VENSTAR®

Skyport™

Secure Internet Connection

Computer

Smartphone

iPad or Tablet

Wireless Router in the Home

1 **Update ColorTouch to firmware version 2.0 or higher***

2 **Install the Wi-Fi Key and connect to a local router**

3 **Go to www.venstar.com and create a Skyport account**
   a. Enter the 16 digit ID code on the thermostat into Skyport
   b. Enter the 6 digit confirmation code on the thermostat into Skyport

4 **Receive the confirmation email from Skyport and confirm your account**

5 **Download the free Skyport apps for Smartphones and Tablets**

   Thermostats produced before September 2012 only
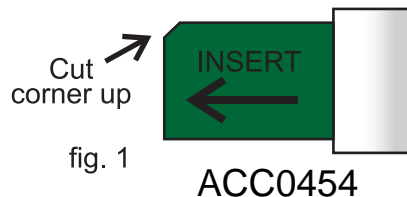
1

VENSTAR®

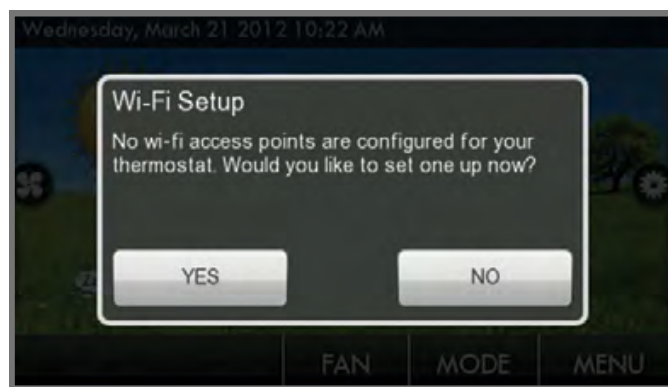**Skyport™**

1

Cut corner up

fig. 1

INSERT

ACC0454

Insert the Skyport Wi-Fi Key all the way into the SD slot of the ColorTouch thermostat. The "cut corner" of the Key's circuit board faces up as shown in figure 1.

Important - Do not install upside down and force in slot or it may damage the thermostat. Wi-Fi key when installed correctly will easily slide in slot.

2

Wednesday, March 21 2012 10:22 AM

Wi-Fi Setup

No wi-fi access points are configured for your thermostat. Would you like to set one up now?

YES   NO

FAN   MODE   MENU

When the Wi-Fi Key is successfullly detected this screen will appear.

Pressing **NO** will return the thermostat to the home screen.

Pressing **YES** will proceed to step 3.

If Wi-Fi setup screen does not appear go to the Troubleshooting section page v.

③

The thermostat will scan for all available networks. Select the appropriate network from the list on the display.
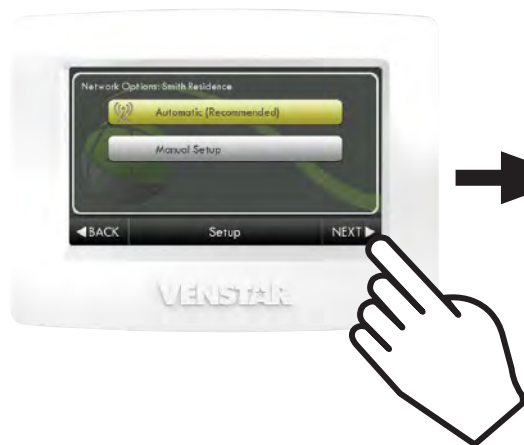
Scans for up to 90 seconds

④

If the network requires security, press PASSWORD and enter the password on the keyboard, then press DONE. If no security is required, PASSWORD will not appear. Press NEXT to continue.

Select Automatic & Press Next

Press OK

5

Scans for up to 90 seconds

6

You are now at the Accessory Info screen* in the Menu. The status of the thermostat will show that it is "Connected" to the Wi-Fi LAN.

The ID on this screen will be needed to create an account to establish a successful connection to Skyport Cloud Services.

