

## Smartphone App FAQ's

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## What do I need to run the Smart App?

First let's check if you have compatible equipment.

1. A Smart Phone: Android (running 11 and above) or iPhone (running iOS14 and above)
2. An internet connection for remote operation
3. A 2.4ghz Wi-Fi network.
4. We recommend a WPA2 encryption on your Wi-Fi network as other network types are not as secure.

Are you ready to proceed?

## How do I setup my new Smart Opener or Hub?

So, you have just purchased your new Smart Opener or Smart Hub and you're ready to get started.

Before you start:


1. Have your garage door or other device ready to operate.
2. Make sure your Smart Opener or Hub is within range of your home Wi-Fi router. Move the router closer or install a signal booster if necessary.
3. Make sure the Smart Opener is ready for operation and can be controlled using a remote control or connect the Smart Hub to power.
4. Download the Smart App.
5. Select "Setup a new Smart Hub/Opener from the Welcome screen or select the '+' icon, top right of the App Dashboard.
6. Select the Smart Product you are setting up and follow the step-by-step guide to set up your Smart Product.

Now that your Smart Opener or Hub is set up, you can now add Devices and/or additional users.

## How do I add a new device?

### Add Device


Devices can be added during the Hub set up, from the Dashboard or through the Settings area.

1. Select the Settings icon .
2. Select "Devices" and the Hub you wish to administer.
3. Select "+ Setup a new device".
4. Select the type of device you want to add.

Follow the steps within the Smart App to set up your new device.

## How to change to a new WiFi?

If you get a new Wi-Fi network. Follow the steps below to switch over to the new network.

1. Select the Settings icon .
2. Select "More Settings" and "Change Wi-Fi".
3. Choose "Smart Opener" or "Smart Hub" depending on your setup.

Follow the steps within the Smart App to connect your Smart Hub or Opener to the new Wi-Fi.

## How to set Smart Hub to Hotspot mode

Press and Hold down button for 5 seconds.

If *Wi-Fi* is unavailable the Smart Hub can be set to a HotSpot in order to continue setup.

1. Press and hold button for 5 seconds
2. Release for network change when TX and RX LEDs flash
3. The button will flash purple once

The Button LED will be solid purple/mauve indicating the HotSpot is on.

## How to set Smart Opener to Hotspot mode


To begin, please make sure the Smart Opener is ready for operation and can be controlled using a remote control.

1. Remove the rear button cover.
2. Press the MODE button on the Smart Opener several times until the network status LED is showing and the MODE LED is solid YELLOW.
3. Activate Hotspot mode by pressing and holding the UP button for 5 seconds, then release when the main light starts to flash.

When the network status LED is solid PURPLE, the Smart Opener hotspot is active.

## How do I Add a New User & Phone?

### Add User

1. Open the Smart App and select the  Settings Icon.
2. Select "Users".
3. Select the Hub you wish to add the User to.
4. Select "+Add new user".

Follow the steps within the Smart App to set up a new user.

Explanation of User Types:

Option	Description
<b>Admin</b>	<b>Has access to all smart devices and can manage users and smart devices</b> Once Selected a new user code will be created.
<b>Standard</b>	<b>Has access to selected smart devices</b> Allowing the user to view the device log will enable them to see who else has accessed the device. The devices you have connected will display and default to "Full Control". Make changes accordingly. If you have multiple devices, scroll down to view all devices.
<b>Time Restricted</b>	<b>Has access to selected smart devices for a limited time</b> If you Select "Allows access only after a certain date", a Start Date and time will appear. Enter details. Then Select "Allow access only before a certain date", a End Date and time will appear. Enter details.
<b>One Time Access</b>	<b>Has access to selected smart devices for a limited time and only during certain periods</b> Select the date and time when you would like this user to have access. Then select a limit on the time the user can operate the system after the first access, for example 5 mins for a delivery. Allowing the user to view the device log will enable them to see who else has accessed the device. The devices you have connected will display and default to "Full Control". Make changes accordingly. If you have multiple devices, scroll down to view all devices.

Follow the steps to Register the User's phone.

**Note:** It is recommended that you set up two Administrators so that if one loses their phone, the other can manage/delete their user profile quickly without needing to reset the whole system.



## How to register your phone

If an Administrator has provided you with login details, then you're ready to connect to an existing network and start operating connected devices:


1. To connect to a network, you will need a temporary access code and password provided by an Administrator. This may have been sent to you via email or SMS by the network owner.
2. OK, Got it.
3. Enter in Access Code
4. Enter in Password
5. Select Remember password
6. Connect.
7. You will need to nominate a new preferred password. (Your password needs to be a minimum of 4 characters).
8. Enter new Password.
9. Confirm Password.
10. Select Password recovery. This is needed if you forget your password.
11. Save.

