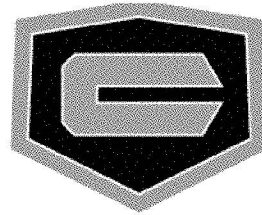


What's New



Place an 'X' in appropriate box.

Home Delivery	X
In-Home Technicians	X
Carry-In Technicians	
Technical Specialists	X

Craftsman® Smart GDO DRAFT Version 1/10/2017

Brand:	Craftsman	
Division:	09	
Source:	139 Chamberlain	
GDO Model:	139.54931	
Market Release:	2016	
Training Planned		
Home Delivery:		
In-Home Technicians:	Webinar - None	
Carry-In Technicians:	None	

Product Overview:	<p>Craftsman® Smart Garage Door Opener connects directly to member's Wi Fi router. The 139.54900 gateway is not required. GDO has battery backup.</p>
High Level Operation of Product:	<p>Craftsman® Smart Garage Door Opener links to your smart phone using the Wi Fi router in the member's home. See:</p> <p>smartgdo.craftsman.com</p> <p>for more information.</p> <p>Before installing, confirm member's Wi Fi signal strength is sufficient for connecting to member router.</p> <p>Ask member to use their mobile device that is connected to their Wi-Fi network to verify signal strength where the garage door opener will be installed. If no signal strength bars are seen:</p> <p>Ask member to move router closer to the garage door opener.</p> <p>Or – explain that a Wi-Fi range extender can help improve signal strength.</p> <p>Or – explain how a Craftsman® Garage Door Opener Connectivity Hub may be a solution.</p> <p>Do NOT connect GDO to network prior to installation.</p>

SMARTPHONE CONTROL

Get Connected

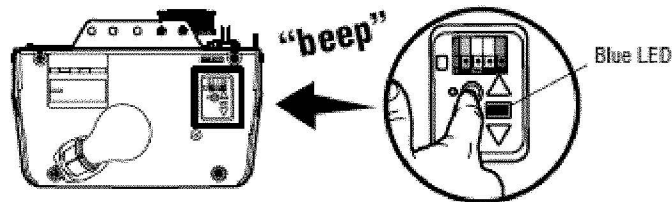
...and control your garage door opener with the Craftsman Garage Door app.

You will need:

- A smartphone or tablet
- Broadband Internet connection
- A strong Wi-Fi signal in the garage, see page 5
- Password for your home network
- Craftsman serial number located on the garage door opener

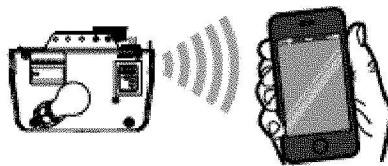
1. ACTIVATE "Wi-Fi LEARN" MODE

Press and release the yellow LEARN button on the garage door opener 3 times. The garage door opener will beep once and a blue light will flash. You have 20 minutes to complete the connection process.



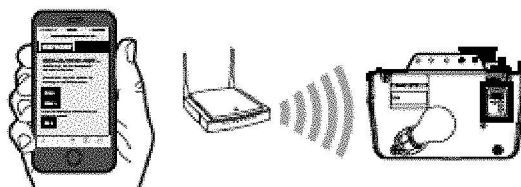
2. CONNECT TO THE SMART CONTROL Wi-Fi NETWORK

On your mobile device, go to Settings > Wi-Fi, and select the network with the "CMWIFI-" prefix.



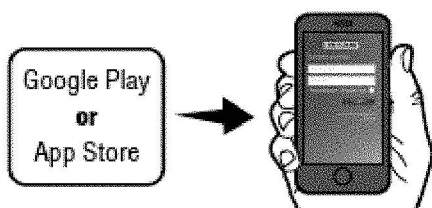
3. CONNECT THE GARAGE DOOR OPENER TO YOUR HOME Wi-Fi NETWORK

Launch the web browser (such as Safari or Chrome) on your mobile device and go to setupgdo.craftsman.com. Follow the on-screen prompts to add the garage door opener to your home Wi-Fi network.



4. SETUP YOUR SMART CONTROL ACCOUNT

Download the Craftsman Garage Door app from the App StoreSM or Google PlayTM store. Sign up for your account and add the Craftsman serial number to your account.



