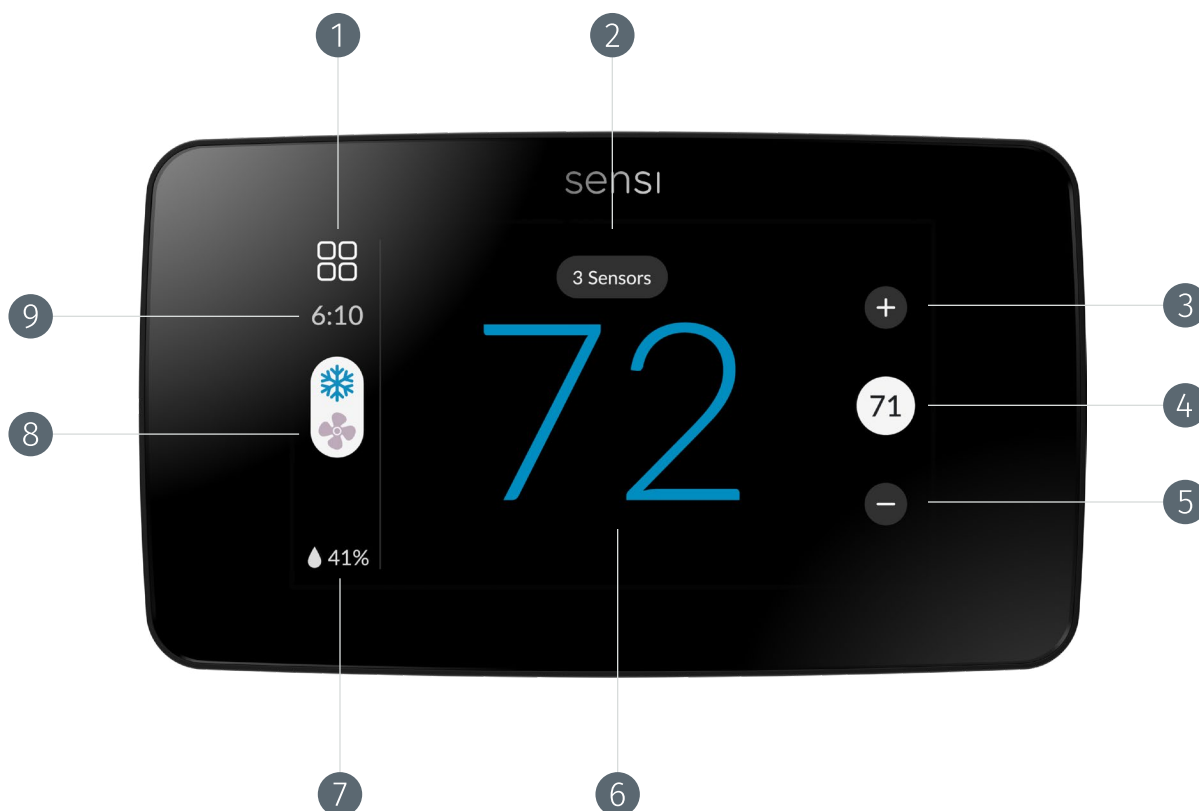**SENSI TOUCH 2 SMART THERMOSTAT**

Manual operation

The Sensi Touch 2 smart thermostat can be operated through Wi-Fi using the Sensi app or it can be operated at the actual wall unit. Advanced features such as thermostat settings, scheduling and email alerts are only available through the Sensi app.

1 MENU
Access thermostat settings and add sensors.

2 SENSOR PARTICIPATION
See how many sensors the thermostat is controlling to.

3 PLUS BUTTON
Adjusts the temperature set point up and down.

4 CURRENT SET TEMPERATURE
Current set temperature the thermostat will maintain.

5 MINUS BUTTON
Adjusts the temperature set point.

6 CURRENT TEMPERATURE
The room temperature at the thermostat. If you have sensors connected, the temperature shown will be the average of selected sensors and the thermostat.

7 HUMIDITY
Displays current humidity.

8 FAN AND SYSTEM MODES
Switches system mode between Heat, Cool, Off, Aux or Auto.

Switches fan mode from Auto or On, and allows Circulate Fan customization. Leave the fan mode on Auto to allow the thermostat to control the fan as necessary.

