



Provisioning Troubleshooting

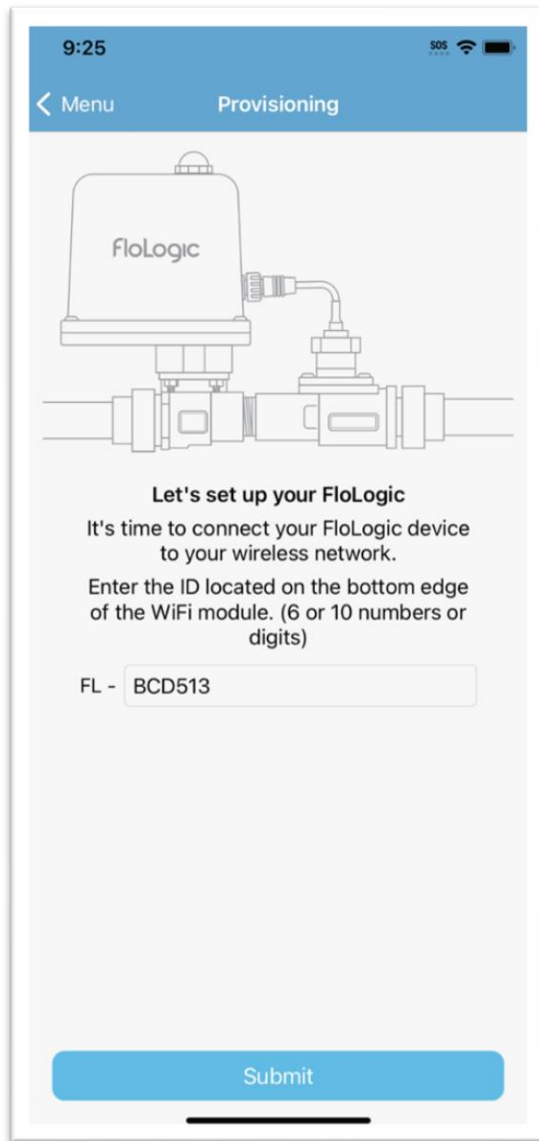
If you were unable to provision using the Provisioning Walkthrough Instructions, this guide will help you troubleshoot and resolve most issues.

If issues persist, call us at 877-356-5644 Extension 310 or Extension 312.

Possible Issues While Provisioning

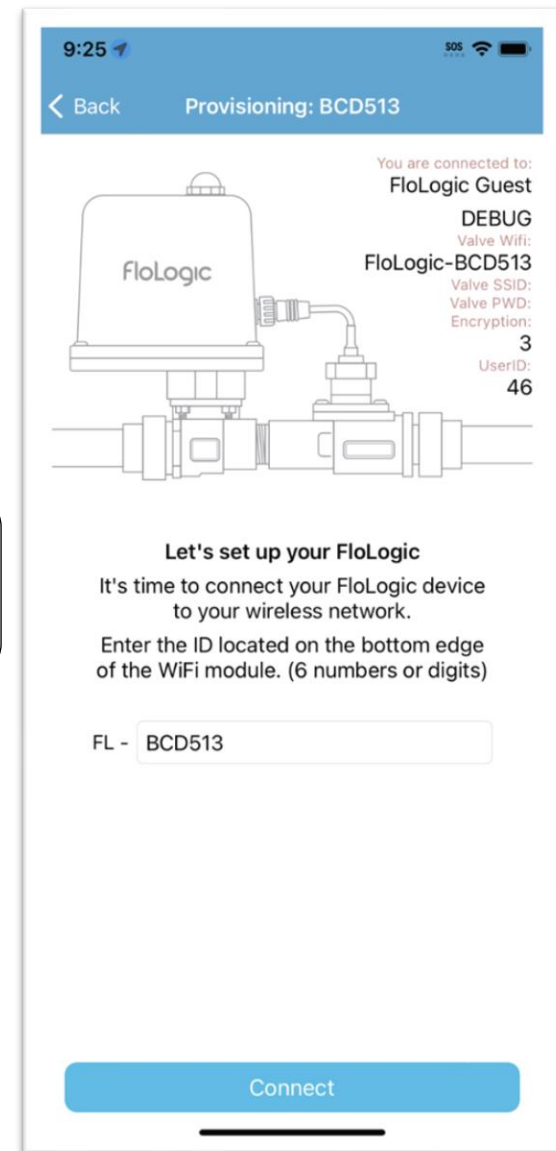
1. Entering in the wrong Serial ID(VID) while provisioning.
2. The Gateway or the Z-Connect is unplugged while the provisioning process is occurring.

