

Troubleshooting Room Sensors

Room Sensor won't pair

If you're experiencing issues pairing your Room Sensor:

1. Ensure your Room Sensor's battery isn't too low. If you're uncertain, [try replacing the battery](#) just to be safe.

Once you've confirmed the above, follow the below steps to pair your Room Sensor:

1. Remove the back cover from the sensor and remove its battery.
2. Power-cycle your ecobee thermostat by removing it from the wall and leaving it off for about two minutes.
3. Place your ecobee thermostat back on the wall and wait for it to power up.
4. Re-insert the battery into your Room Sensor and hold it close to your ecobee.

You should see a prompt to pair your Room Sensor on your ecobee's screen. If no prompt appears, please contact our Support team at **1-877-932-6233** or via Live Chat for further assistance.

Room Sensor is reading N/A – Unpairing and re-pairing

When a sensor loses connection from an ecobee thermostat, it will appear under **Main Menu > Gear Icon > Sensors** on your thermostat and in the app as a hollow sensor with no signal waves and with "N/A" showing underneath:

A sensor could lose connection from your ecobee thermostat if:

- The battery is low.
- It's too far from your ecobee (more than 45 feet).
- There's interference from environmental factors (walls, or other devices broadcasting on the same 915MHz frequency, such as a baby monitor, cordless phone, etc.)

Unpairing and re-pairing a Room Sensor

1. Unpair the sensor in question from your ecobee thermostat by going into **Main Menu > Gear Icon > Sensors**, selecting the sensor, then tapping the **trash icon** and following the prompts.
2. Remove the back cover from the sensor and remove its battery.
3. Power-cycle your ecobee thermostat by removing it from the wall and leaving it off for about two minutes.
4. Place your ecobee thermostat back on the wall and wait for it to power up.
5. Place the battery back in the sensor and the battery cover or sensor stand onto the battery slot.
6. You should now receive a prompt on your ecobee's screen to pair the sensor.

Tip: A sensor that is placed too far from your ecobee thermostat and/or interference from other electronic devices could also be the source of frequent disconnects. To test if this is the case, try leaving the sensor close to your ecobee for 24 hours; if the sensor stays connected during those 24 hours, it's safe to assume that you may have originally placed the sensor too far away from your ecobee or that there may be devices in other areas of your home interfering with the signal.

Changing the Battery

Replacing a Room Sensor battery involves gently prying off the battery cover, popping the battery out, and replacing it with a fresh CR-2032 coin-cell battery inserted positive side up.

If your sensor uses the sensor stand:

1. Place your thumb and index finger on the narrow part of the sensor stand, and your other hand on the front of the sensor.
2. Gently pull upwards to release the sensor.
3. Remove the battery by gently prying it out of the battery compartment with a thin tool such as a pen, plastic card, or screwdriver.

If your sensor uses the circular battery cover:

1. Using a thin tool such as a pen, plastic card, or screwdriver, slip the tool into one of the recessed corners of the battery cover.
2. Gently pry the battery cover off.
3. Using the same tool, gently pry the battery from the battery compartment.

Inserting a new battery:

Ensure the battery is inserted positive (+) side up. You will need to push the battery gently to allow the metal prongs to hold the battery into place.

Re-pairing a Room Sensor

1. Remove the battery cover or sensor stand from the back of the sensor.
2. Remove the battery by gently prying it out of the battery compartment with a thin tool such as a pen, plastic card, or screwdriver.
3. Gently lift the prongs in the middle of the battery slot with your index fingernail.
4. Place the battery back into the battery slot with the positive side (+) facing *down* for two minutes.
5. Remove the battery and place the battery back in with the positive side facing up.
6. Place the battery cover or sensor stand onto the battery slot.
7. A message should appear on the thermostat screen asking you to pair the Room Sensor with the thermostat, follow the prompts to pair.

Persistent pairing message on thermostat

If your ecobee thermostat is attempting to pair to a Room Sensor, it means there is an unpaired Room Sensor with a battery inserted within the detection range (45 feet) of the thermostat.

Consider the following:

- When the sensor pairing message is displayed on your ecobee, note the 4-digit ID on the top of the message. This ID corresponds to the ID on the back of the Room Sensor. Ensure this does not match any of your sensors.
- If you live in a populated area where a neighbor owns an ecobee, your ecobee thermostat may be detecting their unpaired sensor. If this is the case, follow the below steps to add the unwanted Room Sensor to the Ignored Sensors List.