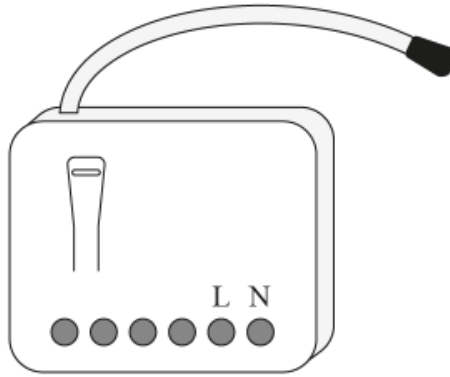


Removing a Dead Range Extender

The following explains how to remove a 'dead node' from the system, which appears when a device has been re-added to the system.

When a device has been factory reset, or has been re-added to the system it leaves behind a 'dead node' which is no longer used. This uses the device's previous number but no longer communicates with the Genius Hub and is likely to create an error on the home page.

To avoid future confusion and to remove potential errors from showing on the system, these should be removed.



First locate the Range Extender which has been re-added Genius Hub. You need to use the original ID number of the device, and not the one which it currently has. The original number of the device may be printed on a sticker on the side of the device

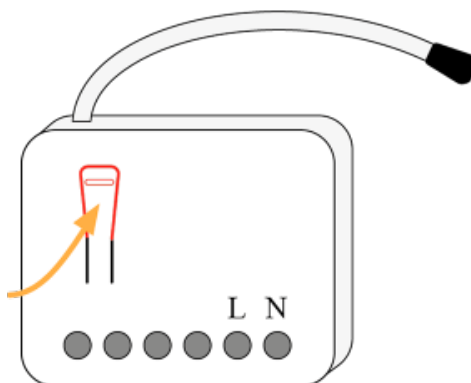
First the Genius Hub needs to attempt to communicate with the Range Extender once more. This is to ensure that the device is a 'dead node' and so is eligible to be removed from the system in this way.

First, ping the device:
Go to the 'Main Menu' and select 'Settings'
Choose 'Devices'
Select the Range Extender which you believe to be a dead node
Click on the Device sub-menu (3 dots)
Select Ping and confirm

Ensure the Range Extender is communicating with the Genius Hub by removing the fused spur front.

WARNING: This should only be done by an electrician or heating engineer as it will expose live wires.

Now press the button on the front of the Range Extender 3 times in 1.5 seconds.



Now the device is confirmed as no longer on the system, it can be removed.

To remove the dead node:

Select the Range Extender which you believe to be a dead node

Click on the Device sub-menu (3 dots)

Select 'Remove Dead Node' and confirm