How to Remove and Reposition a Smart Range Extender/Repeater

Description

This page shows how to remove and reposition a Smart Range Extender/Repeater. A repeater is a Z-Wave device with the ability to relay commands from one Z-Wave device to another.
Important to note, anytime you move a repeater there is a chance you lose the current mesh of z-wave devices and may have to re-enroll affected z-wave device(s).

Please read through the directions in its entirety before commencing.

Instructional Video Link

This video link illustrates how to re-install the Extender/Repeater

[TELUS | How to install your Smart Range Extender](#)

Removal of a Smart Range Extender

1. As soon as the repeater has been unplugged from ac power, it will be immediately disconnected.

Important Considerations When Repositioning a Smart Range Extender

1. A Smart Range Extender can be added to your Smart Home Network to ensure all of your devices maintain communication with each other

2. Your Smart Home Mesh Network may also include electrically or battery powered devices such as smart light bulbs, smart plugs, smart thermostats, smart door locks which also repeat the signal and communicate with other devices
3. Signals can be lost due to long distances, through thick walls, or past large metal fixtures.
4. A Range Extender serves as a bridge between two devices
5. For the best connection, ensure all devices are within range of other devices
6. Smart locks and garage door controllers often need range extenders
7. Devices with walls in between need extenders
8. If a device has more than three range extenders between it and the control panel, the signal may weaken.
9. Whenever possible provide a direct path back to the control panel
10. Install the range extender between a distant or blocked device and the next closest device, that has already been connected to the network

Repositioning of a Smart Range Extender

1. Place the Range Extender in line of sight of two devices you wish to connect
2. Log into your TELUS Smart Home App
3. Click on the menu button on the top left corner
4. Select Add Device
5. Select Other
6. Select Other Generic Z-Wave Device
7. Select Begin Installation
8. Select Continue
9. Follow the on Screen instructions to complete your set up
10. Trigger the Range Extender by pressing the button on the side of the Extender
11. Name your Device
12. Your Extender should now be added