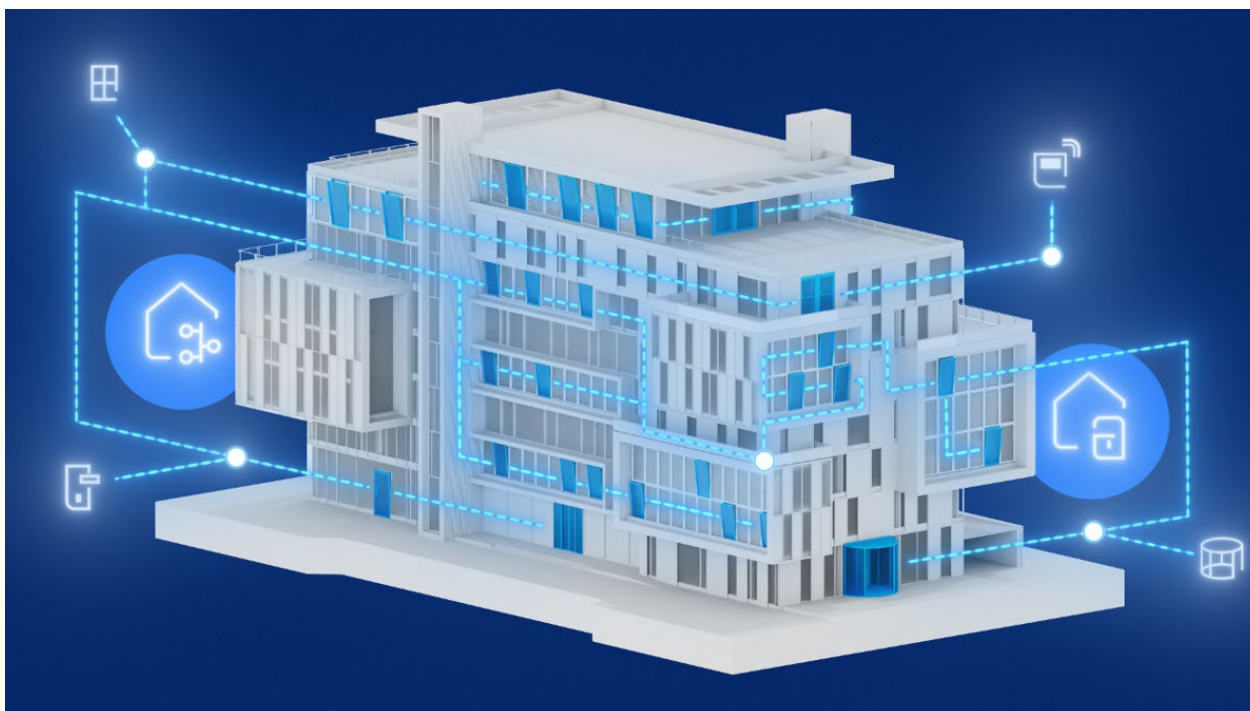




myGEZE Connects

EN User manual

212754-00

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1 Introduction

1.1 Symbols and illustrations

In order to ensure correct installation, important information and technical notes are listed below.

Symbol	Meaning
	Important note On avoiding material damage, for improving understanding or optimising workflows.
	Additional information

1.2 Reference documents

Type	Name	Material no.
Supplementary sheet	myGEZE Bluetooth® module	189659

2 Safety

2.1 Safety notes



The information is subject to permanent technical development.

It is possible that the descriptions and drawings shown do not always correspond to the current status. For this reason, always obtain the current information must from the manufacturer.

2.2 Intended use

[myGEZE Connects](#) is used for the commissioning, parameter setting, maintenance and diagnosis of automatic door systems from GEZE. Used in conjunction with the myGEZE Bluetooth® module, [myGEZE Connects](#) makes a wireless connection to the GEZE door drives possible.



Changes to parameter setting may only be carried out by experts who have been authorised by the manufacturer in accordance with EN 16005/DIN 18650.

3 System requirements

- ▶ PC/laptop/tablet with Windows 10/11
- ▶ Administrator rights may be required to install the application
- ▶ Active Bluetooth interface (Bluetooth® Classic)
- ▶ Screen resolution of at least 1280 x 800 pixels
- ▶ Intel® Core™ i5-10310U vPro™ with 1.70 GHz or equivalent processor
- ▶ At least 4 GB RAM
- ▶ 500 MB memory space
- ▶ Internet connection for the function "Document download".