If this screen does not appear go to page 7

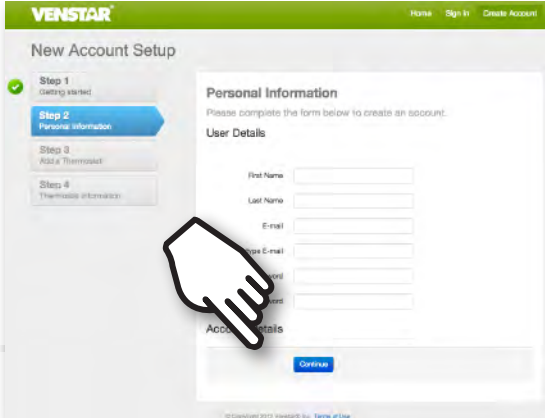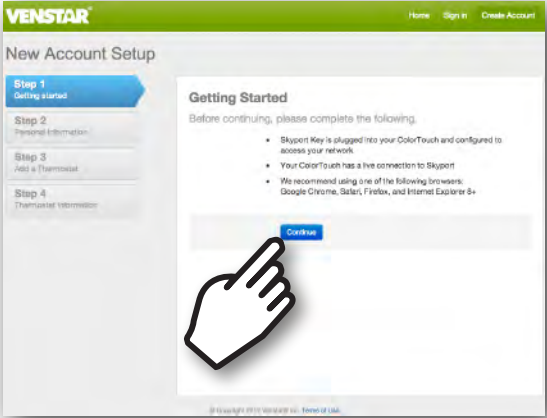Take a picture of this screen or write down the ID code for easy entry into your Skyport account later.

The Wi-Fi status screen displays:
- ID: the thermostat and wi-fi key custom ID code
- Network: the name of the local router
- Signal: the signal strength of the local router
- IP: the local IP address
- Skyport: how long you have been connected to the local router
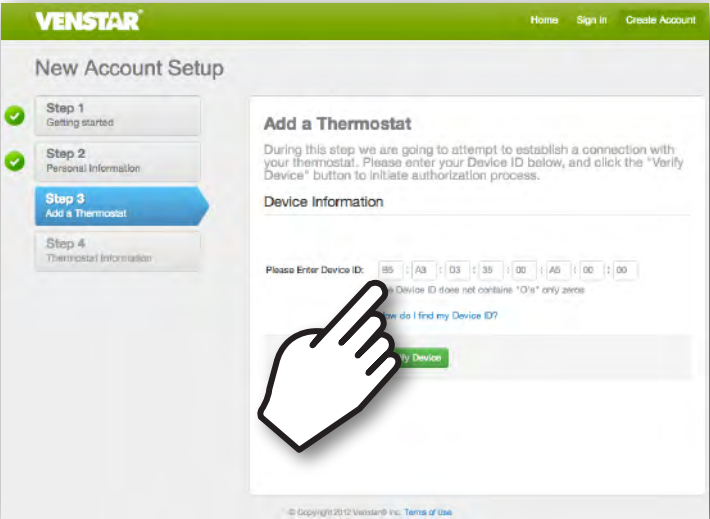- Website: how long you have been connected to Skyport Cloud Services

Logon to *www.venstar.com* and click the

 button.

This will transfer you to the *venstar.skyportcloud.com* website.

Click the [Create Account Now] button

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Read the Getting Started instructions and press CONTINUE

Enter your User Details and press CONTINUE

Enter your Device ID from the Wi-Fi Status screen on the ColorTouch

If you need to get back to this screen click: Menu-->Down Arrow-->Accessories-->**Accessories Info**

Enter your Verification Code and Press the CONFIRM VERIFICATION CODE button

This screen will appear on your ColorTouch after you enter your Device ID.

Click on the link in your Validation email and log in to your Skyport Account

8

iPhone & iPad Instructions

- Go to the App Store on your iPhone or iPad
- Press the Search button
- Input "Venstar"
- Select Venstar Skyport
- Click "FREE" to install
- Enter your ID and Password from the Skyport website.

Android Instructions

- Go to the Google Play Store on your device
- Type "Venstar" in the Search Bar
- Select Venstar Skyport
- Click "Install"
- Enter your ID and Password from the Skyport website.

