

TC500A Commercial Thermostat

QUICK START GUIDE

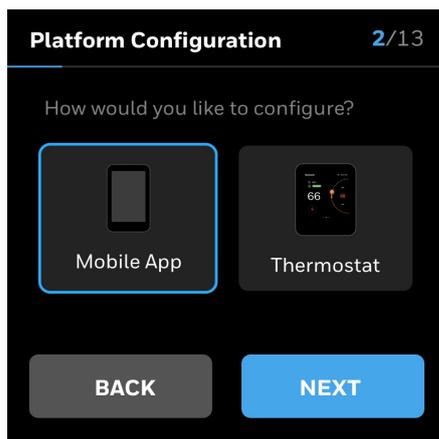
About

The TC500A Commercial Touchscreen Thermostat is an advanced, configurable, connected device for commercial buildings. It controls and monitors RTU, AHU, Heat Pump equipment, and their configurations. This device communicates over Wi-Fi, Bluetooth, BACnet IP over Wi-Fi, BACnet RS485, Sylk, easily integrates with the building automation system.

Initial Setup

On first boot the thermostat prompts user to choose the configuration platform.

Figure 1. Choose platform to begin configuration

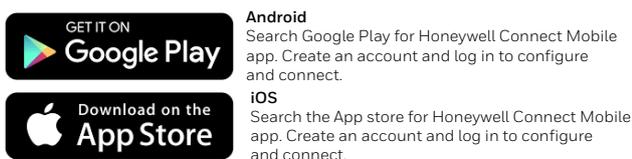


User Application

The TC500A Connect Mobile application is compatible with IOS 13 and above or Android 8 and above.

To complete the setup, download and log in to the Honeywell Connect Mobile application.

Figure 2. Download app



Setup using mobile application

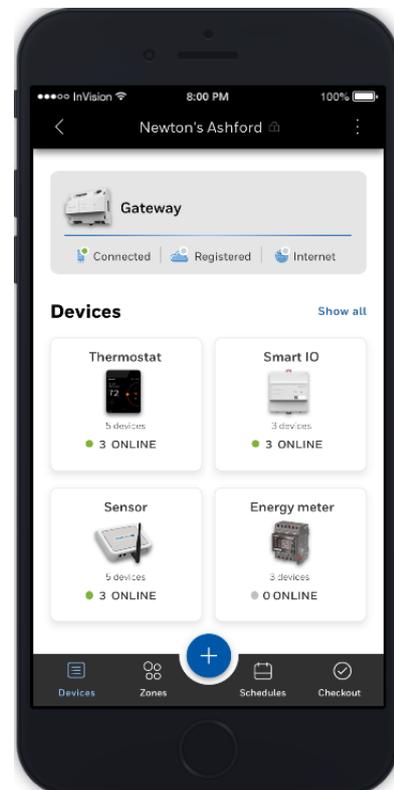
To set up thermostat using mobile app

1. Tap **App** on the thermostat platform configuration screen.

A QR code displays on thermostat screen.

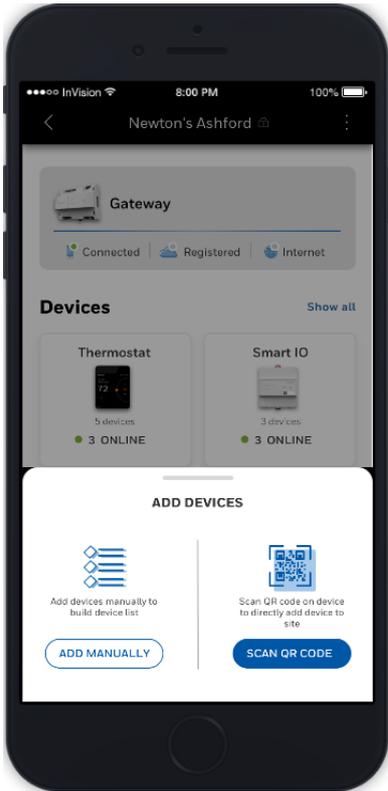
2. Tap **+** on the mobile app to add a device. **ADD DEVICES** banner will pop up on screen.

Figure 3. Add a device



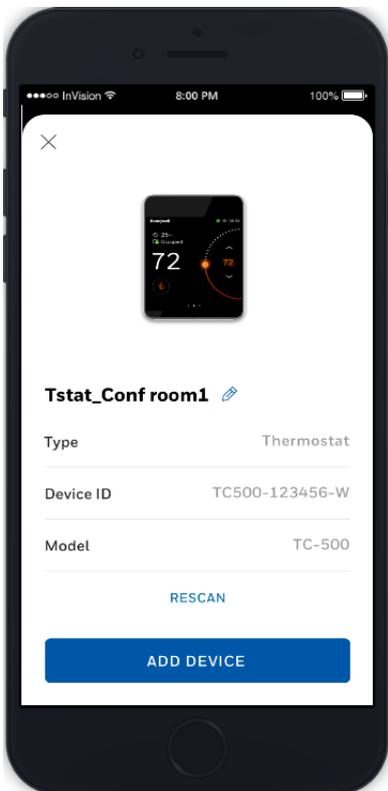
3. Tap **SCAN QR CODE** to scan the QR code visible on screen.