**Congratulations you've successfully completed the setup.
Enjoy Smartphone Control!**

In addition to controlling your garage door opener you can control your house lighting with additional accessories, see page 46.

NOTE: *The Smartphone Control WILL NOT work if the garage door opener is operating on battery power. To erase the Wi-Fi settings, see page 40.*

To learn more go to smartgdo.craftsman.com.

App Store is a service mark of Apple Inc.
Google Play is a trademark of Google Inc.

Special Features:

The 54931 CRAFTSMAN SMART garage door opener has:

- The built-in wifi in the **1 1/4* HPS Smart Garage Opener** allows you to control your garage door right from the Craftsman garage door app

	<ul style="list-style-type: none"> • Timer-to-Close automatically closes the garage after your desired time period • Ultra-quiet operation won't wake up the household when you're leaving for an early shift
<p>Special Features – What’s New or Different for Technician:</p>	<p>The Gateway (139.54900) is not needed. The 54931 has Wi Fi built into the door opener that connects to the member’s Wi Fi router.</p>
<p>Frequently Asked Questions</p>	<p><u>How do I know if my router is compatible with the Wi-Fi Garage Door Opener and/or a Craftsman Garage Door Opener Connectivity Hub?</u></p> <p>The Wi-Fi Garage Door Opener and Wi-Fi hub have been tested and works with over 50 different types of routers. The Craftsman Wi-Fi product is only compatible with 802.11 B/G/N. If you have a router on the list below, you may need to replace the router with a compatible router. Currently we have only encountered 3 situations where the Wi-Fi Hub and GARAGE DOOR OPENER would not connect to a router.</p> <ul style="list-style-type: none"> • 5GHz <ul style="list-style-type: none"> ○ The hub will not connect to router if the router is set to only operate at 5GHz frequency. The Wi-Fi Garage Door Opener only works on 2.4Ghz. If you are unsure how to check this, contact your router manufacturer. • Belkin N150 - Not Compatible (Firmware version V5). This is a known bug with the Belkin N150. (Belkin may provide firmware update for the router some time in the future.) <ul style="list-style-type: none"> ○ You may use a Wi-Fi extender to allow Wi-Fi hub to connect to Belkin N150. ○ Recommend Wi-Fi Extender from Netgear. ○ Belkin routers with firmware version V1-V4 are compatible or use a different router ○ Hitron CGN3 router - not compatible. <p style="text-align: center;">TESTED WI-FI EXTENDERS</p> <ol style="list-style-type: none"> 1. Netgear EX6100: AC750 Wi-Fi Range Extender 2. Netgear WN3000RP: N300 Wi-Fi Range Extender 3. Netgear WN1000RP: N150 Wi-Fi range extender for Mobile 4. Belkin N300: Dual-Band Wireless Range Extender <p><u>Where can I find the instructions to test the Wi-Fi signal strength in my garage?</u> To test your Wi-Fi signal strength, follow the steps listed at www.chamberlain.com/parts-and-support/wifi-help/testing-boosting-your-wi-fi-signal-strength.</p> <p><u>How do I determine if my garage door opener is Wi-Fi compatible?</u></p>

Craftsman Smart Control Garage door openers allow the ability to use a mobile device to monitor and control your garage door from anywhere through your homes Wi-Fi. These garage door openers will display a Wi-Fi logo on the metal cover. For a list of available model numbers see below.

MODELS WITH INTEGRATED WI-FI

- [54931](#)

MODELS THAT NEED A CONNECTIVITY HUB

- [54930](#)
- [54985](#)
- [54990](#)
- [54915](#)
- [54918](#)

How do I enable and exit Wi-Fi learn mode on a Wi-Fi garage door opener?

In order to connect your mobile device to the Wi-Fi garage door opener, Wi-Fi must be enabled. See below for instructions on how to enable and exit Wi-Fi learn mode.

TO ENABLE WI-FI LEARN MODE:

- Using a Smart Control Panel, Go to Menu > Program > Wi-Fi Setup: **Note:** If your door control does not have this feature, press and release the yellow learn button 3 times on the garage door opener
- The garage door opener will beep one time and the blue LED will blink under the black adjustment button.

TO ENABLE WI-FI LEARN MODE FROM THE SMART CONTROL PANEL

- go to Menu > Program > Wi-Fi Setup.
- The Garage door opener will beep once and the door control panel will display Wi-Fi Setup Started, On.

