301 Fulling Mill Road, Suite G
Middletown, PA 17057
Phone (800) 223-4162
www.legrand.us/onq

SB039-HA
DNS Redirect Process for the HA7000 using existing router

I. Application/Purpose

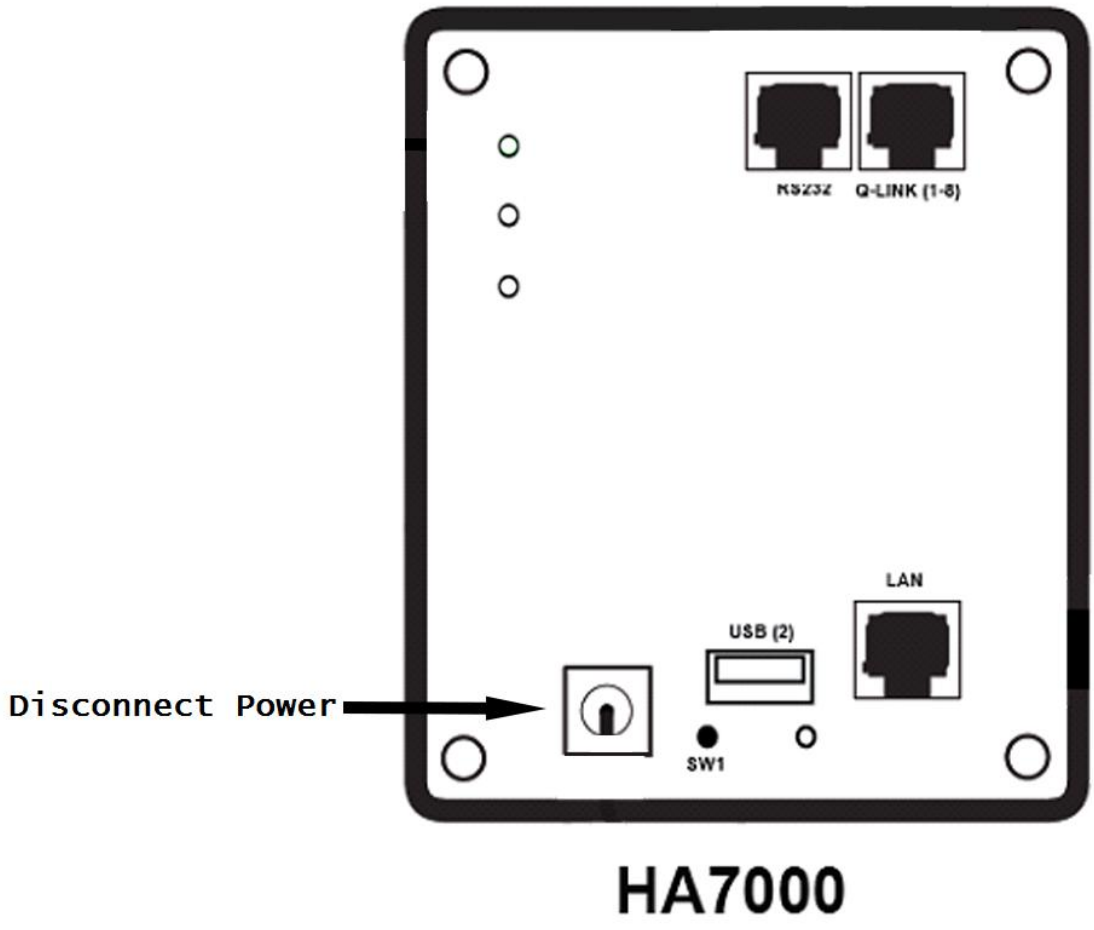
This document will help to guide an installation partner or homeowner through the process of redirecting the HA7000 Intuity Home Automation Controller to the new Legrand cloud platform. This process is required for all existing controllers in the field and will provide the first step to restore Intuity services. Once the controller has been redirected to the new cloud platform, the unit will be ready to communicate and accept additional updates as necessary to facilitate the restoration of the overall functionality of the Intuity Home Automation System.