9 TIME
Displays current time.

Mode selection

SWITCHING SYSTEM MODE

Press the **Mode** button *(see buttons and icons)* to switch between all available system mode settings.

> *Off*
> When the system mode is **Off**, your HVAC system will not heat or cool your home.

> *Auto*
> Auto Mode allows the thermostat to seamlessly switch between your heating and cooling systems by setting two temperature setpoints, and the thermostat will keep your room temperature between these two temperatures.

> > *Example: Set to 75° and 70°F – Sensi will bring on your cooling system when the room temperature is 75°F or over, and will bring on your heating system when the room temperature is 70°F or lower.*

> *Aux*
> If you have a heat pump with back up auxiliary heat, Sensi will switch automatically between using the heat pump and the back up heat in Heat Mode. If you only want to heat your home with your back up heating system, switch the mode to Aux.

FAN MODE

If you want to circulate indoor air, you can switch fan mode to **On**. Turn the fan back to **Auto** when you want the thermostat to control your indoor blower as necessary. Leaving the fan in **On** will run your blower continuously.

Circulate fan mode allows your blower to run for a set amount of continuous minutes each hour without running your HVAC system. For more information visit sensi.copeland.com/en-us/support/circulating-fan

HOLDING ONE TEMPERATURE

If you want to hold one temperature, make sure the Schedule is **Off**. Then, adjust the set point using the **Plus** and **Minus** buttons. The thermostat will hold this temperature, in the set system mode, until you turn Schedule back **On** or until you adjust the set point again using the **Plus** and **Minus** buttons.
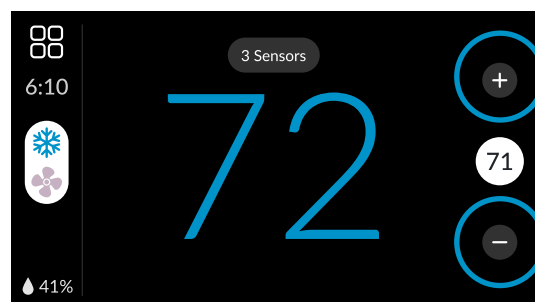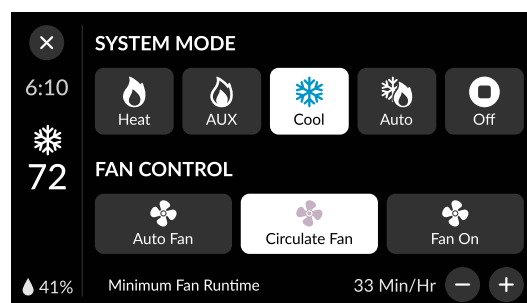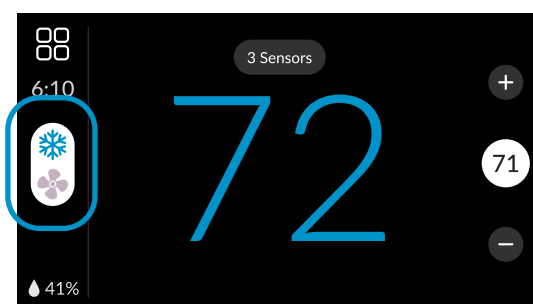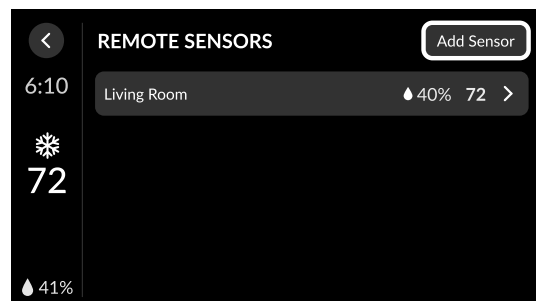
MENU SETTINGS

