



TRF-ZW2

Z-Wave[®] Gateway



Owner's Manual

Congratulations on your choice!

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Read Me First

- Please read this manual before using the device to ensure safe and proper use.
- If you have difficulty installing this product, or require more information, please contact URC Technical Support via phone at (914) 835-4484 or e-mail: techsupport@universalremote.com
- URC is not liable for performance issues caused by apps supplied by providers other than URC.
- Modifying the device's firmware or installing software from unofficial sources may result in device malfunctions and data corruption or loss. These actions are violations of your URC license agreement and may void your warranty.
- For use exclusively with compatible URC Control Systems.
The TRF-ZW2 was designed to work in conjunction with a compatible URC control and automation system. To learn more about it's uses and applications, visit the [TRF-ZW2's product web-page](#)
- Programmable only by a URC Certified Professional Custom Integrator
To fully control and automate your system, your professional custom integrator must have detailed knowledge of each component, the local area network (LAN) architecture as well as Wi-Fi configuration and other system connections. Once configured to operate with your URC control system most changes to the TRF-ZW2, or the system, may be performed locally (at your home), or from any remote location (via internet with your permission).
- URC reserves the right to change product features, screen designs, available content, and specifications without notice



Important Note

By default your professional integrator, after system setup is complete, continues to have access to your Z-Wave system via the URC Web portal. This includes the ability to remotely control your Z-Wave devices. URC recommends disabling this access; follow instructions on page 8 to do so.

Congratulations

Thank you for purchasing URC's TRF-ZW2 Z-Wave® Gateway. The TRF-ZW2 communicates with your Z-Wave devices and your compatible URC control system, integrating them seamlessly together into a single user interface for control. Incorporating this gateway as part of a URC control system enables a myriad of potential additions to your home. Easily expand your system by adding virtually any Z-Wave enabled device to your connected home. Options include URC's Vivido Lighting and many third party products such as door locks, thermostats, sensors, and more. For a complete list of compatible products see the [TRF-ZW2's product web page](#).

Features and Benefits

Z-Wave Plus™ Certified

Z-Wave plus and the next generation hardware platform offer enhanced features, capabilities, and improve the overall end-user experience. For more information visit the Z-Wave alliance web-site.

Improved performance features include:

- Improved battery life for Z-Wave devices not connected to a power source
- Improved range creates a more robust network and reduces the need for Z-Wave repeaters
- Provides more than twice the bandwidth
- Network wide inclusion (pairing) allows for easier installation and expansion
- Enhanced self-healing for improved reliability and user experience



New User Interface

The TRF-ZW2 incorporates the new *UI7* User Interface. Modern and attractive, it streamlines programming and general control of Z-Wave devices for both the dealer and end-user. The platform includes URC Vivido specific programming: device parameters, easy association, and intuitive instructions for configuring our lighting devices. *UI7* includes an end-user setup wizard that makes it easy for you to add devices, change scenes, manage your account and more.

New Compact Design

The TRF-ZW2's smaller form factor allows for more convenient installation in previously prohibitive spaces.

Features and Benefits

Easy Setup Wizard

End-User Setup Wizard allows intuitive setup with simple Q&A format; adding devices is made easy with preconfigured settings for many of the most popular products available in today's marketplace.

Wi-Fi Enabled

Wi-Fi connectivity allows for optimized placement and simplified installation.

