



Talk to us.



## Your PNM Power Saver Self-Service App and Wi-Fi® Thermostat Reconnect Guide



Thank you for participating in PNM Power Saver. We hope you are enjoying your new Wi-Fi thermostat and PNM Power Saver Self-Service app, which allows you to control your home temperature anytime, anywhere using your smartphone, tablet, or computer.

**Please keep this guide handy for help reconnecting your thermostat and PNM Power Saver Self-Service app to your Wi-Fi network.**

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Residential Portal Login Link:

<https://www.pnmpowersaver.com/pnm/residential/#login>

Commercial Portal Login Link:

<https://www.pnmpowersaver.com/pnm/commercial/#login>

**Please fill in the information below. You will need it during the reconnect process.**

PNM Power Saver Self-Service App User Name

PNM Power Saver Self-Service App Password

Date

Date

Date

Wi-Fi Network Name

(Your home wireless Internet access)

Wi-Fi Security Key

(Your home Wi-Fi password)

Install Code

(Your thermostat serial number)

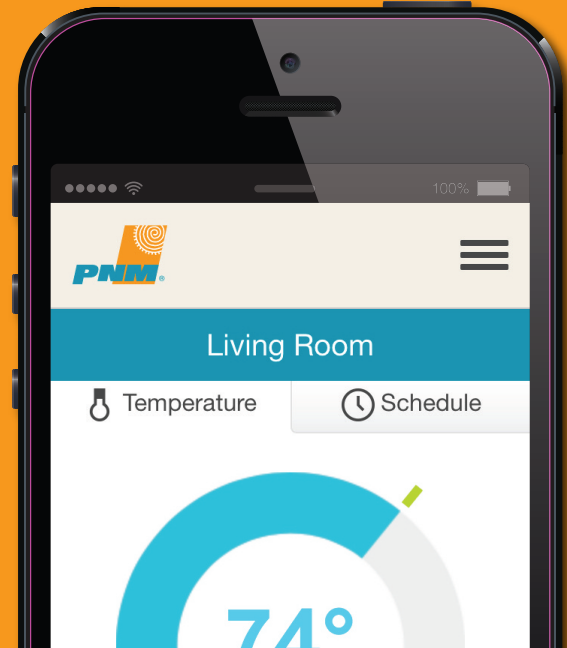
How to Use This Guide

It's important to understand that any Wi-Fi network can go offline occasionally, often without the user's knowledge. If your thermostat loses its Wi-Fi network connection, you can easily reconnect it using this guide and your mobile device.

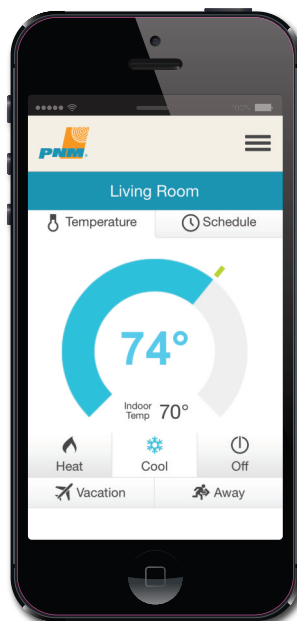
Using the PNM Self-Service App

In addition to accessing all the features of My Account, the PNM Self-Service app allows you to remotely access your PNM Power Saver Wi-Fi thermostat.

On the day your Wi-Fi thermostat is installed, our technician will connect it to your PNM Power Saver Self-Service app on your mobile devices. Once connected, you will remotely access your thermostat temperature controls using the following screens.



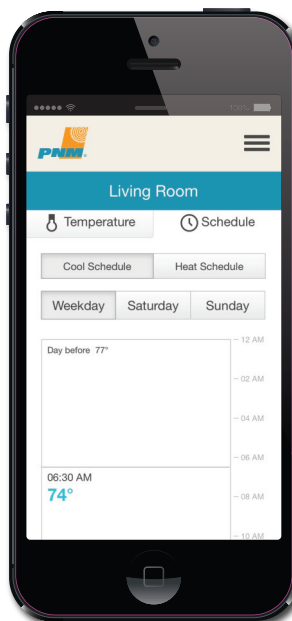
# Using the PNM Power Saver Self-Service App



## Connect to Your Wi-Fi Thermostat

Change your temperature or scheduled settings from your mobile device.