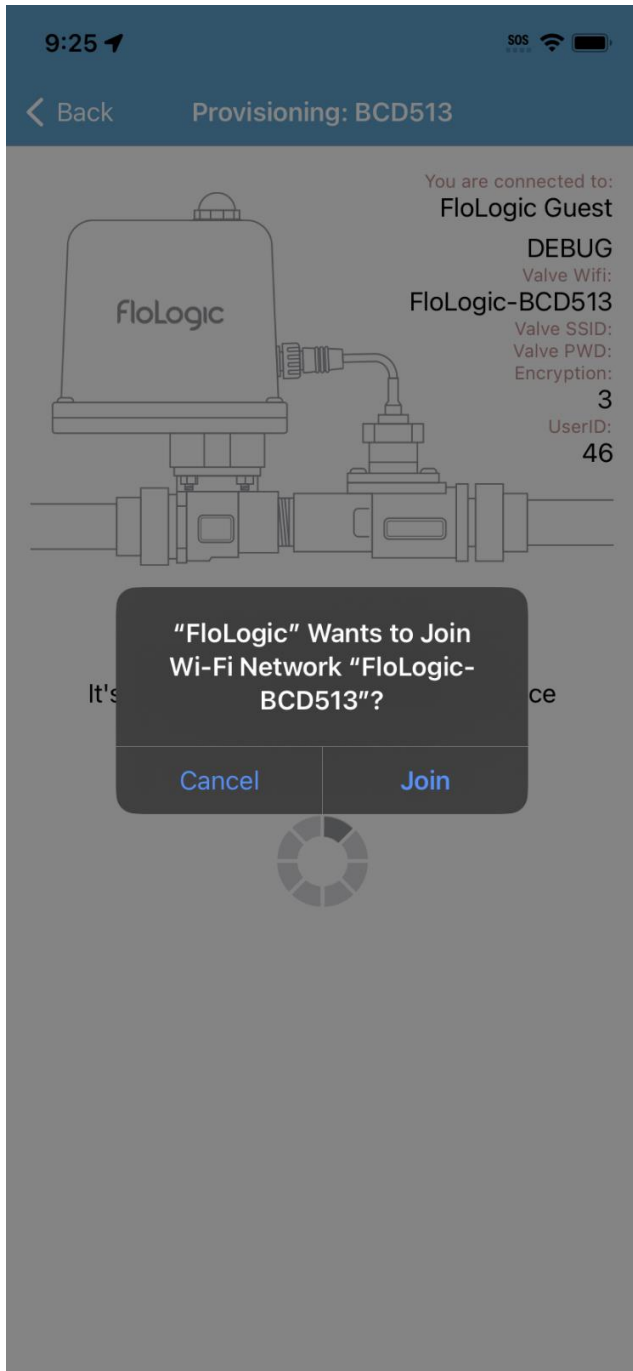
1. Using the Wrong Serial ID(VID) While Provisioning



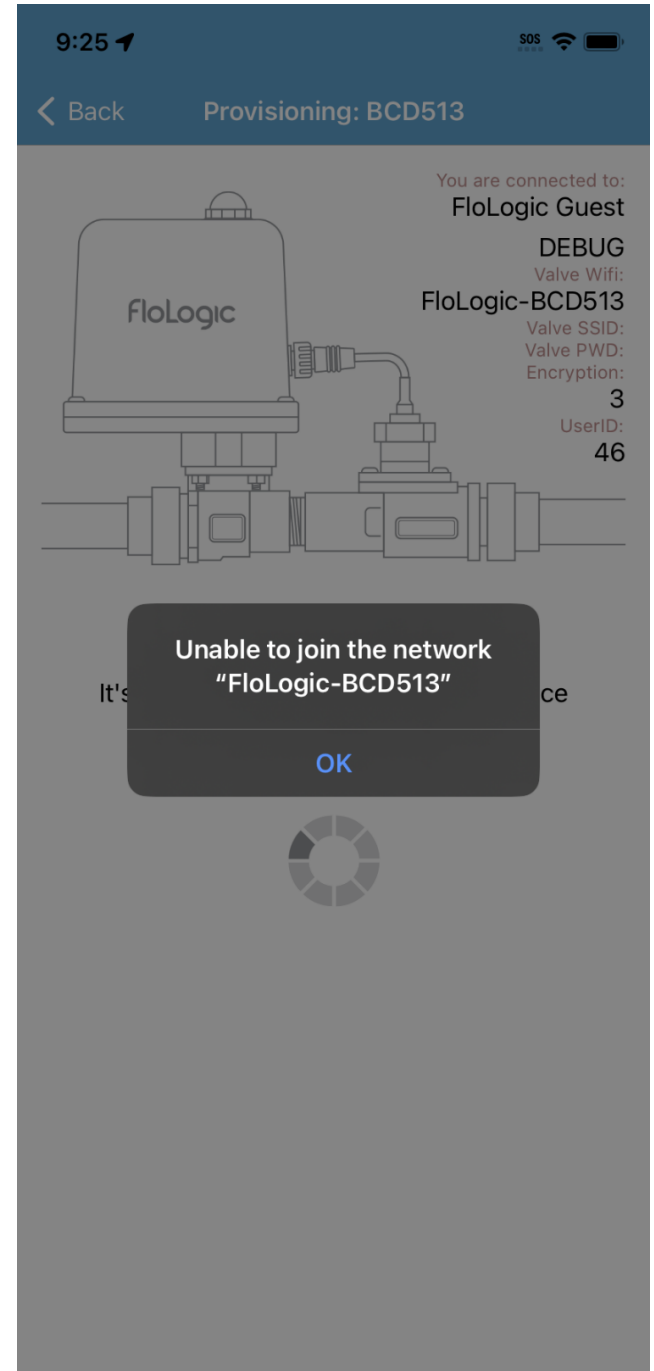
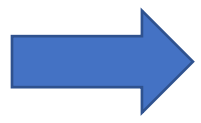
(Full Example ID: 5A00BCD513)