Package Contents

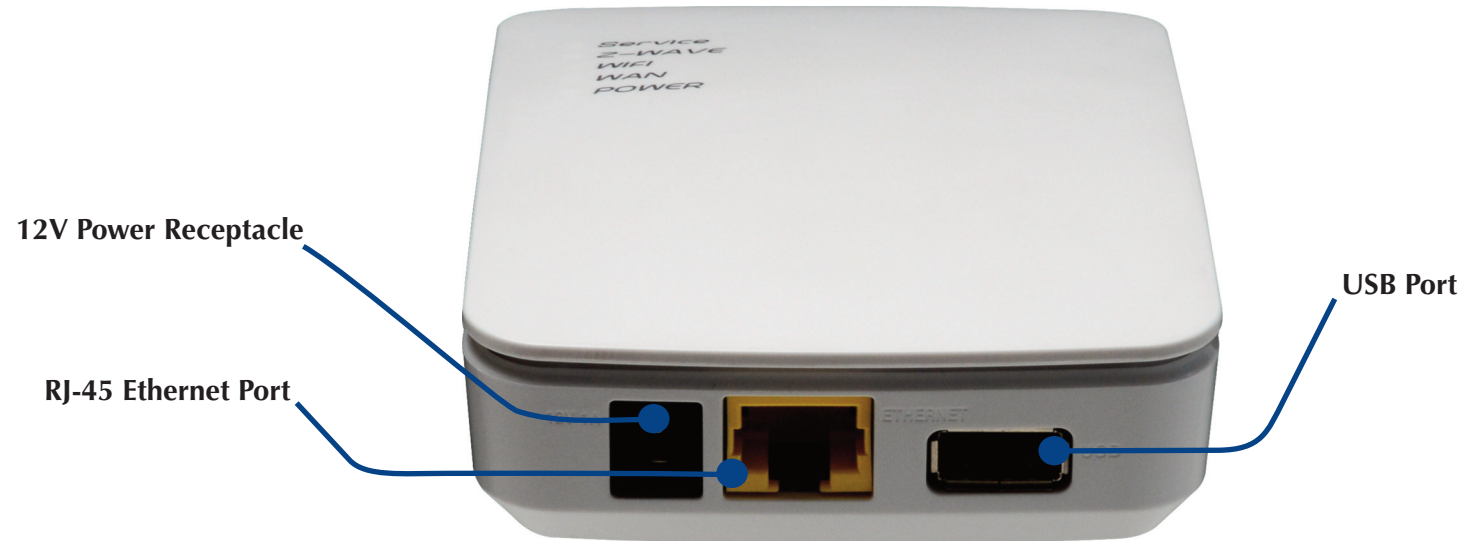
What's Included with your new product

- TRF-ZW2 Z-Wave Extender
- 12V Power Adaptor
- Ethernet Cable
- Warranty Card

If any of these items are missing, contact URC's Technical Support Department at (914) 835-4484

Device Layout

Connections



- **12V Power Receptacle:** *connects to the included DC adapter*
- **Ethernet Port:** *bridges the TRF-ZW2 and your local area network (LAN)*
- **USB Port:** *provides features and support for advanced applications*

Device Layout

LED Indicator Lights

Service LED

- **On** - Cloud service connected and working properly
- **Off** - No cloud service installed
- **Flashing** - Cloud service not communicating

Z-Wave LED

- **On** - Z-Wave function enabled
- **Off** - Z-Wave function disabled
- **Flashing Slowly** - Unit in Include (Pairing) Mode
- **Flashing Quickly** - Unit in Exclude (Unpairing) Mode

Wi-Fi LED

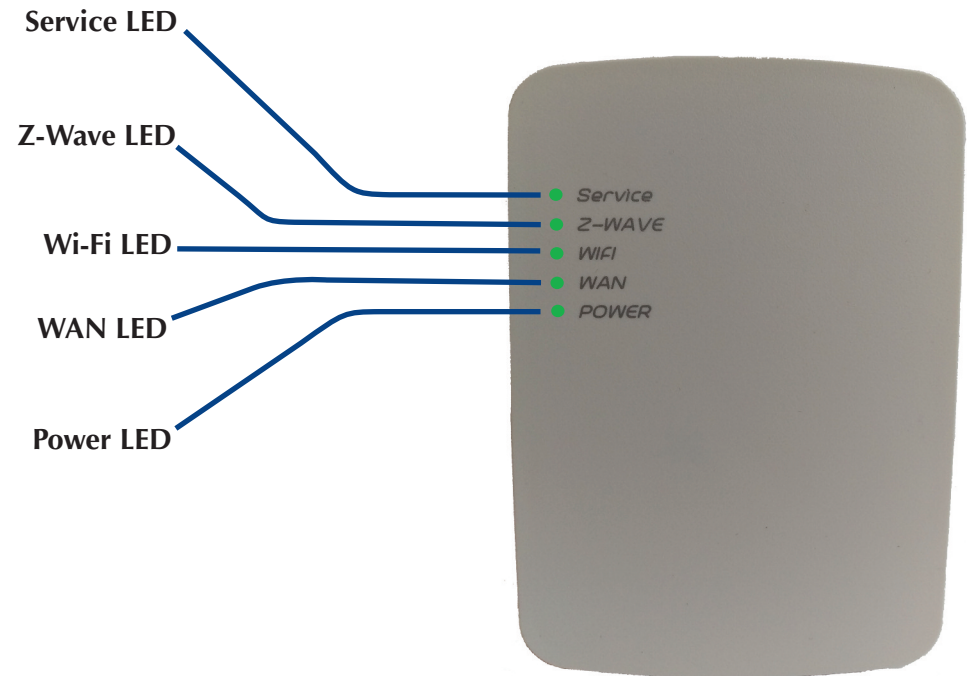
- **On** - Wi-Fi enabled
- **Off** - Wi-Fi disabled
- **Flashing** - Indicates traffic over Wi-Fi