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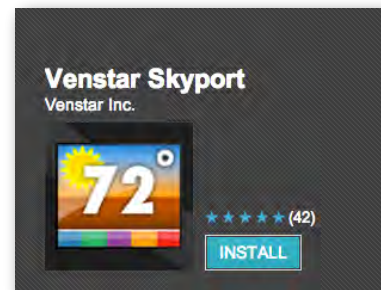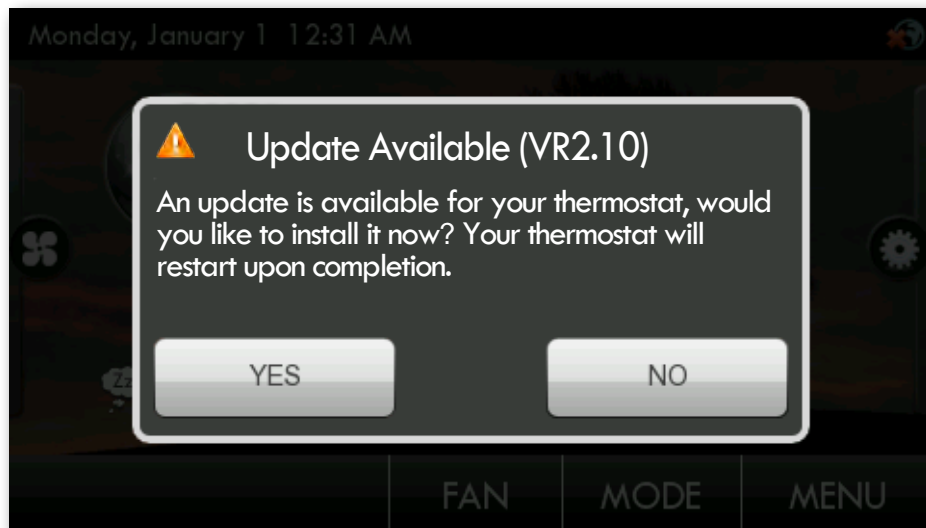
Update Instructions*

- Push the MENU button
- Push the SETTINGS button
- Push the INSTALLATION SETTINGS button
- Push the UPDATE FIRMWARE button
- Select YES to update the ColorTouch

Must have VR 2.03 or later only.

This a common problem when replacing a mechanical thermostat or a thermostat powered by batteries. Older thermostats require four wires, but newer more sophisticated thermostats require a fifth wire. This wire is known as the "Common" wire and powers the digital display.

Note: Before starting, It is recommended that you take a picture of the original wiring to the old thermostat as reference to help remember what terminal each thermostat wire was connected to.

Option #1: The easiest and least expensive option is to sacrifice independent control of your indoor fan *(wiring diagram on next page)*

1 First, disconnect power from your heating and/or cooling system.

Caution: If your heating and cooling system is powered during the thermostat installation process and you accidentally touch the R (red) power wire to the C (blue or brown) common wire, you will permanently damage either the equipment fuse or the transformer in the equipment.

2 After disconnecting power from your heating and/or cooling system, move the wire connected to the G terminal (typically green) that controls your indoor fan to the C terminal (common) on the thermostat.

3 At your heating and cooling equipment repeat the same step and move the G terminal wire to the C terminal.

4 At your heating and cooling equipment place a jumper wire from the Y equipment terminal to the G equipment terminal. This will allow the fan to turn on when the thermostat is calling for cooling or heating but it will not give you independent fan control from the thermostat.