4 Door systems supported

myGEZE Connects supports the following door systems:

	Standard sliding doors	Escape route sliding doors	Swing doors
Product family (variants)	ECdrive Slimdrive Powerdrive MCRdrive	ECdrive Slimdrive Powerdrive	Powerturn
with control	DCU1-NT DCU1-NT-OP	DCU1-2M-NT DCU1-2M-NT-LL DCU1-2M-NT-DUO DUC1-2M-NT-RWS	DCU8 DCU8-F
from firmware	V5.0	V5.0	V2.1

5 Licence conditions

myGEZE Connects can be activated for one year from the date of purchase by using a newly purchased GEZEconnects licence key (mat. no. 165066). With the GEZEconnects licence key, both GEZEconnects and myGEZE Connects can be activated once.

Licence keys already used for GEZEconnects allow activation and use of myGEZE Connects until 31 December 2026 inclusive.

A new software licence must be purchased after the respective licence period has expired.
One product key is required per user.

6 Setting up myGEZE Connects and getting started



The latest software version of myGEZE Connects is available from the GEZE website (**Services** → **Tools & resources**): <https://www.geze.com>

6.1 Installation



Administrator rights may be required to install myGEZE Connects.

1. Execute installation file.
2. Start myGEZE Connects.

6.2 Activation

The software must be activated on the start screen. To do this, enter the separately available GEZEconnects licence key (2) and activate the software. The language can be selected at any time via a dropdown menu (1).



By activating the license key, users agree to the GTCs (3) for the provision and licensing of software from GEZE GmbH. The current GTCs are available at the following URL: [Link](#)

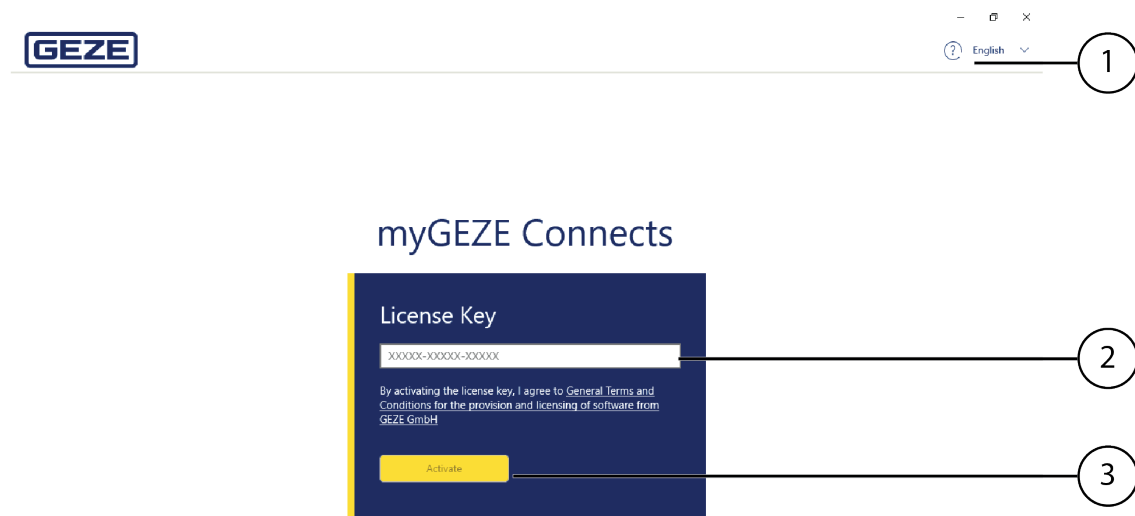


Fig. 1: Start screen

After successful activation, the connection view appears.