WAN LED

- **On** - Ethernet is connected
- **Off** - Ethernet is disconnected
- **Flashing** - Indicates traffic over ethernet

Power LED

- **On** - Power on/normal operation
- **Off** - Power off
- **Flashing** - Booting/firmware upgrade



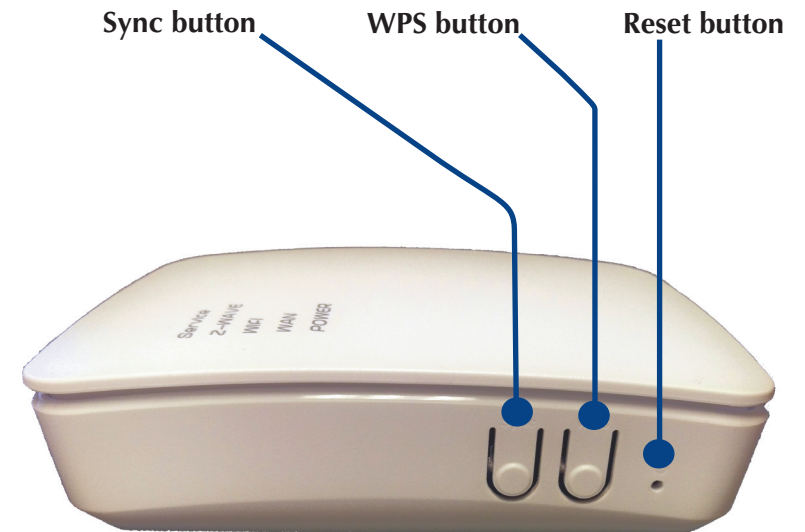
Device Layout

Button Layout

Sync button: Used to include and exclude devices from the Z-Wave network (see page 7 for details)

WPS button: Enables Wi-Fi Protected Setup Mode (should only be used by qualified integrator, or as directed by URC Technical Support)

Reset button: *For use only when directed by technical support*

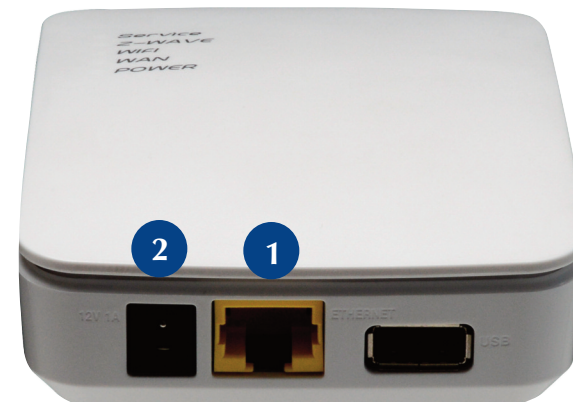


Installation

Device Connections

- 1 Use the supplied network (Ethernet) cable to connect the TRF-ZW2's Ethernet port to your local area network (router or network switch)
- 2 Connect the supplied DC adapter to the TRF-ZW2 and plug the adapter into an AC receptacle

Upon power-up the TRF-ZW2 checks for an available firmware upgrade. If an upgrade is available it is installed automatically. The update process takes 15 minutes or less and is indicated by the Power LED flashing. When the Power LED assumes its normal state (solid green), the TRF-ZW2 is ready for use.



