

**SmartSync™**  
**Wireless**  
**User Manual**  
*Non-Monitored Sensing Edge*  
*Transmitter,*  
*Non-Monitored Receiver,*  
*3-Pushbutton Station, and Remote*

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## Section 1 – Safety Check List

Rolling doors are large, movable objects. They move with the help of electric motors or manual operators (chain, crank, push up, etc.), and most have springs under high tension. These items and their components can cause injury. In order to avoid injury to yourself and others, please follow the instructions in this manual.

### **⚠ DANGER**

INSTALLATION, REPAIR, AND MAINTENANCE OF THIS PRODUCT REQUIRES SUBSTANTIAL KNOWLEDGE AND EXPERIENCE WITH THE INSTALLATION, REPAIR, AND MAINTENANCE OF ROLLING DOORS, THEIR PARTS AND SYSTEMS, AND THE RISKS ASSOCIATED WITH THEM.

THIS PRODUCT SHOULD BE INSTALLED, REPAIRED, AND MAINTAINED ONLY BY A PROFESSIONAL TRAINED IN ROLLING DOOR INSTALLATION, REPAIR, AND MAINTENANCE (“PROFESSIONAL INSTALLER(S)”). HAVING SOMEBODY ELSE INSTALL, REPAIR, OR MAINTAIN THIS PRODUCT PUTS THEM AND THOSE AROUND THE DOOR IN DANGER OF SERIOUS INJURY OR DEATH.

IF ANY PART OF THIS MANUAL IS UNCLEAR (INCLUDING THIS WARNING) OR IF ADDITIONAL INFORMATION IS NEEDED, THE INDIVIDUAL INSTALLING, REPAIRING, OR MAINTAINING THE PRODUCT MUST CONTACT CORNELLCOOKSON'S TECHNICAL SUPPORT DEPARTMENT.

- Review the potential hazards and preventative measures listed below:

| Potential Hazard                                                                    |                                                                                | Preventative Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <b>⚠ DANGER</b><br>Pinned or crushed by closing door.                          | <ul style="list-style-type: none"><li>• Keep yourself and others clear of opening while door is in motion.</li><li>• Do not allow children to play near or operate door.</li><li>• Do not operate if door becomes jammed, broken or does not operate smoothly. Immediately stop use and contact a Professional Installer for repair.</li></ul>                                                                                                                        |
|  | <b>⚠ WARNING</b><br>Struck by adjusting wheel bar while applying spring turns. | <ul style="list-style-type: none"><li>• Be sure bar is adequate in strength and long enough to allow installer to apply the necessary torque. (Refer to “Applying Spring Turns” section for bar size recommendations.)</li><li>• Make sure bar is fully seated into the adjusting wheel slot before applying pressure.</li><li>• Use two bars while applying turns to the adjusting wheel.</li><li>• Follow the steps under “Curtain Installation” closely.</li></ul> |
|  | <b>⚠ WARNING</b><br>Electrical shock.                                          | <ul style="list-style-type: none"><li>• Make sure electrical operator is properly grounded.</li><li>• Turn off source power completely prior to servicing the motor.</li><li>• Make sure wires are clear of any moving or potentially moving parts.</li><li>• Avoid pinching wires when installing the motor cover.</li></ul>                                                                                                                                         |
|  | <b>⚠ WARNING</b><br>Pinched by moving components.                              | <ul style="list-style-type: none"><li>• Make sure the motor is turned off and unplugged before working with moving parts such as roller chain and sprockets, drop-out mechanisms, adjusting wheels, etc.</li><li>• Locate all possible pinch points of the unit (such as the drive chain, coil area, bottom bar, etc.). The door should be disconnected from power and/or locked down if someone is working on or near these areas.</li></ul>                         |

*Table 2.1 - Potential hazards and Preventative Measures*

- Check the following during installation and before leaving the job site:
  - If the unit has tension springs, be sure the proper amount of tension is applied to the torsion springs in order to properly counterbalance the weight of the curtain.
  - Securely fasten the tension adjusting wheel in place with the appropriate hardware provided as shown in the “Curtain Installation” section of these instructions.

- Check that the keys and/or cotter pins have been set in place and fit properly at all sprockets or gears.
- Check that the setscrews in each sprocket or gear (one over the key and one offset from the key) have been tightened properly.
- Check all fasteners holding the unit to the building structures to ensure the correct type have been installed and have the correct torque/tightness.
- Instruct owner or their representative in the proper method of operating and maintaining the door, review all warnings on the door and in this manual, and leave a copy of this manual.

### **FCC Statement**

**Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.**

**This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:**

- (1) This device may not cause harmful interference, and**
- (2) This device must accept any interference received, including interference that may cause undesired operation.**

**This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. (SmartSync Rx V2, SmartSync Lv, SmartSync 3pbs)**

## Section 2 – Introduction

The SmartSync Wireless Non-Monitored Receiver is an essential device for the SmartSync Wireless Device offering. All the devices within the SmartSync Wireless offering require a SmartSync Wireless Receiver for operation. Furthermore, all devices must go through a pairing process with the Wireless Receiver at install. This Wireless Receiver is powered and wired through/to the operator controller of the door. It is intended to be mounted in close proximity to the controller. The SmartSync Wireless Non-Monitored Receiver is intended for use with the SmartSync Wireless Non-Monitored Sensing Edge Transmitter, the SmartSync Wireless Remote, and the SmartSync Wireless 3-Pushbutton Station.

**Note:** The SmartSync Wireless Non-Monitored Receiver (Model No: 202981) is limited to applications where a connected sensing edge will not fulfill a primary entrapment requirement as part of UL 325. If used in a UL 325 certified operator application, the Non-Monitored Receiver and its corresponding Non-Monitored Sensing Edge Transmitter can only be used as a secondary/ancillary entrapment device. For UL 325 primary entrapment applications, the Model No: 201430 Wireless Receiver and its compatible devices should be utilized instead.

The Non-Monitored Sensing Edge Transmitter is designed for connection to an ELR sensing edge, but the triggered output into the operator from the connected Non-Monitored Receiver is normally-open (N.O.), serving the device's purpose as a Non-Monitored Sensing Edge input into the operator controller. Only one Sensing Edge or one Sensing Edge Transmitter should be used in a single system at a time.

When the door is closing and the Non-Monitored Sensing Edge Transmitter detects either of the following two triggering states, it will send the trigger signal immediately to the receiver:

- i) Sensing Edge Trigger: Obstacle impacts the sensing edge that is connected to the Sensing Edge Transmitter
- ii) The bottom bar is detected to be off-level by the Sensing Edge Transmitter

In either of the two trigger states listed above, if the door is traveling toward a closed position at the time, the Non-Monitored Sensing Edge Transmitter will immediately signal the door operator. The operator, as a result of the received signal, will immediately stop its downward travel and reverse to the fully open position. After the event is over (sensing edge is no longer triggered and the door has traveled to the full-open position), the operator/door will resume normal operation. This resultant reaction can be overridden through constant-pressure use of the CLOSE button or use of the STOP button on a pushbutton station (wireless or wired) while the reaction is occurring.

