



## Tips and Tricks for OHD Anywhere®

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**Wi-Fi router** – Your Wi-Fi router must meet this specification: 802.11 b/g/n, 2.4GHz with WPA2 or WPA Security. You must have your Wi-Fi home network name and password available to complete setup.

**Wi-Fi signal strength** – Wi-Fi signal strength in the garage depends on many things. An easy way for a consumer to test signal strength is to go into the garage where the opener will be located and use the designated smart device to access and browse web pages (surf the web). If web pages can quickly be loaded, scrolled through, loaded again, etc... this is a good indicator of a signal strength that can properly operate an OHD Anywhere® device.

**App** – You will need to download the free OHD Anywhere® App onto your smart device to setup your account. You will follow the app instructions to complete setup of the device, as well as use it to invite additional users and create personalized rules and notification settings.

**Finding the QR code** – Depending on the device, the QR code that allows you to scan in your device is under the lens cover of the operator, on top of the operator or can be found on the back of the Door Control Module. It is positioned on the same label as the text "iDCM S/N". Be sure to tap "Press to Scan" in the app (on your smart device) to scan in this QR code or you can also type in the serial number from the label instead. The QR code will only be scanned ONE TIME to set up your device.

**Indicator lights near the operators Wi-Fi buttons or on the Door Control Module** – A red LED and a 'Timed Out' message in the app could indicate an incorrect password has been entered (for the home network router) or that the router does not have a strong enough signal in the garage to pass the connection message through to the cloud. Follow the instruction inside the app based on the color of LEDs showing. A flashing green LED could mean the Wi-Fi signal to the router is good, but the router cannot reach the cloud. Check the internet connection on the router.

## Tips and Tricks for OHD Anywhere®

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### First Time Installation Basics

- 1. Download app and create an account** - You will need to download the free OHD Anywhere® App onto your smart device and setup your account.
- 2. Add a device** – Under the HOME tab, tap the image to add a device OR under the DOORS tab, press the (+) button in the upper corner of the screen.
- 3. Scan the QR code** - Depending on the device, the QR code that allows you to scan in your device is under the lens cover of the operator, on top of the operator or can be found on the back of the Door Control Module. It is positioned on the same label as the text “iDCM S/N”. Tap “Press to Scan” in the app on your screen (allowing the app to use your device camera to scan the QR code) or you can also type in the serial number from the label instead.
- 4. Register** - At this time, OHD Anywhere® will register your device for you and ask you to be sure to complete any final installation of the garage door opener. When this is done, press NEXT.
- 5. Opener or Door Control Module** – On the outside of the **opener**, find and press/hold the blue button (next to the red LED) until the opener beeps (approximately 7 secs) – then release. The red LED will change to BLUE (signal). On the side of the **Door Control Module**, find and press/hold the top Wi-Fi button until the device beeps (approximately 7 secs) – then release. The red LED will change to yellow signaling the device is ready to be configured to your home network. When this is done, press NEXT.
- 6. Connect and configure** – Your device will prepare to connect to your home Wi-Fi network. You will need to know your home Wi-Fi network name and password. When this information has been entered, press NEXT.
- 7. Confirmation** – As the device connects to your home Wi-Fi network, a series of confirmation messages will appear indicating a successful Wi-Fi configuration and acknowledgement that setup is complete. Be sure to cycle your garage door opener multiple times *from the wall station (move the door up and down several times)*.
- 8. Home Screen** – Return to the HOME tab to find your recently added device.

## Tips and Tricks for OHD Anywhere®

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### What's next?

- **DOORS tab** – Find the device you just added and give it a name you will remember.
- **USERS tab** – Invite up to 19 additional users to access your garage door through OHD Anywhere®! Setup full access for family members, recurring access (limited schedules) for babysitters or dog walkers or even a temporary one-time access for service provides (plumber, cable technician, etc...)
- **RULES tab** – Set customizable schedules & personalize notifications based on your needs! Need your door closed by 10pm? Need to know when little Johnny got home? Need to know if the door has been open longer than 1 hour? No problem!
- **HOME tab** – At the bottom of the home screen, find a complete movement history.



## Smart Home Commands for Wi-Fi Integrated Garage Door Openers

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### Google Assistant Commands

#### "Hey Google - Ask OHD Anywhere® to"

- Open my door
- Open (Door Name)
- Close my door
- Close (Door Name)
- Open All of my doors
- Close All of my doors
- List my doors
- Disable/Enable my PIN

#### "Hey Google – Ask OHD Anywhere® if"

- My door is open?
- My door is closed?
- My door is open or closed?
- (Door Name) is open?
- (Door Name) is closed?
- (Door Name) is open or closed?

### Amazon Alexa Commands

#### "Alexa - Ask OHD Anywhere® to"

- Open my door
- Open (Door Name)
- Close my door
- Close (Door Name)
- Open All of my doors
- Close All of my doors
- List my doors
- Disable/Enable my PIN

#### "Alexa – Ask OHD Anywhere® if for Google"

- My door is open?
- My door is closed?
- My door is open or closed?
- (Door Name) is open?
- (Door Name) is closed?
- (Door Name) is open or closed?



