

TECH BULLETIN

TECHNICAL SUPPORT

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CH-OS-L: Z-Wave Network Transfer

Introduction

This bulletin instructs Clare Controls customers how to transfer the Z-Wave network of a failed CH-OS-L to a replacement CH-OS-L.

Notes

- The Z-Wave network must have been backed up prior to the failure of the CH-OS-L.
- The new CH-OS-L must use the same project as the original CH-OS-L.
- If the Z-Wave backup (on the Z-Stick) has been corrupted, the Z-Wave network must be rebuilt.
- If you are replacing a CH-OS-L with a CLIQ controller, the Z-Wave network must be rebuilt.

Transferring the Z-Wave network

The Z-Stick holds most of the Z-Wave network information. It is not entirely backed up in Fusion. The information on the Z-Stick combines with the Z-Wave information stored in the project. When using Z-Wave, ensure that the Z-Wave network is backed up when devices are added, or when there are changes in the network.

To back up the Z-Wave network:

1. Select the project, and then click the **Z-Wave** tab.

😭 Projects 🛄 Areas	🐃 🗖 🐻 Setup 📼 Devices 🔯 Set	rvices 🛗 Scenes 🔁 Rules 🕠 Z-Wave	Trou	bleshooting								
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type filter text	Z-Wave Controller Status:	Normal Mode										
🖌 🐴 Tivan Residence	2-Wave Last Back Up Time	2-Wave Last Back Up Time: 2015-09-15 03:44:42										
3.5.192	Z-Wave Devices: (Total: 24	Z-Wave Devices: (Total: 24)										
3.5.191	Total Z-Wave messages: S	Total Z-Wave messages: Sent : 13 Received : 13 Failed : 2										
3.5.190 3.5.189	Name / Clare Controls Water Val	Template Ive (Z- Clare Controls Water Valve (Z-W	Status Online	Node ID 40	Sent Msgs 0	Rovd Msgs 0	Failed Msgs 2	Child ID	Mfr ID 132			
(0g 3.5.18B	Alarm	Alarm	Online	40				7	132			
	 Living Room Keypad 	ClareVue - 5 Button Keypad - CL	Online	37	0	0	0		26			
	Button 1	Button 1	Online	37				1	26			
	Button 2	Button 2	Online	37				2	26			
	Button 3	Button 3	Online	37				3	26			
	Button 4	Button 4	Online	37				4	26			
	Button 5	Button 5	Online	37				5	26			
	 Dining Room Accessory 	Dimm ClareVue - Accessory Dimmer - 0	Online	30	1	1	0		26			
	Alarm	Alarm	Online	30				0	26			

2. Click the Backup Z-Wave Controller button **2**.

A Success messages displays.

Backup	Z-Wave Controller	\otimes
i	Successfully backed up Z-Wave controller.	
		OK

3. Click OK.

To transfer the Z-Wave network:

1. Ensure that there is no power connected to the failed CH-OS-L device, and then remove the Z-Stick.

Note: If the Z-Stick is removed when the CH-OS-L is powered on, device information may be lost or damaged. The Z-Wave network must be rebuilt if device information is lost.

2. In Fusion, change the project's UUID to the new CH-OS-L's UUID, and then click the **Save** button .

🎖 Setup 📰 Devices 🔯 Services 🞬 Scenes 🕎 Rules 🦏 Z-Wave 🔯 Troubleshooting												
🔛 Settings 😨 Loo	🚼 Settings 🐵 Location 🖂 Email 🚨 ClareHome Premium 🞇 Spaces 📓 ClarePartners 🔗 Attachments											
Project Properties Project Version Properties												
Name:	Tivan Residence	Version:	3.5.192									
Gateway Uses:	UUID Host/Port	Deploy Time:										
Gateway Host:	71.122.217.53	Deploy Source:										
Gateway Port:	8080	Save Time:	2015-09-21 19:06:54.0									
Gateway UUID:	9199-5B03-0200-2600-58677F912600	Creator:	Clare Controls									
License:	CLIQ.host v	Notes:										
Notes:												
			Delete Project									
			Delete Proj									

Note: The same project must be used for a successful Z-Wave network transfer.

- 3. Ensure that the new CH-OS-L is not powered on, and then insert the Z-Stick.
- 4. Power on the new CH-OS-L.

Depending on the size of the project, it may take between 3 and 5 minutes for all Z-Wave devices to come online.

5. In Fusion, access the **Z-Wave** tab, and then click the **Refresh** button **S**.

Vave Last Back Up Time : 2015	-09-15 03:44:42													
Vave Devices: (Total: 24)														
al Z-Wave messages: Sent : 13	Received: 13 Failed: 2													
me T	emplate	Status	Node ID	Sent Msgs	Revd Msgs	Failed Msgs	child ID	Mfr ID	Prod ID	Type ID	App Version	Lib Type	Protocol	-
Clare Controls Water Valve (2-0	lare Controls Water Valve (2-W	Online	40	0	0	2		132	532	531	2.20	6	3.40	
Alarm A	darm	Online	40				7	132	532	531	2.20	6	3.40	
Living Room Keypad	lareVue - 5 Button Keypad - CL	Online	37	0	0	0		26	64000	22349	4.5	1	2.78	
Button 1 8	lutton 1	Online	37				1	26	64000	22349	4.5	1	2.78	
Button 2 8	lutton 2	Online	37				2	26	64000	22349	4.5	1	2.78	
Button 3 E	lutton 3	Online	37				3	26	64000	22349	4.5	1	2.78	
Button 4 E	sutton 4	Online	37				4	26	64000	22349	4.5	1	2.78	
Button 5 E	lutton 5	Online	37				5	26	64000	22349	4.5	1	2.78	
Dining Room Accessory Dimm	lareVue - Accessory Dimmer - C	Online	30	1	1	0		26	64768	17473	4.17	3	3.67	
Alarm A	darm	Online :	30				0	26	64768	17473	4.17	3	3.67	
Bedroom Dimmer Q	lareVue - Neutral Dimmer - CL-	Online	36	1	1	0		26	65280	17481	4.1	3	3.67	
Alarm A	Jarm	Online	36				0	26	65280	17481	4.1	3	3.67	
Living Room Outlet C	lareVue - Outlet - CL-TRR (Z-W	Online	34	1	1	0		26	63744	21060	4.4	3	3.67	
Alarm A	darm	Online	34				0	26	63744	21060	4.4	3	3.67	
				10.										
and the contract														-
Vave Information:														
ne Node	ID Type	Messag	e .											

6. Ensure that all Z-Wave devices are online.

If any devices are missing, wait several minutes and refresh again.

7. Restore the Z-Wave network.

To restore the Z-Wave network:

 Click the Restore Z-Wave Controller button ⁹. The Restore Z-Wave Controller dialog displays.



- 2. Click Yes.
- 3. The Restore Z-Wave Controller dialog displays. Click **OK**.



For larger projects you may see an error message. Click **Ok**.

X Ge	Z-Wave Devices		\otimes
\otimes	Error while getting Z-Wave Devices Have ZWave device, but no ZWave Controller		
		OK	Show Details

4. Test all Z-Wave devices to confirm a successful transfer.

Note: If the Z-Wave devices did not come online, or the devices are not working, the Z-Stick may be corrupted. You will need to rebuild the Z-Wave network.

Contact information

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