The SmartSync Wireless 3-Pushbutton Station (3-PBS) allows a user to operate any of the three membrane-style buttons for controlling the door movement. When a button is pressed, the transmitter (3-Pushbutton Station) sends the "trigger" signal immediately to the receiver. The receiver then outputs this trigger signal to the door operator to perform the appropriate action.

In UL 325-certified systems, a monitored entrapment device must be in use within the door system to allow momentary-pressure functionality of the Wireless 3-Pushbutton station. Otherwise, constant-pressure is required for functionality of the device. **Note:** *Momentary-pressure functionality only requires a user to press a button once, only briefly, to initiate the anticipated door function. Constant-pressure functionality requires a user to press a button for the entire duration of the door function; if the button is released early, the door will stop the operation prematurely.*

The following are the operations that result from each button press (see the above note on momentary/constant pressure requirements):

- i) OPEN: Pressing triggers the door's movement toward the open position (even if the door was in the process of closing)
- ii) CLOSE: Pressing triggers the door's movement toward the close position (even if the door was in the process of opening)
- iii) STOP: Pressing triggers a stop of the movement of the door if the door is moving in either direction (in constant-pressure mode, this is the only button that will still operate with momentary-pressure).

The SmartSync Wireless Remote can be used to independently to operate one or more doors within one facility. Like the 3-Pushbutton Station, it provides controls for open, close, or stop. Conversely however, the remote is designed to be carried, stored, or moved as convenient for the user. A loop exists on the remote to allow for lanyard attachment for further convenience. Like the other two transmitter devices described above, any door unit that is setup to operate with the SmartSync Wireless Remote must be configured with a SmartSync Wireless Receiver. This instruction document will cover its use with the SmartSync Wireless Non-Monitored Receiver (Model No. 202981).

The SmartSync Wireless Non-Monitored Sensing Edge Transmitter, 3-Pushbutton Station, and Remote can all be used separately or together in a system, however an appropriate receiver (Wireless Receiver, v2.0) must exist or be installed for any combination of the devices to function. The Non-Monitored Sensing Edge Transmitter must be configured for both of its detection modes: sensing edge and leveling. One function cannot be used independently of the other.

All SmartSync Wireless devices discussed in this manual can be utilized and/or mounted up to 20 meters (65 feet) away from their paired SmartSync Non-Monitored Receiver. Any device located farther than 20 meters (65 feet) from its paired receiver is not assured successful communication.

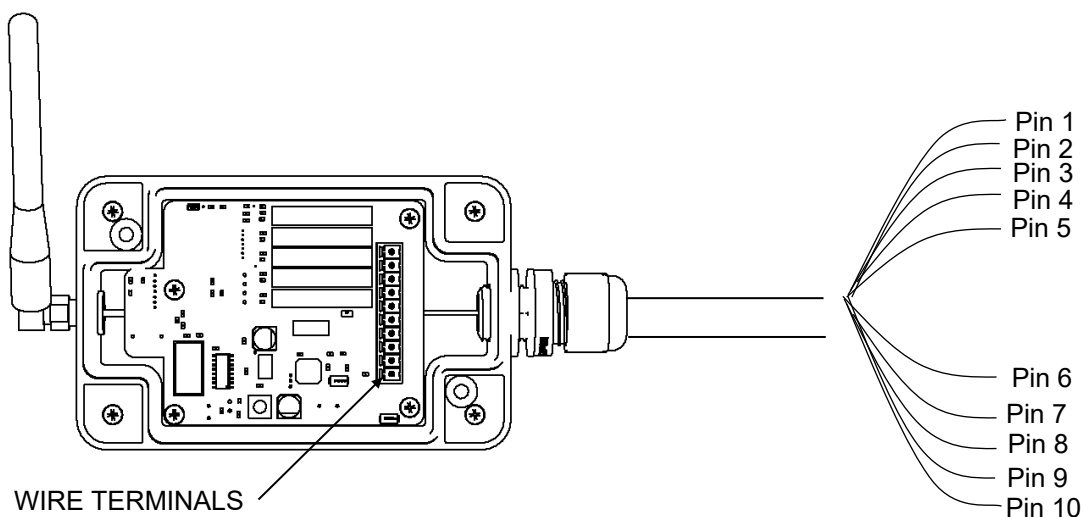
### Section 3 – Wiring & Installation

#### ▪ Receiver Wiring & Setup

1. Connect the receiver to the operator control panel. See **Figure 3. 1** for wire terminal connections.

**Note:** Refer to operator manual for connection points.

**Figure 3. 1 – Wireless Receiver Wiring**



| PIN | COLOR      | NAME        | FUNCTION                               |
|-----|------------|-------------|----------------------------------------|
| 1   | Red        | Power 24V   | +24V                                   |
| 2   | Black      | Power 0V    | 0V                                     |
| 3   | White      | COM1        | COM Sensing Edge                       |
| 4   | Yellow     | NO1         | IN Sensing Edge (N.O.)                 |
| 5   | Brown      | COM2        | COM Remote                             |
| 6   | Green      | NO2         | IN Remote                              |
| 7   | Blue       | Button COM  | COM 3-PBS (3-PBS is a separate device) |
| 8   | Orange     | OPEN        | IN OPEN                                |
| 9   | Gray       | CLOSE       | IN CLOSE                               |
| 10  | Light Blue | STOP (N.C.) | IN STOP (N.C.)                         |

**Note:** One (1) SmartSync Wireless Receiver can be paired with up to twenty (20) total compatible SmartSync devices (sensing edge, 3-Pushbutton Stations, Remotes). However, only one Sensing Edge device may be paired with any one Receiver.

