Honeywell Thermostats

Crestron Home™ Driver

Base Model: TCC
Device Type: Platform
Version: 1.2.1

Notes & Recommendations

This driver will control a compatible Honeywell thermostat, paired to the Total Connect Comfort (TCC) portal. Please refer to the instruction manual for the thermostat that you have for thermostat setup instructions. This driver talks to the thermostat with the cloud so an active internet connection will be necessary. The owner of the TCC account will also have to authorize the thermostats for Crestron control through a web browser (explained later). The driver will poll for feedback from Honeywell's server approximately every 10 minutes.

This driver uses a cloud-based API. It may take several seconds for the device to update once a command is sent.

System Requirements and Dependencies

These are the tested requirements for this driver:

- Crestron Home 3.021.0214
- Active internet connection to the processor
- Create an account and pair the device in the Honeywell portal: https://mytotalconnectcomfort.com/portal
- Honeywell login credentials for authorizing thermostats

This driver comes with a 2-hour trial license. You can purchase a full license at http://digitalautomation.us/product/honeywell-thermostats-tcc-for-crestron-home-driver

For additional information on this driver please visit the FAQs section on our website http://digitalautomation.us/product/honeywell-thermostats-tcc-for-crestron-home-driver
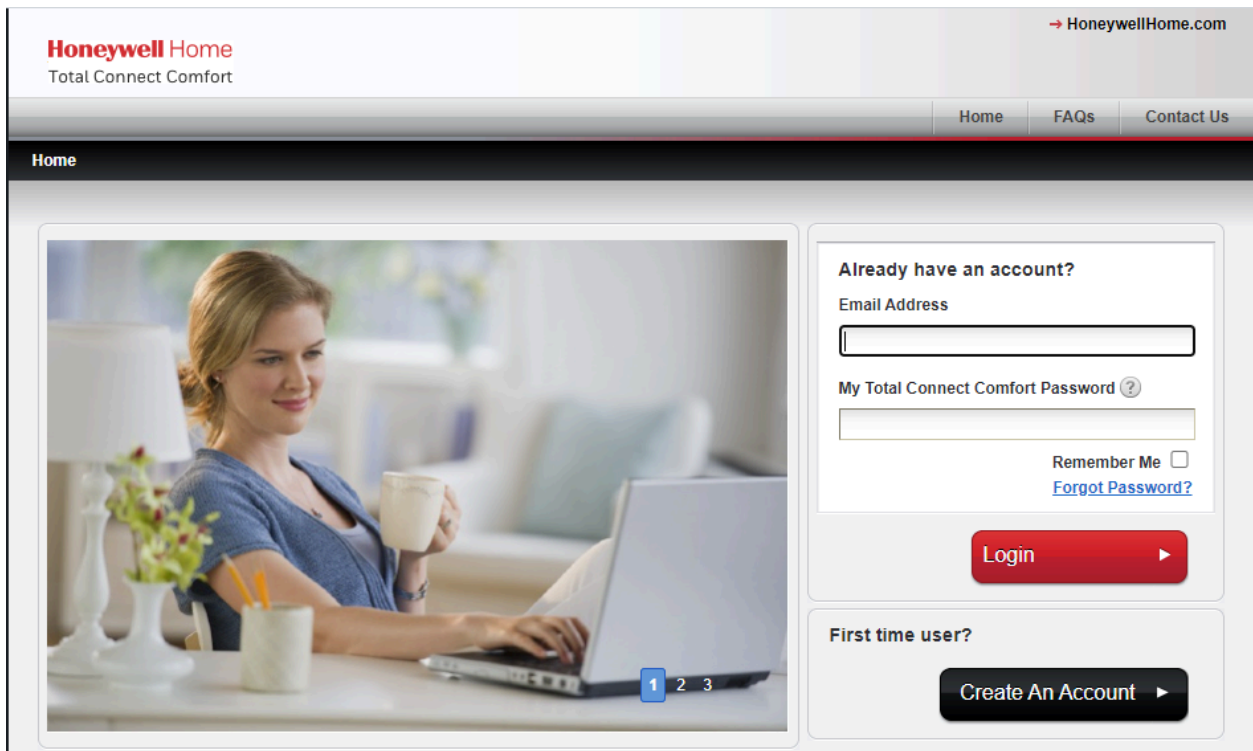
Installation/Upgrade Instructions

The first step is to get the registered location name.

