

Carrier Infinity Troubleshooting

- For help connecting to the internet, go to: <https://www.myinfinitytouch.carrier.com/Infinity/LearnMore> and select the *Wireless System Setup* video.
****Note:** If using the TP-Link Router, connect to myHVAC. **
- To register for Remote Access, go to: <https://www.youtube.com/watch?v=cwZNhj2CylA>.
- To reset passwords, go to www.MyInfinityTouch.Carrier.com and select “Forgot Password” at Login.
- To locate the Serial Number, Mac Address, and PIN for registration, go to: Menu → Down Arrow → Wireless → Myinfinity Registration Information (Firmware 4.05 or higher select option “Remote Access Setup Information”)
- To locate the Software version, go to: Menu → Down Arrow → Service → Model / Serial Numbers → Wall Control.

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Follow these steps if you cannot connect to the Internet:

1. For router troubleshooting:

- a) Ensure the router is turned ON.*
- b) Ensure the Ethernet cable is connected properly (WAN port on the router / LAN port on the modem or alternate router).*

2. Verify that you have access to the internet via the router.

- a) Connect a Laptop, Tablet, or Phone wirelessly to the router and go to a website to test. For example: Google.com or Yahoo.com.*

3. Power cycle the thermostat.

4. Contact your internet service provider for additional troubleshooting if necessary.

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To Power Cycle the Infinity Touch Control (SYSTXCCITC01-A):

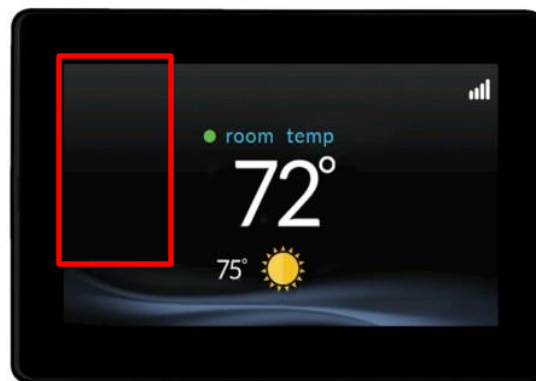
- 1. Carefully remove the unit from the wall plate by pushing down the 2 tabs on top of the thermostat.*
- 2. Re-attach the unit by clipping the face plate to the bottom of the wall plate and then push it towards the wall.*



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To Power Cycle the Infinity System Control (SYSTXCCITC01-B or SYSTXCCITC01-C):

Press and hold down your finger on a blank portion of the idle screen to left of the room temperature reading for 15 seconds to power cycle the thermostat.



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Follow these steps if your thermostat connects to the router, but not the server:

1. *Make sure your thermostat is powered On.*
2. *Make sure Wi-Fi is enabled. Menu → Down Arrow → Wireless → Enabled is highlighted in green.*
3. *If the power is On and the Wi-Fi is enabled, go through the Wi-Fi Setup process again to be sure it is connected properly. Refer back to Tip 1.*
4. *Try using another router or mobile phone as a hotspot:*
 - a) *This tests the capability of the control to talk to the server via a different path. If it connects to the server via the alternate router or hotspot, the problem is either a compatibility issue between the router or the thermostat, a router setting issue, or it could be an issue with your internet service provider. Call your internet service provider for additional troubleshooting. If the internet service is working properly and you're still having issues, contact your installing dealer to have them inspect the thermostat.*
 - b) ***If the thermostat connects to a hotspot but not to your personal router, try using a TP-Link router (if one was provided with purchase of thermostat. If not, one can be obtained through your dealer). There could be a compatibility problem between the router and the Wi-Fi radio.*
 - ***NOTE: The TP-Link router can be powered up in the same room as the control for testing purposes. Sometimes, in homes with a lot of Wi-Fi traffic, the control won't connect to any router. Moving it closer to the control helps determine the nature of the problem.*
 - c) *If the thermostat won't connect to the router, contact your dealer to inspect the thermostat.*
 - d) ***Navigate to the Wi-Fi diagnostics screen and the Last 10 Wi-Fi events. This will show you how often it is connecting and disconnecting from the server and/or router. Frequent (every few minutes) disconnects and reconnects to the local router is an indication of a congested wireless network. The TP-Link router would be recommended in these situations.*

NOTE: *If you have followed all of the steps above and still need assistance, please contact Customer Service at 1-800-Carrier (227-7437).*