



# User's Manual

For use with models:  
GS100-CR

English (US)  
Version 0.17a

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# Introduction

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## About this User Guide

### List of nomenclature

PC	Personal Computer
RF	Radio Frequency
ISP	Internet Service Provider

### List of definitions

FCC	An independent U.S. government regulatory agency responsible for overseeing all interstate and international communications.
Port Forwarding	Port forwarding is a feature that forwards inbound traffic from the Internet on a specific port, to reach a single device on your local network.
Static IP	A fixed IP Address that a specific device on your network uses when connected to your router.
IP Address	A unique string of characters that identifies each computer using the Internet Protocol to communicate over a network.
Gateway Address	An IP address that traffic gets sent to when it's bound for a destination outside the current network. This is the router's private IP address.
Mac Address	A unique identifier that is assigned by the manufacturer to a piece of network hardware (in this case, the GarageSmart™ device).

### List of icons



Some sections within the manual contain Notes (located at the end of each section), which provides further information pertaining to an item or step within the section. This is shown by one or more numbers at the end of a sentence or paragraph, Example: <sup>(1)</sup> <sup>(2)</sup>

## Precautionary and Safety Information

**CAUTION:**



Internal circuit card components are extremely sensitive to electrostatic discharge. Be careful not to touch internal circuitry prior to discharging any static buildup on yourself. To discharge yourself, touch a grounded metal object such as conductor an earth-grounded metal enclosure.

**CAUTION:**



Do not get the GarageSmart™ device wet or expose to extreme moisture with the cover off or loose, as this may damage the unit and void its warranty.

**CAUTION:**



Do not remove the cover or touch inside the GarageSmart™ device with power applied as shock may occur.


## Legal notices

### Liability

The software, websites, apps and the manual are subject to change without notice. GarageSmart™ is not liable for the accuracy of the information contained in this manual, on its websites, in its apps or for damages resulting from the use of the GarageSmart™ device, this manual, websites or apps.

### Trademarks

GarageSmart™ is a trademark of GarageSmart™

 is a trademark of GarageSmart™

All other trademarks mentioned herein are property of their respective companies.

## Customer Service

Visit the **GarageSmart™** website, [www.garagesmart.net/support.html](http://www.garagesmart.net/support.html) to view our support page.

On this page you can:

- Reset your account password.
- Find warranty information.
- Send an e-mail to GarageSmart™ customer service.
- Faqs on the most asked questions and answers.

## E-mail

To ensure a timely response, use e-mail at [www.garagesmart.net/contact.html](http://www.garagesmart.net/contact.html)  
Customers will receive a response within a short period of time.



# Welcome

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## Introducing Your GarageSmart™ Device

Welcome to the exciting world of monitoring, opening, closing, and stopping your garage doors.

The **GarageSmart™ GS100-CR** device is an IP66 weather resistant device that is durable for commercial or industry applications for indoor environments. The device allows you to reliably monitor, open, close or stop one commercial door from anywhere in the world.

The GarageSmart™ device allows you to grant remote access with the use of a **Master Key** to as many users (staff members, employees, etc.) as needed. Customized individual schedules are also available by providing unique **Remote Keys** that expire when you need them to. The GarageSmart™ device also keeps an accurate log so that you'll always know exactly when and who is opening and closing your garage doors.

The GarageSmart™ device also contains built in Auto Shut features. Set your garage doors to close automatically from 10 minutes up to 2 hours after being left open, or have them close at a pre-determined time of your choosing (for example; every night at 10:00PM for security).



# Getting Started

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## What's Included

Your GarageSmart™ device comes with the following:

- Welcome Letter

## Optional Parts and Accessories

The following parts and accessories are available and can be purchased by contacting GarageSmart™ or through the GarageSmart™ web store:

- Garage Door Sensors

# Pre-Installation

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## Creating a GarageSmart™ Account (Online Control Panel)

Creating a GarageSmart™ account is required as this provides you with access to an Online Control Panel for setting up individual remote keys, custom schedules, and other configuration settings for controlling your GarageSmart™ device.

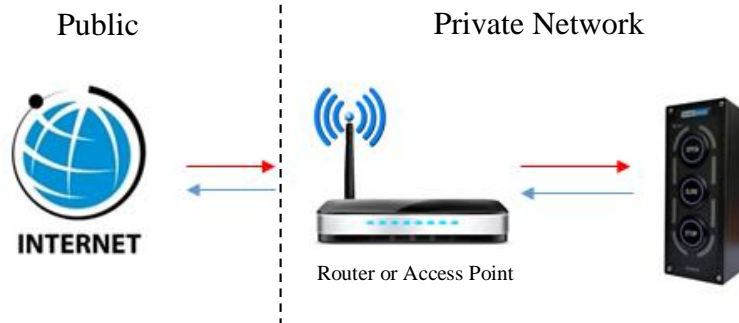
1. Visit [https://www.garagesmart.net/account\\_setup.html](https://www.garagesmart.net/account_setup.html)
2. Enter in all required information on the Account Setup page, including the **Mac Address** and **Device ID** from the back of the GarageSmart™ device <sup>(1)</sup>.
3. Once a GarageSmart™ account has been created, you will then be able to log into your **Online Control Panel** located at <https://www.garagesmart.net>, by clicking on **MY ACCOUNT** at the top of the page <sup>(2)</sup>.



1. Only one GarageSmart™ Account is required, using a valid Mac Address and Device ID.
2. Multiple GarageSmart™ devices can be added or removed from your account at any time, using the Online Control Panel.

## Router Security Configuration

For the GarageSmart™ device to receive inbound commands (red arrows below) from the Internet and the GarageSmart™ Network, **Port Forwarding** must be setup properly within the router.



1. Login into your router as this is usually accomplished by typing the Gateway Address into your web browser. <sup>(1)</sup> <sup>(2)</sup>

If you don't know the default **Gateway Address** of your router, see [Finding your default gateway address](#) in the **Troubleshooting & Help** section of this manual.

2. Under your routers **Port Forwarding** settings, add the following information: <sup>(3)</sup>

- a. **IP Address:** Select an available IP Address.

- b. **Start Port:** Select **31301** as the Start Port.

Each GarageSmart™ device requires a different **Port** when used on the same network. Example: 31301 for the first device, 31302 for the second device, 31303 for the third device, etc.

- c. **End Port:** This is the same as **Start Port** above. <sup>(4)</sup>

- d. **External IP Address:** If your router has this setting, set this to 0.0.0.0

- e. **Protocol:** TCP

- f. **Description, Application Name, or Device Name:** GarageSmart <sup>(5)</sup>

Forwarding Rules Added	
Local IP Address	192.168.0.202
Start Port	31302
End Port	31302
External (Internet) IP Address	0.0.0.0
Start Port	31302
End Port	31302
Protocol	TCP
Description	GS100-C
Enable/Disable	Enable
<input type="button" value="Edit"/> <input type="button" value="Clear"/>	

Example

3. Fill out **Table 1** below (or [download](#) from the Internet) with the information that was entered from the previous steps, as this information will be needed in the [Configure the GarageSmart™ Device to a secure Wi-Fi network](#) section below and for future reference. <sup>(6) (7)</sup>
  - **Device Name:** From [Step 2.f](#) above.
  - **GarageSmart Mac Address:** This can be found on the back of the GarageSmart™ device.
  - **Port:** From [Step 2.b](#) above.
  - **IP Address:** From [Step 2.a](#) above.
  - **Gateway Address:** From [Step 1](#) above.

GarageSmart Device	Device Name	GarageSmart Mac Address	Port	IP Address	Gateway Address
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

**Table 1**

4. Repeat Steps 2 and 3 above for each GarageSmart™ device that needs to be added to the network.
5. Save changes to the router.



1. Every routers login and Port Forwarding process is different from one another. If you do NOT have access or know how to login into your router, or add port forwarding to your router, then refer to your routers manual or **contact your Internet Service Provider (ISP)** as they will be able to assist you on making the required changes to your router easily.
2. For more information on port forwarding or a list of the most common type's routers, visit [www.portforward.com/router.htm](http://www.portforward.com/router.htm) or [www.setuprouter.com](http://www.setuprouter.com)
3. Regardless of what brand the router is or what software is on the router, the same type of information will be entered, where you can type in the name of the application or service, which incoming **Port** the router should watch for, the **IP Address**, and which **Protocol** to use.
4. Set the Port Forward range (or Start and End Ports) the same.  
Example: If the GarageSmart device has been configured to use **Port 31301**, then set the **Start Port**

and **End Port** to **31301**.

5. The "Description, Application Name, or Device Name" can be named anything that you choose, such as; GarageSmart, GarageSmart2, Door-5, etc.
6. Shown below is an example of a location that has 5 GarageSmart Devices connected to a single network.

