

Dri-Eaz Sync User Guide

Legend Brands

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1. Welcome

Dri-Eaz Sync keeps the firmware of your Dri-Eaz equipment up to date from your phone, over Bluetooth. The app finds nearby devices, shows which ones have an update available, and installs the update for you.

1.1 Supported equipment

Platform	Models
Command Hub Dehumidifiers	LGR 2800i, LGR 3500i, LGR 7000XLi, REVOLUTION, CMC 200, PHD200, LGR145 XL, SYCLONE XL, LGR 6000Li, LGR 6500XLi, G18, DRIZAIR 1800, DRIZAIR 2200
Wrap Series Dehumidifiers	DRIZAIR 1400, LGR 5000Li, DRIZAIR 130P
HEPA Air Scrubbers	HEPA700, AP 700

1.2 What you need

- A phone with Bluetooth turned on and an internet connection.
- Your Dri-Eaz device powered on and within Bluetooth range of the phone.

1.3 The guides

- **Find nearby devices** — scan for your equipment and open the device list.
- **Update device firmware** — install updates on one device or several at once.
- **Set up Wi-Fi** — enter network credentials when a Wi-Fi module update needs them.
- **Understand device status** — read the device cards and status messages.
- **FAQ** — quick answers on failures, Wi-Fi, permissions and languages.

Match the guide to your app version

These guides are versioned by app release. Use the version selector in the header to pick the guide that matches the app version installed on your phone.

2. Find nearby devices

Before you start

Power on the Dri-Eaz device you want to check and keep it near your phone, and make sure Bluetooth is enabled on the phone. Not sure the unit is supported? Check the [supported equipment table](#).

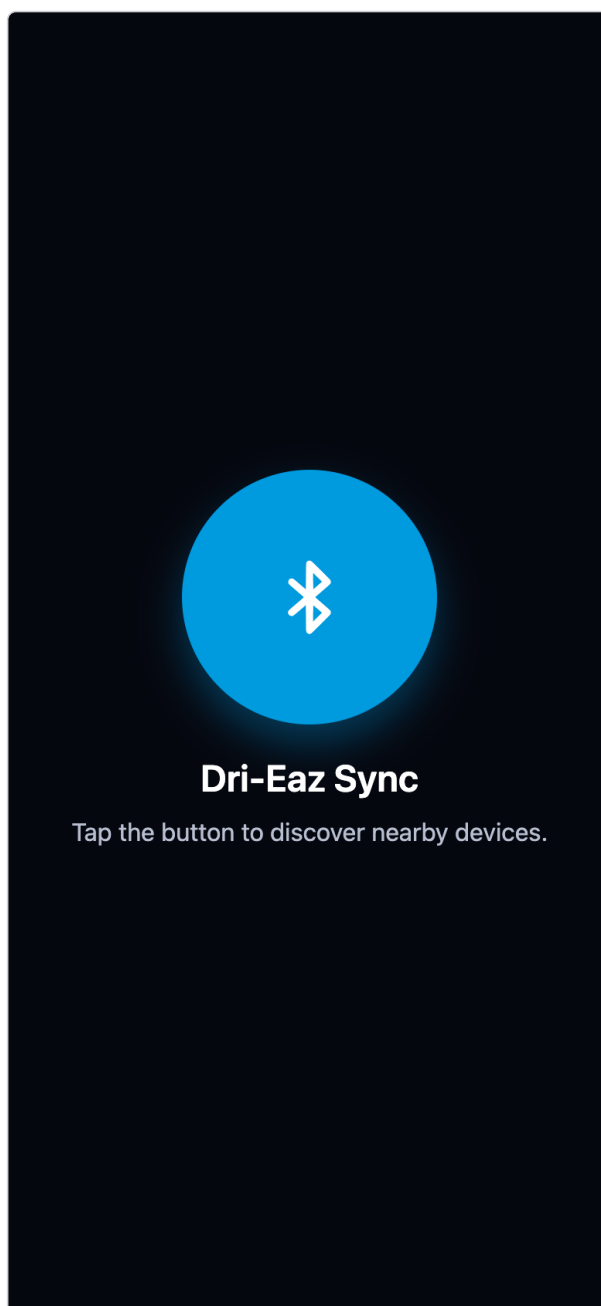
2.1 Scan for devices

1 Open Dri-Eaz Sync.

The app briefly shows "Getting things ready...", then the start screen appears: "Tap the button to discover nearby devices."

Tap Allow on the permission prompt

On first launch (or the first scan on iPhone), the phone asks for the app's Bluetooth permissions — Android also asks for location, which the system requires for nearby-device scanning. Tap **Allow**: the app cannot find equipment without it.

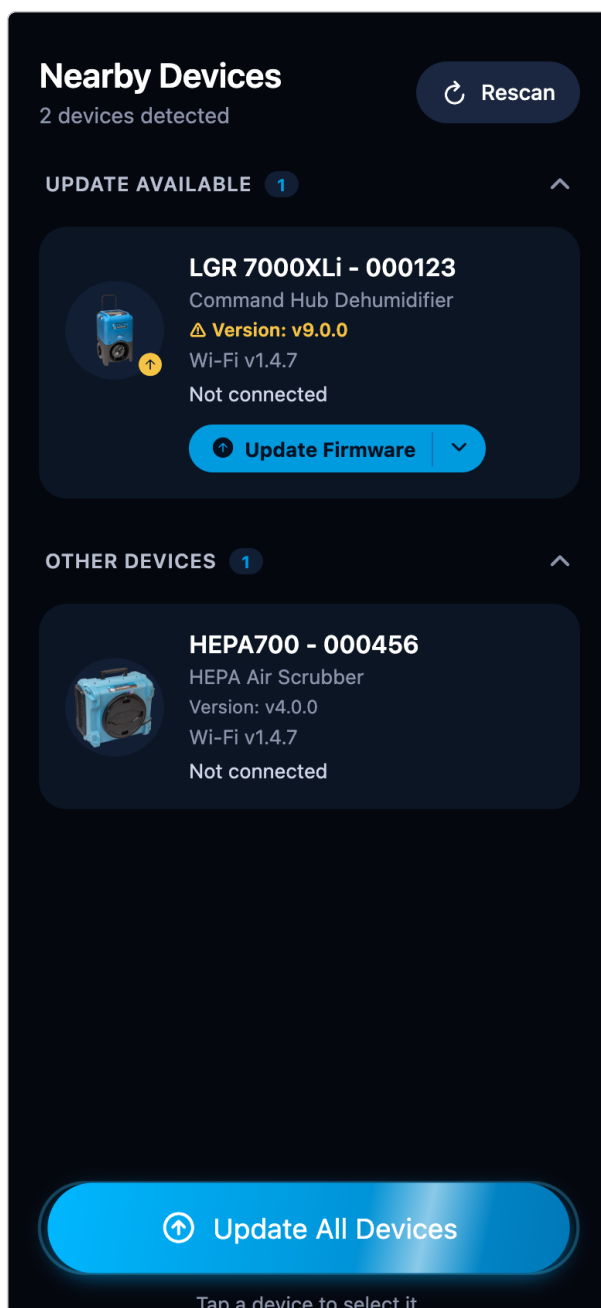
**2 Tap the round blue Bluetooth button.**

The app scans for a few seconds and switches to the **Nearby Devices** list.

3 Read the result.

The header counts what was found — for example "2 devices detected" — in two groups:

- **Update Available** — devices with a firmware update ready to install.
- **Other Devices** — devices that are already up to date. Tap the section title to expand it.