For clarity:

Max Number of Devices Paired to One Rx =  $E + P + R \leq 20$ ;

Where **E** = # of Sensing Edge Devices paired, **max = 1**,

**P** = # of 3-Pushbutton Stations paired,

**R** = # of Remotes paired.

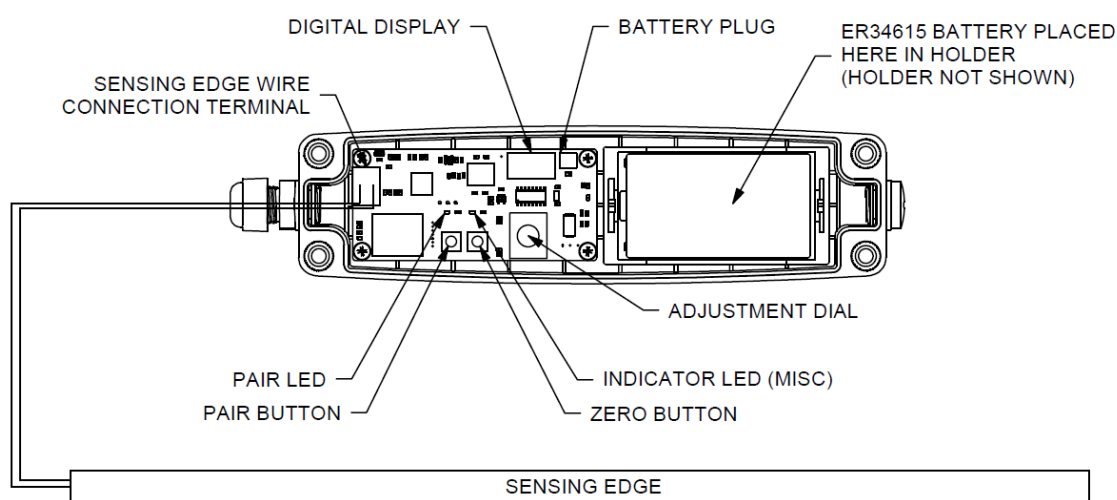
## ▪ Non-Monitored Sensing Edge Transmitter Wiring & Battery Installation/Replacement

**Note:** The Non-Monitored Sensing Edge Transmitter uses an ER34615 (LiSOCl<sub>2</sub>) battery. The initial battery is provided with purchase of the device. **Future replacement batteries can be purchased from CornellCookson. Do NOT install a “D” battery.**

1. Loosen the front plastic screws and remove the cover of the SmartSync Wireless Non-Monitored Sensing Edge transmitter unit.
2. Wire the 2-wire 8.2K/10K Ohm ELR type sensing edge to the transmitter as shown in **Figure 3. 2**, by bringing the cable/wires through the cable gland connector. Polarity does not matter.
3. Tighten the cable gland connector around the sensing edge cable so that the wires/cable stay in place.
4. Insert the provided battery into the battery pack within the device.
5. If pairing process is not yet completed, leave the cover removed from the device for now. Otherwise, replace the cover onto the lower part of the unit and retighten the screws.

**Note:** An ELR sensing edge is required for use of the Non-Monitored Sensing Edge Transmitter.

**Figure 3. 2 – Non-Monitored Sensing Edge Transmitter Wiring**

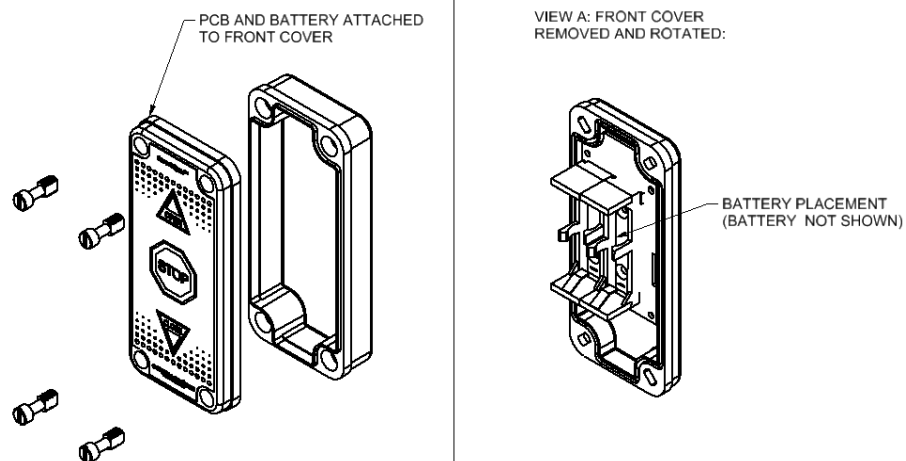


### ▪ 3-Pushbutton Station Transmitter Battery Installation/Replacement

**Note:** The 3-Pushbutton Station Transmitter uses two ER14505 (LiSOCl<sub>2</sub>) batteries. The initial batteries are provided with purchase of the device. Future replacement batteries can be purchased from CornellCookson. Do NOT install “AA” batteries.

1. Loosen (no need to fully-remove) the four (4) plastic front-facing screws of the 3-Pushbutton Station Transmitter and remove the front cover.
2. Insert the batteries into the battery holder located on the underside of the front cover.
3. Replace the front cover onto the back of the enclosure and screw in the four (4) plastic front-facing screws.

**Figure 3. 3 – 3-Pushbutton Station Transmitter Disassembly/Assembly**



▪ **Mounting the Wireless Receiver, Non-Monitored Sensing Edge, and 3-Pushbutton Station**

**⚠ WARNING**

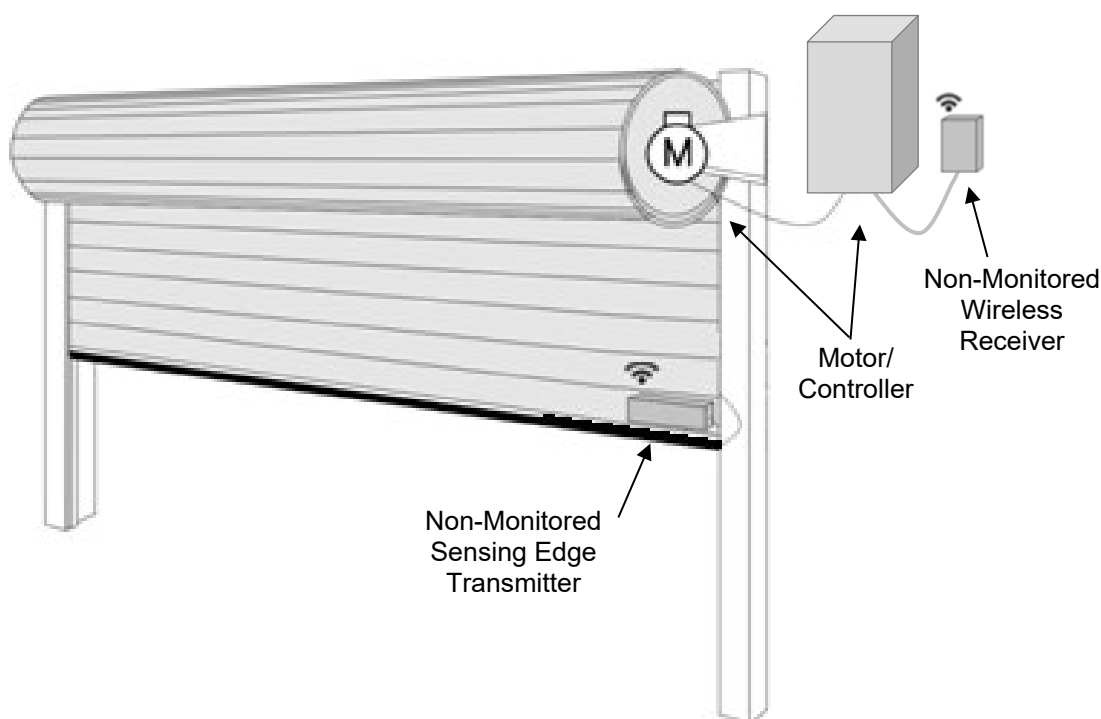
**Do not** use the wireless sensing edge device as a handle or support of any kind. **Do not** step or stand on the wireless sensing edge device. **Do not** apply a weight or force of any kind to the wireless sensing edge device after mounting is complete. Damage to the unit could cause malfunction and/or unintended operation of the door.

