Getting Started with the Valet Home Control App

Congratulations on your decision to control your HTD whole-house audio system from your iPhone, iPad, Android phone, or tablet. We are certain you will find this feature not only incredibly useful and convenient but also fun! Valet Home Control is compatible with HTD models Lync 6, Lync 12, MC-66, and MCA-66. We are here to help in any way we can: **866-HTD-AUDIO** (**866-483-2834**) and **valet@htd.com**.

Getting started is as easy as 1, 2, 3 . . .

STEP 1: Connect the gateway to your whole-house audio controller and attach it to your home's network.

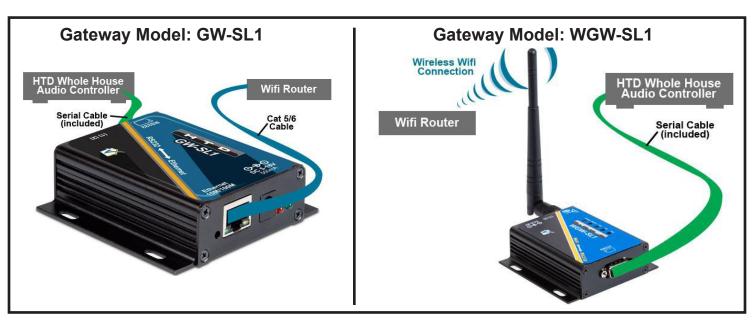
STEP 2: Download and set up the Valet Home Control app.

STEP 3: Use the Valet Home Control app for complete control of each and every zone!

STEP 1: Connecting the Gateway – model GW-SL1 or WGW-SL1

The "gateway" uses your home's existing network to coordinate commands and system status between your phones/tablets (up to 8 simultaneously) and the Whole House Audio controller. Your WiFi network does not have to be connected to the internet to control the system from within your home.

- 1. Connect the gateway to your home network:
 - a.**GW-SL1** Connect a Cat 5 or 6 Ethernet cable to the Ethernet port on the GW-SL1 and an open port on your home's router.
 - b.**WGW-SL1** Follow the instructions in "Attaching Your WGW-SL1 Wirelessly to Your Home's WiFi Router" section of this document (page 3).
- 2.Connect the serial cable (provided with the gateway) to the RS232 port on the gateway and to the RS232 port on the back of your Whole House Audio controller.
- 3. Attach the power adapter to the gateway and plug it into an electrical outlet.



Getting Started with the Valet Home Control App (cont.)

STEP 2: Setting Up the Valet Home Control App . . .

... on an APPLE device

- 1. Download the "Valet Home Control" app from the Apple App Store and open it.
- 2. On the "Settings" page, enter the Username and Password that you provided to us and press Sync.
- 3. Under "SELECT HANDSET TO SYNC WITH", click on iPhone or iPad. When you receive the message "Sync completed successfully", press "YES" to be taken to the "Devices" page.
- 4. Under "UNASSIGNED DEVICES", select your Whole House Audio system (HTD Lync 6, HTD Lync 12, or HTD MC/MCA-66).
- 5. Under "GATEWAY CONNECTION", tap on "Not Connected- Tap To Configure".
- 6. If properly connected, your GW-SL1 or WGW-SL1 gateway will be displayed under "AUTO DIS-COVERED". When you select it, your gateway will then be "paired" with your Whole House Audio System which will now be listed under "ASSIGNED DEVICES". (If the Valet app did not auto discover your gateway, follow the instruction in the "Gateway Not Being Auto-Discovered by App?" section page 7.)
- 7. Press "Panels" and then "Main" to exit setup and begin using the Valet Home Control app!

... on an ANDROID device

- 1. Download the "Valet Home Control" app from the Google Play Store and open it.
- 2. On the "Settings" page, enter the Username and Password that you provided to us and press Sync.
- 3. Under "HANDSETS" on the "Sync with Builder" page, click on Phone or Tablet. When you receive the message "Sync completed successfully", press "YES" to be taken to the "Devices" page.
- 4. Under "UNASSIGNED DEVICES", select your Whole House Audio system (HTD Lync 6, HTD Lync 12, or HTD MC/MCA-66).
- 5. Under "GATEWAY CONNECTION", tap on "Configure".
- 6. If properly connected, your GW-SL1 or WGW-SL1 gateway will be displayed under "AUTO DIS-COVERED". When you select it, your gateway will then be "paired" with your Whole House Audio System which will now be listed under "ASSIGNED DEVICES". (If the Valet app did not auto discover your gateway, follow the instruction in the "Gateway Not Being Auto-Discovered by App?" section page 7.)
- 7. Press your handsets menu button (usually located to the left of the physical home button) and select "Panels" from the menu and then "Main" to exit setup and begin using the Valet Home Control app!