1 First, disconnect power from your heating and/or cooling system.

R	W	C	Y	G

2

4

R
G
W
Y
C

3
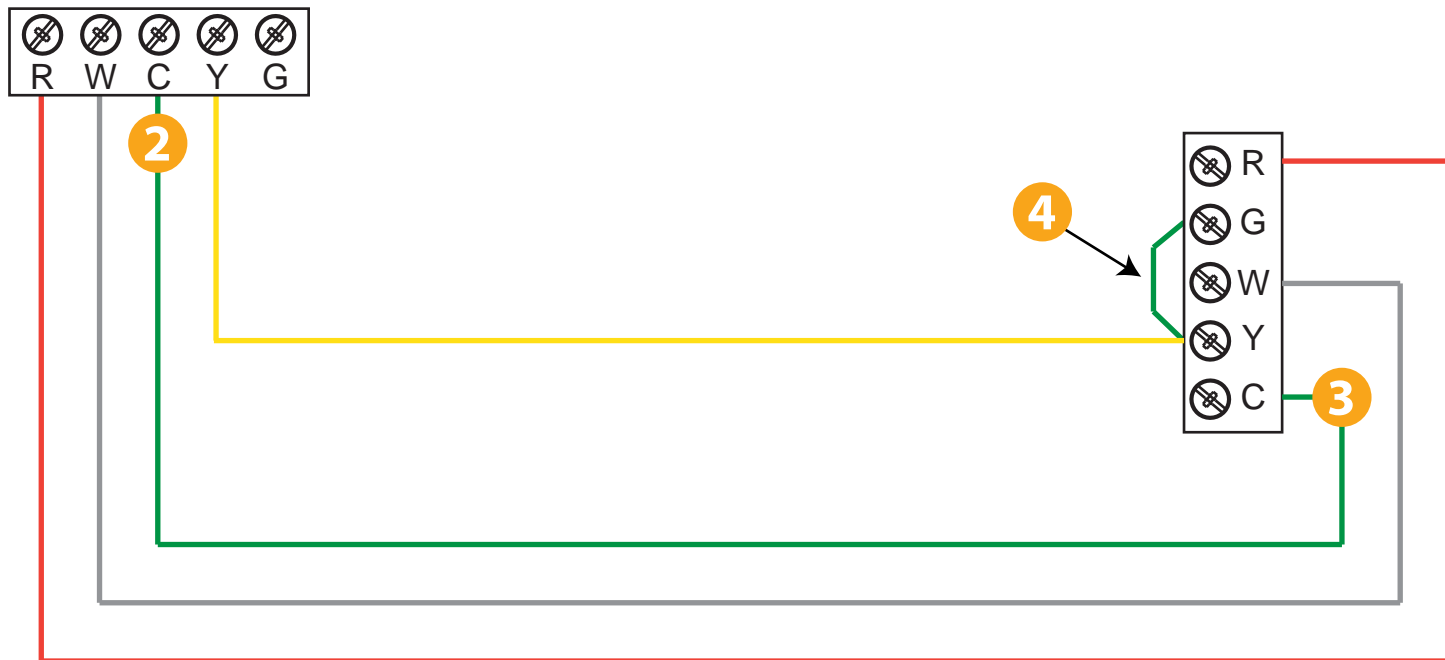
Note: *This solution will work for most heating furnaces or heat pumps (about 90% of all equipment) however it may not work for some electric resistance heating units that require the thermostat to energize the G terminal during a call for heating.*

Option #2: Purchase Venstar's ACC0410 Add-A-Wire accessory. Add-A-Wire enables one thermostat wire to control two pieces of equipment. Installation is simple and very inexpensive allowing you to make a 4 wire system into a 5 wire system. Also, multiple Add-A-Wires may be used to turn a 4 wire system into a 6 wire system. Steps 1, 2, and 3 from page i are identical *(wiring diagram on next page)*:

1 First, disconnect power from your heating and/or cooling system.

Caution: If your heating and cooling system is powered during the thermostat installation process and you accidentally touch the R (red) power wire to the C (blue or brown) common wire, you will permanently damage either the equipment fuse or the transformer in the equipment.

2 After disconnecting power from your heating and/or cooling system, move the wire connected to the G terminal (typically green) that controls your indoor fan to the C terminal (common) on the thermostat and the C terminal heating and cooling equipment.

3 As shown in the wiring diagram, use the wire connected to the Y terminal (typically yellow) to connect the Diode "Y" wire at the thermostat (blue) to the Add-A-Wire Accessory wire at the equipment (also blue).

4 At the thermostat connect the Diode "Y" Green wire to the G terminal and the Diode "Y" Yellow wire to the Y terminal on the thermostat.

5 At the equipment connect the Accessory Green wire to the G terminal, the Accessory Yellow wire to the Y terminal, the Accessory Brown wire to the C terminal, and the Accessory Red wire to the R terminal on the equipment.

1 First, disconnect power from your heating and/or cooling system.

Note: *The Add-A-Wire is not compatible with 2-Wire systems and may not be used on the R or C wires.*

Separates the fan and compressor signals back to their individual terminals

VENSTAR
ADD-A-WIRE

R W C Y G

4

2

Add-A-Wire Diode 'Y'