1. Mount the Non-Monitored Sensing Edge transmitter on the door's bottom bar as shown in **Figure 3.4**. Use provided double-sided tape for mounting or mounting holes (located under the front cover, behind front cover fasteners) w/ (4) #4 screws (not provided).
2. Mount the receiver near the door operator as shown in **Figure 3.4**. Use provided double-sided tape or mounting holes w/ (4) #4 screws (not provided).

**Note:** Do NOT use screws to mount the receiver, or any device, to the operator. If mounting to the operator enclosure, utilize the included double-sided tape instead.

3. The Wireless 3-Pushbutton Station can be mounted anywhere within 20 meters (65 feet) of the door. For mounting, use provided double-sided tape strips, attaching one side of the strips to the back of the device, and the other side to the desired wall/surface location

**Figure 3.4 – Receiver and Non-Monitored Sensing Edge Transmitter Mounting**



## Section 4 – Setup & Operation

### ▪ Non-Monitored Sensing Edge Startup & Operation

#### ○ Pairing the Non-Monitored Sensing Edge Transmitter + Wireless Receiver

1. **Power off the motor/controller.** Make sure the transmitter is within 20 meters (65 feet) of Wireless Receiver.
2. Loosen (no need to fully-remove) the four (4) plastic front-facing screws of the transmitter and remove the front cover.
3. Wire the receiver and transmitter as shown in **Figure 3. 1** and **Figure 3. 2**.
4. Press and hold the transmitter pair button for 1 second then release the pair button. The BLUE pairing LED indicator will begin to flash. The transmitter is now in pairing mode and will remain in this state for 30 seconds. (Refer to **Figure 4. 1**).
5. **Power on the motor/controller. The receiver will immediately, automatically, enter pairing mode and should begin trying to connect with the wireless transmitter device that is also in pair mode. Wait a moment for the indications described in step 5 to occur.**
6. If pairing is successful, the LED indicator (D8) on the receiver (see **Figure 4. 4**) will turn GREEN for a few moments, and the receiver will beep once.
7. If pairing is unsuccessful, there will be no beep from the receiver. Repeat steps 1-4 to retry.

***Note:** If pairing isn't achieved after 3 attempts contact customer service: +1-800-390-8590, Option 1*

#### ○ Unpairing the Non-Monitored Sensing Edge Transmitter + Wireless Receiver

1. **Power on the motor/controller.**
2. Press and hold the transmitter pairing button (see **Figure 4. 1**) for 5 seconds and release the pairing button. The unpairing operation is completed.

***Note:** The transmitter must be disconnected from one receiver in order to be connected to another.*

#### ○ “Zeroing” the Non-Monitored Sensing Edge Transmitter

For the best accuracy and performance, the Non-Monitored Sensing Edge Transmitter should be “Zeroed” after installation and pairing are complete. This process sets the “zero” point of the tilt detection functionality so that off-levelness can be detected accurately based upon an accurate zero baseline. Follow the below instructions to zero the Non-Monitored Sensing Edge Transmitter:

1. Unscrew the plastic screws from the transmitter unit and remove the cover, if not already in this state.
2. Assure that the Non-Monitored Sensing Edge Transmitter is installed completely and at a visibly “level” state (long dimension oriented width-ways, cable gland connector on left side).
3. Briefly press the “ZERO” button (see **Figure 4. 1**).
4. The zeroing process is now complete.

#### ○ Setting the Sensitivity of the Leveling Detection Function

The sensitivity of the tilt, or “off-level” detection can be adjusted to accommodate various doors and installation environments. However, it is recommended to start with the default setting. If it is later decided to adjust the sensitivity, after operation is tested, follow these steps:

1. Unscrew the plastic screws from the transmitter unit and remove the cover, if not in this state already.
2. Push the adjustment dial in (like a pushbutton), a number 0.0-15.0 should show on the display. These numbers represent a threshold in degrees that the device can become off-level before the trigger of off-levelness is initiated. Again, it is highly recommended to keep

the setting at its default value of 3.0 and only adjust this if over/under-sensitivity is seen during operation.

**Note:** Over-sensitivity of leveling detection can be concluded if the door is triggering protection outputs (observed as the door opening) too often, without the door appearing to have any operational issues (running smoothly, no bind ups occurring); Under-sensitivity can be concluded if the door is having operational issues (like bind ups of the bottom bar in the guides) without a protection output occurring (door is never triggered to reverse during closing process even when bind ups are visible); Wide doors are more susceptible to being over-sensitive at the default of 3.0 degrees and are more likely to need the threshold increased.

3. Turn the dial to change the value between 0.0 and 15.0 to adjust the sensitivity. Lower values represent higher sensitivity, while higher setting values represent lower sensitivity.
4. The display turns itself off after 5 seconds of inactivity.

- **Replace the Cover**

1. After pairing, “zeroing”, and sensitivity setting steps (if applicable) have been completed, replace the cover of the Non-Monitored Sensing Edge transmitter device and screw in the four (4) plastic front-facing screws.

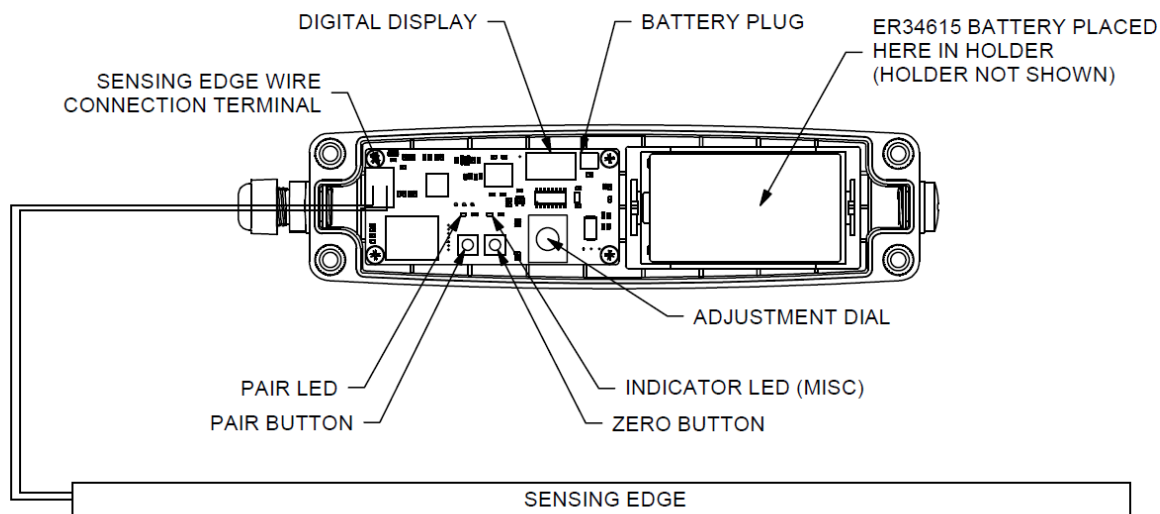
- **Replacing Damaged/Broken Transmitter**