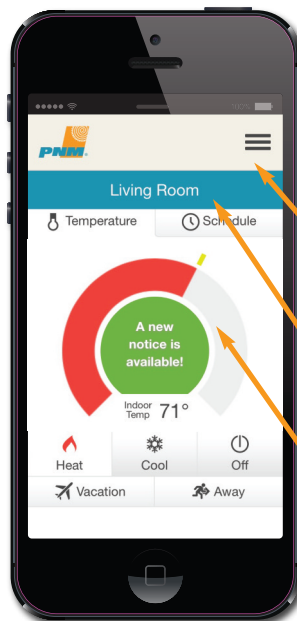
- Launch PNM Power Saver Self-Service app.
- Select My Account.
- Enter your My Account Username and Password.
- Select Program My Thermostat.



## Programming Screen

Customize your home temperature to your schedule.

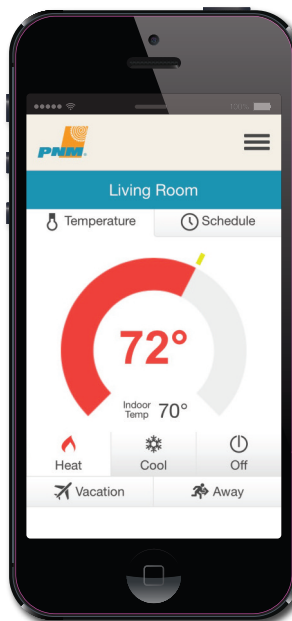
- Clicking a setpoint brings up a modal popup.
- Adjust temperature and start time of setpoint.
- Click Apply and the settings shown in the modal are applied to the schedule.
- Scheduler displays modified setpoint.



## Home Screen

Check or change your home temperature and receive activation period notices.

- Notifications for activation periods appear on this screen.
- If you have multiple thermostats, cycle through them with the arrows.
- Drag the dial forward to warm up or backward to cool down your home before you arrive.



## Vacation / Away Mode Screen

Program your home for optimum energy efficiency while you're away.

- Click Vacation or Away.
- Adjust your highest (cool mode) and lowest (heat mode) temperature set points to a more efficient degree setting for as long as you choose.
- Toggle between heat and cool mode without having to reprogram any settings.



**PNM Power Saver Wi-Fi®  
Web-programmable Thermostat**

## How to Connect Your Thermostat to Wi-Fi

The following information will help you identify if your thermostat is connected to your home's wireless Internet service (Wi-Fi) and will help you reconnect if your thermostat is offline.

If you need assistance reestablishing your connection or have any questions, call 1-866-471-7906.



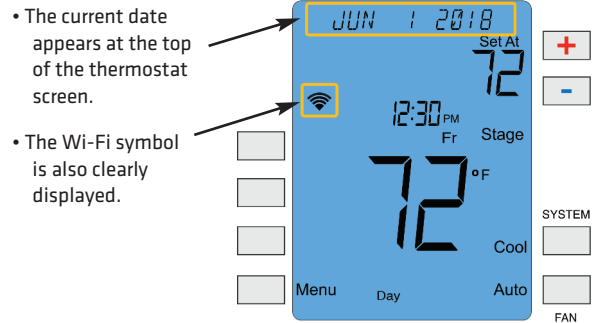
## Reconnecting to Wi-Fi: Recognizing Offline Status

If you are away from home, you will not know if your thermostat has gone offline unless you attempt to access it through your PNM Power Saver Self-Service app.

If you cannot connect remotely through the app, your Wi-Fi thermostat is offline and you must return home to reset the connection.

