

# Guardian V3 beam Smart Controller Guide



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## Terminology

- [Account Owner](#)
- [Amazon Alexa](#)
- [beam](#)
- [beam Home / Beam Labs, LLC](#)
- [Controller](#)
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# Guardian V3 beam Smart Controller Guide

## PRODUCT DETAILS



### Product Name

- beam Smart Controller

### Model

- V3

### Kit Contents

- Smart Controller (Qty. 1)

### Product Specs

- Requires WiFi (2.4GHz, 802.11 b/g/n routers only) and an Android or iOS device for setup.
- Controller: 3.34" x 1.5" x .34"
- Carton dimensions: 3.7" x 2.1" x .88" (170 mm x 140 mm x 70 mm)
- Weight: 0.11 lbs. (0.05kg)

### Smartphone Compatibility

- iPhone/iPod/iPad (iOS 14.5+) Apple Watch (WatchOS 7.1+)
- Android (V5+)

### Certifications

Tested by ETL to UL325. FCC.

### Opener Compatibility

The model V3, beam Smart Controller is only compatible with Guardian made garage door openers with the beam Smart Port (V or V3 model suffix designation).

# Guardian V3 beam Smart Controller Guide

## GENERAL FAQs

### Can I still use my existing door controls?

Yes. We aim to only supplement the way you currently use your garage door, so your existing door remote and wall controls will continue to work after the Smart Garage Door Controller is installed.

### Will I have to update beam?

No. Your beam controller is self-updating. When new software is available, the device will automatically download and install the updates.

### Is it possible beam could damage my garage door opener?

No. The beam kit is a passive, isolated device. It's designed to protect your opener and itself. The beam Smart Controller is also UL-325 listed which covers a number of additional safety features, such as visual/audio warnings, which ensure the safety of the user and their property.

### How is the beam controller powered?

The beam controller is powered by the logic board of the garage door opener.

### How do I know if my garage door opener(s) are compatible with the beam Smart Controller?

The beam Smart Controller is only compatible with garage door openers with the beam Smart Port (made by Guardian Access Corp.)

### How many doors can the beam Smart Controller control?

Only one garage door opener can be controlled with a single Smart Garage Door Controller. If you would like to control multiple openers, you need to buy a controller for each opener.

### What kind of garage door do I have to have?

The beam Smart Controller should only be used with sectional garage doors. It should not be used with single-piece or swinging garage doors.

### Is my beam device secure?

Yes. The beam Smart Controller uses industry standard security technology to keep your data and access to your garage safe and secure. All communications and sensitive data (such as your password) are encrypted and secured in our databases using the same technology as online banking. In addition, we have put in place numerous security mechanisms to prevent unauthorized access to your controller. Our security standards continue to be updated as technology evolves.

### I lost my phone! What do I do?

There is not currently a way for a user to delete or deactivate their account themselves. As a temporary measure, we instruct the user to unplug the controller from the garage door opener in the interim to prevent unwanted opener control. Then, to start the process of disabling a user's account/controller due to the loss of a phone, contact Guardian at 424-272-6998 or [info@adhguardian.com](mailto:info@adhguardian.com) to create a support ticket that contains:

- Full name
- Email address of their beam account
- Contact phone number

# Guardian V3 beam Smart Controller Guide

## INSTALLATION

### Installation Process

Users are guided through installation with a printed installation guide (included in the box). During some steps, user complete setup tasks within the beam Home app. Installation is completed in 9 steps (which are numbered and titled). Users are guided to:

1. Plug-in the beam smart controller
2. Download the app & begin setup

The full installation guide can be downloaded here:

<https://www.dropbox.com/s/sqilqlv5xnirya9/V3%20Guardian%20Manual%2010142021.pdf?dl=0>

### Tools Needed

All customers need for installation is a:

- Android or iOS smartphone
- Ladder (to plug-in controller to opener)

### WiFi Network Requirements

The current version of beam will **only join a 2.4GHz WiFi network**. If users are not sure whether their network is a 2. GHz or 5GHz, it is common for 5GHz networks to have a “-5” or “-5G” after the network name to help distinguish it from the 2.4GHz network (which usually does not have a suffix). If you have a dual-band, mesh network, such as eero, Google WiFi or Luma, there is only one network name for both the 2.4GHz band and 5GHz band. These mesh routers are designed to figure out which band a device needs to connect to automatically.

### WiFi LED Blinking Reference

There is one LED on a V3 controller to indicate power & WiFi status (either red, orange or green). Since the WiFi status LED is mutli-color and has special blinking patterns, the following is a quick reference as to what the most common colors/patterns mean:

**ORANGE** – Blinks on and off continuously every 0.5 second (not connected to WiFi, ready to be programmed)

**RED** – Blinks red 3 - 4 times, repeats (has WiFi credentials, cannot connect to selected WiFi network)

**GREEN** – Blinks on and off continuously every 0.5 seconds (connected to WiFi, working normally)

### Professional Installation

In cases when a professional is handling installation, setup within the beam Home app should be done using the homeowner’s smartphone.

