

Commercial Wi-Fi Board FAQs

Installation Instructions and Video Resources

Where is the install and setup video for the commercial Wi-Fi board?

The commercial Wi-Fi board installation video is available [here](#). You can either watch the complete video or skip to sections that cover a specific step in the process.

Where can I find commercial Wi-Fi board installation instructions online?

The commercial Wi-Fi board installation instructions are [here](#).

Bluetooth Set up FAQs

How do I enter Bluetooth pairing mode?

You can perform the following steps from the floor level controls or the CalPod in the operator. Fully close the door, verify that the door is closed, then press the close button, the stop button, the close button, and the stop button, waiting about 1 second between presses.

Is there another way to enter Bluetooth pairing mode?

Instead of using the open/close/stop device or the CalPod, press and hold the Wi-Fi button on the cDCM board until LED2 begins blinking blue, then release the button. It should take about 5 seconds. When LED2 is blinking blue, the board is in Bluetooth pairing mode.

How long with the commercial Wi-Fi board stay in Bluetooth pairing mode?

Bluetooth pairing mode will automatically turn off after 15 minutes, whether connected to the app or not.

How do I exit Bluetooth pairing mode?

To exit pairing mode, button press the button on Wi-Fi board while device is in pairing mode. You can also exit the mode using floor level controls, Close>Stop>Close>Stop sequence.

Received 'Bluetooth Not Connected' error. What do I do?

There are several reasons why the app is not connecting to the commercial Wi-Fi board. The app will let you know when the problem is on the mobile device side. Error messages are presented along with in-app help.

- Bluetooth is turned off in the phone settings
 - Go to settings and enable Bluetooth
- App does not have permission to use Bluetooth in the phone settings

- Go to settings and then to the app, and turn on Bluetooth

The problem could also be on commercial Wi-Fi board side:

- The board is not in Bluetooth pairing mode. If the LED2 is not blinking blue the commercial Wi-Fi board is not in pairing mode. Be sure that the door is closed and that you wait about 1 second between the close, stop, close, stop button press sequence.
- Verify that the board is powered. Check that the ribbon cable is fully seated on the board end and on the expansion module end.
- The commercial Wi-Fi board stays in pairing mode for 15 minutes. It may have turned off Bluetooth pairing mode and the process restarted.
- The phone is outside the range 30-50 ft range of Bluetooth. The range can be up to 150 ft if there are not obstructions. If you are far away from the operator, Bluetooth will not pair.

Received 'App No Longer Paired' error. What do I do?

If the Bluetooth connection to the app is disconnected at any point after initial pairing, the app will notify you that the Bluetooth connection has dropped and direct you to reestablish the Bluetooth connection or go back to the 'Enter Bluetooth Pairing Mode' screen to put the device back into Bluetooth pairing mode.

Why does the Bluetooth connection to the app get disconnected?

Bluetooth has a range of 30-50ft. The range can be up to 150 ft if there are no obstructions. If you walk away from the operator, the Bluetooth connection will fail.

How do select an operator if multiple Wi-Fi boards are in pairing mode?

If more than one commercial Wi-Fi board is in pairing mode at the same time, the app will list the Bluetooth IDs of all boards. The Bluetooth ID is cDCM_XXXXXX, where XXXXXX is a 6-digit code from middle of serial number, digits 7-12. A sticker is shipped with each board with the board serial number and that should be placed on the inside cover of the operator.



Device Registration FAQs

Received 'Unable to Read Serial Number' error. What do I do?

After the app connects to the commercial Wi-Fi board via Bluetooth, the app asks the commercial Wi-Fi board for its serial number. If the app does not get a response, it gives this error. Retrying will send another request. Be sure that you stay close to the operator during this process.

Received 'An error occurred – device already on account' error. What do I do?

After the app receives the board serial number, the app sends the serial number to the cloud to register the device. If the owner has already registered this device and it is already on the owners account, this error is given. If the door is not on the home screen, refresh the home screen by pulling down will update the app. If the device does not show on the home screen after refreshing, it can be registered.

Received 'An error occurred – already registered' error. What do I do?

After the app receives the board serial number, the app sends the serial number to the cloud to register the device. If the device is already registered another person this error is given. This happens if another user tries to register the device to get access or to help the device owner with an issue. Access can be given to other users by pressing the blue circle with the plus sign on the home screen and selecting virtual user.

If the product was acquired the product from another user, call customer service and provide evidence of ownership to correct this error.

Received 'Serial number did not match model' error. What do I do?

The first step in setting up a new device is to select the model. For the commercial Wi-Fi board, the user must select commercial operator. If the user selects another device type that does not match model that is embedded in the serial number, this error is presented. Restarting the setup process and selecting the correct model will correct this error.

