



Qubino Single Relay

Cannot Detect Device – Vera Controllers

Firmware – 1.7.4452 and 1.7.4453

Qubino Single Relay

Currently there is an Issue with Qubino Single Relays when the device is connected to a Vera Home Controller where the device will randomly drop off the system with the message **“Cannot Detect Device”** appearing under the device.

This Error only occurs on the Firmware Version of Edge controllers (1.7.4452) and Plus (1.7.4453) this should be resolved in the next major firmware release but in the meantime here is a guide on fixing the issue.

The Devices themselves are not faulty, the Vera randomly just drops them off the Z-wave network when it goes through its network heal every night.

Downgrade a Vera Controller

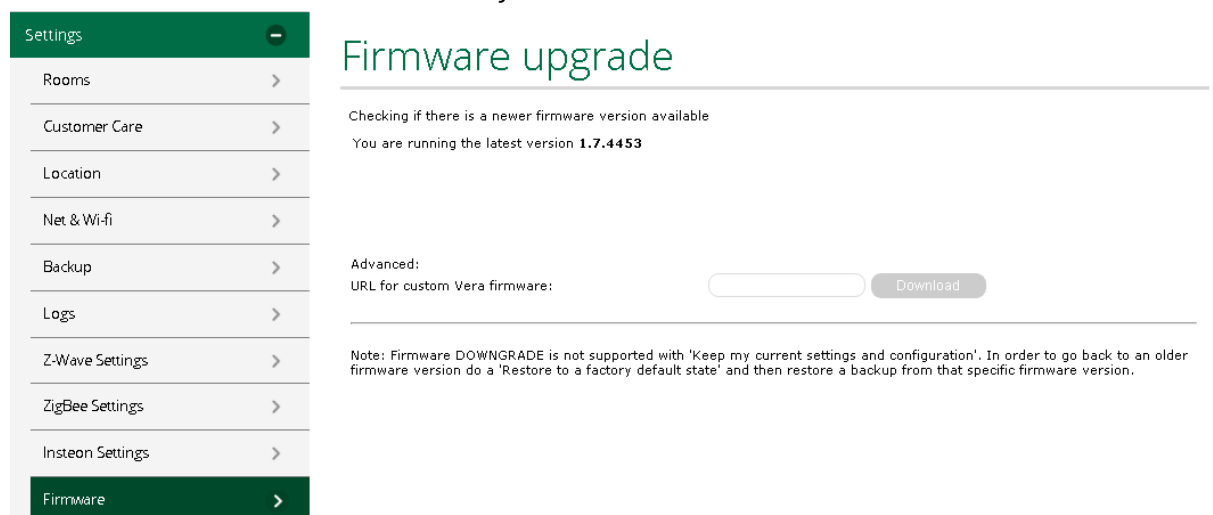
1. We will need to downgrade the Vera Controllers Firmware, to do this you first need get the required link, you will find the most stable firmware versions below;

Vera Plus - http://dl.mios.com/firmware/mt7621/mios/release/mt7621_Luup_ui7-1.7.4001-en-mios.squashfs

Vera Edge - http://builder1204.mios.com/mt7620a_betafirmware/mt7620a_Luup_ui7-1.7.4000-en-mios.squashfs

Do not worry about using the wrong link, this will not damage you controller as the controller will inform you that the Firmware is incorrect.

2. Connect to your Vera Controller; you can do this locally or remotely.
3. Navigate through the following Menu **Settings>Firmware** and copy one of the above Links into the box next to **“URL for custom Vera Firmware”** and Press Download



Settings

- Rooms
- Customer Care
- Location
- Net & Wi-fi
- Backup
- Logs
- Z-Wave Settings
- ZigBee Settings
- Insteon Settings
- Firmware**

Firmware upgrade

Checking if there is a newer firmware version available
You are running the latest version **1.7.4453**

Advanced:
URL for custom Vera firmware:

Note: Firmware DOWNGRADE is not supported with 'Keep my current settings and configuration'. In order to go back to an older firmware version do a 'Restore to a factory default state' and then restore a backup from that specific firmware version.

Once the Downgrade is Complete you will need to re-pair all of your Qubino Single Relays.

Appendix

Here you can find further resources to expand your knowledge of the Z-Wave protocol and Vera Ecosystem.

Vera Scenes: <https://support.getvera.com/customer/portal/articles/1630795-scenes-tab-creating-your-own-scenes>

DHS Knowledge Base: <https://www.digitalhomesystems.com.au/knowledge-base>

For more information visit our website www.digitalhomesystems.com.au or contact us via phone on (03) 9432 8000.