Great! You're connected to the network.

## How do I setup notifications?

The Smart App will send you pop up messages for notifications you have set within the App.

To Set up notifications

1. Open the Smart App and select the  Settings Icon.
2. Select “Notifications”
3. Select the appropriate Hub
4. Select the Device you want to setup.
  - a. Select which notifications you wish to receive.
  - b. Once completed you can select ‘X’ in the top left-hand corner to go back to any other device connected to the Smart Hub.
5. Repeat Step 2 above for any other devices.


Now you have setup notifications you can press ‘X’ to return to the home page.

# I have lost or changed my phone!

## Lost Phone

If you have lost your phone, follow the steps below.


Contact the Administrator of the site to notify them.

- a. If a general user, the administrator will need to delete the user and then create a new user profile.
- b. If you are an administrator and there is **another administrator** for the site, contact that administrator and ask them to delete your user profile and then create a new user profile.
- c. If you are the administrator and there is **no other administrator** for the site, you will need to Recover Admin Access.
  - a. Select the Settings icon .
  - b. Select "More Settings" and "Recovery and Reset".
  - c. Select "Recover Admin Access" and follow steps.

**Note:** It is recommended that you set up two Administrators so that if one loses their phone, the other can manage/delete their user profile quickly without needing to reset the whole system.

## Changed Phone

If you have changed your phone, follow the steps below.

1. Contact the Administrator of the site to notify them.
  - a. The Administrator will go into your user profile to Edit the User by;
    - i. Select the Settings icon .
    - ii. Select "Users" and the applicable Hub.
    - iii. Select the User concerned, "Manage phones" and "+ Add new phone".
    - iv. A new Access Code will be created for the new phone.
    - v. Email or text this to the user.
  - b. The User will need to enter the Access Code the first time the new phone uses the app to be registered and added to their account.
    - i. When this is done, return to "Manage Phones", select the old phone and select "Deregister" to remove phone from user profile.
2. **If you are the Administrator** - follow the steps above to register your new phone under your user profile and then deregister your old one.

**Note:** It is recommended that you set up two Administrators so that if one loses their phone, the other can manage/delete their user profile quickly without needing to reset the whole system.

## How to Reset your Smart Hub

### Soft Reset

If the Hub is unable to configure or operating periodically, a Soft Reset may solve the problem.

1. Hold down the Smart Hub button until the LED indicators flash.
2. Immediately release button.

The Smart Hub will reset and return to operational mode as indicated by a BLUE light

### Hard Reset

If the Hub is unable to configure or ceases operating, a Hard Reset may solve the problem by **returning the hub to Factory Settings.**

1. Hold down the Smart Hub button until the LED indicators **flash the second time.**  
They will flash rapidly; after approx. 20 sec.
2. Immediately release button.

The Smart Hub will reset and return to hot spot mode as indicated by a PURPLE light.

Follow the 'Add a new Smart Hub/Smart Opener' process within the app.

## How to Reset your Smart Opener Hub

### Soft Reset

If the Hub is unable to configure or operating periodically, a Soft Reset may solve the problem.

1. Power off the opener for at least 10 seconds.
2. Reconnect power to the opener.

The Smart Opener Hub will reboot and return to operational mode as indicated by a BLUE light.

### Hard Reset

If the Smart Opener is unable to configure or ceases operating, a Hard Reset may solve the problem by **returning the Opener Hub to Factory Settings**.

1. Press MODE until the NETWORK symbol is lit, -
2. Then hold the MODE button until the main light flashes 5 times, then release.  
(Hint: don't release until the main light stops flashing.)
3. The NETWORK symbol will now turn red meaning it is no longer connected to a WIFI network.
4. Now place the Hub in Hotspot mode.
5. Press MODE until the NETWORK symbol is lit, -
6. Then press and hold the OPEN button on the opener for 4 seconds until main light flashes.

The Smart Hub will reset and return to hot spot mode as indicated by a PURPLE light.

Follow the 'Add a new Smart Hub/Smart Opener' process within the app.


## How to Reset your Transceiver

This will clear all data from the transceiver, so the Smart Hub can be connected.

1. Using a paperclip, insert one end into hole next to the word "REGISTER".
2. Hold down until the LED indicators flash rapidly.
3. Immediately release.


The transceiver will reset and be ready to connect to a Smart Hub.

