



## Linear Z-Wave Garage Controller shows as "Z-Wave Unknown" in the Dealer Website equipment list

When the Linear Z-Wave Garage Controller displays as the "Z-Wave Unknown" device type in the equipment list on the Dealer Website, it will not be able to be used as a garage device in any user interface.

### If the Linear Z-Wave Garage Controller displays as "Z-Wave Unknown" in the equipment list:

1. Check panel/module compatibility. If the panel/module was updated to a compatible version after the GD00Z device was learned in, then the GD00Z will need to be deleted and re-added to Z-Wave to be used as a Garage Door device. For more information, see [Garage Compatibility](#).
2. If the panel/module is compatible, then it may be necessary to delete/re-add the GD00Z device. It is advisable to bring the GD00Z closer to the panel/module in order to ensure all initial Z-Wave information is received to identify the device.
3. If delete/re-add attempts are not resolving, try deleting, factory resetting, then re-adding the device.
  - This reset process should be done after the device has been deleted. The reset process causes the GD00Z to forget its network information but does not remove it from the panel/module (Z-Wave controller).
  - Factory reset (i.e. *Clear network info*) can be performed by quickly pressing the **Z-Wave Link** button on the GD00Z five times in a row. You will hear a short beep, several double red flashes, and finally a long beep to indicate successful reset.
4. If the above steps do not resolve this, and compatibility has been verified, it may be necessary to replace the GD00Z device.

