

# PNM Wi-Fi® Web-Programmable Thermostat

## User's Manual



Installed by: \_\_\_\_\_

Date: \_\_\_\_\_

Number of Thermostats: \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



Talk to us.



# Table of Contents

|  |       |
|--|-------|
| Step 1: Getting Familiar with Your Thermostat..... | 3-5   |
| A. Thermostat Buttons and Indicators .....         | 3     |
| B. Thermostat Display .....                        | 4     |
| Step 2: Programming .....                          | 6-11  |
| A. Suggested Thermostat Settings .....             | 6     |
| B. Thermostat Stages .....                         | 6     |
| C. Using Your Thermostat Control App .....         | 7     |
| i. Get Started .....                               | 7     |
| ii. Using Your Thermostat Controls.....            | 7     |
| iii. Set A Vacation or Away Hold .....             | 8     |
| D. Programming Your Thermostat Manually .....      | 9     |
| Step 3: Menus .....                                | 12-20 |
| A. Wi-Fi Settings Menu .....                       | 12    |
| B. Filter Timer Settings Menu .....                | 16    |
| C. Reset Filter Timer .....                        | 17    |
| D. LCD Backlight Settings Menu .....               | 18    |
| E. Nightlight Settings Menu .....                  | 18    |
| F. Keypress Beep Confirmation Menu .....           | 19    |
| G. Time-of-Day (TOD) Recovery .....                | 20    |
| Step 4: How to Set a Temperature Hold .....        | 21-22 |
| A. Temporary Hold .....                            | 21    |
| B. Timed Temporary Hold .....                      | 21    |
| C. Permanent Hold .....                            | 22    |
| D. Ending a Hold .....                             | 22    |
| Step 5: Using the Keypad Lock .....                | 23-25 |
| A. Partial (PART) Lockout .....                    | 23    |
| B. Full (FULL) Lockout .....                       | 24    |
| C. Unlocking the Keypad .....                      | 25    |
| Step 6: PNM Power Saver Activation Periods .....   | 26-27 |
| A. Activation (Disabled) Phase Displays .....      | 26    |
| B. Cooling (Enabled) Phase Displays .....          | 26    |
| Troubleshooting .....                              | 27-29 |

Your PNM Power Saver thermostat controls your central air conditioning and heating system. The types of compatible systems include:

**Central Air Conditioners:**

- Single Stage
- Multi-Stage

**Heat Pump\*:**

- Single Stage
- Multi-Stage

**Furnaces:**

- Single Stage Gas or Oil
- Multi-Stage Gas or Oil
- Single Stage Electric
- Multi-Stage Electric
- Two-Wire Hydronic
- Millivolt Heat System

**Aux Heat:**

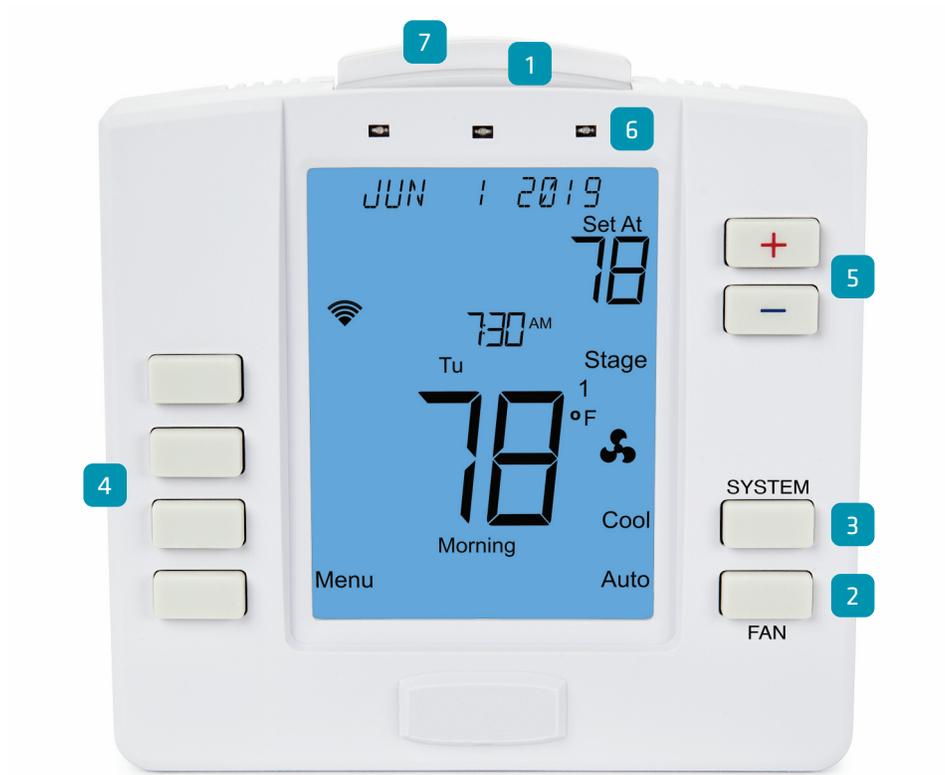
- Single Stage Electric
- Multi-Stage Electric

All compatible components are connected and configured by the PNM Power Saver technician during installation.

**\*CAUTION:** If you have a heat pump, make sure your heat settings are no more than 2° between the warmest temperature – the one you set when you are present – and coolest temperature – the one you set when you are away. Large temperature differences may activate the auxillary heating mode and potentially cause your electric bill to increase significantly in the fall and winter months.

# Step 1: Getting Familiar with Your Thermostat

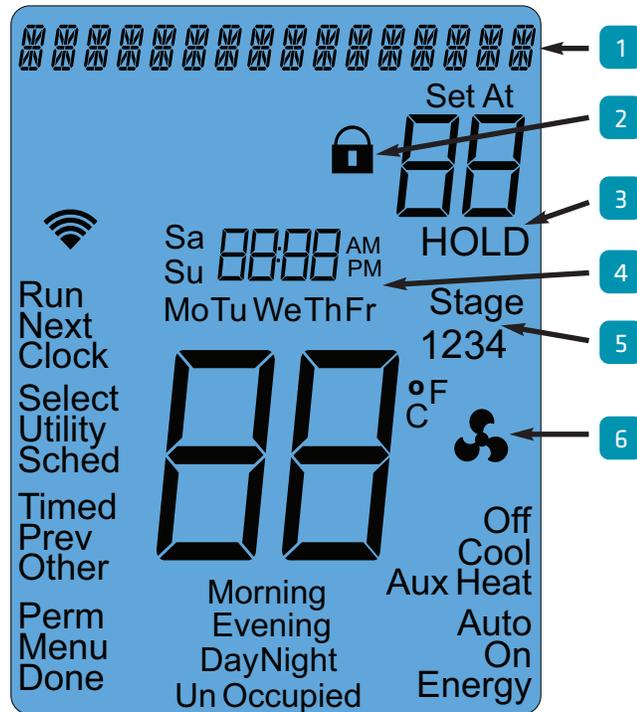
## A. Thermostat Buttons and Indicators



- |   |                              |  |
|---|------------------------------|--|
| 1 | Nightlight                   | Enables or disables illumination. Provides night light function. Can be used to activate the LCD back light.   |
| 2 | FAN Button                   | Changes fan setting (Auto, On)   |
| 3 | SYSTEM Button                | Changes operating mode (Cool, Heat, Aux Heat [displayed on heat pump units only] and Off)  |
| 4 | User Program Buttons         | Facilitates various operations in different menus  |
| 5 | Temperature Setpoint Buttons | Changes temperature up  or down  |
| 6 | LEDs                         | Indicates status of activation periods. If illuminated green, the system is in an activation period.   |
| 7 | Module Slot                  | Houses the communications radio module   |