GarageSmart Device	Device Name	GarageSmart Mac Address	Port	IP Address	Gateway Address
1	Bay F1	843dd5e9ca30	31301	192.168.0.201	192.168.0.1
2	Bay F2	843dd5e9c874	31302	192.168.0.202	192.168.0.1
3	Front	843dd5e9c6d2	31303	192.168.0.203	192.168.0.1
4	Back	843dd5e9c58d	31304	192.168.0.204	192.168.0.1
5	Shipping	843dd5e9ce01	31305	192.168.0.205	192.168.0.1

### Example

7. **Table 1** can also be downloaded from the following:

Excel: [www.garagesmart.net/tools/static-table.xlsx](http://www.garagesmart.net/tools/static-table.xlsx)

Word: [www.garagesmart.net/tools/static-table.docx](http://www.garagesmart.net/tools/static-table.docx)

# Installation

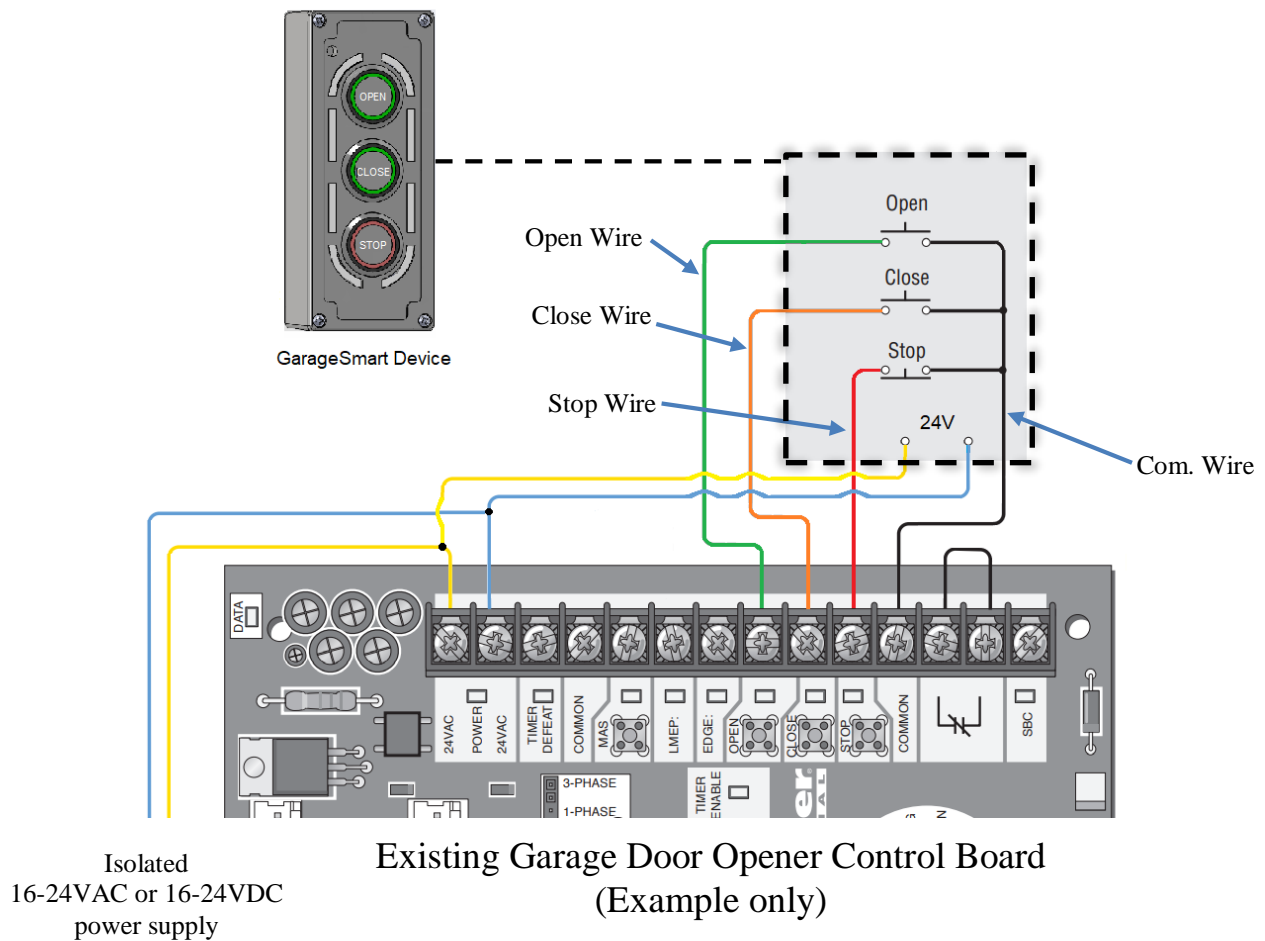
## Installation and wiring

Installation of a GarageSmart GS100-CR is for controlling and monitoring commercial garage doors (typically found in businesses or factories), that have a 3-button wall mounted pushbutton (in which each pushbutton individually opens, closes and stops the garage door).

In existing installations, the GS100-CR will replace your existing 3-button mechanical controller but it can also be added as a second door controller.

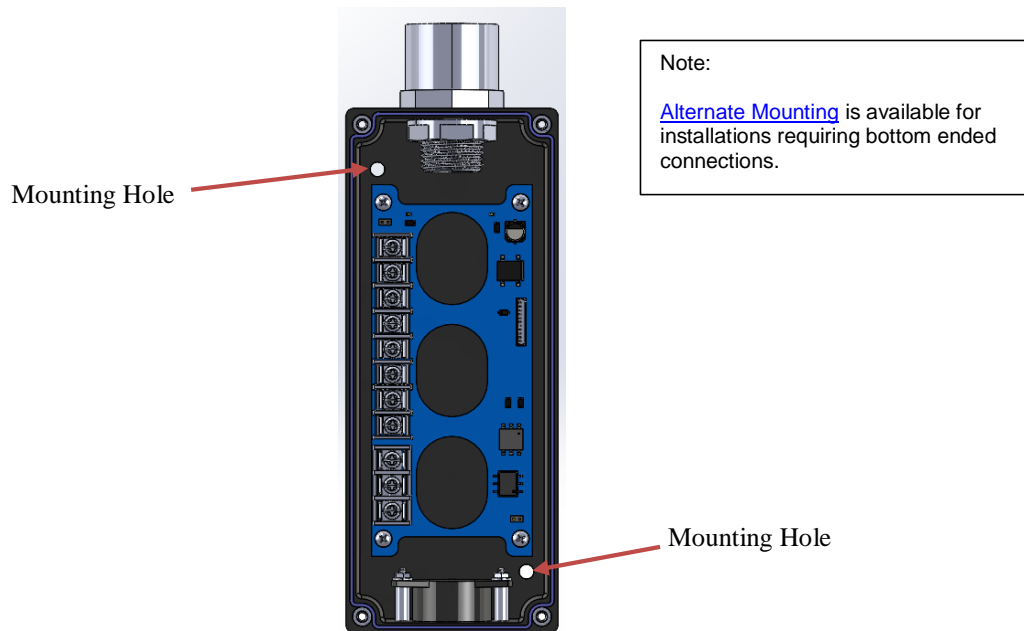
For cabling, regular Cat 5 Ethernet wire (or equivalent) is recommended to use, as this wire is low cost, readily available and already contains 4 twisted pairs of wire (for **OPEN, CLOSE, STOP, COM**, and **24VAC/DC** power connections), making installation from the garage door motors control box to the GarageSmart™ device faster and easier.

Depending on the application, additional parts may be required for proper installation.



The **wiring diagram** above shows how to wire a GarageSmart GS100-CR Device to the **Open, Close, Stop** and **Com** screw terminals of a garage door motor control board.

1. Remove the existing mechanical 3-button wall switch from the wall.
2. Remove the cover of the GarageSmart™ device and using screws (not included), secure the GarageSmart™ GS100-CR to the wall using the mounting holes as shown below.