## Instructions for Connecting Smart Home Devices with OHD Anywhere®

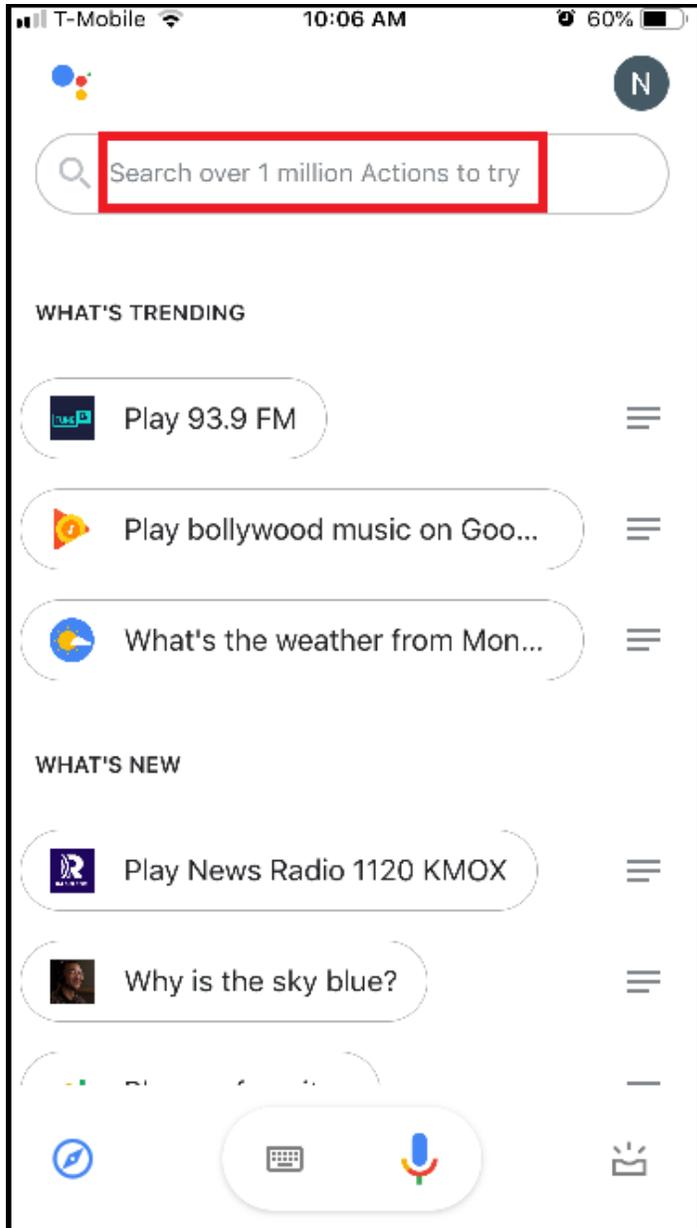
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### Google Assistant Instructions

- Download the Google Home App and the Google Assistant App
  - You will need your Gmail account (or need to create one)
- Log in to the Google Home and Google Assistant Apps
- Configure the Wi-Fi of your Google Home device as directed in the Google Home App
- Set up the Google Assistant on the Google Home App as directed
- Go to the Profile tab >> More Settings >> Assistant >> Voice Match >>and set up the voice match feature
- Go to the Profile tab >> More Settings >> Assistant >> Assistant Devices >> Name of Your Device >> Enable Personal Results
- You should now be logged in to the Google Home App and Google Assistant with the same User ID

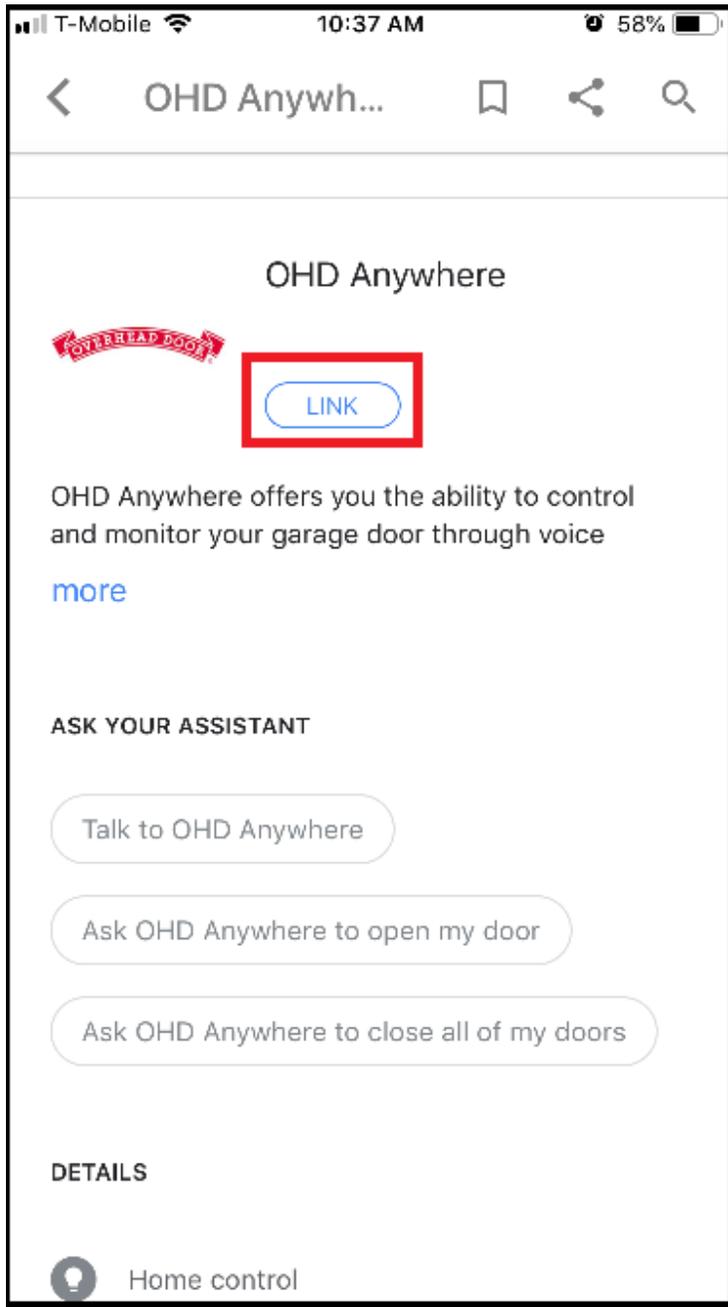
## Instructions for Connecting Smart Home Devices with OHD Anywhere®

1. Log into the Google Assistant App with the same user ID as in Google Home and you will see the following screen. Search for “OHD Anywhere®” in the text box shown.



