



Troubleshooting Guide for the Graber Virtual Cord™ App



Getting Started

Before you begin, confirm your operating system is:

- iOS version 11 or greater
- Android version 8 or greater

- 1. Install the Virtual Cord app** on your mobile device. Just look for it in the iOS App Store or on Google Play.
- 2. Open your Virtual Cord app** and select 'New to Virtual Cord?'
- 3. Plug in your gateway** to the included adapter and plug into a constant power source. For your convenience, the gateway will work with any 5V 2A USB power adapter. If you choose to plug it into an appliance, just make sure it is always connected to power. Once it's been plugged in, the blue LED will flash once and then turn off.
- 4. The Virtual Cord app will prompt you to go to the Wi-Fi Settings menu on your mobile device to connect to gateway.** You will be required to enable your location. Select the Atom_##### temporary network. If the Atom temporary network is not visible, unplug then plug back in. If it is still not visible, tap Need Help in the app for troubleshooting tips.
- 5. Follow the prompts in your Virtual Cord app.** Once you have selected the gateway network, return to your Virtual Cord app, and follow the prompts to complete

the setup process. While your gateway is connecting to your home Wi-Fi, it should blink once per second. When connected, the gateway stops blinking.

- 6. Congratulations!** Your gateway is now connected.
- 7. Follow the step-by-step instructions in the app.** You will be required to validate your email to finalize setup. If you do not receive an email, please check your email filters. Once complete, your account will automatically be linked to the gateway. You will also be prompted to autodetect your location. Select 'Allow' and then 'Save.' Your account is now set up. Click 'Start' to enter the app and then click 'Connect' to select your gateway.
- 8. To add devices to your account,** launch the Device Wizard by clicking the 'plus icon' in the top right corner of the Shades tab. Select 'Graber Product' and choose the type of shade you would like to add. Follow the prompts to add your shade to your account. After each shade has been added, use the same Device Wizard to add your remotes to the gateway. You must add your shades to your account before adding your remotes. At the end of the Device Wizard for remotes, you will be prompted to pair your remote to the shade(s) you would like it to control.

What Does My Gateway's LED Status Mean?

- **LED blinking once per second:** The gateway is not connected to the Wi-Fi network.
- **LED blinking once every three (3) seconds:** The gateway is connected to the router but not to the eZLO cloud server.
- **LED OFF:** The gateway is connected to the server and everything is okay.
- **LED ON:** The gateway is in the inclusion/exclusion mode (e.g., when adding or removing a Z-Wave device). When the gateway is in exclusion mode and the device is successfully excluded, the LED turns OFF (as confirmation) until you switch it again to inclusion.
- **LED blinking rapidly:** The Z-Wave device being paired was detected by the gateway and it is being configured.

What Communication Protocols Does My Gateway Support?

The gateway supports the Z-Wave protocol which is the leading smart-home technology found in millions of devices around the world. It is a low-powered, wireless technology with two-way communication, status updates, and the ability to work in a reliable, meshed network.

Z-Wave lets smart devices connect with one another. Graber Virtual Cord products can be made “smart” with Z-Wave connectivity.

What Is the Range of My Gateway?

For Z-Wave protocol, the range is about 100 feet (30 meters) but it depends upon the materials in the way of the devices. Certain obstructions decrease the Z-Wave range:

- Each wall or obstacle (such as refrigerator, big screen TV, etc.) between the gateway and a Z-Wave device reduces the maximum range by approximately 25–30%.
- Brick, ceramic tile, granite, concrete walls, metal walls, mirrors, and smoked glass block Z-Wave signals more than walls made of wooden studs, plasterboard (drywall), clear glass, or plastic.
- Wall-mounted Z-Wave devices installed in metal junction boxes suffer a significant loss of range (approximately 20%) since the metal box blocks a large part of the Z-Wave signal.
- All Z-Wave devices that plug directly into an AC wall power outlet, such as dimmers and smart switches, act as “repeaters.” You can also buy a repeater as a stand-alone accessory device. If your Z-Wave device does not appear to be communicating with the controller, try plugging in a repeater approximately halfway between the the Z-Wave device and the gateway.

