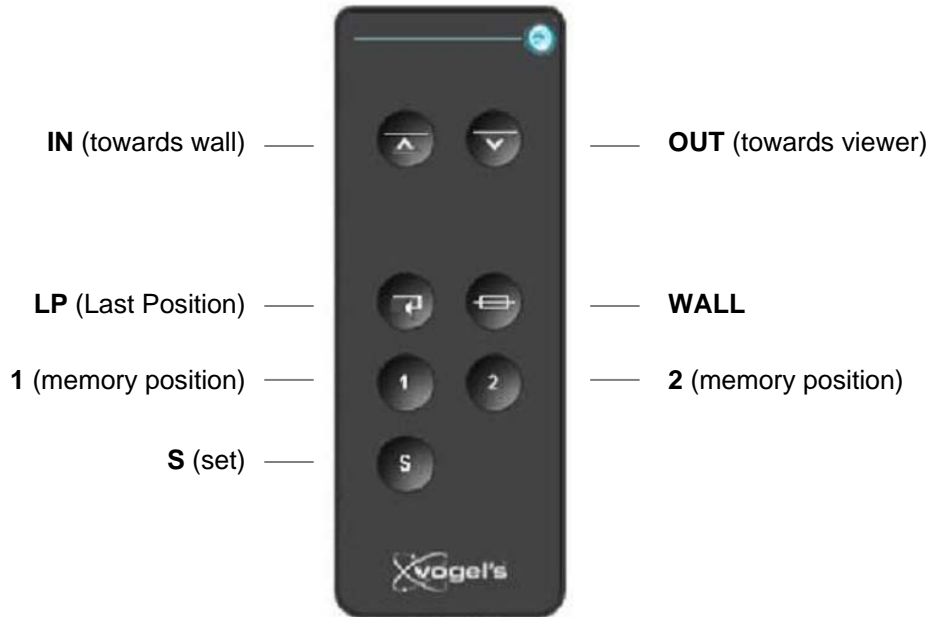


# 1 Glider issues and how to solve them

A quick reference guide to diagnosing and solving possible issues/problems with the Glider EFWE 6455 RC



#	Problem	Possible causes	Solution	Instruction
1	<b>No (or poor) response from the Glider to a command from the remote control</b>	The infrared signal from the remote control does not reach the glider	Install the external infrared eye that comes with the Glider to improve the reception	Remove the plastic wall cover (part N on the mounting instructions). Plug the external infrared receiver to the connector on the motor unit. Put the plastic wall cover back on the Glider
		The Glider is without power	Check the power cable to ensure it is properly connected to a working power socket	
		The Glider is in thermal protection mode	To avoid overheating the Glider will shut itself off after one minute of continuous operation (until cooled down sufficiently)	Wait for a maximum of 4 minutes and try again (the Glider needs 4 minutes to cool down completely and work for a full minute again. If you move the Glider after cooling down for less than 4 minutes the thermal protection will be activated sooner)
		A/V or power cables between the back of the TV and the Glider are hindering the movement of the Glider, causing the Glider's Anti Trap System to be activated (Glider stops and moves back slightly, to free a trapped object such as a cable)	Reroute the cables (use tie wraps or a cable sleeve to bundle cables together). Make sure there is sufficient slack (extra length) in the cables to allow the Glider to make a complete movement	

## 2 Glider issues and how to solve them

A quick reference guide to diagnosing and solving possible issues/problems with the Glider EFWE 6455 RC

