THE FUTURE IS WHAT WE MAKE IT
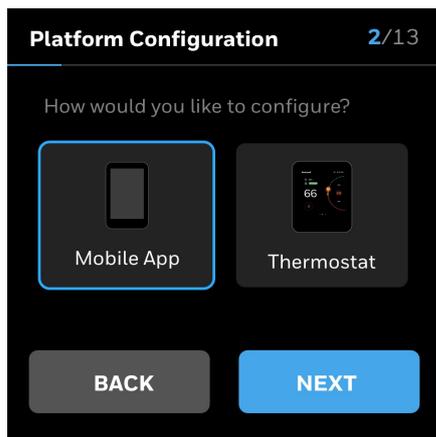
TC500A Commercial Thermostat

About

TC500A-N/TC500A-W Thermostat is an advanced, configurable, connected device for commercial buildings. It controls and monitors Rooftop Unit, Heat Pump equipment, and their configurations. This device communicates over Wi-Fi, Bluetooth, Sylk, and easily integrates with the building automation system.

Initial Setup

On the first boot, the thermostat prompts the user to choose the language followed by the mode of initial configuration. You can set up the thermostat through the mobile app or the thermostat interface.

Figure 1. Choose the platform to begin configuration
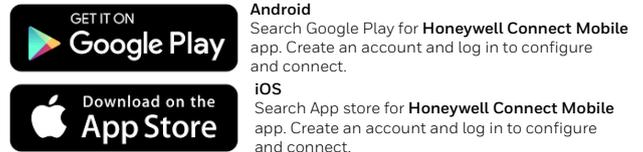

Honeywell Connect Mobile

The Honeywell 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.

Note: The Honeywell Connect Mobile App supports configuration within the Small and Medium Business Administrator system ONLY at this time. Updates to the App to support the StandAlone application will be coming soon.

Figure 2. Download app

Android
Search Google Play for **Honeywell Connect Mobile** app. Create an account and log in to configure and connect.
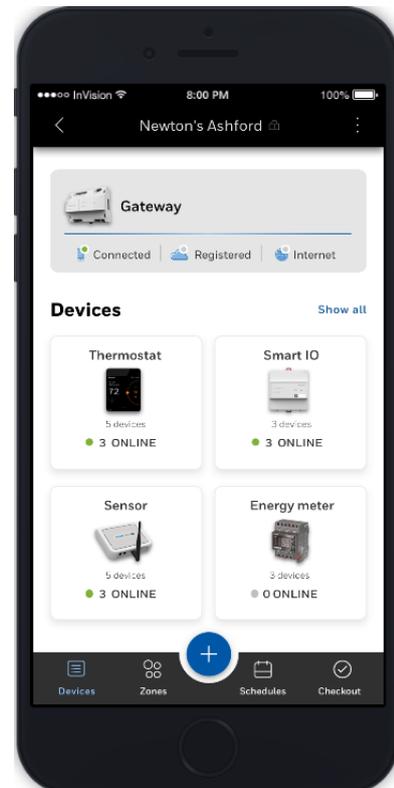
iOS
Search App store for **Honeywell Connect Mobile** app. Create an account and log in to configure and connect.

Setup using the mobile application
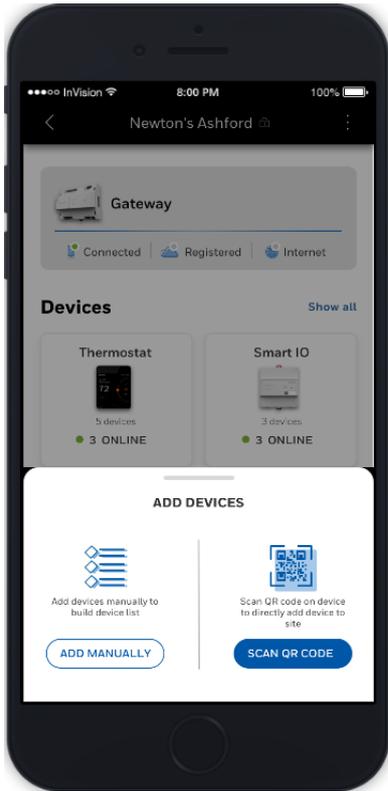
To set up thermostat using the mobile app

