

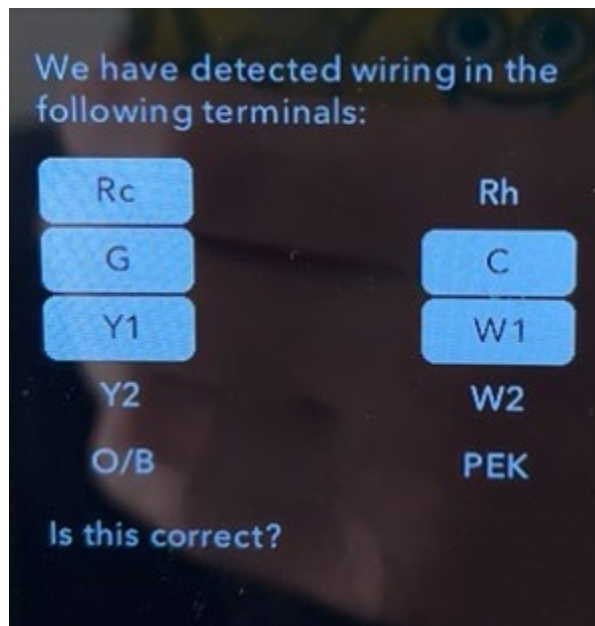
Troubleshooting Ecobee Wiring: Reset Instructions

As part of the troubleshooting tips, please follow the steps below to check if your thermostat wiring settings are correct.

Navigate to 'Settings', then select 'Installation Settings' → 'Equipment' → 'Wiring'. Review the wiring placements to ensure they are set up correctly.

The correct wiring settings should appear as shown below:

(Note: 'Y2' can be lit or not lit - it doesn't affect your thermostat 's functionality).

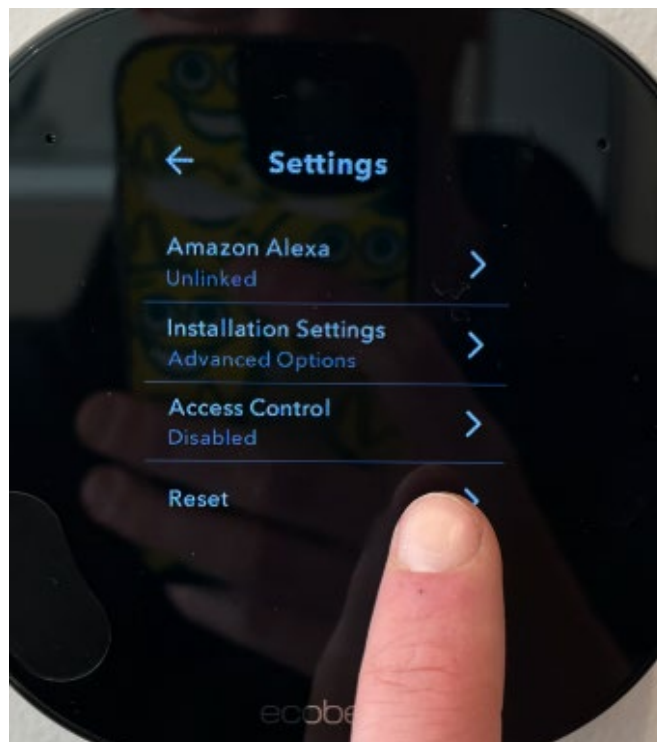


If your Ecobee wiring settings don't match the image above, please follow the steps below to reset your Ecobee. (Note: 'Y2' can be lit or not lit - it doesn't affect your thermostat 's functionality).