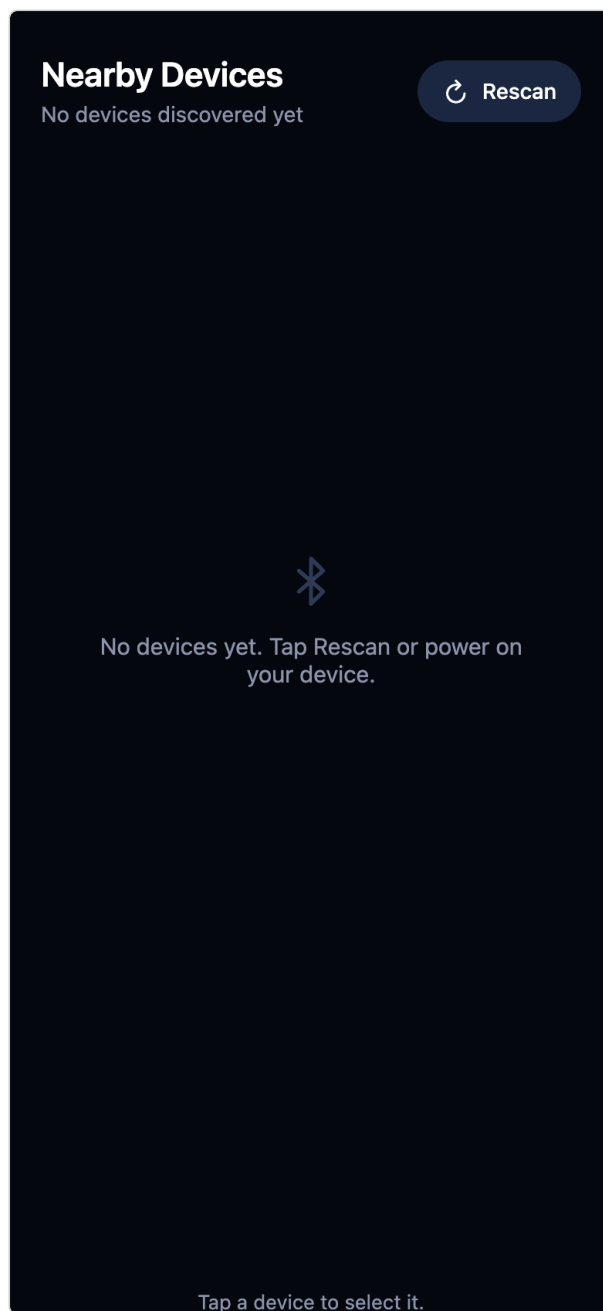


2.2 Scan again

Tap **Rescan** in the top-right corner of the list to search again — for example after powering on another device.

2.3 If nothing is found

When the list stays empty, check that the device is powered on and close to the phone, then tap **Rescan**:



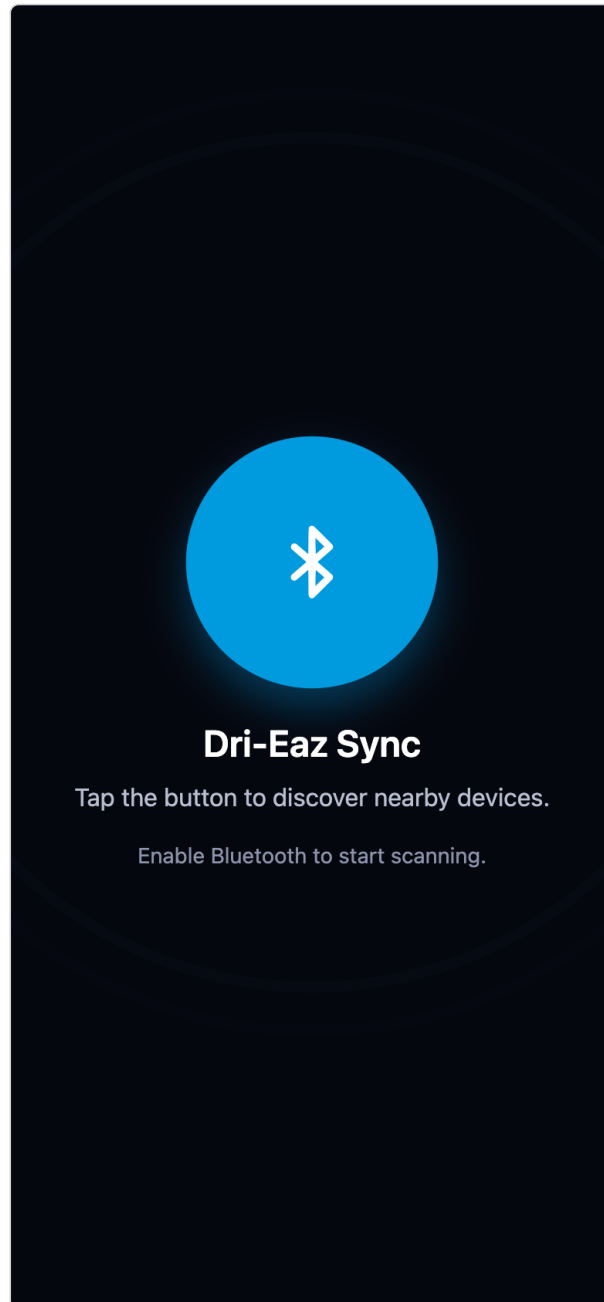
"No devices yet. Tap Rescan or power on your device."

If a scan finds nothing at all, the app reports "No devices found. Make sure they are powered on and advertising, then try again."

If the permission was denied earlier, the app says so — "The app doesn't have Bluetooth permission. Allow Bluetooth access in Settings and try again." — and offers **Open Settings**. To re-enable it by hand:

- On iPhone: **Settings** → **Dri-Eaz Sync** → **turn on Bluetooth**.
- On Android: **Settings** → **Apps** → **Dri-Eaz Sync** → **Permissions**, then allow **Nearby devices** (and **Location** on older Android versions).

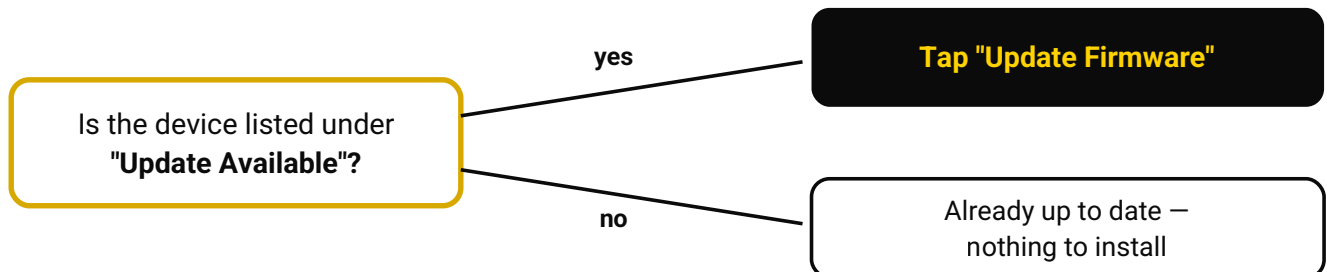
When Bluetooth is off, the start screen tells you before you even scan — a system dialog also offers **Open Settings** to enable it:



"Enable Bluetooth to start scanning."

3. Update device firmware

Devices listed under **Update Available** have a firmware update ready to install. You can update one device, a selection, or all of them at once.