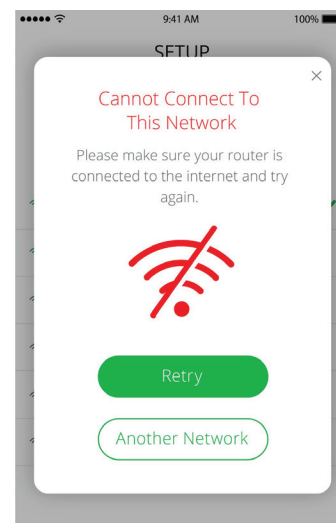
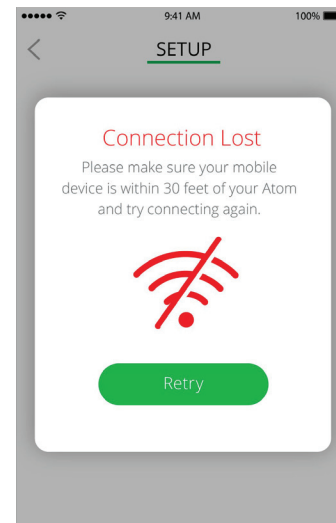
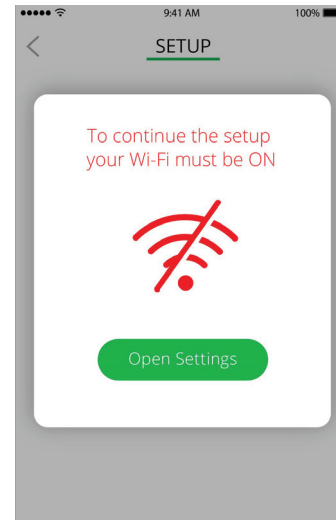
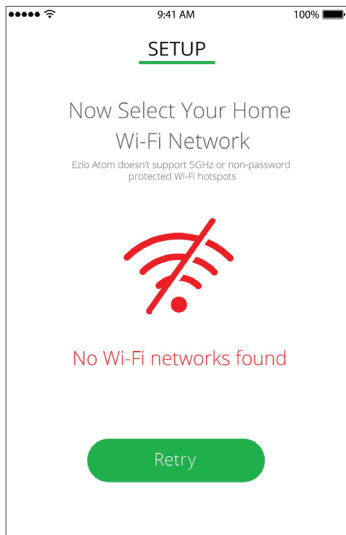
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My Gateway Won't Connect to the Wi-Fi Network during the First Setup

Before and during the first setup, make sure that your phone's Wi-Fi is switched on, your Wi-Fi router is connected to the Internet, and your phone is within direct range of the gateway. Should any of these conditions not be met, the Graber App may display one of the alerts to the right:

If any of the conditions above present themselves, try resetting the gateway to factory defaults and retry.

NOTE: The gateway device does not support 5GHz networks or nonpassword-protected Wi-Fi hotspots. When no supported networks are found, the app displays an alert as shown below. In this case, try configuring your Wi-Fi network to use the 2.4GHz frequency range, or if it already does, make sure it is password protected.



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My Gateway Is Offline

Check the status of the LED. If it is blinking, the gateway is most likely disconnected from the Internet. Try cycling the power (disconnect it from the USB power source and reattach it). If it comes back online, the LED should turn off.

If a power cycle does not help, try resetting its network settings (see [How Can I Reset My Gateway?](#)). After this, your gateway needs to be connected to the Wi-Fi network again, even if you're reconnecting to the same network (see [How Can I Connect My Gateway to a Different Wi-Fi Network?](#)).

If none of the above works, make sure the gateway is within range and your home Wi-Fi network has not changed (frequency, name, password).

NOTE: Upon first setup, the gateway updates to the latest Available Release when connected to the Internet (after the enrollment process is complete). Once the gateway is visible on the app, it may show offline for a few minutes while it performs a Firmware Upgrade. If it stays offline for a considerably longer time, cycle the power.