# Step 1: Getting Familiar with Your Thermostat

## B. Thermostat Display

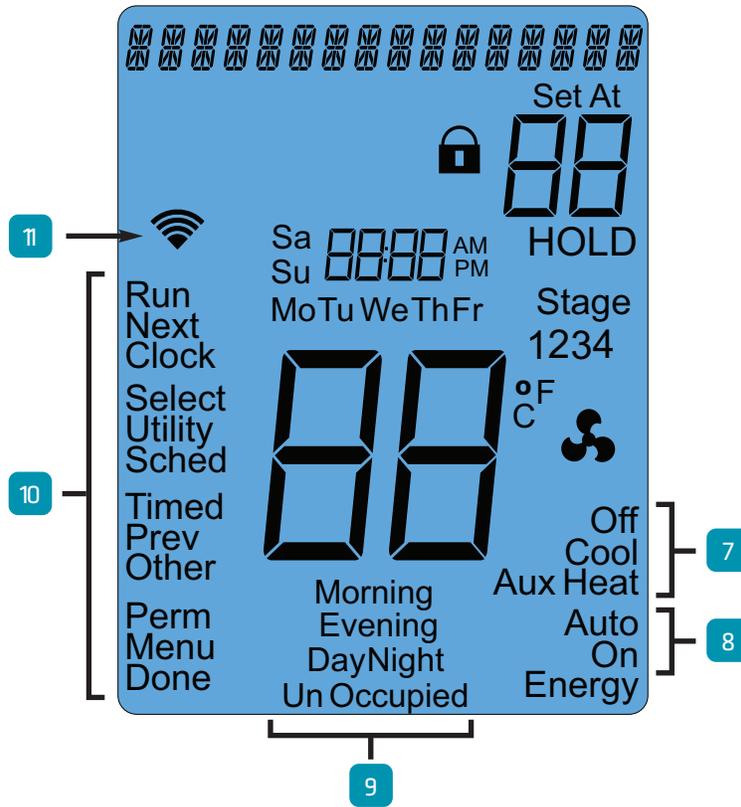


|                                     |   |
|-------------------------------------|---|
| <b>1</b> Messaging Display          | Displays current date, HVAC system status, activation period status, PNM-related messages and any Wi-Fi communication errors.* In the event of a power outage, the clock will maintain the correct time for 24 hours. |
| <b>2</b> Lock Icon                  | Confirms keypad lockout, preventing unwanted changes to thermostat settings   |
| <b>3</b> HOLD Indicator             | Appears only when thermostat program is overridden  |
| <b>4</b> Time and Day Display       | Indicates current time and day of the week  |
| <b>5</b> HEAT or COOL Stage Display | When ON, the indicated stage is active; when OFF, the stage is inactive; when flashing, compressor delay is active. See page 9 for more about stages.   |
| <b>6</b> Fan Status                 | Appears only when fan is on   |

\*Should a Wi-Fi communications error (COMM ERROR, XMPP ERROR, SSL ERROR) display in the thermostat messaging area, please call PNM Power Saver at **1-866-471-7906** immediately. This message indicates a communication problem between your thermostat, PNM Power Saver and the PNM Power Saver Self-Service app.

# Step 1: Getting Familiar with Your Thermostat

## B. Thermostat Display (continued)



**7** System Status Displays current operation mode according to the system's programming

- Off
- Cool
- Heat
- Aux Heat

**8** Fan Mode

- Auto
- On

**9** Time Of Day Program Interval Displays current programming interval setting

**10** User Buttons Display (Programming Buttons) Actions to be performed when corresponding user button is pressed

**11** Link Status Indicates status of Wi-Fi link

## Step 2: Programming

### A. Suggested Thermostat Settings

Your new thermostat makes it easy for you to save on heating and cooling costs by regulating your home's temperature based on the activities of the household. The key is to establish a program that reduces heating and cooling in your home when you don't need as much. Talk with other household members to determine their comfort level and set your thermostat according to everyone's schedule.

Here is a sample schedule from ENERGY STAR®:

| Setting | Time       | Setpoint Temperature (Heat) | Setpoint Temperature (Cool) |
|---------|------------|-----------------------------|-----------------------------|
| Wake    | 6:00 a.m.  | ≤ 70° F                     | ≥ 75° F                     |
| Day     | 8:00 a.m.  | Setback at least 8° F       | Setup at least 5° F         |
| Evening | 6:00 p.m.  | ≤ 70° F                     | ≥ 75° F                     |
| Sleep   | 10:00 p.m. | Setback at least 8° F       | Setup at least 4° F         |

**Attention Heat Pump Users:** big changes in temperature settings can cause your heat pump to operate in auxiliary mode, a more energy-intensive heat recovery process. This can increase your winter energy bills. If you use temperature setbacks for your heating system, only set back the temperature by 2 degrees or less to avoid higher energy costs.

| Setting | Time       | Setpoint Temperature (Heat) | Setpoint Temperature (Cool) |
|---------|------------|-----------------------------|-----------------------------|
| Morning | 6:00 a.m.  | 70                          | 75                          |
| Day     | 8:00 a.m.  | 68                          | 80                          |
| Evening | 6:00 p.m.  | 70                          | 75                          |
| Night   | 10:00 p.m. | 68                          | 80                          |

### B. Thermostat Stages

The Wi-Fi web-programmable thermostat displays up to four stages of heat or cooling.

If you have a heat pump, there could be as many as four stages of heat. The first stage is the compressor operating and Stage 1 will appear on the thermostat screen. There may be up to three other stages - 2, 3, 4 - depending on how much additional heat is needed to meet the temperature setpoint. If you see Stage 2, 3, or 4 in addition to Stage 1 on the thermostat home screen, your heat pump is using a more energy-intensive auxiliary or secondary heating source to meet the temperature setpoint.

If you have a gas furnace, there could be two stages of heat. These stages are low and high fire. If additional heat is needed to reach the temperature setpoint, Stage 2 will display in addition to Stage 1 on the thermostat home screen.

Some air conditioning units have more than one stage of cooling. This could be a low and high speed on a variable speed compressor, or a first and second compressor if there are multiple compressors. If additional cooling is needed to reach the temperature setpoint, Stage 2 will display in addition to Stage 1 on the thermostat home screen.

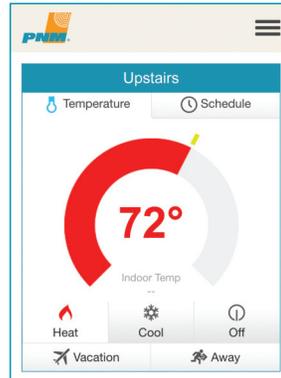
## Step 2: Programming

### C. Using Your Thermostat Control App

Download the PNM Self-Service app to your smartphone or tablet for access to thermostat controls anytime, anywhere. The Thermostat Control allows you to adjust your thermostat's temperature, set Away and Vacation holds, and turn your system on and off. You can also receive notices about so you know when an activation period is underway and how much longer it will last.

