

A Support website has been set up for our new device range:

support.mezzobyness.com

This site will be updated as necessary and used as the support page for all customers.

How to Add Z-Wave devices

Use this process to connect Z-Wave devices to Mezzo.

Note: In order to include a Z-Wave device, you must have the physical device with you, turned on and plugged in, and be within range of the Mezzo.

Within the Mezzo mobile app, follow these steps to connect or include a new device:

1. Tap **my Automation**.
2. Tap the 'Fab' at the bottom of the screen 
3. Tap **Z-Wave devices** 
4. When you hear "Ready to learn a new device" from Mezzo, execute the inclusion procedure to add the device to the mobile app and Mezzo.
5. You now have 2 options:
 1. Tap the **tick** and your device will be set with the default settings.
 2. Tap the **edit** button and you can edit your device and then tap **save**.
6. You will hear "Details Saved" when the device has been successfully added to Mezzo and the mobile app.

How to exclude or reset a Z-Wave device

Z-Wave devices require a separate command and physical confirmation from the device itself (usually a button press) in order to be reset (or "excluded") and removed from a controller (like the Mezzo).

Before removing a Z-Wave device, make sure you've uninstalled any configurations associated with the device.

Please Note: In order to exclude a Z-Wave device, you must have the physical device with you, turned on and plugged in, and be within range of the Mezzo.

Removing and excluding a device that is already connected

1. Tap the **Menu** button 

2. Tap **Mezzo** (under settings).
3. Tap **Advanced Settings**.
4. Tap **Exclude Mode** and you'll hear "Ready to remove a device".
5. When you hear "Ready to remove a device" from Mezzo, execute the exclusion procedure to remove the device from the mobile app and Mezzo.

Please Note:

If Mezzo is the primary controller for your network, resetting it will result in the nodes in your network being orphaned and it will be necessary after the reset to exclude and re-include all of the nodes in the network. If Mezzo is being used as a secondary controller in the network, use this procedure to reset this controller only in the event that the network primary controller is missing or otherwise inoperable.

Lifeline

Group ID	Maximum Nodes	Description
1	5	Z-Wave Plus Lifeline

How to Factory Reset

To reset Mezzo's Z-Wave system to factory default settings, you must factory reset the entire Hub. You can factory reset Mezzo with steps found below.

NOTE: Resetting Mezzo will restore all factory settings. All device connections, automation, scenes, configurations, and users associated with that Mezzo will be lost in the reset. All devices connected to Mezzo will have to be reset or excluded before they can be reconnected. The steps for resetting and reconnecting each smart device differ. After resetting, you can visit our post about removing or excluding a device and follow the guides provided.

Follow these instructions to factory reset all or parts of Mezzo:

1. Tap the **Menu** button 
2. Tap **Mezzo** (under settings).
3. Tap **Advanced Settings**.
4. Tap **Factory Default Options**.
5. You now have 7 options:
 1. Default General Options – This will remove all Mezzo settings from the app and Mezzo. This does not affect devices, users etc.
 2. Default Users & Keys – Which will remove all the users connected from the app and Mezzo.
 3. Default Wireless Devices – This will remove all Ness 2 way wireless devices from the app and Mezzo.

4. Default Z-Wave Devices – This will remove all Z-Wave devices from the app and Mezzo.
5. Default Scenes – This will remove all scenes from the app and Mezzo.
6. Default Energy – This will remove all energy entries from the app and Mezzo.
7. Reset All & Sign Out – This will reset Mezzo to its factory default settings, removing all users, scenes, energy entries, devices and general options from the app and Mezzo.

Please Note:

The Hub will take 5-10 minutes to fully factory reset.

This is the quick start guide that will be given with each Mezzo.