3.1 Update one device

- 1 Find the device's card in the **Update Available** section.
- 2 Tap **"Update Firmware"** on the card.
The small arrow next to it opens a menu with **Update Main Firmware** and **Update Wi-Fi Module**, in case you want to run only one of the two. The Wi-Fi module option is grayed out when that update isn't available in your setup.
- 3 Stay close to the device while the card walks through the steps by itself — see [what happens during an update](#).

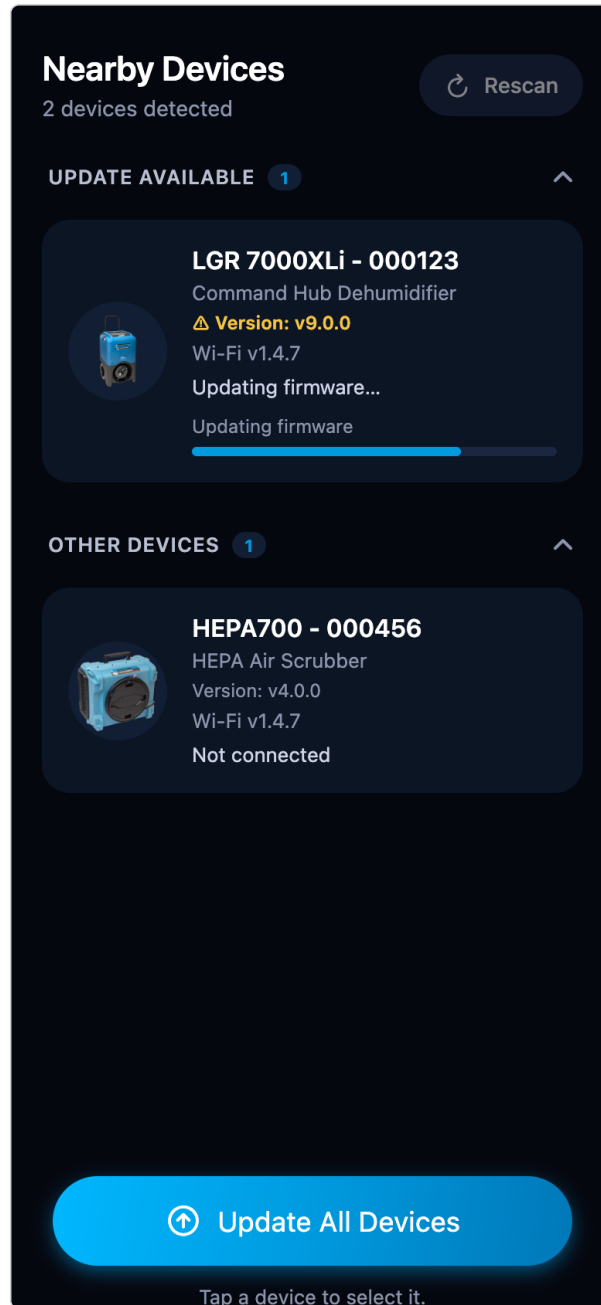
3.2 Update several devices at once

- 1 Pick what to update.
 - Everything: tap **Update All Devices** at the bottom of the list.
 - A selection: tap the devices first — a check mark appears on each and the footer confirms, for example, "2 devices selected" — then tap **Update Selected**.
- 2 Let the queue run.
Devices waiting for their turn show "Update queued". Tapping a selected card again deselects it.

3.3 What happens during an update

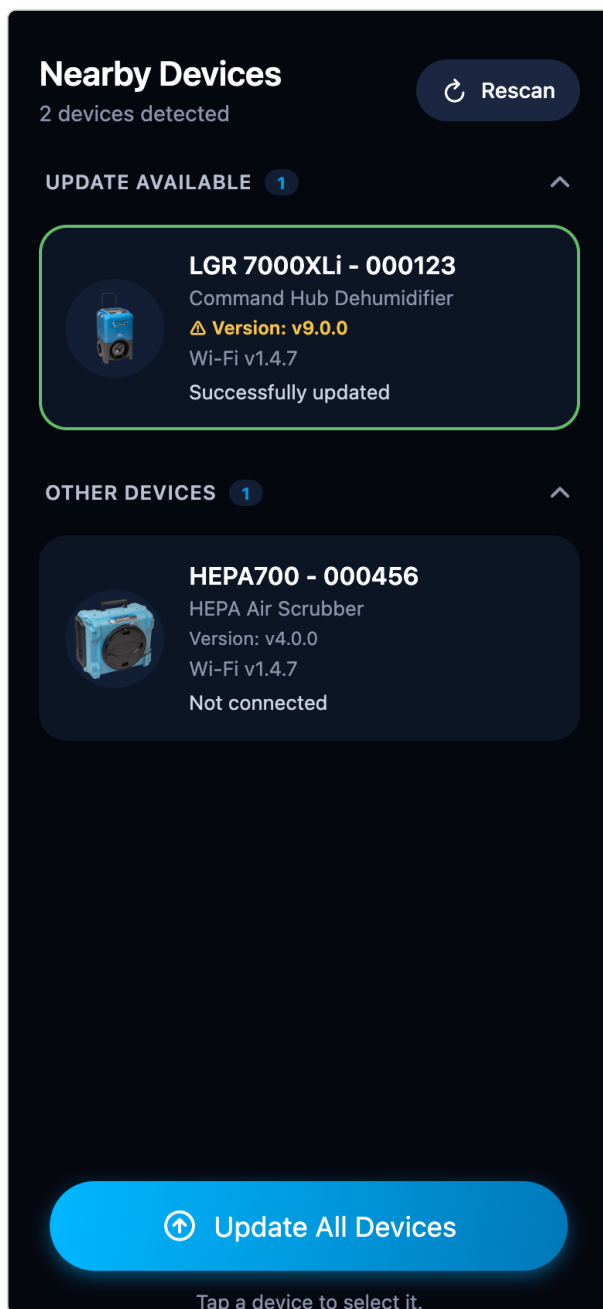
1 The app connects. The card status shows "Connecting..." and then "Connected".

2 The firmware transfers. The status changes to "Updating firmware..." and a progress bar fills.



3 The device restarts to apply the update. The card border pulses amber while the app reconnects — this is normal. Keep the device powered on and the phone nearby.

4 The app verifies the new version. On success the card flashes a green outline and reports "Successfully updated", then moves to **Other Devices**.



Keep everything powered and nearby

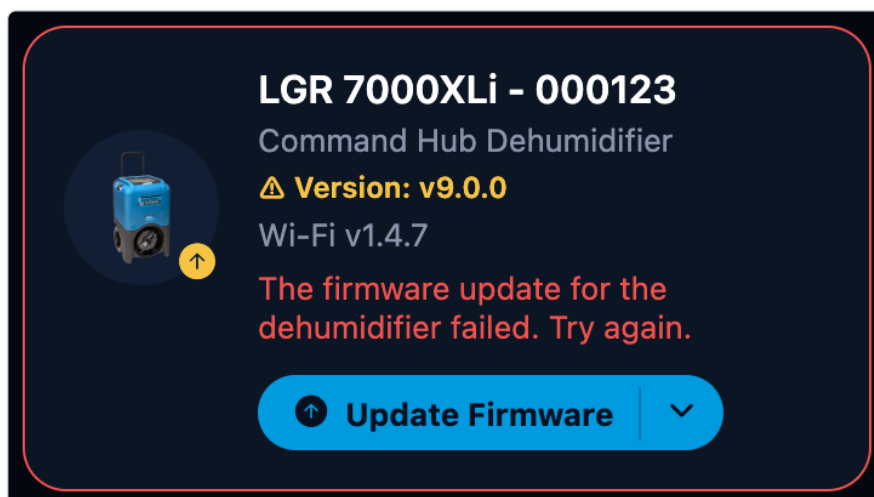
Do not power off the device or leave Bluetooth range during an update. If the connection drops, the card reports it and the app tries to reconnect and continue:



"Connection lost — update queued"

3.4 If an update fails

The card turns red and explains what happened:



"The firmware update for the dehumidifier failed. Try again."