II. Associated Part Numbers

HA7000 – Intuity Automation Controller

III. Explanation

To begin the process, disconnect the power from the Intuity Home Automation Controller (HA7000).



HA7000

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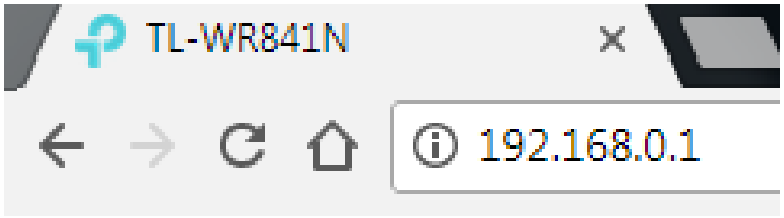
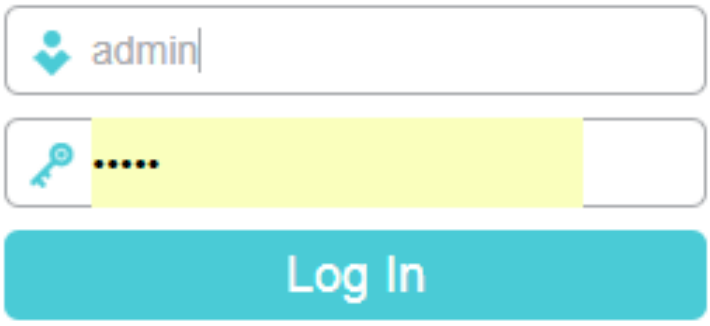
The next step entails logging into the primary router in the residence. These routers may come in various models so the instructions will vary based on the router that is being used. These instructions have been created using a TP-Link TL-WR841N Wireless N Router.

First, open an internet browser (Internet Explorer, Chrome, etc.) and type in the address for the router. In this case, the address is 192.168.0.1. Hit Enter.



The page will load to a login prompt asking for the username and password for the router. By default, the username and password for the TP-Link device is admin. **NOTE: This will vary depending on the router being used.**



