



SUMMARY • BEFORE YOU CALL SUPPORT

CONTROL4 ZIGBEE • WON'T IDENTIFY

1 POWER • LED LIT

If not: Breaker on • load wired • battery fresh

2 IDENTIFY WINDOW • 60 s • TAP 4× TOP

If not: Double-click the device • you have 60 s • tap 4× TOP

3 ZSERVER RUNNING • CONTROLLER ONLINE

If not: System Design › controller › Zserver › Enable

4 OTHER MESH? • 13-4-13 FIRST

If not: Leave the old mesh first: 13-4-13, LEDs green

5 IN RANGE • WAIT 5 MIN • NO 2.4 GHz NOISE

If not: 15–30 ft to a router • wait 5 min after moves •
no 2.4 GHz noise nearby

STILL NO? • SUPPORT: OS • MODEL • ZIGBEE HEALTH

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INTEGRATOR NOTES

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