

Can't Assign a TRF-ZW Z-Wave Gateway

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Issue:

Customer is unable to assign the unit

Solution:

Assure the unit is powered up and connected to the network.

Though there may be other external factors like a **bad factory provisioning** for the controllers, this **rarely** happens and most of the time is a connection or network issue.

If all connections have been made, unit is powered up and network settings have been properly configured, please contact **URC Technical support** at **912-835-4484**.

To be performed by Technical Support team only:

The Support agent will need to check the **Customer Care Portal** to see if the **unit** has **reported to our servers** (check the **AliveDate**) and if so double-check if the unit is not already assigned to another account. If this is the case then the customer will need to unassign it from the previous account if he has access to it, or reset it to factory defaults. The controller can be unassigned on the server side as well by the Support agents, though it's recommended to ask the customer to provide a proof of purchase or ownership.

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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**.
