



TROUBLESHOOTING

If Horizon Lift is not operating when trying to control the lift with the app;

- Check to make sure the lift or lifts you wish to operate are connected to live power.
- Check to make sure you are within range.

The wireless range for any Horizon Lift operation is 30 feet.

- Look at the lift or lifts you are trying to operate. If you see the green light is illuminated and blinking every few seconds, then you are connected to it. If you **DO NOT** see the illuminated and blinking light, **DO NOT** try to lift or lower the lift. You may be synced up and operating a lift in a different location (within the 30ft range). Go back to the “SELECT” page in the Horizon Lift app and deselect the selected “Station.” Then select a new station until you see the green light illuminated on the lift or lifts you wish to operate.
- Another reason could be that the station the lift is synced to is selected on a different mobile device which would prevent you from selecting and operating the same station. **ONLY ONE** mobile device can select a “station” at a time. Therefore if another user is in active “in use” mode for the station you wish to control, you can not operate the that station until they are no longer connected to it.

How to know if someone else is connected to the station you are trying to connect to when you are within range.

The “IN USE” indicator next to the station you try to select will not turn green.

To gain access for you to operate the lift, the other user must do 1 of the following;

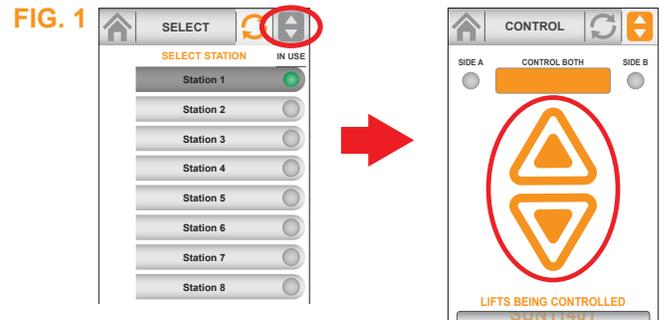
1. Deselect the station on the “SELECT” page and the “IN USE” indicator will turn grey.
2. Move out of the 30 ft range of the lift or lifts that are synced to that station.
3. Completely close the Horizon Lift App on their mobile device.

- You can link 8 lifts to one station but can only operate 1 station at a time.

If you want to operate 2 or upto 8 lifts at the same time you will need to link those lifts all to the same station.

- If you have linked the lift or lifts correctly to a station, correctly selected the station for operation (meaning the “IN USE” indicator next to the lift has turned green) swiped left to go to the “CONTROL” page **BUT** nothing happens when you press the up and down arrows;

you may need to swipe right to go back to the “SELECT” page. Then tap the up and down arrow icon in the top right corner of the screen to go to the control page **FIG. 1**.



NOTE: The need for the above action is to refresh the pages for the app on older versions of Android. This usually shows up the first time a new lift device has been linked to a station and the user swiped through the APP pages rather than tapping the top icons to get to the operations page. From that point on, you can swipe or tap the icon to go to the control page.

Not seeing any Horizon Lifts in app to link to a station

- If you are on the home page, hold down on a station. This will bring up “Available to link” lifts. If no lifts show, make sure that your phone is allowing the app to use Bluetooth. Go into your phone settings, find the Horizon Lift app and make sure that it is set to allow Bluetooth.

A renamed lift device does not show new name on another mobile device.

- When a lift device has been renamed, the new name will show on the device that was used to change the name. If it **DOES NOT**, make sure the APP is up to date as the new name should show on the device that renamed the lift as well as any other device that has previously synced the same lift to a station.

If further assistance is needed - Please Contact 1-800-334-3294 or visit www.HorizonLift.com

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