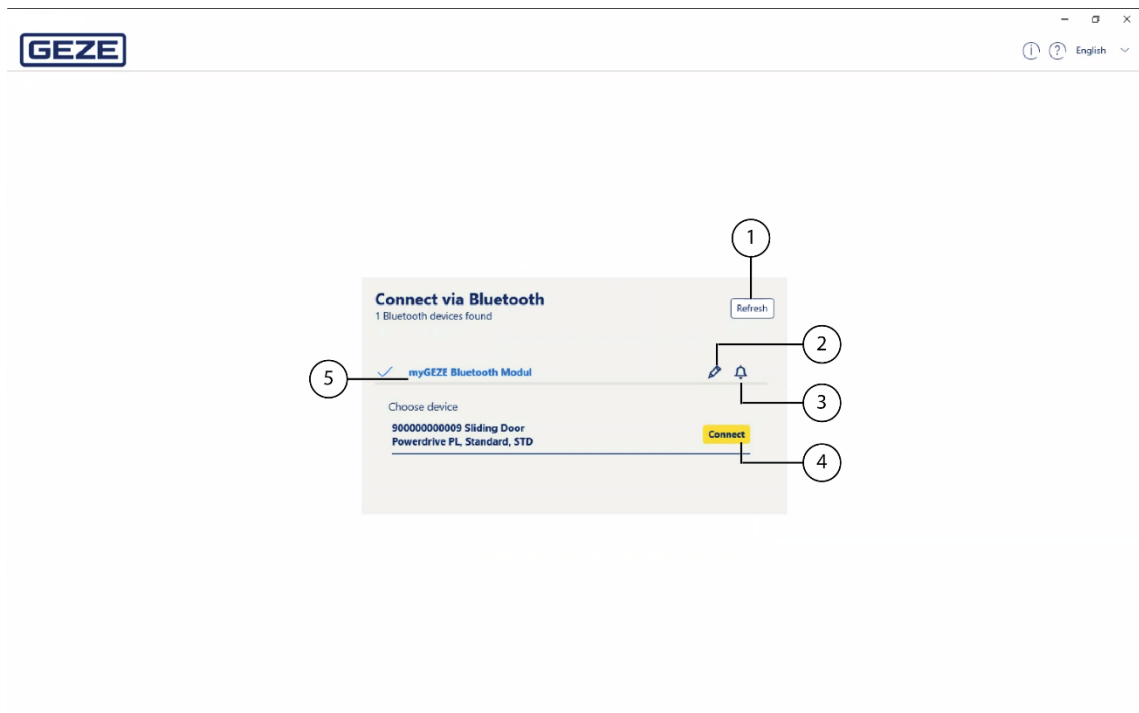


Fig. 2: Connection view

1. Start or cancel the search for available myGEZE Bluetooth® modules.
2. Rename myGEZE Bluetooth® module.
3. Start locating melody at the myGEZE Bluetooth® module.
4. Set up connection to the door control.
5. Set up connection to the myGEZE Bluetooth® module.

6.3 Pairing with the myGEZE Bluetooth® module



For more detailed information about connection of the myGEZE Bluetooth® module: 1.2 Reference documents