Received 'Registration Error' message. What do I do?

The serial number of every Wi-Fi product is established during manufacturing and sent to the cloud. This error occurs when a user attempts to register a product serial number that is not on the list of manufactured devices. If you received this error, contact customer service.

Received 'Registration Not Complete' message. What do I do?

After the cloud registers the device to the user it communicates the process is complete to the app. This error occurs when the app does not receive confirmation that registration is complete. Make sure that the commercial Wi-Fi board is connected to the app via Bluetooth and that the mobile device has a connection to the internet through a cellular data or Wi-Fi connection. After verifying the Wi-Fi board is connected to the app and the app is connected to the internet, retry.

Wi-Fi Set up FAQs

Received 'Did not Receive Network List' message. What do I do?

After registration is complete, the app requests a list of Wi-Fi networks that are available to the commercial Wi-Fi board. This error occurs when the Wi-Fi board does not reply to the app. Make sure that you stay close to the operator to maintain Bluetooth communication and retry.

The Wi-Fi network is not on the list of networks in the app. What do I do?

If the Wi-Fi SSID is private, if the router is off, or if the signal is not reaching the commercial Wi-Fi board, the Wi-Fi network will not appear on the list. Check that the Wi-Fi router is up, and that there is adequate Wi-Fi signal strength at the garage door opener.

You can also select to manually enter the network name in the app. If you are using a private network, you must manually enter the network name. When you enter the name, be sure that it is a 2.4 GHz network.

How do I know if the Wi-Fi signal is sufficient?

To function effectively, your garage door opener needs at least two bars or (-65dbm) of Wi-Fi signal to communicate with the app and the cloud. The easiest way to find out if you have adequate signal strength is

- Connect your smart phone to your Wi-Fi network
- With your phone in your hand, stand near the commercial operator.

- Look at the Wi-Fi icon on the top of the screen on your smart phone. The Wi-Fi signal strength indicator is different than the cell signal indicator.
- Check that you have two bars of Wi-Fi signal strength.

The Wi-Fi does not have a strong signal in the garage. What should I do?

Verify that the Wi-Fi router is out in the open, not behind an obstruction. You can also try moving the Wi-Fi router closer to the operator. The customer can also purchase a Wi-Fi hot spot to provide Wi-Fi signal separate from their network.

What is a 2.4 GHz network?

Some routers have two or even three networks with the same name followed by 2G or 5G, which stands for 2.4 GHz and 5 GHz bands. Your commercial Wi-Fi board works with 2.4 GHz networks. The commercial Wi-Fi boards is not compatible with 5 GHz networks.

Received 'Error Connecting to Router' message. What do I do?

This error occurs when the Wi-Fi board is unable to connect to the router. Check that the SSID or the password is correct. If the network was manually entered, verify that it is a 2.4 GHz network.

Received 'Error Connecting to Internet' message. What do I do?

After the commercial Wi-Fi board connects to the router, it tries to connect to the internet. This error can occur if the internet is not connected to the router or there is a firewall preventing access to the internet. Check that the internet is available through the router. IT may need to verify that the firewall is not blocking traffic. If IT is blocking access, connect to a Wi-Fi hotspot separate from the IT network.

Received 'Did not Receive Cloud Acknowledgement' message. What do I do?

After the device connects to the internet, it connects to the cloud, the cloud confirms that the device is connected and informs the app that the connection is complete, then the app turns off the Bluetooth network. This error occurs when the cloud does not acknowledge device connectivity. Make sure that the Wi-Fi connection is good and retry.

Is there another way to setup Wi-Fi?

Yes, you can use the push button on the commercial Wi-Fi board to enter access point mode.

Press and hold the Wi-Fi button on the cDCM until LED2 begins blinking blue, then changes to blinking blue and red. It should take about 10 seconds.

Then go to the Wi-Fi settings on a smartphone or computer and connect to the cDCM-XXXXXX network.

