

# Technical Support Bulletin – Replacing the ZAP Coordinator 2.5 Software and Greater

*Technical Support Bulletin*

*Updated: June 6, 2013*

*Title: Replacing the ZAP Coordinator 2.5 Software or Greater*

*Product(s) affected:*

- *All Control4 Controller products with ZigBee capabilities*

*Topic(s):*

- *Instructions for migrating to a new ZAP Coordinator*

## **Summary:**

The Control4® ZigBee Pro implementation utilizes a secure mesh network. This security ensures that only those devices which have been properly joined to the mesh network can communicate with each other. The ZAP Coordinator is responsible for the security of the network. In the versions of software between 1.8.2 to 2.4, if the coordinator is replaced, the mesh network must be re-configured to utilize the new ZAP Coordinator's security key. This consisted of removing the mesh, recreating the mesh on another ZAP coordinator and then physically touching every ZigBee device to force it to join the new secure mesh.

## **Important Considerations before Replacing the ZAP Coordinator:**

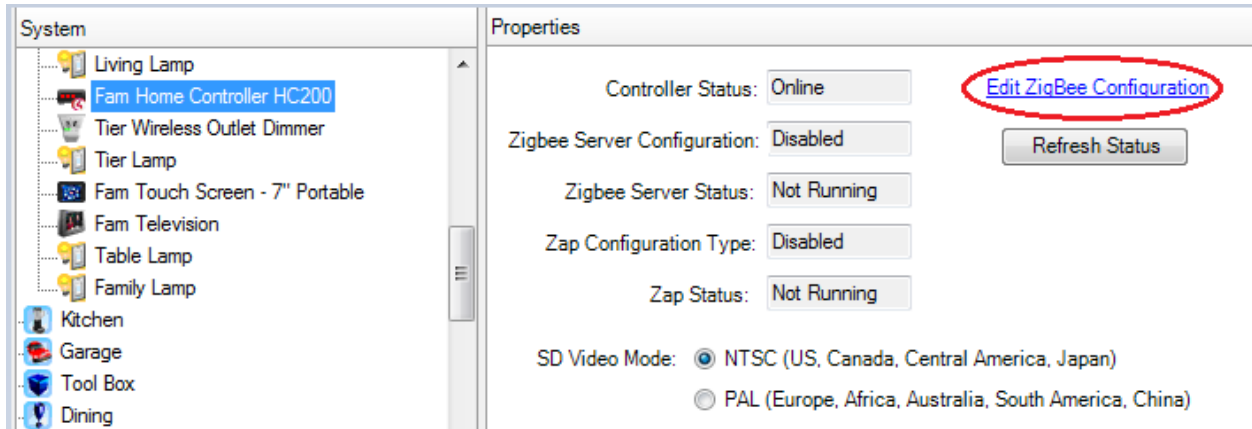
All ZigBee devices firmware must be up to date with 2.5 or greater firmware in order for this process to work. Check to see if all Zigbee devices are online and not updating their firmware.

