How to Pair an RF Wireless Extender to the 890

If a customer is unable to pair (or add) the Harmony 890 with the RF Wireless Extender, ask the customer to try the following steps.

**Note:** Even if the customer has reloaded the firmware 10 minutes earlier, do not skip any of the steps in this sequence.

If this process fails to add (or pair) the RF Extender, the call should be escalated to Level 2 Support.

1. Reset the RF Network on the 890.
   a. Press the **Activities** button.
   b. Press **System Options**.
   c. Press **RF Network Tools**.
   d. Press **Reset RF Network**.
2. Reset the RF Extender.
   a. Connect the RF Extender to a power outlet.
   b. Press and hold the Connect button for approximately 15 seconds, until the Status light turns on, then quickly flashes and turns off.
   c. Disconnect the RF Extender from the power outlet.

3. Reload the firmware on the RF Extender.
   a. From the Harmony Home page, click Downloads.
   b. Click Firmware.
c. Connect the RF Extender to the computer, and click **Next** to reload the firmware, even though the software indicates that the RF Extender has the most current version of firmware. When the firmware update is complete, the software will ask if you want to update the remote. Click **No**.

4. Disconnect the RF Extender from the computer and connect it to a power outlet.

5. Reload the firmware on the 890.
   a. From the Harmony Home page, click **Downloads**.

b. Click **Firmware**.
c. Connect the 890 to the computer and click **Next** to reload the firmware, even though the software indicates that the 890 has the most current level of firmware. When the firmware update is complete, the software will ask if you want to update the remote. Click **No**.

6. From the Harmony Home page, click the **Z-Wave Devices** tab.

7. Click the option **Pair Z-Wave Devices**.
Note: If the RF Extender is not added to the account this option may not appear.

8. Connect the 890 to the computer and click Next. The remote will be updated with a pairing utility.

9. After the update completes, disconnect the remote and follow the instructions on the remote. At this point the 890 should indicate the RF Extender has been added.

10. Reconnect the remote to the computer and click Next in the software.
11. The software will indicate that the remote and RF Extender are paired. Click **Next**.

12. Click the **Update Remote** button to update both the remote and RF Extender.