Helpful Tip - Setting up the app for additional phones and tablets. Once your gateway has been successfully set up on one smart device, you can "back up" the gateway settings to the cloud. This makes setting up the next phone or tablet super easy. Here are the steps for backing up your gateway settings: From the Settings Menu, select "General Settings" and then click on "Gateway Setup". Near the bottom of the screen, select the "Sync" tab and press "Backup Gateways". You'll be asked to confirm that the gateway settings on that phone/tablet are in fact the settings you want saved in the cloud. Select "YES". When setting up additional phones/tablets select "Restore Gateways" in items 4-6 in STEP 2 above.

STEP 3: Using the Valet Home Control App

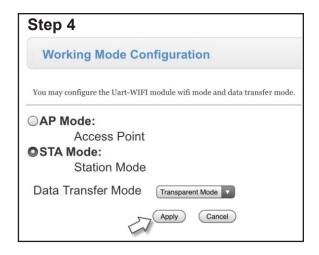
Now that everything is properly connected and configured, you are ready to use the Valet Home Control app. You will find the app to be very intuitive and may wish to "learn by using" the app. But we also offer a detailed Operational Manual which is available for download at www.htd.com/downloads.

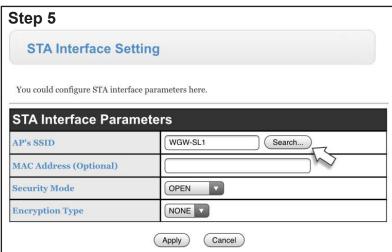
Getting Started with the Valet Home Control App (cont.)

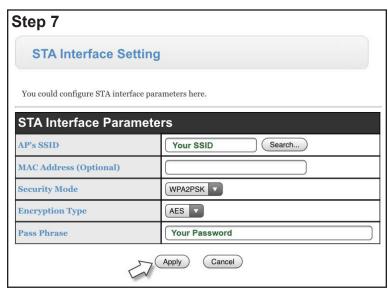
Attaching Your WGW-SL1 Wirelessly to Your Home's WiFi Router

Unlike model GW-SL1 which connects to your home network with an Ethernet cable, the WGW-SL1 connects to your network wirelessly. The WGW-SL1 will broadcast its own WiFi network until you adjust its settings to "attach" it to your existing WiFi network:

- After you have attached the antenna, plug the WGW-SL1 into an electrical outlet in a location that is within the range of your existing WiFi network.
- 2. Use a computer, smart phone or tablet to search for available WiFi networks. Select the network labeled "WGW-SL1" and press the "Connect" button.
- 3. Open a web browser and enter 10.10.100.254 as a website address. A pop-up window will appear requesting the username and password. Enter "admin" in both fields and log in.
- 4. You should now be viewing the WGW-SL1 configuration pages. In the section titled, "Working Mode Configuration", select "STA Mode" and press "Apply".
- 5. **IMPORTANT**: In this step, please ignore "Restart button in Device Management". Instead, click on "STA Interface Settings". Under "STA Interface Parameters", click on the "Search" button.
- Choose the WiFi network from the list of available wireless networks that belongs to you and click "Apply". A window will pop up stating, "Please Input Key!". Select OK.
- 7. Now that you are back on the "STA Interface Parameters" screen, enter your WiFi network's password or pass phrase in the area labeled, "Pass Phrase" and click "Apply".
- 8. This time, you will click on "Restart button in Device Management". On the Device Management page, press "Restart". This will cause the WGW-SL1 to reboot.
- 9. Wait about 60 seconds and then close the browser window (even though it may still display "Rebooting").
- 10. The WGW-SL1 should now be "attached" to your WiFi network. It is okay to unplug or lose power to the WGW-SL1. The settings are maintained so that the next time power is restored, it should automatically reconnect to your WiFi network.