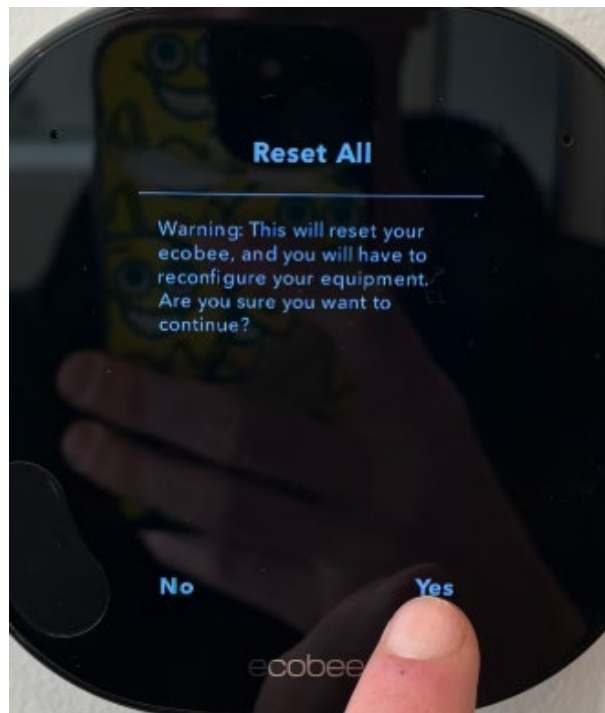
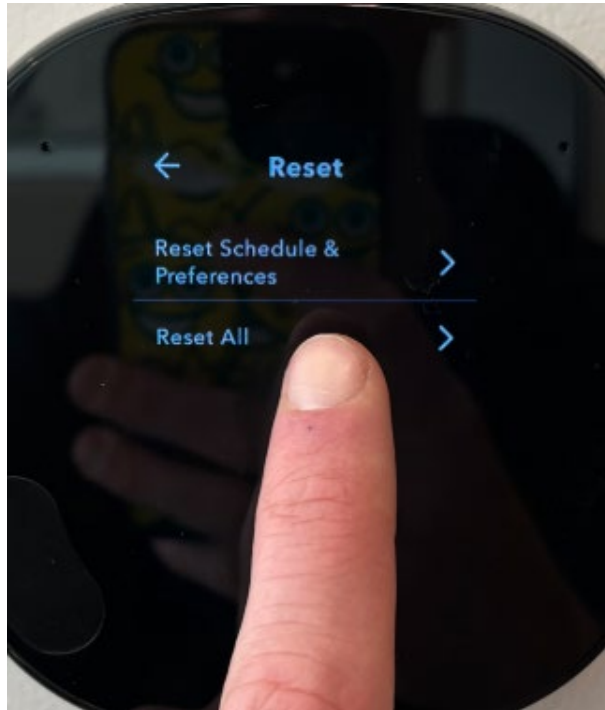
Step 1: Go to **'Settings'** on your Ecobee thermostat.



Step 2: Click **'Reset'** in the Settings menu.



Step 3: From the Reset menu, select '**Reset All**', then click '**Yes**' and '**Ok**' on the next two confirmation screens.