3. Choose the best and most practical location to install the GarageSmart Sensor.

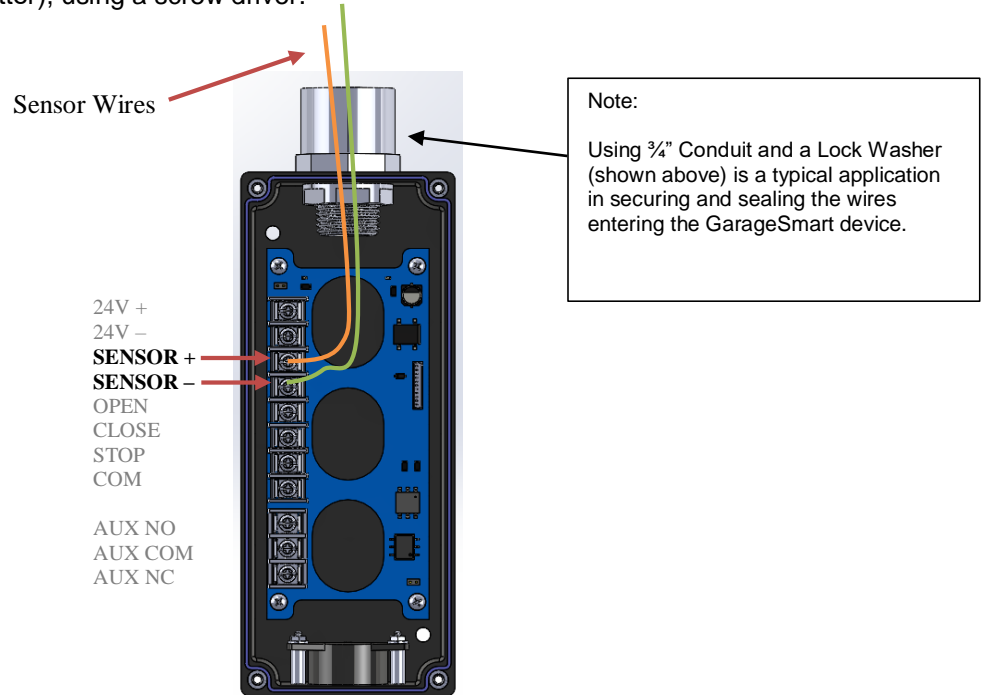
The sensors must also be mounted in which they are no more than 0.5" apart from each other (or close enough in which the sensor closes) when the garage door is closed.



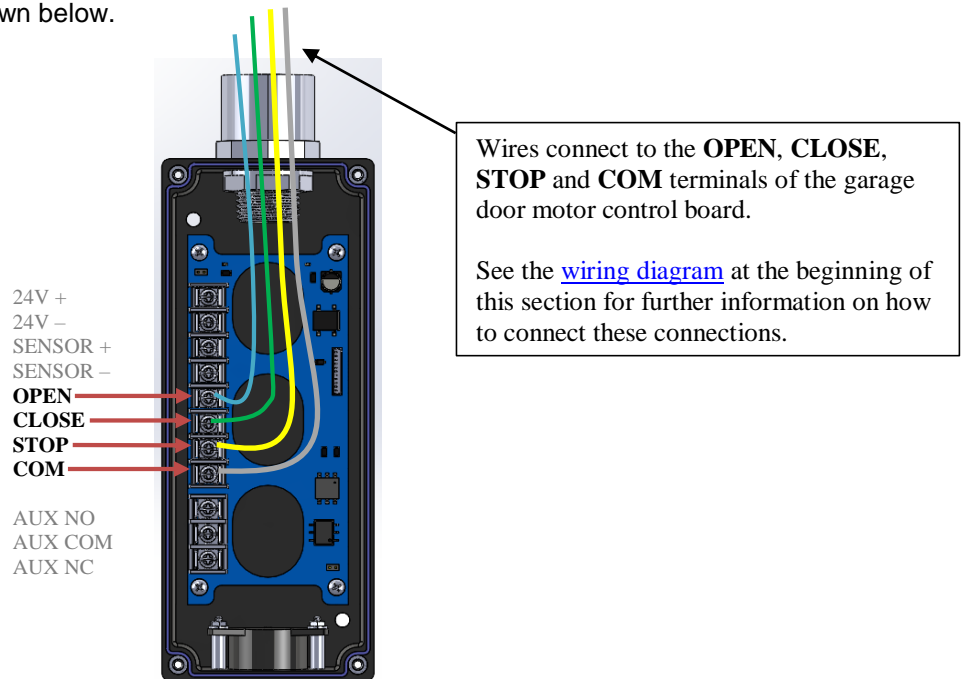
Sensors may vary and is for show only



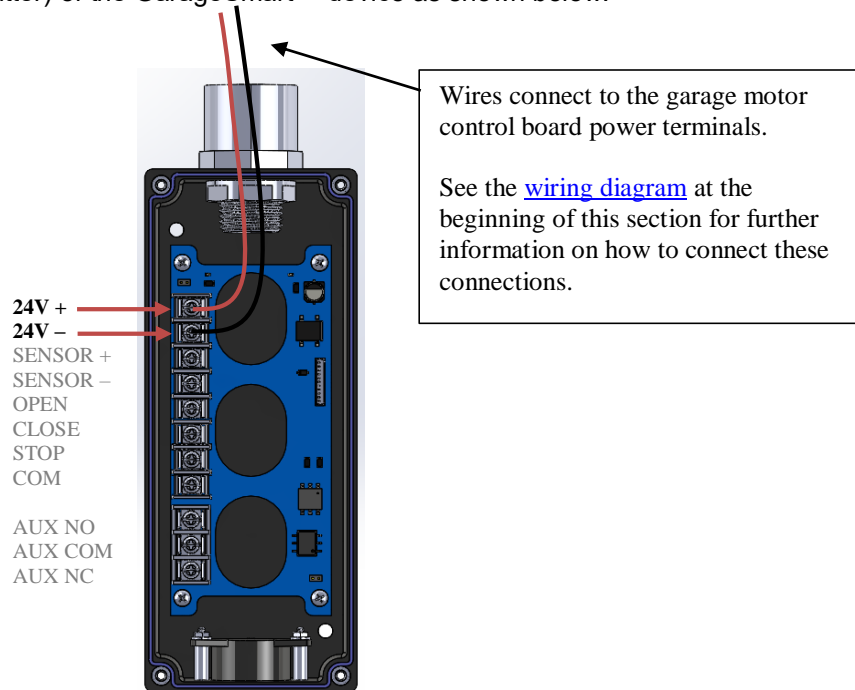
4. Feed the sensor wires through the opening of the GarageSmart™ device and then connect to the **SENSOR +** and **SENSOR -** pins of the 10-Pin terminal block (polarity doesn't matter), using a screw driver.



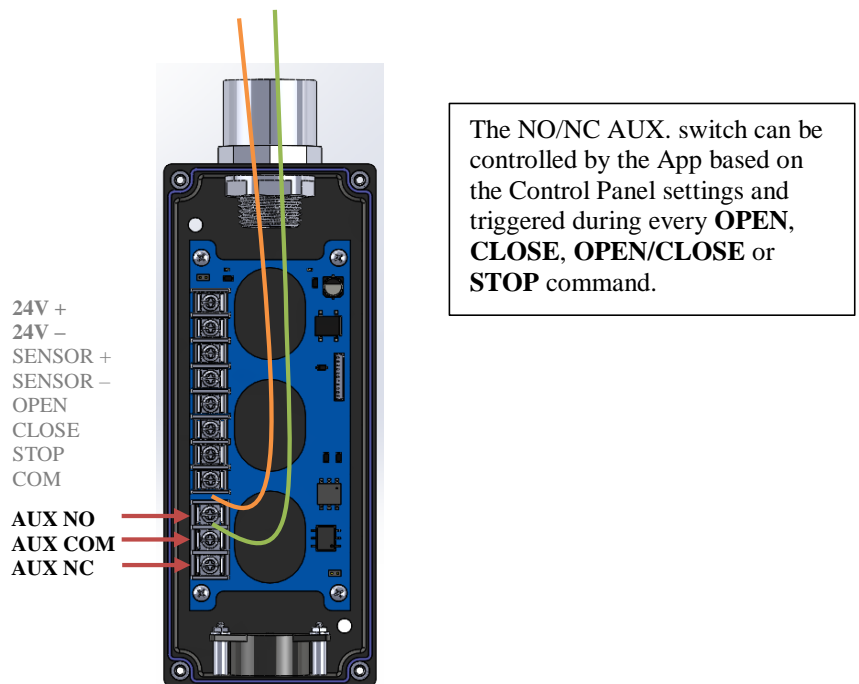
5. Feed the **OPEN**, **CLOSE**, **STOP** and **COM** wires through the opening of the GarageSmart™ device and then connect to the 10-Pin terminal block using a screw driver, as shown below.



6. Connect power from the garage motor control board to the **24V+** and **24V-** pins (polarity doesn't matter) of the GarageSmart™ device as shown below.



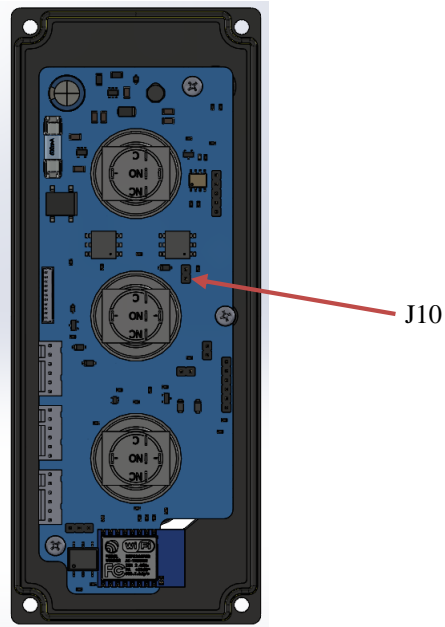
7. Optional AUX output switches (1-NO and 1-NC) is available for connecting and driving external buzzers, lights, electronic door locks, etc. from the GarageSmart™ device by connecting to the **AUX NO**, **AUX NC** and **AUX COM** pins.