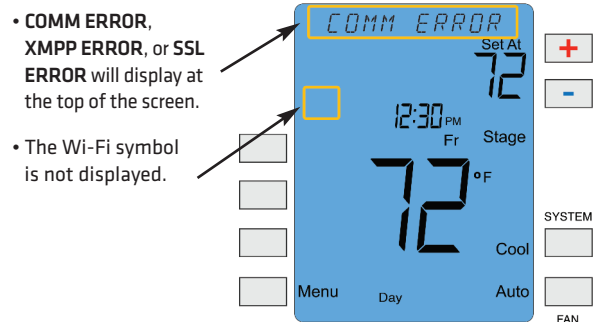
If you are home when the disconnection occurs, the thermostat will display a message alerting you to a problem.

**This is what your thermostat will look like when it is properly connected to your wireless Internet service.**



Note: If you are using the temporary or permanent hold functions, a **HOLD** message may display, alternating with the current date appearing at the top of the thermostat screen. This messaging is appropriate while any hold function is engaged. As long as the Wi-Fi symbol is clearly displayed, your thermostat is connected to your wireless Internet network.

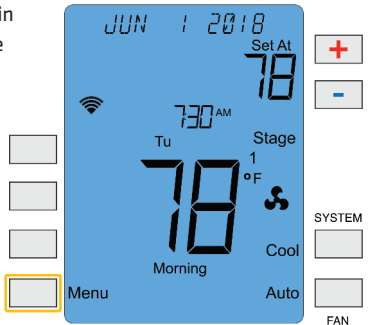
**This is what your thermostat will look like when it is disconnected from the Internet.**



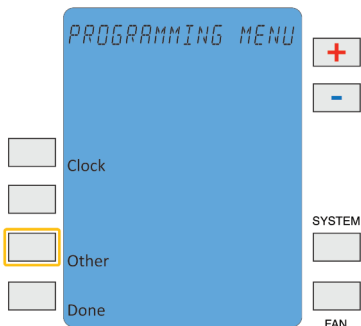
# Reconnecting to Wi-Fi:

Follow these step-by-step instructions if your thermostat is offline.

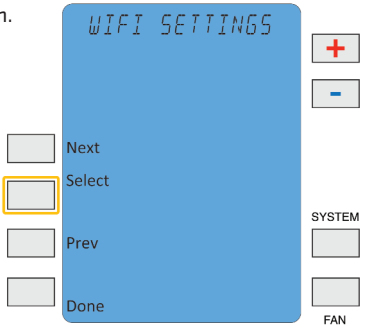
1. On the thermostat Main Menu screen, press the **Menu** button.



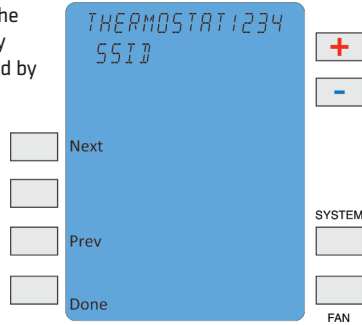
2. Press the **Other** button. The thermostat will display the **Wi-Fi SETTINGS** menu.



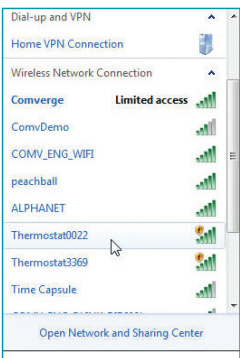
3. Press the **Select** button.



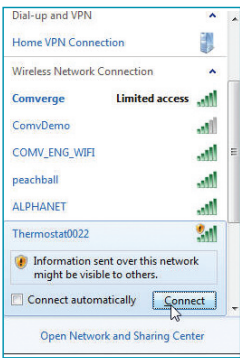
4. The message area of the thermostat will display **THERMOSTAT** followed by the last four digits of the thermostat's Wi-Fi module serial number. This is the network name (SSID) you will use to connect to the thermostat.