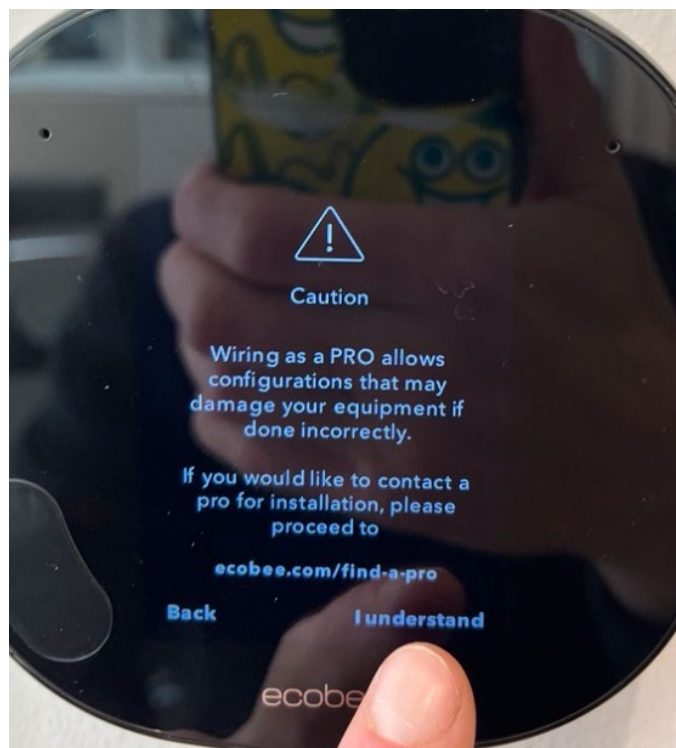
Step 4: Click **'Let's get started >'**



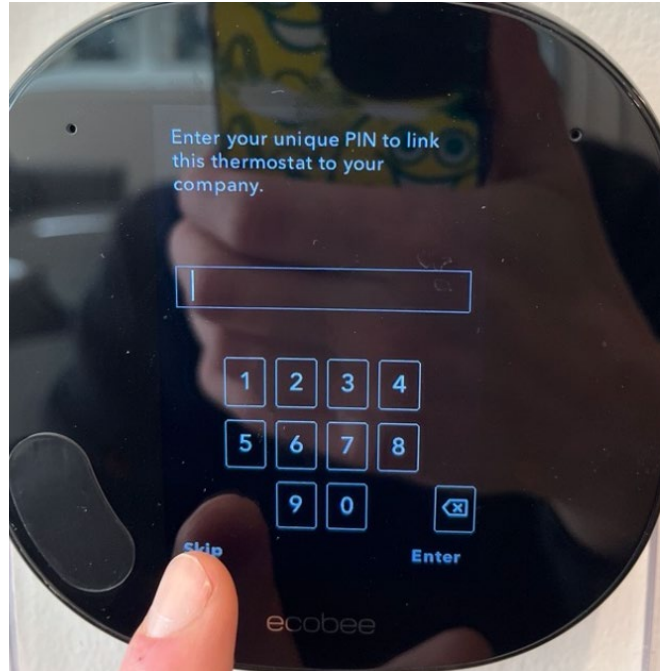
Step 5: Select 'I'm an Ecobee Pro' and click on 'Next'.



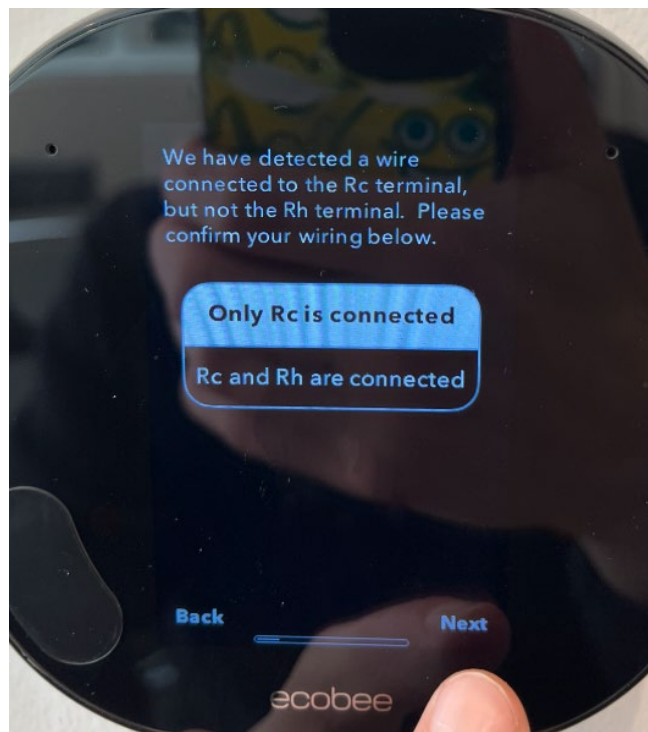
Step 6: Click "I understand".