# Guardian V3 beam Smart Controller Guide

## TROUBLESHOOTING

### Controller is not connecting to WiFi

In some instances, users might have difficulties completing successfully the WiFi Setup. To aid in successfully connecting to WiFi, you can advise customers:

- Check that the WiFi password is correct
- Confirm if your WiFi modem has internet access
- Before to start the set up confirm that the device is blinking orange

### Door state is out-of-sync with the beam Home app.

Users may encounter an issue where the door icon within their app does not reflect the actual position of their door. In order to force a sync so the app displays the correct position, tap the beam logo above the door view (iOS) or shake your phone (Android). If the problem persists unplug the beam Smart Controller from the operator, wait 3 seconds and re-plug the beam Smart Controller into the beam Smart Port on the opener to reset the device and sync the door in the app. This will force the app the sync with the true position of your doors.

### Receiving open door notifications when door is actually closed

This issue is usually:

- *Door Obstruction:* If an object is blocking the door from closing fully, the V3 controller will consider the door to be open—even if it's < 1 foot.

### Receiving an error in mobile app that says “Cannot connect to controller...”

If users receive this error message while trying to open or close their door from the beam Home app, the controller may have an issue with connecting to WiFi. There are a number of potential explanations:

- *No active internet connection:* Check that your wireless is functional using another device (such as a laptop or tablet) to attempt to connect to the internet.
- *Weak wireless network signal:* The wireless network signal in your garage may not be strong enough for the controller to remain connected. You can test this by trying to use another device to connect to the internet (such as a laptop or tablet) in the garage. If that does not work, you might need to move your router closer to the garage, or purchase a wireless extender to increase the range of your network.
- *Your controller is powered off:* If the controller is powered off or unplugged, you will receive this message. This could mean that the power is off to the entire garage as well, such as in a power outage.

If none of the preceding points seem to be the cause, there are a couple other things you can check.

- If you recently changed your network settings/configuration, you may need to setup beam again using the setup feature of the mobile app. To update your WiFi settings, go to your Account Settings > Controllers > Select Your Controller > click Update WiFi.
- Power cycle the controller and wait for the front LED to blink green. (Press and hold the LED button for 10 seconds until 3 beeps are heard.) If it blinks green and continues to blink green, this means the controller was able to successfully connect to the network.

# Guardian V3 beam Smart Controller Guide

## USING THE BEAM HOME APP

### Downloading the beam Home Mobile App

A native mobile app is available for Android Smartphones, iPhone/iPad and Apple Watch. The app is free to download, but requires the purchase and proper installation of a Smart Garage Door Controller to work.

Currently, beam supports:

- iPhone/iPod/iPad (iOS 9.0+) – Link to app in iTunes App Store
- Apple Watch (WatchOS 1.0+)
- Android (4.0+) – Link to app in Google Play
  
- iPhone/iPod/iPad (iOS 14.5+)
- Apple Watch (WatchOS 7.1+)
- Android (V5+)

### Inviting Users (ACCOUNT OWNER ONLY)

Account owners can grant access to their door to an unlimited number of users (so they can open or close your door through the beam Home app). *Only the account owner can invite users.*

1. Log into the beam Home app
2. Tap “Settings” on the door you would like to share access to
3. Tap “Manage Users”
4. Tap “Add New User”
5. Enter the email address of the person you wish to share your door with
6. Tap “Add New User”

If the user already has a beam account, they will be automatically granted access to your garage door once you invite them. If the user does not have a beam account, they will receive an email requesting they create one.

### Removing Users (ACCOUNT OWNER ONLY)

*Only the account owner can remove access for users. Access will be removed instantly.*

1. Log into the beam Home app
2. Tap “Settings” on the door you would like to remove access to
3. Tap “Manage Users”
4. Tap “Remove” on the selected user

### Changing the Name of a Door (ACCOUNT OWNER ONLY)

Currently, only the account owner can change the name of a door in the mobile app. This is scheduled to be changed to allow all users control over their door name.

1. Tap “Settings” on the door you would like to rename
2. Tap “Edit Door Name” and enter the new name
3. Tap “Save”

# Guardian V3 beam Smart Controller Guide

## Viewing Door Activity (ACCOUNT OWNER ONLY)

Currently, only an account owner can see door activity in the mobile app. Door activity is available to view for the past seven days within the app.

1. Tap “Settings” on the door you wish to view
2. Tap “View All Activity”

Only the account owner can view door activity. Invited users cannot view activity.

## Managing integrations (ACCOUNT OWNER ONLY)

Users may enable or disable integrations within their Account Settings, under “Integrations.”

## Changing the Account Password

1. Go to Account Settings in the beam Home app
2. Scroll down and tap “Change Password”
3. Enter your old password and what you would like to change it to.
4. Tap “Change Password”
5. Follow the instructions in the confirmation email to finish updating your password

## Setting an Account Pin Code

Users may wish to set an Account Pin Code for an added layer of security. A pin code is also required to open a garage door using Amazon Alexa.

