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Bosch Connected Control

Frequently Asked Questions

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Wi-Fi

- ▶ Can it be used without the Wi-Fi?
- ▶ Do you need an account to use the Wi-Fi features?
- ▶ Will it support all Wi-Fi systems and routers?
- ▶ Can I turn off the Wi-Fi altogether?

App

- ▶ How many accounts can be associated with the thermostat at once?
- ▶ Can this device be accessed on a web page?

Compatibility

- ▶ Does this product require “C” or “Common” wire?
- ▶ Can this be used as a room thermostat?
- ▶ Can this thermostat be used with a boiler?
- ▶ Does it support multi-zoning systems?

Weather

- ▶ Where does it get its weather data?
- ▶ How often is the weather data updated?

Device

- ▶ What if I don't remember the password that locked my screen?
- ▶ What if I lose power to the device, would all my settings be lost?
- ▶ Why can't I change the first period of the schedule?
- ▶ Can the fan be operated separately?
- ▶ Does it work with any “Smart” home system?

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(Phone Not Included)

Wi-Fi

Frequently Asked Questions



► Can it be used without the Wi-Fi?

We strongly encourage everyone to use the Wi-Fi capabilities of the thermostat, as it will improve the user experience. However, it is fully functional without the use of Wi-Fi.

► Do you need an account to use the Wi-Fi features?

Yes, however it does not cost anything to create and use an account.

► Will it support all Wi-Fi systems and routers?

This device only works with 2.4 GHz systems and is NOT compatible with 5.0 GHz systems or web pages that require additional web authentication.

► Can I turn off the Wi-Fi altogether?

Yes, please enter the Wi-Fi screen and press the “Off” button.

App

Frequently Asked Questions



► **How many accounts can be associated with the thermostat at once?**

Just one. Family members must share their account with each other if they would like to be able to control the thermostat from multiple devices.

► **Can this device be accessed on a web page?**

Not at this time.

Compatibility

Frequently Asked Questions



► Does this product require “C” or “Common” wire?

Yes, this device requires a C-wire to power the unit. Two wire systems are not supported.

► Can this be used as a room thermostat?

Of course, this can act as a simple room thermostat as required (3rd party zone modules only, i.e. not compatible with Bosch CZM100, Bosch Logamatic, etc.).

► Can this thermostat be used with a boiler?

Yes, as long as the boiler is combined with hydronic air handler.

► Does it support multi-zoning systems?

This product does not support multi-zoning systems.

Weather

Frequently Asked Questions



► Where does it get its weather data?

The weather data is provided by forecast.io

► How often is the weather data updated?

The weather will only upgrade when the user selects the weather menu and if it hasn't updated in the last 2 hours.

Device

Frequently Asked Questions



▶ What if I don't remember the password that locked my screen?

You can always reset it by utilizing the app. If this is not an option, you can also remove and reconnect to the backplate to reset the lock.

▶ What if I lose power to the device, will all my settings be lost?

All settings are kept in local memory, therefore they will be kept even during power outage (except current time, which can be easily recovered with a Wi-Fi connection).

▶ Why can't I change the first period of the schedule?

The first period MUST start at 12:00am. The time for the first period cannot be changed.

▶ Can the fan be operated separately?

The thermostat offers three modes: Auto (follows heating and cooling call), On (always on), and Circulation (follows its own schedule).

▶ Does it work with any "Smart" home system?

Currently the thermostat is compatible with Amazon Alexa. Instructions on how to connect and use the thermostat with an Alexa-enabled device are available in the User Guide.