TO EXIT WI-FI LEARN MODE:

- While in Wi-Fi learn mode, press and release the yellow learn button one time. **Note:** You may also press either the UP or DOWN arrows to exit Wi-Fi learn mode.

Why is the "CMWIFI" prefix not showing in my mobile device's list of Wi-Fi options?

If a Wi-Fi garage door opener has not been placed into Wi-Fi learning mode, your mobile device will not see the signal from your unit.

IF YOU HAVE A WI-FI GARAGE DOOR OPENER

Door Control: (If your door control has this feature, you may enter learn mode by the following)

- Using the Smart Control Panel
- Go to "Menu" > "Program" > "Wi-Fi Setup", press return key

- LCD will display "Wi-Fi Setup Started, On" and a beep will be heard, you are now ready for Wi-Fi setup
- If you do not have "Wi-Fi Setup" as an option, proceed to use the learn button

LEARN BUTTON:

- Turn the Wi-Fi on. Press and release the garage door openers learn button 3 times. A beep will be heard and the black adjustment button will begin blinking blue.

ON YOUR MOBILE DEVICE

Once the unit's Wi-Fi is on, turn off your mobile device's Wi-Fi and turn it back on. Wait for your phone to scan Wi-Fi and list the opener's CMWIFI network. This could take one or two minutes.

Why won't my mobile device connect to my Wi-Fi Garage Door Opener or Craftsman Garage Door Opener Connectivity Hub?

Your mobile device may not be connecting to your Wi-Fi garage door opener if your Wi-Fi is turned off on your mobile device or if your Wi-Fi signal in the garage is too weak.

- Follow the steps under the "Determine if your garage door opener is Wi-Fi compatible" section above.
- Verify that your Wi-Fi garage door opener is in Wi-Fi learn mode. Note: The Wi-Fi garage door opener will have a flashing blue LED indicating it is in Wi-Fi learn mode.
- Go to your mobile devices Settings > Wi-Fi > and turn your Wi-Fi off and on.
- Wait up to two minutes for your mobile device to scan Wi-Fi and find the CMWIFI network.
- If you have a newer Android phone/tablet or an Android phone/tablet running 4.x (Ice Cream Sandwich or Jelly Bean), the phone may be restricting access to the garage door opener's Wi-Fi signal.
 - You need to uncheck "Check for Internet service" or uncheck "Avoid poor connections."
 - Settings > Connection > Wi-Fi > (Menu button) > Advanced > Uncheck "Check for Internet service"
 - Settings > Wi-Fi > Advanced > Uncheck "Avoid poor connections"

Why is setupgdo.craftsman.com page not loading in my browser?

Once a mobile device connects to your Wi-Fi garage door opener, go to setupgdo.craftsman.com to manage the unit's Wi-Fi configuration. If the unit's Wi-Fi signal has not been turned on, your browser will not load the page. Also, you must use the correct browser to be successful.

To ensure setupgdo.craftsman.com loads in your browser:

Wi-Fi Garage Door Opener:

- Enable Wi-Fi learn mode on your Wi-Fi garage door opener
- Connect your mobile device's Wi-Fi to the CMWIFI opener

- Launch the mobile devices browser
 - For iPhone, use Safari.
 - For Android and all others, use Chrome. **Note:** On Android 5.0 or higher, Chrome may automatically load the page, setupgdo.craftsman.com
- Enter setup. setupgdo.craftsman.com
 - If you are unable to pull up setupgdo.craftsman.com and you have an Android 5.0 or higher, the phone may load the page through a sign in feature. There will be a Wi-Fi sign in notification on the top left of the phone advising you need to sign in to the network, this will take you directly to the set up page.

How do I connect a Wi-Fi garage door opener to a home network?

Before you can connect a Wi-Fi garage door opener to your home network, you will need:

- A smart phone or tablet
- Broadband Internet connection
- A strong Wi-Fi signal in the garage
- Your network password
- The Craftsman serial number: Located on the garage door opener next to the yellow learn button

To connect to your home network

You have 20 minutes to complete the connection process.