Getting the location name

You need to identify the location name of the device to enable Crestron control of the thermostat. Open a web browser and use this URL
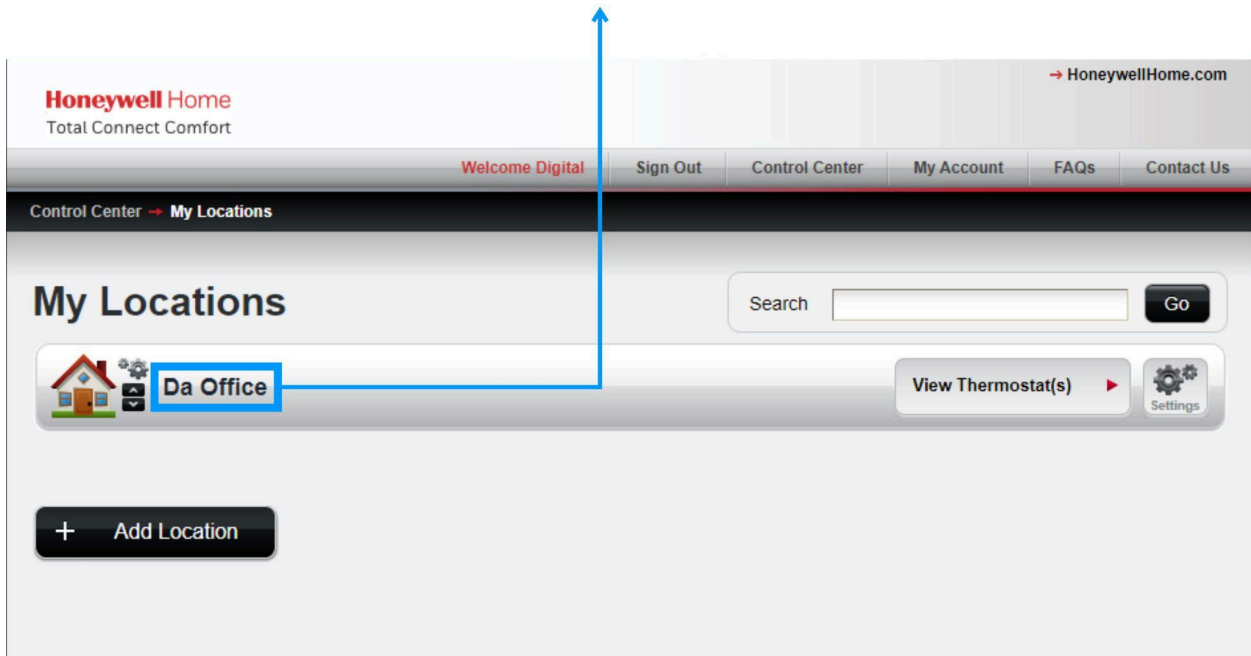
https://mytotalconnectcomfort.com/portal/Locations

Log in with the proper credentials.

This is the **Location Name**. You will need to enter it to install the driver on Installation Settings dialog box.
Note: The Location Name **is Case Sensitive**.

Take note of the name of the location (case-sensitive).

Install the Driver

Before starting, remove all existing unused instances of the driver and unfinished installations and reboot the processor. Before removing them, check the option "Delete configuration file" in the installation settings.

Install the CH driver: Drivers > Platform > Honeywell

First, it is necessary to authorize the driver to control the devices.

There is a clickable link named "**Authorization**," which, when clicked, redirects you to the Honeywell/Resideo website. It is necessary to accept the permissions by selecting the device(s) and clicking on the "OK" button, it will then redirect you to Digital Automation's website. This authorization request is required to be done once per account.

Honeywell Home
Total Connect Comfort

Please log in with your Total Connect Comfort (TCC) account username and password below.

Before connecting your thermostat to Digital Automation Test, you need to create an account and set up your thermostat on the Total Connect Comfort website.

www.MyTotalConnectComfort.com

Email Address

Enter e-mail

Password

Enter password

Forgot Password?