- Move closer to the device and tap **Update Firmware** again.
- If the device doesn't respond, power it off and back on, then tap **Rescan** and retry.

3.5 Wi-Fi module updates

Some updates refresh the device's Wi-Fi module. That update runs over your Wi-Fi network, so the app first opens the **Wi-Fi Setup** window to confirm the network — see [Set up Wi-Fi](#).

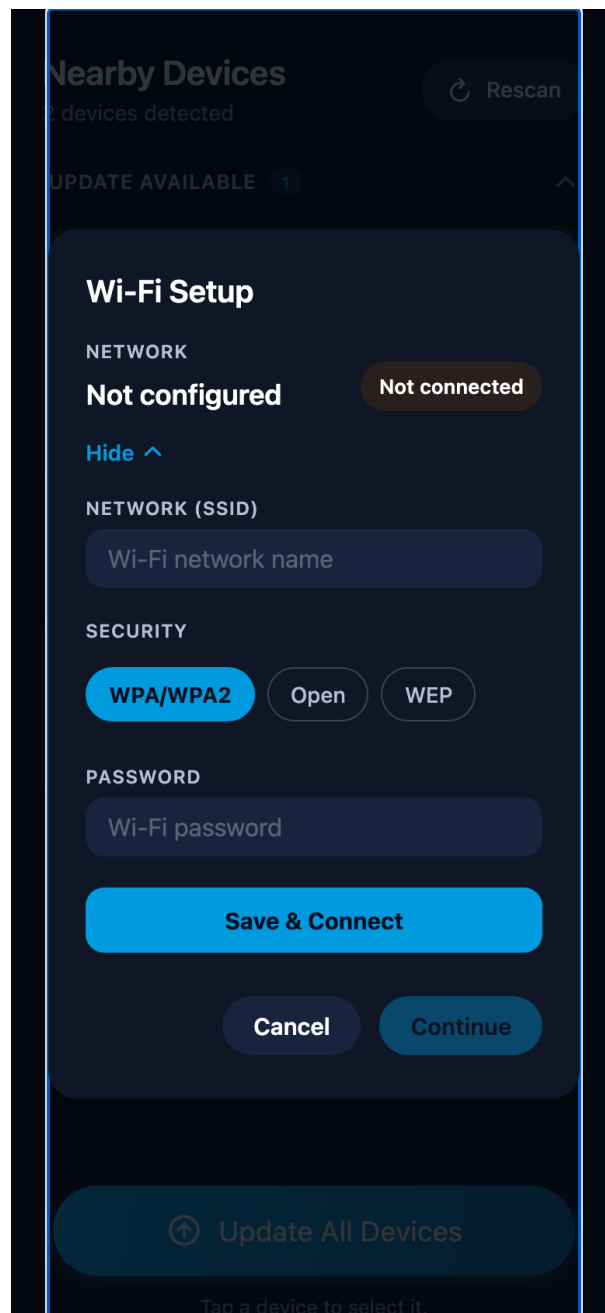
The card then shows the stages one by one: "Setting up Wi-Fi", "Sending details", "Starting update", "Completing update", "Verifying version".

4. Set up Wi-Fi

A Wi-Fi module update runs over your Wi-Fi network, so every Wi-Fi module update starts with the **Wi-Fi Setup** window:

"Provide the network credentials once to connect your phone and the device."

- The **Network** row shows the network stored on the device (read over Bluetooth) — or "Not configured" when it has none — so you always see and confirm where the update will run.
- If you already entered the password for that same network earlier in the session, it is filled in for you.



4.1 Enter the network credentials

1 Enter the network name in **Network (SSID)**.

On the phone you can also tap **Scan networks** to let the device list the networks it can see, then pick one.

2 Choose the network's security type: **WPA/WPA2** (most networks), **Open**, or **WEP**.

3 Type the Wi-Fi password.

For open networks no password is needed: "No password needed for open networks."

4 Tap **"Save & Connect"**.

The **Network** row shows the connection state; once the device reports "Connected", the update continues by itself.

When the window already shows the right network with the password filled in, you only need to confirm: tap **Edit** to change the credentials, **Hide** to collapse the form again, and **Continue** when the device is connected.

Phone and device on the same network

The phone must be on the same Wi-Fi network as the device. If needed, the app asks: "Connect this phone to the selected Wi-Fi network, then return to continue." Use **Open Settings**, join the network, and come back to the app.

4.2 Input rules

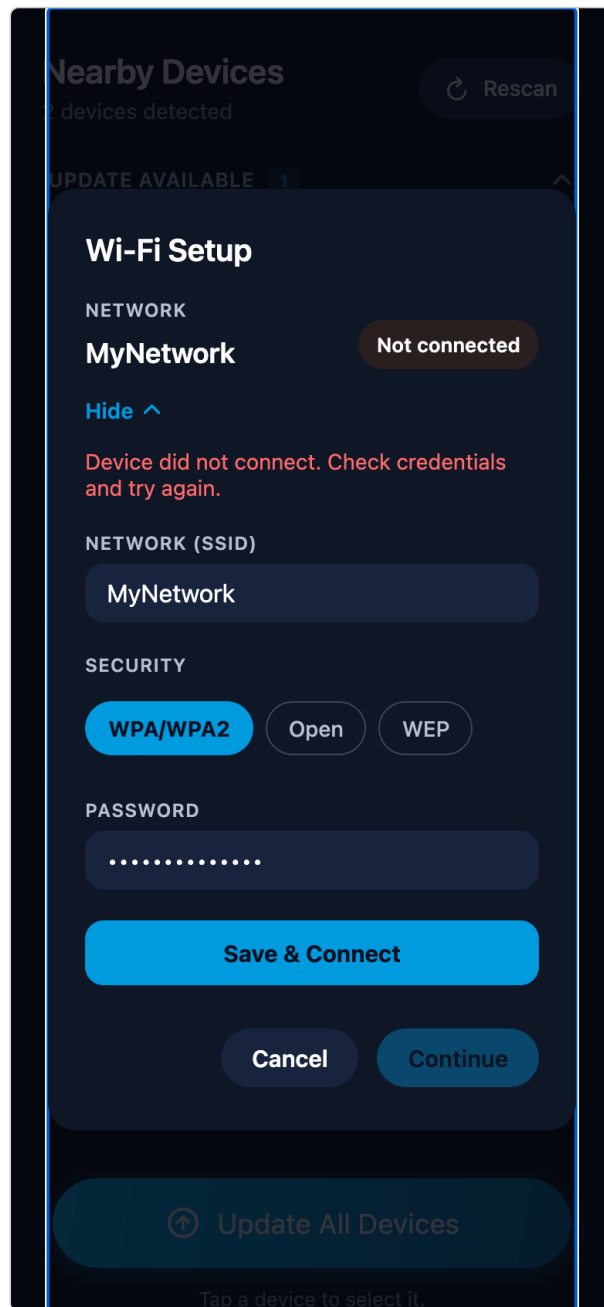
- The network name must fit in 32 bytes and the password in 64 bytes. Accented characters use more than one byte, so the app may warn: "SSID must fit in 32 bytes (accented characters use more than one)."
- Leaving the network name empty prompts "Enter the Wi-Fi network name (SSID)."; a missing password prompts "Enter the Wi-Fi password."

