Why is Total Connect 2.0 Showing a Wrong Outside Temperature?

Total Connect 2.0 is showing a wrong outside temperature because the location on your account is set incorrectly, or you have your non-preferred temperature unit set to be displayed. You can access your account to fix the location and to set the temperature unit to your desired setting.

Below is a step-by-step guide to help you change the temperature location setting on the Total Connect 2.0 website. You can also complete this process using the Total Connect 2.0 Mobile App, but please be aware that the menu options may be in different locations than what is described below.

Complete the following steps to change your location ZIP Code setting and your temperature unit setting in Total Connect 2.0 so that the correct temperature is displayed.

1. Access TC2 Website. Go to the Total Connect 2.0 website using the latest version of a supported web browser. Supported web browsers include Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge.

2. Log in to your account. Enter your username and password, and click Sign In. If you are having trouble signing in, click "Problems Signing In?", or contact us for further assistance.

3. Enter Locations Menu. On the left-hand side of the screen, click Locations. You will enter the Locations Menu.

4. Change the ZIP Code. Find the field for ZIP Code and verify that it is correct. If it isn't, delete the existing entry, and enter the correct ZIP Code. Click the blue Save button in the bottom-right corner to save the change.

5. Change the Temperature Unit. At the bottom of the same screen, you will see the Temperature Unit setting. You can set it to Fahrenheit (F) or Celsius (C). Make sure the circle next to the desired setting is filled-in blue. Click the blue Save button in the bottom-right corner to save the change.

6. Confirm updated temperature. The temperature displayed in Total Connect 2.0 should update as soon as you save the changes. But the temperature displayed on your panel (if supported) will not be updated until the system syncs with Total Connect 2.0. You can speed up the process by pressing the blue Sync Panel on the current screen. It may take a few minutes for the Panel Sync to go through.