

Dear customer,

To restore the DCH-G020 proceed as follows

In Case the LED is flashing red

Manual update process for the DCH-G020:

Log in to the web interface of the DCH-G020 (http://ip_of_the_DCH-G020) the password is the pin on the bottom of the device.

Please upload the following firmware (unzip the file and upload only the bin file)

ftp://ftp.dlink.de/dch/dch-g020/archive/driver_software/DCH-G020_fw_reva_123b02_beta.zip

After the update, reset the DCH-G020 twice to 1. Activate the new firmware and 2. Reset the Z-Wave controller. Please wait between the reset until the device is powered up again

After that log in to the web interface of the DCH-G020 again and upload the latest firmware.

ftp://ftp.dlink.de/dch/dch-g020/driver_software/DCH-G020_fw_reva_125b10_ALL_en_20160805.zip

The DCH-G020 should be running again with a green LED.

Please add the DCH-G020 to your mydlink Account.

In Case the LED is constantly red

Recoveryupdate for the DCH-G020:

Download the following firmware (unzip first and upload only the bin file)

ftp://ftp.dlink.de/dch/dch-g020/archive/driver_software/DCH-G020_fw_reva_123b02_beta.zip

1. Connect your pc with a cable to your router
2. Change the IP address of your LAN port to 192.168.0.123
3. Unplug the DCH-G020 and press the Reset button while you plug it back in. Hold the Reset button until the LED is flashing red.
4. Open <http://192.168.0.60> in a Webbrowser
5. Upload the firmware 1.23b02_beta

After the Upload the LED should be green again.

If the LED is still red, the DCH-G020 is defective please issue a RMA.

If the LED is green, please change your LAN port ipv4 settings back to DHCP and reset the DCH-G020.

After the reset log in to the web interface of the DCH-G020 (http://ip_of_the_DCH-G020) the password is the pin on the bottom of the device.

Upload the latest firmware

ftp://ftp.dlink.de/dch/dch-g020/driver_software/DCH-G020_fw_reva_125b10_ALL_en_20160805.zip

Please add the DCH-G020 to your mydlink Account.

If you have Z-Wave devices connected to the DCH-G020 before the issue you have to do the following for every Z-Wave device

Reset the Z-Wave Device

For every Z-Wave Device:

1. Press the connect button on the DCH-G020 (LED flashing orange)
2. Press the black pin on the back of the device four times in two seconds.
3. And hold the pin at the four times until the device pulse red down.

The device will start flashing slowly red for the next two minutes; you have now two minutes to reconnect the device with the DCH-G020 through the APP