#	Problem	Possible causes	Solution	Instruction
2	<b>The TV moves away from the wall but does not turn left or right</b>	None of the two steering arms (part Y on the mounting instructions) is fixed to the TV adapter	Lock one of the two arms in place	Click one of the two steering arms to the metal rod (part S on the mounting instructions). This procedure is explained in illustration 8 of the mounting instructions
3	<b>The TV is tilting/leaning forward</b>	A very heavy/large TV is being used	Place a metal ring (included with the Glider) between the TV and the lower adapter	See illustration 7 in the mounting manual. Additional rings (not included) can be placed if the TV is still leaning forward
4	<b>When pressing and holding the IN or OUT button the Glider only moves a short distance (stop/start motion), and the other buttons do not work at all.</b>	The Glider is out of calibration (the home position is erased due to for example moving the Glider by hand while not connected to the current, or disconnecting the current while the Glider is moving)	Recalibrate the Glider	Quickly press the buttons S-OUT-S in succession. Move the Glider with the IN button to the proper Home position (TV parallel to the wall). Quickly press the buttons S-IN-S in succession to set the Home position  <i>Note : if your Glider keeps going out of calibration please contact Vogel's Products</i>
5	<b>The Glider moves spontaneously</b>	The Auto-Move function is in operation. This means the Glider detects when the TV is switched off and moves back to the wall automatically. Or, when the TV is switched on again the Glider moves back to the last viewing position automatically	If this is not wanted by the consumer he can disable the auto move function.	to disable the auto move function towards the <u>viewer</u> (screen moves from wall when TV is switched on) : Quickly press the buttons S-LP-S in succession  to disable the auto move function towards the <u>wall</u> (screen moves back to wall when TV is switched off) : Quickly press the buttons S-WALL-S in succession
		The demo mode is activated. This results in a Glider movement every 45 seconds	Disable the demo mode	Quickly press the buttons S-1-2-WALL-S in succession
		The Glider is doing a "false" Auto-Move : The TV performs certain background tasks while it is switched off (such as loading Electronic Program Guide information in case there is a decoder in the TV), which causes the Glider to think the TV is being switched on.	Increase the minimal current level for the Auto-Move function to be triggered  <u>NOTE : increasing/decreasing the current level can also solve other auto move issues (such as "Glider does not move back to wall when TV is switched off with TV remote control")</u>	Check the serial number on the motor unit of the Glider by removing the plastic wall cover : If the number (under the barcode starts with 804.... or higher* : increase the current level one step by quickly pressing in succession S-1-2-1-S. If the spontaneous movement still occurs, repeat this step until the problem is solved. The Glider has seven current levels and the factory setting is level 3. To decrease the levels press S-1-2-2-S  <i>*If the number is below 804....., contact the Vogel's sales department (the motor needs to be exchanged). You can temporarily disable the Auto-Move function while awaiting the new motor as follows (1) Quickly press the buttons S-LP-S in succession (this disables the auto move function towards the viewer). (2) Then quickly press the buttons S-WALL-S in succession (this disables the auto move function towards the wall). Note : The Auto-Move function can be enabled again by repeating this procedure</i>

## 3 Glider issues and how to solve them

A quick reference guide to diagnosing and solving possible issues/problems with the Glider EFWE 6455 RC

#	Problem	Possible causes	Solution	Instruction
6	<b>The side of the TV screen bumps into the wall when turned to the maximum angle of 45 degrees</b>	This only occurs with very large screens and/or screens that are very wide due to side speakers	Limit the maximum turning angle below 45 degrees	(1) Turn the screen to the maximum desired angle (the angle just before the TV bumps into the wall) and (2) Quickly press the buttons S-1-2-IN-S in succession (Note : to reset the maximum angle to the factory default of 45 degrees quickly press the buttons S-1-2-OUT-S in succession)
7	<b>The TV bumps into the plastic wall cover when moved back to the home position (parallel to the wall)</b>	With certain TV sizes/weights the factory set home requires fine-tuning	The home position needs to be reprogrammed slightly forward	(1) Quickly press the buttons S-OUT-S in succession. (2) Move the Glider with the OUT button slightly from the wall to the desired home position (tip : you can block the TV carefully by hand to prevent "overshooting" the desired position). (3) Quickly press the buttons S-IN-S in succession to set the new Home position
8	<b>The TV does not go back far enough to come completely parallel to the wall</b>	With certain TV sizes/weights the factory set home requires fine-tuning	The home position needs to be reprogrammed slightly backward	(1) Quickly press the buttons S-OUT-S in succession. (2) Move the Glider with the IN button slightly to the desired home position (tip : block the TV by putting a thin object like a pencil between the back of the TV adapter and the plastic wall cover, this prevents "overshooting" the desired position). (3) Quickly press the buttons S-IN-S in succession to set the new Home position
9	<b>The Glider responds to a remote control of a another device (such as the TV) or vice versa</b>	Both the Glider and the other hardware device are using identical infrared codes	Activate a different Infrared coding set on the Glider	(1) remove the battery from the remote control of the Glider (2) Replace the battery while keeping the S button pressed (3) remove the power cord of the Glider from the power outlet in the wall (4) press the IN button  To go back to the original Infrared coding, repeat this procedure (with the exception of step 2 : press IN instead of S)

# 4 Glider issues and how to solve them

---

A quick reference guide to diagnosing and solving possible issues/problems with the Glider EFWE 6455 RC

## Summary of main commands to operate/program the Glider

IN		Moving the slider towards wall
OUT		Moving the slider towards viewer
LP		Auto move to last position
WALL		Auto move to the home position
1		Auto move to preset position 1
2		Auto move to preset position 2

SET	1	SET		Program preset 1
SET	2	SET		Program preset 2
SET	LP	SET		Toggle auto move OUT on/off
SET	WALL	SET		Toggle auto move IN on/off
SET	IN	SET		Calibrate HOME (wall) position
SET	OUT	SET		Clear calibrated HOME (wall) position

SET	1	2	LP	SET	Demo mode enabled
SET	1	2	WALL	SET	Demo mode disabled
SET	1	2	IN	SET	Set customized max open position
SET	1	2	OUT	SET	Set default max position

SET	1	2	1	SET	Increase Auto Move current level*
SET	1	2	2	SET	Decrease Auto Move current level*

*\*only on motor's with serial number starting with 804 and higher*