Allows fan and compressor to be operated independently on the same wire

5 R
5 G
W
5 Y
5 C **2**

3 **3**

Existing thermostat wire

iv
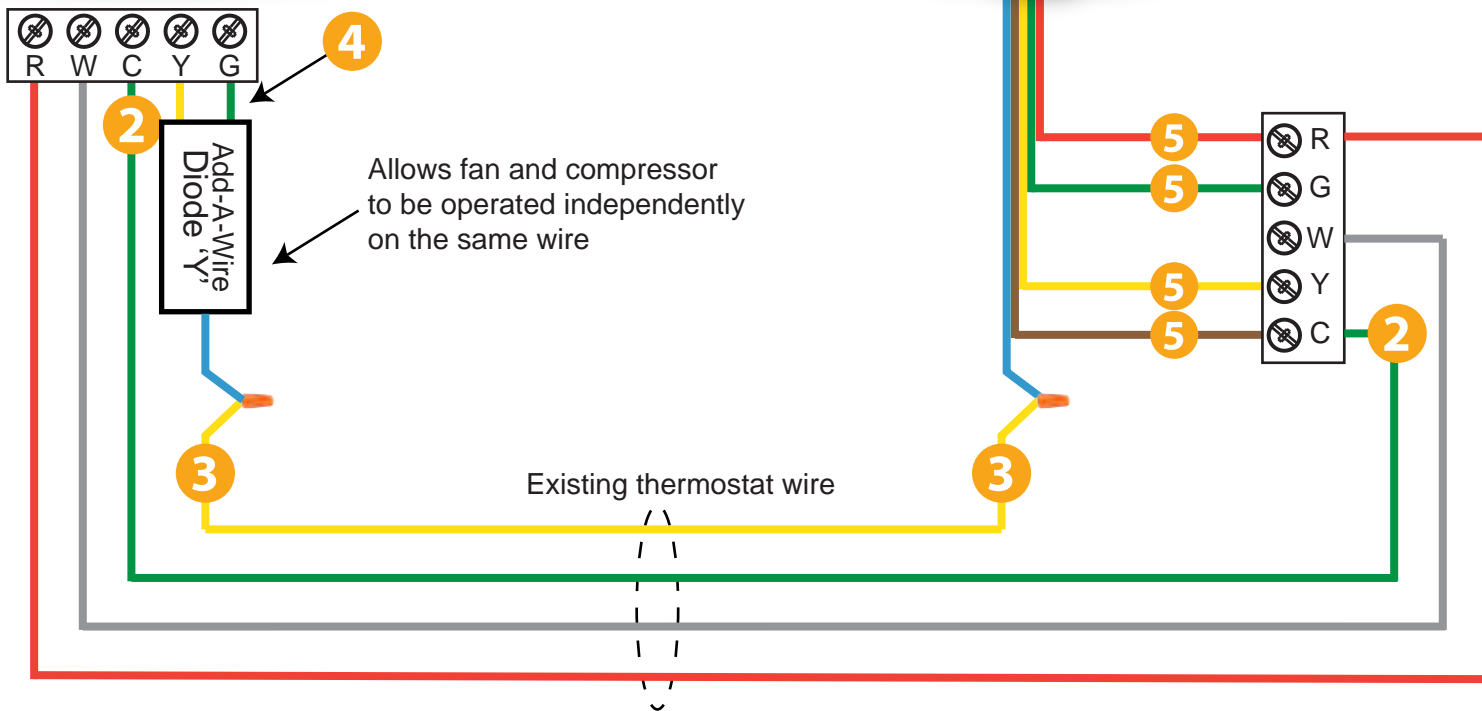
When the Wi-Fi Key is inserted into the thermostat nothing happens.

If Wi-Fi setup screen does not appear the Key may be inserted incorrectly or the thermostat may have outdated Firmware. To check the Firmware Version:

1 Press the MENU button on the Home Screen

2 When the icons come up, press the DOWN arrow button

3 Press the INFORMATION button

4 Press the MY THERMOSTAT button

5 In the lower left of the screen is the Firmware version

6 If the software is not 2.03 or higher please visit *http://venstar.com/Support/* and click on the "Helpful Tips" tab to read through the following tutorials:

    1 *"How to install the ColorTouch Assistant software on your computer"*

    2 *"How to update the Firmware on your T5800 Residential ColorTouch Thermostat"*

7 If the firmware is 2.03 or higher and still does not show the Wi-Fi setup screen, try taking the Skyport Wi-Fi Key out and reinserting it

8 If the Wi-Fi still does not come up, reset your thermostat (see the "Factory Default" section in your thermostat manual) and reinsert and hold the SD card all the way in the slot

9 The Wi-Fi setup should be displayed. If required, lock the SD card into the thermostat (see below).

1 With the thermostat removed from the backplate, insert the Skyport Key.
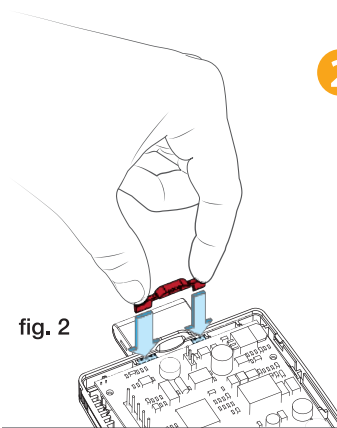
Install the locking clip as shown in figure 2.