4.3 Several devices at once

When you update several devices together they must all use the same network. If they report different networks, the app warns: "The selected devices are on different Wi-Fi networks. They must all be on the same network before updating. Please enter the correct credentials." — then asks for the credentials to use for all of them.

4.4 If the device won't connect

When the name or password is wrong, the window stays open and tells you — tap **Edit** and re-enter them:



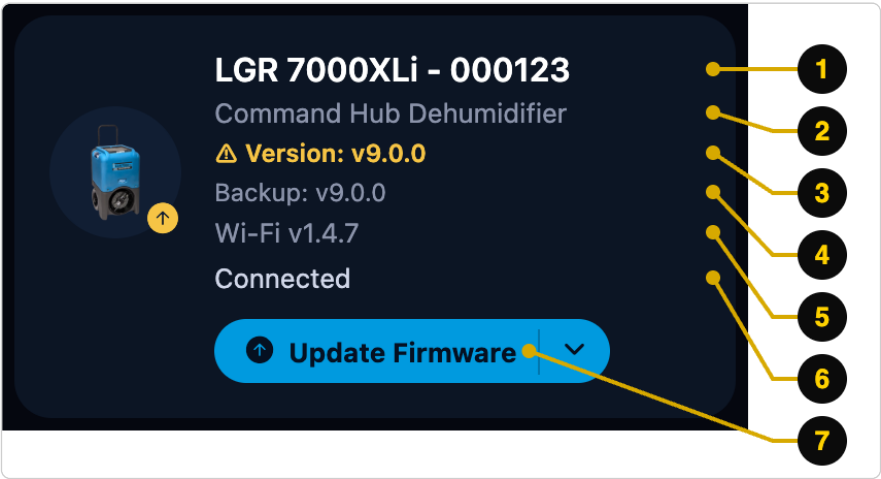
"Device did not connect. Check credentials and try again."

- "The device didn't connect to Wi-Fi in time. Try again." — move the device closer to your router and retry.
- Make sure the network is one the device supports; networks with an unsupported security type are shown as "Unsupported security" in the scan results and can't be selected.

5. Understand device status

Each device found by a scan appears as a card in the **Nearby Devices** list.

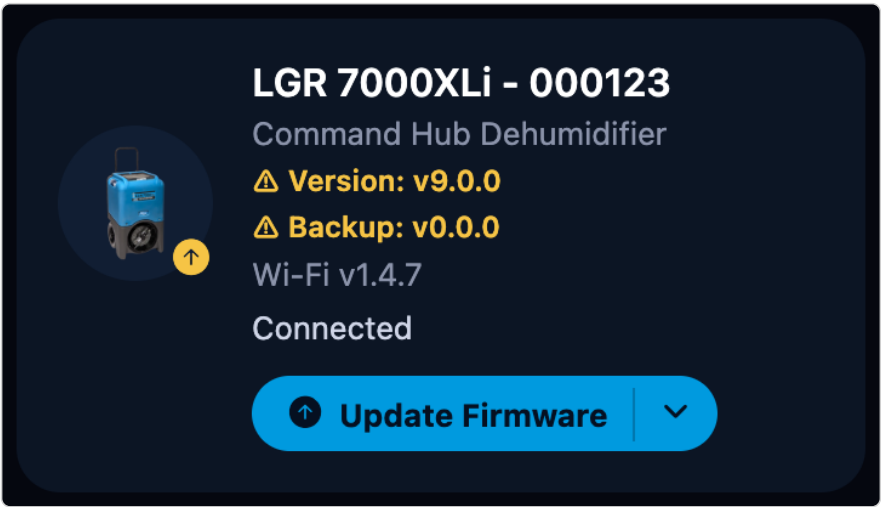
5.1 Reading a device card



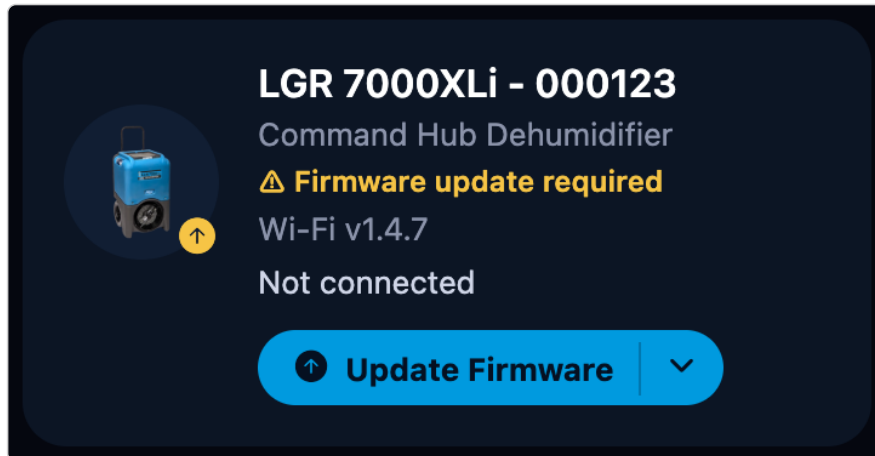
A connected device card, value by value

1. **Model and serial number** — for example "LGR 7000XLi - 000123".
2. **Product family** — such as "Command Hub Dehumidifier" or "HEPA Air Scrubber".
3. **Firmware version** — the firmware currently on the device. A ⚠ in amber means it is outdated.
4. **Backup copy** — the device's backup firmware, shown once the app has connected to it.
5. **Wi-Fi module version** — when the device has a Wi-Fi module.
6. **Status line** — what the app is doing with this device right now (see the table below).
7. **Update button** — shown while a firmware update is available.

Two card states worth recognizing:

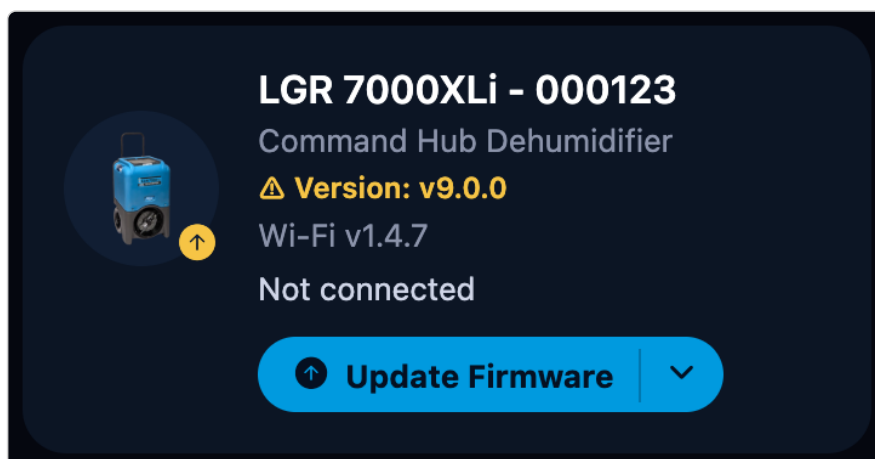


"⚠ Backup: v0.0.0" — no backup copy is present on the device yet

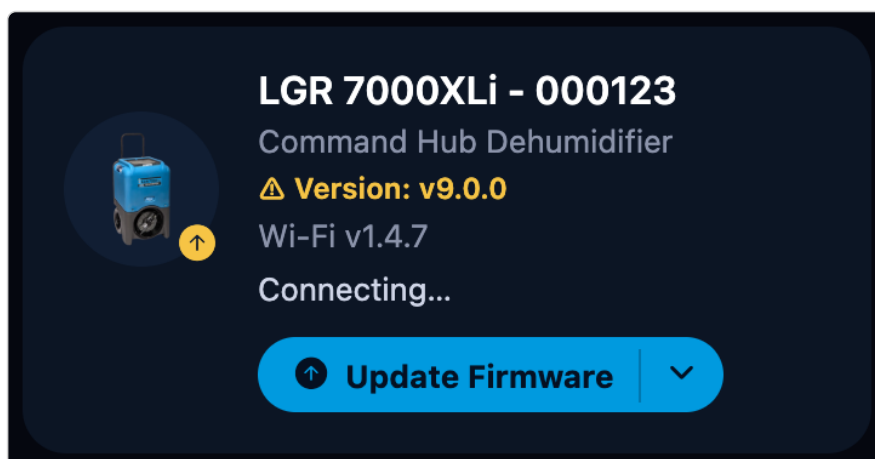


"Firmware update required" — the device must be updated before it can report its version

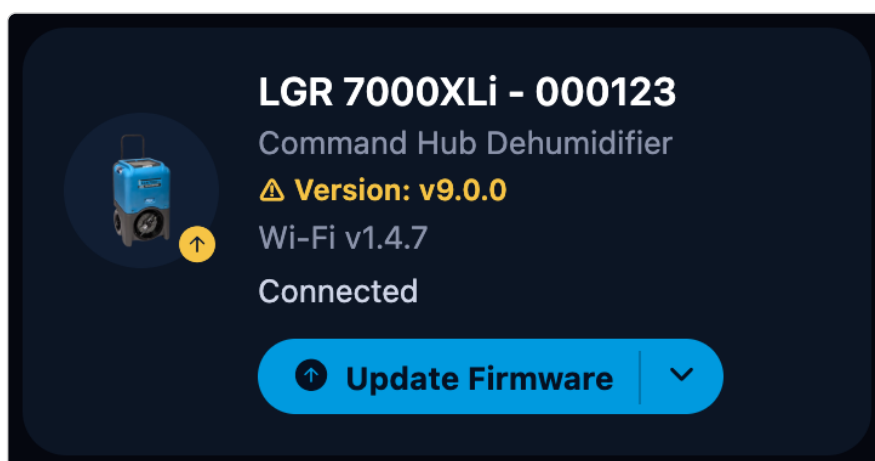
5.2 Status messages



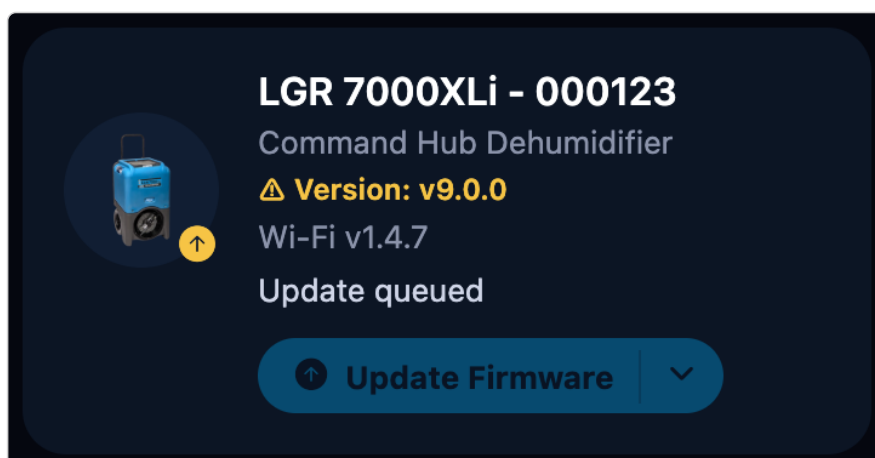
"Not connected" — the device was found but the app is not connected to it. This is the normal resting state.



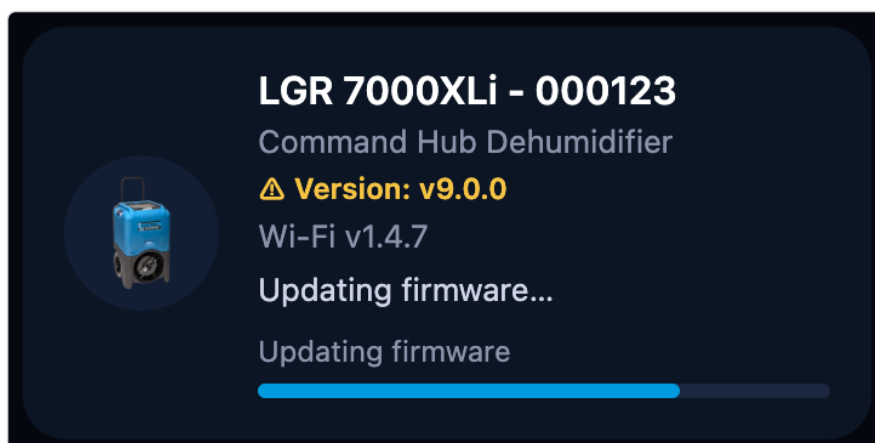
"Connecting..." — the app is opening a Bluetooth connection.



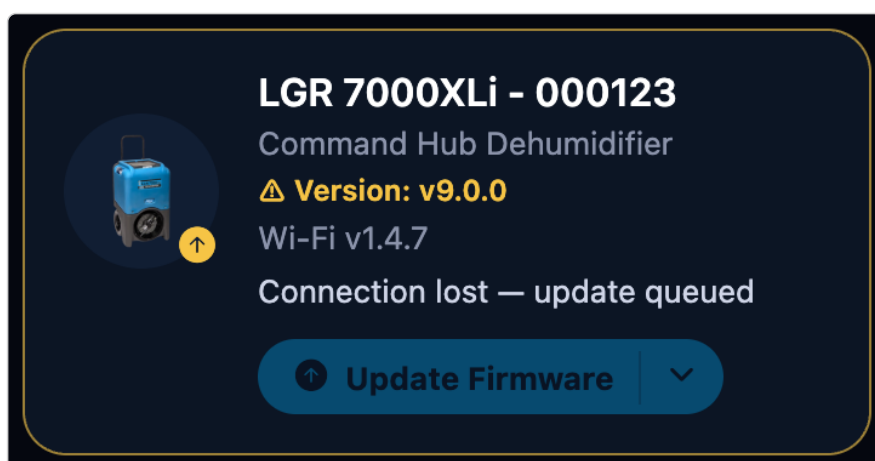
"Connected" — the app is connected and can read device details.



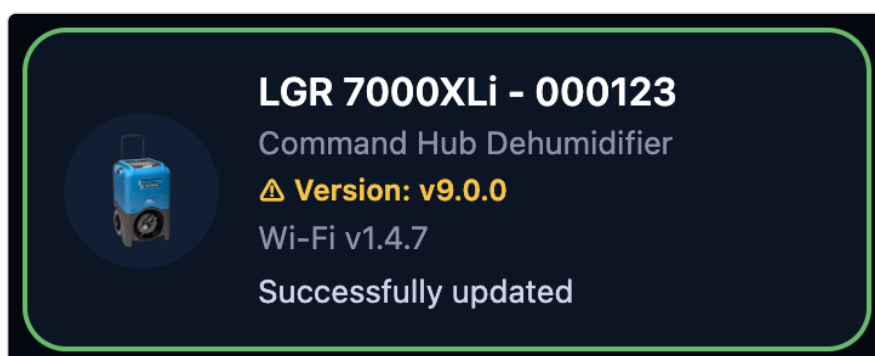
"Update queued" — the device is selected for update and waiting for its turn.



