

A Support website has been set up for our new device range:



[support.mezzobyness.com](http://support.mezzobyness.com)

This site will be updated as necessary and used as the support page for all customers.

## How to Add Ness Two Way Radio devices

**Use this process to program Ness Two Way Radio devices to Mezzo.**

Within the Mezzo mobile app, follow these steps to connect or include a new device:



1. Tap **my Automation**.
2. Tap the  at the bottom of the screen
3. Tap **Ness Wireless**
4. You now have 2 options to enter the device IDs either:  
Enter the 8digits TXID that is printed on the device or  
Scan the bar code printed on the device.
5. Tap **NEXT** and if the ID is valid, app will prompt for naming the device.
6. Name the device and tap the  to complete.

## How to Add Z-Wave devices

**Use this process to connect Z-Wave devices to Mezzo.**

Note: In order to include a Z-Wave device, you must have the physical device with you, turned on and plugged in, and be within range of the Mezzo.

Within the Mezzo mobile app, follow these steps to connect or include a new device:

7. Tap **my Automation**.
8. Tap the ‘**Fab**’ at the bottom of the screen 
9. Tap **Z-Wave devices** 
10. When you hear “*Ready to learn a new device*” from Mezzo, execute the inclusion procedure to add the device to the mobile app and Mezzo.
11. You now have 2 options:
  1. Tap the **tick** and your device will be set with the default settings.
  2. Tap the **edit** button and you can edit your device and then tap **save**.
12. You will hear “*Details Saved*” when the device has been successfully added to Mezzo and the mobile app.

## How to exclude or reset a Z-Wave device

Z-Wave devices require a separate command and physical confirmation from the device itself (usually a button press) in order to be reset (or “excluded”) and removed from a controller (like the Mezzo).

Before removing a Z-Wave device, make sure you’ve uninstalled any configurations associated with the device.

**Please Note:** In order to exclude a Z-Wave device, you must have the physical device with you, turned on and plugged in, and be within range of the Mezzo.

## Removing and excluding a device that is already connected

1. Tap the **Menu** button 
2. Tap **Mezzo** (under settings).
3. Tap **Advanced Settings**.
4. Tap **Exclude Mode** and you'll hear "Ready to remove a device".
5. When you hear "Ready to remove a device" from Mezzo, execute the exclusion procedure to remove the device from the mobile app and Mezzo.

### ***Please Note:***

*If Mezzo is the primary controller for your network, resetting it will result in the nodes in your network being orphaned and it will be necessary after the reset to exclude and re-include all of the nodes in the network. If Mezzo is being used as a secondary controller in the network, use this procedure to reset this controller only in the event that the network primary controller is missing or otherwise inoperable.*

## Lifeline


Group ID	Maximum Nodes	Description
1	5	Z-Wave Plus Lifeline

## How to Factory Reset

To reset Mezzo's Z-Wave system to factory default settings, you must factory reset the entire Hub. You can factory reset Mezzo with steps found below.

**NOTE:** Resetting Mezzo will restore all factory settings. All device connections, automation, scenes, configurations, and users associated with that Mezzo will be lost in the reset. All devices connected to Mezzo will have to be reset or excluded before they can be reconnected. The steps for resetting and reconnecting each smart device differ. After resetting, you can visit our post about removing or excluding a device and follow the guides provided.

Follow these instructions to factory reset all or parts of Mezzo:

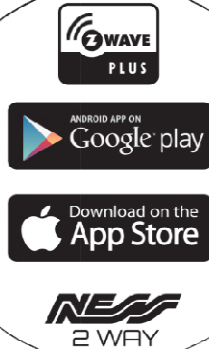
1. Tap the **Menu** button 
2. Tap **Mezzo** (under settings).
3. Tap **Advanced Settings**.
4. Tap **Factory Default Options**.
5. You now have 7 options:
  1. Default General Options – This will remove all Mezzo settings from the app and Mezzo. This does not affect devices, users etc.
  2. Default Users & Keys – Which will remove all the users connected from the app and Mezzo.
  3. Default Wireless Devices – This will remove all Ness 2 way wireless devices from the app and Mezzo.
  4. Default Z-Wave Devices – This will remove all Z-Wave devices from the app and Mezzo.
  5. Default Scenes – This will remove all scenes from the app and Mezzo.
  6. Default Energy – This will remove all energy entries from the app and Mezzo.
  7. Reset All & Sign Out – This will reset Mezzo to its factory default settings, removing all users, scenes, energy entries, devices and general options from the app and Mezzo.

### ***Please Note:***

The Hub will take 5-10 minutes to fully factory reset.

# This is the quick start guide that will be given with each Mezzo.

For instructions and videos on how to connect to a Home Network, program devices and general settings as well as how to make your home smarter using the power of MEZZO, visit [support.mezzobyness.com](http://support.mezzobyness.com)



THE SMARTER  
SMARTHOME  
SOLUTION

Quick Connect  
Guide

MEZZO



Connecting to MEZZO  
is as simple as  
1, 2, 3



After downloading the app and plugging your MEZZO into power,

**Step 1** is to turn on your MEZZO using the key provided and turning the switch on the base of the unit Clockwise

### Step 2

Wait for MEZZO to say  
"Welcome to your MEZZO,  
the Smarter Smarthome Solution"

Then continue the Set up Wizard  
in the app.

Your QR code is located on the  
bottom of MEZZO.



### Step 3

Once you create your password  
and press "SUBMIT"  
MEZZO is ready to go!

CONGRATULATIONS!

## **FCC Regulations:**

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.

This device 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 off and on, 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 into 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.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## **RF Exposure Information**

This device meets the government's requirements for exposure to radio waves.

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20cm (8 inches) during normal operation.

FCC Emissions Complies

FCC Radio equipment and systems - Short range devices Complies

FCC LTE/WCDMA Complies

*Applicable standards:*

Part 22H/24E, Part 22H/24E/27,

Part15C (Part15.247), Par15C (Part15.249), Par15C (Part15.247), Part2.1091,

Part15B

PTCRB Complies

*Applicable standards:*

3GPP TS 34.123-1/ EN102 230, 3GPP TS 36.124, CTIA 3.6

AT&T Certified