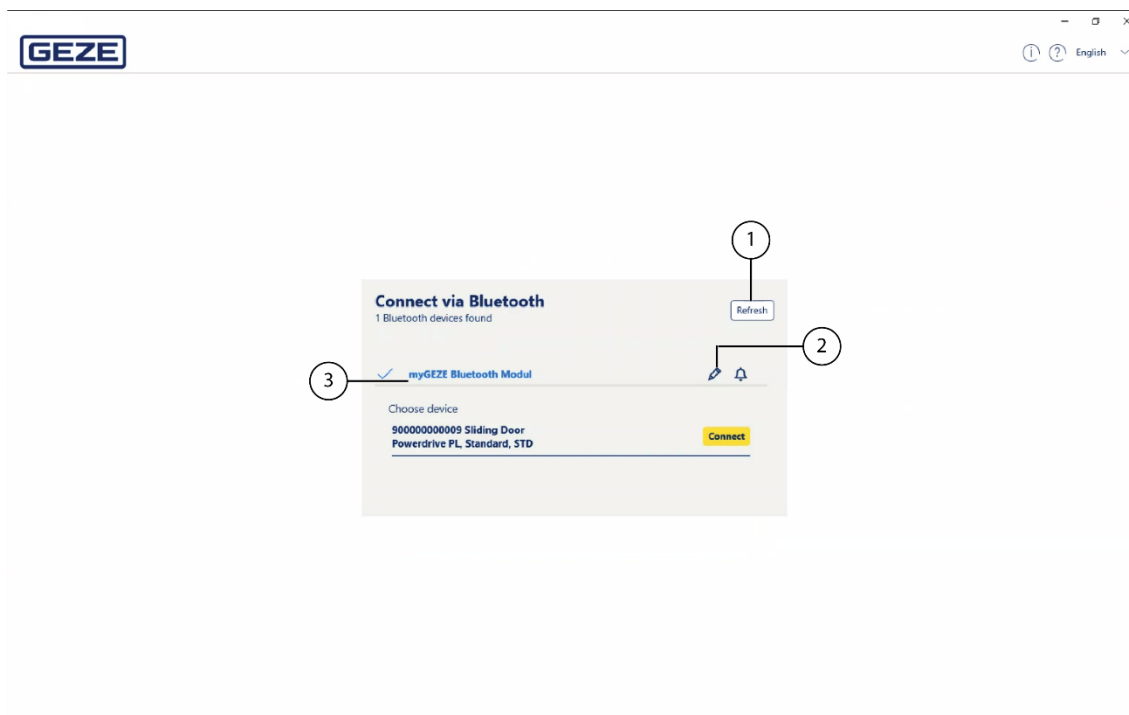


Fig. 3: Bluetooth connection

After it has started, myGEZE Connects automatically begins to search for available myGEZE Bluetooth® modules.

1. Use the **Search** button (1) to start, cancel or repeat the search until the required module is found.
2. Select myGEZE Bluetooth® module (3).
3. Start pairing via the additional pop-up:
 - ▶ Press the pairing key on the myGEZE Bluetooth® module for longer than 3 seconds.
 - ▶ Press the **Pairing** button in the app pop-up.
 - ▶ Press the **Allow** button in the app pop-up.
 - ▶ After successful pairing, myGEZE Connects connects to the myGEZE Bluetooth® module and an acoustic signal sounds at the myGEZE Bluetooth® module.



After pairing, the myGEZE Bluetooth® module can be renamed (3).

6.3.1 Software update of the myGEZE Bluetooth® module

Every time myGEZE Connects connects to a myGEZE Bluetooth® module, it checks its software status and provides information about any updates necessary. The user can agree to the software update or cancel use. If the software is very out-of-date, the user can only continue once they have agreed to an update.

6.4 Connection to a door control



For more detailed information about connection of the myGEZE Bluetooth® module: 1.2 Reference documents

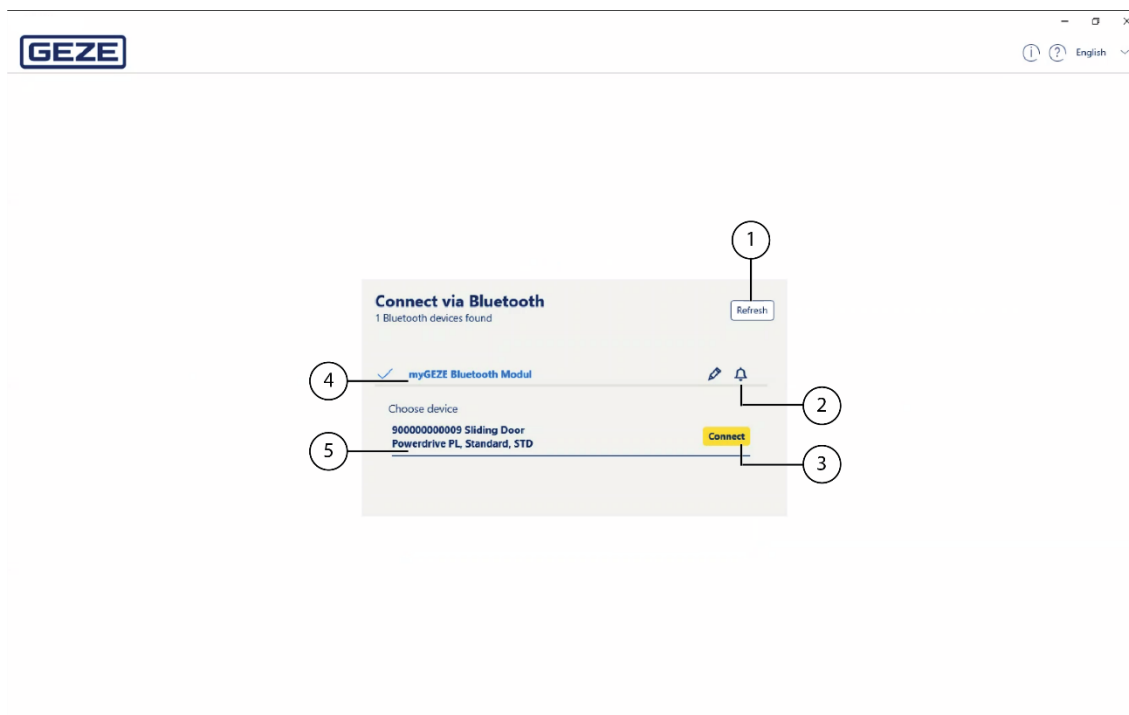


Fig. 4: Connection door control

After pairing with a myGEZE Bluetooth® module, connection with a door system takes place.