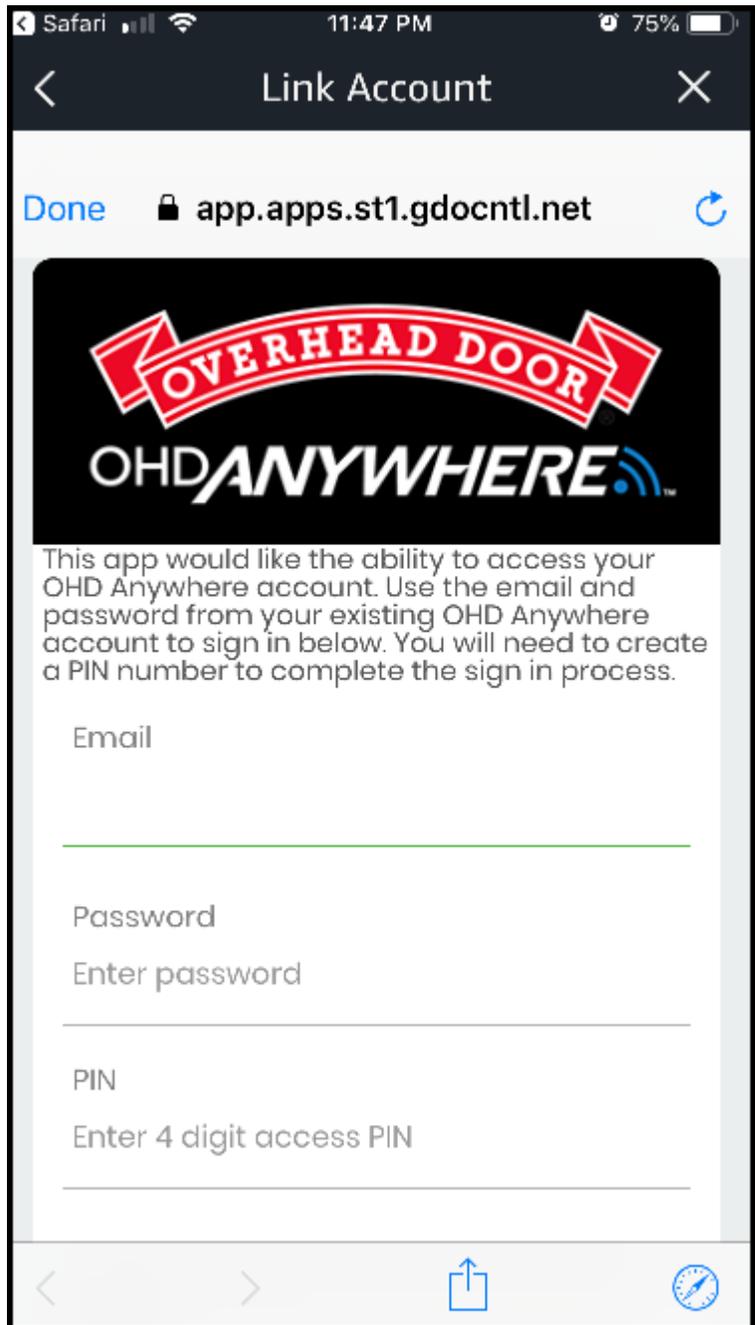
## Instructions for Connecting Smart Home Devices with OHD Anywhere®

2. You will be navigated to the following screens to link your accounts together. Click "LINK".



## Instructions for Connecting Smart Home Devices with OHD Anywhere®

3. Enter your OHD Anywhere® App login credentials here to link your OHD Anywhere® App account to your Google account.



Safari 11:47 PM 75%

< Link Account X

Done app.apps.st1.gdocntl.net



This app would like the ability to access your OHD Anywhere account. Use the email and password from your existing OHD Anywhere account to sign in below. You will need to create a PIN number to complete the sign in process.

Email

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Password

Enter password

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PIN

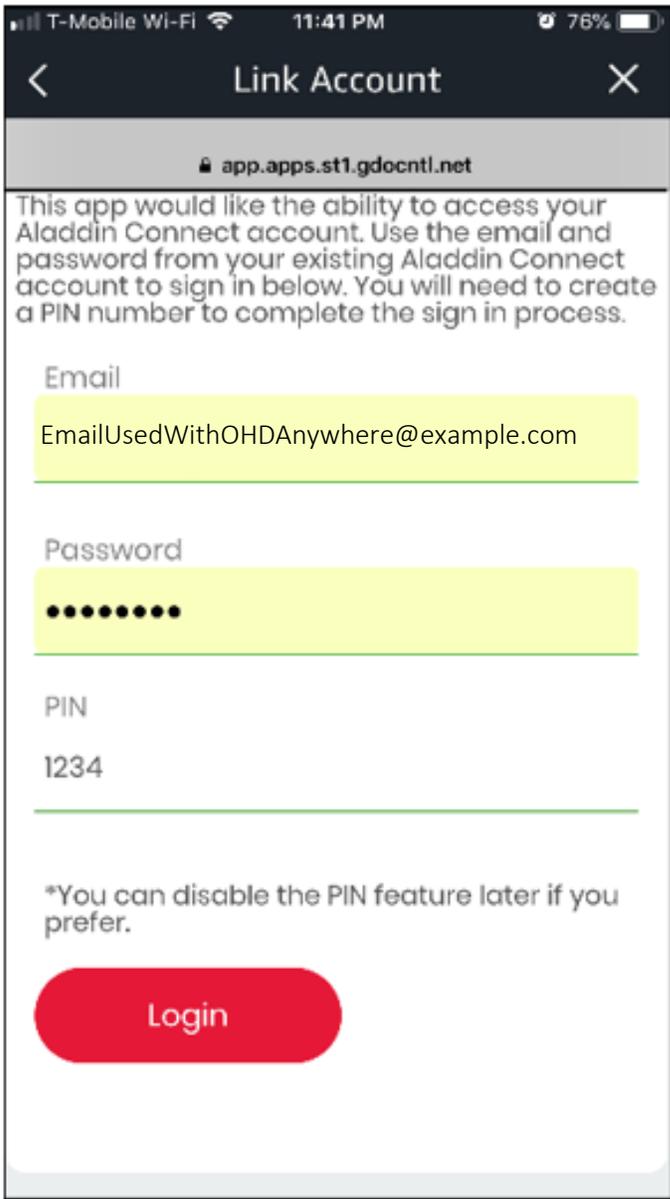
Enter 4 digit access PIN

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## Instructions for Connecting Smart Home Devices with OHD Anywhere®

4. Enter your OHD Anywhere® App login credentials here to link your OHD Anywhere® App account to your Google Home account.
  - Enter a PIN and click “Login”
    - You will be able to remove this PIN later if you choose, however, by disabling your PIN, understand that you are deactivating a feature meant to provide an additional level of security.