You can access several settings and options about your thermostat in the menu.
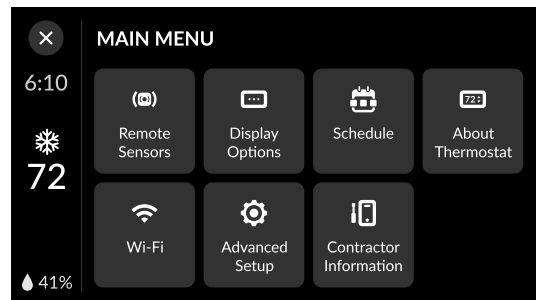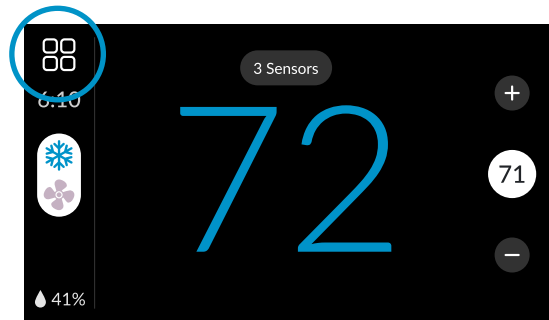
REMOTE SENSORS

REMOTE SENSORS
If you have a remote sensor to pair with your thermostat, you can do so in this menu, as well as view general information about your sensor(s).

If you want to manage your sensors, you must do so through the Sensi app.

DISPLAY OPTIONS

Toggle what you want to see on the display from this menu.

DISPLAY OPTIONS
6:10
72
41%
Home Screen Content   Sleep Mode
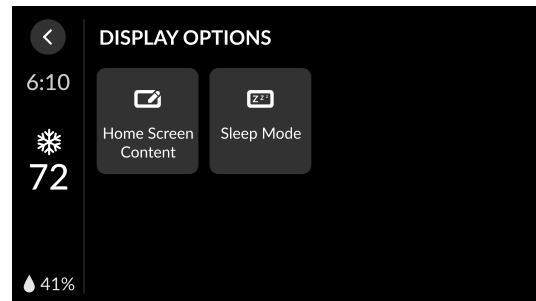
Home Screen Content

Change the temperature from Fahrenheit to Celsius and adjust whether you can see the humidity/time on the thermostat here.

HOME SCREEN CONTENT
6:10
72
41%

Indoor Humidity	On	Off
Display Time	On	Off
Degree Units	Fahrenheit	Celsius
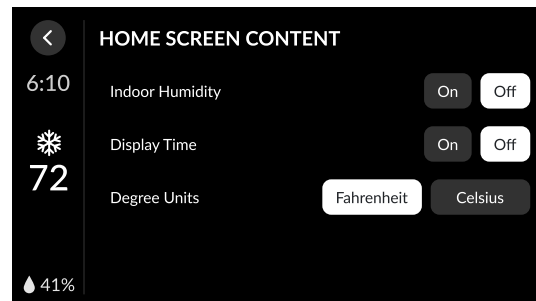
Sleep Mode

You have the option to display certain settings when the touchscreen goes to sleep.

SLEEP MODE   Preview
6:10
72
41%

Time to Sleep	30 Sec	1 Min	2 Min
Screen Brightness	Low	Med	High	Off
Display Time	On	Off
Display Setpoint	On	Off
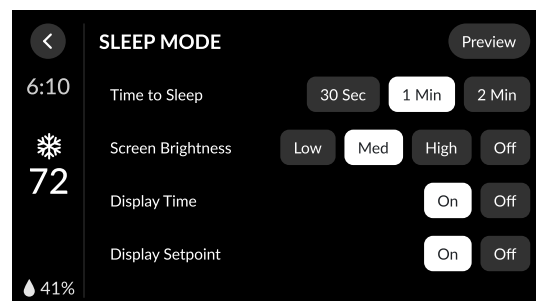
SCHEDULE

You can toggle Schedule **On/Off** from the thermostat.

Temporary hold
When your Schedule is **On**, your Sensi thermostat controls your home based on the time and temperature settings in the current schedule. To temporarily change your temperature, use the **Up** and **Down** arrows in the app or the **Plus** and **Minus** buttons on the thermostat. Your thermostat will display **Hold** and the time until the hold runs out. It will hold your new temperature until the next scheduled set point with a minimum hold time of two hours.

ABOUT THERMOSTAT

This menu displays a quick glance at your thermostat information. It includes your model number, MAC ID *(uniquely identifies your thermostat)*, build date, firmware version, technical support contact information, and a **Factory Reset** button.