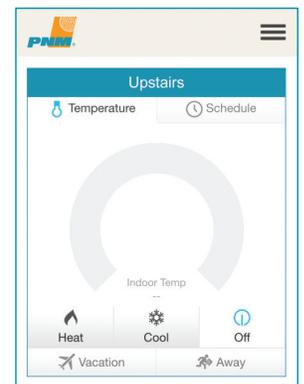
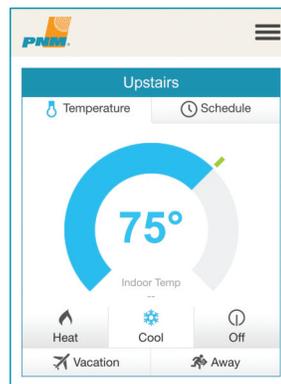
#### i. Get Started

1. Log on to the PNM Self-Service app using your PNM My Account\* Username and Password.  
\*If you are not a PNM My Account user, go to [www.pnm.com](http://www.pnm.com) and search for My Account to register and create a Username and Password.
2. Click on the link to My Thermostat in the PNM Self-Service app.

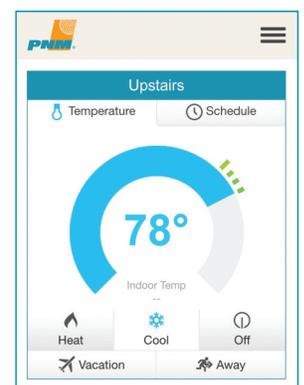
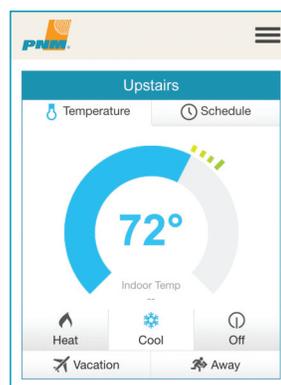
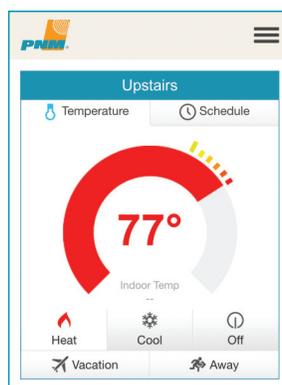
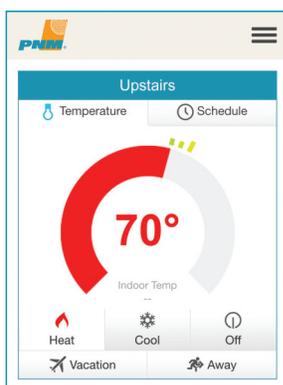


#### ii. Using Your Thermostat Controls

1. Click Heat, Cool or Off to change the systems operation.



2. Set your thermostat temperature setpoint in the selected mode using the dial. Swipe around the circle to increase or decrease temperature.



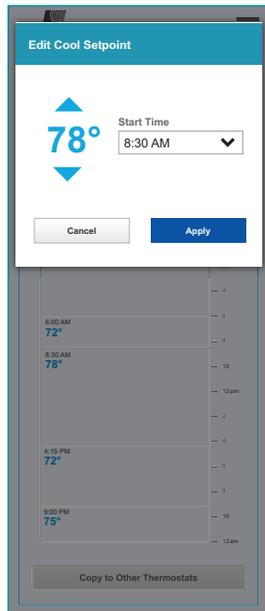
## Step 2: Programming

### C. Using Your Thermostat Control App (continued)

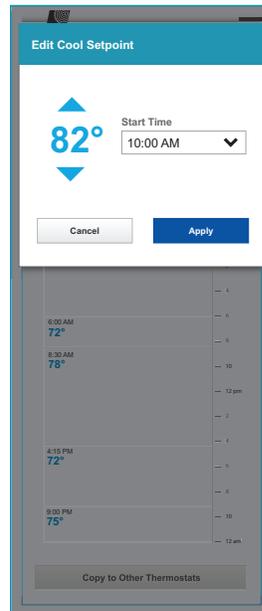
3. Program your thermostat's timed setpoints to the desired time and temperature.



Clicking a setpoint brings up a modal popup.

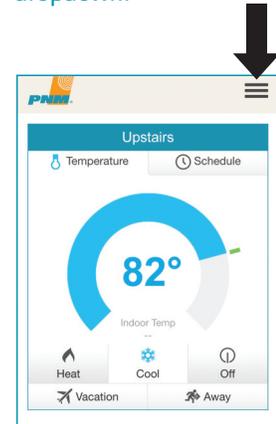


Adjust temperature and start time of setpoint.



Click **Apply** and the settings shown in the modal are applied to the schedule.

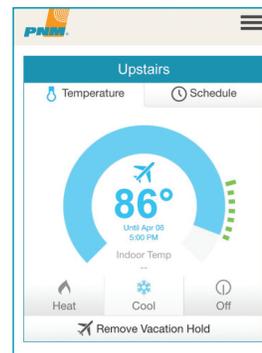
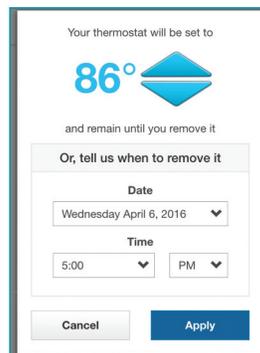
There are 3 program options in your settings menu located in the dropdown.



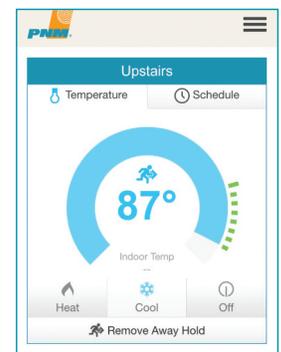
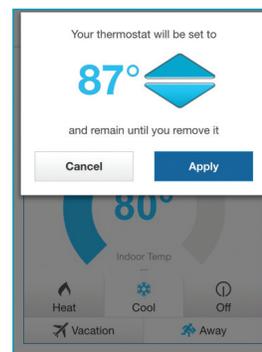
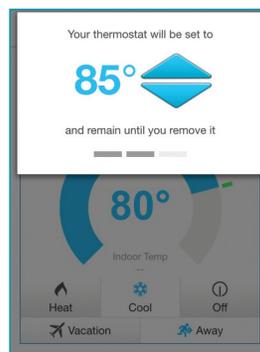
Scheduler displays modified setpoint.

### iii. Set A Vacation or Away Hold

1. Click **Vacation** to set a temperature hold for a specified number of days. The temperature and schedule will revert to the programmed setting after the specified number of days has concluded. This setting is similar to the **Timed Temporary Hold** as described on page 21.



2. Click **Away** to set a temperature hold for an undetermined period of time. The temperature will hold until you explicitly remove it. This is similar to the **Permanent Hold** as described on page 22.



## Step 2: Programming

### D. Programming Your Thermostat Manually

Although the process below explains how to program your thermostat manually when you are home, using the PNM Self-Service app from your mobile device is much easier and quicker. See page 7 for more information.

Your Wi-Fi web-programmable thermostat's remote capabilities enable you to make instant energy-management decisions on the go. This is why programming your thermostat through the PNM Self-Service app is recommended over the manual programming described below.

The main thermostat screen displays the date, time, current temperature setpoint and the temperature in the room. It is also the starting point for programming the thermostat settings and schedule.

To set a programmed schedule:

1. Press the **Menu** button.
2. Press the **Sched** button. This button appears on the left menu.
3. Press the **System** button to select **Heat** or **Cool**, depending on which system you want to set a schedule.



4. The time for the **Morning** setting will flash. Use the **+** and **-** buttons to increase or decrease the **Morning** time setting. When finished press the **Next** button.



### D. Programming Your Thermostat Manually (continued)

5. The setpoint temperature will flash. Use the  and  buttons to increase or decrease the temperature to the desired **Morning** temperature setting. When finished press the **Next** button.



6. The time for the **Day** setting will flash. Use the  and  buttons to increase or decrease the **Day** time setting. When finished press the **Next** button.



