



Troubleshooting

Temperature Sensor

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Troubleshooting

Temperature Sensor



The Temperature Sensor can be enrolled into or deleted from a Z-Wave network following the instructions below.

To enroll the Alarm.com Temperature Sensor

As a SmartStart device:

It is recommended to enroll this device as a SmartStart device to eliminate the need to put Z-Wave controllers into Add Mode or to trigger devices (as is the case when enrolling non-SmartStart S2 devices).

As an S2 device:

If the Z-Wave controller is not SmartStart-compatible, it is recommended to enroll this device as an S2 device for enhanced security and encryption features.

As an S0 device:

If the Z-Wave controller is not SmartStart or S2-compatible, this device can be enrolled in the traditional way as an S0 device.

1. Place the Z-Wave controller into Add mode.
2. Remove the battery tab from the sensor. When the LED on the sensor turns solid, the sensor has been successfully added.

Note: If the battery tab has previously been removed, slide the device open to enroll the sensor. When the LED on the sensor turns solid, the sensor has been successfully added.

To delete the Alarm.com Temperature Sensor

1. Place the Z-Wave controller into Delete Mode.
2. Slide the device open to delete the sensor from the network. The LED on the sensor will turn solid and then blink to indicate the device has been successfully deleted.

To reset the Alarm.com Temperature Sensor

Note: This will remove the device from the Z-Wave network.

1. Remove the battery door, tap the tamper switch three times in a row, press and hold the tamper switch for 10 seconds until the LED starts flashing.
Then, release to reset to default.
2. After the tamper switch is released, the LED will blink quickly and then turn solid for 3 seconds indicating that the device is resetting.

Troubleshooting

The Z-Wave device is not enrolling

If the Z-Wave device is unable to be enrolled following the instructions above, see Z-Wave device is not enrolling.

The Z-Wave device is not functioning consistently

If the Z-Wave device is not responding to remote commands or experiencing other issues, see Z-Wave device is not functioning consistently.

The Z-Wave device is in malfunction or offline

If the Z-Wave device is not communicating at all, see Z-Wave device is in malfunction or offline.