USING THE WPG INTELLI-GRIP® APP FOR LIFTER TROUBLESHOOTING

Before Using Intelli-Grip® Live Stream Troubleshooting

The following resources are available to help resolve problems without the need to contact WPG:
- Service Manual (35105, 35106 or 35108)
- DC3 Troubleshooting Guide (TST-021_DC3_REV_2018-023)

About Intelli-Grip® Live Stream Troubleshooting

Once the app user enables this feature, vacuum lifter data is transmitted to WPG several times each second. The data includes vacuum and battery levels, leak rates, pump performance, indicator activity and button presses. Then WPG analyzes the data to help the user solve a lifter problem.

LIVE STREAM TROUBLESHOOTING MAY BE HELPFUL WHENEVER …
- diagnostic codes are showing.
- load attachment or load release is problematic.
- the lifter powers up but indicates a problem with the battery.
- the lifter doesn't function as expected in some other way.

LIVE STREAM TROUBLESHOOTING IS NOT HELPFUL WHEN …
- the lifter does not power up.
- the lifter shows code "C011" (in this case, contact your dealer or call WPG).

REQUIREMENTS
- Smartphone or tablet (Android- or iOS-powered) with Internet access
- Lifter equipped with Intelli-Grip® software V7.0 or later (to check your lifter's version, view the lifter's LCD screen during startup)
  Note: Lifters with older software can be updated using the updater module (59922).

1 Install the Intelli-Grip® app on a smartphone or tablet.

GET IT ON Google play Download on the App Store

2 Enable communication between the app and lifter, as directed in the instructions here: https://www.wpg.com/media/documents/Intelli-GripAppInstructs.pdf

Make sure LCD screen shows the "Mobile App Settings" menu

Mobile App Settings
Communication enabled [ON]
Firmware update

Press POWER to reboot

Then press "function" button to toggle from "OFF" to "ON"

3 Verify the app is receiving data from the lifter. It should work as shown here: https://vimeo.com/356464973

4 Enable the Live Stream Troubleshooting feature:

a. Tap on the three vertical dots in the top-right corner of the app screen.

b. Select "App Preferences".

c. Select "Cloud Settings".

d. Enable "Live Stream Troubleshooting".

Verify that the blinking message "Live Streaming session — ####" is showing in the bottom-left corner of the app screen. Refer to the session number (e.g. 1234) when contacting WPG.

Note: Make sure the app screen continues to show as you proceed. Otherwise, streaming will automatically discontinue.

5 If it is safe to do so, demonstrate the problem (in other words, attempt to use the lifter to do whatever isn't working as you would expect it to work).

6 Contact WPG for help to diagnose the problem. Indicate what you expected to happen and describe what actually happened. Provide your contact information and, if possible, the session number.

WPG can use the session number to identify data that was transmitted. It is also possible for WPG to view the information in real time (streamed), such as during a support phone call.