

A decorative graphic on the left side of the slide, consisting of three overlapping circles in shades of green and blue, with white vertical bars and circular cutouts.

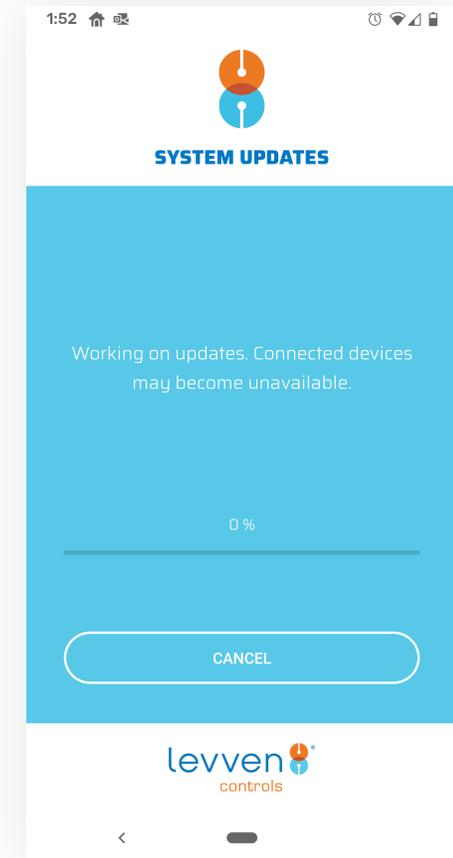
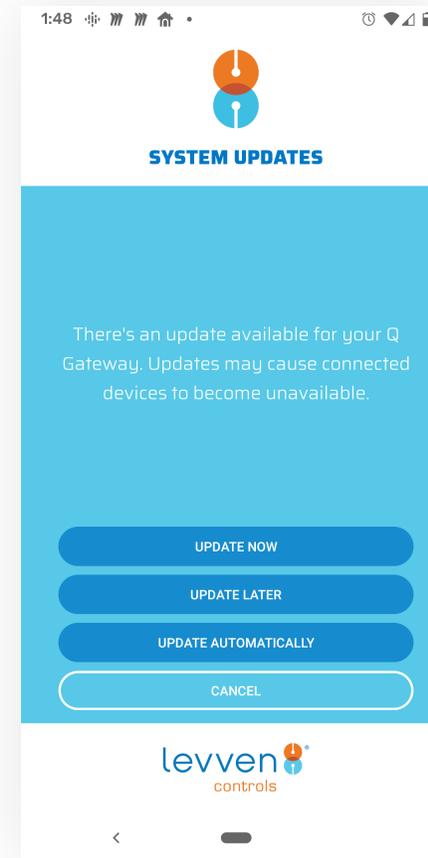
Updating and Troubleshooting

How to restore access to greyed-out devices after an update

Updates

Your Q Gateway will check for updates periodically. In the Levven Controls app, you will be prompted to update your system with this screen.

Once you start the update, you do not need to leave the app open. It will automatically complete the download in the background.



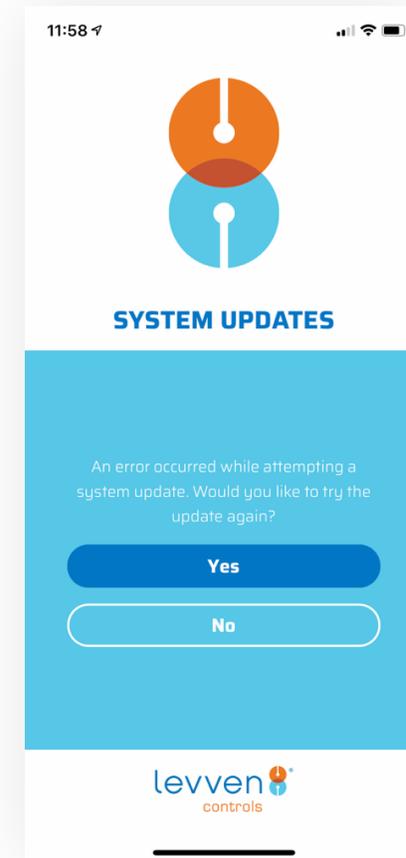
Troubleshooting

In rare cases, the Q Gateway will fail to upgrade a device.

If this happens, the Levven Controls app will display the System Updates Retry screen which looks like this.

Step 1:

The first time you see this screen, try the update again. This will repeat the update process and retry any failed device updates.

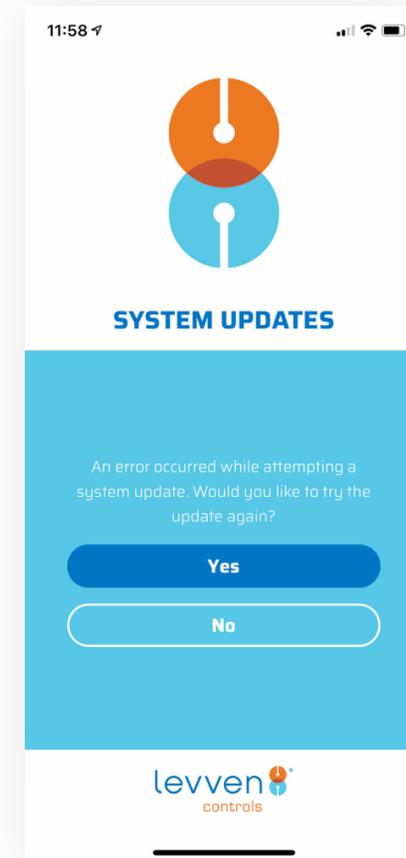


Device Recovery Process

If the retry attempt still is shown, this is often due to the distance between Q and the device.