Not adding the "5A00..." at the beginning of the serial number will cause the app to treat the ID as a Wi-Fi connect ID.

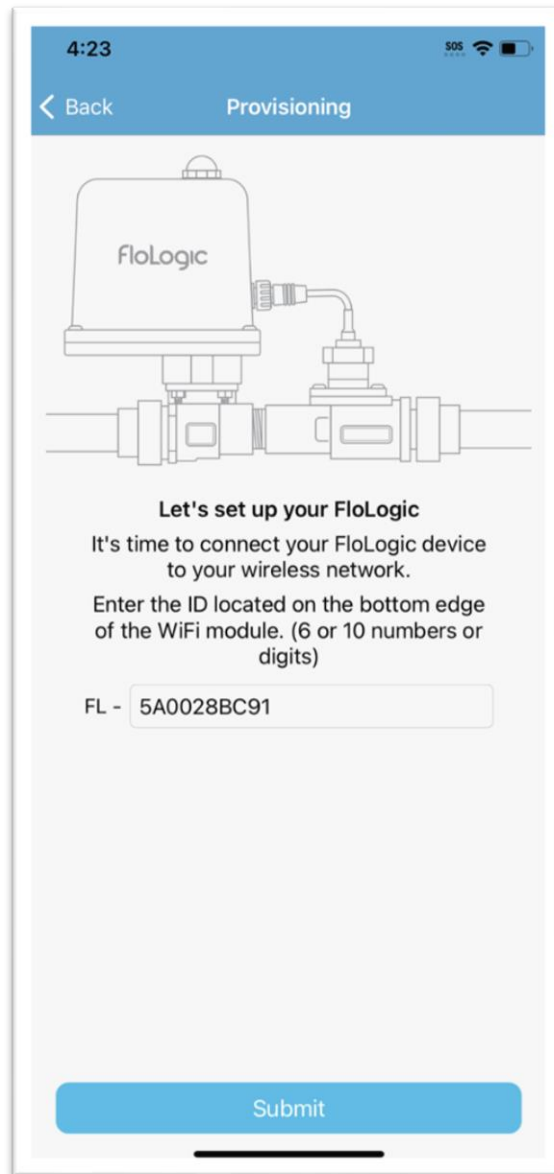




(Full Example ID: 5A00BCD513)