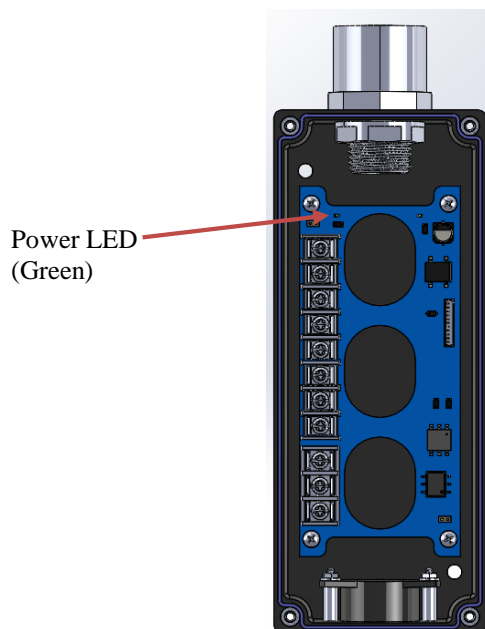
The **NO/NC AUX** switch can also be triggered **Locally** by pressing and holding the **STOP** Button for 5 seconds.

After 5 seconds has passed, the **NO/NC AUX** switch will then be energized and change state, with the Buzzer sounding simultaneously for as long as the **STOP** button is pressed.

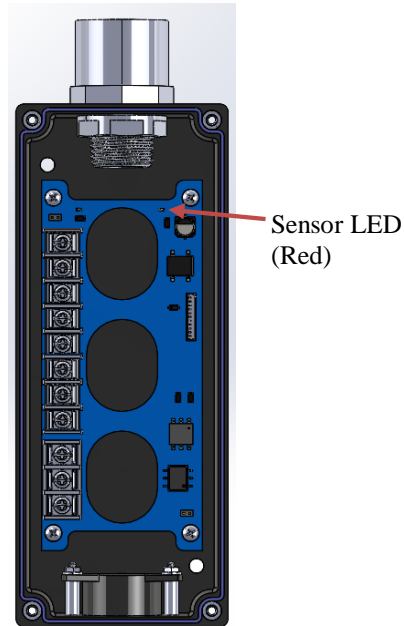
To enable this function, the installer must put a **Jumper** across the **J10** terminal, located on the top board as this option is deactivated by default and should only be activated if needed and communicated to the User.



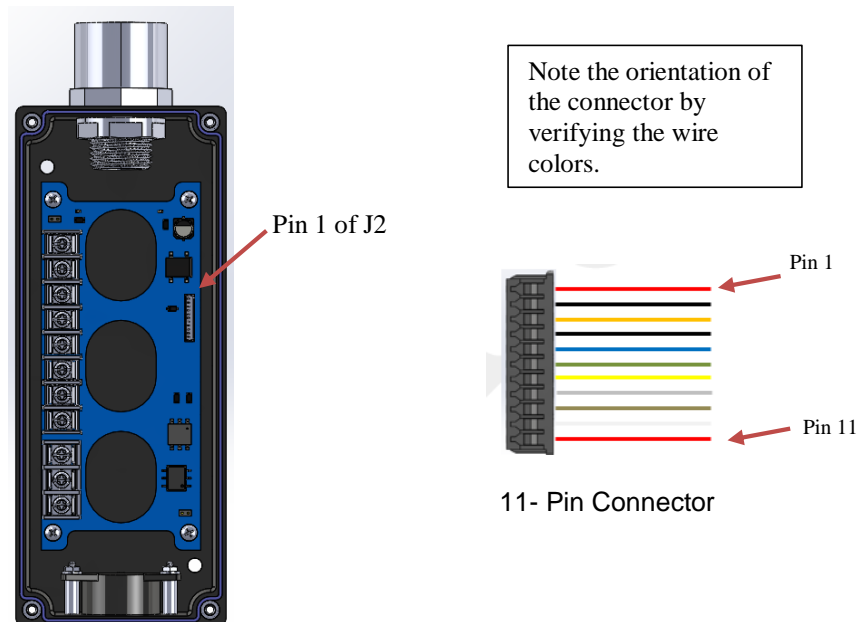
8. Confirm that the GarageSmart™ device has power, by verifying that the **Green** Power LED of the GarageSmart™ device illuminates when the power is on.



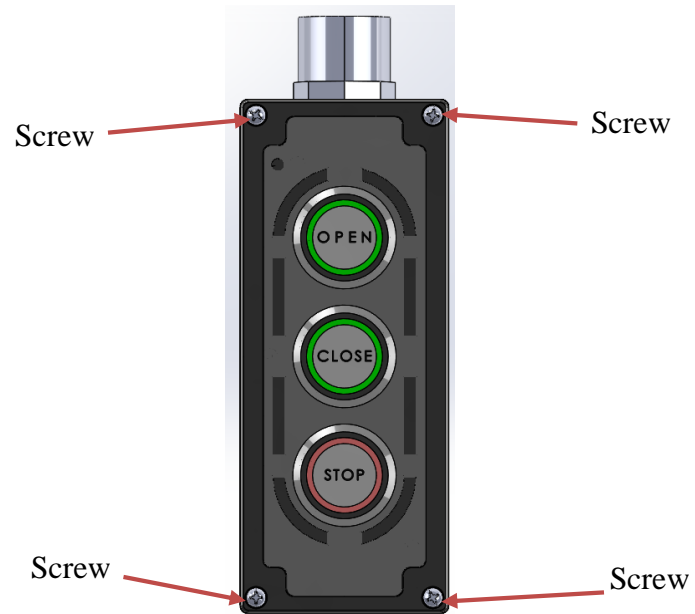
9. Confirm that the sensor is working properly by verifying that the **Red** Sensor LED of the GarageSmart™ device illuminates when the door is **Closed**, and is off when the door is **Open**.



10. Carefully plug the 11-pin connector from top PCB into the **J2** connector of the bottom PCB.



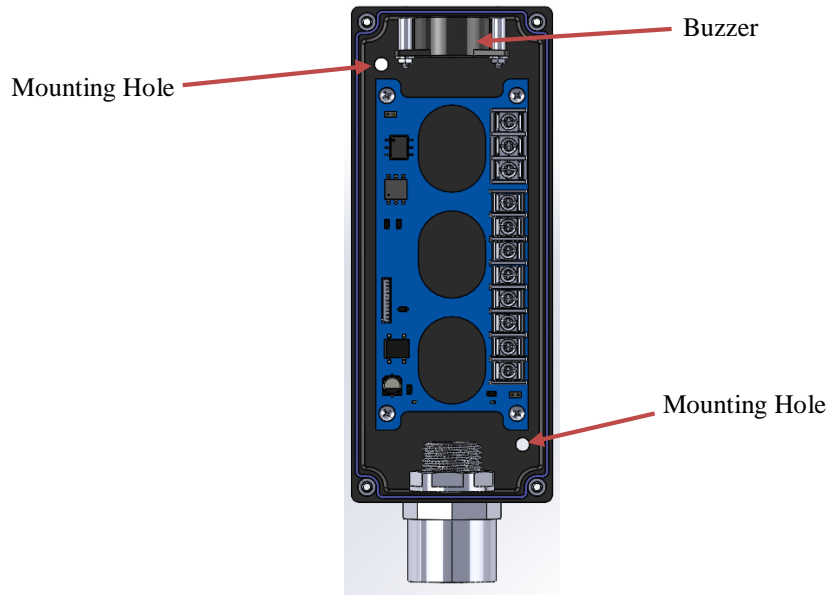
11. Close and secure the cover of the GarageSmart™ device using the (4) screws that were removed from [step 2](#) above, as shown below.



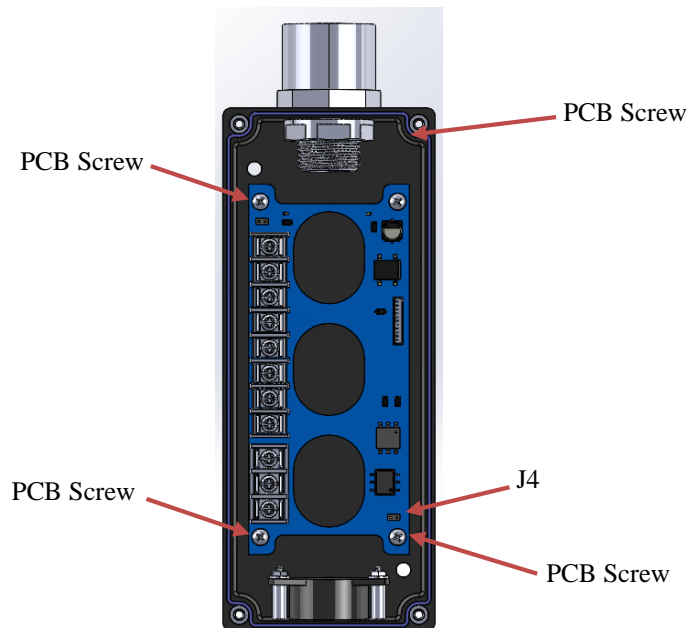
## Alternate Mounting

The GarageSmart™ GS100-CR can also be mounted upside down for installations requiring bottom ended connections.

