

Tech Tip: "ZEN" on screen

Audience

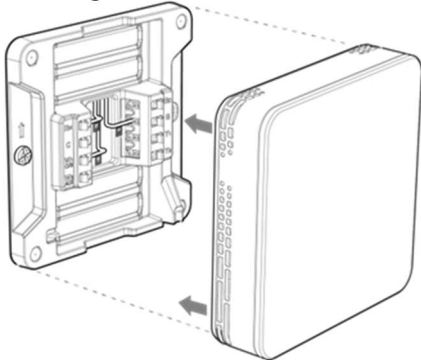
Professional installers and Support Agents

Summary

This behavior can be identified by verifying that the Zen Thermostat shows "ZEN" on the screen when attached to the wall plate. This behavior occurs when the Zen Thermostat is brand new out of a sealed box or has been factory reset and has not been configured with a system code. This behavior can be corrected by configuring the Zen Thermostat by following the installation guide at www.zen thermostat.com/install/install.

Problem Identification

The support person or installer is to perform testing to show that "ZEN" is on screen under the following conditions:

High level instruction	Step by step instruction
Attach Zen Thermostat to wall plate	<ol style="list-style-type: none"><li data-bbox="768 1010 1424 1115">1. With the Zen Thermostat in the correct upright position, place the thermostat against the wall plate<li data-bbox="768 1115 1424 1184">2. Tap the screen to show the ambient temperature the Zen Thermostat reads <p data-bbox="717 1220 1403 1255">Example: Attaching the Zen Thermostat to wall plate</p> 

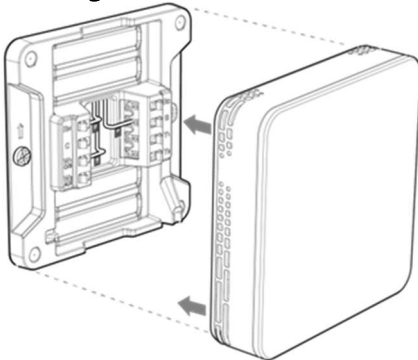
At this point while the Zen Thermostat is attached to the wall plate "ZEN" shows on screen when the expected behavior is for the screen to show the ambient temperature.

Steps to Resolution

Follow the Zen Thermostat installation guide at www.zen thermostat.com/install/install to complete the configuration of the Zen Thermostat.

Steps to confirm expected behavior

After configuring the Zen Thermostat, the previous steps should be repeated to confirm that while the thermostat is attached to the wall plate, the ambient temperature that the Zen Thermostat reads is shown.

High level instruction	Step by step instruction
Attach Zen Thermostat to wall plate	<ol style="list-style-type: none"> 1. With the Zen Thermostat in the correct upright position, place the thermostat against the wall plate 2. Tap the screen to show the ambient temperature the Zen Thermostat reads <p>Example: Attaching the Zen Thermostat to wall plate</p> 

For further assistance, please do not hesitate to call us at 949-359-8208 or email us at support@zenecosystems.com.