## **WARNINGS**

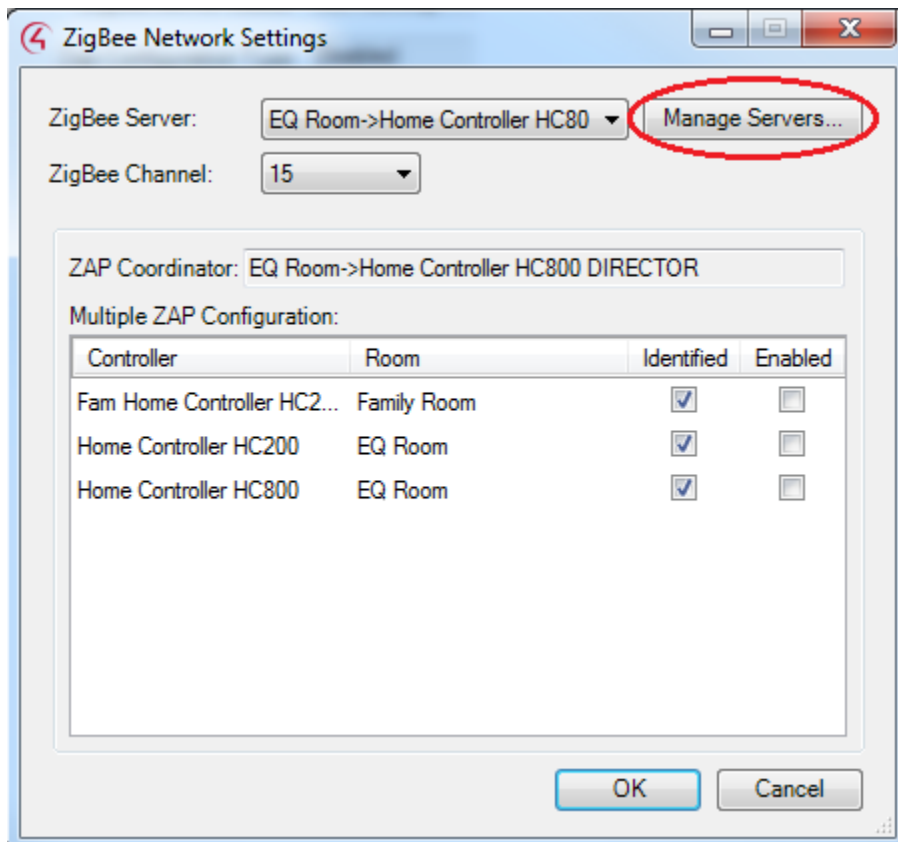
- Current ZAP Coordinator should be Online
  - This enables the system to clear the mesh configuration from that device
  - If for some reason this is not possible (for example, an RMA situation), you must ensure that the device is not brought back online at this location. If this were to happen, it is very likely that you would experience mesh conflicts.
- Do NOT remove Controller before migrating ZAP Coordinator
  - This causes the mesh information to be LOST
- HTC and Media Controller can no longer be ZAP Coordinator
  - They will continue to work if previously configured; but we recommend you migrate the mesh to a new generation Controller as soon as reasonably possible after updating to OS 2.5.
- RECOMMEND: HC-800 and HC-250 as ZAP Coordinator

## How to change the ZAP Coordinator:

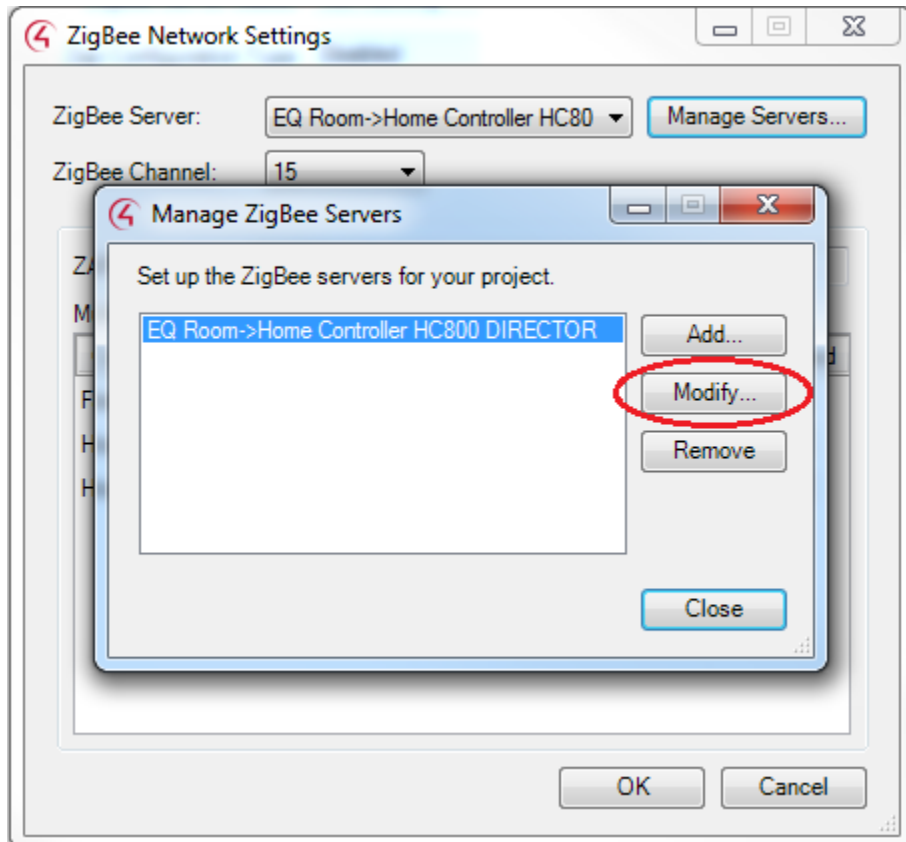
From system design, select any HC class controller in the project. Then click the Edit Zigbee Configuration.