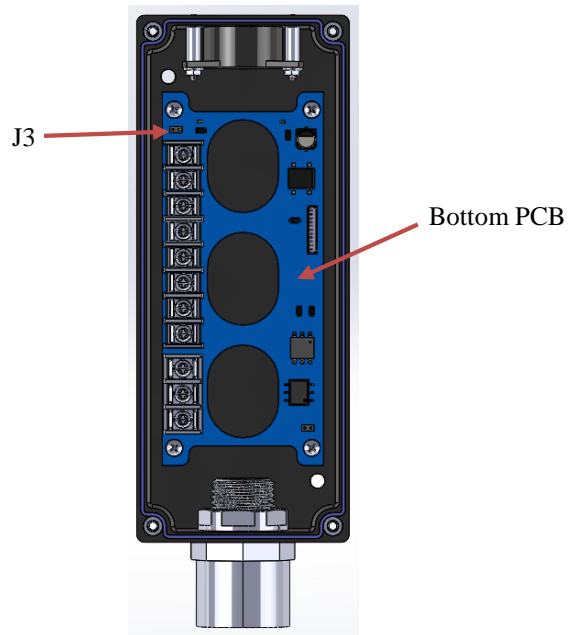
1. Remove the existing mechanical 3-button wall switch from the wall.
2. Remove the cover of the GarageSmart™ device and using screws (not included), secure the GarageSmart™ GS100-CR (with the buzzer towards the top of the enclosure) to the wall using the mounting holes as shown below.



3. Remove the buzzer connector from the J4 terminal of the PCB, then remove the (4) PCB screws from the bottom enclosure.



4. Rotate the bottom PCB as shown below, then re-install the (4) PCB screws and connect the buzzer connector to the J3 terminal on the PCB.



5. Continue with the installation and wiring per the section above.

# Wi-Fi Setup

---

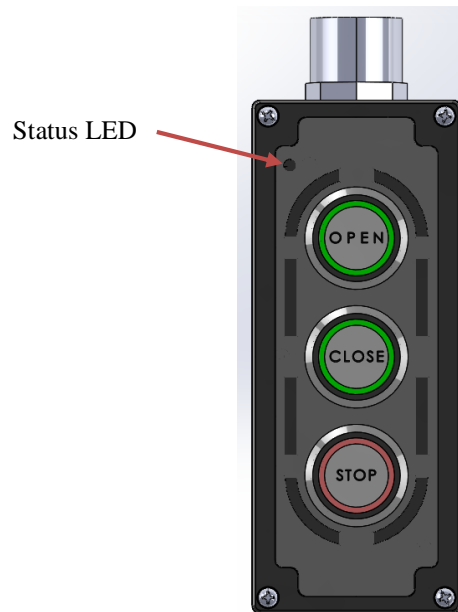
## Configure the GarageSmart™ Device to a secure Wi-Fi network

The GarageSmart™ device should be connected to a secured Wi-Fi network using a **Static IP.** <sup>(1) (2)</sup>

When initially powered up, the GarageSmart™ device will become a **Wi-Fi Access Point** for device configuration purposes and will indefinitely broadcast its unique SSID in the form of GarageSmart\_80\_XXXX. <sup>(3)</sup>

For security reasons, the GarageSmart™ device will stop broadcasting its unique SSID after a short period of time once the device is configured to any other **Port** (examples: 31301, 31302, etc.) other than **Port 80**.

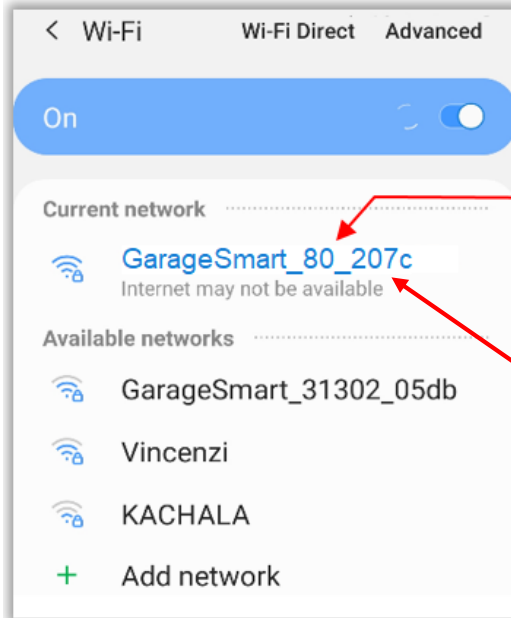
1. Confirm the GarageSmart™ device has power by verifying that the **Status Led** is blinking.





- Using any Wi-Fi enabled device (such as a cellphone, tablet, computer, etc.), go to your Wi-Fi settings and connect to the newly available GarageSmart™ Wi-Fi network for the device that you need to configure, using the **Mac Address** of the GarageSmart™ device as the Wi-Fi Password. <sup>(4)</sup>

This **Mac Address** is written on the back of the GarageSmart™ devices enclosure and should have been previously noted in **Table 1** ([step 3](#) of the Router Security Configuration).



Note: In this example, we have connected to this GarageSmart™ device that is currently configured to **Port 80**.<sup>(3)</sup>

Last 4 characters of the GarageSmart™ **Mac Address** as **207c**.<sup>(3)</sup>

Once a successful connection to the GarageSmart™ Wi-Fi network has been established, your cellphone, tablet, or computer may show **Internet may not be available**, or a similar phrase as this is normal.

Continue by opening your web browser and typing the following address:  
**192.168.4.1:80/wifisetup-static**

If needed, replace **80** with the **Port** that is showing from the GarageSmart™ Wi-Fi Network that you are currently connected to (as shown in the above picture).

Example 1:

If you are connected to the **GarageSmart\_31301\_207c** Wi-Fi network with a **Port** of **31301**, then use **192.168.4.1:31301/wifisetup-static**

Example 2:

If you are connected to the **GarageSmart\_31302\_207c** Wi-Fi network, with a **Port** of **31302**, then use **192.168.4.1:31302/wifisetup-static**

3. The GarageSmart Wi-Fi Setup page shall then appear in your web browser.

**GarageSmart**  
**WiFi Setup**

---

**Network (SSID)**

**Password**

**Port**  
31301 (default) ▾

---

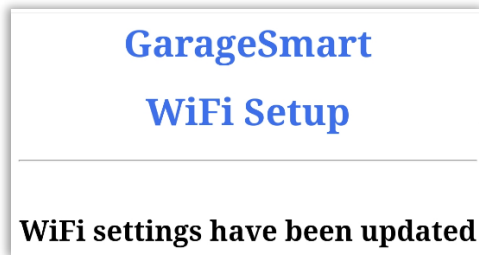
**IP Address**  
...

**Gateway Address**  
...

**Subnet Address**  
255 . 255 . 255 . 0

4. Enter your Router's or **AP (Access Point)** exact **Network (SSID)** and **Password** into the proper fields.
5. Using [Table 1](#) that was filled in with the **Port Forwarding** settings from within the [Router Security Configuration](#) section above, find the row with the **Mac Address** that matches the **Mac Address** of the GarageSmart™ device that you are configuring.
6. Then enter the **Port**, **IP Address**, and **Gateway Address** into the GarageSmart™ Wi-Fi Setup page.
7. Leave the **Subnet Address** as **255.255.255.0** (unless your router uses a different **Subnet Address**).

- Click **Update** as the Status Led of the GarageSmart™ device will alternate between **GREEN** and **RED** a few times, and the following shall be displayed in your browser.



- If all the information pertaining to your routers settings were entered into the GarageSmart™ Wi-Fi Setup page correctly, and the routers **Port Forwarding** settings were configured beforehand, then the GarageSmart™ device should shortly connect to your router and then to the GarageSmart™ network. <sup>(5)</sup>

After a few seconds, the **Status Led** of the GarageSmart™ should then blink **GREEN** (once every 15 seconds).

Otherwise see [Status Codes](#) in the **Troubleshooting & Help** section of this manual.



- The router must be 802.11b, 802.11g, 802.11n, or 802.11ac (2.4 GHz) compatible. The 2.4 GHz Wi-Fi network must be used as the GarageSmart™ device will **NOT** work on 5 GHz Wi-Fi networks.
- Static IP** is the recommend method of setting up the GarageSmart™ device, as this allows the user to set a static **IP Address** for the GarageSmart™ device to use within the router. This **IP Address** will always remain constant within the router, keeping the GarageSmart™ device online at all times.
- At the end of the GarageSmart Wi-Fi Network name (SSID), the first group of numbers (usually 2 or 5 numbers) represents the **Port** that the GarageSmart™ device is currently assigned to. While the last 4 letters or numbers represents the last four characters of the GarageSmart™ devices **Mac Address**.