T-Mobile Wi-Fi 11:41 PM 78%

< Link Account >

app.apps.st1.gdocntl.net

This app would like the ability to access your Aladdin Connect account. Use the email and password from your existing Aladdin Connect account to sign in below. You will need to create a PIN number to complete the sign in process.

Email  
EmailUsedWithOHDAnywhere@example.com

Password  
●●●●●●

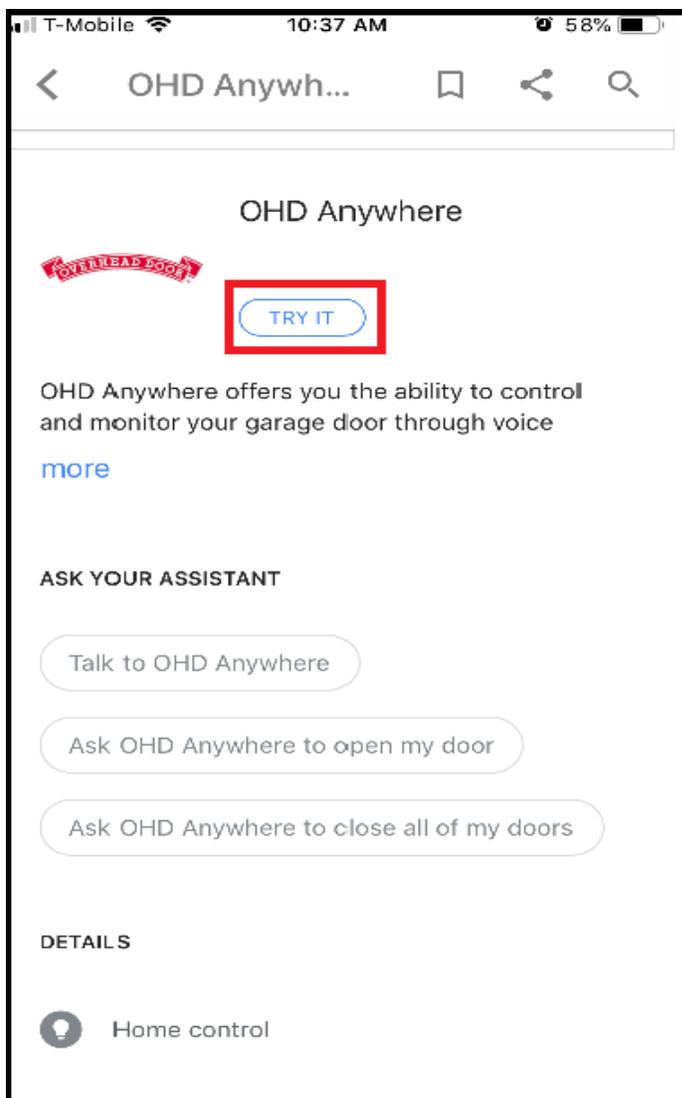
PIN  
1234

\*You can disable the PIN feature later if you prefer.

Login

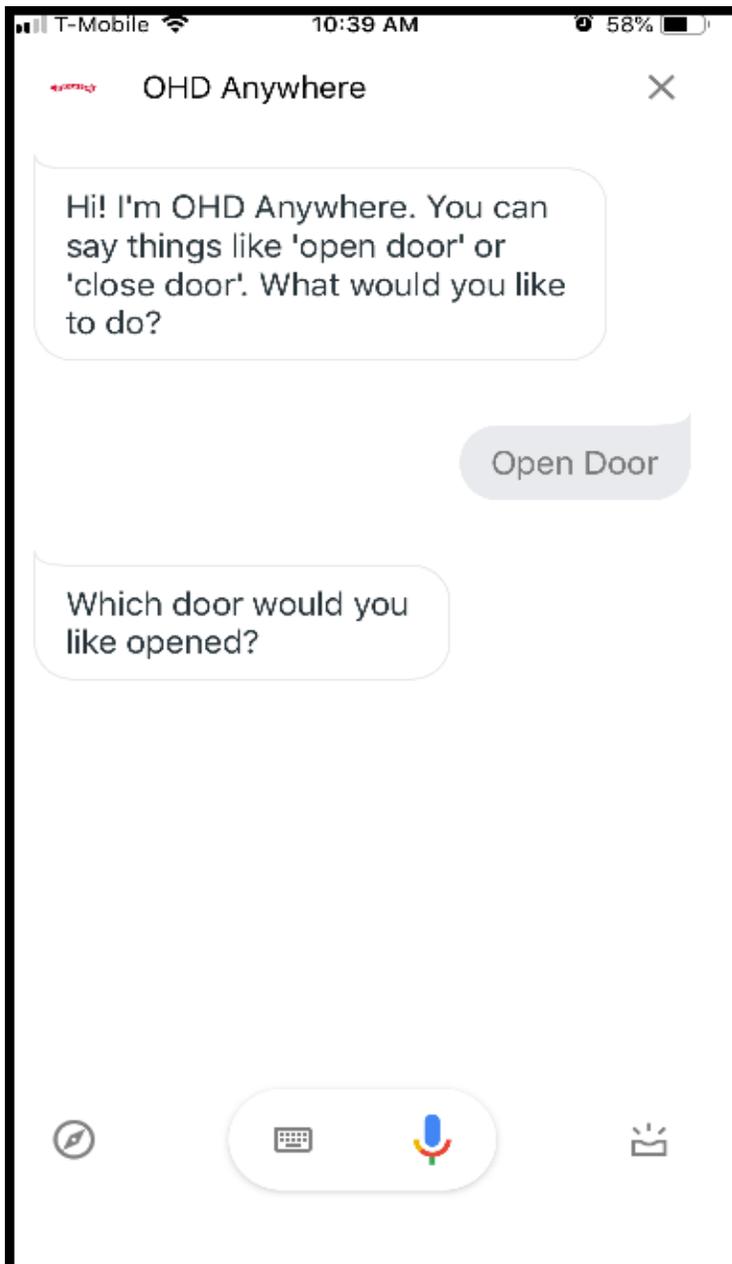
## Instructions for Connecting Smart Home Devices with OHD Anywhere®