### **Optional Step** – Delete Admin Profile

1. Go to the app Settings .
2. Select "Users" and the applicable Hub.
3. Delete Admin User Profile
4. Follow steps for initial set up

## How to Add or Delete Users

### Add User

1. Open the Smart App and select the  Settings Icon.
2. Select "Users".
3. Select the Hub you wish to add the User to.
4. Select "+Add new user".

Follow the steps within the Smart App to set up a new user.

Explanation of User Types:


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Follow the steps to Register the User's phone.

**Note:** It is recommended that you set up two Administrators so that if one loses their phone, the other can manage/delete their user profile quickly without needing to reset the whole system.



## Delete User

1. Open the Smart App and select the  Settings Icon.
2. Select "Users".
3. Select the Hub you wish to add the User to.
4. Select "Delete User".
  - a. Now this user will be deleted from the Smart Hub and will be unable to access this Smart Hub from ALL registered phones.
  - b. Select "Delete".


The user is now deleted.

**Note:** It is recommended that you set up two Administrators so that if one loses their phone, the other can manage/delete their user profile quickly without needing to reset the whole system.

## How to Add or Delete Remotes

### Add Remote


Remotes can be added during the Hub set up or through the Admin area.

1. Select the Settings icon .
2. Select "Remotes" and the Hub you wish to administer.
3. Select "+ Add new remote".
4. Select "Device" and the Device you wish to add a remote to, then the < arrow.
5. Select "Function" and choose from the list the function you want for the button, then the < arrow.
6. Select "Next" and you will be prompted to press and hold the particular button you wish to code for 2 seconds, release for 2 seconds and then press and hold for 2 seconds. Release button.

The button on the Remote is now coded to the function you selected. To code other buttons on the Remote to another function follow the same process above choosing a different button on the Remote.

## Delete Remote

Remote button functions can be deleted using the Smart App only when there is access to the Remote. Consult the openers instruction manual to delete Remotes when access to the Remote you wish to delete is not possible (eg. lost Remote).


1. Select the Settings icon .
2. Select "Remotes" and the Hub you wish to administer.
3. Select the "+ Add new remote".
4. Select "Device" and the Device you wish to add a remote to, then the < arrow.
5. Select "Function" and choose "None" the from the list, then the < arrow.
6. Select "Next" and you will be prompted to press and hold the particular button you wish to delete for 2 seconds, release for 2 seconds and then press and hold for 2 seconds.  
Release button.
7. The button on the Remote is now deleted from the opener.

**WARNING!:** If the Remote has more than one button coded to the opener, the other buttons will still operate. To delete each button, follow the process above choosing a different button on the Remote each time until all buttons are deleted.

*Alternatively refer to the openers instruction manual to delete Remotes.*

## Forgot Password

### Reset a User's Password

1. As an Administrator, select the  Settings Icon.
2. Select "Users".
3. Select the Hub the User is associated to.
4. Select the User and select "Reset Password".
  - a. This will reset the User's password and require them to login with a new password.

### Reset an Administrator's Password

1. At the bottom of the Login screen, select "Recover admin access"

### Do you know your Username?

1. **Note:** Remember, an existing admin can give you access as well by the steps above.
2. Select "Recover Admin Access"
3. Follow the steps on the App to put your Smart Product in Hotspot Mode (you will need to be by your Smart Product) and reset your password using your Username.

### Did you forget your Password AND Username?

5. **Note:** Remember, an existing admin can give you access as well by the steps above
6. Select "Factory Reset".
7. Follow the steps on the App factory reset your Smart Product.

Note: this will erase saved user and device preferences used for smart phone control.  
This does NOT affect normal operation or remote controls saved to your opener.

Follow the steps to reset your Smart Product to factory settings, ready for setup again.

**Note:** It is recommended that you set up two Administrators so that if one loses their phone, the other can manage/delete their user profile quickly without needing to reset the whole system.


## Partial Opening Modes: What are these and how are they set?

The partial opening modes allow you to partially open your garage door for extra security, privacy or convenience.

For example, the parcel mode allows you to remotely open your garage door partially to allow for the delivery of a parcel or similar object to be pushed under the door.

1. You can set these to desired heights through the App.
2. You can then control these modes from your smart phone.

### Set a User's Password

1. As an Administrator, select the  Settings Icon.
2. Select "Users".
3. Select the Hub the User is associated to.
4. Select the User and select "Reset Password".
  - a. This will reset the User's password and require them to login with a new password.

## What do I do if I have a problem with the App?

1. Close the app and try again.
2. If unsuccessful turn the Wi-Fi OFF on the phone and then ON again.
3. Turn the power off to your Smart Device for 10 seconds and then wait for the device to reconnect to the network.
4. Check for operation systems updates (iOS, Android).
5. Check for App updates on Google store / App Store.