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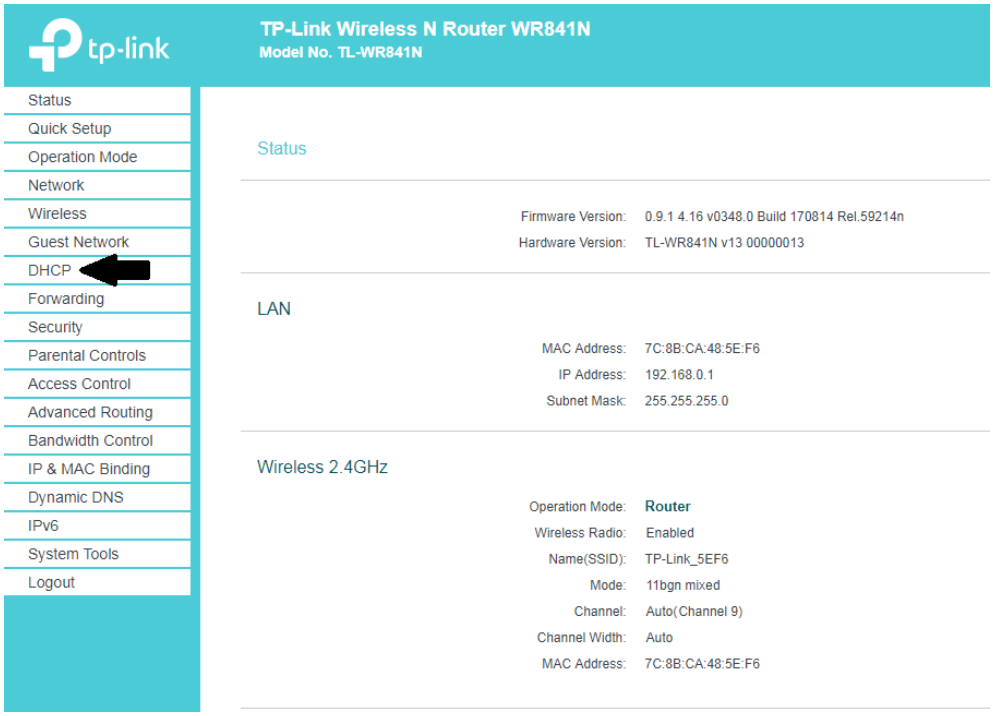
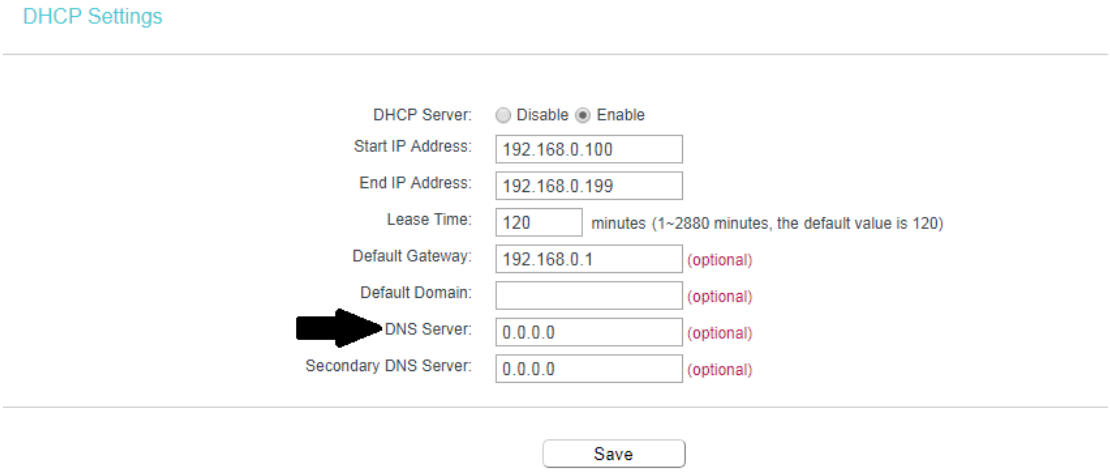
Once logged into the device, select the option for the DHCP Server. **NOTE: This may also be called "WAN" in other router models.**



The setting we'll be changing to facilitate the update to the HA7000 is the "DNS Server" setting in the router. **NOTE: This may be referred to as "Primary DNS" in other router models.**



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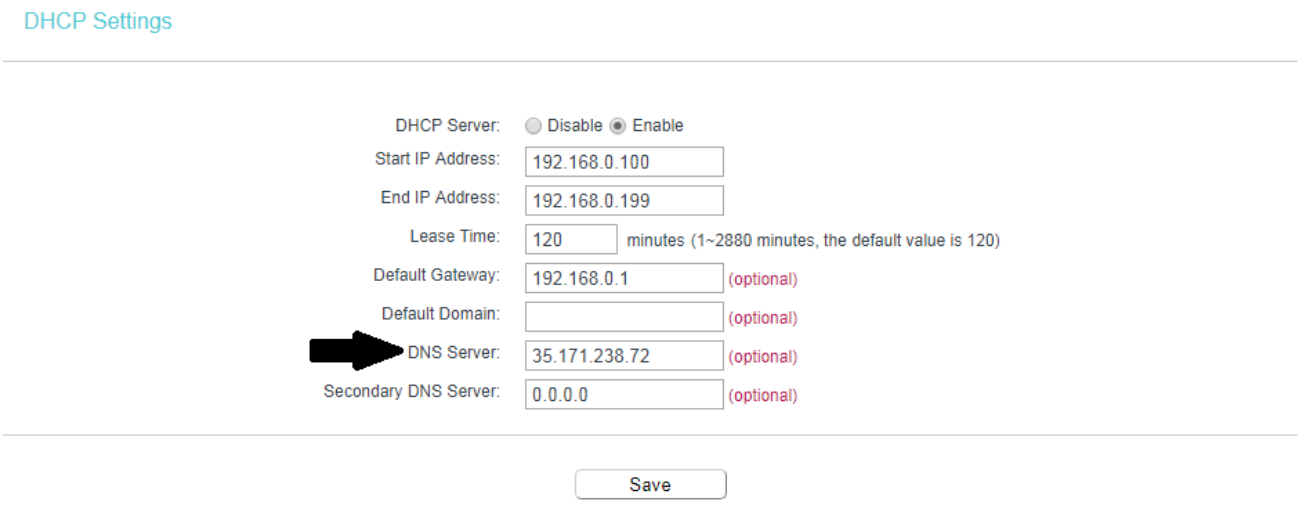
If there is an existing DNS address in this field, write it down as it will be needed later.
Change the “DNS Server” field by adding the following address: 35.171.238.72
Finally, click on the “Save” button to ensure the changes have been made.