5. After login you will see the following screen. Click 'TRY IT'.
  - At this time, your OHD Anywhere® account is linked to your Google account. There are instructions on the skill screen as to how to talk to OHD Anywhere®. For example, “Hey Google, Start OHD Anywhere”, “Hey Google, Open OHD Anywhere”.
  - Going forward, you can ask questions from OHD Anywhere®.



## Instructions for Connecting Smart Home Devices with OHD Anywhere®

- When you click “TRY IT”, you are navigated to the following screen and OHD Anywhere® starts talking.





## Instructions for Connecting Smart Home Devices with OHD Anywhere®

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### AVAILABLE VOICE COMMANDS

#### “Hey Google - Ask OHD Anywhere to”

- Open my door
- Open (Door Name)
- Close my door
- Close (Door Name)
- Open All of my doors
- Close All of my doors
- List my doors
- Disable/Enable my PIN

#### “Hey Google – Ask OHD Anywhere if”

- My door is open?
- My door is closed?
- My door is open or closed?
- (Door Name) is open?
- (Door Name) is closed?
- (Door Name) is open or closed?

- Click [HERE](#) or search “Google Home Help” at Google.com

## Instructions for Connecting Smart Home Devices with OHD Anywhere®

### Amazon Alexa Instructions

- Download Amazon Alexa App
- Click: “Menu” (in upper left corner)
- Click: “Skills and Games”
- Click: “Search”, and type “OHD Anywhere® “
- Click: “Enable to use”
- You will see a log in page
  - Enter email address and password for OHD Anywhere®
  - Create a new PIN (can be disabled later)
- OHD Anywhere has been set up
- Disabling your PIN using voice commands:  
“Alexa: tell OHD Anywhere® to disable my PIN”
  - By disabling your pin, you are deactivating a feature meant to provide and additional level of security
  - Follow prompts:
    - "Please say your PIN to proceed" - Say your PIN
    - PIN has been disabled
- Your OHD Anywhere® account has been successfully set up.
- Find the voice commands listing below.

### AVAILABLE VOICE COMMANDS

#### “Alexa - Ask OHD Anywhere® to”

- Open my door
- Open (Door Name)
- Close my door
- Close (Door Name)
- Open All of my doors
- Close All of my doors
- List my doors
- Disable/Enable my PIN

#### “Alexa – Ask OHD Anywhere® “if”

- My door is open?
- My door is closed?
- My door is open or closed?
- (Door Name) is open?
- (Door Name) is closed?
- (Door Name) is open or closed?

Additional Information can be found here for [Amazon Alexa](#).



## FAQs for the Standalone Device

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This document will focus on 1 of the 2 ways to obtain Wi-Fi connectivity. Be sure to also reference [OHD Anywhere® FAQs for All OHD Anywhere® App Users](#) to find router and smart device requirements, as well as additional information such as what to know prior to purchasing and/or installing a Wi-Fi capable device. The FAQ document for [Virtual Keys, Rules & Notifications](#) will provide further detail about the features and benefits the OHD Anywhere® App includes.

### **Is the OHD Anywhere® standalone device compatible with all current Overhead Door® opener models?**

Yes, if the garage door opener does not have Wi-Fi integrated into it, the standalone device is a great option to get the same outstanding Wi-Fi app control and features!

### **I have an older Overhead Door® opener. Will OHD Anywhere® work with it?**

If it was manufactured in 1993 or after and has safety sensors, it will work but may need a special adapter. See compatibility chart. [\[Click Here\]](#) However, if your opener was made before 1993 and does not have safety sensors, it is not compatible and cannot be made to do so.

### **I have an opener that isn't Overhead Door™ brand that I bought last year - will it work with the OHD Anywhere® standalone device?**

See compatibility page to see what opener models are currently compatible with the OHD Anywhere® standalone device. Most other models are, some aren't, and a few will need a special adapter. See instructions at bottom of the page to purchase the adapter if needed. [\[Click Here\]](#)

### **Can I connect more than one door opener to the OHD Anywhere® standalone device?**

Yes - you can pair up to 3 doors, but you must purchase an additional Door Position Sensor for each door, as only one comes with the kit.

## FAQs for the Standalone Device

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### Is OHD Anywhere® compatible with any smart home platforms?

Yes! OHD Anywhere® is compatible with Amazon Alexa, Google Home and, *coming soon*, IFTTT.

### Do I need an outlet nearby to plug in the OHD Anywhere® standalone device?

Yes – the Door Control Module that comes with the OHD Anywhere® standalone device has its own wall wart, but it needs to plug into a standard 110 Volt AC outlet located within 5 feet of the device. Check Installation Instructions for details.

### What do the different lights in the upper right corner of the Door Control Module mean?

- *Red light:* Can mean the unit is not configured and/or has no Wi-Fi connection.
- *Yellow light:* The Door Control Module is in Wi-Fi configuration mode and ready to be configured.
- *Blinking Green light:* The Door Control Module is connected to Wi-Fi router but not connected to the internet or the cloud server.
- *Solid Green light:* The Door Control Module is properly connected and ready for use with the OHD Anywhere® App.

### How many Door Control Modules can be added to a single account?

Up to 20 individual Door Control Modules can be added to a single OHD Anywhere® App account. With the OHD Anywhere® standalone device, a single Door Control Module can control up to 3 doors - that is a total of up to 60 doors that can be controlled with OHD Anywhere® standalone devices!

