

## Application Note

**Product:** EasyAir SNH200

**Timeline:** All products shipped between May 25, 2018 to Jul 30, 2018

### Description of known issue:

Once the installer has commissioned EasyAir SNH200 devices into a group with multiple zones using Philips Field Apps, he/she can use "Check Zones" feature in the app to verify if the commissioning is as desired. The issue occurs in the following usecase with steps as below:

- Enter "Check Zones" workflow under "Maintenance" menu item in EasyAir Industry IR sub-app of Philips Field Apps.
- Point and trigger "Check Zone" IR command towards a factory new SNH200 or a pre-commissioned device from another group.
- SNH200 creates a new group (with factory new SNH200 device) or opens the existing "other" group (with a precommissioned device).

This issue could lead to an unstructured, confusing and time-consuming way of commissioning while checking for already commissioned zone.

Please refer the app manual and design in guide of EasyAir SNH200 for more details on commissioning the sensors.

### How to avoid:

While working with "Check Zones", always point to a sensor already commissioned into a network, make sure only a single SNH200 device in the appropriate group will receive the IR command.

### How to repair:

It is possible to repair the situation by issuing "Reset Network Parameters" (under "Maintenance" menu item in EasyAir Industry IR sub-app of Philips Field Apps) IR command towards the affected SNH200 devices (not in the original group). The commissioning will have to be done again.