7. The setpoint temperature will flash. Use the  and  buttons to increase or decrease the temperature to the desired **Day** temperature setting. When finished press the **Next** button.

### D. Programming Your Thermostat Manually (continued)

8. The time for the **Evening** setting will flash. Use the  and  buttons to increase or decrease the **Evening** time setting. When finished press the **Next** button.



9. The setpoint temperature will flash. Use the  and  buttons to increase or decrease the temperature to the desired **Evening** temperature setting. When finished press the **Next** button.

10. The time for the **Night** setting will flash. Use the  and  buttons to increase or decrease the **Night** time setting. When finished press the **Next** button.



11. The setpoint temperature will flash. Use the  and  buttons to increase or decrease the temperature to the desired **Night** temperature setting. When finished press the **Next** button to continue to the next day and repeat the process for the remaining day.

12. When finished press the **Done** button.

## Step 3: Menus

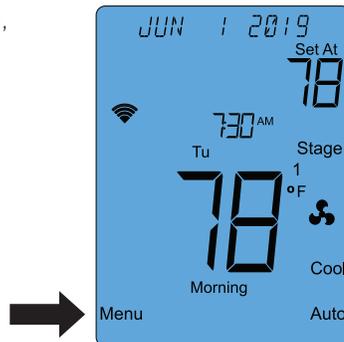
### A. Wi-Fi Settings Menu

This menu displays the name of the wireless Internet access network to which the thermostat is connected. In this menu, you may reset your wireless Internet connection [RESET Wi-Fi] or remain connected to the existing network [CLIENT]. The default setting is CLIENT.

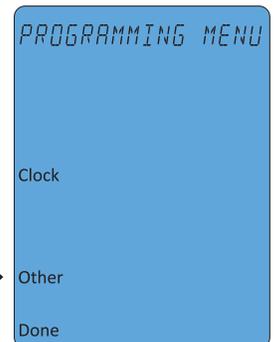
#### 1: Return Thermostat to Wi-Fi Configuration Mode

Sometimes it might be necessary to move the wireless Internet accessible thermostat to a different wireless Internet access network, change your network name or change your network password. To do this, you will need to disconnect your PNM Power Saver thermostat from your wireless Internet network as follows:

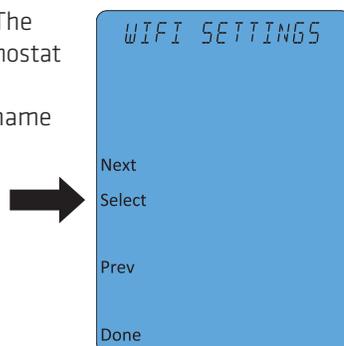
1. On the Main Menu screen, press the **Menu** button.



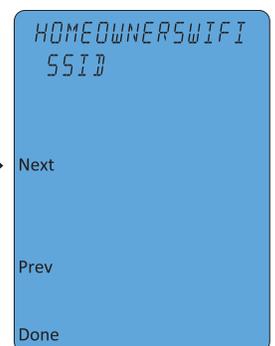
2. Press the **Other** button. The thermostat will display the Wi-Fi SETTINGS menu.



3. Press the **Select** button. The message area of the thermostat will display the wireless Internet access network name (SSID) to which you are currently connected.



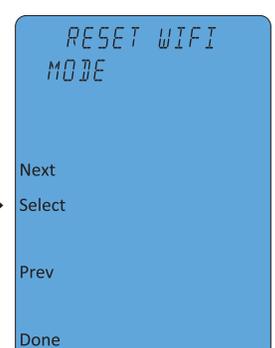
4. Press the **Next** button. The top line of the message area will flash CLIENT.



5. Press the **+** button to advance the display to RESET Wi-Fi.



6. As RESET Wi-Fi is flashing, press the **Select** button.



# Step 3: Menus

## A. Wi-Fi Settings Menu (continued)

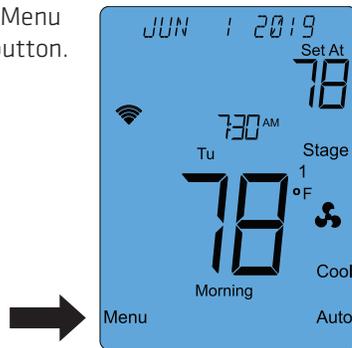
### 2: Connect to a Wireless Internet Network

In the configuration mode, the PNM Power Saver thermostat acts like a wireless Internet access point. This allows the user to use any wireless Internet-enabled device to connect to the thermostat and configure it to use their Wi-Fi settings with a standard Web browser.

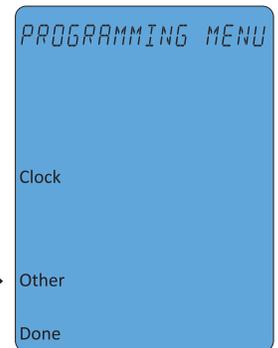
It is necessary to reconnect to the wireless Internet access point if you see any of the follow communication error messages at the top of your thermostat display: **COMM ERROR**, **XMPP ERROR**, **SSL ERROR**.

NOTE: If any settings on your wireless Internet router are changed at any time during this step, you must turn off power to your furnace or air conditioner and restart this procedure.

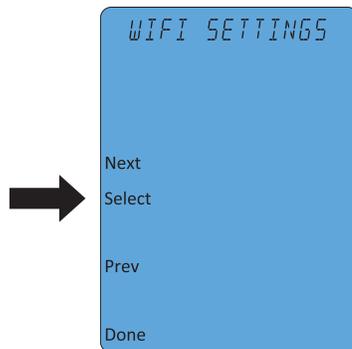
- 1. On the thermostat Main Menu screen, press the **Menu** button.



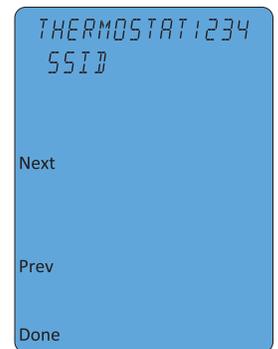
- 2. Press the **Other** button. The thermostat will display the **Wi-Fi SETTINGS** menu.



- 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 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**.



## A. Wi-Fi Settings Menu (continued)

- 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.
- 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.

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

- 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

[Click Here to rescan for WiFi networks](#)  
[Click Here if your WiFi network is not listed](#)

Security Key:

Install Code:

Save

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

- 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

- Enter the Security Key or password for your wireless Internet access.
- Enter the Install Code for your thermostat. This is the thermostat's serial number as it is at the top of the screen.
- Once all fields are filled in correctly, click on the **Save** button.

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

## Step 3: Menus

### A. Wi-Fi Settings Menu (continued)

14. The settings page will now show an overview of the settings you entered. If all settings are correct, click on **Apply**. If you need to correct any settings, click on **Cancel**.

**IntelliTEMP™ DirectLink**

---

Name: **Thermostat**

Security Type: **WPA AES**

Security Key: **12345678**

Install Code: **4590136**

Please verify the settings then click on Apply to connect to Thermostat

---

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

15. After clicking on **Apply**, the web page will now display the form shown on the right. The Wi-Fi thermostat will close the wireless Internet connection to your device. It will then attempt to connect to your wireless Internet accessible router. If there was an error detected in one of the settings you will be prompted to return to the settings page and correct the error.

**IntelliTEMP™ DirectLink**

---

Configuration complete. Please close your browser page

---

If you continue to have connectivity problems, please call the PNM Power Saver customer service center at **1-866-471-7906**.

