

## ELECTRICAL CONTRACTOR QUESTIONS TO ASK & WORK THROUGH IF THERE IS AN ISSUE AT INSTALL

### ✓ What type of phone do you have?

The Zimi app requires iOS 10 or Android 8 and above.  
For the best performance please always ensure your software is updated.

### ✓ Is your phone software & Zimi app the latest version?

Refer to phone settings to ensure operating software is current and updated.  
Check in your device's App Store for current Zimi version and update accordingly.

### ✓ Is the Powermesh device's firmware the latest version?

The Zimi app will advise if a Firmware update is required for particular product  
(check in the Settings section).

### ✓ Is the fitting you are trying to control definitely dimmable? (If dimmer issue)

Ensure light fitting is dimmable and firmware is up to date.

### ✓ Have you turned your phone off & on again?

Restarting your phone regularly helps your phone to run more smoothly in many ways.  
Advantages include retaining memory, preventing crashes, clearing open apps and memory leaks.  
Sometimes the solution is as simple as turning your phone off and on again.

For Further Support if the above is not resolved please phone 1300 301 838