Figure 4. Scan QR code



4. User can change the device name by tapping  Tap **ADD DEVICE** after changing name.

Figure 5. Renaming a thermostat



Setup using Thermostat display

To set up thermostat using on board display

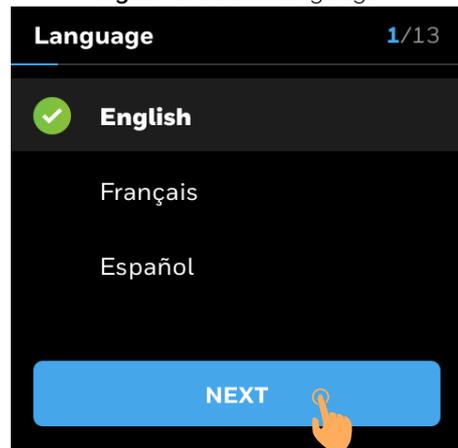
1. Tap **Thermostat** on the thermostat platform configuration screen.
2. User is guided through a series of configuration activities to setup thermostat.

Figure 6. Initial guided setup enables user to

-  **Select Language**
-  **Set user preferences such as temperature units (°F/°C), name the thermostat.**
-  **Configuration and setup of the system**
-  **Enable password protection**
-  **Set up Wi-Fi connection**

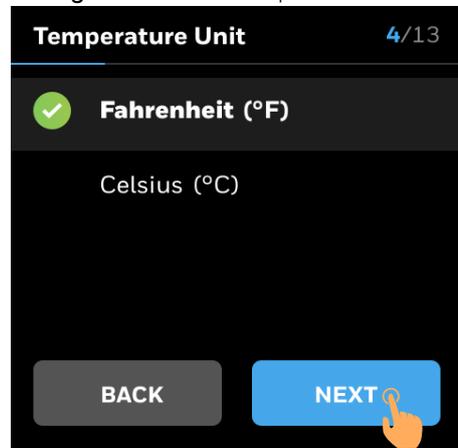
3. Tap on preferred Language. **Temperature Unit** display page appears.

Figure 7. Select language



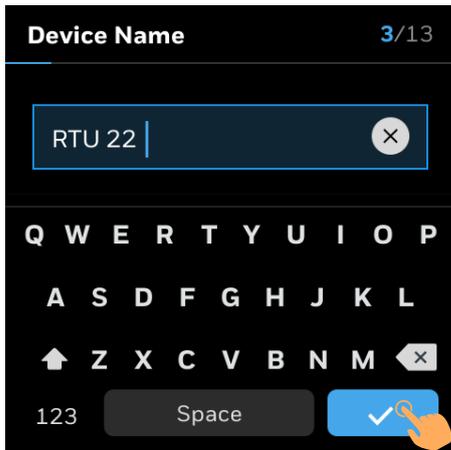
4. Tap on preferred Temperature unit. User will be prompted to name the device.

Figure 8. Select Temperature Unit



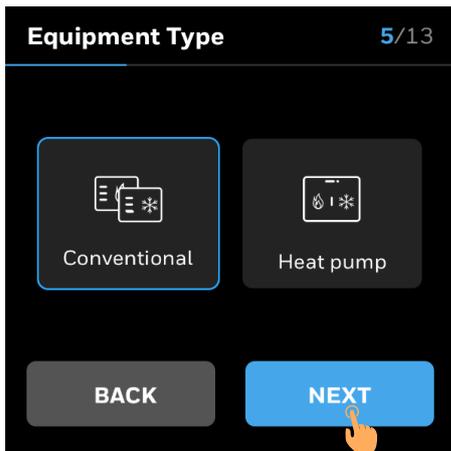
5. Enter the device name using on screen keyboard. Tap  to save the name.