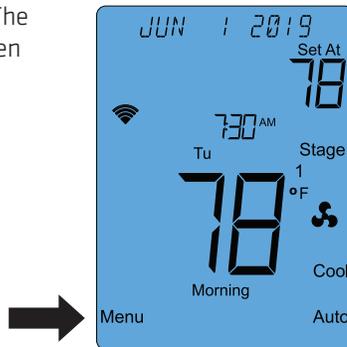
## Step 3: Menus

### B. Filter Timer Settings Menu

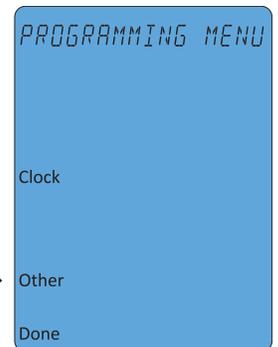
The filter timer is an indicator to the user to check or replace the HVAC air filter.

Filter Timer Menu allows you to set the number of days before the **CHANGE FILTER** alert appears in the thermostat display. It also allows you to disable the filter timer and the Reset Filter Timer. The default setting is 90 days, but filters should be checked every month. How often you change them can impact the quality of your indoor air and the efficiency of your HVAC system. To set and reset the filter timer:

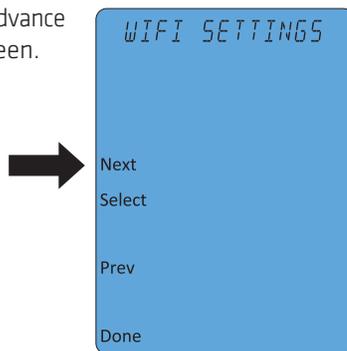
1. Press the **Menu** button. The **Programming** menu screen title will appear in the messaging area.



2. Press the **Other** button to advance the menu screen to the **Wi-Fi SETTINGS** menu.



3. Press the **Next** button to advance to the **FILTER TIMER** screen.



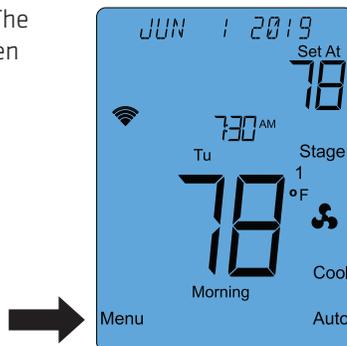
4. Set the number of days until the **CHANGE FILTER** message will appear in the display window by pressing the **+** or **-** button. The day setting will advance or regress in 5-day increments.



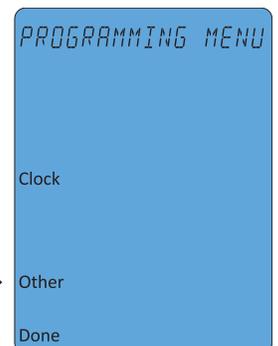
5. Press **Done**.

To disable the filter timer:

1. Press the **Menu** button. The **Programming** menu screen title will appear in the messaging area.

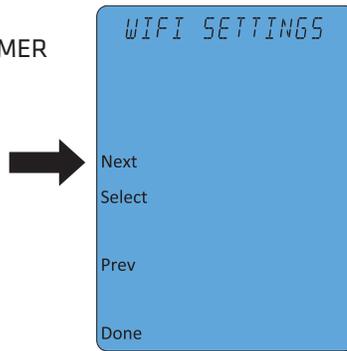


2. Press the **Other** button to advance the menu screen to the **Wi-Fi SETTINGS** menu.



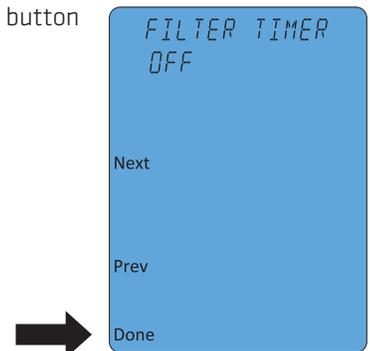
## B. Filter Timer Settings Menu (continued)

3. Press the **Next** button to advance to the **FILTER TIMER** screen.



4. Press the **+** or **-** button to reach Off.

5. Press **Done**.

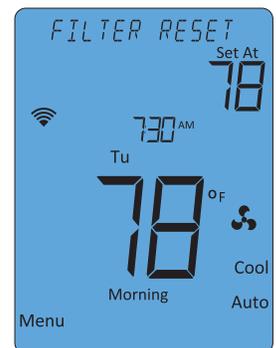
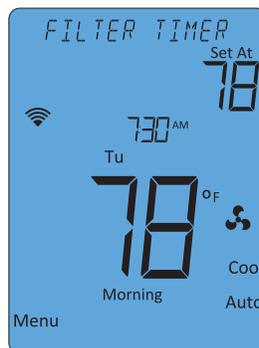


## C. Reset Filter Timer

The filter timer can be reset at any time – whether there is an active **CHECK FILTER** message display or not. The filter timer can be reset from within the **FILTER TIMER** menu by pressing the **SELECT** button. The countdown timer (flashing value) will be reset to the filter timer value displayed at the end of the top display line. When returning to the main operating screen, the **FILTER RESET** message will be displayed and **CHECK FILTER** message will no longer be displayed confirming the filter has been reset.

You can also reset the filter timer value to the default value from the main operating screen. Press and hold the **FAN** button for 3 seconds until the message **FILTER RESET** is displayed. The filter timer will be reset to the user defined value and the **CHECK FILTER** message will no longer be displayed in the message display area.

NOTE: If the **FILTER TIMER** in the user settings menu is set to **OFF**, this filter timer reset is not being used.



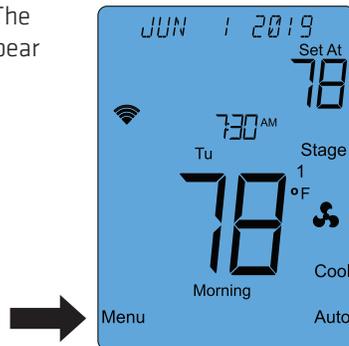
## Step 3: Menus

### D. LCD Backlight Settings Menu

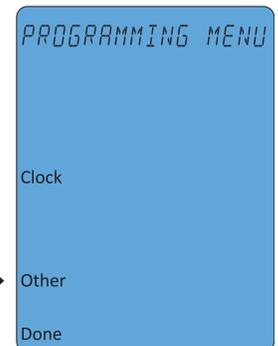
This menu allows you to choose when the LCD backlight illuminates.

To choose when the backlight illuminates:

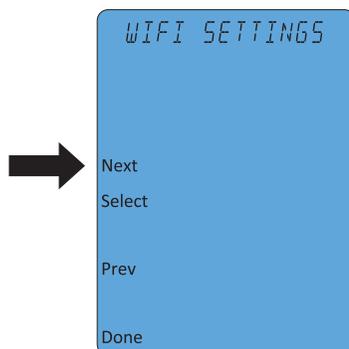
1. Press the **Menu** button. The menu screen title will appear in the messaging area.



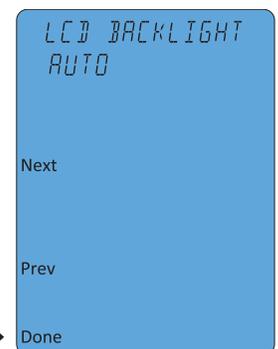
2. Press the **Other** button to advance the menu screen to the Wi-Fi SETTINGS menu.



3. Press the **Next** button to advance to the LCD BACKLIGHT screen.



4. Use the **+** or **-** button to select from:  
**AUTO** (default) Illuminates whenever any button is pressed.  
**ON** Continuous illumination.  
**MANUAL** Illuminates only when NIGHTLIGHT button is pressed.