1. Use the **Search** button (1) to cancel or repeat the search until the required module is found.
 - If several myGEZE Bluetooth® modules appear, the suitable myGEZE Bluetooth® module can be found using a locating melody (2).
2. Select myGEZE Bluetooth® module (4).
 - After successful pairing, an acoustic signal sounds at the myGEZE Bluetooth® module.
3. Use product information (5) for identification of the system.
4. Press the **Connect** button (3).
5. Enter the service password for the door control.
 - The connection is set up.

7 Working with myGEZE Connects



The app has been optimised for displaying contents in the landscape format. User friendliness may be limited in portrait format, depending on screen resolution.

7.1 Main menu with the views available

The main menu is divided into three tiles:

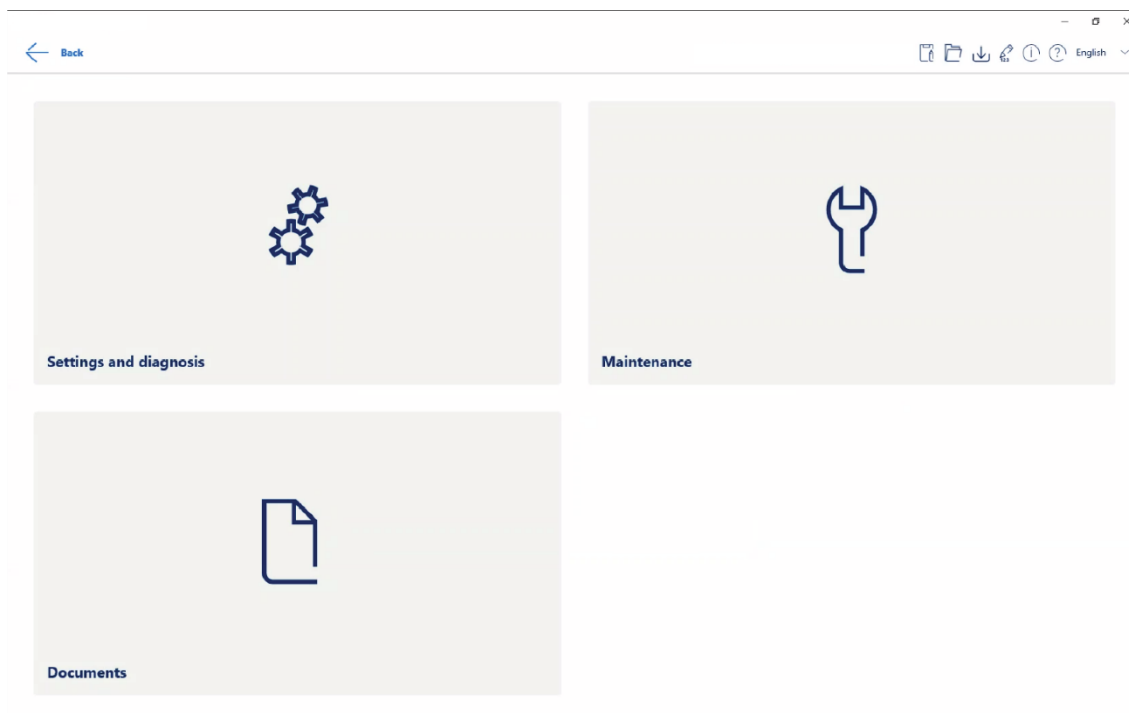


Fig. 5: Main menu

Designation	Description
Settings and diagnosis	Views for parameter settings and diagnosis of a door control.
Maintenance	Actions and information for door maintenance.
Documents	Document download (user manual, wiring diagram etc.). → internet connection required.

