Support made easy

TotalView™ for Pro Partners

Heating & Cooling

Water Heating

Features & benefits

A TotalView of all connected devices & homeowners

Part of the overarching EcoNet® ecosystem, TotalView™ is a family of digital tools that complements the Contractor App to provide you insight into the entire landscape of your homeowners' connected devices and provide data for efficient remote monitoring, triaging and dispatching.

From the TotalView digital dashboard, Pro Partners have complete visibility into an installed base of all Rheem® Family of Brands connected products—including heating & cooling and water heating equipment that's powered by EcoNet technology (EcoNet Smart Thermostat compatible) or equipment that works with EcoNet technology (applicable third-party thermostats).

Maximize service. Minimize costs.

Site view of connected devices
Access the TotalView™ dashboard from any computer or tablet with an Internet connection for a single source of information for all connected devices, statuses and locations.

NOTE: *TotalView is not designed to be accessed by the homeowner directly, but it does provide them benefit when they connect their equipment that's powered by EcoNet technology or that works with EcoNet technology.*

Easy access to device details
Get analytics on homeowner equipment and 40 unique device data points including:

- Homeowner info
- Telemetry data
- Historical performance
- Real-time alerts
- Product documentation
- Warranty information

Real-time alerts & alarms
Get proactive support on over 40 alert and alarm codes and equipment statuses for instant visibility into any connected device issues.

Detailed device analytics
View accurate device data from anytime, anywhere with this remote monitoring tool that includes history on key metrics (superheat, subcool, etc.).

Product documentation & troubleshooting
Easily access to product manuals, history and troubleshooting support for all products.

Attach address
Link installation addresses to previously installed Rheem Family of Brands products without warranty registration in the Contractor App.

Remote monitoring
View all of your homeowners' EcoNet-enabled devices and check on operational status and alerts without going onsite.

Add user & distributor access
Add other users from your business and grant access to your distributor to view devices for faster device support. Any user requiring TotalView access will need to have a My,Rheem, My.Ruud or My.Friedrich account.

How it Works

How TotalView fits in

TotalView™ is a Software as a Service (SaaS) and offers an integrated digital platform as part of the overarching EcoNet® ecosystem.

Applicable equipment & thermostats

Applicable equipment

Water heating

- Rheem Family of Brands water heaters powered by EcoNet technology

For TotalView™ integration with water heating equipment, Pro Partners need access to a Rheem Family of Brands Contractor App.

Heating & cooling

- Gas furnaces, air conditioners, heat pumps, air handlers and packaged units powered by EcoNet technology
- Non-communicating gas furnaces, air conditioners, heat pumps, air handlers and packaged units

For TotalView integration with heating & cooling equipment, an applicable smart thermostat is required as well as access to a Rheem Family of Brands Contractor App.

Applicable thermostats

For non-communicating heating & cooling equipment that works with EcoNet technology:

ecobee Smart Thermostat Lite | Works with EcoNet® Technology

For heating & cooling equipment powered by EcoNet technology:
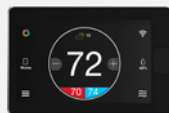
EcoNet® Smart Thermostat

For the complete list of equipment, visit the TotalView landing page.

Smart thermostat installation scenarios

When to Install the EcoNet® Smart Thermostat for heating & cooling equipment

When both the indoor and outdoor units are *powered by EcoNet equipment*, the EcoNet® Smart Thermostat should be installed

When the indoor unit is *powered by EcoNet equipment,* but the outdoor unit is not, the EcoNet® Smart Thermostat should be installed

NOTE: *For more information on systems that are Powered by EcoNet® technology, please refer to the EcoNet messaging playbook.*
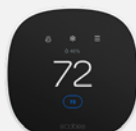
ecobee | Works with EcoNet® Technology

When to Install the ecobee Smart Thermostat Lite | Works with EcoNet® Technology for heating & cooling equipment

When the indoor unit is not *powered by EcoNet equipment,* but the outdoor unit is, the ecobee Smart Thermostat Lite | Works with EcoNet® Technology should be installed

When neither the indoor unit nor the outdoor unit are *powered by EcoNet equipment*, the ecobee Smart Thermostat Lite | Works with EcoNet® Technology should be installed

The ecobee Smart Thermostat Lite | Works with EcoNet® Technology*, is compatible with non-communicating residential heating & cooling systems by the same manufacturer.