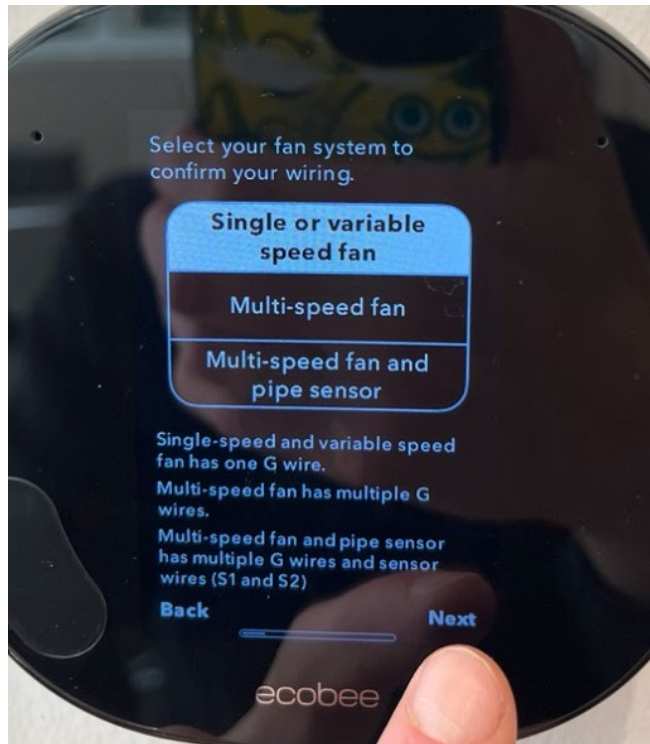
Step 7: Click **'Skip'**.



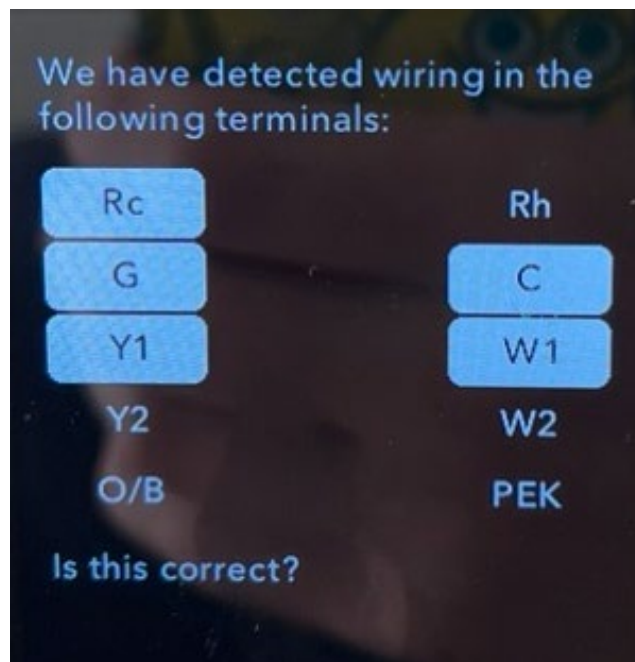
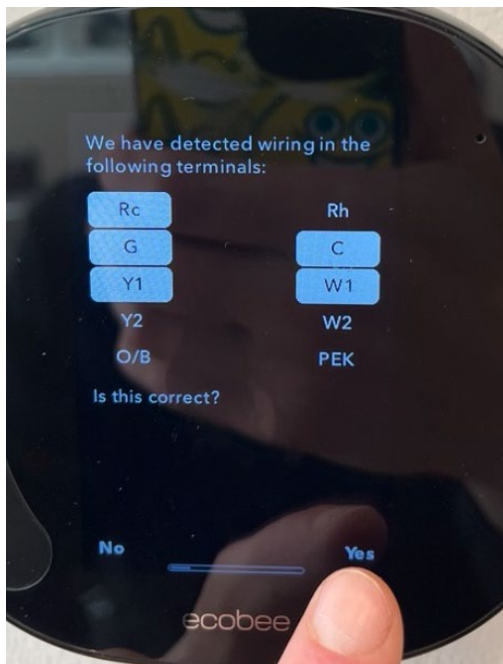
Step 8: Choose **'Only Rc is connected'** and click **'Next'**.



Step 9: Choose **'Single or variable speed fan'** and click **'Next'**.



