



Troubleshooting Beta Set-up

Possible Issues for Beta Unit Set-up:

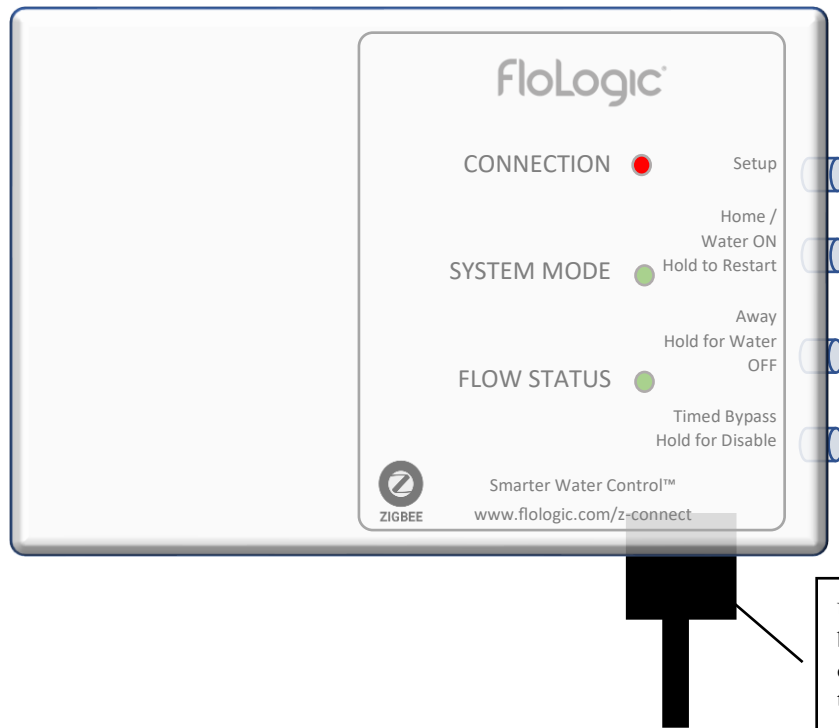
1. Z-Connect Connection LED is red upon power-up.
2. Z-Connect Connection LED randomly going red.

1. Z-Connect Connection LED is red upon power-up

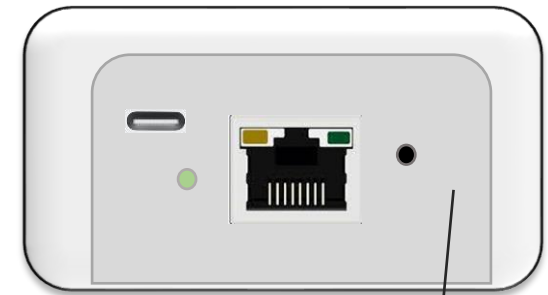
Issue: The gateway is plugged in, and the LED on the gateway is green. The Z-Connect is plugged in, but the connection LED is red; the Z-Connect is not currently paired to the gateway.

Solution: When the connection LED on the Z-Connect is red, first power cycle the gateway by unplugging the power supply from the gateway and then plugging the power supply back into the gateway. Then power cycling the Z-Connect by unplugging the black comm cable from the Z-Connect, and then plugging the black comm cable back into the Z-Connect. Once the LED light on the gateway turns green, press the black button on the gateway once. After that, the LED should start flashing purple; the gateway is in pairing mode. On the Z-Connect, the connection LED should still be a solid red; hold the Wi-Fi button on the side of the Z-Connect for 3 seconds and let go. From there, the Z-Connects connection LED should turn solid green; the Z-Connect has successfully paired with the gateway.

Step by step process:



Here you can see that the Z-Connect connection light is red, and the gateways LED light is green.