How Can I Reset My Gateway?

- 1. Wi-Fi Reset:** Set network settings to factory defaults. With the gateway still plugged into the USB port, press the reset button twice within a lapse of less than two (2) seconds. The status LED blinks three times per second, and continues to blink until the reset process is finished (approximately seven (7) seconds). Once the reset process is complete, the LED blinks once per second until the gateway is connected to the Wi-Fi.
- 2. Soft Reset:** This removes all the paired devices and resets the user settings, while still remaining on the configured Wi-Fi network. The status LED blinks fast as confirmation. With the gateway still plugged into the USB port for power, long-press on the reset button for seven (7) seconds (or more than five (5) but less than nine (9) seconds). The gateway will continue to blink until the reset process is complete (approximately 44 seconds).
- 3. Factory Reset:** Reestablish all gateway settings to factory defaults. With the gateway still plugged into the USB port, long-press the reset button for more than 10 seconds. The Status LED turns ON solid as confirmation and continues to blink until the reset process is finished.

How Can I Remove the Gateway from My Account?

On your Graber App, go to Menu > My Gateways. The app redirects you to 'Select Location.' Once there, reset* the gateway to factory settings as instructed in [How Can I Reset My Gateway?](#) Then, you must manually remove it from your account as the factory reset procedure does not automatically do it. To remove it, press and hold the gateway in the list (it should already be offline) until you are prompted to remove it.

***NOTE:** If you experience connectivity issues on your mobile phone after resetting the gateway, your phone may have automatically reconnected to the gateway's Access Point (Atom_XXXXXXX). Make sure to switch your phone to your home network so you can recover connectivity.

I Don't Have an Internet Connection on My Phone After Resetting My Gateway (Factory or Network)

You might run into connectivity issues, if you previously set up your gateway on your mobile phone and your phone was once connected to—and remembers—the gateway's Access Point (Atom XXXXXX). Most mobile phones reconnect to known networks automatically. If this is the case, simply open your phone's network settings and connect back to your home network (optionally, you can have the phone forget the gateway's SSID to prevent this issue later on).

How Can I Connect My Gateway to a Different Wi-Fi Network?

NOTE: The gateway does not support 5GHz networks or nonpassword-protected Wi-Fi hotspots.

There are two ways to connect the gateway to a different Wi-Fi network:

1. Removing the gateway from the account:

- a. Reset Wi-Fi as explained in How Can I Reset My Gateway? (first option)
- b. On 'Select Location' page of your Graber App, press 'Your Gateway Location' until you are prompted to remove gateway. Hit 'Yes.'
- c. Once the gateway is removed from your account, hit the 'plus icon' as if you were adding a new gateway and follow the instructions.*

- d. Once you are connected to the gateway's Access Point (Atom_700XXXXX), go back to the app and select the new network you want to connect your gateway to and enter the password.
- e. Your gateway should be connected within a couple of minutes.

2. Without removing the gateway from the account:

- a. Reset Wi-Fi as explained in How Can I Reset My Gateway? (first option)
- b. Then, on your Graber App, hit the 'plus icon' as if you were going to add a new gateway and follow the instructions.*
- c. Once you are connected to the gateway's Access Point (Atom_XXXXXXX), go back to the app and select the new network you want to connect your gateway to and enter the password. Then, you will get an error message saying that the gateway already belongs to another user. Hit 'OK.' The gateway should have already picked up the new Wi-Fi and be online.

***NOTE:** If you experience connectivity issues on your mobile phone, it may be connected to the gateway's Access Point (Atom_XXXXXXX). Make sure to switch to your home network and repeat the step.

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My Z-Wave Device Can No Longer Be Controlled From My Graber App

- Make sure the device is within range*
- Check battery status for battery-operated devices
- Make sure the device is not blocked or contained by metal objects

You can try placing the affected device in a closer position to the gateway. If moving it closer does not fix the issue, reconnect it. To connect it again, please try excluding the device from the gateway and adding it again within three (3) feet.