Installation

Setup Through Web-portal

End-user

As an end-user your URC certified custom professional integrator performs the initial setup of your Z-Wave system. An e-mail is sent to the address you provide your integrator; this includes a temporary password granting you access to the [Z-Wave User Portal](#). Your installer can assist in familiarizing you with the available features, or more information can be found on the [TRF-ZW2's product web-page](#).

Professional Integrator

URC certified integrators begin setup of the Z-Wave system by accessing the URC Z-Wave Dealer Portal as prompted by URC software.

Using the TRF-ZW2

Manually Including and Excluding Z-Wave Devices

Z-Wave devices are normally paired, or unpaired, with the Z-Wave gateway via the web-portal. It is possible however, to complete the process manually.

Including a device

1. To include your Z-Wave devices press the **Sync button** once. The Z-Wave light blinks slowly, once every second, to indicate that it is in inclusion (pairing) mode
2. Follow the pairing/unpairing instructions for the Z-Wave device (*devices have manufacturer-specific instructions*)
3. When paired successfully the TRF-ZW2's Z-Wave LED flashes rapidly for less than a second, then return to inclusion state
4. Pressing the **Sync button** again returns the unit to normal operating mode

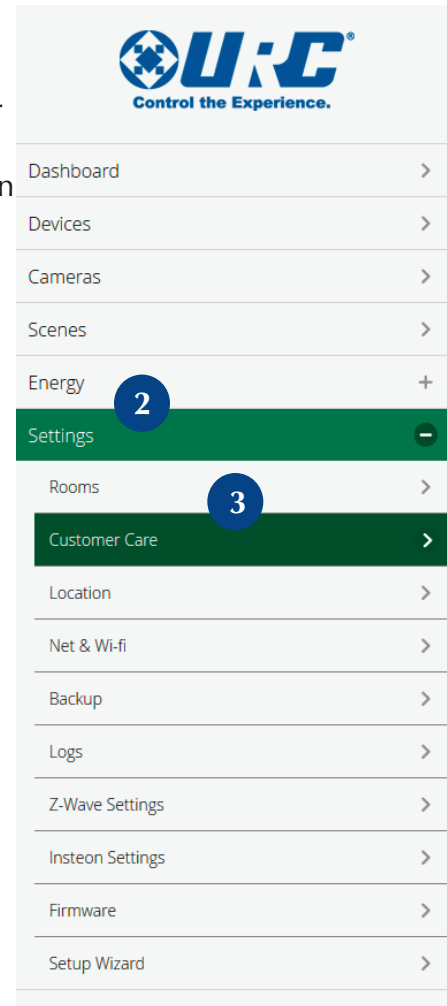
Excluding a device

1. To exclude your Z-Wave devices you'll need to press and hold the **Sync button** for 3 seconds. The Z-Wave light blinks faster, twice every second to indicate that it is in exclusion mode
2. Follow the pairing/unpairing instructions for the Z-Wave device
3. When unpaired successfully the Z-Wave LED flashes rapidly for less than a second, then return to exclusion state
4. Pressing the **Sync button** returns the unit to inclusion state. A second press returns the unit to normal operating mode

Restrict Installer Offsite Access

By default your professional integrator, after system setup is complete, continues to have access to your Z-Wave system via the URC Web-portal. This includes the ability to remotely control your Z-Wave devices. **URC recommends restricting this access.** Upon logging in for the first time (using the temporary password e-mailed to the address you provide your installer) the initial Setup Wizard gives you the option to restrict installer access. Installer access can be restricted at any time by following the steps below.

- 1 **Log into** your user account at www.urb.mios.com
- 2 **Select Settings** from the column of options at left
- 3 **Choose Customer Care** from the expanded list of options
- 4 **Select Disable installer access** at the bottom of the main screen



Welcome

██████████@icloud.com

Customer Care

Online Resources

If you'd rather troubleshoot the issue you're experiencing you

- Downloads, Firmware & Manuals
- FAQ
- Forum
- Knowledge Base
- Wiki

Contact

- Phone::
- Email:
- Web:
- Hours of Operation:

Remote Access

Tech support is disabled

Enable

Restrict Offsite Installer Access

Installer has access to your device.

