

TECHNICAL INFORMATION COMMUNICATION



**United
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Building & Industrial Systems

Quality and Continuous Improvement

Number: TIC2015-0015

Date: 9/29/2015

Title: Cor / Housewise Software Update Info

Product Category: Wall Controls

Products Affected

TP-WEM01, T6-WEM01

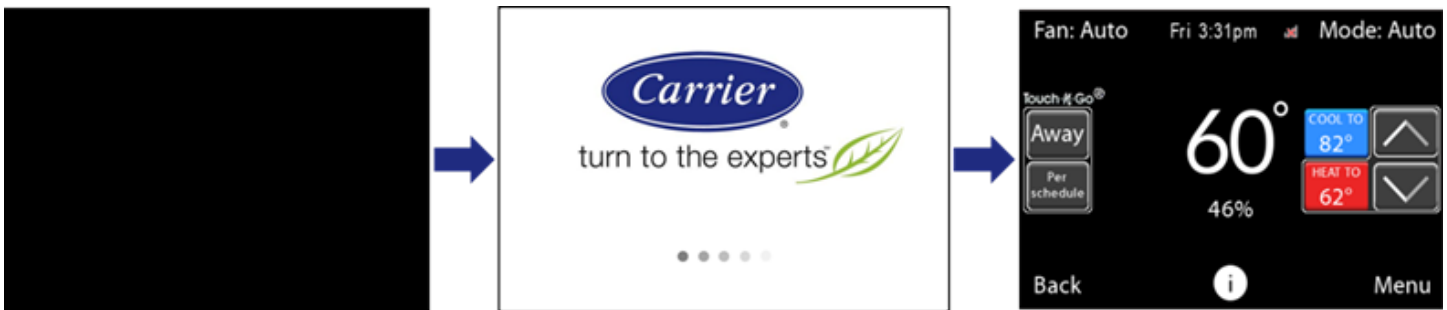
Situation

Improved Software Update Process

Effective 08/31/15, all C^{or} thermostats regardless of software version at the time of installation, will begin updating to the latest software version within 10 – 15 minutes of an initial Wi-Fi connection. This ensures all thermostats have access to the latest software before the installer leaves the home.

What to Expect

1. When the software download is complete, the thermostat will automatically restart. The screen will go blank, then show the loading screen, and finally return to the main screen.



2. **IMPORTANT:** After connecting to Wi-Fi during guided setup, the remaining setup must be completed within 10 minutes. If the guided setup is not complete by the time the software download completes, the update will restart the thermostat to the first step in the guided setup process.

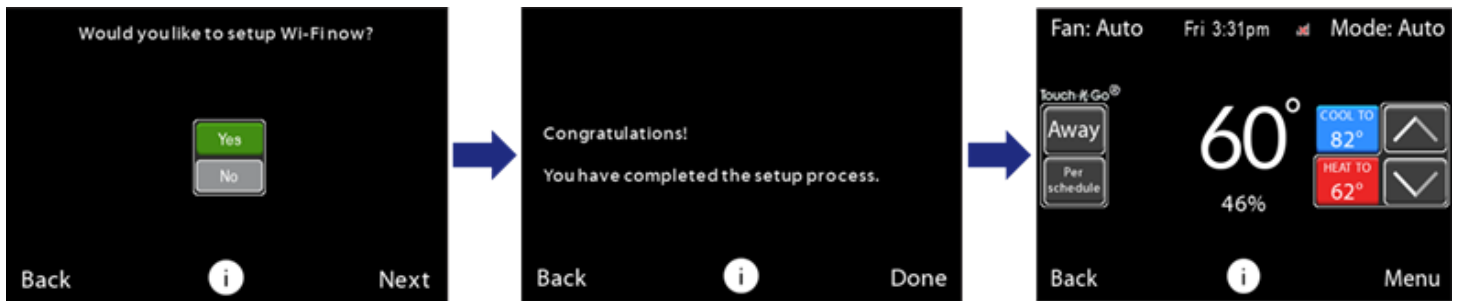
Only trained and qualified personnel should design, install, repair and service HVAC systems and equipment. All national standards and safety codes must be followed when designing, installing, repairing and servicing HVAC systems and equipment. It is the responsibility of the Dealer to ensure local codes, standards, and ordinances are met.

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Best Practice

- If the installer does not have access to the homeowner's Wi-Fi®, a mobile hotspot from a phone, tablet, or separate device could be used to download the update. The software download size is about 20MB.

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