*With Z-Wave, the range is about 100 feet (30 meters) but it depends upon the materials in the way of the devices. Certain obstructions decrease the Z-Wave range:

- Each wall or obstacle (such as refrigerator, big screen TV, etc.) between the gateway and a Z-Wave device reduces the maximum range by approximately 25–30%.
- Brick, ceramic tile, granite, concrete walls, metal walls, mirrors, and smoked glass block Z-Wave signals more than walls made of wooden studs, plasterboard (drywall), clear glass, or plastic.
- Wall-mounted Z-Wave systems installed in metal junction boxes suffer a significant loss of range (approximately 20%) since the metal box blocks a large part of the Z-Wave signal.
- All Z-Wave systems that plug directly into an AC wall power outlet, such as dimmers and smart switches, act as “repeaters.” You can also buy a repeater as a stand-alone accessory device. If your Z-Wave device does not appear to be communicating with the gateway, try plugging in a repeater approximately halfway between the Z-Wave device and the gateway.

I Can't Pair a Z-Wave Device to My Gateway

- Make sure the Z-Wave device (shade or remote) is within three (3) feet of the gateway during the first setup process.
- All Graber Virtual Cord products are compatible with the gateway. If you are trying to add a non-Graber Z-Wave device, check the Z-Wave operation frequency (it should be the same as the gateway): U.S. 908.42 MHz. The gateway is compatible with Z-Wave-enabled devices only. Devices that speak other communication protocols will not work.
- Make sure the signal is not being blocked by metal objects.
- If the device was previously added to another Z-Wave network, you need to unpair it from the other network as instructed in ‘How to Unpair a Z-Wave Device that Was Previously Added to a Different Network.’

My Device Was Detected but Is Not Properly Configured

If after inclusion the device is not showing up or is misbehaving (e.g., not showing any buttons or lacking device features), you should exclude it and re-include. If the device is in the pairing wizard list, it should configure properly after re-inclusion.

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How to Unpair Z-Wave Devices

Follow these steps in order to unpair a Z-Wave device:

1. Open the Graber App and log in to your account.
2. Open the 'Shades' screen, select the shade you want to unpair and press the '>' icon.
3. Open the advanced settings by pressing the gear icon located in the top right corner.
4. Press 'Delete' followed by 'Unpair.' This redirects you to the device pairing wizard to complete the unpairing process.

How to Unpair a Z-Wave Device That Was Previously Added to a Different Network

Follow these steps before pairing the Z-Wave device with a new gateway:

1. Open the Graber App and log in to your account.
2. Open the 'Shades' screen and tap on '+ Add Device' button.
3. Select 'Graber Products.'
4. Choose the shade from the list of devices and follow the instructions in the pairing wizard.
5. Start the countdown and tap on 'Retry' button.
6. Follow the instructions to unpair the device. Once the device is successfully unpaired press 'Try adding it again' in order to start adding the device.

NOTE: If you are still unable to add the device, follow the instructions that came with your device to reset it and erase previous networks. For Graber Virtual Cord Shades you can erase the previous networks from the shade by pressing and holding the programming button until the shade "jogs" once.

How to Pair Z-Wave Devices

Before you begin, confirm your operating system is:

- IOS version 11 or greater
- Android version 8 or greater

Also, confirm that you have the latest version of the Graber Virtual Cord App (check for app updates on the Google Play and iOS App stores).

1. Open the Graber App and log in to your account
2. Open the 'Shades' screen and start adding the new device (tap on '+ Add Device' button).
3. Select 'Graber Products.'
4. Choose the shade from the list of devices and follow the instructions in the pairing wizard.
5. Start the countdown and press the programming button on your shade (according to the instructions).
6. Once the device is detected, you can name it and assign it to a room, then press 'Finish.'

NOTE: All shades must be added before adding remotes. Once all shades and remotes are added, you need to pair your remotes to your shades.

Can I Use a Device as a Trigger in a Routine?

No, this isn't possible yet, although it may be available in future releases of the Graber App. However, you can create schedule-based and manually run scenes.

Need Assistance?

CONTACT CUSTOMER SERVICE

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