Icons from the header

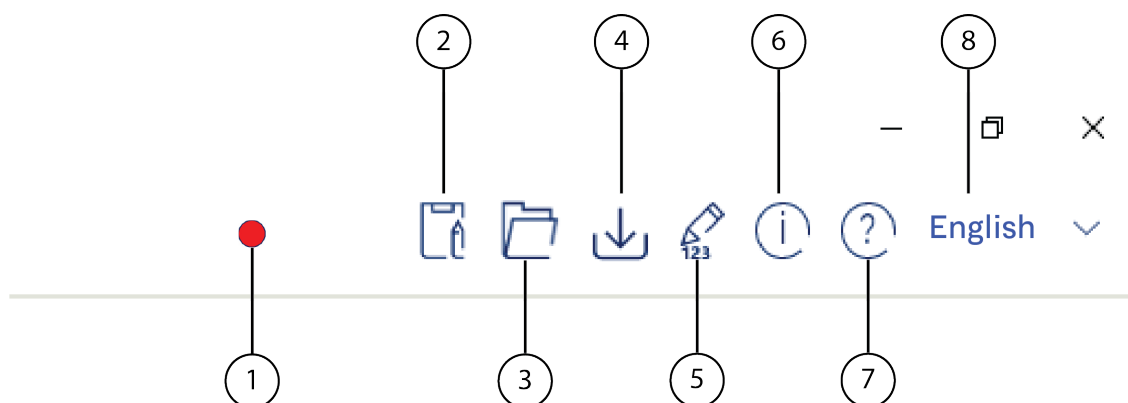


Fig. 6: Header

1		Is only displayed when the system is in an error state.
2		Export the door parameters and errors to a readable PDF format.
3		Import project: Transmission of a parameter configuration to the system.
4		Export project: Save the parameter configuration of the connected system.
5		Change product serial number.
6		Display version and licence information. When connected, the pop-up also contains version information for the door control and the myGEZE Bluetooth® module.
7		Open manual.
8	English ▾	Change language

7.1.1 Settings and diagnosis

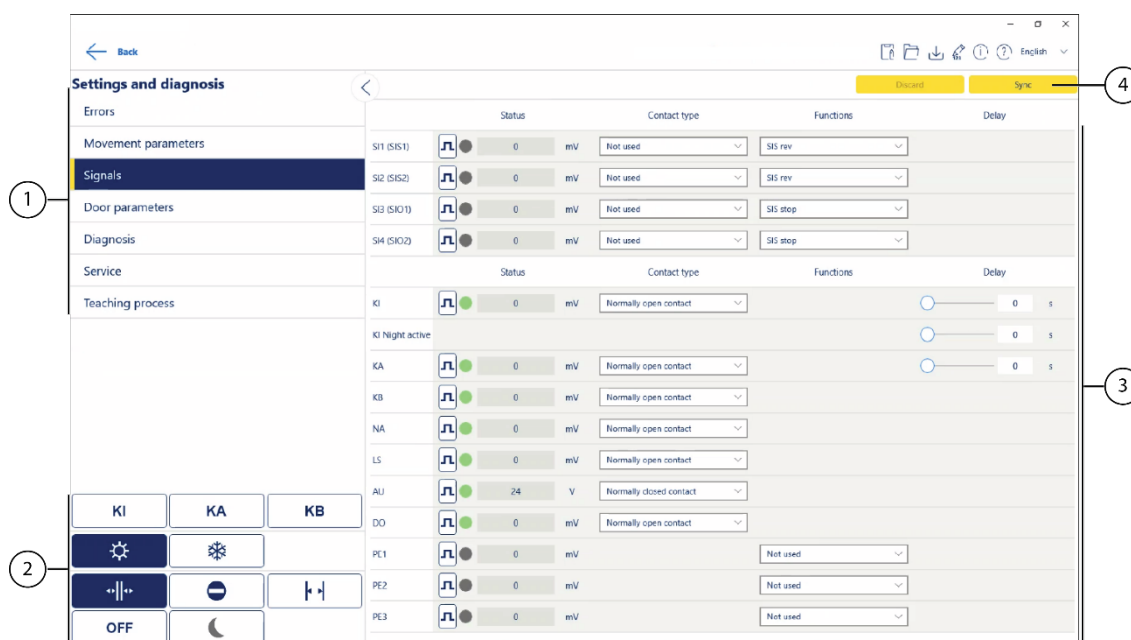


Fig. 7: Settings and diagnosis

- 1 Various parameters, signals, door information and faults are displayed in the settings.
NOTE: The number and designation of the individual menu items depends on the system connected.
- 2 Buttons for activation and changing of mode of operation.
NOTE: Changing to the mode of operation "Closed and locked" or "Night mode" might not be supported by the door control.
- 3 Parameter values can be changed using various operating elements such as buttons, input fields, lists etc.
- 4 Parameter values are transmitted to the system via the "Synchronise" button.



A keypad appears on the left-hand side of the screen when numbers are to be entered. Greyed out operating elements cannot be changed.