No other changes are necessary in the router at this time. **NOTE: After the entire redirect process outlined in this document is completed, it will be necessary to log back into the router to remove the DNS address that was just added. The setting can be reverted to its default setting or a specific DNS address can be entered if one was written down earlier.**

If further help is needed regarding how to log into the primary customer router or how to make the necessary changes outlined in this section of the document, please contact the Internet Service Provider or the manufacturer of the router.

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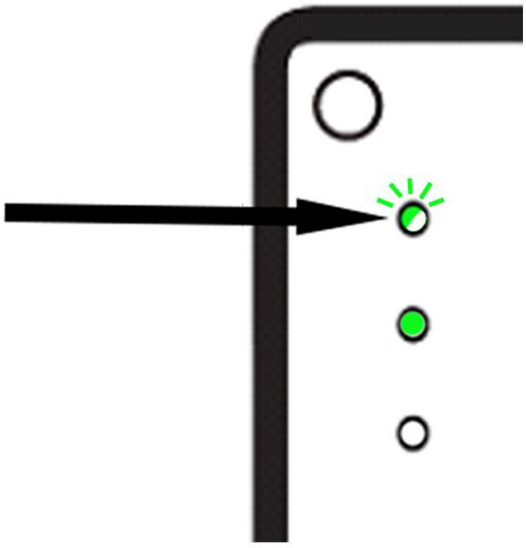
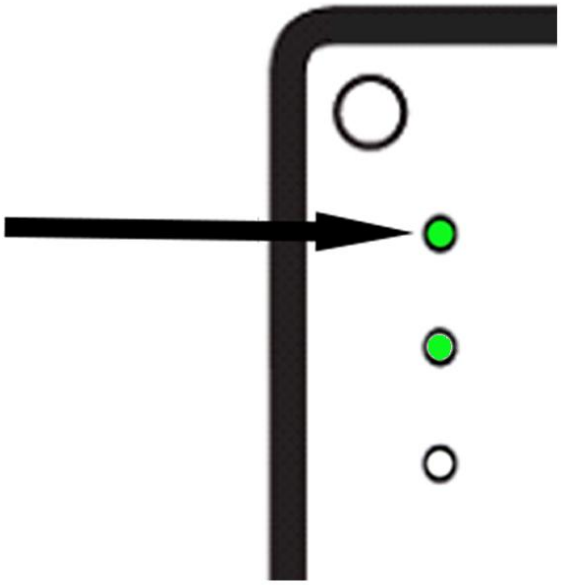
Once the changes in the router have been made, reconnect the power to the HA7000 Home Automation Controller. The controller will run through a quick boot up sequence. Once the sequence has completed, the top LED on the controller will begin to flash green. The second LED will be solid green and the third LED will have little or no activity.



After a few seconds, the top LED will turn solid along with the second LED. The third LED will remain inactive or may begin to blink slowly.