1. **Power on the motor/controller and receiver.**
2. Follow the *Unpairing the Non-Monitored Sensing Edge Transmitter + Wireless Receiver* instructions above on the damaged transmitter.
3. Follow the *Pairing the Non-Monitored Sensing Edge Transmitter + Wireless Receiver* pairing procedure to pair the new transmitter to the receiver.

- **Troubleshooting Procedure**

Please refer to *Section 5 – Troubleshooting* on page 20 for troubleshooting steps.

**Figure 4. 1: Non-Monitored Sensing Edge Transmitter**



- Test the Sensing Edge

**⚠WARNING** : FOR YOUR SAFETY, DO NOT TEST THE SENSING EDGE ON A MOVING DOOR AT THIS POINT.

**⚠WARNING** : USE TOOLS INSTEAD OF YOUR BODY TO TRIGGER THE SENSING EDGE!

1. When the door is still, depress the sensing edge, check if the relay on the synced wireless receiver will “click” when the sensing edge is depressed. If working properly, an LED next to one of the relays on the synced receiver circuit board will also illuminate during sensing edge triggering.
2. Test the unit while the door is closing. When the door is closing, press the sensing edge, see if the door will stop and reverse. **Make sure testing occurs above 6 inches off the ground.**

### ▪ 3-Pushbutton Station Startup & Operation

#### ○ Pairing the 3-Pushbutton Station + Wireless Receiver

1. **Power off the motor/controller and receiver.** Make sure the 3-Pushbutton Station is within 20 meters (65 feet) of the Wireless Receiver.
2. Wire the receiver as shown in **Figure 3. 1**.
3. Press and hold the “Open” and “Stop” buttons on the 3-Pushbutton Station for 5 seconds or more. The indicator light on the 3-PBS should begin to blink BLUE.
4. **Power on the motor/controller. The receiver will immediately, automatically, enter pairing mode and should begin trying to connect with the wireless transmitter device that is also in pair mode (do nothing additional here).**
5. If pairing is successful, the LED indicator (D8) on the receiver (see **Figure 4. 4**) will turn GREEN for a few moments, and the receiver will beep once.
6. If pairing is unsuccessful, there will be no beep from the receiver. Repeat steps 1-4 to retry.

**Note:** If pairing isn't achieved after 3 attempts contact customer service: +1-800-390-8590, Option 1

#### ○ Unpairing the 3-Pushbutton Station Transmitter + Wireless Receiver

1. **Power on the motor/controller and receiver**
2. Hold the “Open” and “Stop” buttons simultaneously for 5 seconds. If unpairing is successful, the 3-Pushbutton Station transmitter will immediately enter pairing mode, which can be confirmed by observation of the indicator light blinking BLUE (see Please refer to *Section 5 – Troubleshooting* on page 18 for troubleshooting steps.) (pairing mode will exit automatically after 30 seconds, with a 5-second RED LED illumination).

#### ○ Testing Pair/Unpair Status of the 3-Pushbutton Station Transmitter

**Note:** To prevent unintentional door operation, use the “STOP” button for the tests below

- If PAIRED, the 3-Pushbutton Station indicator light will illuminate GREEN anytime a button (Use “STOP” to test) is pressed on the device.
- If UNPAIRED, the 3-Pushbutton Station indicator light will illuminate RED anytime a button (Use “STOP” to test) is pressed on the device.

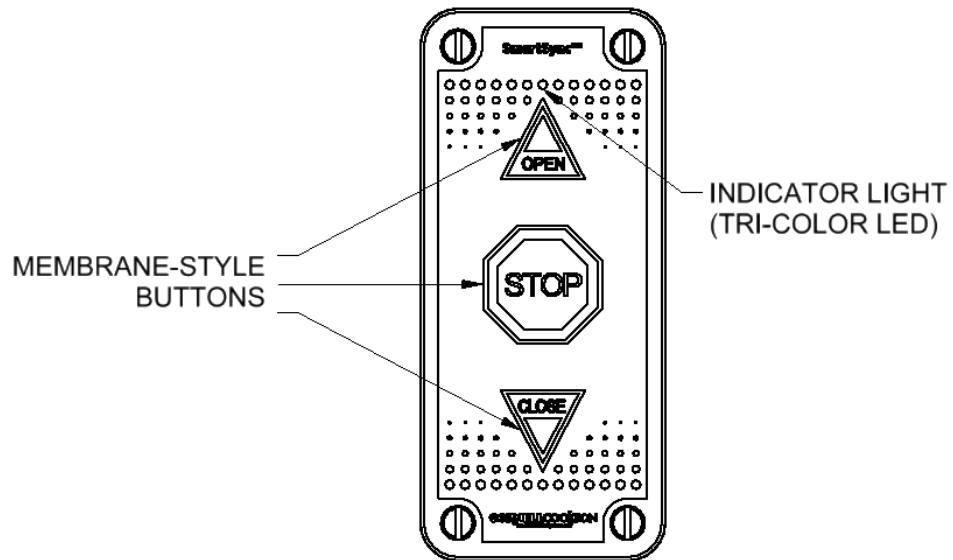
#### ○ Replacing Damaged/Broken 3-Pushbutton Station Transmitter

1. **Power on the motor/controller and receiver.**
2. Follow the *Unpairing the 3-Pushbutton Station Transmitter + Wireless Receiver* instructions above on the damaged transmitter.
3. Follow the *Pairing the 3-Pushbutton Station Transmitter + Wireless Receiver* pairing procedure to pair the new transmitter to the receiver.

#### ○ Troubleshooting Procedure

Please refer to *Section 5 – Troubleshooting* on page 20 for troubleshooting steps.

