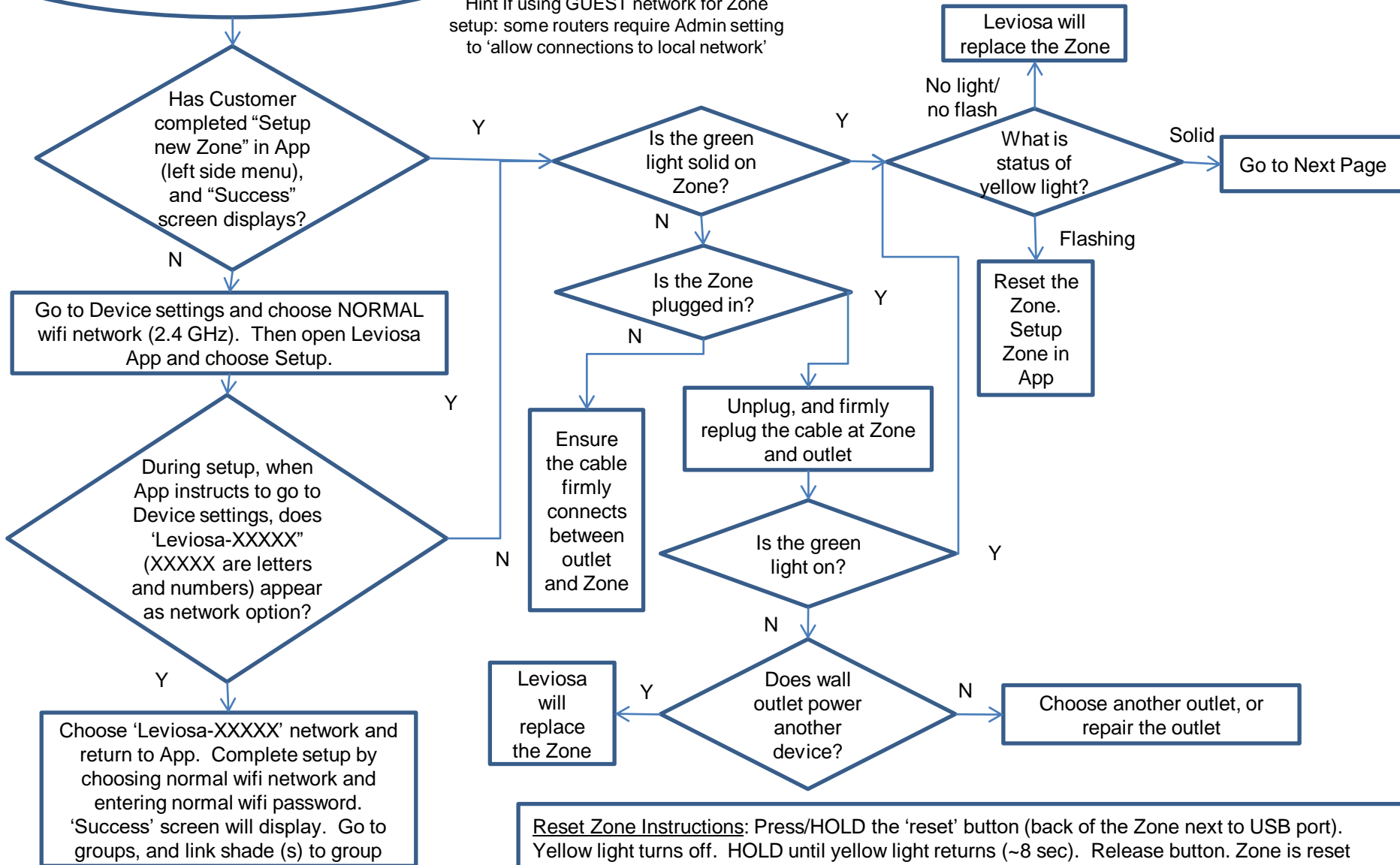


# Troubleshooting Leviosa Zone Wifi bridge

Page 1

Customer has Zone, downloaded LATEST Leviosa App (check this!), has active wifi network, created + confirmed a Leviosa Account via App.

Hint If using GUEST network for Zone setup: some routers require Admin setting to 'allow connections to local network'