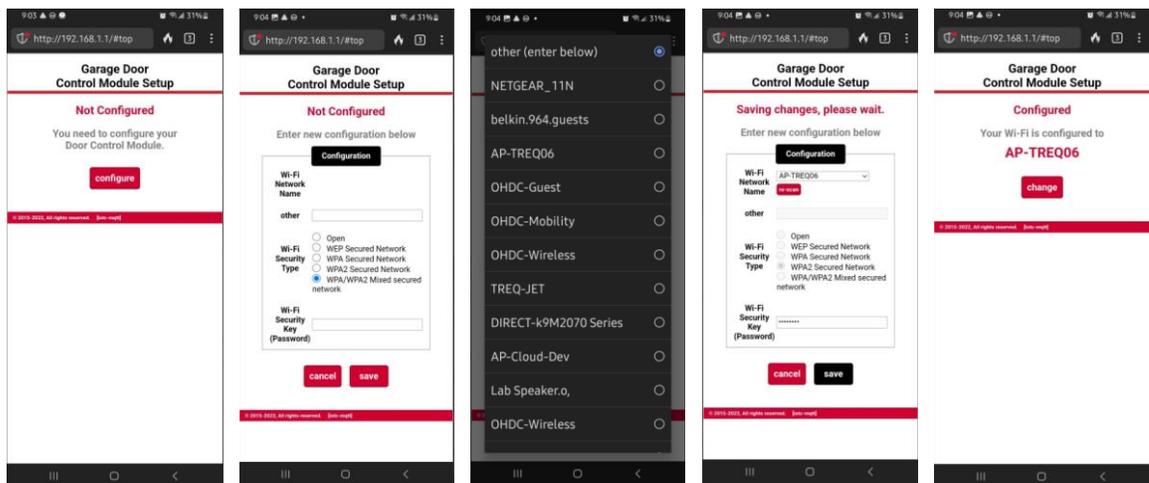
Next, go to the web browser on a smartphone or computer and enter 192.168.1.1. This connects you to an embedded webpage in the commercial Wi-Fi board.

On the embedded webpage, click on the configure button and the embedded webpage takes you to a set up screen.

Select a Wi-Fi network from a list of available networks and then scroll down, enter the password for the W-Fi network and then select save. If your Wi-Fi networks is not on the list, press the re-scan button to refresh the Wi-Fi network list or enter SSID manually.

Device resets after saving credentials. The webpage may show configured to xxx access point or be in “saving...” before reset.

Once the commercial Wi-Fi board is connected to the Wi-Fi network LED2 will change status as the board connects to the router and to the cloud.



What do the LEDs on the commercial Wi-Fi board indicate?

The cDCM has two RGB LEDs, LED1 is the Learn LED. LED2 is the Wi-Fi status LED.



Event	LED 1 (Learn)	LED 2 (Wi-Fi Status)
No firmware running	Solid Red	Solid Red
RF Status		
Powered up, no activity	Off	
New pairing (Start)	Blinking Red	
New pairing (1 st button push)	Solid Red	
New pairing (2 nd button push)	3 Red Blinks	
Remote transmitter button press (paired or unpaired)	Single Red Blink	
Wi-Fi Status		
Device in BT pairing mode.		Blinking Blue
Device in Wi-Fi access point mode.		Blinking Blue/Red
Phone connected via BT		Solid Blue
Not connected to router		Solid Red
Failed to connect to internet at boot up and sync time.		Blinking Red
Connecting to internet at boot up and sync time.		Blinking Green
Device is provisioned and connected to the cloud.		Solid Green
Factory Reset		
15 second button press then release	Blinking White	Blinking White
The user can then press the Wi-Fi button for more than 30 seconds to perform factory reset.	Blinking Red/Green	Blinking Red/Green
Remote initiated reset	n/a	n/a
Factory reset complete		Wi-Fi status – Solid Red
Firmware OTA		
15 second button press then release	Blinking White	Blinking White
After the LED's starts flashing white, the user presses button (for about 1s and release the Wi-Fi button), TWICE in 5 seconds	Blink Blue/White	Blinking Blue/White
Firmware OTA update in progress (manually or remotely initiated)		
Processor OTA firmware update	Blink Blue	Solid Red
OTA firmware update is complete		Wi-Fi status

App FAQs

Door Setup FAQs

I am installing a commercial Wi-Fi board. How do I setup a new door?

From the home screen on the app, press the blue circle with the plus sign, then press door to add a new door, and select commercial operator.

Follow the instructions in the app to connect the app to the commercial Wi-Fi board through Bluetooth and complete setup.

Account Setup FAQs

I am trying to setup an account, but it is not working. What do I do?

Be sure that your username is a valid email address that you can access and that your password is at least 8 characters, contains 1 uppercase, 1 lowercase, 1 number and 1 special character, and no spaces.

If you have already used the email address to setup an account, then you can skip the account signup set and simply login.

How do I activate my account?

When you create an account, the app emails an activation link to your username, which is an email address. Open the email and click on the link to activate your account. The activation link expires after 24 hours.

I cannot find the email or the activation link to activate my account. What do I do?

If you cannot find the email to activate your account in your email, check your spam or junk folders. If you cannot find it there or if the activation time has expired, you can get another activation link by signing in with the credentials you used during sign-up. The activation link will only work on a mobile device only if the app is already installed on that device.