**Figure 4. 2: 3-Pushbutton Station Transmitter Diagram**



## ▪ Remote Startup & Operation

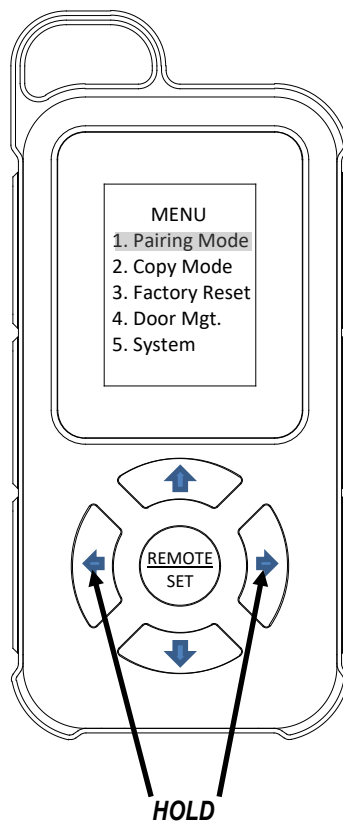
**Note:** The Remote Transmitter uses three “AAA” batteries. The initial batteries are provided with purchase of the device, pre-installed. “AAA” replacement batteries are widely available for purchase in stores.

### ○ Pairing the Remote

1. Make sure the Remote is within 20 meters (65 feet) of the Wireless Receiver and press “Remote/Set” on the remote then left and right arrows simultaneously for 3 seconds to enter “Pairing mode” in the menu.
2. Once in pairing mode, **cycle the power to the motor/controller** by turning it off and back on.
3. Once power has been restored to the motor/controller, a “Receiver was found” notification will pop up. Select the right arrow to confirm receiver. If there is a failure, repeat steps 1-3.
4. **Once receiver has been confirmed, select door number. Select up or down arrow to select door letter and left or right arrow to select number. To save, press “Remote/set” button.**
5. Once pairing has been completed, select paired door using left or right arrows. Once door is selected, press “Remote/set” to open or close door.

**Note:** If pairing isn’t achieved after 3 attempts contact customer service: +1-800-390-8590, Option 1

**Figure 4. 3: Remote Pairing Details**



- **Copying the Remote**

1. Press "Remote/Set" on the remote then left and right arrows simultaneously to enter "Copy mode" in the menu.
2. Once in Copy mode, press "Remote/set" to select "Master" role. Then "Wait...Network Init" screen will pop up.
3. Press right arrow to start transmission.
4. On "Slave" remote, repeat steps 1 and 2 but select option 2 for slave.
5. Press right arrow to start receiving process on "slave" remote.
6. Press right arrow on "master" remote to complete copy process.
7. Once the copy has been completed, press "Remote/set" and cycle to paired door using left or right arrows. Once door is selected, press "Remote/set" to open or close door.

**Note:** *If pairing isn't achieved after 3 attempts contact customer service: +1-800-390-8590, Option 1*

- **Replacing Batteries in the Remote**

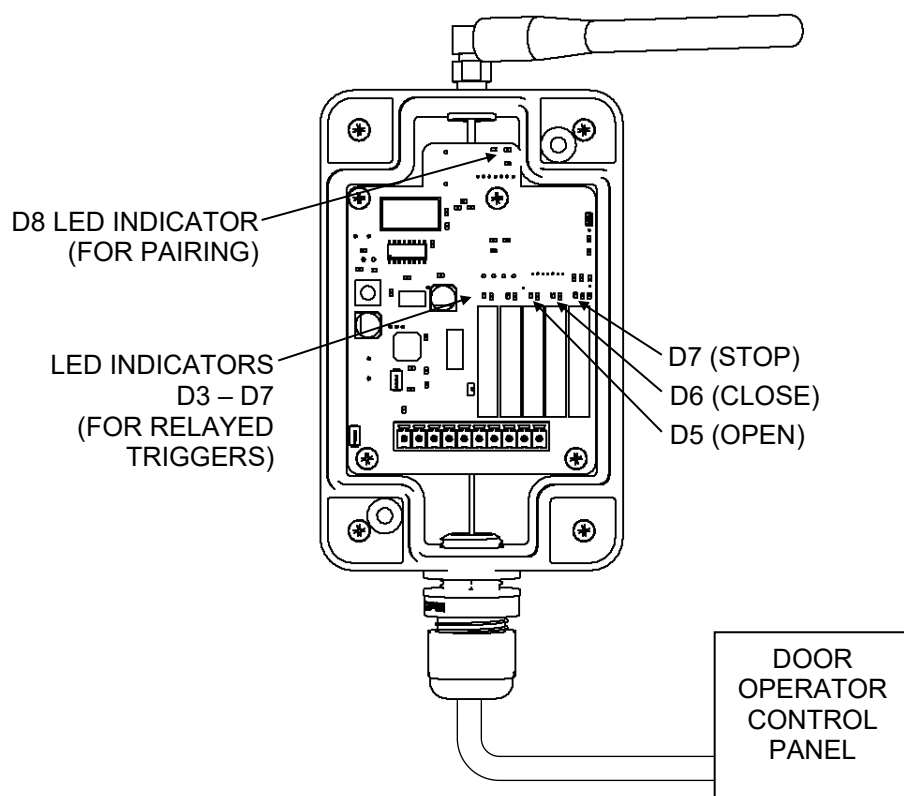
1. Turn the remote to the backside and locate the battery cover on the lower half of the device, where a single Phillips-head screw is located.
2. Remove the Philips-head screw using a Phillips-head screwdriver.
3. Lift the battery cover up using the recessed tab at the top of the cover (use a flathead screwdriver if needed) and remove it from the device.
4. Remove the three (3) AAA batteries and replace them with three (3) fresh AAA batteries, placing the individual batteries in the orientations (+/-) depicted within each slot.
5. Replace the battery cover and screw in the Phillips-head screw to secure it back onto the device.

- **Troubleshooting Procedure**

Please refer to *Section 5 – Troubleshooting* on page 20 for troubleshooting steps.

- **Receiver Operation and Indications**

*Figure 4. 4: Receiver Pairing Button and LED Indicator*



- **Receiver Digital Display Indicators**

The digital LCD on the receiver will show the status of the receiver:

| <i><b>Indicator</b></i> | <i><b>Meaning</b></i>                            |
|-------------------------|--------------------------------------------------|
| noP                     | Not Paired                                       |
| C0x                     | Normal operation, X number of devices connected  |
| E01                     | Sensing Edge triggered                           |
| E02                     | Transmitter offline                              |
| E03                     | Batteries low in Non-Monitored Sensing Edge unit |
| E05                     | Off-Level Detection triggered                    |

**Receiver OPEN/CLOSE/STOP LED Indications**

LEDs labeled D5, D6, and D7 are indicators of the OPEN/STOP/CLOSE signals being activated by a SmartSync 3-Pushbutton Station and/or a SmartSync Remote. When paired to the Wireless Receiver, these LEDs illuminate when signals from either of the two SmartSync control devices are received. See the below list for details:

- D5: **OPEN** signal is active (received from a SmartSync device)
- D6: **CLOSE** signal is active (received from a SmartSync device)
- D7: **STOP** signal is active (received from a SmartSync device)

- **Electrical Characteristics**

**Table 1 – Wireless Receiver, v2.0**

| <b>Parameter</b> | <b>Description</b>                               |
|------------------|--------------------------------------------------|
| Communication    | Zigbee 2.4GHz                                    |
| Power Supply     | 24V AC/DC Current <100mA                         |
| Dimension        | 6.72 x 3.13 x 1.46 in. (17.07 x 7.95 x 3.71 cm.) |
| Temp Rating      | -25°C to 65°C                                    |
| IP Rating        | IP55                                             |

**Table 2 – Non-Monitored Sensing Edge (Transmitter)**

| <b>Parameter</b>   | <b>Description</b>                                       |
|--------------------|----------------------------------------------------------|
| Communication      | Zigbee 2.4GHz                                            |
| Trigger React Time | 140ms                                                    |
| Battery            | 1 x ER34615, 3.6V Lithium-thionyl Chloride Battery, 19Ah |
| Dimension          | 8.59 x 2.01 x 1.75 in. (21.81 x 5.11 x 4.45 cm.)         |
| Temp Rating        | -25°C to 65°C                                            |
| IP Rating          | IP67 NEMA 4 Equivalent                                   |

**Table 3 – 3-Pushbutton Station (Transmitter)**

| <b>Parameter</b>   | <b>Description</b>                                          |
|--------------------|-------------------------------------------------------------|
| Communication      | Zigbee 2.4GHz                                               |
| Trigger React Time | 140ms                                                       |
| Battery            | 2 x ER14505, 3.6V Lithium-thionyl Chloride Batteries, 2.4Ah |
| Dimension          | 2.36 x 5.32 x 1.28 in. (5.99 x 13.49 x 3.25 cm.)            |
| Temp Rating        | -25°C to 65°C                                               |
| IP Rating          | IP67 NEMA 4 Equivalent                                      |

**Table 4 – Remote (Transmitter)**

| <b>Parameter</b>   | <b>Description</b>                               |
|--------------------|--------------------------------------------------|
| Communication      | Zigbee 2.4GHz                                    |
| Trigger React Time | 140ms                                            |
| Battery            | 3 x AAA (1.5V Alkaline) Batteries                |
| Dimension          | 1.77 x 6.10 x 1.07 in. (4.50 x 15.49 x 2.72 cm.) |
| Temp Rating        | -25°C to 65°C                                    |
| IP Rating          | IP67 NEMA 4 Equivalent                           |

## Section 5 – Troubleshooting

**Note:** If you suspect you are having an issue with your SmartSync device(s), use the following table to determine the potential causes. If the provided solution does not eliminate the issue, or the table does not address your particular problem, contact CC Technical Support.

### **⚠ WARNING**

**Do not** attempt any of the solutions noted unless you have significant experience with door maintenance, its parts, and/or how to handle electrical components.

| Component                              | Problem                                                                                                                                                                             | Potential Cause <sup>a</sup>                                                                                                                    | Solution                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Wireless Receiver (Non-Monitored)      | The operator is not receiving signals from SmartSync Wireless accessory devices (observed via lack of response to transmitter triggers and/or lack of LED indications on operator). | The Wireless Receiver is wired incorrectly.                                                                                                     | Check and confirm proper wiring, using the table in <b>Figure 3.1</b> .                                                                                                                                                                                                                                                             |
|                                        |                                                                                                                                                                                     | No SmartSync accessory transmitter device is paired to the receiver. Confirm this by checking the display on the Wireless Receiver reads "noP". | Follow the instructions under " <i>Pairing the...</i> " within <b>Section 4 – Setup &amp; Operation</b> for the specific SmartSync device you would like to pair to the receiver.                                                                                                                                                   |
| Non-Monitored Sensing Edge Transmitter | The Sensing Edge Transmitter will not pair to the Wireless Receiver.                                                                                                                | A Sensing Edge Transmitter is not in near-enough proximity to the Wireless Receiver.                                                            | Make sure the Sensing Edge Transmitter you are attempting to pair is within 20 meters (65 feet) of the door during the pairing process.                                                                                                                                                                                             |
|                                        |                                                                                                                                                                                     | The Wireless Receiver is not in pairing mode.                                                                                                   | After putting the Sensing Edge Transmitter into pairing mode, reset the power on the Motor/Controller to put the Wireless Receiver into pairing mode. See <i>Pairing the Non-Monitored Sensing Edge Transmitter + Wireless Receiver</i> for more details.                                                                           |
|                                        |                                                                                                                                                                                     | The Sensing Edge Transmitter is paired to a Wireless Receiver already.                                                                          | Follow the instructions in <i>Unpairing the Non-Monitored Sensing Edge Transmitter + Wireless Receiver</i> to unpair the Sensing Edge Transmitter and then attempt to pair the device to the Wireless Receiver again, following the instructions in <i>Pairing the Non-Monitored Sensing Edge Transmitter + Wireless Receiver</i> . |
|                                        | The Sensing Edge Transmitter is not responding to button/dial presses, no LEDs are blinking.                                                                                        | The Sensing Edge Transmitter battery is low.                                                                                                    | Follow the instructions in <i>Non-Monitored Sensing Edge Transmitter Wiring &amp; Battery</i> in <b>Section 3 – Wiring &amp; Installation</b> to replace the battery in the Sensing Edge Transmitter with a fresh ER34615 3.6V battery. Do NOT use a "D" battery.                                                                   |