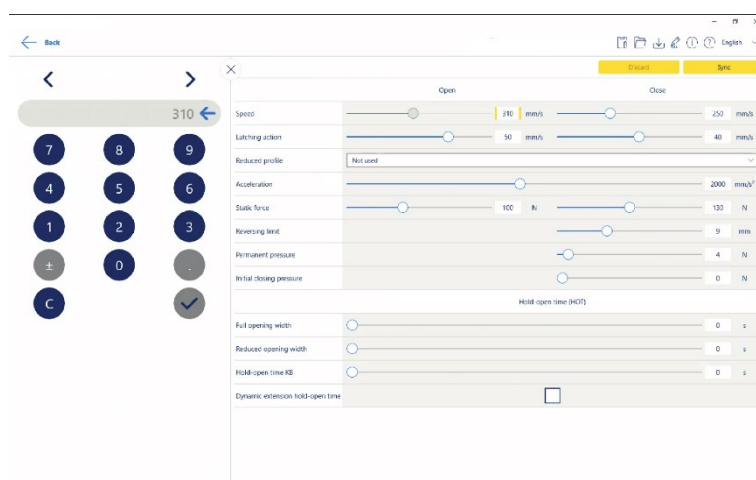


Fig. 8: Numeric keypad menu

7.2 Exporting system data

Before finishing the service measure, the service technician can export the latest status of a parameter configuration of the system connected.

7.2.1 Documenting an overview of the door parameters and errors in PDF format

1. Select the icon **Export PDF protocol** (see Fig. 6: Header).
2. Select PDF printer and create PDF.
3. Select storage location and enter or adapt file name if appropriate.
4. Save file.

► The myGEZE Connects protocol is saved as a file.

1	06.12.2024, 08:50:09					
	Product serial number: 900000000009					
2	Movement parameters					
3	Parameter description	Unit	Current	Default	Min	Max
	Opening speed	mm/s	310	500	30	650
	Closing speed	mm/s	250	200	30	650
	Latching speed open	mm/s	50	0	0	70
	Latching speed closed	mm/s	40	0	0	70
	Reduced profile		Not used	Not used		
	Acceleration	mm/s ²	2000	1000	100	4000
	Stat. force open	N	100	150	10	250
	Stat. force close	N	130	150	10	250
	Reversing limit	mm	9	6	1	25
	Permanent closing pressure	N	4	0	0	90
	Initial closing pressure	N	0	120	0	150
	Hold-open time full open width	s	0	1	0	60
	Hold-open time reduced open width	s	0	1	0	60
	Hold-open time KB	s	0	1	0	60
	Dynamic extension hold-open time		False	False		

Fig. 9: Example of a PDF protocol

1	Date and time
2	Product serial number
3	The number and designations of further blocks depends on the system connected. Parameter data, running data and errors are shown in the individual blocks.
4	Optical indication of deviations.
	Red frame: Higher than factory settings
	Blue frame: Lower than factory settings
	Yellow frame: Deviating from factory settings

7.3 Saving parameter configuration as project file

7.3.1 Importing project

1. Select the icon **Import project** (see Fig. 6: Header).
2. Select and load required project.
 - ➔ A pop-up window with a preview of changes appears. Confirm the changes to be carried out by the import by setting a blue checkmark. If no blue checkmark is set, the data value is **not** changed by the import.
 - ➔ If a box is greyed out, the value cannot be set (e.g. due to a compatibility issue).