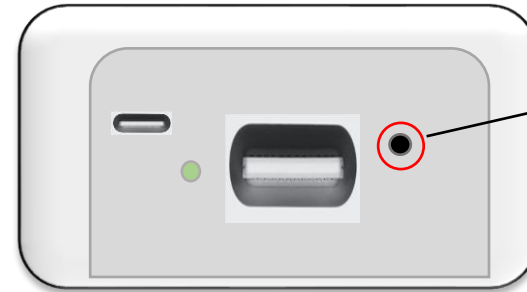
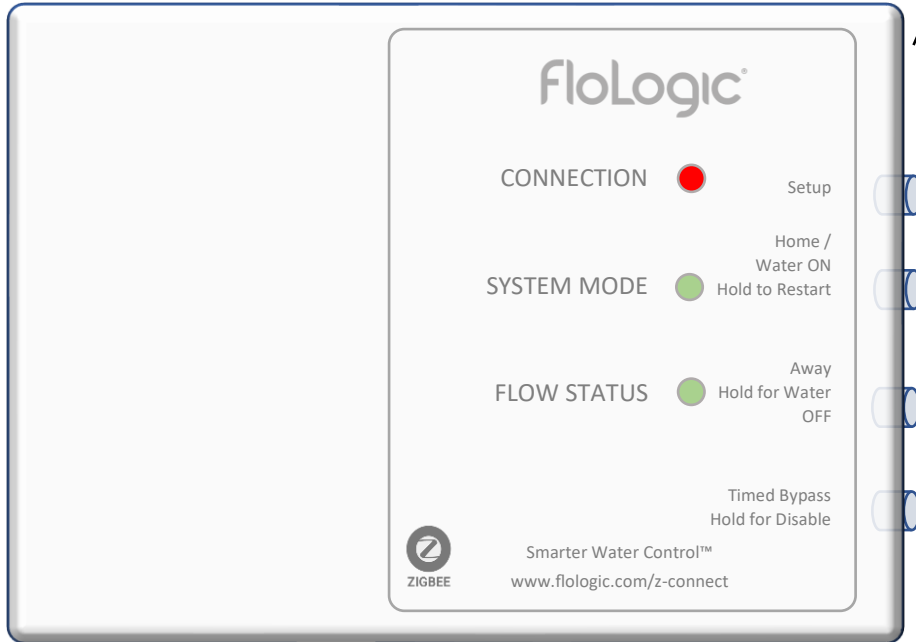


Remove the power supply from the USBC port on the gateway and plug it back in to power cycle it.

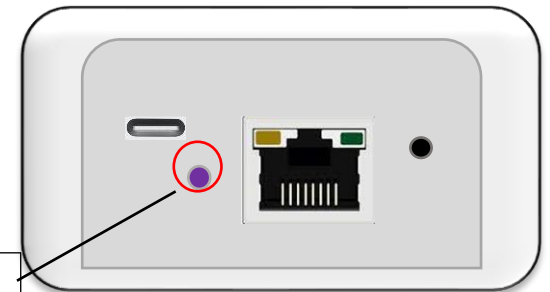
Unplug the black comm cable below the module to power cycle the Z-Connect. And plug the black comm cable back in.

Once the gateway LED is flashing purple go to the Z-Connect and HOLD the setup/Wi-Fi button for more than 3 seconds and let go.

DO THIS STEP FIRST: After power cycling the gateway and Z-Connect. Once the gateway LED is green, press the black button on the gateway once to put the gateway into pairing mode.

