



Honeywell TCC Offline: New EULA Acceptance Required

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Issue

Honeywell TCC thermostats appear offline and are not operational in the ClareHome app due to a new Honeywell End User License Agreement (EULA).

Solution

The user must access their Honeywell TCC account and sign the new EULA, re-enabling ClareHome use.

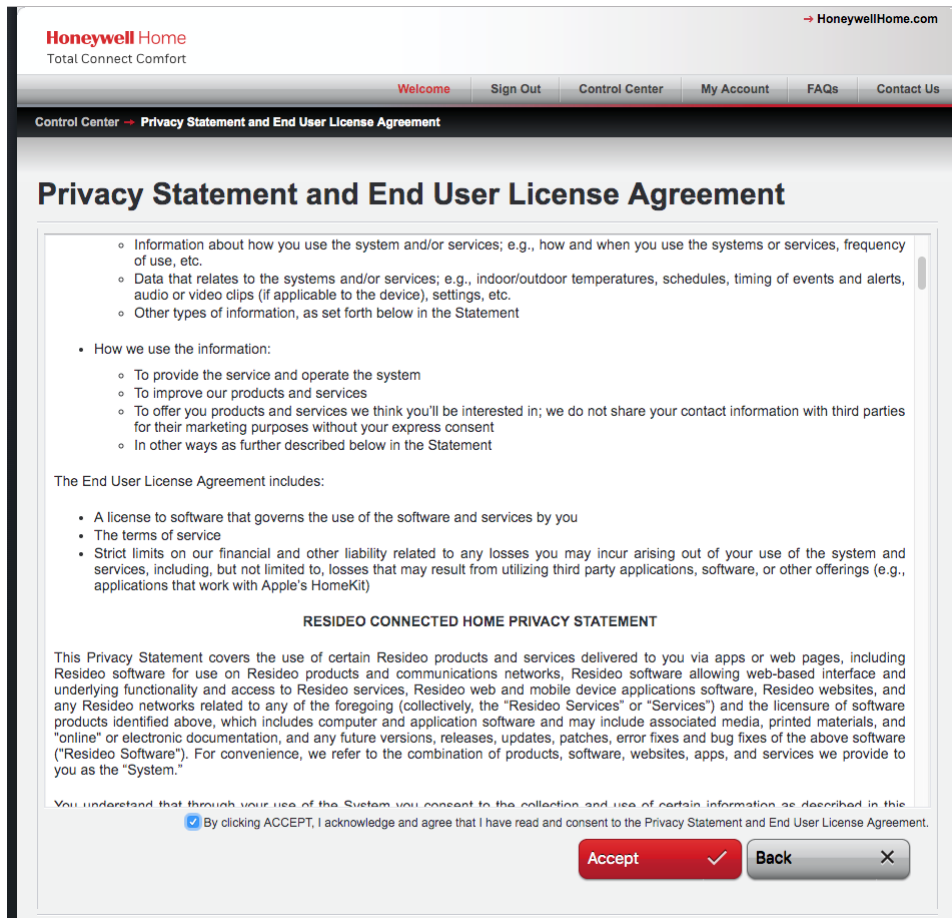
To re-enable the Honeywell TCC thermostats:

1. Browse to the Honeywell TCC portal.
<https://mytotalconnectcomfort.com/portal>
2. Log in to the account associated with the TCC thermostats.

The user is immediately presented a new EULA.



3. Read the agreement, select the checkbox, and then tap **Accept**.



The thermostats are now operational and appear in their correct state in the ClareHome app.

Note: If the thermostat remains offline on the Honeywell website, further troubleshooting may be required.

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