- Activate Wi-Fi learn mode.
 - Using a Smart Control Panel, Go to Menu > Program > Wi-Fi Setup
 - Note:** If your door control does not have this feature, press and release the yellow learn button 3 times on the garage door opener
 - The garage door opener will beep one time and the blue LED will blink under the black adjustment button (this button is located between the two arrow buttons).
- Connect to the Craftsman Wi-Fi network.
 - On your mobile device, go to Settings > Wi-Fi, and select the network with the CMWIFI prefix.
- Connecting the garage door opener to your home Wi-Fi network.
 - Launch the web browser on your mobile device
 - For iPhone, use Safari.
 - - For Android and all others, use Chrome. **Note:** On Android 5.0 or higher, Chrome may automatically load the page, setupgdo.craftsman.com
 - Go to setupgdo.craftsman.com and follow the on-screen prompts to add the garage door opener to your home Wi-Fi network.
 - - If you are unable to pull up setupgdo.craftsman.com and you have an Android 5.0 or higher, the phone will load the page through a sign in feature. On an Android 5.0, there will be a Wi-Fi sign in notification on the top left of the phone advising you need to

sign in to the network, this will take you directly to the set up page.

Note: Network passwords are case sensitive, ensure your password is entered correctly. No capitalized letters as an example.

- Setup your Craftsman account.
 - Download the Craftsman Smart Garage Door Opener app from the App Store™ or Google Play™ store.
 - Sign up for a Craftsman Smart Garage Door Opener account.
 - Confirm your account.
 - Login in to the Craftsman App and add the Craftsman serial number to your account.

Congratulations! You've successfully completed the setup.

NOTES:

- The Craftsman Smart Garage Door Opener App will not operate the garage door opener when operating under battery power.
- • The Wi-Fi Garage Door Opener must run a complete door up and down cycle before Wi-Fi can be activated.
- • Network passwords entered incorrectly will not connect the garage door opener to your home network. This will be indicated with a continuous blue LED. Exit all programming and start over.

Why won't the Wi-Fi Garage Door Opener or Craftsman Garage Door Opener Connectivity Hub connect to my wireless network (home router)?

When attempting to set up the Wi-Fi on your Craftsman Wi-Fi product, a solid green LED means you are connected to your Wi-Fi network. If you are unable to get a solid green LED when setting up Wi-Fi, the issue may be that it is not connecting to the home router, internet or phone. The color and status of the LED helps to troubleshoot the issue. Follow these steps depending on what the LED light is showing on the Wi-Fi product to resolve the issue.

Technical Support does not troubleshoot routers. If additional assistance is needed to access a home router, please contact the router's manufacturer.

VERIFY THE COLOR AND STATUS OF THE LED

- **No LED**
 - Has not learned Wi-Fi credentials
 - Verify you are connecting to the correct wireless network and inputting the correct network password. If you are unsure of your network password, contact the router manufacturer.

Note: When inputting password incorrectly it's been known to take the hub or Wi-Fi GARAGE DOOR OPENER out of learn mode with no LED.

- **Flashing blue**
 - In learn mode and ready for Wi-Fi provisioning
 - Verify you are connecting to the correct wireless

network and inputting the correct network password. If you are unsure of your network password, contact the router manufacturer.

- If the CMWIFI does not show up in the list of Wi-Fi networks on your phone, PC or tablet list, this error has to do with interference on the Wi-Fi frequency, Channel 1, which Smart garage door opener is broadcasting on.
- Bring the motor head down from the ceiling and set it on a chair. Then try to set up the Wi-Fi while the motor unit is on chair. We are checking to see if this moves the opener away from interference.
- If customer has a replacement unit on hand try set up in the house.

- **Solid blue**

- Connected to phone, tablet, or PC

- While the device is connected to the phone it will not attempt to connect to router.
- If using Apple, make sure Wi-Fi assist is turned off. If using Android, turn off Auto Network Switch.
- When going to setupgdo.craftsman.com, Android it has been known to automatically take you to the start page. If you are unable to pull up setupgdo.craftsman.com and you have an Android 5.0 or higher, the phone will load the page through a sign in feature. There is a Wi-Fi sign in notification on the top left of the phone advising you need to sign in to the network, this will take you directly to the set up page.
- If setupgdo.craftsman.com page does not show the home network in the list of networks, verify that the wireless router is on a 2.4GHz frequency. The Craftsman Wi-Fi product will not connect to router if the router is set to only operate at 5GHz frequency. If you are unsure how to check this, contact your router manufacturer.