SIGN IN

English | Français

In the next step, put in the information of the registered credentials from mytotalconnectcomfort webpage and the location name that you copied down previously. The location's name can also be found in the Honeywell TCC app, case matters.

Use this link to activate the driver.
This action needs to be performed only once.

Enter the **location name** for the Thersmotats to be controlled.
The location name can be retrieved from the Honeywell Total Connect Comfort page.
Please note that the location name is case sensitive.

Installation Settings

ⓘ   Authorization

Clicking this link redirects you to the website to accept control of the thermostat through the driver. This action should be done only once.

Honeywe...

ⓘ   Email

Enter the email of the Honeywell account

username@email.com

ⓘ   Password

Enter the password for the Honeywell account

ⓘ   Location Name

OK   Cancel

Installation Settings

ⓘ   Location Name

Enter the name of the location (case-sensitive) for the group of thermostats that you want to control. You can get this name from the app or the website.

ⓘ   Delete configuration file?

Mark this option if you are going to remove the driver permanently. Unmark this option if you are just updating the driver settings or plan to re-install the driver.

☐

ⓘ   Get the License Key

Clicking on this link redirects you to the website to purchase the license key.

Digital Automation

ⓘ   Instance

OK   Cancel

Enter the **password** created to access your account on the Honeywell Total Connect Comfort page.

Enter the **email** registered for your account in the Honeywell Total Connect Comfort Page

Tap on the link to purchase a license key for your Honeywell TCC Cloud driver in the Digital Automation's website.

Installation Settings

updating the driver settings or plan to re-install the driver.

ⓘ   Get the License Key

Clicking on this link redirects you to the website to purchase the license key.   **Digital Automation**

ⓘ   Instance

Enter a number (any number from 1 to 99) to differentiate between the different stored configurations if you are running multiple instances of this driver.   1

ⓘ   License Key

This driver comes with a 2-hour default trial license key. Please visit Digital Automation's website, https://digitalautomation.us, to purchase a license.   XT1U-3USD-AHMC-TH4S-8AU

OK   Cancel

Enter the License Key purchased on Digital Automation's website.

Each instance of this driver is related to a location name and should use an independent "Instance Number". The instance number is used to differentiate between multiple instances of the Honeywell Platform driver.

You can use the available clickable link in installer settings called "**Digital Automation**" to purchase a full license key.

Notes:

- Only check "Delete configuration file" when removing the driver instance permanently. It should remain unchecked for regular operation.
- Before entering your license key, ensure the "Delete configuration file" option is unchecked. If you encounter any issues with your license key, try using a new, clean driver instance with your license key
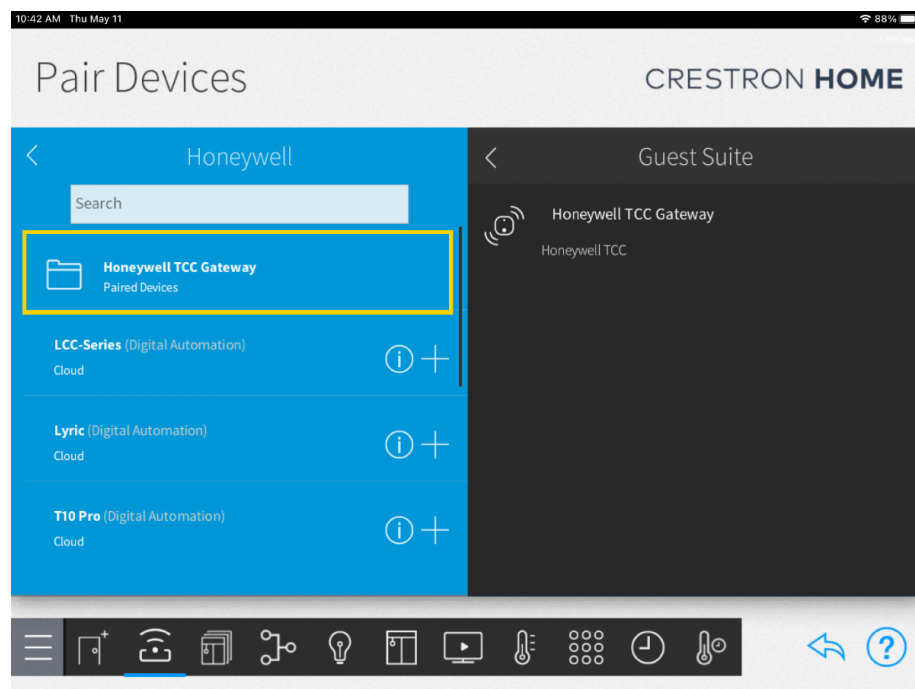
After completing the field entries, select OK. The system will then query and generate a folder containing all available thermostats for control. Add each thermostat to the
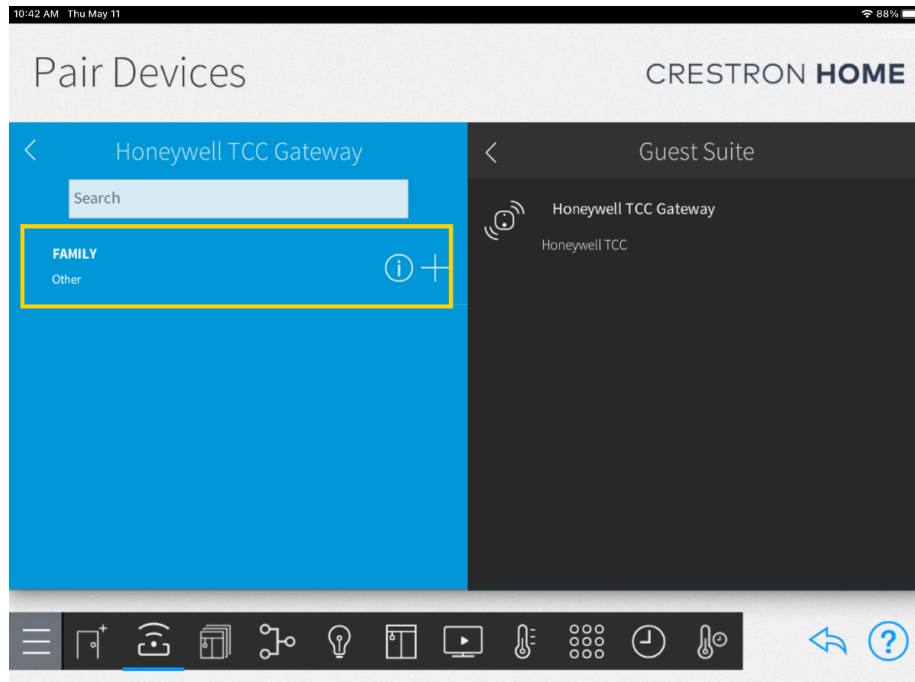
corresponding room. The process may take a few minutes, depending on the connection speed and the number of devices.

Depending on your firmware version, the generated drivers can be found in a different place.
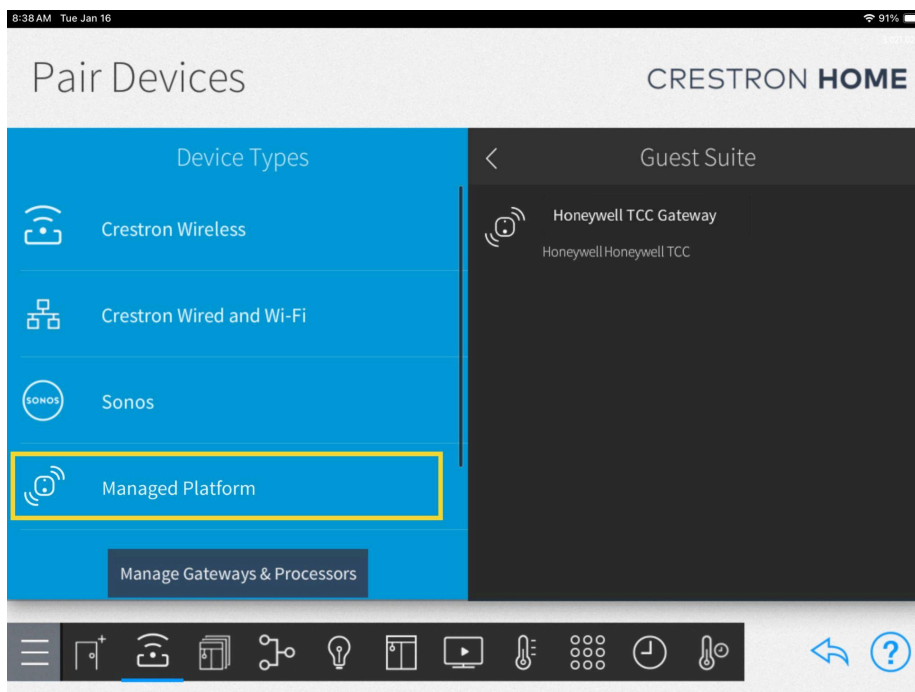
OS 3:

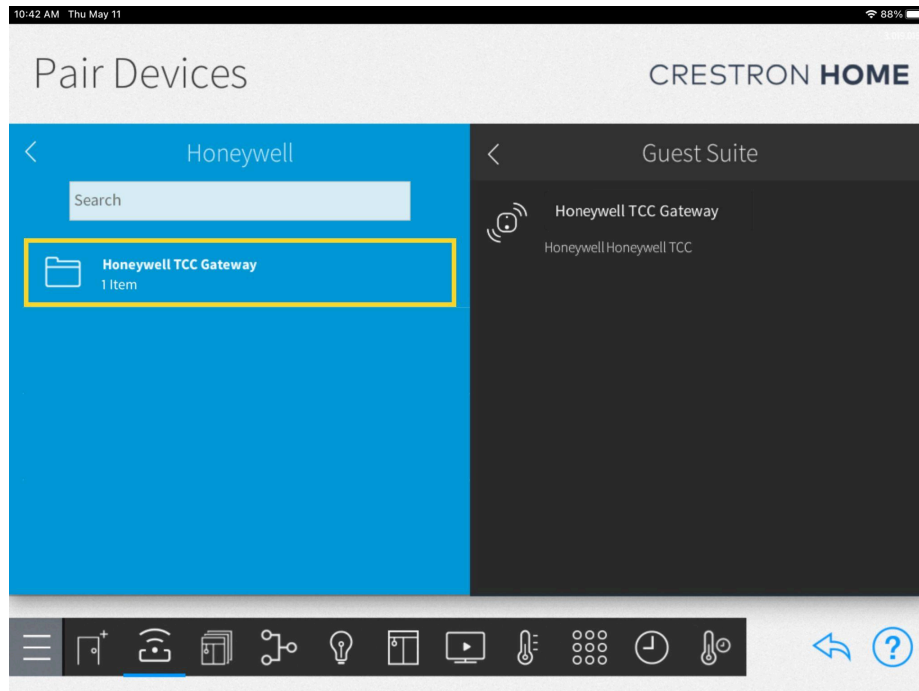Firmware version 3: The directory with the drivers is on the same path as the platform driver
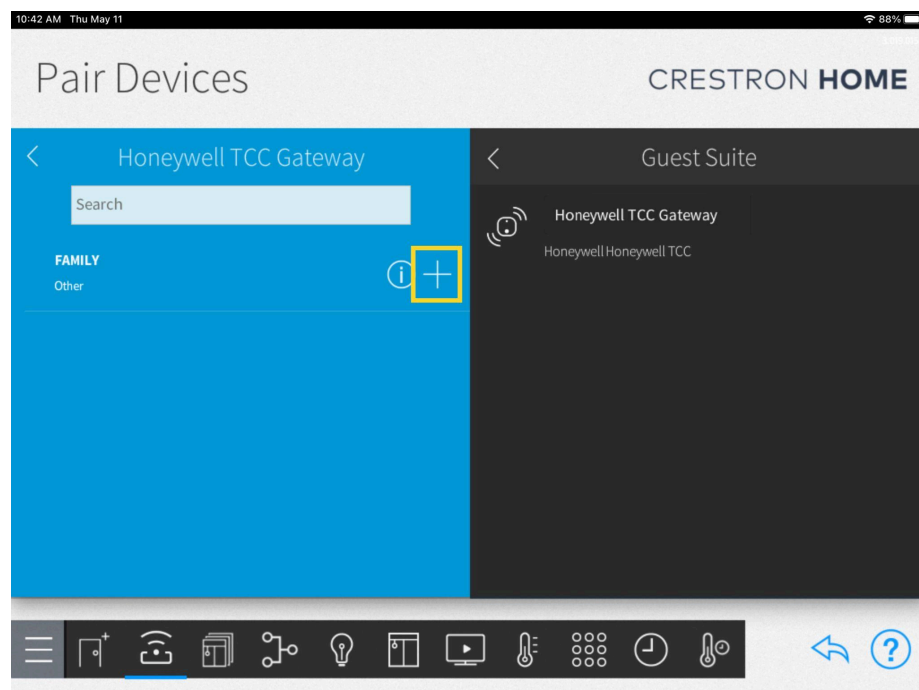
OS 4:

This is for firmware version 4: The directory with the drivers is created in the following path: **Device Types -> Managed Platforms**. See the images below.
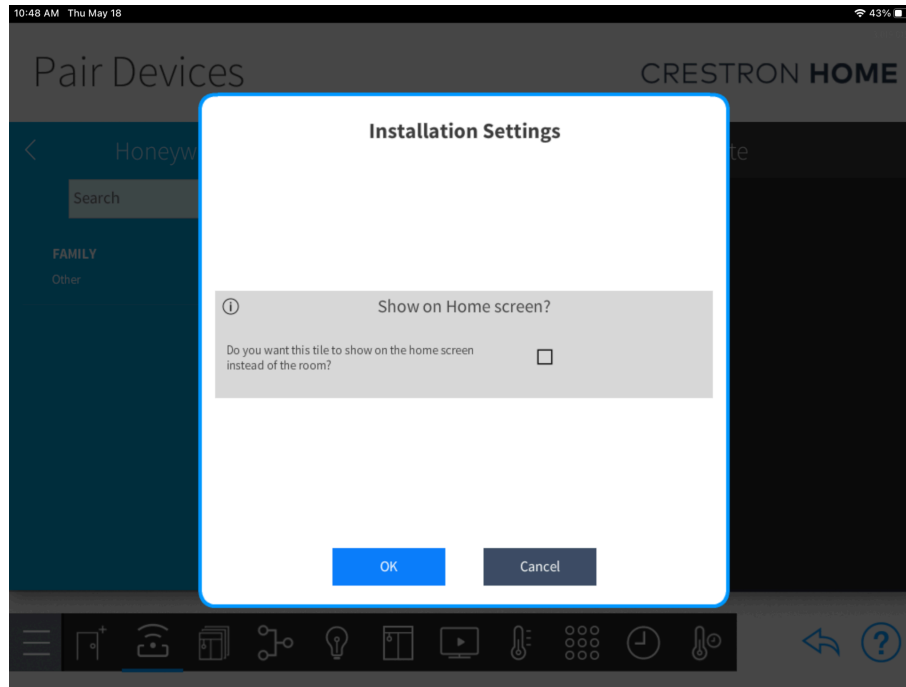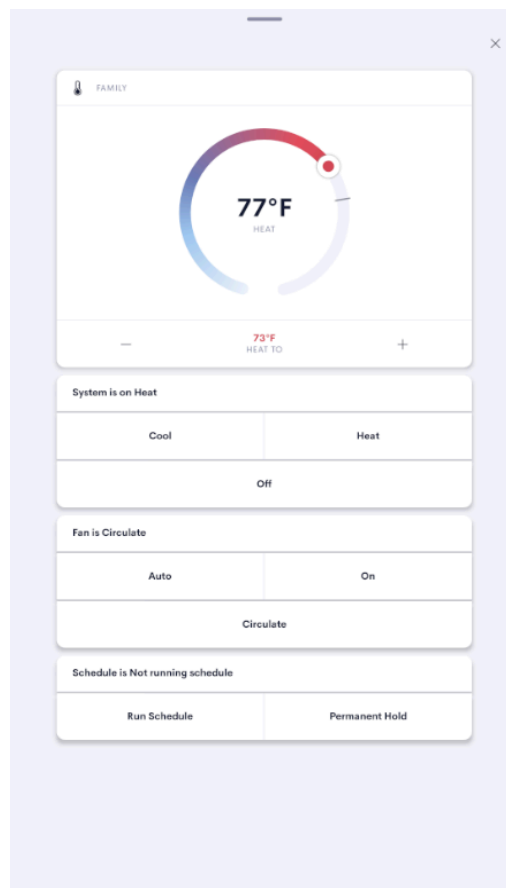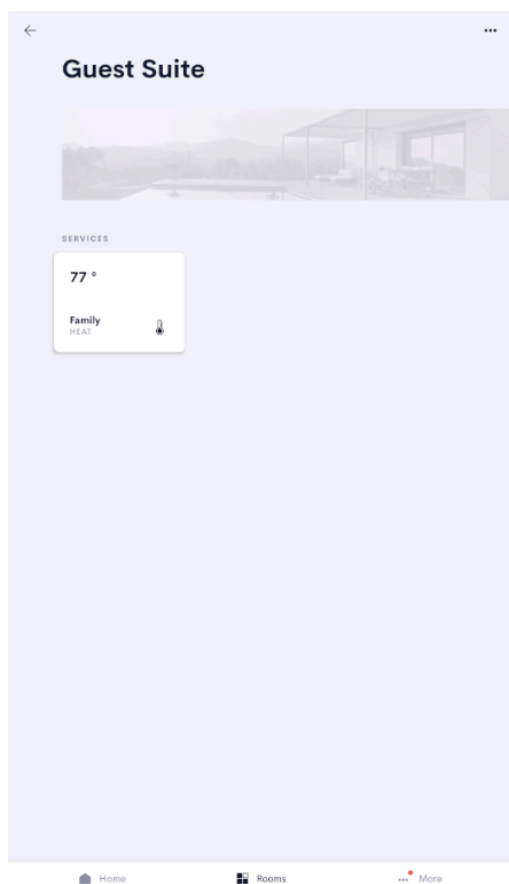
You can continue adding the thermostat driver into individual rooms for control:

End-User Experience

Schedule

The driver displays the current schedule mode.

If any of the schedules are updated, the scheduler must be engaged at least once. If the scheduler is engaged from the thermostat or the Total Connect Comfort App, it may take up to 10 minutes until the driver gets its update.

Additional Information:
When adjusting the thermostat while a schedule is active, it will enter "Hold Until" mode. The "next time" referenced will be based on the most recent device feedback.

Schedule buttons

- **Run Schedule**: Run the current schedule.
- **Permanent Hold**: Hold the setpoint values and ignore the scheduler

Known Issues

Feedback polling is limited to every 10 minutes.

Thermostats paired to Honeywell Home (LCC) are not supported.

Supported Features

Please note that not all thermostat hardware supports all features.

System Mode Changes (Off, Cool, Heat, Auto, and Emergency Heat)

Fan Mode Changes (Auto, On, Circulate)

Setpoint Changes (Cool and Heat)

Schedule Mode (Run, Permanent Hold)

Test Environment

The following hardware was used for testing:

Crestron Home (processor) 4.003.0104

Crestron Home firmware 2.8000.00028, May 19, 2023

TSW - firmware 1.006.0046

Android - 3.21.17+pr

iOS - 1.21.15

Supported Models

- RTH9585WF
- TH9320WF
- Redlink

Contact Information

If you have any questions please contact us at drivers@digitalautomation.us

Version History

0.1.0

05/11/2023

- Initial release

0.2.0

05/29/2023

- Redlink devices support.
- UI update.
- Fixed issues after rebooting.

1.0.0

08/25/2023

- Release version

1.0.1

10/24/2023

- Fixed issue with system modes.
- Feedback updates.

1.0.2

01/04/2024

- Resolved a feedback issue due to differences in features found on Redlink hardware.

1.1.0

01/11/2024

- Credentials used on the mytotalconnectcomfort webpage have been added to the installer settings in place of the authorization code.
- Feedback issues resolved.

1.2.0

02/07/2024

- Added clickable URL links in installer settings for easy access to installation information.

1.2.1

09/12/2024

- Issue fixed to create the paired drivers.

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