5. Use a Wi-Fi-enabled smartphone, tablet, or computer to connect to the thermostat. Open settings on your device, select Wi-Fi, and select the **THERMOSTAT####** name displayed in **Step 4**.



6. You may receive a notification that you are connected to a non-secure network. Select **OK** or **CONTINUE**.



7. Open the web browser on your device. If your browser is set to automatically open a web page, the IntelliTEMP configuration page, as pictured to the right, should automatically appear.

IntelliTEMP™ DirectLink

IM710-200 S/N 4590316

Select WiFi Network Name

MyWifiName

[Click Here to rescan for WiFi networks](#)

[Click Here if your WiFi network is not listed](#)

Security Key:

Install Code:

4590316

Save

SN: 4590316

MAC: 44:39:C4:4E:47:E3

8. If the settings page does not appear after a few seconds, type “directlink/settings” in the browser's address bar, then press **ENTER**. If the IntelliTEMP configuration page still does not appear on the thermostat Main Menu screen, press the button next to **Menu**. Then press the button next to **Other**. The thermostat will display the **Wi-Fi SETTINGS** menu. Press the button next to **Select**. The message area of the thermostat will display the Wi-Fi Network Name to which you are currently connected. Press the button next to **Next**. The IP Address of your device will be displayed in the thermostat's message area. In the browser bar of your device, type “http://” followed by the IP address displayed on the thermostat. Press **ENTER**. The IntelliTEMP configuration window will open.

9. Use the dropdown menu on the configuration page to select your user network name.

IntelliTEMP™ DirectLink

IM711-200 S/N 100013

Select WiFi Network Name

TheJones

DaisyHill

Sparky

MyCrib

ey:

Save

MAC: 40:2C:F4:D6:31:C7

10. If your wireless Internet router is set to hide the network name or your network is not listed in the dropdown menu, click on the link below the menu to display the manual settings page.

IntelliTEMP™ DirectLink

IM710-200 S/N 4590316

Select WiFi Network Name

MyWifiName

[Click Here to rescan for WiFi networks](#)

[Click Here if your WiFi network is not listed](#)

Security Key:

Install Code:

4590316

Save

SN: 4590316

MAC: 44:39:C4:4E:47:E3

11. Enter the Security Key or password for your wireless Internet access.
12. Enter the Install Code for your thermostat. This is the thermostat's serial number as it is at the top of the screen.
13. Once all fields are filled in correctly, click on the **Save** button.
14. Once completed, you will be directed to this page. Just click **Apply**.

IntelliTEMP™ DirectLink

IM710-200 S/N 4590316

Select WiFi Network Name  
MyWifiName

[Click Here to rescan for WiFi networks](#)

[Click Here if your WiFi network is not listed](#)

Security Key:

Install Code:  
4590316

Save

SN: 4590316  
MAC: 44:39:C4:4E:47:E3

IntelliTEMP™ DirectLink

Name: Comverge\_HVAC

Security Type: WPA2 AES

Security Key: CmV!HvAc!

Install Code: kSuKysvvSvxRQO6Ftq9xjA

Please verify the settings then click on Apply to connect to Comverge\_HVAC

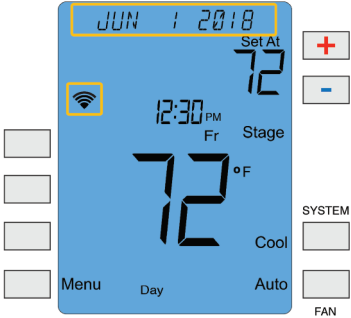
Apply Cancel

SN: 4633085  
MAC: 90:B6:B6:13:3D:E8

A confirmation screen will appear. Follow the on-screen directions to close your browser.

# Thank you for taking these steps. Your PNM Power Saver Wi-Fi Thermostat should be back online within 5 minutes.

You will see the current date at the top of the thermostat display if your thermostat successfully connected. The Wi-Fi symbol will also display. Your thermostat is connected and no further action is necessary if your thermostat looks like this.