- **Flashing blue and green**

- Not connecting to router

- Check to see if the router is compatible.
- Check to see if the Craftsman Wi-Fi product is within range of the router (between 50 to 150 ft). Using your mobile device, determine the home's Wi-Fi signal strength in the garage. If the Wi-Fi signal in the garage is low, move the router closer to the garage or get a Wi-Fi extender (see below). If Wi-Fi Garage Door Opener, a Connectivity Hub can be used if there is a low signal.
- If any changes have been made to the wireless network name, password or security, erase the Wi-Fi settings in the Wi-Fi Garage Door Opener and set up the Wi-Fi again.
- Verify that the router security is set to a preferred setting. We recommend WPA2 with no mix mode. If the router has option for channel bandwidth, we recommend setting it to 20mhz.
- The Craftsman Wi-Fi product is only compatible with

802.11 B/G/N. If the router is only configured for 802.11AC, it will not work.

- **Hub only** - If using the iPhone Bluetooth for setup, verify that the wireless router is on a 2.4GHz frequency. The hub will not connect to router if the router is set to only operate at 5GHz frequency. If you are unsure how to check this, contact your router manufacturer.

- **Flashing green**

- Connected to router and internet, but not connecting to our server

- Check for the following ports:
 - TCP/UDP port 53 open (DNS)
 - Inbound and outbound UDP port 80 open
 - Inbound and outbound TCP/UDP port 2165 open
 - Inbound and outbound UDP/TCP port 8883 open.

Note: If you are unsure how to check the ports, contact the router manufacturer.

- Verify if there is a firewall device installed (e.g. SonicWALL, Zywall). If there is a firewall the UDP time out must be set to 180 seconds or greater for both inbound and outbound. If you are unsure how to set these, contact the firewall manufacturer.
- Check to see if IP Cameras are being used. DVR software or DVR systems have been known to mistake our gateways for cameras thus blocking us from communicating to server. All we can recommend is to change the setting in the software or DVR from Auto scan to Manual. Contact security company or manufacturer of the equipment for steps.

- **Solid green**

- Gateway connected successfully to our server.
 - Everything is working

How do I add a Wi-Fi garage door opener or Craftsman Garage Door Opener Connectivity Hub to the Smart Control account?

The Craftsman serial number is a 10 digit number. It is located on the Wi-Fi Garage door opener or Connectivity Hub. Location of serial number:

- Wi-Fi garage door opener - located on the end panel label, the side with the yellow antenna wire
- Connectivity Hub- located on the underside

To add a Craftsman serial number to your Craftsman account, follow the steps below.

Adding a Craftsman serial number to a Craftsman account using the website

- Log into your User Account
- In the My Places & Devices section, click Add New Device or the Gear Icon.
- Click on Add Place
- Type in the Craftsman serial number
- Name the location
- Click Save and Close

Adding a Craftsman serial number to the Craftsman account using the app

- Tap the action bar
- Select Places
- Tap the "+" sign
- Select add a new place
- Type in the Craftsman serial number
- Tap Submit
- Name the location
- Tap Save

Why won't my Smart Control account accept the Craftsman serial number?

With this answer you will be able to resolve issues when getting errors "Gateway could not be added. Please try again later" or "Invalid Gateway serial number" when adding the Craftsman serial number to your Craftsman account.

To resolve issues adding the Craftsman serial number

- Verify the power to your Connectivity Hub device is on.
- Verify that your Connectivity Hub device has a solid green LED lit up.
 - Wi-Fi GARAGE DOOR OPENER will have it under the black adjustment button.
 - Connectivity Hub will have it to the right of the Craftsman logo.
- Verify you are reading the correct Craftsman serial number.
 - Wi-Fi GARAGE DOOR OPENER has it located on the logic board end panel label
 - Connectivity Hub has it located on the back.
- If you are attempting to add a serial number through the website, be sure to use Chrome, Firefox, or IE 9 (or later) to add the serial number.
- If the serial number is still not working, open the unit to look at the circuit board to verify if the serial numbers match.
 - Connectivity Hub: Remove the screw from the bottom of the hub, pry open and remove circuit board. Verify the serial number under the green board inside the hub matches the one on the outside.
- If the serial number still does not work, contact support at 1-800-528-9131.
- After attempting all of the above, contact support at 1-800-528-9131

Notes

- There can be multiple Connectivity Hubs on one account.
- There can be multiple devices on one gateway:

- 16 Smart Control devices to a Connectivity Hub
- 10 Smart Control devices to a Wi-Fi GARAGE DOOR OPENER
- The Connectivity Hub can only be on one account
- A Smart Control device can be programmed to only one Connectivity Hub.