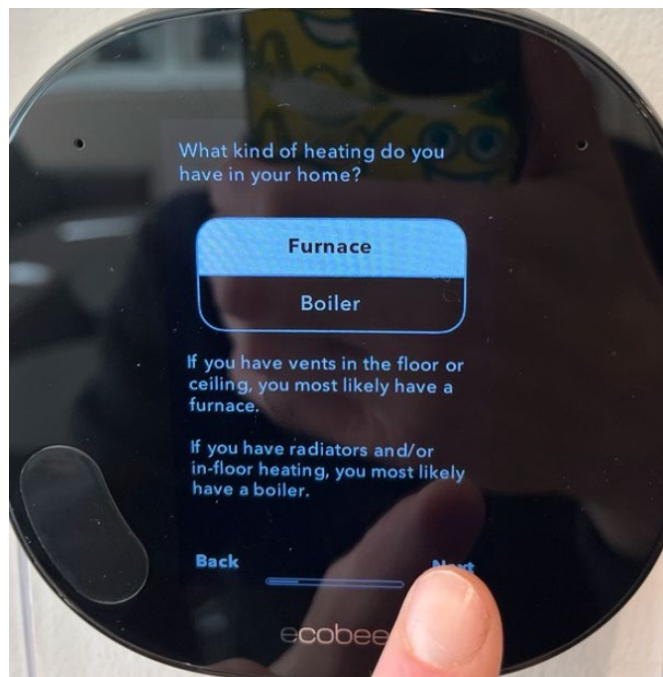
Step 10: Before proceeding to the next page, ensure your wiring settings match the image on the right. Once they do, click 'Yes' to continue. (Note: 'Y2' can be lit or not lit - it doesn't affect your thermostat's functionality).



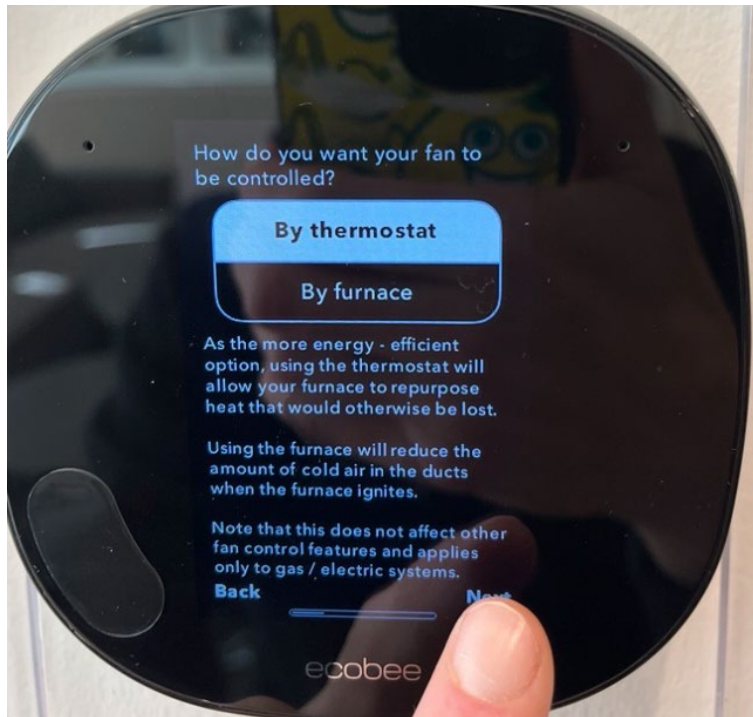
Step 11: Please select the option that best suits your preference.