### Why is the Door Control Module not responding?

It is possible that the wires aren't completely secured. Check the wire connections in the back of the module as well as at the opener or wall console to make sure they are secure.

## FAQs for the Standalone Device

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### **The light and sound on the standalone device are working but there is no door movement. What should I do?**

It is possible that the wires aren't completely secured. Check the wire connections in the back of the module as well as at the opener or wall console to make sure they are secure.

### **Is the Door Position Sensor that comes with the OHD Anywhere® standalone kit already paired to the Door Control Module?**

Yes – when you pull the activation tab on the Door Position Sensor, it will automatically look for the Door Control Module from the same kit to pair with. The 1st of the 3 buttons on the Door Control Module will initially be red. Once the activation tab is pulled from the Door Position Sensor, that button on the Door Control Module will turn a solid blue indicating the pairing.

### **What happens if the Door Position Sensor that came with the OHD Anywhere® standalone kit becomes unpaired from the Door Control Module it came with?**

If the Door Position Sensor that was included with the OHD Anywhere® standalone kit becomes unpaired from the Door Control Module it came with, the button on the Door Control Module that was once solid blue will now be a solid red.

To re-pair the Door Position Sensor to its button on the Door Control Module – or to pair any new Door Position Sensor to another button on the Door Control Module:

1. Hold down the desired button on the Door Control Module until it beeps, then light will then begin flashing blue
2. Hold down the button on the Door Position Sensor until the flashing blue light on the Sensor goes out
3. Press the same desired button on the Door Control Module one time to complete the pairing (or re-pairing) process.

### **How does the OHD Anywhere® standalone device know if my door is up or down?**

The Door Position Sensor attached to the top of the door communicates the door's position via Bluetooth to the Door Control Module. That information is then relayed from the Door Control Module to your smart device.

## FAQs for the Standalone Device

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### **If I have multiple homes, will I need a separate account for each Door Control Module?**

Each home will need its own Door Control Module along with one Door Position Sensor per door connected to the OHD Anywhere® system. Keep in mind that up to 20 modules can be controlled from one account if you so choose. (That is 60 different doors with the standalone device!)

### **I have multiple doors. How do will I know which door is about to move during the 5-second warning period?**

Since a single Door Control Module can control up to 3 doors, the unit has 3 buttons – one for each door. A blue light above the button corresponding with the door that is about to move will blink during the 5-second warning period.

### **How will I know when I need to change the battery in my Door Position Sensor?**

When the battery is getting low, the sensor battery life indicator inside the app will change colors.

- *Green:* Battery has more than 40% life remaining
- *Yellow:* Battery has 40% life or less remaining
- *Red:* Battery has 20% or less life remaining

When the battery dies, this message will appear on your smart device: “Paired But Not Connected”. Replace the existing CR2450 coin cell style battery inside the Door Position Sensor.

### **First Time Installation Basics**

Always reference the printed instructions with the device and the on-screen prompts inside the app.

- 1. Plug in** the power pack into the wall outlet and plug in the power pack into the back of the Door Control Module.
- 2. Download app and create an account** - You will need to download the free OHD Anywhere® App onto your smart device and setup your account.
- 3. Add a device** – Under the HOME tab, tap the image to add a device OR under the DOORS tab, press the (+) button in the upper corner of the screen.

## FAQs for the Standalone Device

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4. **Scan the QR code** - The QR code you need is on the back of the Door Control Module. Tap “Press to Scan” in the app on your screen (allowing the app to use your device camera to scan the QR code) or you can also type in the serial number from the label instead.
5. **Register** - At this time, OHD Anywhere® will register your device for you and ask you to be sure to complete any final installation of the garage door opener. When this is done, press NEXT.
6. **Door Control Module** – On the side of the Door Control Module, find and press/hold the top Wi-Fi button until the device beeps (approximately 7 secs) – then release. The red LED will change to yellow signaling the device is ready to be configured to your home network. When this is done, press NEXT.
7. **Connect and configure** – Your device will prepare to connect to your home Wi-Fi network. You will need to know your home Wi-Fi network name and password. When this information has been entered, press NEXT.
8. **Confirmation** – As the device connects to your home Wi-Fi network, a series of confirmation messages will appear indicating a successful Wi-Fi configuration and acknowledgement that setup is complete.
9. **Finish Physical Installations** - Make sure the device is completely installed at this point. Move the device into the garage, complete both the wiring to the Door Control Module and the wiring to the opener or the wall console (whichever option you have chosen). Finish the installation of the Door Control Module and mount the Door Position Sensor to their final destination locations.
10. **Follow the on-screen prompts** to complete the setup and test the system. Be sure to cycle your garage door opener multiple times *from the wall station (move the door up and down several times)*.
11. **Home Screen** – Return to the HOME tab to find your recently added device.

## FAQs for the Standalone Device

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### What's next?

- **DOORS tab** – Find the device you just added and give it a name you will remember.
- **USERS tab** – Invite up to 19 additional users to access your garage door through OHD Anywhere®! Setup full access for family members, recurring access (limited schedules) for babysitters or dog walkers or even a temporary one-time access for service providers (plumber, cable technician, etc...)
- **RULES tab** – Set customizable schedules & personalize notifications based on your needs! Need your door closed by 10pm? Need to know when little Johnny got home? Need to know if the door has been open longer than 1 hour? No problem!
- **HOME tab** – At the bottom of the home screen, find a complete movement history.



## FAQs for Wi-Fi Integrated Garage Door Openers

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This document will focus on 1 of the 2 ways to obtain Wi-Fi connectivity. Be sure to also reference [OHD Anywhere® FAQs for All OHD Anywhere® App Users](#) to find router and smart device requirements, as well as additional information such as what to know prior to purchasing and/or installing a Wi-Fi capable device. The FAQ document for [Virtual Keys, Rules & Notifications](#) will provide further detail about the features and benefits the OHD Anywhere® App includes.