What do the different color LEDs on a garage door opener mean?

Premium Craftsman garage door openers featuring a battery backup and/or Wi-Fi connectivity will have different color LEDs to help you diagnose issues. If your garage door opener has a battery backup, the LED to diagnose the battery will be located towards the top of the learn button. If your garage door opener has Wi-Fi capabilities, the LEDs to diagnose the Wi-Fi status will be located inside the black adjustment button

Wi-Fi Status LED's

Blue

- Solid – Connected to a mobile device.
- Blinking on/off – in Wi-Fi learn mode.

Blue and Green

- Solid - The Wi-Fi GARAGE DOOR OPENER is added to another connectivity hub device.
- Blinking on/off – attempting to connect to router.

Green

- Blinking on/off – attempting to connect to server
- Solid light - Connected to server, normal mode when Wi-Fi has been setup.

Battery Status LED's

Red LED:

- The battery has drained and is unable to recharge. It will need to be replaced.
- If a red LED remains on and is accompanied by a beep sounding every 30 seconds when power is not interrupted the battery can no longer recharge

Orange LED

- The garage door opener has lost power and is operating off battery power.
- A solid orange LED, with a beep sounding approximately every 2 seconds, indicates the garage door opener is activating the door and is operating using battery power.
- A flashing orange LED, with a beep sounding every 30 seconds, indicates battery power is low.

- Once power is restored the battery will recharge. The LED will change to a flashing green.

Green LED

- The garage door opener is NOT running off battery power.
- A solid green LED indicates the battery is fully charged.
- A flashing green LED indicates the battery is being charged.

How do I remove a Wi-Fi connection from a Wi-Fi Garage Door Opener?

You need to remove the Wi-Fi settings on a Wi-Fi garage door opener after you've changed your home network's name, password or security settings.

To remove Wi-Fi settings on a Wi-Fi Garage Door Opener

- Press and hold the black adjustment button on the garage door opener until 3 beeps are heard.
Note: You will hear an initial beep. Keep holding the button. This takes approximately 6 seconds and during this time the up arrow will be flashing. After the settings have been deleted, proceed to the instruction manual to connect the Wi-Fi Garage Door Opener to your home network.

Where can I find a list of Smart Control Error Codes?

Below are potential error codes you may encounter when working with the Craftsman Smart Control App or Web site. Error messages will continually be updated to be more user friendly.

GENERAL ERROR CODES:

- **Error Code**
- **Error Message**
- **Resolution**

- **3333**
 - Login error. Please login again
 - The App or web site was not able to connect with server, verify login and password and please try again.
 - If continues wait 30 minutes and try again.

- **201**
 - That username already exists. Check username or use another username.
 - The provided email address already exists, use the Craftsman Smart Control App or web site "Forgot Password" options to receive a new password.
 - If the username was not found or is locked out, contact Technical Support to identify your account or to unlock it.

- **202**
 - That email already exists. Check email or use another email.
 - The provided email address already exists, use the Craftsman Smart

Control App or web site "Forgot Password" options to receive a new password.

- If the username was not found or is locked out, contact Technical Support to identify your account or to unlock it.

- **203**

- The username or password you entered is incorrect. Try again.
- Email address was entered incorrectly, verify you are using the correct email address and try again.
 - If necessary use the Craftsman Smart Control App or web site "Forgot Password" options to get a new password.
 - If no account is found, create a new account with email address.
 - If the username was not found or is locked out, contact Technical Support to identify your account or to unlock it.

- **204**

- The username was not found or is locked out.
- The provided username or email may have been locked out due to incorrect log-in attempts.
 - The username or email has not been registered, create a new account with email address.
 - The account has not been activated, go to activation email and click link.
 - If prompted with email already when creating a new account, contact Technical Support to have your account unlocked.
 - Account is not "Approved", search for account, check the "Is Approved" and save profile, user should be able to log in.

- **205**

- This user will be locked out.
- Incorrect password for account, continued attempts will lock out account.
 - Use the Craftsman Smart Control App or web site "Forgot Password" options to get a new password.

