OPTIONS SHEET

SMARTSYNC™ DIAGNOSTIC TOOL

For Extreme® 300 Series Door, Extreme® 1024 High Performance Door, Extreme® 300 Series Grille, and Extreme MicroCoil® Grille – 500K Cycles

TROUBLESHOOTING THE SMART WAY

The SmartSync™ Diagnostic Tool is used by installers and technicians in the field that need assistance with troubleshooting electrical issues on an APEX controller. The tool is plugged into the controller providing the Electrical Support Specialist real time access to the diagnostic information for that door or grille, significantly improving the support that we offer.

COMPATIBLE WITH

- Extreme® 300 Series Door
- Extreme® 1024 High Performance Door
- Extreme® 300 Series Grille
- Extreme MicroCoil® Grille – 500K Cycles

HOW IT WORKS

- Plug the SmartSync Diagnostic Tool into the APEX controller.
- Power SmartSync Diagnostic Tool on.
- Call the Clopay Corporation Electrical Support Department at 1-800-233-8366 ext. 7004.
- Provide the Electrical Support Specialist the Sales Order Number that can be found on the bottom bar of the door or grille.
- The Electrical Support Specialist will then use the Sales Order Number that you provided to access the interface website that will allow them to view the status of each electrical component, setting and menu of your door or grille.
- They will then use this information to help you resolve the issue you are having.
- If necessary, update firmware on APEX controller.
- Once the service call is over, unplug the SmartSync Diagnostic Tool. The service access will then be terminated.

ADDITIONAL DETAILS

- SmartSync Diagnostic Tool is available to you at a one-time cost.
- It comes with a built-in internet service – this is at no additional cost to you.
- The software programming will automatically receive new firmware updates, apps and services.
- Reliable cellular service from T-Mobile or AT&T is required in order to use this tool.

Questions? Contact the Electrical Support Department. 1-800-390-8590 Option 1