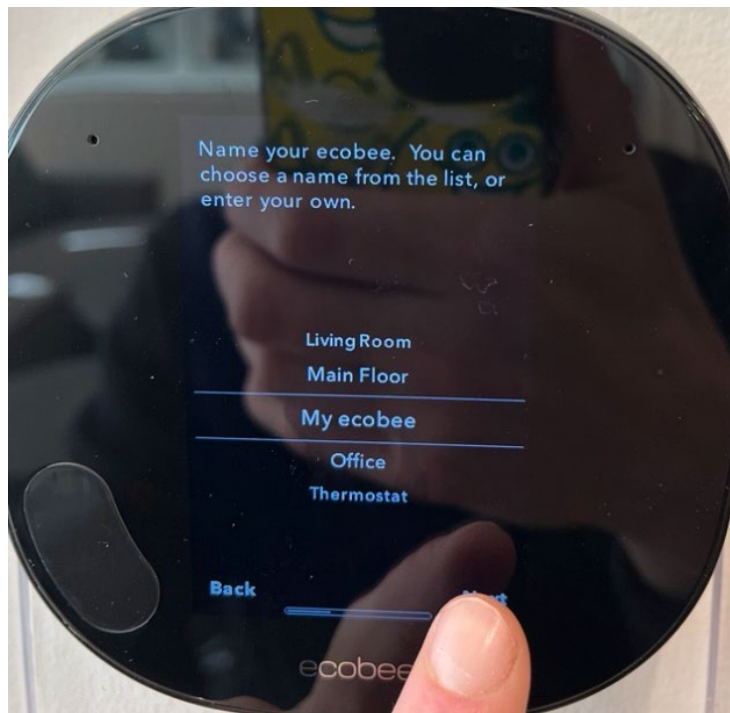
Step 12: Choose 'Furnace' and click 'Next'



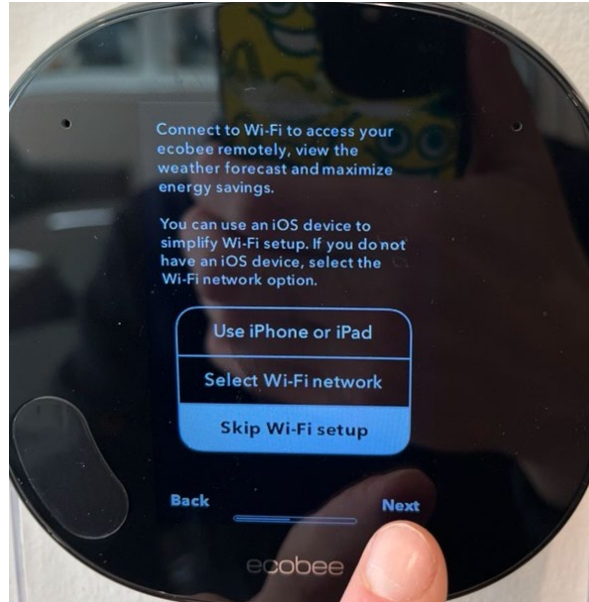
Step 13: Choose 'By thermostat' and click 'Next'



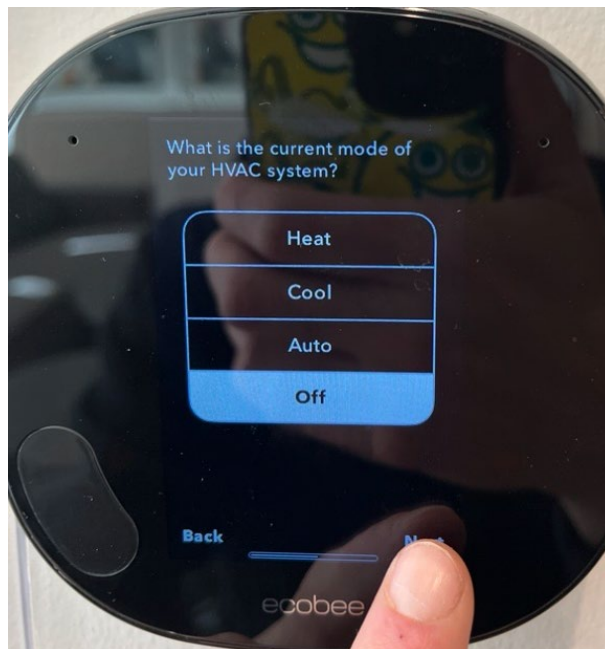
Step 14: Please select the option that best suits your preference. This can be changed later if you wish to rename it.



Step 15: Please select the option that best suits your preference. This can be setup later if you wish to skip now.



Step 16: Please select the option that best suits your preference.



The remaining options, such as date and time, depend on your circumstances. Kindly select the ones that best suit your situation. Once you've gone through the final steps, your setup will be complete.