- **206**

- User ID Create Failed. Please try again.
- Registration failed, try again to register using the App, if this error continues use the website to create your account.
 - After creating your account, use the app to add your devices.

- **207**

- This user is locked out.
- The password for this account was entered incorrectly to many times.
 - Use the Craftsman Smart Control App or web site "Forgot Password" options to get a new password.

- **208**

- Delete User And Device Data failed
 - Server was not able to confirm the deletion or removal of device. Restart application then attempt to remove devices.
 - If error continues, use alternate means to delete or remove devices such as the web or app.

- **209**
- Unable to remove device Id: {0}
- • Server was not able to confirm the deletion or removal of device. Restart application then attempt to remove devices.
- • If error continues, use alternate means to delete or remove devices such as the web or app.

- **210**
- Unable to remove data for Craftsman device Id: {0}
- • Server was not able to confirm the deletion or removal of device. Restart application then attempt to remove devices.
- • If error continues, use alternate means to delete or remove devices such as the web or app.

- **223**
- Gateway is offline
- • The Wi-Fi GARAGE DOOR OPENER or Connectivity Hub device has no power, check outlet for power and identify if the LED's on the device are on.
- • Loss of power or no Internet connection; verify your home computer has an Internet connection by loading a web page.
- • Cycle power to home router.
- • If the router username or password has been changed, the Wi-Fi hub or GARAGE DOOR OPENER will need to be Wi-Fi provisioned. See manual or help file for assistance.

- **224**
- Gateway is in learn mode
- • The app or website may have not been able to connect with server, please try again.
- • Log out of account, then cycle power to the Wi-Fi GARAGE DOOR OPENER or Connectivity Hub.
- • Log back into account and attempt to relearn devices.

- **244**
- Invalid e-mail account
- Invalid email address, the system is not recognizing the email address entered when registering account, use a valid email address.

- **245**
- User already registered
- • The provided email already exists, use the Craftsman Smart Control App or web site "Forgot Password" options to get a new password sent to the email address registered to the account.
- • If the username was not found or is locked out, contact Technical Support to identify your account or to unlock it.

- **248**
- {0} must be less than {1} characters
- Refresh page/screen and entry characters again. If an error existed that somehow allowed a user to enter too many characters into a

character-limited entry (e.g. If app sent 11 characters to the server for the 10-character Craftsman serial number).

- **249**
- Content not found
- Refresh page/screen and try again. Internal server error, Middleware request to account database, where database response is missing content.

- **301**
- The gateway or Wi-Fi GARAGE DOOR OPENER serial number was invalid. Please try again.
 - Identify the serial number which is located on the bottom of the Connectivity Hub or end panel of a Wi-Fi GARAGE DOOR OPENER.
 - Verify the serial number is written down correctly, ensure a 0 is a number, and an O is a letter.
 - Try again to register your device with the correct serial number.
 - If you continue to receive an error, contact Technical Support.

- **302**
- That brand of gateway or hub can't be registered to your account. Check serial number and try again.
- Verify the correct Wi-Fi GARAGE DOOR OPENER or Connectivity Hub is being registered to the correct app.

- **303**
- That gateway or hub serial number was not recognized. Check serial number and try again.
 - Identify the serial number which is located on the end panel of the Wi-Fi GARAGE DOOR OPENER or bottom of the Connectivity Hub.
 - Verify the serial number is written down correctly, ensure a 0 is a number, and an O is a letter.
 - Try again to register your device with the correct serial number.
 - Delete account and create new account, ensure that you have selected the correct location.
 - If you continue to receive an error, contact Technical Support.

- **304**
- Please make sure your device is connected and the Green LED is solid ON.
 - The Wi-Fi GARAGE DOOR OPENER or Connectivity Hub device has no power, check outlet for power and identify if the LED's on the device are on.
 - Loss of power or no Internet connection; check if Internet connection on home computer. Load a web page to verify computer is connecting to Internet.
 - Cycle power to home router
 - If the router username or password has been changed, the Wi-Fi GARAGE DOOR OPENER or Connectivity Hub will need to be Wi-Fi provisioned. See manual or help file for assistance.

- **305**
- The device is currently in Learn Mode.