For example; **GarageSmart\_31301\_207c** specifies that the GarageSmart™ device is currently assigned to port **31301** and the last four characters of the GarageSmart™ devices Mac Address is **207c**.

- Each GarageSmart™ device will have its own unique GarageSmart Wi-Fi Network name (SSID). It may be necessary to unplug the Ethernet connector from a PC, or turning of mobile data on a smartphone or tablet that is connected to the Internet, as the PC, smartphone or tablet may have tried to use this connection to reach out to the Internet, instead of reaching the GarageSmart™ setup page.
- The router must have an active internet connection in order for the GarageSmart™ device to be able to communicate with the GarageSmart™ network. Restore the routers internet connections or consult with your local Internet Service Provider if service continues not to be available.

# Controlling the GarageSmart™ Device

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The GarageSmart™ GS100-CR device can **Open**, **Close** or **Stop** your garage door from anywhere using any smartphone, pc/laptop, tablet or any other device that has a connection to the internet.

## The GarageSmart™ App

GarageSmart™ provides a user-friendly app that allows users to Open, Close, Stop or Monitor multiple GarageSmart™ devices from any Android or Apple smartphone or tablet.

### App Installation

1. Visit Google Play or the App Store and search for **GarageSmart**, or scan the associated QR code below.



Google Play



App Store

2. Download and install the GarageSmart™ app onto your smartphone or tablet.

Note: A Windows version is also available on request.

### Adding Users, Remote Keys, and Scheduling

Before a **User** can start to control and monitor a GarageSmart™ device, the **User**, a **Remote Key**, and **Schedule** for that **User** must be added to your account, all of which can be achieved by using the **Online Control Panel**.

An **Installer Mode** feature is also available within the **Online Control Panel Manual** that allows a professional installer to fully test the installation and use of the GarageSmart™ App to control the doors, by having the **Access Code**, **User** and **Remote Key** sent to their email address.

If needed, see the **Quick Start** section within the **Online Control Panel Manual**. This can be found by logging into the **Online Control Panel**, then clicking on **Help**. There you will find step-by-step instructions as well as a tutorial video on how to add **Users**, **Remote Keys**, and custom **Schedules** to your account.

If an **Online Control Panel** account has not been setup previously, then see the section [Creating a GarageSmart™ Account \(Online Control Panel\)](#) above, to create an account before performing the **App Setup** section below.

## App Setup

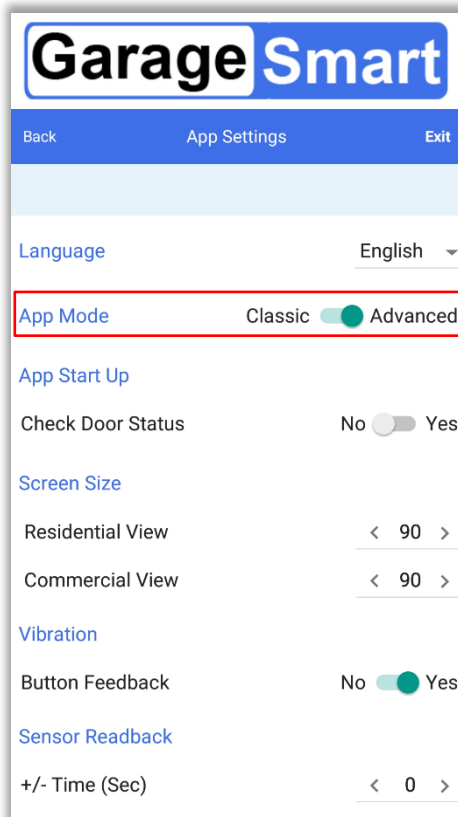
Because the GarageSmart™ app is designed to be used in both Residential and Commercial use, there are two modes that the GarageSmart™ app can run in, **Classic** mode or **Advanced** mode.

This section will show how to setup the GarageSmart™ app in **Advanced** mode, using a **User**, **Remote Key** and **Access Code**. In **Advanced** mode a **User** can be granted access to multiple locations to control multiple doors one at a time or even simultaneously.

Further information on the differences between **Classic** and **Advanced** can be found within the **Online Control Panel Manual**, that can be found by logging into your **Online Control Panel**, then clicking on **Help**.

1. Find and run the GarageSmart™ app that is installed on your device.
2. The **App Settings** page will automatically be shown; the first time the app is opened (after installation). If not, from the main screen of the GarageSmart™ App, click the **Settings** icon, then **App Settings**.

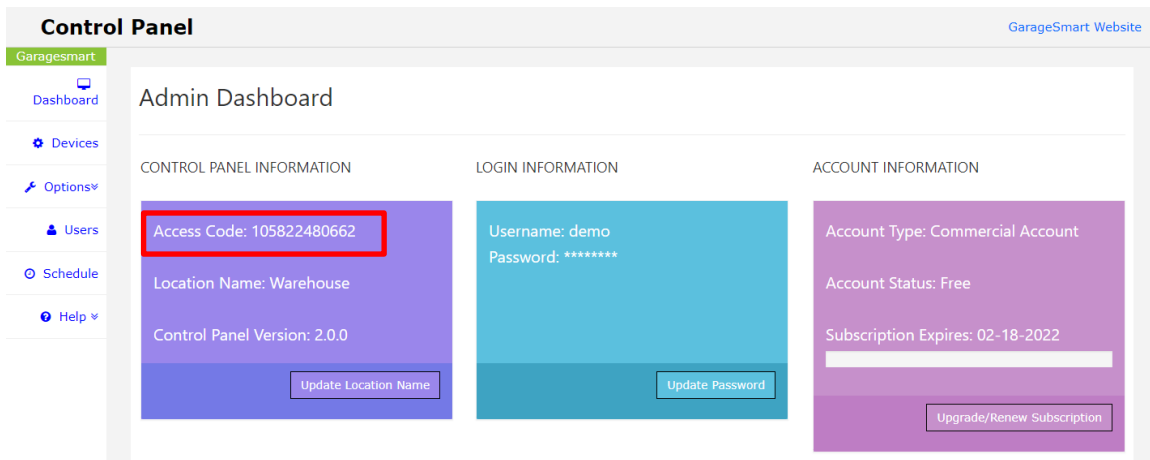
Set **App Mode** to **Advanced** and make any other changes as necessary.



Function	Options	Description
Language	English	Displays all text in English
	French	Displays all text in French
	Spanish	Displays all text in Spanish
App Mode	Classic	Displays each Residential or Commercial device on a separate page. Must set to <b>Classic</b> if any Residential devices are installed.
	Advanced	Displays all devices on a single page for easier viewing and door selection. This mode only works for Commercial devices and is recommend if multiple Commercial devices are being installed.
App Start Up	Check Door Status	Automatically checks the status of the doors (for the current selected device) every time the app opens (restarts). This feature is only available when <b>App Mode</b> is set to <b>Classic</b> .
Screen Size	Residential View	Changes the size of the residential Open/Close images on the main page.
	Commercial View	Changes the size of the commercial Open/Close/Stop images on the main page.
Vibration	Sensor Feedback	Determines whether the smartphone shall vibrate or not when controlling doors.
Sensor Readback	Additional Time (Sec)	Default is set to "0". Incrementing this value increases the time it takes for the sensor to provide door status (for slower moving doors). Decrementing this value decreases the time it takes for the sensor to provide door status (for faster moving doors).

3. Click **Exit**.
4. From the main screen of the GarageSmart™ App, click the **Settings** icon, then **Advanced Settings**.

5. Enter the **Access Code**, this can be found within the CONTROL PANEL INFORMATION window, within your **Online Control Panel** on the **Dashboard** page, as shown below.



Example

6. Enter the **User**.<sup>(1)</sup>
7. Enter the **Remote Key**.<sup>(1)</sup>
8. Click **Save Access Code**, a message will appear **Access Code has been saved**.<sup>(2)</sup>
9. Click the **Exit** button within the app.

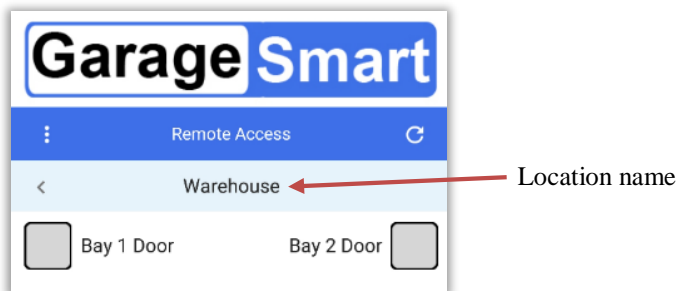
## Controlling Garage Doors using the GarageSmart™ App

The GarageSmart™ app has the capability of controlling either one door at a time, or multiple doors.