1. Open the beam Home app.
2. Navigate to the My Account screen.
3. Under the Security section, tap “Pin Code”.
4. Enter a four-digit pin code.

## Resetting an Account Pin Code

1. Open the beam Home app.
2. Navigate to the My Account screen.
3. Under the Security section, tap “Reset Pin Code”.
4. Enter your account password (not your pin code).
5. Enter a new four-digit pin code.

## Updating WiFi Credentials

If a user’s beam has disconnected from the internet, or if they’ve recently changed your wireless router or network settings/configuration, you’ll need to update your controller’s WiFi credentials and reprogram your device.

1. Go to your Account Settings
2. Select Controllers
3. Select your controller from the list
4. Select Update WiFi
5. Follow the instruction in the app to update WiFi

# Guardian V3 beam Smart Controller Guide

If all of this is done correctly, the user's WiFi status light on the top side of their controller should blink green and beep three times. Your controller should now be connected to your WiFi network.

## AMAZON ALEXA

### What is Amazon Alexa?

Amazon Alexa is a virtual assistant developed by Amazon. Its far-field voice recognition hears users from across the room and lets them control their connected with verbal commands. Alexa begins working as soon as it detects the wake word (either "Alexa" or "Amazon").

### Why do I have to say "beam Home" instead of just "beam"?

The name (i.e. skill invocation name) you use to let Alexa know you are talking about beam is "beam Home". Using "beam" as the invocation name was not allowed per Amazon rules.

### Connecting beam with Amazon Alexa

In order to connect your Smart Garage Door Controller to Alexa, follow these steps:

1. Open the beam Home mobile app and navigate to Account Settings > Integrations > Amazon Alexa. Tap Continue.
2. Set your Pin Code and re-enter to confirm (if you've already set your Pin Code within your My Account settings, enter it now).
3. You'll then be directed to the Alexa Companion App or Alexa Dashboard. Go to Skills and search for beam
4. Enable the beam Home Alexa skill and enter your beam account email and password.
5. Choose Allow.
6. Ask Alexa *"Alexa, ask beam Home if any of my doors are open."*

*\*Alexa requires that users provide a Pin Code to open a garage door (for additional security).*

### beam Home Alexa Commands

Before users can connect beam to Alexa, they must first enable the beam skill (see above). To open the beam skill, they must say: *"Alexa, launch beam Home"*

Common commands include:

- *"Alexa, ask beam Home what the names of my doors are"* – get the names of your doors
- *"Alexa, ask beam Home for help"* – Get helpful information
- *"Alexa, tell beam Home to close my door"* – Close an open door
- *"Alexa, tell beam Home to open my door"* – Open a closed door (requires a Pin Code)
- *"Alexa, ask beam Home if my door is open"* – Check if door(s) are open



# Guardian V3 beam Smart Controller Guide

## IFTTT

### What is IFTTT?

IFTTT (If This Then That) is an integration that users can connect to their beam accounts. With it, they can enable various extensions that allow them to close a beam garage door if it starts to rain, get a text message when a door is open and many more. IFTTT allows beam to work with tons of smart products and services, making it overall smarter. The service is free to use for beam users. *Only the account owner can enable IFTTT for a beam controller.* Many of the most popular beam extensions can be found on [beam's IFTTT profile](#).

### Connecting beam with IFTTT

To connect the beam Channel, users should follow these steps:

1. Open the beam Home App and navigate to My Account > Integrations > IFTTT. Tap Continue.
2. Choose an Applet that you would like to enable and follow the onscreen instructions!

Note: Actions using this integration will not appear in a user's IFTTT Applet log (for now). Users can also connect your Smart Garage Door Controller on IFTTT.com.

## TERMINOLOGY

### Account Owner

The account which was used to setup the beam, who has admin level permissions within the app (i.e. viewing door history, inviting users, removing users, enabling integrations, etc.).

### Amazon Alexa

Amazon Alexa is a virtual assistant developed by Amazon.

### beam

beam is the consumer-facing master technology brand under which all beam products fall.

### beam Home

beam Home refers to the beam iOS and Android app.

### Controller

The controller ports and LEDs are referenced as the following.

- beam Smart Port
- WiFi LED status

### Installation Guide

A physical, page instruction manual that directs users through the installation process. It is included in every V3 box for all brands.

### Invited User

Users who have been invited to access a garage door by an account owner.

# Guardian V3 beam Smart Controller Guide

## **IFTTT**

IFTTT (If This Then That). Is an integration with sets of actions, Applets, with which users can connect to their beam account.

## **WiFi**

A shorthand to refer to a wireless network. The controller connects wireless to a user's WiFi network.

## **WiFi Setup**

WiFi Setup is the process in which users connect their controller to WiFi.

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