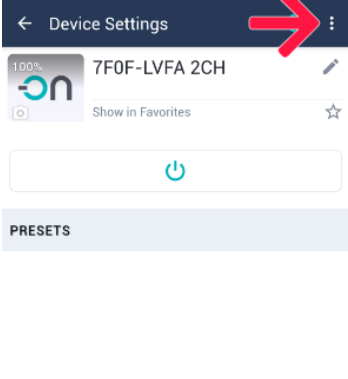
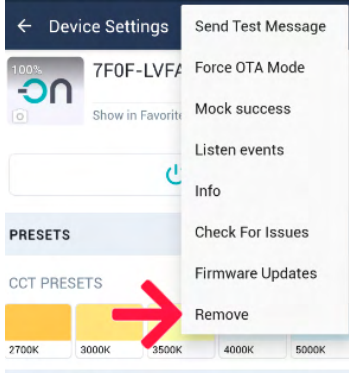
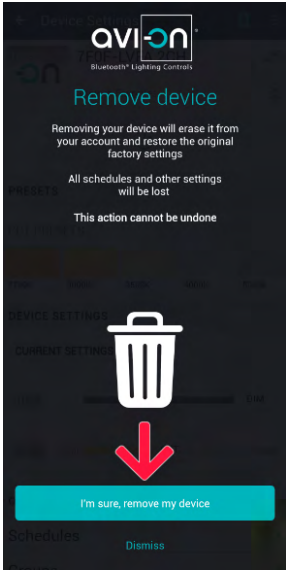
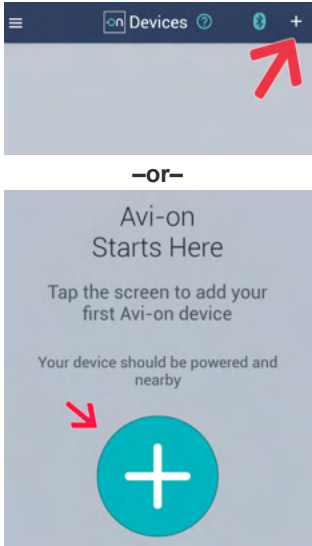
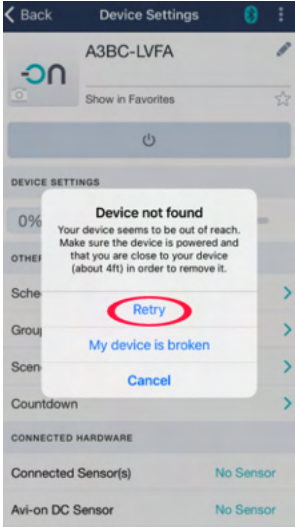


How to Use the App to Remove Devices, or (Last Resort) Factory Reset

If you cannot “see” a device on the Avi-on Commissioning App, then it is “claimed” to another project’s location
The following instructions tell you how to use the App to REMOVE a device from a location(or worst case: factory reset)

BEST PRACTICE			
Remove Devices from a Project’s Avi-on Location Before Re-Using Them			
Device must be POWERED and you must be nearby within Bluetooth range			
Step 1) Power the device & stand nearby within Bluetooth radio range	Step 2) Select the Device that you want to remove and hit the arrow next to the device(s)	Step 3) Select the device you want removed. Hit the 3 dots	Step 4) Double check that you have the correct device and hit REMOVE
Distances may vary from a few to many feet depending on your phone and how the device is installed			
Step 5) Confirm & hit REMOVE again — Device is removed when the Avi-on LED flash in sets of 2	Step 6) To re-use the device, access the new location with the App and use the “+” to ADD the device to the new location	Trouble-Shooting: Device Not Removing?	
		If the on-device LED is not flashing in sets of two...try these steps... 1. Always choose “Retry” on the “Device not found” pop-up 2. Make sure the device is powered 3. Toggle the Wi-Fi on your phone (on-off-on) 4. Toggle the Bluetooth on your phone (on-off-on) 5. Move closer and try steps 1 through 5 again 6. Refresh the phone’s database by closing/re-launching the App 7. Refresh the App completely by logging out, “force-quitting” or “throwing it away,” then re-launch the App and login DO NOT SELECT “MY DEVICE IS BROKEN”	

LAST RESORT

Manual Factory Reset of Avi-on Devices

To prevent inadvertent reset, wireless devices are intentionally difficult to factory reset

Avi-on strongly recommends using the App to REMOVE devices from the project's location
See instructions on previous page