5. Press Done.

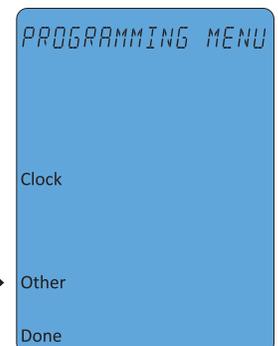
### E. Nightlight Settings Menu

This menu allows you to choose when the nightlight illuminates.

1. Press the **Menu** button. The menu screen title will appear in the messaging area.

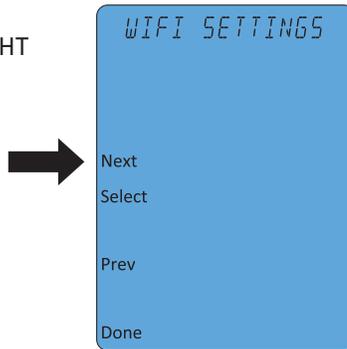


2. Press the **Other** button to advance the menu screen to the Wi-Fi SETTINGS menu.



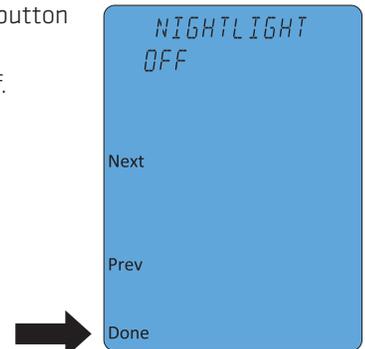
## E. Nightlight Settings Menu (continued)

3. Press the **Next** button to advance to the NIGHTLIGHT screen.



4. Use the **+** or **-** button to select from:  
**OFF** (default) Always off.  
**ON** Always on.

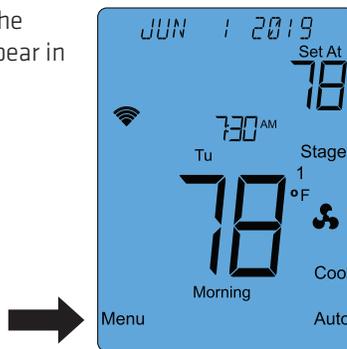
5. Press **Done**.



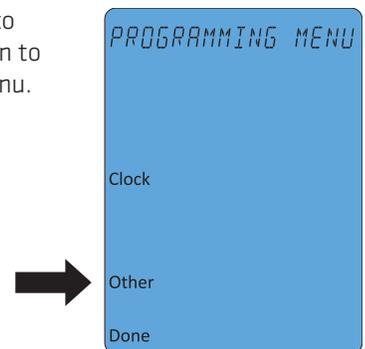
## F. Keypress Beep Confirmation Menu

This menu allows you to enable or disable an audio beep confirmation of every key press.

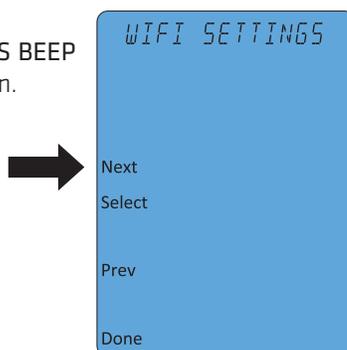
1. Press the **Menu** button. The menu screen title will appear in the messaging area.



2. Press the **Other** button to advance the menu screen to the Wi-Fi SETTINGS menu.

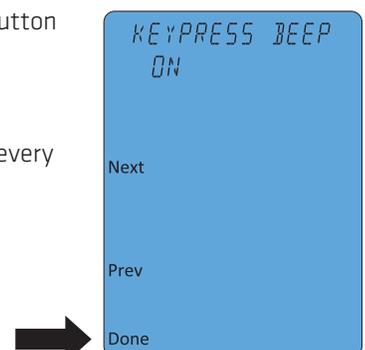


3. Press the **Next** button to advance to the KEYPRESS BEEP Confirmation Menu screen.



4. Use the **+** or **-** button to select from:  
**OFF** (default) No beep confirmation.  
**ON** Sounds a beep with every key press.

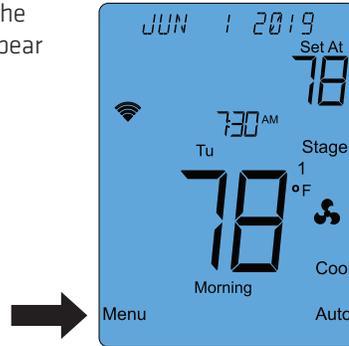
5. Press **Done**.



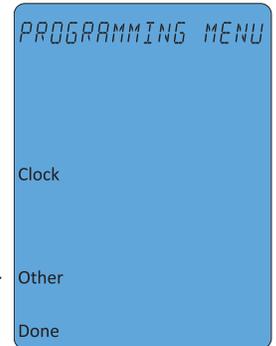
## G. Time-of-Day (TOD) Recovery

This feature turns your system on before the program's scheduled time in order to reach the setpoint at the start of the TOD period.

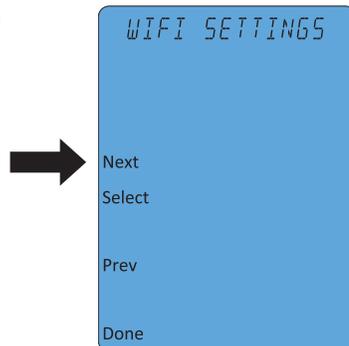
1. Press the **Menu** button. The menu screen title will appear in the messaging area.



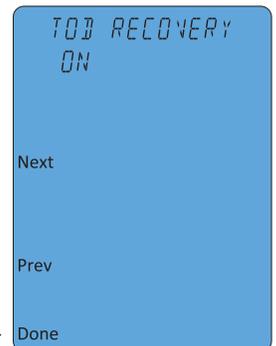
2. Press the **Other** button to advance the menu screen to the Wi-Fi **SETTINGS** menu.



3. Press the **Next** button to advance to the TOD **RECOVERY** screen.



4. Use the **+** or **-** button to select from:  
**ON** Attempt to reach the TOD setpoint at the start of the TOD period.  
**OFF** Switch to the new TOD setpoint at the start of the period.



5. Press **Done**.

## Step 4: How to Set a Temperature Hold

You can override the thermostat's programmed temperature setpoint at anytime by choosing one of three types of hold operations, explained below. The type you choose determines when the hold will end and the thermostat returns to its programmed schedule.

When you set a hold, the word **HOLD** will be displayed beneath the temperature setpoint on the thermostat display screen. The word **RUN** will be displayed next to the top left button indicating an active hold. The type of hold (Temporary, Timed Temporary, Permanent) will be displayed in the messaging area at the top of the thermostat screen. This message will appear in rotation with other messages such as the current date and other active thermostat operations.

### A. Temporary Hold

A temporary hold lasts until the start of the next time-of-day program schedule period, or until you manually end it.

To set a temporary hold:

1. Press the  or  button to adjust the setpoint to the desired temperature.



2. Wait 5 seconds for the thermostat to confirm your hold on the display.



### B. Timed Temporary Hold

A timed temporary hold lasts until the time you have designated it to end, or until you manually end it. To set a timed temporary hold:

1. Press the  or  button to adjust the setpoint to the desired temperature.
2. The word **TIMED** will display for 5 seconds after you set the hold temperature. Press the button next to it.