This guide will require temporarily moving your Q Gateway closer to the out-of-range device(s). You will only need a power outlet to plug the Q Gateway into.

Note: during this process you can control lighting with your wall switches, but you will not be able to access your Q Gateway using the Levven Controls app, Amazon Alexa, or Google Home.

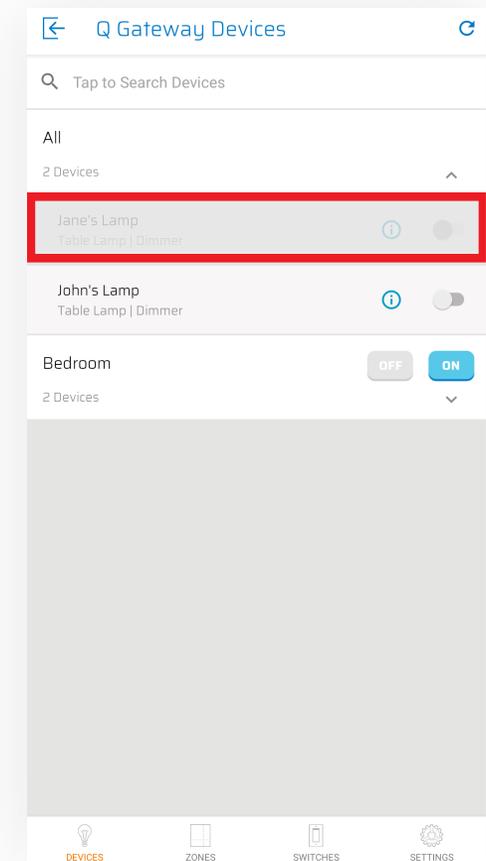
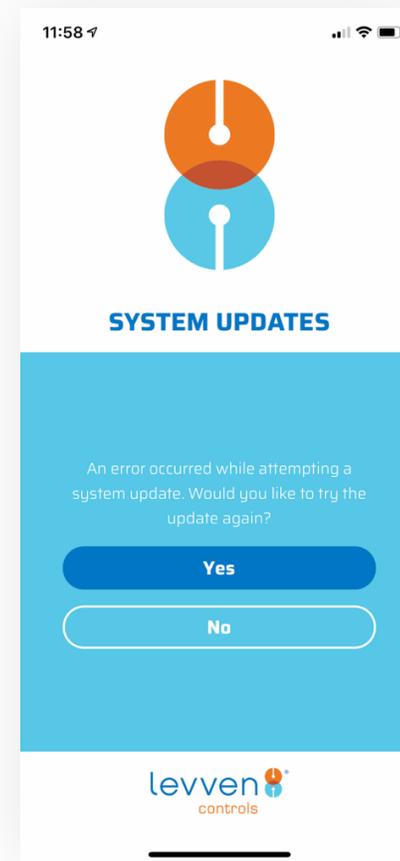


Device Recovery Process

Step 1: Identify Devices

1. Tap **No** on the System Updates Retry screen.
2. Go to the Devices screen. Take note of any greyed-out devices. These devices are out of range and need to be recovered.

Tip: You may wish to take a screenshot to help you remember.



Device Recovery Process

Step 2: Move Q Gateway in Range

1. Go to where the Q Gateway is installed in your home.
2. Unplug the Q Gateway from the router and the power outlet.
3. Take the Q Gateway and its AC power adapter to the room where the greyed-out devices are located. If more than one device is greyed out, there are two options:
 1. If the greyed-out devices are close together, place the Q Gateway approximately in the middle of the devices.
 2. If the devices are far apart, pick one device and place the Q Gateway near it.
4. Plug the Q Gateway into a power outlet and wait for it to power on. The Q Gateway will automatically attempt the recovery process at this point.



Device Recovery Process

Step 3: Wait for Update to Complete

1. Watch the LED light on the top of the Q Gateway. It will flash several colors over a few minutes. Wait until it turns **steady green**. Once the LED light on the Q Gateway has turned steady green, the update process has completed.
2. Return the Q Gateway to its normal location and reconnect it to both the router and power outlet.



Device Recovery Process

Once the Q Gateway finishes loading, the LED light will turn solid green, and the Levven Controls app will do one of two things:

1. If the recovery was **successful**, the app will run as usual without any messages to retry updates.
2. If the recovery was **incomplete**, the System Updates Retry screen will appear again. This means that there are still devices which require recovery.

If this is the case, there are two options:

1. If the greyed-out devices are located far apart, the recovery process should be repeated from **Step 1** but with the Q Gateway moved closer to one of the remaining greyed-out devices.
2. Contact Levven Support via email at support@levven.com or by phone at 1-844-5-LEVVEN (1-844-553-8836).