2 The Locking Clip is seated all the way down next to the circuit board as shown in figure 3. Reinstall the thermostat on the backplate.
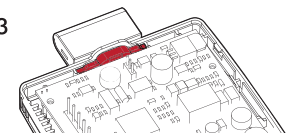
fig. 2

fig. 3

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After the network is selected, the thermostat scans for 90 seconds and the screen displays "Error unable to connect to network".

This usually happens because the wrong password was entered. Try using a smart phone, tablet, or computer to connect to the Wi-Fi network. It is recommended that you try one of these at the same location as the thermostat. If connection with one of these devices is possible, then the thermostat should also connect.

You should also look at the Wi-Fi signal strength by pressing MENU on the home screen of the thermostat, then the DOWN arrow to ACCESSORIES and finally ACCESSORY INFO.

If the signal strength is less than 10% you should either move the Wi-Fi wireless router closer the thermostat or put in a Wi-Fi repeater.

Another suggestion would be to purchase a newer more powerful router. They typically cost around $60.00.

New software does not load, display freezes, or Wi-Fi Key not recognized.

There are some instances where your thermostat may need to be rebooted like a computer or Smartphone. This can be done by turning the power to the thermostat off and back on.

1 Grasp the faceplate with both hands

2 Place thumbs under plastic ridge on bottom of thermostat, and slowly pull the bottom of the faceplate upwards, without pulling the top.

3 The thermostat will hinge upwards, disconnecting the baseplate from the faceplate causing the screen to go blank, and powering off the thermostat.

4 Now push the faceplate back onto the baseplate, securing it once more.

5 The thermostat will load a white screen with a logo on it, and then begin starting up.

6 Once the thermostat finishes starting you have successfully "Power Cycled" the device.

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When installing Color Touch Assistant you get an error that says "ADOBE AIR IS NOT INSTALLED".

1 First try installing Adobe Air by clicking the blue "Install Now" button.

2 If that fails, reboot your computer, and try the "install now" button again.

3 After trying to reboot and install still fails, download Adobe AIR directly from Adobe's website.
http://get.adobe.com/air/

4 If problems continue to persist, follow the detailed help offered directly from Adobe at
http://helpx.adobe.com/air/kb/troubleshoot-airinstallation-windows

vii

1 When your salesman or service technician is in the home have him or her ask the homeowner if they would like to be able to change the temperature in the house from their smartphone. If they say yes, have the installer ask the homeowner if they can check out the Wi-Fi in the house to see if it will support the ACC0454 Skyport Wi-Fi Key. Then take the smartphone to the vicinity of the thermostat and try to connect to the homeowner's Wi-Fi network. The installer may have to ask for the Wi-Fi password. Next, by going to the settings icon on the iPhone, click on Wi-Fi, choose the network, and enter the password. At this point the installer can see if the Wi-Fi thermostat is going to hook up without any problems. If they can connect with the iPhone, iPad, etc., then the thermostat will also connect. Have the installer save the network name and password for the customer.

2 You can set up a Wi-Fi thermostat at your office for a customer's home or office. All you will need is an e-mail address (you can get one free from Google) or you can use the customer's e-mail address and password if they choose to provide it. Set the thermostat up using your office Wi-Fi and password for you router. When the installer goes out to install the thermostat all he or she will need to do is go to MENU on the home screen. Press the DOWN arrow and then the ACCESSORIES button. Finally press the SETUP button. The thermostat will then scan for all the networks in the house. Click on the correct network and enter the password to complete the process.

3 It is imperative that you have a supply air temperature sensor to troubleshoot and monitor their HVAC system. In most cases you can use the thermostat wire that goes from the thermostat to the rooftop unit, furnace, etc. Since the thermostat wire ends at the control panel of the unit, it is a short, easy run to put the temperature sensor in the supply air. If you only have five wires then you can use one or two Add-A-Wires (ACC0410) to free up wires for the sensor. If you have a long run from thermostat wire you may not be able to use the thermostat wire. A separate wire must be run or use shielded wire. There is no way of telling a problem exists until you try using the thermostat wire. If the temp fluctuates two or three degrees when nothing is running, you will need to use shielded wire.