**2 Step Removal Process**

**Here's the procedure to "Reset" communications to the VZC100:**

1. Disconnect the zone bus (brown or grey plug) from the VZC100 (Zone Coordinator)

2. Wait for all the zone devices to show "offline" status. If the some of the devices do not show offline after 5 minutes, proceed to step 3. If all the devices continue to stay online after 5 min, make sure you are working the correct zone coordinator. If so, proceed to step 5.

3. Click "remove offline devices" button at the bottom of the device list page on the SBH.

4. Wait for all the zone devices to disappear from the device list. If the devices do not disappear from the list after 5 minutes, proceed to step 5.

5. Remove power to the VZC100 by disconnecting the 24VAC plug located on the VZC100 beside the tall capacitor.

6. Wait for the VZC100 to show as offline in the devices list.

7. Click "remove offline devices" button at the bottom of the device list page on the SBH.

8. Once the VZC100 disappears from the device list, reboot the SBH. The SBH100 must be rebooted by cycling power to the device. The SBH200 can be rebooted from the web page by going to settings>system settings and clicking the red reboot button and the bottom of the page.

9. Once the SBH is back up and you can login. Connect the 24VAC back to the VZC100. If the zone devices appear under the zone coordinator grayed out and offline, repeat steps 3-9 until only the zone coordinator is displayed in the devices list.

10. Once the VZC100 shows up in the device list, connect the zone bus. Devices should start to populate under the zone coordinator. If the some of the names or descriptions are missing, refresh the web page after giving the system time to discover all the devices. If the names and descriptions are still missing, reboot the SBH one last time.

11. If a zone device will not come back online, point data is still reading incorrectly or source unavailable, remove power from the zone device.

12. Wait for the device to show as offline in the devices list.

13. Click "remove offline devices" button at the bottom of the device list page on the SBH.

14. Once the device is removed from the devices list, apply power to the zone device. The device should populate in the device list.

**Note:** Ideally this will "reset" all the communication between the VZC100, the SBH, and the zone devices and they should start showing up online.

**\*\*\*Important Note\*\*\***: Keep in mind that by doing the "remove offline devices" that any Sync'd schedules, data shares, or interlocks may need to be recreated.