### **Are all Overhead Door® garage door openers integrated with OHD Anywhere® (Wi-Fi control)?**

No, we still offer choices! If you are interested in a *new garage door opener* with Wi-Fi capabilities from the Overhead Door™ brand, be sure to look for new Overhead Door® openers with the OHD Anywhere® logo featuring integrated Wi-Fi built in.

### **Is OHD Anywhere® compatible with any smart home platforms?**

Yes! OHD Anywhere® is compatible with Amazon Alexa, Google Home and, *coming soon*, IFTTT.

### **What do the LED indicator lights near the operators Wi-Fi buttons mean?**

- *Red light:* The unit is not yet configured and/or has no Wi-Fi connection. A red LED and a 'Timed Out' message in the app could indicate an incorrect password has been entered (for the home network router) or that the router does not have a strong enough signal in the garage to pass the connection message through to the cloud.
- *Blue light:* The opener is in Wi-Fi configuration mode and ready to be configured.
- *Blinking green light:* The opener is connected to Wi-Fi router but not yet connected to the internet or the cloud server.
- *Solid green light:* The opener is properly connected and ready for use with the OHD Anywhere® App.

Follow the instruction inside the app based on the color of LEDs showing.

## FAQs for Wi-Fi Integrated Garage Door Openers

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### First Time Installation Basics

Always reference the printed instructions with the device and the on-screen prompts inside the app.

- 1. Download app and create an account** - You will need to download the free OHD Anywhere® App onto your smart device and setup your account.
- 2. Add a device** – Under the HOME tab, tap the image to add a device OR under the DOORS tab, press the (+) button in the upper corner of the screen.
- 3. Scan the QR code** - The QR code you need is under the lens cover of the operator or on the top of the opener. It is positioned on the same label as the text “iDCM S/N”. Tap “Press to Scan” in the app on your screen (allowing the app to use your device camera to scan the QR code) or you can also type in the serial number from the label instead.
- 4. Register** - At this time, OHD Anywhere® will register your device for you and ask you to be sure to complete any final installation of the garage door opener. When this is done, press NEXT.
- 5. Opener** – On the outside of the opener, find and press/hold the blue button (next to the red LED) until the opener beeps (approximately 7 secs) – then release. The red LED will change to BLUE (signal). When this is done, press NEXT.
- 6. Connect and configure** – Your device will prepare to connect to your home Wi-Fi network. You will need to know your home Wi-Fi network name and password. When this information has been entered, press NEXT.
- 7. Confirmation** – As the device connects to your home Wi-Fi network, a series of confirmation messages will appear indicating a successful Wi-Fi configuration and acknowledgement that setup is complete. Be sure to cycle your garage door opener multiple times *from the wall station (move the door up and down several times)*.
- 8. Home Screen** – Return to the HOME tab to find your recently added device.

## FAQs for Wi-Fi Integrated Garage Door Openers

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### What's next?

- **DOORS tab** – Find the device you just added and give it a name you will remember.
- **USERS tab** – Invite up to 19 additional users to access your garage door through OHD Anywhere®! Setup full access for family members, recurring access (limited schedules) for babysitters or dog walkers or even a temporary one-time access for service provides (plumber, cable technician, etc...)
- **RULES tab** – Set customizable schedules & personalize notifications based on your needs! Need your door closed by 10pm? Need to know when little Johnny got home? Need to know if the door has been open longer than 1 hour? No problem!
- **HOME tab** – At the bottom of the home screen, find a complete movement history.



## FAQs for OHD Anywhere® App Users

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While there are 2 different ways that a garage door opener can be operated through the OHD Anywhere® App, there are some general requirements and FAQs that can be listed that will apply to all situations.

### **Most major garage door opener brands produced after 1993 with safety sensors are candidates to have Wi-Fi capabilities.**

If you are interested in a *new garage door opener* with Wi-Fi capabilities from Overhead Door, be sure to look for new Overhead Door® units with the OHD Anywhere® logo featuring integrated Wi-Fi built in.

If you already have an *existing garage door opener* and are interested in *updating it to become Wi-Fi compatible*, consider the OHD Anywhere® standalone device that is backwards compatible with most major garage door opener brands produced after 1993 that have safety sensors.

### **Do I need internet access for the OHD Anywhere® system to function?**

Yes - the system requires internet access at your home, a compatible Wi-Fi Router, and a compatible smart device.

### **What type of Wi-Fi router do I need to support my OHD Anywhere® device?**

Your Wi-Fi router must meet this specification: 802.11 b/g/n, 2.4GHz with WPA2 or WPA Security. You must have your Wi-Fi home network name and password available to complete setup.

## FAQs for OHD Anywhere® App Users

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### **I have an old router that only supports WEP (Wired Equivalent Privacy) encryption. Will OHD Anywhere® work with this?**

No. The WEP standard was introduced in 1999 and retired in 2004. WPA encryption was introduced in 2003 to address the security issues related to WEP. The latest standard is WPA2. If you are still using WEP, we highly recommend that you upgrade your router to have the latest in modern security. OHD Anywhere® does work with both WPA and WPA2.

### **Do I need to download the OHD Anywhere® app to operate the garage door opener through Wi-Fi?**

Yes – you will need to download the free OHD Anywhere® App onto your smart device to setup your account. You will follow the app instructions to complete setup of the device, as well as use it to invite additional users and create personalized rules and notification settings.

### **Will OHD Anywhere® work with my Android/Apple phone or tablet?**

Yes, it will work with Android versions 4.4 and higher; and Apple iOS 8 versions and higher.

### **My garage is not very close to the router in my house. Will OHD Anywhere® still work for me? How can I know if I will have good Wi-Fi signal strength in my garage?**

Wi-Fi signal strength in the garage depends on many things. An easy way for a consumer to test signal strength is to go into the garage where the opener will be located and use the designated smart device to access and browse web pages (surf the web). If web pages can quickly be loaded, scrolled through, loaded again, etc... this is a good indicator of a signal strength that can properly operate an OHD Anywhere® device. There are also free apps that could help detect your signal strength although Overhead Door does not specifically endorse any of them. If the signal is weak, you can relocate your router closer to the garage, or purchase a Wi-Fi extender at your local electronics store or online. The extender needs to meet the same specification as the router: 802.11 b/g/n, 2.4GHz with WPA2 or WPA security.