Applicable ecobee Smart Thermostat Model No.: **EB-STATE7RH-01**
(co-branded SKU for Rheem, Ruud or Friedrich)

*From the same manufacturer of Works with EcoNet® Technology and not compatible with other manufacturer's HVAC systems.
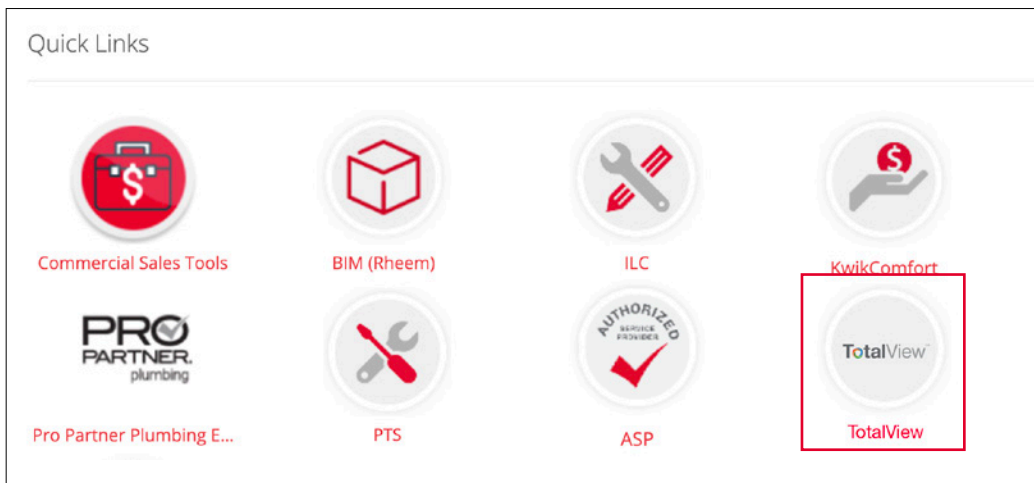
ecobee | Works with EcoNet® Technology

NOTE: *Pro Partners must use the Contractor App to install the EcoNet or ecobee thermostats and be logged in through their My.Brand credentials.*
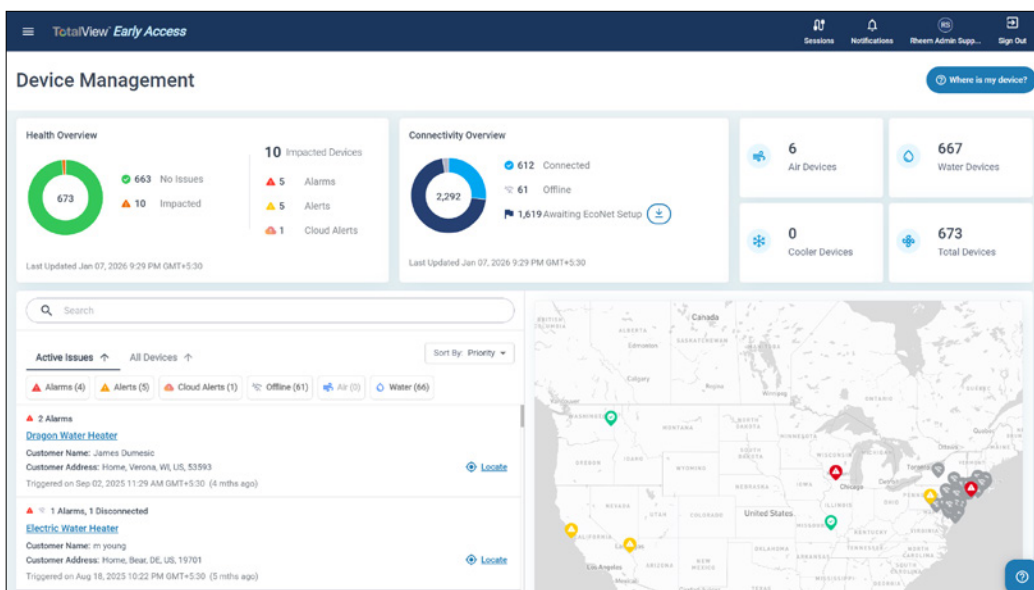
How to access TotalView

Accessing TotalView™ is simple

To access TotalView, log in to your My.Rheem, My.Ruud or My.Friedrich account and select the TotalView icon in the Quick Links section on the main dashboard as shown below:

How to view your homeowners' device data on TotalView

No additional equipment is required. Once devices are connected in the EcoNet or ecobee apps and registered to the Pro Partner through the Contractor App, device data will be available in TotalView.

Connect your homeowners' equipment to TotalView in three simple steps

1
Install Applicable Systems

- Powered by EcoNet® Heating & Cooling Products + EcoNet Smart Thermostat

- Powered by EcoNet Water Heating Products

- ecobee Smart Thermostat Lite | Works with EcoNet Technology

2
Link Systems to Pro Partner's Business

Single QR Code Scan Doubles as **TotalView Linking** AND **Warranty Registration**

⚠ Must be logged in to My.Rheem, My.Ruud or My.Friedrich

3
Connect Homeowner to Wi-Fi

EcoNet App

ecobee App*

Ensure homeowner sets correct support permissions in the ecobee app

TotalView ™

Visit My.Rheem.com >
TotalView to start streamlining your jobs today