Disable installer access

Hardware Specification

Hardware

CPU: 600MHz MIPS SoC

Flash Memory: NAND 128MB

Memory: DDR2 128MB

USB Port: 1

WAN Port: 1

Wireless: Z-Wave Plus™ and 802.11 a/b/g/n Wi-Fi

Dimensions

4.55in x 3.13in x 1.2in (HxWxD)

Weight: 12 oz. (shipping weight)

Certifications: FCC, CE, RoHS, Z-Wave Plus

Power Supply

Input: AC 100-240VAC, 50-60Hz

Output: DC 12V/1A

Limited Warranty Statement

1. LIMITED WARRANTY AND DISCLAIMERS

Universal Remote Control, Inc. ("URC") warrants that URC equipment purchased directly from URC or from an authorized URC dealer or distributor shall be free from defects in material and workmanship under normal usage for a period of one (1) year from the date of purchase of the product by the end-user, but no longer than thirty-six (36) months from the date of shipment of the URC equipment by URC to an authorized URC dealer or distributor, except that with respect to Total Control® whole-house products, the warranty extends for two (2) years from the date of purchase by the end-user, but no longer than forty-eight (48) months from the date of shipment of the URC equipment by URC to an authorized URC dealer or distributor.

This limited warranty is valid only in the United States of America.

URC equipment purchased from other than an authorized URC dealer or distributor is without warranty.

URC warrants that the software will substantially conform in any material respect to its functional specifications at the time of delivery. URC SHALL NOT BE LIABLE FOR OPERATIONAL, TECHNICAL OR EDITORIAL ERRORS AND/OR OMISSIONS MADE IN THE URC DOCUMENTATION. URC DOES NOT WARRANT THAT THE URC SOFTWARE IS BUG-FREE OR ERROR FREE OR THAT THERE ARE NO ERRORS/BUGS IN THE URC SOFTWARE.

URC warrants that at the time of purchase the URC equipment and the URC software complied with all applicable regulations and policies of the Federal Communications Commission ("FCC") regarding electromagnetic interference caused by electronic/computing devices and to the extent that the URC equipment and/or the URC software fails to so comply, URC shall, at its own expense, take all reasonable measures to promptly cause such to comply.

THIS LIMITED WARRANTY DOES NOT COVER TECHNICAL ASSISTANCE FOR HARDWARE OR SOFTWARE USAGE EXCEPT AS EXPRESSLY PROVIDED FOR HEREIN.

CERTAIN IMPLIED WARRANTIES, INCLUDING AN IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, MAY BE AVAILABLE WITH RESPECT TO URC EQUIPMENT. IMPLIED WARRANTIES VARY FROM STATE TO STATE. URC EXPRESSLY LIMITS THESE IMPLIED WARRANTIES, TO THE EXTENT ALLOWABLE BY LAW, TO THE TIME PERIODS COVERED BY THE EXPRESS WRITTEN WARRANTIES PROVIDED HEREIN. OTHERWISE AND EXCEPT AS PROVIDED FOR HEREIN, URC EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS, STATUTORY OR IMPLIED, AND MAKES NO REPRESENTATIONS REGARDING THE USE OF, OR THE RESULTS OF THE USE OF, THE EQUIPMENT, SOFTWARE OR DOCUMENTATION IN TERMS OF CORRECTNESS, ACCURACY, RELIABILITY OR OTHERWISE.

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WITHOUT IN ANY WAY LIMITING THE GENERALITY OF THE OTHER PROVISIONS HEREIN, THIS LIMITED WARRANTY DOES NOT COVER: (I) DAMAGE FROM MISUSE, NEGLIGENCE OR ACTS OF NATURE, (II) MODIFICATIONS, (III) INTEGRATION WITH THIRD PARTY CONTENT, OR (IV) BEYOND THE WARRANTY PERIOD AND/ OR FAILURE TO FOLLOW URC WARRANTY CLAIM PROCEDURE.