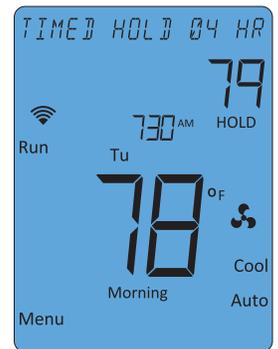
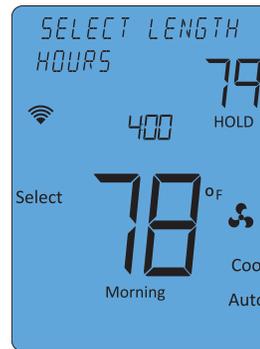


## Step 4: How to Set a Temperature Hold

### B. Timed Temporary Hold (continued)

3. The current time display in the center of the screen will begin flashing. Press the **+** button to set the time you want the temperature hold to end.

You may adjust the time in 15-minute increments and set a timed temporary hold for up to 24 hours. Press **Select** when the desired time is displayed. Once the hold time is set, the display returns to the current time.

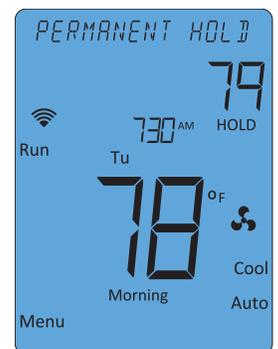
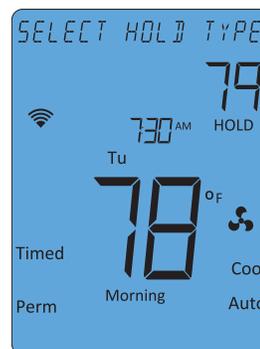


### C. Permanent Hold

A permanent hold lasts until you manually end it. To set a permanent hold:

Press the **+** or **-** button to the desired temperature.

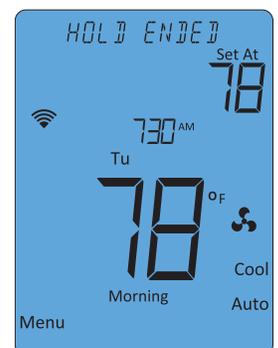
The word **PERM** will display for 5 seconds after you set the hold temperature. Press the button next to it.



### D. Ending a Hold

To end a temporary or timed temporary hold before the end of its assigned duration, or to end a permanent hold, press the button next to the **RUN** display. This ends the active hold and returns the thermostat to its program schedule.

**NOTE:** When setting a temporary or timed temporary hold, failure to press the button next to the **TIMED** display within 5 seconds will cause a default to temporary hold. When setting a permanent hold, failure to press the button next to the **PERM** display will also cause a default to temporary hold.



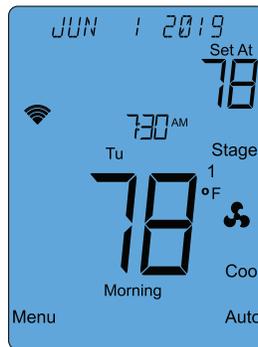
## Step 5: Using the Keypad Lock

The PNM Power Saver thermostat enables you to limit user access through its keypad lockout feature. This security prevents unwanted changes to the thermostat settings and programming. You may select your level of security from two types of lockouts:

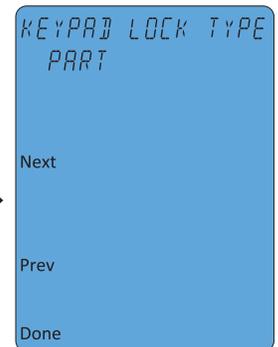
### A. Partial (PART) Lockout

Prevents other users from changing any programming values while still allowing users access to operational changes such as setting a hold or changing the system operation mode. To set a partial lockout:

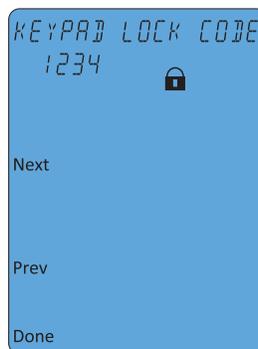
1. At the main operating screen, press and hold the  and  buttons simultaneously for 3 seconds.



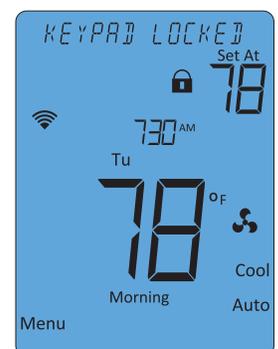
2. The display will change to the **KEYPAD LOCK TYPE** screen with OFF flashing. Select **PART** by pressing the  or  button. Press **Next**.



3. Enter a four-digit security code of your choosing. This code will be required to unlock the keypad in the future. To enter the code, press the  or  button to change the first digit, then press **Next**. Repeat the above process for the last 3 digits, then press the **Done** button.



4. Your security code is now saved and the keypad lock is now active. The thermostat will return to the main operating screen and display a temporary **KEYPAD LOCKED** message. The screen will now constantly display a lock icon indicating an active keypad lock.



# Step 5: Using the Keypad Lock

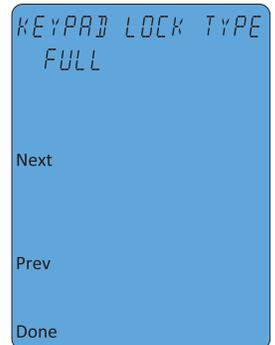
## B. Full (FULL) Lockout

Prevents any type of user activity through the keypad except for turning on the backlight (if it was previously enabled). The user cannot change program settings, mode of operation, fan mode of operation or set/end a hold. To set a full lockout:

1. At the main operating screen, press and hold the **+** and **-** buttons simultaneously for 3 seconds.



2. The display will change to the **KEYPAD LOCK TYPE** screen with **OFF** flashing. Select **FULL** by pressing the **+** or **-** button. Press **Next**.



3. Enter a 4-digit security code of your choosing. This code will be required to unlock the keypad in the future. To enter the code, press the **+** or **-** button to change the first digit, then press **Next**. Repeat the above process for the last 3 digits, then press the **Done** button.



4. Your security code is now saved and the keypad lock is now active. The thermostat will return to the main operating screen and display a temporary **KEYPAD LOCKED** message. The screen will now constantly display a lock icon indicating an active keypad lock.



**NOTE:** You will set your four-digit security code the first time you set a keypad lockout. The code will remain the same until you change it manually. There is no way to unlock the keypad lock if you forget your code, so choose a number that has meaning and notate it below in the space provided.

| Code | Date |
|------|------|
|      |      |
|      |      |
|      |      |
|      |      |

## Step 5: Using the Keypad Lock

### C. Unlocking the Keypad

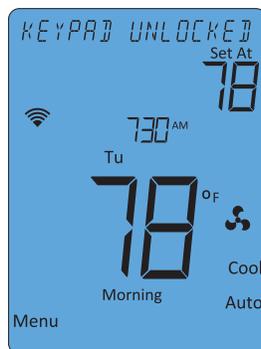
1. At the main operating screen, press and hold the  and  buttons simultaneously for 3 seconds.



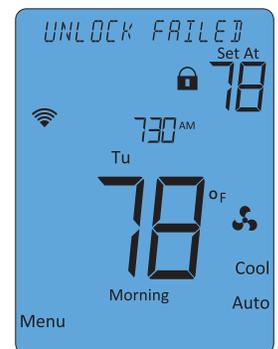
2. The display will change to the ENTER LOCK CODE screen with "5555" flashing. Enter your 4-digit security code by pressing the  or  button to change the first digit, then press Next. Repeat the above process for the last 3 digits, then press the Done button.