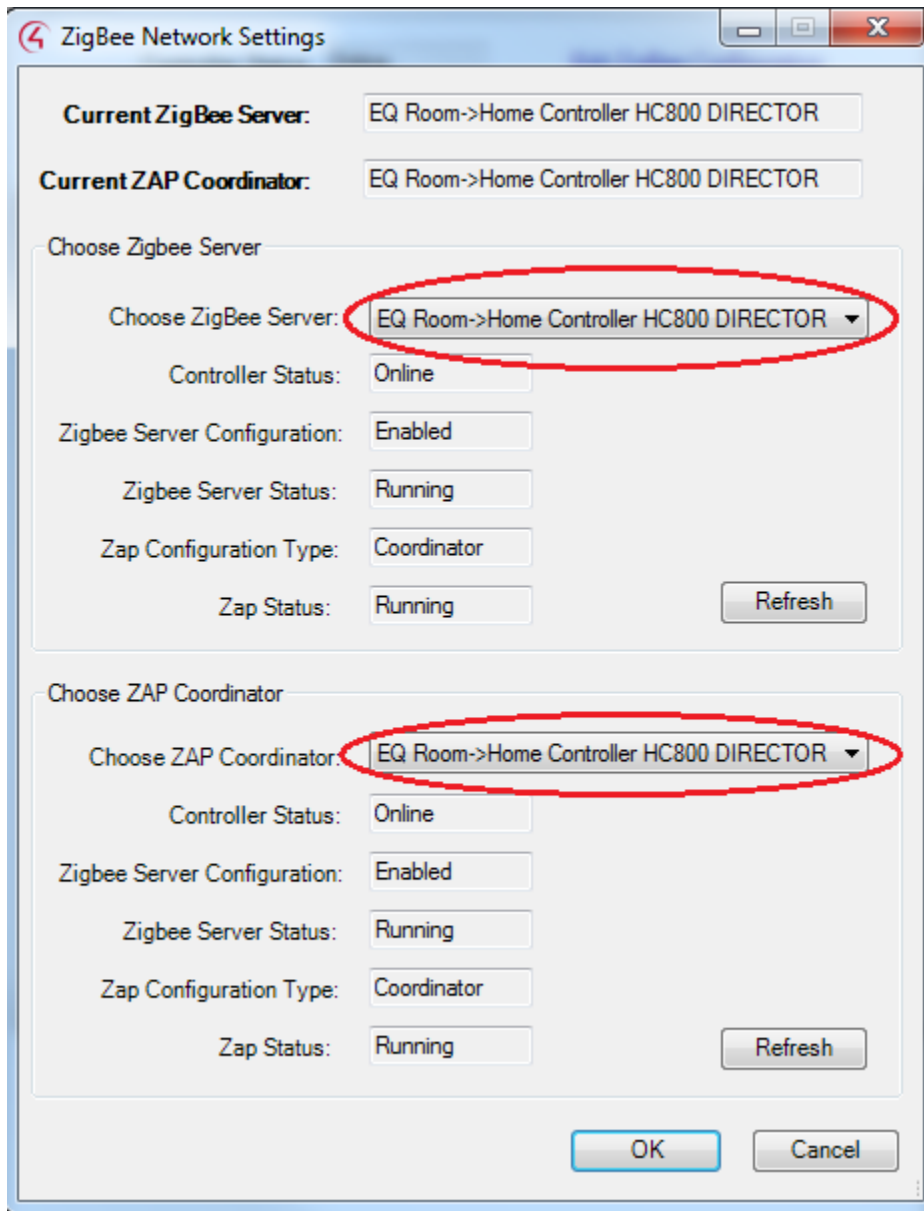
This will bring up the projects Zigbee Network Settings. This page shows the projects current Zigbee Server, ZAP Coordinator and the ZAPs you have enabled. From here select Manage Servers.



This will list the ZigBee servers in your project. Select the ZigBee server you want to modify and then select the button labeled modify.



This will bring up the ZigBee network information running on the controller you selected. From this page you can change the controller running ZigBee Server and the controller running coordinator. When you have made the changes select the OK button. Your mesh is now moved to the controller you selected.



The ZigBee devices will move over to the new coordinator. Give this some time to process.