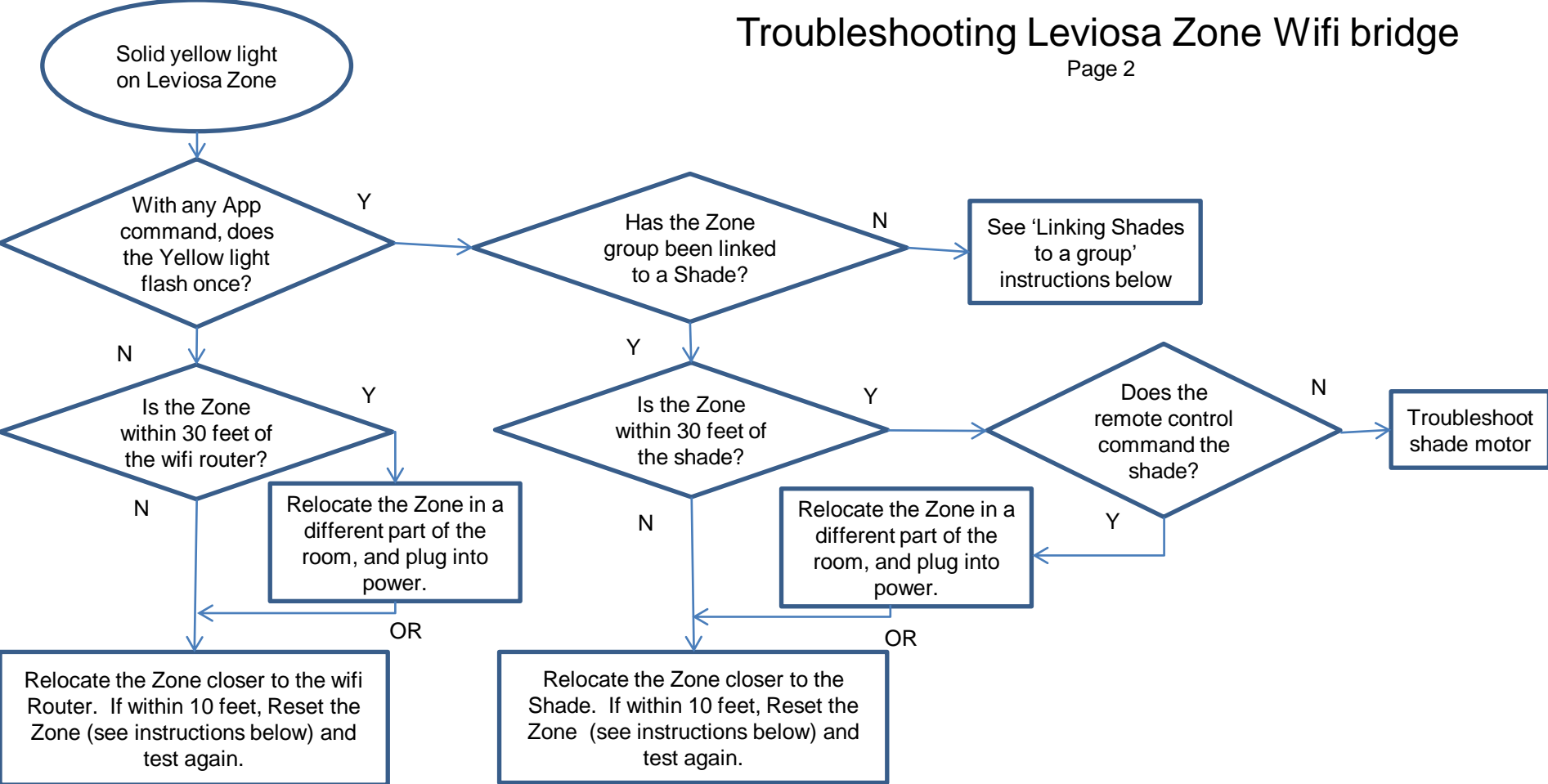


**Reset Zone Instructions:** Press/HOLD the 'reset' button (back of the Zone next to USB port). Yellow light turns off. HOLD until yellow light returns (~8 sec). Release button. Zone is reset when the yellow light flashes again (1/sec). Use the App menu to "Setup New Zone"

**Linking shades to a group:** With remote control (not App), select channel for shade to add to App. Press/hold STOP button for ~5 seconds until shades jogs (brief up/down motion). Within 5 seconds, press UP arrow on desired App group. **Reset Zone Instructions:**

# Troubleshooting Leviosa Zone Wifi bridge

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## Other issues

- **WRONG groups** - If shade(s) are being commanded by the WRONG group, then the shade(s) will need to be reset and reprogrammed.
- **INCONSISTENT commands** - lower the antennae wire (single white wire near motor head) below the brackets to improve signal reception, or relocate Zone in different part of room or closer to shades. Do not cut antennae wire.

**Reset Zone Instructions:** Press/HOLD the 'reset' button (back of the Zone next to USB port). Yellow light turns off. HOLD until yellow light returns (~8 sec). Release button. Zone is reset when the yellow light flashes again (1/sec). Use the App menu to "Setup New Zone"

**Linking shades to a group:** With remote control (not App), select individual channel (not ALL channels) for shade(s) to add to App. Press/hold STOP button for ~5 seconds until shade(s) jogs – a brief up/down motion. Within 5 seconds, press UP arrow on desired App group. The shade(s) are now linked to the group.

**Adding Groups to the App (max 6):** Select 'gear' symbol at top right of App when current group(s) are displayed. Select 'New shade' and enter information.