Pressing the **Factory Reset** button will clear all of your settings except for the HVAC Equipment settings and the Temperature Limits.

WI-FI

The Sensi app will instruct you how to connect to Wi-Fi. You can also turn Wi-Fi on or off at any time. Once you are connected to Wi-Fi, you can view the network name you're connected to as well as signal strength of the network on this menu.
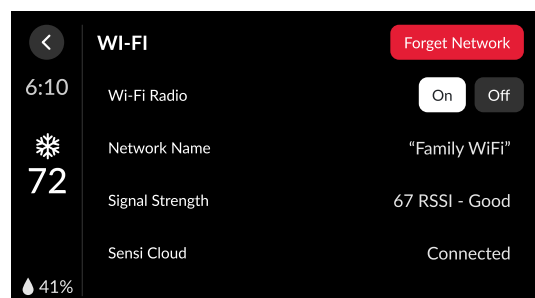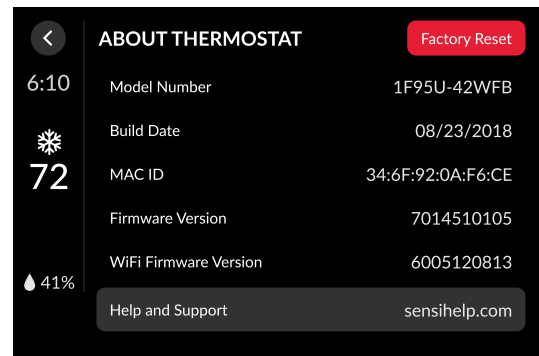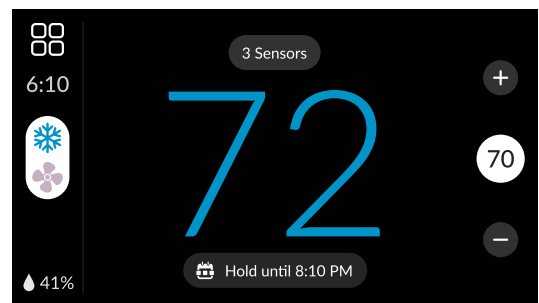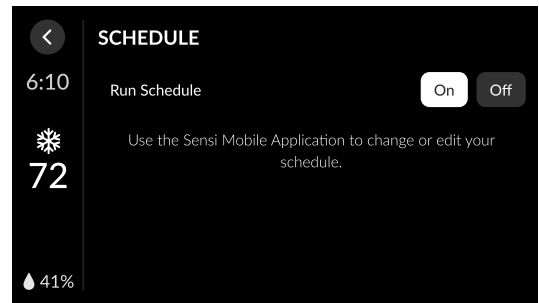
ADVANCED SETUP

Here you can check the HVAC settings and adjust your humidification settings, if you have an accessory installed. *(Humidification set up is recommended for a contractor only.)*

HVAC Equipment
This allows you to change a series of settings to customize the thermostat for your specific system. Refer to the chart below for a complete listing of thermostat configurations and what they stand for. If you are installing the thermostat on the wall for the first time, we highly recommend that you download the Sensi app and follow the installation instructions.

However, if you are experiencing an issue or you want to check your system configurations, you can manually configure your thermostat as well. Learn more about how to properly configure your thermostat at sensi.copeland.com/en-us/support/how-do-i-configure-my-thermostat.

Date and Time
If you're connecting Sensi to Wi-Fi, then this will set up automatically based on your time zone. If you need to set it manually, tap on **Edit** and adjust as necessary. This option is only available when Wi-Fi is turned **OFF**.

CONTRACTOR INFORMATION

If your thermostat was installed by a professional that is part of our Sensi Partner Program, their information can be displayed on your thermostat in case you need their contact information handy.
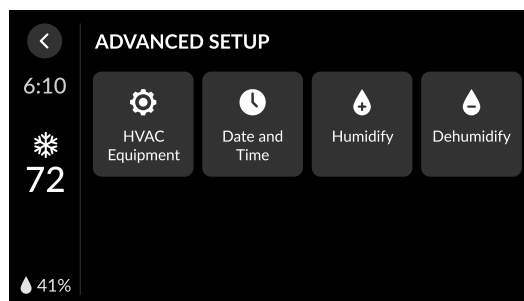
See below for a list of all of the settings available at the thermostat and their options.