## FAQs for OHD Anywhere® App Users

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### **What is the average monthly data usage?**

The data usage is dependent on the number of minutes the door is used or how often you use the app. Standard data rates from your provider will apply.

### **I have a one-piece garage door. Will OHD Anywhere® work with it?**

No. Due to UL requirements, OHD Anywhere® will only work with sectional-style residential garage doors.

### **What do I need ahead of time to setup my account with OHD Anywhere®?**

You will need to download the free OHD Anywhere® App onto your smart device to setup your account. You will follow the app instructions to complete setup of the device, as well as use it to invite additional users and create personalized rules and notification settings. You will also need to have your home Wi-Fi network name and password handy when the app asks for it.

### **Why will the app not allow me to create an account?**

At the landing screen, there is an option to “Sign In” or to “Create a New Account”. If you are choosing “Create a New Account”, be sure to verify that your password follows the password rules.

### **The app wants me to scan in the QR code on my device. Where is the QR code located?**

On your Wi-Fi integrated garage door opener, the QR code that allows you to scan in your device is under the lens cover or on top of the operator. On your OHD Anywhere® standalone device, it is on the back of the Door Control Module. Be sure to tap “Press to Scan” in the app (on your smart device) to scan in this QR code or you can also type in the serial number (S/N) from the label instead. The QR code can only be scanned ONE TIME to set up your device.

### **The app asks me for the Wi-Fi network name and security key – what is this?**

This is the name of your personal home Wi-Fi network you are trying to connect OHD Anywhere® to. The security key is the password to your home Wi-Fi network.

## FAQs for OHD Anywhere® App Users

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### **Why does it take a few moments for the app to open & close my garage door?**

It depends on the speed of your network for the home AND the smart device where you are operating it from. Keep in mind an additional five seconds are required by UL to ensure an adequate warning (including a flashing white light and audible alert). This is done for safety purposes to warn anyone near that the door is about to move.

### **Can I let someone else control my door?**

Absolutely! You can invite up to 19 other approved users to access your garage door(s) through your account. Have the user download the OHD Anywhere® App to create an account, then send the person an invite via email from the USER tab inside your app. Design their Virtual Key however you want! Full access Virtual Keys for family members, limited/recurring keys for folks like babysitters or dogwalkers and temporary access keys for service providers such as plumbers, electricians, etc... You can set detailed access keys for access and still remove them at any time you see fit. Very flexible!

### **How long does the history menu keep records?**

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

### **When logged into the OHD Anywhere® App – will I stay logged in until I sign out, or will I have to always log in/out?**

It is user selectable as to which way you prefer. You will find this on the Login screen.

## FAQs for OHD Anywhere® App Users

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### **What kind of features does OHD Anywhere® offer as far as inviting additional users, setting event schedules and notifications?**

Under the USERS tab inside the app, you can send virtual keys to up to 19 additional people to access your garage door through the app. You can set personalized access schedules by user before sending them the invite.

Under the RULES tab inside the app, you can set customizable schedules and notifications. If you would like your door to close at a certain time of day or if you would like it to close after a certain period of time, no problem! If you need to know when little Johnny got home from school, OHD Anywhere® can let you know.

Reference the OHD Anywhere® FAQ document for Virtual Keys, Rules & Notifications for information about these benefits.

### **Is OHD Anywhere® compatible with any smart home platforms?**

Yes! OHD Anywhere® is compatible with Amazon Alexa, Google Home and, coming soon, IFTTT.

### **My app has a “UL Lockout” message, what does this mean?**

This is a safety feature. This means that your OHD Anywhere® device has received two consecutive commands that it cannot perform (for an unknown reason). For example, if you have asked your door to close and there is something blocking the safety beams, the door will initiate movement, realize there is an obstruction and reverse. After 2 failed consecutive commands, ultimately it will ‘shut down’ in the name of safety. You must operate the door locally (from a wall console, remote, etc...) to clear this message and to use your app again.

### **Can I use OHD Anywhere® instead of the garage door remote in my vehicle when pulling in to or leaving my driveway?**

You can if you choose to, however, it is not recommended. As with any function of your smart device, you should not use your smart device while driving a moving vehicle, or in any way that would cause you to take your focus off the responsibility of safely operating your vehicle.

## FAQs for OHD Anywhere® App Users

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### How many doors can I control through my OHD Anywhere® app?

This depends on the type of physical devices you have setup. The app can control up to 20 Door Control Modules. One Wi-Fi integrated garage door opener is considered 1 Door Control Module and it controls 1 door (1:1). One OHD Anywhere® standalone device is also considered 1 Door Control Module, however, it can control up to 3 doors (1:3).

- **Example:** If I have 20 Wi-Fi integrated garage door openers (20 doors) – I have a total of 20 Door Control Modules connected to my app and I am controlling 20 doors total.
- **Example:** If I have 20 OHD Anywhere® standalone devices with 3 doors connected to each (60 doors) – I have a total of 20 Door Control Modules connected to my app and I am controlling 60 doors total.
- **Example:** If I have 1 Wi-Fi integrated garage door opener (1 door) and 1 OHD Anywhere® standalone device with 3 doors on it (3 doors) – I have a total of 2 Door Control Modules connected to my app and I am controlling 4 doors total.
- **Example:** If I have 2 Wi-Fi integrated garage door openers (2 doors) and 2 OHD Anywhere® standalone device with 3 doors each on them (6 doors) – I have a total of 4 Door Control Modules connected to my app and I am controlling 8 doors total.

### What happens when someone crosses the safety beam while the door is moving? Will there be a message?

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

### Why are all the lights above my door buttons on the Door Control Module flashing different colors?

This means your unit is receiving an over-the-air update. Depending on the update, this can take anywhere from a few seconds up to approximately two minutes. **IMPORTANT** - Do not power down the module during this period.