

# Z-Wave Device Not Configuring

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## Troubleshooting a Z-Wave device that is not configuring:

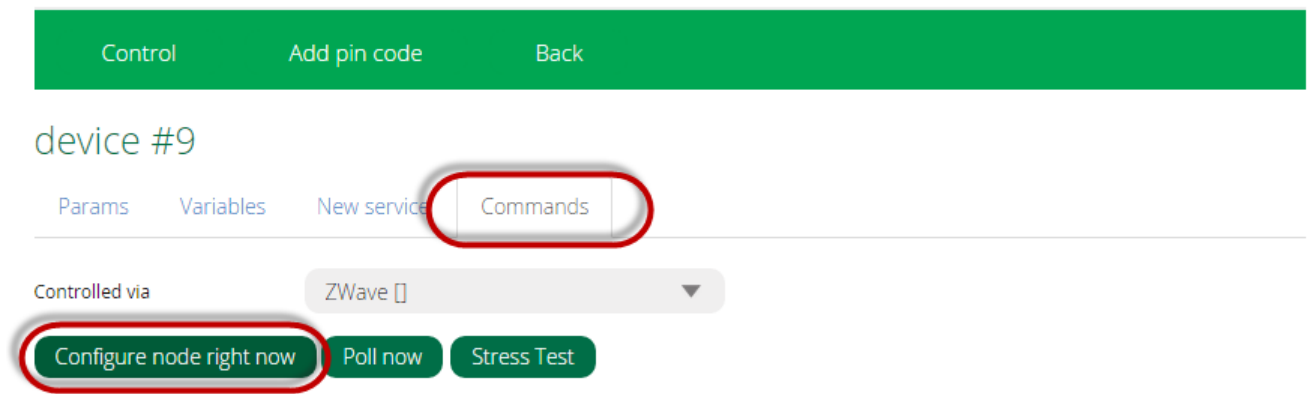
### 1. Go into the devices **Settings**

The screenshot shows the URC Control the Experience dashboard. The left sidebar contains navigation options: Dashboard, Devices (highlighted), Cameras, Scenes, Energy, Settings, Apps, Users & Account Info, and Login. The main content area displays a list of devices under the 'No Room' filter. A red box highlights the settings icon for a device labeled '\_Door Lock'. Below the device name, there is a red error message: 'ERROR: Unable to get any information on node...'. The device status is shown as 'UNLOCKED'.

### 2. Go into the **Advanced Properties**

The screenshot shows the 'Advanced Properties' settings for a Z-Wave device. The left sidebar is partially visible, showing 'Users & Account Info' and 'Login'. The main content area displays a list of settings options: Pin codes, Settings, Advanced (highlighted with a red box), Device Options, Logs, Notifications, and Scenes. The device status is shown as 'Unlocked'.

### 3. Go to the **Commands** tab and select **Configure node right now**



4. A Command is sent out the gateway to re-configure the device. Many times **it helps to hit the programming button again on the actual Z-Wave device** itself.
5. It helps to have the device within a few feet of the gateway when performing this step.
6. If device is still not configuring, Un-pair the device and add again. See [How to Un-Pair a Z-Wave Device](#) and [How to Pair a Z-Wave Device](#). It may require a full exclusion and inclusion again to properly configure the device.

#### **VERY IMPORTANT!!!!!!**

- **If the Z-Wave device is battery powered (door locks, motion sensors, window sensors, etc.), assure that the device is in close proximity to the Z-Wave gateway. It is recommended no more than 3 feet(1 Meter).**
- **Also note that battery powered devices take longer to configure than hard-powered devices. The device should be left close to the gateway for several minutes in order to fully configure. It is recommended that you have full control of the device from the PC before moving it away from the gateway.**
- **Battery Powered devices DO NOT PARTICIPATE in the MESH NETWORK. If they did, the battery life would suffer drastically.**

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If you require any additional information or have any questions, please do not hesitate to contact our **technical support** team at **914-835-4484**.

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