"Updating firmware..." — the update is transferring; a progress bar shows how far along it is.



"Connection lost — update queued" — the connection dropped mid-update; the app is reconnecting to continue.



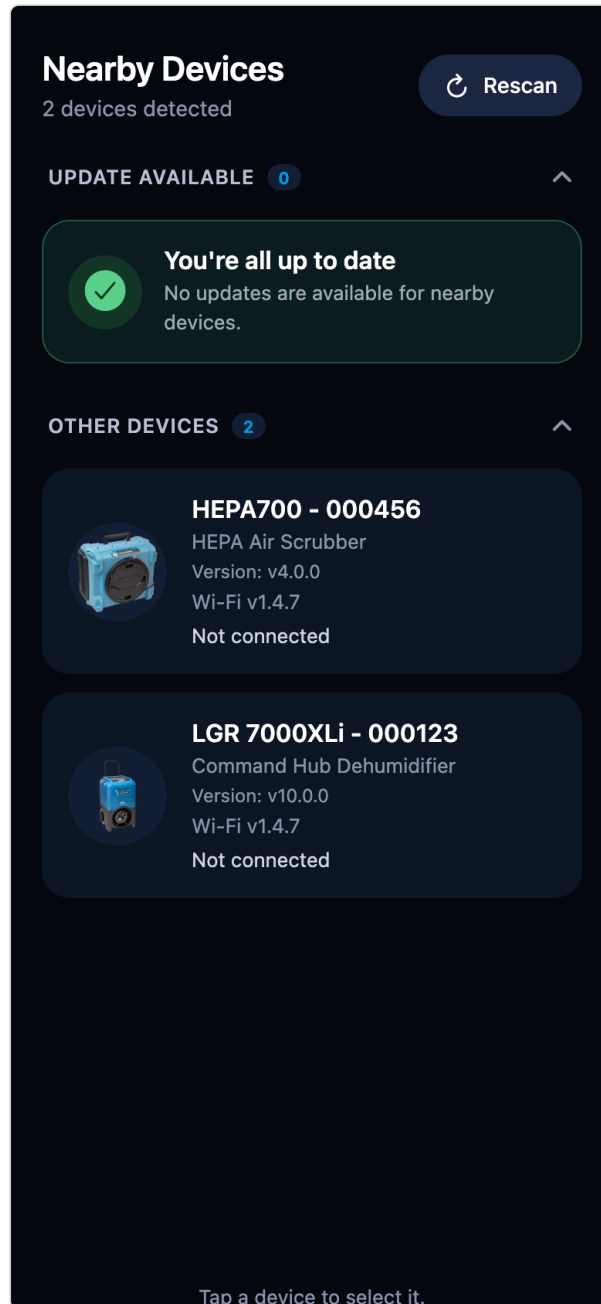
"Successfully updated" — the update finished and the new version was verified.

5.3 The two sections

- **Update Available** — devices whose firmware (or Wi-Fi module) is older than the version the app carries. These cards show an **Update Firmware** button.

- **Other Devices** — devices that are already up to date. This section starts collapsed; tap it to expand.

When every nearby device is current, the list shows the up-to-date card instead:



"You're all up to date" — "No updates are available for nearby devices."

5.4 Selection

Tap a card to select it for a batch update:

- A check mark appears on the card.
- The footer counts the selection, for example "2 devices selected".
- Selecting a device also connects to it, which fills in details like the backup version.

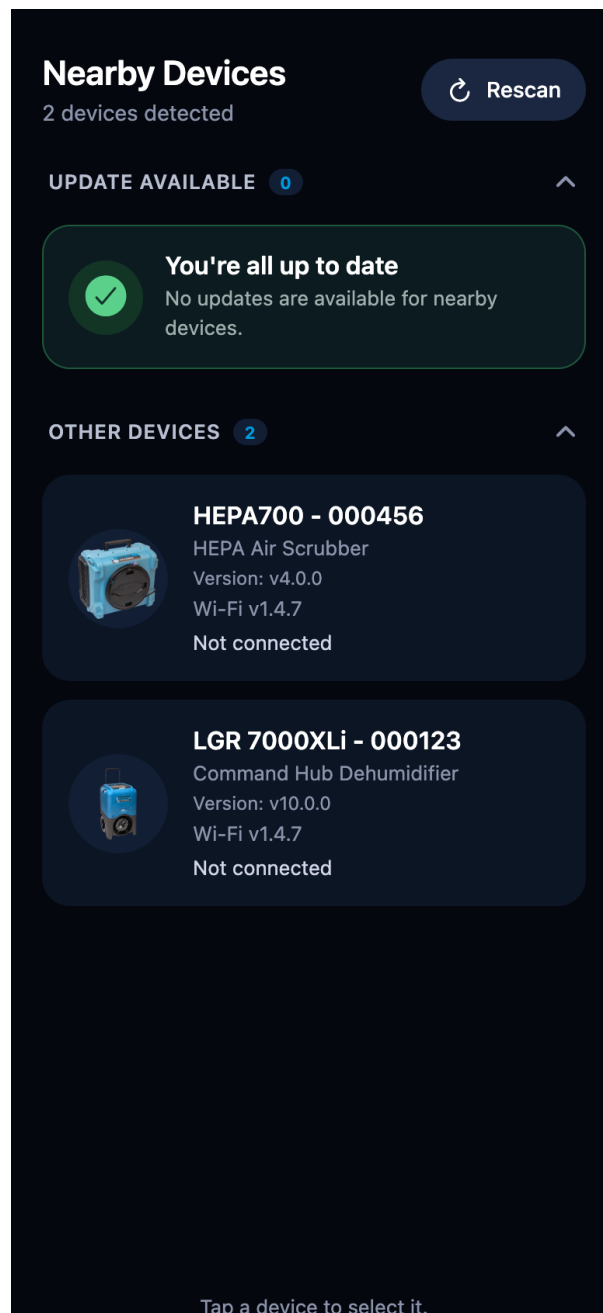
6. FAQ

6.1 Updates

6.1.1 All my devices are already up to date — what should I see?

A card that says "You're all up to date" — "No updates are available for nearby devices." That's the goal state: nothing to install.

Your devices sit under **Other Devices** (tap the section title to expand it), each showing its current version, such as "Version: v10.0.0".