Valet Troubleshooting Guide

Green gateway symbol: no control



The green gateway symbol indicates that you are properly communicating with the gateway. If you have no control, then the gateway is likely not properly communicating with the whole-house audio controller.

Solution 1

Ensure that you have powered on your whole house audio system.

Solution 2

Confirm your gateway is configured properly in the app. The gateway should be listed under the HTD RS232 or Network category.

Solution 3

- 1) Power off your HTD controller (Lync 6, Lync 12, MC-66, MCA-66).
- 2) Disconnect the serial cable from the controller (not the gateway).
- 3) Reconnect the serial cable, pressing firmly. Only slightly tighten the screws enough to keep the cable from falling out.
- 4) Power your HTD controller back on.
- 5) Force close the Valet Home Control app and then open again. *

White gateway symbol: no control



The white gateway symbol is an indication that one of the HTD devices (HTD Module, HTD Lync 6, HTD Lync 12, or the HTD MC/MCA66) was not added to the gateway configuration during setup.

Make sure you have added the HTD device into the devices section of the Network gateway setup.

Red gateway symbol: no control



The red gateway symbol indicates that your phone or tablet is not communicating with the gateway.

Solution 1

Make sure your phone or tablet is connected to the same WIFI network as that of your gateway.

Solution 2(a)-iOS Possible IP Change

Press the menu button on the "System Status" page. Press general settings>gateway setup>tap on devices>under "Assigned Devices" tap on HTD Lync 6, HTD Lync 12, or HTD MC/MCA-66>swipe from right to left on the gateway connection>press delete>tap on "Not Connected">choose the GW-SL1 or WGW-SL1 under the auto-discovered gateways category>tap on panels>tap on Main

Solution 2(b)-Android Possible IP Change

Press the menu button on the "System Status" page. Press general settings>gateway setup>press 3 dots on top right-hand corner of screen> devices> under "Assigned Devices" tap on HTD Lync 6, HTD Lync 12, or HTD MC/MCA-66>tap configure> tap trash can button>configure> choose the GW-SL1 or WGW-SL1 under the auto-discovered gateways category>tap on the 3 dots again> tap on panels> tap on Main

Valet Troubleshooting Guide (cont.)

MC/MCA-66: Unable to change zone/source names in the app	Solution 1 1.Disable the Wi-Fi on your phone or tablet 2.Make the necessary changes in the Valet app 3.Enable the Wi-Fi on your phone or tablet Solution 2 (For Advanced Users) 1.Login to your router 2.On your 2.4ghz band change channel bandwidth from Auto to 20mhz	
Login Error: Failed to authenticate, please check	Solution 1 Verify that the username and password are correct.	
your login username and password.		
	Solution 2 Delete the existing username and password fields. Re-enter credentials making sure you're not using the auto-fill feature. Also, make sure your keyboard isn't trying to auto-correct what you're inputting into the fields.	
Login Error: The internet connection appears to be offline.	Enable the Wi-Fi on your phone or tablet if a cellular data connection is not available	
Note: While an internet connection is not required to control your whole-house audio controller, you will need internet access during the authentication, authorization, and syncing processes.		
MC/MCA-66: Can't control one or more zones from the Valet app	Solution Power cycle the MC/MCA-66 (this is usually caused from pressing the volume up/down buttons too rapidly. Press and hold the buttons instead or choose the volume level from the scroll menu.)	
Lync 6 or Lync 12: Can't control one or more zones from the Valet app	Solution 1 1) Power off your HTD controller (Lync 6, Lync 12, MC-66, MCA-66). 2) Disconnect the serial cable on the controller side (not the gateway side). 3) Reconnect the serial cable back, pressing firmly. Only slightly tighten the screws in, enough to keep the cable from falling out. 4) Power on your HTD controller. 5) Force close the Valet Home Control app and then open again. *	
	Solution 2 1)Press the "All On" button in the app or turn on "Party Mode" 2)With the system on, unplug the power cable from the back of the Lync controller 3)Wait 20 seconds, reconnect the power cable 4)Force close the Valet Home Control app and then open again. *	

Valet Troubleshooting Guide (cont.)

GW-SL1 or WGW-SL1 doesn't show up under auto-discovered during the app setup Step 6 in the "Getting started with Valet Home Control" manual.