If you were unable to complete the steps above or experienced unexpected errors, please contact PNM Power Saver at 1-866-471-7906. A customer service representative will be available to assist you.



## Frequently Asked Questions



### How does PNM Power Saver work?

When you enroll in PNM Power Saver, we'll connect the device you choose to your exterior refrigerated air conditioning unit or heat pump. On summer weekdays, June 1 through September 30, when there is sudden increased demand for electricity, we'll automatically coordinate participating refrigerated air conditioning units and heat pumps to help manage energy distribution.

### What is an "activation period"?

An activation period refers to the time when your PNM Power Saver device is activated and cycling occurs.

### What is a PNM Power Saver device?

The PNM Power Saver device you choose can be either a Wi-Fi® enabled thermostat or an outdoor switch. It will be connected to your exterior refrigerated air conditioning unit. When an activation period is required, it receives a signal from PNM to reduce the use of your refrigerated air conditioning unit's compressor until demand is normalized. Essentially then, it functions to balance regional peak usage.

### What is "cycling"?

Cycling refers to the automatic periods of "on and off" your air conditioner compressor unit goes through to reach and maintain the temperature you set. During an activation period, your PNM Power Saver device receives a signal to reduce the "on" time. For 50% cycling, an activation period will reduce the "on" time to half of what it was set to run.

### How often will the program be activated?

PNM Power Saver typically operates on summer weekdays from 1 p.m. to 8 p.m., June 1 through September 30. The program is not activated on holidays or weekends. There is no limit to the number of activation periods that may be called each year, but based on past years, participants can expect fewer than ten during the cooling season. An activation period will not last longer than 4 hours on any given day.



### **Will my comfort level be affected during activation?**

The refrigerated air conditioning unit's fan continues to circulate the cool air throughout your home. During this time, the temperature in your home may rise a few degrees, but most customers report they don't notice any change. The use of home insulation, shaded windows, and ceiling fans, and the amount of home foot traffic are all things that can affect your indoor temperature.

### **Who is eligible to participate?**

PNM Power Saver is available to PNM residential and business customers throughout our service region. The PNM Power Saver program requires that you have a refrigerated central air conditioning unit or heat pump. Evaporative cooling units are not eligible for this program.

### **Do I need to be home when the device is installed?**

If you choose the outdoor switch, it is not necessary for you to be at home at the time of installation. Just be sure your exterior refrigerated air conditioning unit and electrical fuse box are accessible to our technicians.

For the Wi-Fi® enabled thermostat, please schedule installation by calling **1-866-471-7906**. Please have a responsible adult home during installation prepared to receive instructions for the device's operation.

### **How does PNM Power Saver benefit my community?**

PNM customers use most of their electricity in the summer. As the area grows and more new and existing customers buy refrigerated air conditioning units, demand for electricity in the summer reaches higher and higher peaks. This puts a strain on the power system. By lowering energy consumption during high-use weekday afternoons, PNM Power Saver provides a way for you to use energy wisely and have a positive impact on the environment.

### **How does the annual thank-you check and sign-up bonus work?**

Customers who sign up by December 31 will receive a one-time sign-up bonus check after the device is installed.

Customers who sign up after October 1 will receive their first annual thank-you check the following fall.

### **Can I cancel?**

If you become dissatisfied, please call **1-866-471-7906** to leave the PNM Power Saver program at no cost.

### **During an activation period, will I be using less electricity?**

PNM Power Saver balances the demand for electricity during activation periods with non-peak periods. During activation, you will be using less electricity, which helps support the power system during peak use times. When the activation period ends, your net savings may vary, depending on how effectively you maintain the cool air in your space with reduced foot traffic, proper home insulation, shade trees, shaded windows, lowered lighting, and how much electricity you require to reduce the temperature.

For additional questions or to sign up please call **1-866-471-7906**.

