



NEXIA™
HOME INTELLIGENCE

System Reset



A system reset will remove all locks and devices from the bridge and reset the bridge and locks to their original factory condition.

A system reset should be performed when:

- The system stops responding as expected. The user cannot successfully enroll or exclude devices, or enrolled or excluded devices are not showing up appropriately in the online user interface.
- A used system was purchased from a friend or from an online re-seller or auction site. The only way to ensure proper function is to reset the system.
- The system was connected to an account that was cancelled and the user wants to create a new account using the same equipment.

Important Information

This information should be gathered and understood before the system reset is attempted.

When locks are set to factory condition, the following will occur:

- All user codes that were added by the user will be removed.
- The two original preset user codes will be restored.
- The original preset programming code will be restored.

Resetting the lock **does not** remove enrollment data, so all locks must first be excluded from the bridge for a true reset to occur. If the exclusion step is not performed, the lock will retain enrollment information, and will behave in an unpredictable way, or cause the bridge to behave in an unpredictable way. If the original bridge is not available, or if the user is unsure if the bridge is the original bridge, there is no problem. **Locks can be excluded from any bridge to remove enrollment information.**

Procedure

To avoid errors, perform these steps in order. If the system is not responding as expected after a system reset, repeat these steps exactly as outlined.

1. Exclude all devices from the bridge.¹
 - a. Locks
 - i. Disconnect the bridge from AC power and Ethernet. Ensure that the 9V battery is installed in the bridge.
 - ii. Hold the bridge within 6' (1.8m) of the lock to be excluded.
 - iii. Press the minus (-) button on the bridge. You have 30 seconds to complete the remainder of the steps.
 - iv. On the lock keypad, enter the six-digit programming code.
 - v. Wait for the Schlage button on the lock keypad to flash orange three (3) times and beep three (3) times.
 - vi. On the lock keypad, press the Schlage button and then the zero (0) button.
 - vii. The Schlage button on the lock will begin to flash orange. Exclusion is complete when the Schlage button on the lock lights one long green light and the lock beeps one long beep.
 - b. Other devices²
 - i. Disconnect the bridge from AC power and Ethernet. Ensure that the 9V battery is installed in the bridge.
 - ii. Hold the bridge within 6' (1.8m) of the device to be excluded.
 - iii. Press and release the minus (-) button on the bridge.
 - iv. Double click the button on the device to be excluded.
2. Reset the lock(s).

Ensure that the original preset programming code has been located before performing this step. The lock cannot be programmed or enrolled without the programming code.

- a. For FE599, disconnect the batteries. For BE369, disconnect the 9V battery.
 - b. On the lock keypad, press and release the Schlage button.
 - c. Reconnect the battery and wait until the Schlage button is no longer lit.
 - d. Within ten (10) seconds, press and hold the Schlage button until it lights green and the lock beeps.
3. Reset the bridge.
 - a. Make sure the bridge **is not** connected to Ethernet.
 - b. Make sure the bridge **is** connected to AC power.
 - c. Press and hold both the plus (+) button and the minus (-) button simultaneously for ten (10) seconds.
 - d. Release both buttons. The orange light will continue to flash for 10 - 15 more seconds and then go out.
 4. Remove the bridge from the Nexia Home Intelligence account.

This step is necessary only if the bridge is currently enrolled into a Nexia Home Intelligence account.

 - a. Login to your account at www.mynexia.com.
 - b. Click the *(edit)* button next to the house name.
 - c. Click the *Remove bridge from house* button.

After these steps have been successfully completed, you can reinstall the system as detailed in [Deadbolt and Lever Lock System Setup](#) which is located at setup.nexiahome.com.

¹ When enrollment occurs, both the bridge and the lock store enrollment data. The bridge will behave in an unpredictable way if new locks are added to a reset bridge without first excluding all locks. Locks can be excluded after the bridge is reset if the exclusion step was not performed first.

A lock can be excluded from *any* bridge to remove enrollment information from the lock.

² Consult the instructions that came with other Z-Wave® devices for more information.