Third Reality Garage Door Tilt sensor FAQ

1. What is the battery life of the garage door tilt sensor?

2-3 years battery life under normal usage conditions..

2. Why does my garage door tilt sensor sometimes become unresponsive or even go offline?

Place the Zigbee sensor next to the smart hub/bridge/smart speaker during pairing or software OTA update. Place the sensor within 15 meters from the Zigbee hub. Use Zigbee plug as repeater to extend the Zigbee signal range if needed. Avoid mounting on metal surface which may lead to poor Zigbee connection.

There are some common factors that can affect Zigbee connections, please try a few things for general Zigbee troubleshooting:

- Make sure no battery level issue for the Zigbee device.

- Place the Zigbee device near the Zigbee hub/smart bridge or the Zigbee repeater(Zigbee smart plug etc.), we suggest no more than 15 meters in open space.

- Avoid metal surfaces when mounting the Zigbee devices.

- Clear the area around your Zigbee hub: Move any wireless devices like Wi-Fi routers, or other hubs at least a meter away from the hub. These devices can sometimes mess with Zigbee signals.
- Check your Wi-Fi router settings: Some Wi-Fi routers can interfere with Zigbee signals if they're on the same channel. See if you can change your Wi-Fi router channel to a different one (maybe channel 1 or 6) and see if that helps.
- Check your Zigbee hub manual for troubleshooting Zigbee connection issues.

3. How to add the garage door tilt sensor to Apple Home?

- Set up the Bridge:

Add the Third Reality Smart Bridge MZ1 to your Apple Home according to the bridge's instructions. Your iPhone and Apple speaker should be on the same 2.4GHz Wi-Fi network.

- Put the sensor in Pairing Mode:

Long press the reset button on your sensor to factory reset it. The sensor's LED light will start blinking blue to indicate pairing mode.

- Start Bridge Pairing:

Short press the pinhole button on your Third Reality Smart Bridge MZ1 to initiate Zigbee pairing mode. The tilt sensor and bridge should automatically pair.

4. How to add the garage door tilt sensor in SmartThings?

Tap + in the up right, Scan nearby to add device in your SmartThings App.
Open this link in your web browser and log in your SmartThings account.

https://bestow-regional.api.smartthings.com/invite/adMKr50EXzj9

Click “Enroll” --“Available Drivers” -- “Install” to install the device driver.

5. The garage door tilt sensor only shows the status of open when I turn it upright/vertical.

Please follow the calibration steps below.

- Open the battery cover, Place the sensor on a flat, horizontal surface, like a tabletop or countertop
- Quickly press and release the reset button five times in a row, the LED light turns solid red, indicating calibration mode has started.
- Keep the sensor flat and still on the surface for 3 seconds. Do not move it or bump it during this time and the calibration is complete.
- Securely close the battery cover on the sensor.

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