Do not attempt to reset non-operational devices or devices before, during, or after a firmware update*

If you are pursuing a factory reset because the device is not responding as expected, see previous page, What to Check Before You Factory Reset

Factory reset removes all settings from the DEVICE
Factory reset creates a "ghost" device on the APP

Steps for Manual Factory Reset

1. Power the Avi-on device. Check the following items:

a. Wired according to Avi-on.com/Resources diagrams

b. Installed and/or connected to power supply

c. No interference by a manual wall switch, timer, or sensor

d. The circuit breaker is ON
2. Check Avi-on device status

a. On-device LED flashing in sets of two. Device is already "unclaimed" and therefore no need to reset. Use the App to ADD the device to your project's account, or return the device to inventory for re-use
3. Forcibly factory reset the device >>> create a "ghost" on App

a. Find the "Config/Test" button and follow the button sequence for your product as shown by the red arrows at right >>>

b. Device is reset when the on-device LED flashes in sets of two

c. If the light does not flash—repeat this process—and hold the button LONGER

d. NOTE: Once the device is reset, it loses all settings
4. Mandatory step: Remove the ghost image from the App

a. When a device is forcibly reset, the cloud/App does not "know" that the device is disconnected from the network, and therefore a "ghost image" of the device remains on the App

b. You know you have a "ghost" device when...

i. The Avi-on device in question is powered and flashing in sets of 2...but it remains on the App's Device Screen

ii. Or...you are standing next to the POWERED device with BOTH wi-fi and Bluetooth on AND you can "see" the device on the App, but you cannot turn it on/off

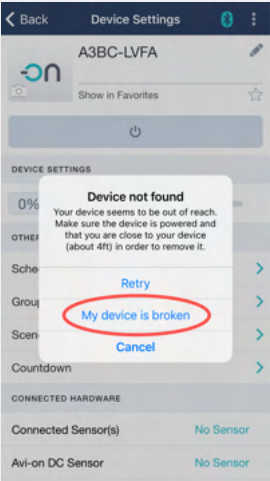
c. Take the following steps to remove the "ghost" from the App

i. Open the App and select the "ghost" device

ii. Hit the "three dots;" select REMOVE

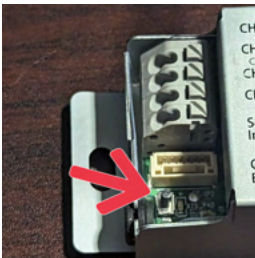
iii. Select "my device is broken" (screen at right)

iv. The ghost image will disappear from the App
5. Re-use & re-program the device. Use the "+" in the upper right of the DEVICE screen to re-ADD the device to the location of choice
6. Warning. If you inadvertently select "my device is broken" on a claimed device, you will no longer be able to control it with the App. To recover the device, use Factory Reset instructions (#3 above), then re-ADD and re-program the device



IFAC (IFA)

Press and Hold for 12 Seconds



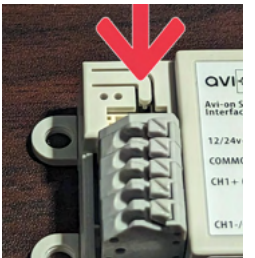
XFAC (XPP)

Press and Hold for 12 Seconds



LVFA

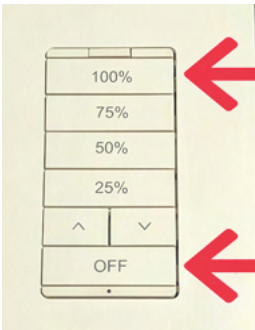
Press and Hold for 12 Seconds



4-Button Wall Station

Follow pattern:

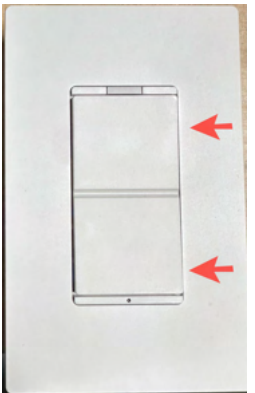
- 6 Presses of the top button
-
- 6 Presses of the bottom button
-
- 6 more presses of the top button



2-Button Wall Station
<no link or QR video>

Follow pattern:

- 6 Presses of the top button
-
- 6 Presses of the bottom button
-
- 6 more presses of the top button



*Doing a factory reset before, during, or after a failed firmware update could make the device unusable until it is uninstalled and sent to the engineering lab for recovery