3. If the correct code is entered, **KEYPAD UNLOCKED** will appear in the message area of the screen. The thermostat will return to the main operating screen and the lock icon will no longer be displayed.



4. If an incorrect code is entered, the thermostat will return to the main operating screen, display the temporary message **UNLOCK FAILED**, continue to display the lock icon and remain in the locked mode.



## Step 6: PNM Power Saver Activation Periods

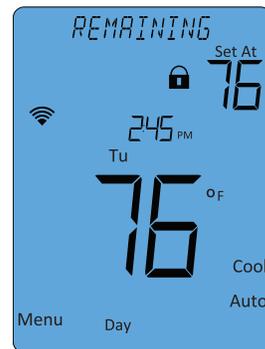
PNM Power Saver activation periods usually occur during the cooling season on weekday afternoons and typically last no more than four hours. During these periods, your cooling system's compressor cycles each hour reducing "on" time to half of what it was set to run.

Your PNM Power Saver thermostat will notify you when an activation period occurs. The message display and green LED indicator will signal when your compressor is resting and when it is active during an activation period. The message and indicator will change during the period coincident with your cycling level. A message will also be available in the PNM Power Saver Self-Service app telling you an activation period is underway and how long it will last.

**IMPORTANT:** During an activation period, you may access the PNM Power Saver Self-Service app to follow the status of the event and monitor your home's temperature. However, you are not able to manually or remotely change the temperature or make any changes to your programming schedule until the activation period has ended. Your event messages remain accessible at anytime.

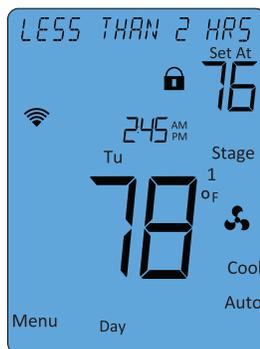
### A. Activation (Disabled) Phase Displays

1. The green LED indicator remains lit throughout the activation phase.
2. The message **CONTROL ACTIVE** appears in the message display rotation.
3. A message showing the approximate time remaining in the activation period also appears in the message display rotation.



### B. Cooling (Enabled) Phase Displays

1. The green LED indicator flashes 1/2 second off, 1-1/2 seconds on when the thermostat is allowed to run normally during the activation period.
2. The message **CONTROL EVENT** appears in the message display rotation.
3. A message showing the approximate time remaining in the activation period also appears in the message display rotation.



## Power Loss

The PNM Power Saver Wi-Fi thermostat is designed to withstand a power loss without the need of a battery backup. The thermostat responds to a power loss as follows:

- All Thermostat Settings and Schedule Programming are stored to permanent memory and retained throughout the power loss.
- The thermostat will return to the same System Mode (Off, Heat, Cool, Aux) it was in prior to the power loss.
- A **Permanent Hold** will be maintained after a power loss.
- A **Temporary Hold** will be maintained after a power loss only if still within the Temporary Hold time period. Otherwise the thermostat will return to operating according to the Program Schedule.
- The thermostat is designed to maintain the clock for at least 24 hours without power. If power has been lost for more than 24 hours, the clock will return to a factory default time and will update with the next utility time sync.
- An **Activation Period** will be maintained after a power loss if still within the same activation period.

### Common Problems: No Heat, No Cool, or No Fan

| Possible Cause   | Corrective Action  |
|--|--|
| Blown fuse or tripped circuit breaker.                                       | Replace fuse or reset breaker.   |
| Furnace power switch set to OFF.   | Turn switch to ON.   |
| Furnace blower compartment door or panel is loose or not properly installed. | Replace door panel in proper position to engage safety interlock or door switch. |

### No Cool

| Possible Cause   | Corrective Action   |
|--|---|
| Thermostat may be in an PNM Power Saver activation period. "Event in Progress" will be displayed on top line of home screen. | Wait for the PNM Power Saver activation period to end.  |
| System switch is set to OFF.   | Press the thermostat's <b>SYSTEM</b> button one or more times to select <b>HEAT</b> or <b>COOL</b> (as appropriate).  |
| System switch not set to COOL.   | Press <b>SYSTEM</b> button to select <b>COOL</b> and press  to lower the temperature setpoint below room temperature.  |
| Outdoor unit disconnect or breaker tripped.  | Verify the outdoor unit disconnect or breaker has not been tripped.   |
| Cooling system requires service or thermostat requires replacement.  | To diagnose this condition:<br>Press <b>SYSTEM</b> button to select <b>COOL</b> and press  to lower the temperature setpoint below room temperature. Within a few seconds the thermostat should make a soft click sound. This sound usually indicates the thermostat is operating properly. If the thermostat does not click after being reset, contact PNM Power Saver Customer Service for a replacement thermostat. If the thermostat clicks, contact the furnace manufacturer or HVAC contractor for a service visit to verify the cooling is operating correctly. |

# Troubleshooting

## Heat, Cool, or Fan Runs Constantly

| Possible Cause | Corrective Action |
|----------------|-------------------|
|----------------|-------------------|

Fan set to **ON**.

Change Fan to **AUTO**.

## No Heat

| Possible Cause | Corrective Action |
|----------------|-------------------|
|----------------|-------------------|

Pilot light not lit.

If it will not stay lit, call for service from your HVAC contractor.

System switch is set to **OFF**.

Press the thermostat's **SYSTEM** button one or more times to select **HEAT** or **COOL** (as appropriate).

System switch not set to **HEAT**.

Press the thermostat's **SYSTEM** button one or more times to select **HEAT** and press  to raise the temperature setpoint above room temperature.

Furnace Lock-Out Condition. Heat may also be intermittent.

Many furnaces have safety devices that shut down when a lock-out condition occurs. If the heat works intermittently, contact the furnace manufacturer or your HVAC contractor for assistance.

Heating system requires service or thermostat requires replacement.

To diagnose this condition:  
Press **SYSTEM** button to select **HEAT** and press  to raise the temperature setpoint above room temperature. Within a few seconds the thermostat should make a soft click sound. This sound usually indicates the thermostat is operating properly. If the thermostat does not click after being reset, contact PNM Power Saver Customer Service (1-866-471-7906) for a replacement thermostat. If the thermostat does click, contact the furnace manufacturer or your HVAC contractor for a service visit to verify the heating is operating correctly.

## Furnace or Air Conditioner Cycles Too Fast or Too Slow (Narrow or Wide Temperature Swing)

| Possible Cause | Corrective Action |
|----------------|-------------------|
|----------------|-------------------|

The location of the thermostat and/or the size of the heating system may be influencing the cycle rate.

Electronic thermostats, like this one, normally provide precise temperature control and may cycle faster than some older mechanical models. A faster cycle rate means the unit turns on and off more frequently to maintain the desired temperature, but runs for a shorter time so there is no increase in overall energy use.

## Multi-stage Air Conditioner or Heat Pump: Second, Third, or Fourth Stage Won't Come On

| Possible Cause   | Corrective Action                                       |
|--|---|
| Your thermostat is designed to determine the optimum time to activate the second stage. Simply raising the temperature in heating or lowering it in cooling will not always force the thermostat to bring the second stage on quickly. There is a time delay of 0 to 30 minutes depending on the performance of the first stage of the system. | Wait for the second, third, or fourth stage to come on. |

## Communication Errors: COMM ERROR or Other Error Message Displayed on Home Screen

| Possible Cause   | Corrective Action  |
|--|--|
| Your thermostat is no longer connected to a Wi-Fi network. | Follow steps on page 13 to connect to a wireless Internet network. |

If you cannot connect to a Wi-Fi network, call **1-866-471-7906**.