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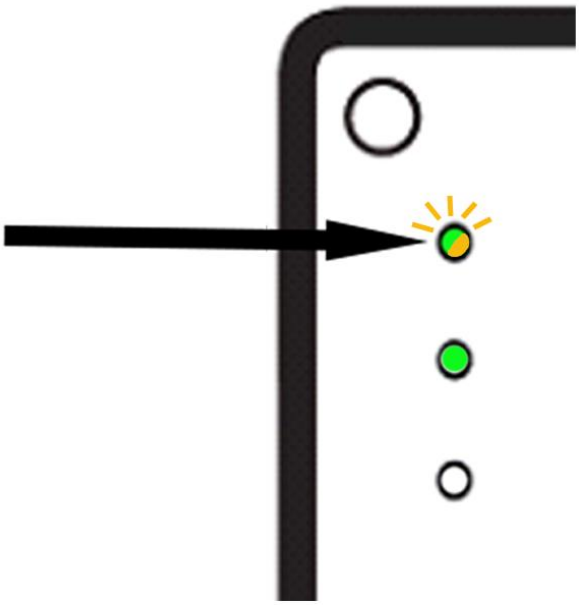
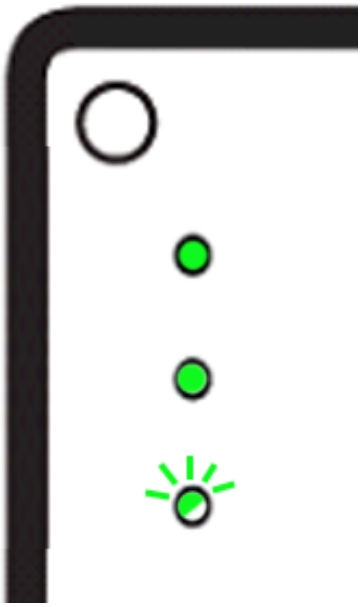
Shortly after the top LED turns solid, it should begin to blink an amber color (yellow/green). This is an indication that the controller has connected to the new cloud platform and is downloading the proper update binding it to the new cloud platform. This download may take anywhere from 1-4 minutes.



Once the top LED has stopped blinking amber, it changes back to a solid green status. The second LED will remain solid green and the third LED may begin to blink green rapidly. This is normal operation.



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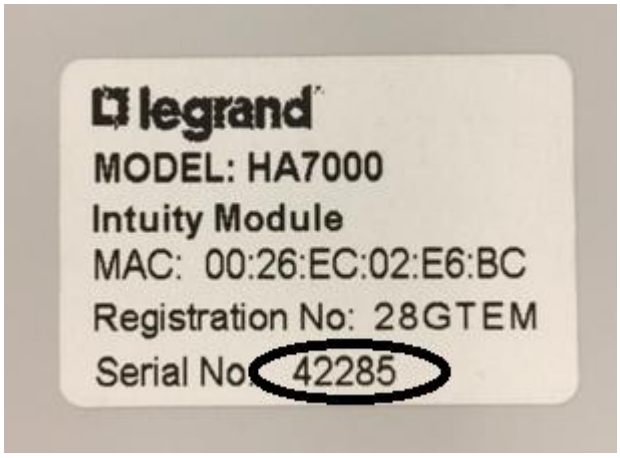
After the process has completed, unplug the power to the HA7000 Home Automation Controller. Then wait five to ten seconds and plug the power back in. Allow the controller to run through the same process described in the previous steps one more time. This will allow the controller to finalize the redirect process.

NOTE: After the entire redirect process outlined in this document is completed, it will be necessary to log back into the router to remove the DNS address that was added earlier in the instructions. The setting can be reverted to its default setting or a specific DNS address can be entered if one was written down in the prior steps.

Once the entire process has completed, the controller is now ready to receive updates in the future. It is recommended that you contact Technical Support to verify that the controller has properly checked into the new Cloud platform. Please have the serial number of the HA7000 available to your or send that serial number in the email. The serial number is located on the label appended to the front of the controller:



To do so, please email Technical Support at technical.support-hs@legrand.us or you can also reach us via Chat on our website at https://www.legrand.us/onq.aspx

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