- • The app or website may have not been able to connect with server, please try again.
- Log out of account, then cycle power to the Wi-Fi GARAGE DOOR OPENER or Connectivity Hub.
- Log back into account and attempt to relearn devices.

- **308**
- The device is not responding. Please check that the device is powered and in range.
- • The Garage door opener is not responding, verify the outlet the device is plugged into has power.
- Operate device manually, if device responds, remove device from account then add the device back to account.
- Operate device manually, if device does not respond, device may need to be replaced or serviced. Contact a local dealer or Technical Support.

- **309**
- The gateway or hub is offline. Please check the power and network connections.
- • The Wi-Fi GARAGE DOOR OPENER or Connectivity Hub device has no power, check outlet for power and identify if the LED's on the device are on.
- Loss of power or no Internet connection; check if Internet connection on home computer. Load a web page to verify computer is connecting to Internet.
- Cycle power to home router
- If the router username or password has been changed, the Wi-Fi hub or GARAGE DOOR OPENER will need to be Wi-Fi provisioned. See manual or help file for assistance.

- **310**
- That device is on another User's Account and unable to register.
- • The Wi-Fi GARAGE DOOR OPENER or Connectivity Hub or the device is already programmed to another account.
- The device must be removed from the other account before it can be added to a new account.
- If you have access to the other account, log into that account and remove device.
- If you do not have access to the other device, you will not be able to add it to a new account.

- **311**
- This Hub is either not provisioned to Wi-Fi or not connected to the Internet.
- • The Wi-Fi GARAGE DOOR OPENER or Connectivity Hub needs to complete Wi-Fi setup, see manual or help file for assistance.
- Use an apple device to set up Wi-Fi GARAGE DOOR OPENER or Connectivity Hub using Bluetooth.
- Use an android device to set up Wi-Fi GARAGE DOOR OPENER or Connectivity Hub using Wi-Fi.
- Follow process to connect Wi-Fi GARAGE DOOR OPENER or Connectivity Hub to home network.

- **312**
- This garage door is only set up to have its status monitored.
- • The Wi-Fi GARAGE DOOR OPENER or Connectivity Hub has not completed the programming process. Press the Monitor Mode message under the image of the door to complete programming.
- • The Wi-Fi GARAGE DOOR OPENER or Connectivity Hub is not compatible with the garage door opener. The Wi-Fi GARAGE DOOR OPENER or Connectivity Hub will allow the ability to only monitor the status of the garage door.

- **313**
- The gateway or hub is not communicating properly. Please check the power and network connections.
- • The Wi-Fi GARAGE DOOR OPENER or Connectivity Hub device has no power, check outlet for power and identify if the LED's on the device are on.
- • Loss of power or no internet connection; check if internet connection on home computer. Load a web page to verify computer is connecting to Internet.
- • Cycle power to home router
- • If the router username or password has been changed, the Wi-Fi GARAGE DOOR OPENER or Connectivity Hub will need to be Wi-Fi provisioned. See manual or help file for assistance.

- **314**
- Error: serial number is incompatible with country associated with this account. Please check serial number or country.
- • Verify serial number is being entered correctly.
- • Wrong country selected when creating account, delete account and start over, ensure you are selecting the correct country.
- • Verify the correct Wi-Fi GARAGE DOOR OPENER or Connectivity Hub is being used in the correct country location.

- **501**
- System Error. Try again or contact Technical Support.
- • App or web site was not able to connect with server, please try again.
- • Verify your mobile device is on a strong Wi-Fi signal, 3G or 4G.
- • Open a web browser and connect to the web site and use mobile web if necessary to access account.
- • Wait 30 minutes and try again.

- **601**
- Cannot remove the physical GARAGE DOOR OPENER from the pre-paired Wi-Fi GARAGE DOOR OPENER Gateway
- For Wi-Fi GARAGE DOOR OPENER, the GDO's "GDO" is permanently connected to the WI-FI GDO's gateway, thus the "GDO" cannot be deleted from its own gateway.

- **602**
- The physical pair GDO device was not properly added to the Wi-Fi GARAGE DOOR OPENER Gateway during registration
- For Wi-Fi GARAGE DOOR OPENER, the GDO's "GDO" was not

correctly added to the Craftsman account because of some error. User will need to delete the GDO serial number from the Craftsman account/app and add the GDL's serial number to the app/account again.