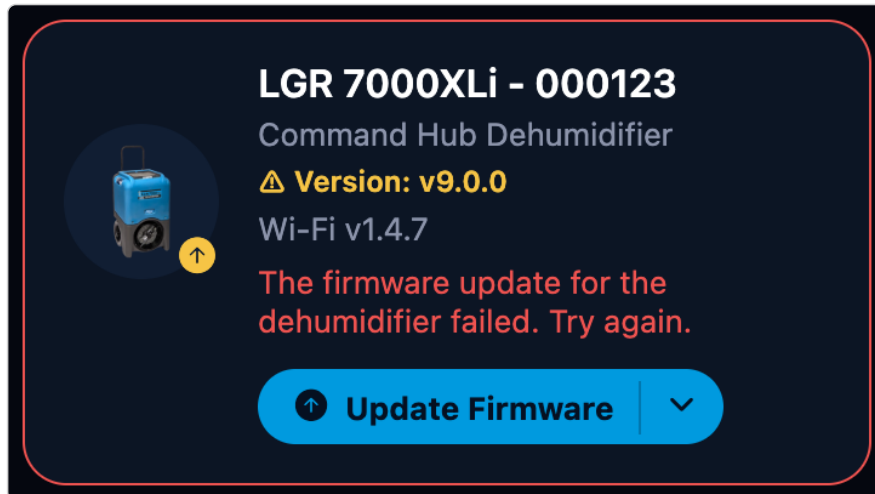


6.1.2 What happens if an update fails partway through?

Your device keeps running the firmware it already has:

- The new firmware is transferred alongside the running one.
- The device checks the transferred file before switching over — an incomplete or corrupted transfer never replaces working firmware.
- The card turns red with the reason.

When you're ready, tap **Update Firmware** again; the update simply starts over.



"The firmware update for the dehumidifier failed. Try again."

6.1.3 My device disconnected mid-update — is it broken?

No. Disconnections happen — the device also restarts itself as a normal part of updating.

The app handles one drop on its own: it gives the device a few seconds to come back, reconnects, and restarts the transfer.

If it can't get the device back, it stops and tells you, for example "The dehumidifier was disconnected. Make sure it stays powered on and nearby, then try again." In that case:

1. Move closer and check the device has power.
2. Tap **Rescan**.
3. Update again.

6.1.4 The progress bar seems stuck — how long is normal, when should I worry?

Normal, no action needed:

- Transfer speed depends on Bluetooth signal quality, so a slow stretch is normal — stay near the device.
- There's a natural pause when the device restarts to apply the update; the card border pulses amber while the app reconnects.

Act only when the app tells you something is wrong:

- A red card with an error message.
- A status stuck on "Connection lost — update queued" that never recovers.

In that case move closer and retry.

6.1.5 Can I update several devices at once?

Yes. Tap **Update All Devices**, or select specific devices and tap **Update Selected**.

The app works through the main firmware updates first, device by device, and then runs the Wi-Fi module updates as one group — asking for your Wi-Fi network once for all of them.

6.1.6 Do I need an internet connection on my phone to update devices?

Not for the update itself — firmware travels to the device over Bluetooth.

- The app uses your phone's internet when it starts, to check for and download firmware newer than what it ships with ("Checking for firmware updates...", "Downloading latest firmware...").
- No connection at the job site? The app still updates devices using the firmware built into it.
- If a download does fail, you'll see "Couldn't download the firmware file. Check the phone's internet connection and try again."

6.1.7 Is it safe to leave the app or take a call during an update?

Keep the app open and the phone near the device until the card reports "Successfully updated". If the connection is interrupted anyway, nothing is damaged — the app reconnects and continues, or tells you to try again (see the disconnection question above).

6.2 Wi-Fi setup

6.2.1 What if I don't have Wi-Fi at the job site?

Everything except Wi-Fi module updates works without it — finding devices, reading versions and status, and updating device firmware all run over Bluetooth.

- A Wi-Fi network is only needed when updating a device's Wi-Fi module.
- Internet on the phone is only used when the app fetches newer firmware at startup (otherwise it uses the built-in files).

6.2.2 I typed the wrong Wi-Fi password — what happens?

The device tries to join and fails; nothing else changes. The **Wi-Fi Setup** window stays open and shows "Device did not connect. Check credentials and try again." Tap **Edit**, fix the name or password, and tap **Save & Connect** again.

6.2.3 My network doesn't show up in the scan

Tap **Rescan** in the window — the device lists the strongest networks it can hear, up to 16, so a weak network can fall off the list. Moving the device closer to the router helps.

You can always type the network name yourself: as the app puts it, "No networks found. You can still enter a network name manually."

Hidden networks

Typing the name yourself is also the way to join a hidden network.

6.2.4 My network name has accents or special characters — will it work?

Yes. Network names and passwords are sent in UTF-8, so accented characters work. The limits are measured in bytes — 32 for the name, 64 for the password — and accented characters take more than one, which is why the app may warn: "SSID must fit in 32 bytes (accented characters use more than one)."

6.2.5 The app says my devices are on different Wi-Fi networks — what does that mean?

The alert "Different Wi-Fi Networks Detected" appears when the devices you selected have different networks stored: "The selected devices are on different Wi-Fi networks. They must all be on the same network before updating. Please enter the correct credentials." Enter the one network they should all use, and the app applies it to every selected device.

6.3 Finding devices

6.3.1 Why doesn't my device appear in the list?

Work through the causes in order:

1. **Permission denied.** If Bluetooth permission was refused, the app cannot scan at all and tells you: "The app doesn't have Bluetooth permission. Allow Bluetooth access in Settings and try again." Use **Open Settings**, or by hand:
 - On iPhone: **Settings → Dri-Eaz Sync → turn on Bluetooth.**
 - On Android: **Settings → Apps → Dri-Eaz Sync → Permissions**, then allow **Nearby devices** (and **Location** on older Android versions).
 Return to the app and tap **Rescan**.
2. **Power and range.** The device must be powered on and near the phone.
3. **Bluetooth off.** The start screen tells you before you even scan (see [Find nearby devices](#)).
4. **Connected to another phone.** A device already connected elsewhere stops announcing itself, so it's invisible to everyone else. Close the app on the other phone (or disconnect the device there), then tap **Rescan**.

If nothing turns up at all, the app says: "No devices found. Make sure they are powered on and advertising, then try again."

6.3.2 Why does the app ask for Bluetooth (and on Android, location) permission?

Bluetooth is how the app talks to your devices — without the permission it can't scan or connect.

On Android, the system additionally ties nearby-device scanning to the location permission, so the app requests location, "Nearby devices" scanning, and connecting. It uses them only to find and update your Dri-Eaz equipment.

When the prompt appears, tap **Allow**; if it was denied, re-enable it in the phone settings (see the previous question for the exact path).

6.4 General

6.4.1 Which equipment does the app support?

Platform	Models
Command Hub Dehumidifiers	LGR 2800i, LGR 3500i, LGR 7000XLi, REVOLUTION, CMC 200, PHD200, LGR145 XL, SYCLONE XL, LGR 6000Li, LGR 6500XLi, G18, DRIZAIR 1800, DRIZAIR 2200
Wrap Series Dehumidifiers	DRIZAIR 1400, LGR 5000Li, DRIZAIR 130P
HEPA Air Scrubbers	HEPA700, AP 700

6.4.2 Which languages does the app support?

The app is available in three languages:

- English
- Español (Spanish)
- Français (French)

To switch between them, see [How do I change the app's language?](#)

6.4.3 How do I change the app's language?

The app follows your phone's language.

1. Set the phone's language to one of the **supported languages**.
2. Close and reopen the app — the language is picked once, when the app starts.

Regional variants and fallback

Any regional variant works — Mexican Spanish, Canadian French, and so on. A phone set to any other language falls back to English.

There is no language switch inside the app.

6.4.4 Can I use this from a computer instead of a phone?

Partly. The app also runs in a browser that supports Web Bluetooth (Chrome and other Chromium-based browsers; the browser shows its own device chooser when you scan).

Two real limits:

- Wi-Fi setup is not supported on the web, so Wi-Fi module work needs the phone app.
- The web version can't download newer firmware — it updates devices with the firmware built into the app.

For day-to-day work at a job site, the phone is the intended tool.