|                      |                                                                                                                                                                              |                                                                                                                                                   |                                                                                                                                                                                                                                                                                         |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                      | The Sensing Edge Transmitter does not trigger the appropriate reactions of the operator (normal door behavior is present, despite triggers of the Sensing Edge Transmitter). | The Sensing Edge Transmitter battery is low.                                                                                                      | Follow the instructions in <i>Non-Monitored Sensing Edge Transmitter Wiring &amp; Battery</i> in <b>Section 3 – Wiring &amp; Installation</b> to replace the battery in the Sensing Edge Transmitter with a fresh ER34615 3.6V battery. Do NOT use a "D" battery.                       |
|                      |                                                                                                                                                                              | The Sensing Edge Transmitter is not paired to a Wireless Receiver.                                                                                | Follow the instructions in <i>Pairing the Non-Monitored Sensing Edge Transmitter + Wireless Receiver</i> to pair the Sensing Edge Transmitter to the Wireless Receiver.                                                                                                                 |
|                      |                                                                                                                                                                              | The Wireless Receiver is wired incorrectly.                                                                                                       | Check and confirm proper wiring, using the table in <b>Figure 3.1</b> .                                                                                                                                                                                                                 |
|                      |                                                                                                                                                                              | An appropriate ELR sensing edge is not properly connected to the Sensing Edge Transmitter.                                                        | Check that an appropriate ELR sensing edge is wired correctly to the pushbutton terminals in the Sensing Edge Transmitter. See item 2 under <i>Non-Monitored Sensing Edge Transmitter Wiring &amp; Battery Installation/Replacement</i> in <b>Section 3 – Wiring &amp; Installation</b> |
|                      | The off-level detection is not behaving as expected.                                                                                                                         | The off-level detection setting of the Sensing Edge Transmitter is either too sensitive (over-reactive) or not sensitive enough (under-reactive). | Follow the instructions in <i>Setting the Sensitivity of the Leveling Detection Function</i> to adjust the sensitivity of the off-level detection.                                                                                                                                      |
|                      |                                                                                                                                                                              | The Sensing Edge Transmitter needs "Zeroed"                                                                                                       | Follow the instructions in <i>"Zeroing" the Non-Monitored Sensing Edge Transmitter</i> to "zero" the off-level detection function of the Sensing Edge Transmitter.                                                                                                                      |
| 3-Pushbutton Station | The 3-Pushbutton Station will not pair to the Wireless Receiver.                                                                                                             | A 3-Pushbutton Station is not in near-enough proximity to the Wireless Receiver.                                                                  | Make sure the 3-Pushbutton Station you are attempting to pair is within 20 meters (65 feet) of the door during the pairing process.                                                                                                                                                     |
|                      |                                                                                                                                                                              | The Wireless Receiver is not in pairing mode.                                                                                                     | After putting the 3-Pushbutton Station into pairing mode, reset the power on the Motor/Controller (and consequently on the Wireless Receiver) to put the Wireless Receiver into pairing mode. See <i>Pairing the 3-Pushbutton Station + Wireless Receiver</i> for more details.         |
|                      |                                                                                                                                                                              | The 3-Pushbutton Station is paired to a Wireless Receiver already.                                                                                | Follow the instructions in <i>Unpairing the 3-Pushbutton Station Transmitter + Wireless Receiver</i> to unpair the 3-Pushbutton Station and then attempt to pair the device to the Wireless Receiver again via instructions in                                                          |

|        |                                                                                                                                                                       |                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |                                                                                                                                                                       |                                                                                                                                                               | <i>Pairing the 3-Pushbutton Station + Wireless Receiver.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|        | The 3-Pushbutton Station is not responding to button/dial presses, no LEDs are blinking.                                                                              | The 3-Pushbutton Station's batteries are low.                                                                                                                 | Follow the instructions in <i>3-Pushbutton Station Transmitter Battery Installation/Replacement</i> in <i>Section 3 – Wiring &amp; Installation</i> to replace the batteries in the 3-Pushbutton Station with 2x fresh ER14505 batteries. Do NOT use "AA" batteries.                                                                                                                                                                                                                                                                             |
|        | Use of the 3-Pushbutton Station does not trigger the appropriate reactions of the operator (door does not open/close/stop when OPEN/CLOSE/STOP button pressed, etc.). | The 3-Pushbutton Station's batteries are low.                                                                                                                 | Follow the instructions in <i>3-Pushbutton Station Transmitter Battery Installation/Replacement</i> in <i>Section 3 – Wiring &amp; Installation</i> to replace the batteries in the 3-Pushbutton Station with 2x fresh ER14505 batteries. Do NOT use "AA" batteries.                                                                                                                                                                                                                                                                             |
|        |                                                                                                                                                                       | The 3-Pushbutton Station is not paired to a Wireless Receiver.                                                                                                | Follow the instructions in <i>Pairing the 3-Pushbutton Station + Wireless Receiver</i> to pair the 3-Pushbutton Station to the Wireless Receiver.                                                                                                                                                                                                                                                                                                                                                                                                |
|        |                                                                                                                                                                       | The Wireless Receiver is wired incorrectly.                                                                                                                   | Check and confirm proper wiring, using the table in <b>Figure 3.1</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|        |                                                                                                                                                                       | If the close function is being prevented, it may be due to other devices in the system being triggered that are intentionally preventing the close operation. | To confirm, try closing the door from the operator controls. If those controls also do not work, check the Wireless Receiver to see if a SmartSync device is triggered, via an error code shown on the display. If an error is displayed, use the table in <b>Figure 4. 4</b> to identify which device is triggered and refer back to this Troubleshooting table to find the appropriate steps for the error-producing device. If device is showing C0x (no SmartSync-related errors), refer to the operator manual for further troubleshooting. |
| Remote | The Remote will not pair to the Wireless Receiver.                                                                                                                    | A Remote is not in near-enough proximity to the Wireless Receiver.                                                                                            | Make sure the Remote you are attempting to pair is within 20 meters (65 feet) of the door during the pairing process.                                                                                                                                                                                                                                                                                                                                                                                                                            |
|        |                                                                                                                                                                       | The Wireless Receiver is not in pairing mode.                                                                                                                 | After putting the Remote into pairing mode, reset the power on the Motor/Controller (and consequently on the Wireless Receiver) to put the Wireless Receiver into pairing mode. See <i>Pairing the Remote</i> for details.                                                                                                                                                                                                                                                                                                                       |

|  |                                                                                                                                                     |                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | The Remote is not responding: the screen does not display anything even when the center "REMOTE   SET" button is pressed.                           | The Remote battery is low.                                                                                                                                    | Follow the instructions in <i>Replacing Batteries in the Remote</i> to replace the batteries in the Remote with 3x fresh AAA batteries.                                                                                                                                                                                                                                                                                                                                                                                                          |
|  | Use of the Remote does not trigger the appropriate reactions of the operator door does not open/close when commanded to do so by use of the Remote. | The Remote battery is low.                                                                                                                                    | Follow the instructions in <i>Replacing Batteries in the Remote</i> to replace the batteries in the Remote with 3x fresh AAA batteries.                                                                                                                                                                                                                                                                                                                                                                                                          |
|  |                                                                                                                                                     | The Remote is not paired to the Wireless Receiver.                                                                                                            | Follow the instructions in <i>Pairing the Remote</i> to pair the Remote to the Wireless Receiver.                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|  |                                                                                                                                                     | The Wireless Receiver is wired incorrectly.                                                                                                                   | Check and confirm proper wiring, using the table in <b>Figure 3.1</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|  |                                                                                                                                                     | If the close function is being prevented, it may be due to other devices in the system being triggered that are intentionally preventing the close operation. | To confirm, try closing the door from the operator controls. If those controls also do not work, check the Wireless Receiver to see if a SmartSync device is triggered, via an error code shown on the display. If an error is displayed, use the table in <b>Figure 4. 4</b> to identify which device is triggered and refer back to this Troubleshooting table to find the appropriate steps for the error-producing device. If device is showing C0x (no SmartSync-related errors), refer to the operator manual for further troubleshooting. |