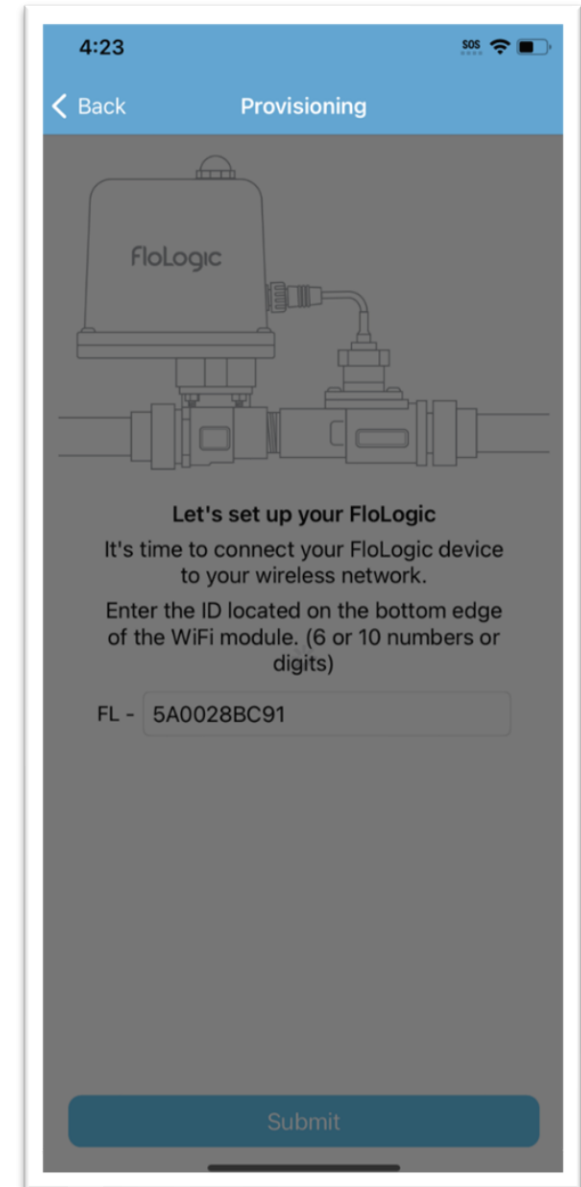
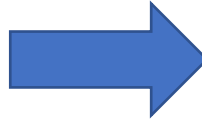


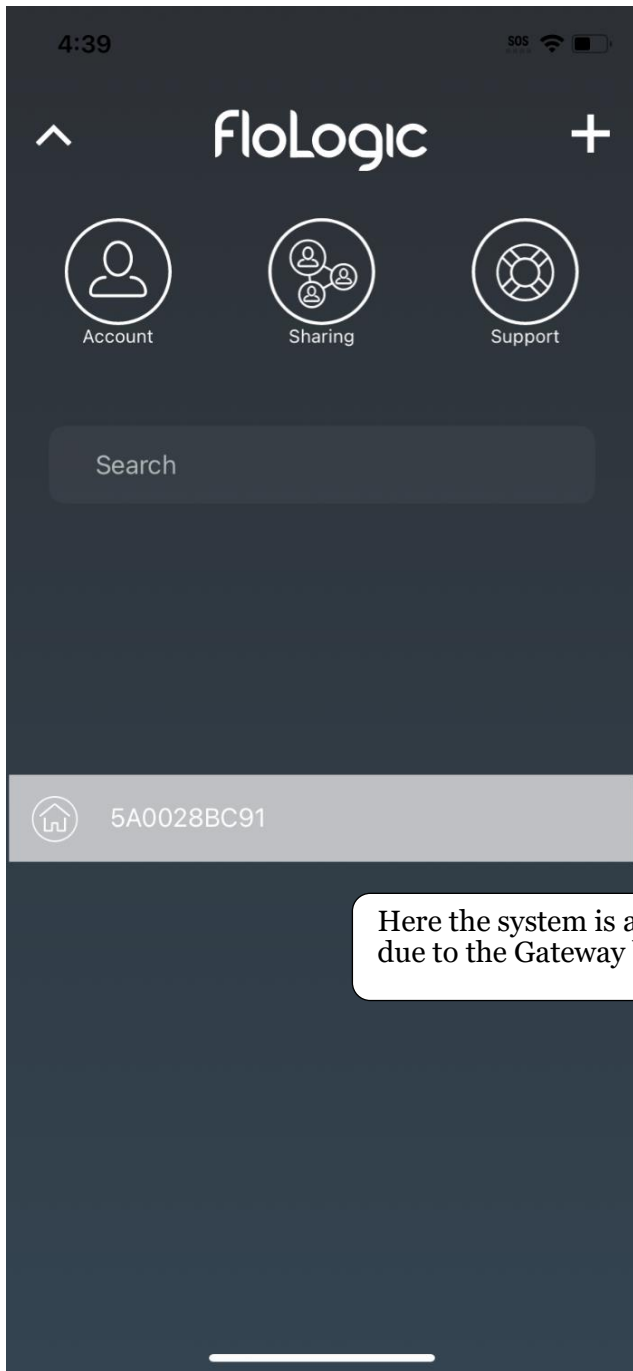
2. Gateway or Z-Connect is Unplugged while provisioning



The provisioning process will still work even if the Gateway or Z-Connect is unplugged.

The app will just show your Valve offline in the app, until the Gateway or Z-Connect has power.





Here the system is appearing as offline due to the Gateway being powered off.

The valve ID will need a moment after provisioning to appear on the valve listing screen.
When trying to provision it again due to this, a pop-up will appear stating that the valve ID has already been provisioned.