If you are unable to click on the link in the email, it may be the security settings on the email app that blocks or disables links in the body of an email. You may have to update your email app to the latest version, change the security settings in your email app, or use another email app to access your email that allows you to click on links.

The activation link does not work. What do I do?

The link opens in the default browser on the mobile device before launching the app. Supported browsers are Safari, Chrome, and Edge for iOS and Chrome, Firefox, and Edge on Android. If the link does not open your browser, check that you have the most up to date version of the browser.

Do I need a separate account for each location?

You can setup and control multiple locations from the same account.

Account Sign-in FAQs

I forgot the email address I used as my username. What do I do?

If you have forgotten the email address that you used as your username, you can select forgot email on the login screen, then scan the QR code on the commercial Wi-Fi board label, enter your first and last name, and then answer a security question to find out what email address you used as your username. If you have trouble with this process, contact the customer care team.

I forgot my password. What do I do?

When you click on "Reset Password" the app sends an email to the email address that you entered when you set up your account. The email includes a link to reset your account password. The link expires after 24 hours, but you can send another link anytime by hitting "reset password" again. The reset-password link will work on mobile device only if the app is already installed on that device.

My username is not a valid email address. How can I reset my password?

If you set up your account using an invalid email address, you will not be able to receive an email to reset your password. Contact customer service to help you walk through setting up a new account with a valid email. Customer service can also help you get your doors connected to the new account.

I am having trouble resetting my password. What do I do?

When you click on "Reset Password" the app sends an email to the email address that you entered when you set up your account. The email includes a link to reset your account password. The link expires after 24 hours, but you can send another link anytime by hitting "reset password" again. The reset-password link will work on mobile device only if the app is already installed.

I cannot see the link in my email. How do I reset my password?

If you are unable to click on the link in the email, it may be the security settings on the email app that blocks or disables links in the body of an email. You may have to update your email app to the latest version, change the security settings in your email app, or use another email app to access your email that allows you to click on links.

I cannot open the link in my email. How do I reset my password?

The link opens in the default browser on the mobile device before launching the app. Supported browsers are Safari, Chrome, and Edge for iOS and Chrome, Firefox, and Edge on Android. If the link does not open your browser, check that you have the most up to date version of the browser.

User - Virtual Key Setup FAQs

What are the types of accounts?

There are two types of accounts – a master/primary account and a user account.

The master/primary account controls access to the devices and can add additional garage door openers or garage door openers. Only a master/primary account can add a device create rules.

A user account must be given permission to operate a device by a master account. Users can not invite others and con not create rules.

What are the types of users?

There are three major types of users – full access users, recurring users, and temporary users.

Full access users can control the door at any time unless/until the master account deletes the invitation. They can see if the door is open or closed but cannot add more users or create rules. Full Access can be given to people like family members or roommates.

Example: My daughter can have access to all doors.

Recurring users can operate the door on specific days of the week and/or during specific time windows. Recurring users cannot see the position of the door. The home page will provide an open and close option.

Example: The cleaning staff can have access to DOOR 1 every Monday and Wednesday between 7:00pm – 10:00pm

Temporary users can operate the door for a preset length of time. If you select “temporary” as the access type, you will be able to set the length of the invitation. Recurring users cannot see the position of the door. The home page will provide an open option and a close option rather than reflecting the current position of the door.

Example: The plumber can have access to DOOR 1 on Monday, April 21st, 2019, between 8:00am – 10:00am

How many users can I add?

You can invite up to 19 other users to access your garage door(s) through your account. Have the user download the app to create an account, then send the person an invite via email from the app. You can provide keys for access and remove them at any time you.

Can a device have two owners?

No, each device can have only one owner. You can share the owner user name and password with someone else to allow another user to add rules and users, and both smartphones can be logged in at the same time. Because of the security risks, sharing your username and password is not advised.

Rule Setup FAQs

What are the types of rules?

There are two types of rules, a time-range rule and a duration rule.

A Time Range Rule sets a “schedule” for your garage door. For example, if DOOR 1 open between the hours of 11:00pm- 5:00am on any day of the week, perform an action.

A Duration Rule closes your garage door if it has been open for a certain period. For example, if DOOR 1 has been open for longer than 1 hour on either Monday, Wednesday or Friday, perform an action.

Actions can be ‘close’, ‘close and notify’ or ‘notify me’.

What if the door does not close when a rule should have closed the door?