Solution

Follow instructions within the "Using Fing for Valet Gateway Configuration" section on page 7-8.

If you're still unable to resolve your issue, please call and ask to speak with one of our Valet Home Control Specialists. Toll free 866-483-2834, press option 2

^{*}for information on how to force close an app, refer to the user manual of your phone or tablet.

Using Fing for Valet Gateway Configuration

Gateway Not Being Auto-Discovered by App?

We have tried to streamline the setup process of the gateway to make it as easy as possible for our customers. With simplicity in mind, we have programmed the app to auto-discover the gateway during setup. In some instances, due to the numerous different ways that a network can be configured, the app may have trouble discovering the gateway. This is not uncommon and can be solved easily.

The below steps should assist those users whose app did not/cannot auto-discover the gateway.

- 1. Go to the Apple iTunes/App Store (Apple handsets) or Google Play Store (Android handsets) and search for "Fing". Fing is a free app that helps to identify devices that are connected to your network.
- 2. Select and install "Fing" on your device.
- 3. Make sure your device is connected to your wireless network.
- 4. Run "Fing" on your device.
- 5. Tap on refresh (it's the half circle with an arrow in the top right-hand corner)
- 7. Once you have found the correct MAC address (identified above), you will need to identify the corresponding IP address. The number above the MAC Address is the IP Address for that device. (An example IP address will look like this "192.168.1.10".)
- 8. Once you have found the IP address for your GW-SL1 or WGW-SL1, write down the IP Address in the space provided below:

After following steps 1-8 above, you will then:

iOS Phones and Tablets

- Within the Valet app, tap the menu button on the "System Status" page.
- Tap the menu button on the "System Status" page.
- Tap General Settings
- Tap Gateway Setup
- Tap on the Devices tab
- Tap on HTD Lync 6, HTD Lync 12, or HTD MC/MCA-66
- Tap "Not Connected"
- Tap on "Add New Gateway"
- Change the IP address to the new address we found in Fing
- -That's it. Your gateway is now properly set up.

OR Android Phones and Tablets

- Within the Valet app,tap the menu button on the "System Status" page.
- Tap general settings
- Tap gateway setup
- Tap on the 3 dots in the top right-hand corner of screen
- Tap on the Devices
- Tap on HTD Lync 6, HTD Lync 12, or HTD MC/MCA-66
- Tap Configure
- Tap on + symbol
- Change the IP address to the new address we found in Fing
- -That's it. Your gateway is now properly set up.

Using Fing for Valet Gateway Configuration (cont.)

Gateway's IP Address Changing?

Our app identifies your gateway using the gateway's IP address. After setting up the gateway successfully, if your network router loses power or gets rebooted, it may assign your gateway a different IP address resulting in a loss of connection to your gateway. Essentailly, our app is looking for an IP address that no longer exist because your router has changed it.

Although this sounds technical the solution is actually quite simple. You will need to tell the app what the gateway's new IP Address is, and you will be up and running again.

You will use the Fing app detailed in Steps 1 & 2 in the "Gateway Not Being Auto-Discovered by App?" section. If you have not installed the Fing app, do so now.

Next, follow steps 3-8 from the "Gateway Not Being Auto-Discovered by App" Section, then:

iOS Phones and Tablets

- Within the Valet app, tap the menu button on the "System Status" page.
- Tap General Settings
- Tap Gateway Setup
- Tap on the existing gateway
- Change the IP address to the new address we found in Fing

OR

Android Phones and Tablets

- Within the Valet app,tap the menu button on the "System Status" page.
- Tap General Settings
- Tap Gateway Setup
- Tap on the category that has one gateway defined
- Tap on the existing gateway
- Change the IP address to the new address we found in Fing

Is Your IP Address Changing Often?

Most residential routers allow the user to reserve an IP address for your gateway. This tells the router to always give the gateway the same IP address thus reducing the likelihood of you having to change the IP in the Valet application. The steps to reserving an IP address differs depending on the brand of router you own. Your router manufacturer will likely have instructions on their website on how to reserve an IP address. But if you would like some assistance with this process, feel free to contact the Valet department for assistance: **866-HTD-AUDIO** (866-483-2834) or valet@htd.com.