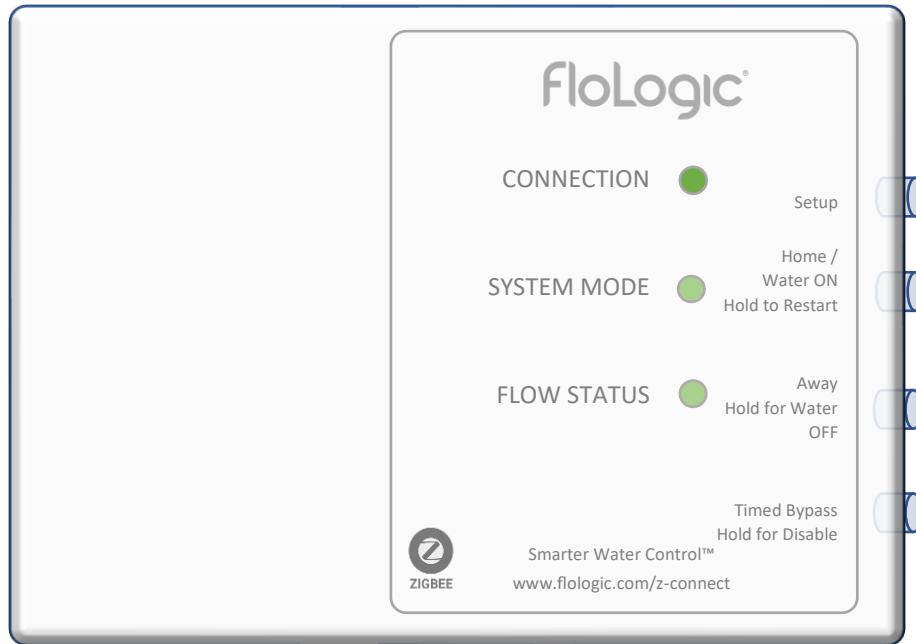


Press the black button once.



After pressing the black button on the gateway once, the gateway LED will flash purple. That means the gateway is in pairing mode.

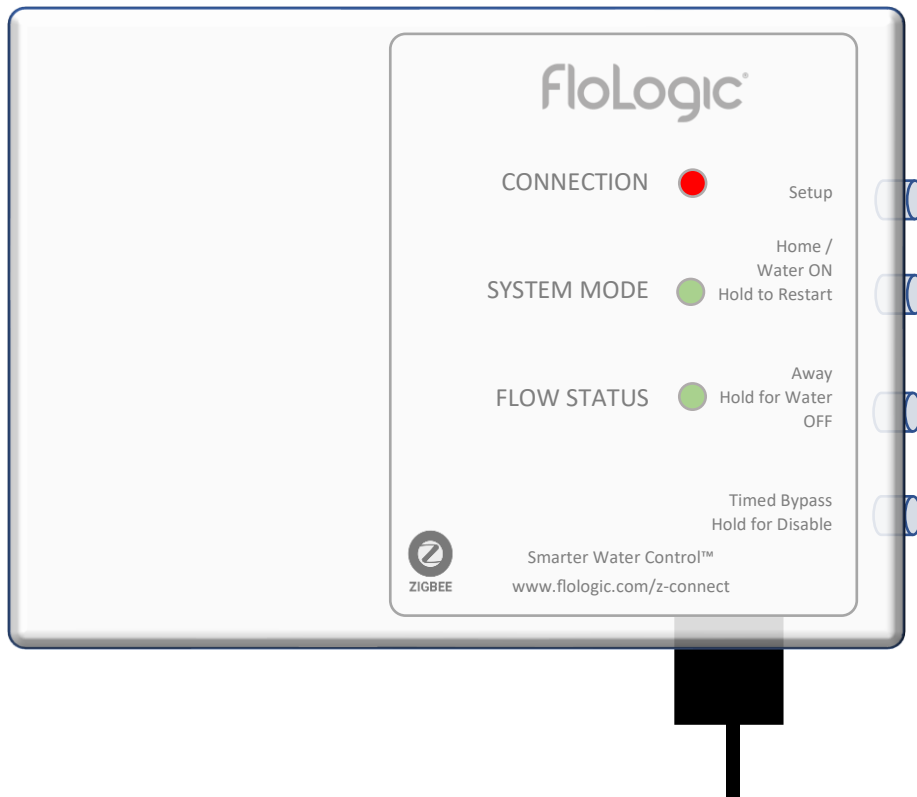
After holding the setup/Wi-Fi button on the Z-Connect for 3 seconds. The Connection LED should flash a solid green



2. Z-Connect Connection LED randomly going red.

Issue: Everything works fine via the app; you can switch between modes, and the local system and app update accordingly. Changing settings via the CP or app works fine. But the connection LED on the Z-Connect is a solid red.

Solution: There is no solution to this issue as of right now. Is probably a software issue, could be fixed in the next Z-Connect update. Usually power cycling the Z-Connect solves the issue for a while.



To power cycle the Z-Connect just unplug the black comm cable wait 15 seconds, and plug the black comm cable back in. The connection LED on the Z-Connect will go solid green.