The warranty limitations and warranty disclaimers may not apply to end user in whole or in part, where such are restricted or excluded by applicable law, and such shall apply to the maximum extent permitted by applicable law.

In the event of any warranty claim, URC will, at its sole option, repair the URC equipment using new or comparable rebuilt parts, or exchange the URC equipment for new or rebuilt equipment. **In the event of a defect, these are the end user's exclusive remedies.**

All the URC equipment returned for service, exchange or repair require an RGA number. To obtain an RGA number, you must complete a Return Request Form which you may obtain by calling (914) 835-4484 or contacting URC at returnrequest@universalremote.com. To obtain warranty service, end user must deliver the URC equipment, freight prepaid, in its original packaging or packaging affording adequate protection to URC at 420 Columbus Avenue, Valhalla, NY 10595. It is end user's responsibility to backup any macro programming, artwork, software or other materials that may have been programmed into the unit. It is likely that such data, software, or other materials will be lost during service and URC will not be responsible for any such damage or loss. A dated purchase receipt, bill of sale, installation contract or other verifiable proof of purchase is required. For the URC equipment support and other important information, please visit URC's website available at www.universalremote.com or call the Customer Service Center at (914) 835-4484.

This limited warranty only covers the URC equipment issues caused by defects in material or workmanship during ordinary consumer use. It does not cover product issues caused by any other reason, including but not limited to product issues due to commercial use, acts of God, third-party installation, misuse, limitations of technology, or modification of or to any part of the URC equipment. This limited warranty does not cover the URC equipment sold as used, as is, refurbished, so called "B stock" or consumables (such as batteries). This limited warranty is invalid if the factory applied serial number has been altered or removed from the URC equipment. **This limited warranty specifically excludes the URC equipment sold by unauthorized resellers.**

With the exception of URC's IR-only, broad-based consumer remotes, none of URC's PC programmable remotes or any of our Total Control® whole-house equipment are authorized for online internet sales. Buying URC's PC programmable remotes or any of our Total Control® whole-house equipment online means buying equipment that does not have URC's limited warranty. Such equipment is not eligible for URC tech support or software support, either.

Limited Warranty Statement

2. URC'S LIMITATIONS OF LIABILITY

IN NO EVENT SHALL URC BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES OF ANY KIND OR LOSS OF PROFITS OR BUSINESS OPPORTUNITY, EVEN IF URC IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IN NO EVENT SHALL URC BE LIABLE FOR LOSS OF OR DAMAGE TO DATA, COMPUTER SYSTEMS OR COMPUTER PROGRAMS. URC'S LIABILITY, IF ANY, FOR DIRECT DAMAGES OF ANY FORM SHALL BE LIMITED TO ACTUAL DAMAGES, NOT IN EXCESS OF AMOUNTS PAID BY END USER FOR THE URC EQUIPMENT.

IN NO EVENT SHALL URC BE LIABLE FOR ANY EVENTS BEYOND ITS CONTROL, INCLUDING ANY INSTANCE OF FORCE MAJEURE.

IN NO EVENT SHALL URC BE LIABLE FOR THE ACTS OR OMISSIONS OF END USER OR ANY THIRD PARTY.

THE LIMITATIONS OF LIABILITY MAY NOT APPLY TO END USER IN WHOLE OR IN PART, WHERE SUCH ARE RESTRICTED LIMITED OR EXCLUDED BY APPLICABLE LAW AND SUCH SHALL APPLY TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW.

URC SHALL NOT BE HELD RESPONSIBLE FOR THE STATEMENTS MADE BY OTHERS.

SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO END USER. THIS LIMITED WARRANTY GIVES END USER SPECIFIC LEGAL RIGHTS AND END USER MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.

End User Agreement

The terms and conditions of the End User Agreement are available at www.universalremote.com/eua.php shall apply.

Federal Communications Commission Compliance Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference by one or more of the following measures:

- ◆ Reorient or relocate the receiving antenna.
- ◆ Increase the separation between the equipment and receiver
- ◆ Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- ◆ Consult the dealer or an experienced radio/TV technician for help.

Warning!

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Note: The manufacturer is not responsible for any Radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

FCC Caution

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the authority to operate equipment.



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