



UTour™

Self-Guided Home Tours

Transferring a UTour Hub from a Sold Home to a New Home & Pairing with a New Z-Wave Lock Device

OVERVIEW

When you sell a home and wish to transfer the UTour Hub to a NEW home to use with a new home and lock, **you must first deactivate the UTour Hub** to prepare it to sync with a new Z-Wave lock. To do so, please follow the **step-by-step instructions below**, watch this **short “how-to” video** or you can also call **1.800.621.0592** and select **Option 2** for assistance.

TRANSFER A HUB FROM A SOLD PROPERTY TO A NEW PROPERTY INSTRUCTIONS

How to Transfer an Existing UTour Hub Home from a Sold Home to a New Home

- **Relocate the UTour Hub to the new home** and plug the Hub into an electrical outlet (*ensure it is not an outlet connected to a wall switch*) as close to the door as possible but out of clear sight of visitors – preferably on an exterior wall near a window to capture the best cellular signal. *Note: Avoid plugging in the UTour Hub behind refrigerators or large metal objects that might disrupt the signal. Do not plug the UTour Hub into a Switched Outlet.*

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TRANSFER A HUB FROM A SOLD PROPERTY TO A NEW PROPERTY INSTRUCTIONS *continued*

- After plugging in the **UTour Hub**, wait up to 15 minutes to allow the device to automatically install any updates.
- Go to the **Hardware Section** of the UTour Portal and find the address of the sold home that you wish to remove the UTour Hub device. Once you've located the Address, proceed to the Actions menu, **select the Green Pencil Icon to access the Edit screen**. In the Edit Screen, click the Red Button that's labeled **Transfer Hub – which makes it now available for use in a new home**.
- A modal window will appear with two options to Transfer the Hub and Lock or the Hub Only. **Select Hub Only** if you intend to re-pair this hub with a NEW lock on the new home.
- Select the **Division, Community** and **Home** details of the **NEW** home you would like to transfer the hub to.
- A modal window will be displayed and ask whether you'd like to **Transfer Hardware for the Home Address you've Selected**. Select **Yes** if this is the **Correct Home**, or select No to go back and select another property if you've selected the wrong address. *Note: The home listing must be already entered into the Homes section of the UTour Portal to be listed in the menu options.*
 - **Step 1:** Select the green **Add Device** button.
 - **Step 2: Awaiting Hub.** The system needs to communicate with the hub and the UTour platform which could take up to 30 seconds. Please be patient while the hub and system communicate.
 - **Step 3: Add Device.** Once the message in the middle of the screen above the bar says **"Awaiting Device. Please put the device in pairing mode."** then put your **Z-Wave lock on the NEW home into Pairing Mode** (follow your manufacturer's instructions to place the lock into pairing mode). Once the device is found, the message will change to **Device Found! Paused for network test**. A message will display listing the communication strength between the hub and the device. This should be as strong as possible as it may affect communication between the hub and the device. **Click** the green **Continue** button to continue the additional diagnostic network tests and verify communication.
 - **Step 4: Successfully Added Device.** If the Z-Wave lock device was successfully added there will be a form field to **Name** the lock and to give it a **General Description**. Provide a name and general location of where the hub is located. Select the green **Save** button and the screen will display a modal window that says Processing. This is the UTour software doing its last testing. If the processing circles for more than half a minute give a little time which depending on your connection this could take a couple of minutes to finalize the connection with your **Z-Wave Lock** device. When complete it will return to the **Hardware** screen where the Hub will be added to the list screen. Test the lock by selecting the green pencil in the actions menu and moving the toggle back and forth between **Unlocked** and **Locked** positions so communication can be verified.

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PAIRING THE HUB AND Z-WAVE LOCK INSTRUCTIONS

Instructions for Pairing with a KWIKSET Z-Wave Lock

- Once the UTour hub has been installed in the new home – and the **Kwikset Z-Wave lock** has been installed on the front door – you'll need to pair hub with the Z-Wave Lock to allow visitors to access the home with a digital access code and to communicate with the UTour Portal.
- To put the Kwikset Z Wave lock into pairing mode, remove the back panel and hold the A button down until there is a solid red light. Once there is a solid red light the lock is in pairing mode. You can also watch this [**short "how-to" video**](#).

Instructions for Pairing with a SCHLAGE Z-Wave Lock

- Once the UTour hub has been installed in the new home – and the **Schlage Z-Wave lock** has been installed on the front door – you'll need to pair hub with the Z-Wave Lock to allow visitors to access the home with a digital access code and to communicate with the UTour Portal.
- Remove the top back panel. Under the panel is a small red button. To put into pairing mode hold down the button until it is blinking. The light will blink orange and then turn green and beep. You can also watch this [**short "how-to" video**](#).

Instructions for Pairing with a YALE Z-Wave Lock

- Once the UTour hub has been installed in the new home – and the **Yale Z-Wave lock** has been installed on the front door – you'll need to pair hub with the Z-Wave Lock to allow visitors to access the home with a digital access code and to communicate with the UTour Portal.
- Enter your Master Code (*provided by the installer who originally installs the lock or refer to the Manual that came with the lock*). Then press the Gear key. Next, press 7 and press the Gear key again. Next, Press 1 and then lastly press the Gear key again to put the lock in pairing mode. You can also watch this [**short "how-to" video**](#).

If you have any issues call **1.800.621.0592** and select **Option 2** to speak with our **Support Team** or schedule a time at [**UTourHomes.com/Pairing**](https://UTourHomes.com/Pairing). You can also watch this [**short "how-to" video**](#).

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