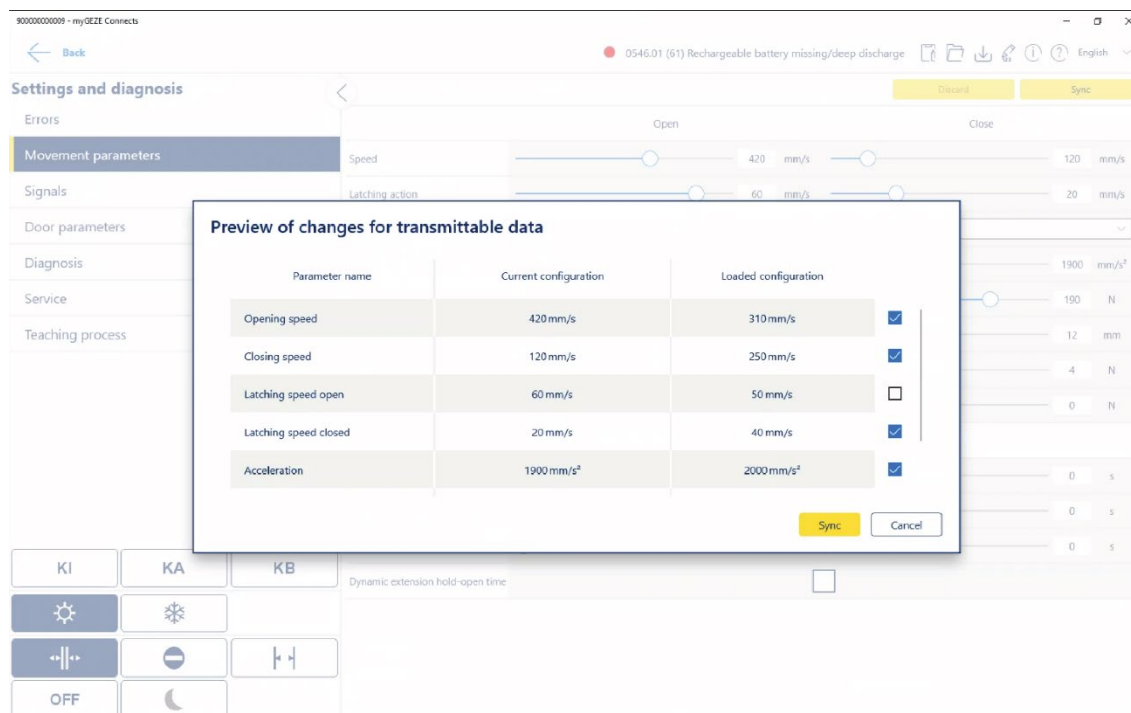


Fig. 10: Preview of changes for import

3. Select the data values that are to be adapted by the import.
4. Select the button **Synchronise**.
 - ➔ The data are synchronised.

7.3.2 Exporting project

1. Select the icon **Export project** (see Fig. 6: Header).
2. Select storage location and enter or adapt file name if appropriate.

7.4 Disconnection

When myGEZE Connects is exited or disconnected via the main menu, a disconnection melody is heard at the myGEZE Bluetooth® module.

8 Troubleshooting



Always use the latest **myGEZE Connects** software version. The latest software version of **myGEZE Connects** is available from the GEZE website (**Services → Tools & resources**):
<https://www.geze.com>

Error	Possible error codes	Measures
App cannot be installed.	-	Create system prerequisites (see chapter 3 System requirements). Install the app with administrator rights.
Views are cropped	-	Reduce Windows settings for size of text, apps and other elements to 100 %. Maximise app window. Use app in landscape format. Scroll views. Set minimum screen resolution of 1280 x 800 pixels.
myGEZE Bluetooth® module cannot be found.	-	Check the wiring of the myGEZE Bluetooth® module. Unplug the myGEZE Bluetooth® module and plug it back in again. Reduce the distance to the myGEZE Bluetooth® module. Activate Bluetooth interface at the PC/laptop/tablet. Replace the myGEZE Bluetooth® module.
Connection to the myGEZE Bluetooth® module cannot be set up.	D.058, D.085, D.087, D.097, D.098	Check whether the myGEZE Bluetooth® module is connected to another PC/laptop/tablet. Unplug the myGEZE Bluetooth® module and plug it back in again. Check the wiring of the myGEZE Bluetooth® module. Disconnect the Bluetooth connection between PC/laptop/tablet and other devices. Replace the myGEZE Bluetooth® module.

Error	Possible error codes	Measures
Connection to the system cannot be set up.	D.053, D.087, D.097, D.098	Check the wiring between the myGEZE Bluetooth® module and the door control. Enter the correct password. In the case of error code D.053 "System is not supported", use a different service tool for the service measures. For example Service terminal ST220 or GEZEconnects.
	D.101, D.102	Connect the myGEZE Bluetooth® module with the correct end device via myGEZE Connects or GEZEconnects, Check that no other device is connected to the myGEZE Bluetooth® module.
Connection is lost.	D.020, D.084, D.097, D.098	Set up connection again.
		Unplug the myGEZE Bluetooth® module and plug it back in again.
		Check the wiring at the myGEZE Bluetooth® module.
		Check the wiring between the myGEZE Bluetooth® module and the door control.
		Check mains supply to the automatic door.
		Disconnect the Bluetooth connection between PC/laptop/tablet and other devices.
		Replace the myGEZE Bluetooth® module.
Red triangle for a data point.		Synchronise the data point between the automatic door and myGEZE Connects again.
Documents cannot be downloaded.		Set up internet connection.

9 Information

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