Figure 9. Name the thermostat



6. Select type of equipment. After configuring the equipment **INSTALLER PIN** screen appears

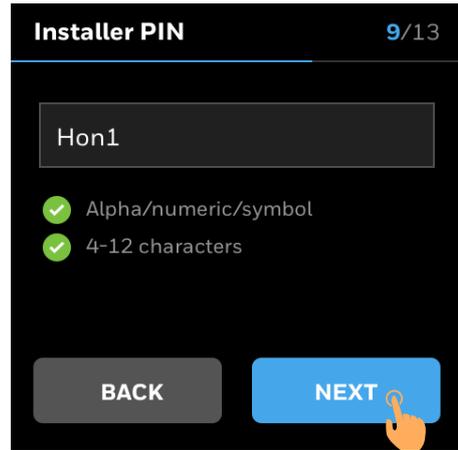
Figure 10. Select Equipment Type



Refer *TC500A Commercial Thermostat User Guide (31-00400M)* for detailed instruction to set up the thermostat.

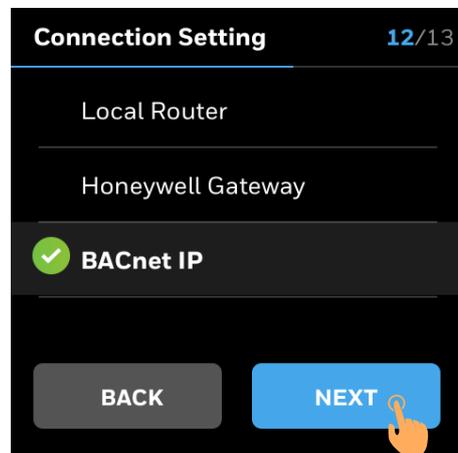
7. Set **INSTALLER PIN** and tap **NEXT**

Figure 11. Set Installer PIN



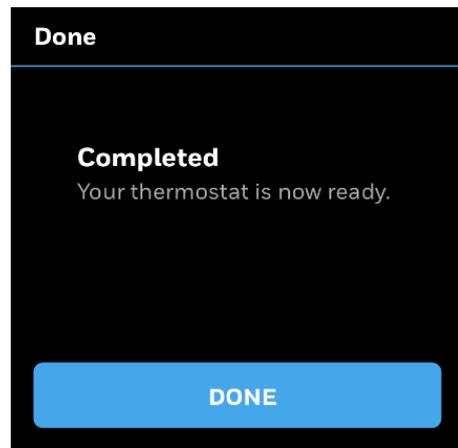
8. Choose the type of connection.

Figure 12. Set Installer PIN



9. After successfully connecting the thermostat it will be ready to use.

Figure 13. Set up complete



Know your Thermostat

Figure 14. Thermostat at a glance



Can a TC500A Thermostat be used in a building that does not have Wi-Fi?

Yes, There are three scenarios for the thermostat:

1. Does not connect to Wi-Fi
2. Connects directly to the cloud
3. Connects through the Honeywell gateway

Is Wi-Fi required to control ventilation, humidity or dehumidification?

The Thermostat can control all the equipment without connecting to the mobile application, local router, or Gateway.

Installation is complete but the screen just shows “Welcome to TC500A” with circles lighting up around it. What should be done?

When power is first restored to TC500A Thermostat, it takes about 30 seconds to initialize the home screen. The display will light up in progress circles along with “Welcome to TC500A” as it advances through its initial power up stage. Then, the thermostat will display the set up screen with the guiding words “LET’S BEGIN”. Touch “LET’S BEGIN” to start thermostat configuration.

Frequently Asked Questions

Will the TC500A Thermostat work if WiFi connection is lost?

Yes, Thermostat can work standalone without Wi-Fi connection, it can control the equipment heating, cooling, ventilation, humidity, dehumidity etc. However, in event of loss of Wi-Fi connection, TC500A Thermostat cannot communicate with a local router, or Honeywell Gateway, to connect to the cloud. It will automatically reconnect to Wi-Fi once the network is restored.

Will TC500A Thermostat work with a static IP Address Network scheme?

No, the thermostat needs to connect to gateway who as an AP will dynamically provide an IP address to thermostat. Consult the gateway’s manual for setup instructions.

What Wi-Fi security standards are compatible with TC500A Thermostat?

WPA	WPA3_WAP2_AES	WAP2_FBT_ENT
WPA2	WPA_ENT	
WPA2_FBT	WPA2_ENT	

Why does the screen on the TC500A Thermostat go blank?

In normal operating mode, the thermostat screen will go into “sleep” mode after 30 seconds of inactivity. A proximity sensor on the thermostat will detect when someone approaches and wake the screen to enable interaction. Note that touching the screen will also wake it.

Honeywell Building Technologies

Honeywell
715 Peachtree Street NE
Atlanta, GA 30308
customer.honeywell.com
buildingcontrols.honeywell.com

© U.S. Registered Trademark
© 2020 Honeywell International Inc.
31-00401M-01 | Rev.10-20

THE
FUTURE
IS
WHAT
WE
MAKE IT

Honeywell