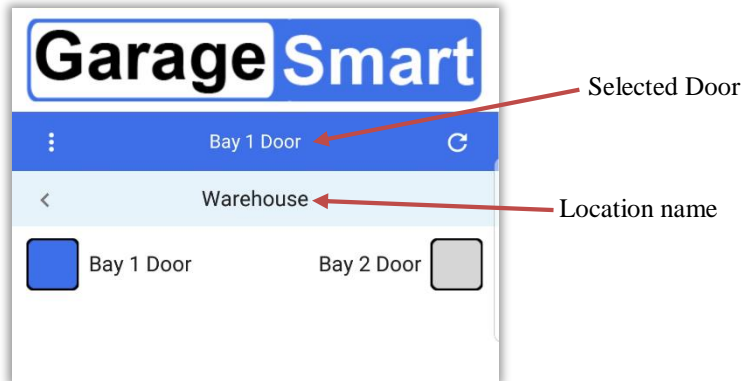
### Controlling one door:

1. With your finger, swipe to the left to see all available GarageSmart™ Devices (Doors) that have been enabled for the **User** to control.

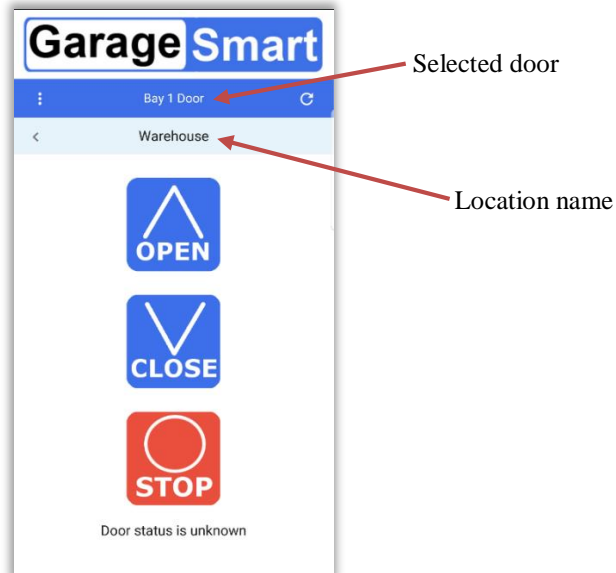
In the example below, there are two GarageSmart devices (Bay 1 Door and Bay 2 Door) that are available for the user to control within the Warehouse location.



2. Press the **Gray Box**  next to the door that you want to control, as the box will then turn **Blue** , as shown below.



3. After making your door selection, the screen will then automatically slide to the door control page, or you can swipe the screen to the right with your finger.



4. The following commands are then available to the user:
  - Press and hold the **OPEN** button to open the door.
  - Press and hold the **CLOSE** button to close the door.
  - Press the **STOP** button to stop a door during movement.

**CAUTION:** Verify and confirm the Location and Door selection before initiating any remote actions.

5. Shortly after a command has been sent, the GarageSmart™ App will automatically retrieve and display the door status.

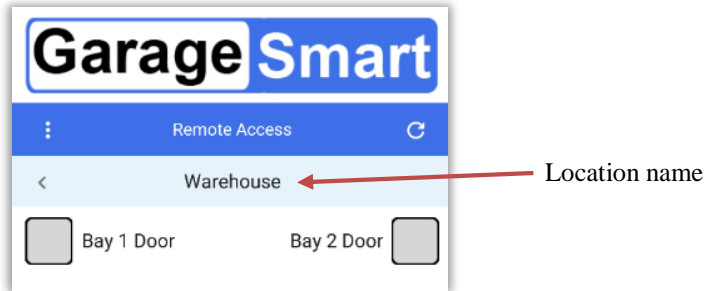
See the section [Verify Garage Door Status using the GarageSmart™ App](#) below for further information.



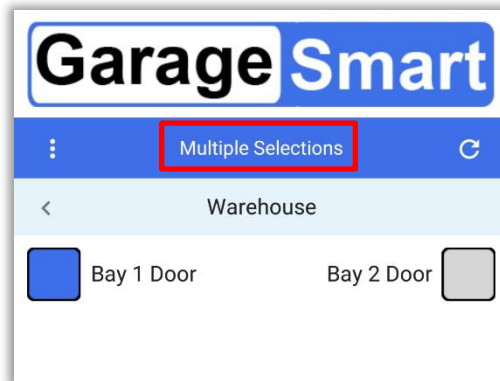
**Controlling multiple doors:**

1. With your finger, swipe to the left to see all available GarageSmart™ Devices (Doors) that have been enabled for the **User** to control.

In the example below, there are two GarageSmart devices (Bay 1 Door and Bay 2 Door) that are available for the user to control within the Warehouse location.



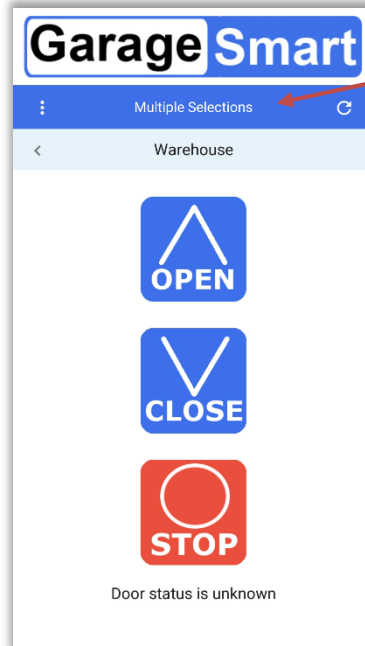
2. Press and **hold** the **Gray Box**  next to the first door that you want to control, as the box will then turn **Blue** , and **Multiple Selections** will appear, as shown below.



3. Press the **Gray Box**  next to each additional door that you want to control, as the box will then turn **Blue**  for that selection, as shown below.



4. After making your door selections, swipe the screen to the right with your finger to view the door control page.



All the selected doors in the previous step will be controlled.

5. The following commands are then available to the user:
  - Press and hold the **OPEN** button to open the door.
  - Press and hold the **CLOSE** button to close the door.
  - Press the **STOP** button to stop a door during movement.
6. Shortly after a command has been sent, the GarageSmart™ App will automatically retrieve and display the door status of the last door that was selected.


See the section [Verify Garage Door Status using the GarageSmart™ App](#) below for further information.



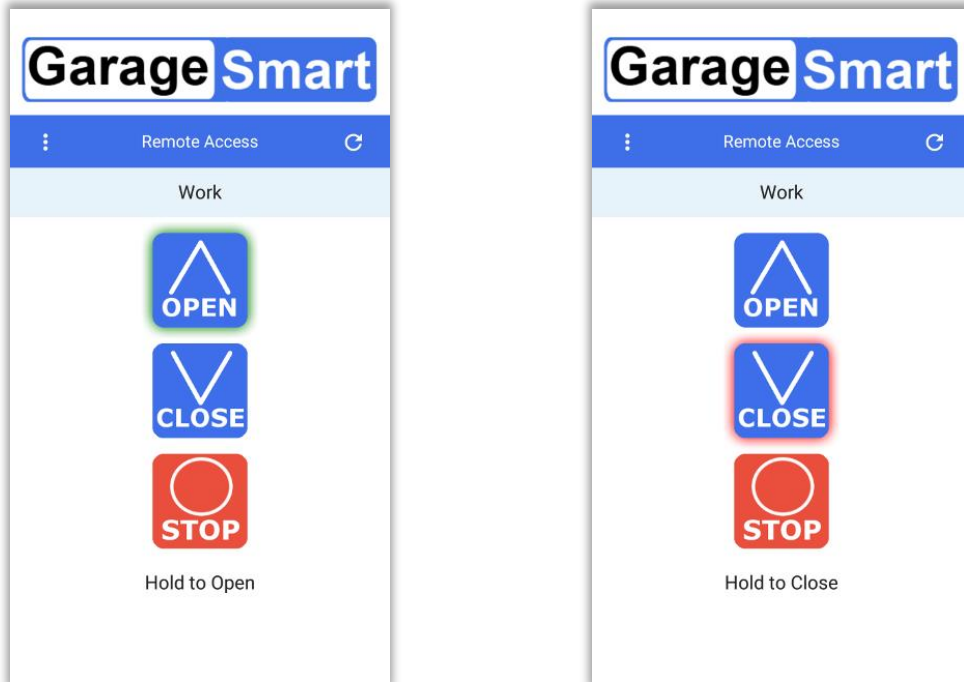
1. Remote keys are assigned within the control panel of your account. Please see the "Online Control Panel Manual" for more information on creating or changing Remote Keys for your GarageSmart™ device.
2. Access information will not be saved if the user does not click on "Save Access Code" before changing screens or exiting out of settings.

## Verify Garage Door Status using the GarageSmart™ App

Monitoring the Garage Doors requires that the GarageSmart™ App has already been installed and setup properly.

1. At any time, click the refresh icon  to check and verify the status of the garage door that pertains to the device that is currently selected.

The status of current selected door will be visible by a **GREEN** or **RED** halo around the OPEN or CLOSED buttons.



A **GREEN** halo around the **OPEN** button means that everything is **Secured** and the door is closed. It also serves as an indication that the following action to be performed would be to press the **OPEN** button.