CONFIGURATION MENU ITEMS REFERENCE

MENU ITEM	OPTIONS	DEFAULT
Remote Sensors	Add/Remove Sensor	
Display Options	Home Screen Content | Sleep Mode	
Sleep Mode	Time to Sleep Screen Brightness Display Time Display Setpoint	1 Min. Med On On
Home Screen Content	Indoor Humidity Time of Day °F / °C	On On °F
Schedule	On/Off (Create and edit schedules on the app)	-
Wi-Fi	Connect/Reconnect/Forget Networki	-
About Thermostat	Model Number/Reset	-
Advanced Setup	HVAC Equipment | Accessory setup | Time and Date	
Set Up HVAC Equipment	Outdoor Setup AC1/AC2/HP1/HP2/None Indoor Setup GA1/GA2/EL1/EL2/Fan Reversing Valve Position O/B/6/None Additional Accessories None/Add Humidifier (wired to thermostat) Yes/No Dehumidifier (wired to thermostat) Yes/No	AC2 EL2 O None No No
Fan Mode Options	Circulating Fan Off/On 10% - 100% (5% increments) General Fan On/Auto	Off
Humidify	Humidification Off/On 5%- 50% (5% increments)	Off 40%
Dehumidify	Dehumidification Off/On 40% - 95% (5% increments)	Off 50%

See below for definitions of the wiring terminals on the sub-base of the thermostat.

Terminal outputs and wiring diagrams

TERMINAL LABEL	DEFINITION
RH*	Power for heating, 24V
RC*	Power for cooling, 24V
C**	Common wire, 24V
G	Indoor blower (fan)
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
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/Dehumidifier
O/B	Changeover (reverse valve) connection for heat pump or zone panel systems
ACC-	Used to control a whole home humidifier with two wires and setting the dry contact switch on the back to accessory.
ACC+	Used to control a whole home humidifier using a single wire. Make sure the switch on the back is in the **System** position

* If the old thermostat has separate RC and RH wires coming out of the wall,
clip the RC/RH jumper on the back of the thermostat.

**The common wire could be labeled "C" on your old thermostat, or it could be labeled "B"
or "X." Please refer to the owner's manual of your old thermostat for clarification.

Does Wire Color Correspond to the Thermostat Terminals?

Wire color does not always correspond to the thermostat letters. A white wire may be attached to the "W" terminal on the old thermostat, or it may be attached to a different terminal with a different letter. Be sure to take a photo of the old thermostat that shows the wire colors and terminal letters before labeling and removing any wires.

Thermostat back

1 DIPSWITCH FOR ACC TERMINALS
This switch is to determine where the power from your accessory is coming from. See our Install Guide for a wiring diagram and dipswitch selection information.

2 RH/RC JUMPER
Only clip this if you have separate RH and RC wires coming out of the wall. This indicates a two-transformer system.

Why can't I control the thermostat at the touchscreen?

If Keypad Lockout is enabled through the Sensi app, then the touchscreen will be locked, and you can only make changes through the Sensi app.

When the screen is locked, you'll see a padlock icon at the top of the thermostat touchscreen.

Why can't I adjust the temperature setpoint past a certain degree?

Sensi Touch 2 has a setpoint range of 45° to 99°F. You cannot set the thermostat lower than 45°F or higher than 99°F.

If Temperature Limits are enabled through the Sensi app, then a custom setpoint range has been set, and you will not be able to go above the "Heating Max Setpoint" and you will not be able to go below the "Cooling Min Setpoint."

The app will display "Limit" next to the setpoint when you've gone as high/low as the custom range allows.

Why is my thermostat heating/cooling past the setpoint?

1. Set Fan to Auto

- Set your thermostat Fan to Auto. If the thermostat was set to Fan On, it may have sounded like your system was heating/cooling, but it was just the fan running.

2. Check the thermostat features you have enabled

- Turn Circulating Fan off.