1. Tap **App** on the thermostat platform configuration screen.
   A QR code displays on the thermostat screen.

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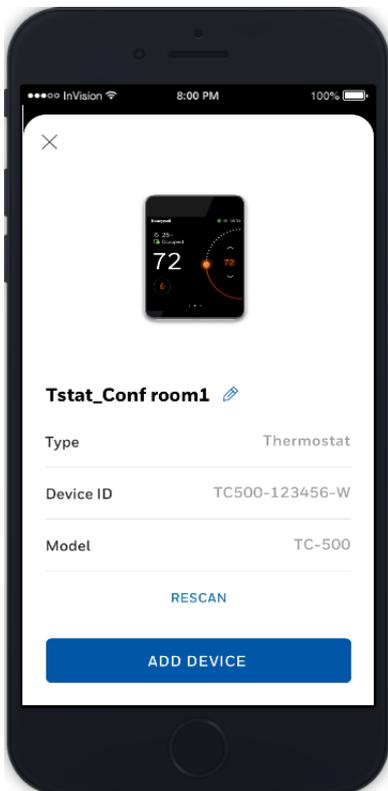   The **ADD DEVICES** banner will pop up on the screen.

Figure 3. Add a device

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

Figure 4. Scan QR code

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

Figure 5. Renaming a thermostat

Setup using Thermostat display

To set up thermostat through the thermostat interface

1. After language selection, the Platform Configuration page appears. Tap **Thermostat**.

Figure 6. Thermostat configuration

2. Tap **NEXT**.
   Users will be guided through the following series of configuration activities to set up the thermostat.
   - Assigning a name to the thermostat
   - Selecting a temperature unit
   - Setting Date and Time
   - Configuring UTC Offset
   - Setting up the Equipment type
   - Setting up the conventional equipment
   - Setting up the Heat pump
   - Configuring the Setpoints
   - Setting up the Installer Passcode
   - Configuring the contractor information
   - Connecting the thermostat to Wi-Fi.

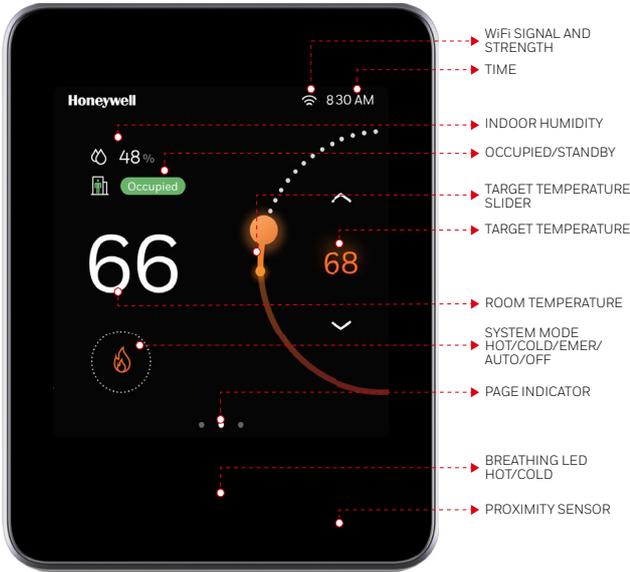# Controlling and monitoring the thermostat using mobile app

The thermostat can be remotely monitored and controlled using the Occupant mobile app. You can perform all the functions such as site management, configuring the temperature setpoints, schedules, heat mode, user management, preferences, thermostat settings, and so on as you perform the functions on the thermostat display. Download the "Honeywell Connect Me" mobile app. Create an account, add a site, and register the thermostat.

Refer to TC500A thermostat user guide (31-00400M-02) for detailed procedures to complete the initial configuration, thermostat registration, and other usage instructions.

Know your Thermostat

Figure 7. Thermostat at a glance

WiFi SIGNAL AND STRENGTH
TIME
INDOOR HUMIDITY
OCCUPIED/STANDBY
TARGET TEMPERATURE SLIDER
TARGET TEMPERATURE
ROOM TEMPERATURE
SYSTEM MODE HOT/COLD/EMER/AUTO/OFF
PAGE INDICATOR
BREATHING LED HOT/COLD
PROXIMITY SENSOR

Frequently Asked Questions

Will the TC500A Thermostat work if the Wi-Fi connection is lost?

Yes, the thermostat can work standalone without a Wi-Fi connection, it can control the equipment heating, cooling, ventilation, humidity, de-humidity, and so on. However, in event of loss of Wi-Fi connection, the 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 the gateway who as an AP will dynamically provide an IP address to the 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	

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 setup screen with the guiding words "LET'S BEGIN". Touch "LET'S BEGIN" to start the thermostat configuration.

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.

THE
FUTURE
IS
WHAT
WE
MAKE IT

Honeywell Building Technologies

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

Honeywell