If there is an obstruction or something blocking the door, and the door does not close when a rule send a command, the app will try again 2 minutes later. After 2 failed consecutive commands, the system will ‘shut down’. You will receive a ‘UL Lockout’ message, which means that there may be an issue that is preventing the door from closing. You must physically go to the door and operate the door locally from a wall console or remote to make sure the door is working. Manually operating the door will clear the ‘UL Lockout’ message and allow you use your app to remotely close the door.

Notification Setup FAQs

I am not getting notifications on the new app. What do I do?

The notifications are customized by going to the main menu and selecting manage notification. Make sure notifications are enabled for the app in your smartphone settings.

There are several types of notifications.

- Door open and door closed notification give you an alert when the door status is changed from open or closed.
- System messages alert you if the device goes offline or is in an error state.

You can turn on and off notifications from the main menu by clicking manage notifications.

In addition, when you add users, you can setup notifications by user.

You can also create custom notifications using rules. For example, notify me if my door is open for more than an hour, or notify me if my door is open after 9pm.

Why is there a delay in getting notifications?

Notifications depend on provider-specific message delivery services such as APNS (for iOS) and FCM (for Android) to deliver message to the end user device, and the delivery timing is controlled by those services. You can always confirm door events in the door history section of the app.

App Operation FAQs

The status of my doors is not up to date. What can I do?

If the doors status is not correct, try looking at another app and then going back to this app, which will refresh the data on the screen. If that does not help, logout and login. You can also try to manually operate the door, which also will force a refresh of the data on the screen. You can also try to pull down on the main dashboard screen of your app to refresh the status of your doors.

What happens if the safety beam is blocked while the door is moving?

The safety features of the operator cannot be overridden with the app. The door will reverse as it normally does and after a period of time you will receive a message through the app stating, "Timeout Closing". Shortly following, you will then receive the door's current open or closed status.

Why does 'Door Disabled' mean on the home screen?

Remote operation is disabled when your garage door opener has received two consecutive commands from the app that have not been executed successfully. There are many potential causes that a door fails to close or open such as something blocking the path of the door. After 2 consecutive remote commands fail, remote operation is disabled and the app shows a 'Door Disabled' status.

How do I correct a 'Door Disabled' error?

To clear a 'Door Disabled' error you must physically go to the door to observe why it is failing by operating the door with the open/close/stop button. Once you successfully operate the door locally, the 'Door Disabled' message will clear and to use the app again.

My garage door operated unexpectedly. How do I prevent that in the future?

There are many ways to operate the door. The door history in the app will tell you how the door was operated.

- By pressing the open/close button in the app
- By another user who you gave access
- By a rule that you set up in the app
- By a 3rd party works with partner such as a voice control system that you set up
- By a wall button or remote

Open your app, click on the door that experienced the problem to get to the door screen, then click on the door history tab. This shows you every operation for that door. Look up door history for the date/time and determine what operation occurred.

If the app indicates that it was opened by you using the app, and that you did not intend to operate the door, the app requires a push and hold operation on the door button to minimize your phone opening the door by mistake when the phone is in your pocket.

If the door history shows that another user operated the door, you may want to temporarily disable access to all other users on the main menu.

If the door history indicates that a rule operated the door, you can disable the rule by clicking on the door that experienced the problem to get to the door screen, then click on the rule tab, then turn off or delete the rules.

If the door history indicates that a works-with integration operated the door, you can disconnect the integration by removing the garage door from the works-with partner.

If there is no operation in the door history log during the specified time period, then look at the log to see if the operation was offline during the specified time. If so, the door could have only been opened locally with a remote or the wall button during that time.

If the door history indicates that the door was operated using a wall button or remote and you are confident that you did not operate the door at that time, check the wiring on the wall control button and make sure that the wiring is not shorted.

Wi-Fi Operation FAQs

I changed my router or my Wi-Fi password. How do I reconfigure Wi-Fi?

The device will show offline. You can click on the offline text to show an error message, and then click on configure Wi-Fi. You can also go to the door screen and click on device setup to find a configure Wi-Fi button.

Once you hit configure Wi-Fi, the app will take you through the steps to connect the device to your new router.

The device is showing offline in the app. What do I do?

When the device is showing offline, first try to refresh the data on the app by pulling down on the home screen. If the device is still showing offline, verify that the router is powered, and the internet is working. Press the 'Configure Wi-Fi' button in the offline error message or click on device setup on the door screen and then configure Wi-Fi.

App Configuration FAQs

How long does the history menu keep records?

The history keeps a record of the last 100 open/close operations on a rolling basis. If an invited user has operated the door, it will even show their name.

I cannot download the app on my smartphone. What do I do?

Check the app store for the minimum phone OS version requirements. You may need to update the phone OS to a newer version use the app.