- Turn any humidity control features off. If your thermostat is dehumidifying by overcooling, the thermostat will cool 3° below your setpoint.

3. Check your cycle rate. (Only available through the Sensi app.)

- If the thermostat is set to "Slow," there is a larger variance to cool/heat for, and you may see the room temperature go below/above the setpoint briefly before the system shuts off.

4. Turn the system Mode Off.

- If the heating/cooling system turns off after this change, then the thermostat is working as expected. Re-check that you don't have any features on that would cause the system to run longer than usual and double check your Cycle Rate.

5. If the heating/cooling system does not turn off after switching the Mode, reset the thermostat and verify that your wiring and configuration is correct.

- Use the Factory Reset button in the About Thermostat menu to reset your Touch 2.

- In the Sensi app, walk back through the "New Installation" > "Not Mounted" path and reconnect to Wi-Fi.

My temperature setpoint is changing, and I am not adjusting it. What do I do?

IS SCHEDULE TURNED ON?
Sensi comes pre-programmed with a default schedule. If you did not edit the schedule through the app, turn Schedule Off.

ARE YOU USING ANY SMART HOME AUTOMATIONS?
Check your Alexa or Google Home app to make sure there are no automations set up for your thermostat.
Someone in your home may also be using voice commands to change the temperature.

ARE YOU SIGNED UP FOR ACTIVE SAVINGS EVENTS THROUGH YOUR ENERGY COMPANY?
You may be in an Active Savings Event through your energy company. The thermostat
touchscreen displays a notification while you're in an Active Event. You can adjust the
setpoint using the plus/minus buttons any time to opt out of this event.*

ARE YOU USING GEOFENCING?
When Geofencing is enabled, Sensi will adjust setpoints based on whether you are home or away, for every
person that has opted in through the app. If everyone isn't home, then the setpoint could be affected.

* You cannot opt out of Mandatory Events. Your energy company should have notified you if it was a mandatory event. Learn more about Active Savings Events on here.

Why is my touchscreen blank?

Sensi Touch 2 requires a "C" (common) wire to power the display. If the thermostat is not
turning on or the display is blank, likely there is not power going to the thermostat.

- Ensure there is power to your HVAC system and there is no error code
  on your control board, indicating a system issue.

  - If there is an error code or no power to your system, contact an HVAC professional to service your equipment.

- Reset breakers.

- Secure wire connections.

  - If you pull on a wire, it does not come out. Make sure the wire is all the way down
    and seated in the thermostat terminals. If you aren't sure, push the paddle down and
    pull the wire out. Then try to push it back into the terminal for a better fit.

- Ensure the thermostat is wired correctly by following the instructions in the Sensi app.

Why isn't my heating/cooling turning on?

Just Installed Thermostat

- Ensure there is power to your HVAC system and there is no error code
  on your control board, indicating a system issue.

  – If there is an error code or no power to your system, contact an HVAC professional to service your equipment.

- Reset breakers.

- Secure wire connections.

  – If you pull on a wire, it does not come out. Make sure the wire is all the way down
    and seated in the thermostat terminals. If you aren't sure, push the paddle down and
    pull the wire out. Then try to push it back into the terminal for a better fit.

- Ensure the thermostat is wired correctly by following the instructions in the Sensi app.

  – You can also try to reinstall your original thermostat to make sure there is not an HVAC system issue
    that is preventing the system from coming on. If your heating/cooling doesn't come on with the original
    thermostat, then you may need to contact a professional technician to service your equipment.

Installed Thermostat Previously, Was Working Fine

- Ensure there is power to your HVAC system and there is no error code
  on your control board, indicating a system issue.

  – If there is an error code or no power to your system, contact an HVAC professional to service your equipment.

- Reset breakers.

- Reset thermostat.

  – Use the Factory Reset button in the About Thermostat menu to reset your Touch 2.

- Ensure the thermostat is wired correctly by following the instructions in the Sensi app.

  – You can also try to reinstall your original thermostat to make sure there is not an HVAC system issue
    that is preventing the system from coming on. If your heating/cooling doesn't come on with the original
    thermostat, then you may need to contact a professional technician to service your equipment.

- Ensure the thermostat is configured correctly for your HVAC system.

  – Learn more about how to do this on our support site.