A **RED** halo around the **CLOSE** button means **Caution** and that the door is open. It also serves as an indication that the following action to be performed would be to press the **CLOSE** button.

# Troubleshooting & Help

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The GarageSmart™ device is completely tested at the factory before being packaged and shipped. If installed properly and in accordance with the installation instructions in this manual, your GarageSmart™ devices should provide many years of trouble free service. If the device should not function or you need help, the following guides will assist in troubleshooting.

## Finding your default gateway address

On most home and small business networks, where you have a single router and several connected devices, the router's private **IP Address** is the default **Gateway Address**. All devices on your network send traffic to that **IP Address** by default.

The default **Gateway Address** of your router can be found using one of the following methods:

### On the Router:

- i. Look for the **Gateway Address** at the back or bottom of your router.

### On Windows:

- ii. Search and run the command **CMD**
- iii. Type **ipconfig**, then enter.
- iv. Look for **Default Gateway**.

### On Mac:

- v. Go to **System Preferences**.
- vi. Select **Network**.
- vii. Select **Advanced**.
- viii. Click the **TCP/IP** tab.
- ix. Your router's gateway will appear next to **Router**.

### On iOS:

- x. Go to **Settings**.
- xi. Tap **Wi-Fi**.
- xii. Tap your current active Wi-Fi network.
- xiii. Your default gateway's IP address will appear next to **Router**.

### On Android:

- xiv. Go to **Settings**.
- xv. Tap **Wi-Fi** (Note: on Samsung devices, first tap **Connections**, then tap **Wi-Fi**).
- xvi. Tap your current active Wi-Fi network.
- xvii. Tap **Advanced**.
- xviii. Your default gateway's IP address will appear under **Gateway**. (Note: on Samsung devices, for **IP Settings**, select **Static** to view the Gateway Address).

## Status Codes

The **Status Led** of the GarageSmart™ can be used to determine the connection status of the GarageSmart™ device.

Status Led Color	Number of Blinks	Result	Solution
<b>RED</b>	Solid	Reboot started.	Wait a few seconds for reboot process to start.
<b>RED</b>	1	Wi-Fi disconnected or wrong password.	Repeat the procedure <a href="#">Configure the GarageSmart™ Device to a secure Wi-Fi network</a> , verifying that the Network Name (SSID) and password is correct.
<b>RED</b>	2	Searching for Wi-Fi network or wrong password.	Repeat the procedure <a href="#">Configure the GarageSmart™ Device to a secure Wi-Fi network</a> , verifying that the Network Name (SSID) and password is correct.
<b>RED</b>	3	Error Occurred	Repeat the procedure <a href="#">Configure the GarageSmart™ Device to a secure Wi-Fi network</a> , verifying that all settings entered match your router settings.
<b>AMBER</b>	1	GarageSmart™ device is connected to the router; however the internet connection has been lost.	Verify and restore internet connection.
<b>AMBER</b>	2	GarageSmart™ device is connected to the router. However, the Device ID is invalid on the GarageSmart™ network.	Contact GarageSmart for assistance.
<b>AMBER</b>	3	GarageSmart™ device is connected to the router. However, Port Forwarding has not been set up properly within the router.	Perform the section called, <a href="#">Router Security Configuration</a> .
<b>GREEN</b>	1 or 2	The GarageSmart™ device has successfully connected to the router and is fully online.	No action is required.
<b>GREEN</b>	Solid	The GarageSmart™ device is downloading new firmware.	Wait for the download to finish as the device will eventually reboot.

## Reboot

The GarageSmart™ can be rebooted without having to remove the cover.

1. Press and release the **STOP** button 4 times within 3 seconds (holding down the **STOP** button on the 4<sup>th</sup> press).
2. Release the **STOP** button between 5 and 10 seconds.
3. The **STOP** button will flash for approximately 8 seconds. When the **STOP** button stops flashing the GarageSmart™ device will reboot.



1. If the **STOP** button is not flashing after performing the above steps in order, then wait 5 seconds before repeating the above steps.

## Factory Reset

A factory reset can be performed on the GarageSmart™ device without having to remove the cover, that will reset the **Port** of the GarageSmart™ device to its default **Port** (80), and clear all **Wi-Fi Settings**.

1. Perform step 1 through 3 within the [Reboot](#) section above.
2. While the **STOP** button is flashing, press and hold the **CLOSE** button.
3. When the **STOP** button stops flashing, continue to hold the **CLOSE** button while pressing and releasing the **STOP** button 4 times within 3 seconds (holding down the **STOP** button on the 4<sup>th</sup> press).
4. Release only the **CLOSE** button between 5 and 10 seconds.
5. The GarageSmart™ device will then perform a factory reset by quickly flashing its warning light and sounding the buzzer.

## Most Common Problems

Below is a compiled list of the Most Common problems that can occur. Before contacting GarageSmart™ for support, please review the list as one of the solutions may correct the issue that you may be experiencing.

Problem	Solutions
<ul style="list-style-type: none"> <li>Garage door(s) are not opening or closing when using individual <b>Remote Keys</b> through the website, mobile site or app.</li> </ul>	<ul style="list-style-type: none"> <li>Check and verify that the GarageSmart™ device has power by checking if the <b>Status Led</b> is blinking <b>Green</b>.</li> <li>Verify that you have entered the correct <b>Access Code, User, and Remote Key</b>.</li> <li>The <b>Remote Key</b> has not expired. This information can be checked by logging into your <b>Online Control Panel</b>.</li> <li>Check for any broken or detach wires (<b>OPEN, CLOSE, STOP, or COM</b>) between the GarageSmart™ device and the garage door motor control board.</li> </ul>
<ul style="list-style-type: none"> <li>The website, mobile site or app is showing the wrong status or always shows <b>Open</b> for my garage door(s).</li> </ul>	<ul style="list-style-type: none"> <li>Visual inspect the GarageSmart™ sensor for any broken wires and make sure that the two sensors are aligned properly when the door is closed.</li> </ul>
<ul style="list-style-type: none"> <li>The Auto Shut feature is closing my garage door(s) at the wrong time.</li> </ul>	<ul style="list-style-type: none"> <li>Verify within the <b>Online Control Panel</b> that you have the correct location settings. <sup>(1)</sup></li> </ul>
<ul style="list-style-type: none"> <li>When closing the garage door(s), the garage door(s) open again.</li> </ul>	<ul style="list-style-type: none"> <li>Verify that there are no obstacles in the way or blocking your garage door floor sensors.</li> </ul>

Still having problems? If assistance is needed after performing the above troubleshooting procedures, do not remove or return the unit and contact GarageSmart™ for support.

We will assist you in troubleshooting the device or the installation to get the unit to operate correctly.

You may also contact GarageSmart™ using e-mail at [www.garagesmart.net/contact.html](http://www.garagesmart.net/contact.html)



1. Selecting the wrong Time Zone will affect real-time operation, notification and logging.

## Frequently Asked Questions

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Question	Answers
Can I monitor all garage doors?	Yes, GarageSmart™ device will show the real live status (Closed or Open) for each garage.
Can GarageSmart™ close my garage door(s) automatically?	Yes, the GarageSmart™ adds Auto Shut features that allow you to set your garage doors to close automatically from 10 minutes up to 2 hours after being left open, or have them close at a pre-determined time of your choosing (for example; every night at 10:00PM for security).
Is the GarageSmart™ protected under any warranty?	Yes, all GarageSmart™ devices have a standard (1) year “limited warranty” that starts from the product ship date (excluding external parts and accessories). However, the warranty can be upgraded.
How do I add a Device, User or Remote Keys to my account for controlling the GarageSmart™ device?	Log into your Online Control Panel to make changes to your account.  There you can find manuals and videos under <b>Help</b> .



## Technical Specifications

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### GarageSmart™ GS100-CR

Input Voltage: 24VDC or 24VAC  
Input Current: 25mA (Normal Operation), 250mA (Lights/Buzzer Indication)

AUX Outputs: 60V / 1-Amp (each relay)

Temperature Range: -20 degrees C to +55 degrees C  
Relative Humidity Range: 0 - 95% Non-Condensing

Wi-Fi Radio 802.11 b/g/n/ac (2.4 GHz)  
TX Power 802.11b +20 dBm  
802.11g +17 dBm  
802.11n +14 dBm

Operation Wi-Fi Range Typical Ranges\*  
802.11b 115 feet indoors  
802.11g 115 feet indoors  
802.11n 230 feet indoors

\* Typical ranges are dependent on the user's router transmission power, antenna type, the location, and the environment. Ranges have been reported to be longer than the Typical Ranges shown above.

Radio Certification FCC, CE, TELEC, SRRC

Ingress Protection IP66\*\*

NEMA Enclosure 4X\*\*

\*\* The top opening of enclosure (where wires enter the GarageSmart™ device) must be sealed by the user, by use of  $\frac{3}{4}$  conduit or equivalent and gaskets.