Control Programming LLC

Release Notes

CPLLC GE SmartHQ Platform

Version 5.00 · November 21, 2026

Product	CPLLC GE SmartHQ Platform (Crestron Home platform)
Version	5.00
Release date	November 21, 2026
Where to find it	Drivers › Platform › GE Appliances › Cloud: SmartHQ, developer Control Programming LLC
Requires	Crestron Home OS 4.12 or later, GE Appliances connected to a SmartHQ account (an account without two-step sign-in), and internet access from the processor
Licensing	A GE SmartHQ Platform license key (cpllc.net/product/ge-smarthq-platform) or a CPLLC site license key (cpllc.net/product/site-license), entered in the platform's Enter License Key, or a site license key once in the CPLLC License Manager

Overview

The CPLLC GE SmartHQ Platform brings GE Appliances washers, dryers, dishwashers and other SmartHQ appliances into Crestron Home. It signs in with the SmartHQ account, the same email and password as the SmartHQ app, and offers every appliance on the account for pairing. Each appliance gets a page of its own with its status (Idle, Running, Paused, Finished …), its cycle, the time left and its door, and Start and Stop buttons where the appliance takes them. Starting, finishing, a door opening and every alert the appliance can send (10 Minutes Left, Load Damp, Vent Blocked, Detergent Tank Low …) are events for sequences. It uses GE Appliances' published SmartHQ API, and SmartHQ sends every change as it happens, so nothing is polled.

Capabilities

Capability	What it does
Every appliance	Every appliance on the SmartHQ account is listed in Crestron Home under the name it has in the SmartHQ app (Washer, Dryer …), ready to be paired into a room.
Status on the tile	The tile shows what the appliance is doing: Idle, Running, Paused, Delayed, Finished, Off or Offline, with a washer, dryer or dishwasher icon.
Cycle and time left	The page shows the status, the cycle chosen (Bulky Bedding, Perm Press …), the stage of the cycle while it runs, the time left, the door, the model and serial number, and when the appliance last reported.
Start and Stop	Start and Stop buttons on the page, and Start Press and Stop Press actions for sequences, on an appliance that takes them from SmartHQ.
Cycle events	Cycle Started, Cycle Paused, Cycle Resumed, Cycle Finished, Cycle Ended and Load Removed, Door Opened and Door Closed, Appliance Offline and Appliance Online.
Alerts as events	Each alert the appliance can send is an event of its own: 15, 10 and 5 Minutes Left, 30 Minutes After Cycle, Load Damp, Vent Blocked, Dryer Sheets Left, Detergent Tank Low and Empty, Self Clean Suggested, Water Lines Reversed, Update Available …
Live updates	SmartHQ sends every change as it happens, from the appliance’s own controls or the SmartHQ app; nothing is polled.
Live changes	Debug output turns on and off while the processor runs.

What’s New in 5.00

- First release: every appliance on the SmartHQ account, with its status, cycle, time left and door, Start and Stop, and an event for each alert.

Installing

Before installing, in the SmartHQ app:

1. Sign in to the app (or create an account) and add each appliance to it, following the app’s instructions, so that each one is connected to Wi-Fi and shows in the app.

2. Note the email address and password the app signs in with. The account must not use two-step sign-in (a one-time code); the platform signs in with the email and password alone.

Then, in Configure Pro:

3. Add the platform from Drivers › Platform › GE Appliances › Cloud: SmartHQ, developer Control Programming LLC, into any room. The CPLLC License Manager is not required.

4. On its installation page enter the SmartHQ Email and SmartHQ Password, and the license key in Enter License Key (or leave it blank on a site with a CPLLC site license).

5. Press Next (or Apply). The platform signs in to SmartHQ at once. When SmartHQ refuses the email or password, the page stays open and says so under both fields: correct them and press Next again.

6. Once signed in, the platform finds every appliance on the account, which takes a few seconds, and lists each under Managed Platforms › the platform's name in Pair Devices, by the name it has in the SmartHQ app. Add each to its room with its +.

The platform keeps its sign-in, so a restart needs no password. To use another account, change the email and password and apply: the platform signs in with the new account and lists its appliances. If the account's password is changed in the SmartHQ app, enter the new one the same way. An appliance added to the account later is offered for pairing as soon as SmartHQ reports it.

Installer Options

Option	Description
SmartHQ Email	The email address used to sign in to the SmartHQ app (an account without two-step sign-in).
SmartHQ Password	The password of that SmartHQ account. It is shown as typed, so the installer can check it.
Obtain License Key	Opens CPLLC.net, where license keys and site licenses can be purchased.
Enter License Key	The GE SmartHQ Platform license key. Leave blank when the site has a CPLLC site license.

Appliances

Each appliance is paired on CPLLC's appliance page, titled by what it is (Washer, Dryer, Dishwasher …). Its tile shows its status; its page has Start and Stop, then the status, the cycle, the time left, the door (where the appliance reports one), the appliance's model and serial number, and when it last reported. Stop is available while a cycle runs. Everything on the page is what the appliance reports to SmartHQ, including changes made at the appliance or in the SmartHQ app.

The alert events are the ones the appliance itself lists, so each model has its own. The washer and dryer tested have these:

Appliance	Page	Alert events
Washer (GFW650)	Start, Stop; Status, Cycle, Time, Door	Cycle Started Alert, 15 Minutes Left, 10 Minutes Left, 5 Minutes Left, Cycle Finished Alert, 30 Minutes After Cycle, Detergent Tank Low, Detergent Tank Empty, Self Clean Suggested, Water Lines Reversed, Pressure Sensor Fault, Update Available, Important Update Available
Dryer (GFD65)	Start, Stop; Status, Cycle, Time	Cycle Started Alert, 15 Minutes Left, 10 Minutes Left, 5 Minutes Left, Cycle Finished Alert, 30 Minutes After Cycle, Load Damp, Vent Blocked, 15 Dryer Sheets Left, 10 Dryer Sheets Left, 5 Dryer Sheets Left, Update Available, Important Update Available

Each appliance's own options, under the appliance in Configure Pro:

Option	Description
Show on Home Screen	Shows the appliance's tile on the Home screen (default off).
Show in Room Screen	Shows the appliance's tile in its room (default on).
Starting Pin Code	A numeric PIN that must be entered before the page's controls work. Blank means no PIN (the default).
Seconds Pin Active	How long the page stays unlocked after the last touch (default 10 seconds).
Action	**Description**
Start Press	Starts the appliance's cycle, as its Start button does.
Stop Press	Stops the cycle, as its Stop button does.
Extension Enable / Extension Disable	Enables or disables the appliance's page. A disabled appliance shows Disabled and ignores its tile and page.
State	**Description**
Extension Is Enabled	Whether the appliance's page is enabled, for a sequence's If step.
Event	**Description**
Cycle Started / Cycle Ended	The appliance started running, or stopped.
Cycle Paused / Cycle Resumed	The cycle was paused, or carried on.
Cycle Finished / Load Removed	The cycle finished, and later the appliance left Finished.
Door Opened / Door Closed	The appliance's door was opened or closed, on an appliance that reports its door.
Appliance Offline / Appliance Online	SmartHQ lost the appliance, or found it again.

Option	Description
One event per alert	Each alert the appliance lists, as in the table above: 10 Minutes Left, Load Damp, Vent Blocked, Detergent Tank Low … SmartHQ's own start and end of cycle alerts are Cycle Started Alert and Cycle Finished Alert.
Start Pressed / Stop Pressed	Start or Stop was pressed on the page.
Extension Enabled / Extension Disabled	The appliance was enabled or disabled.
Extension Is Enabled Changed	The Extension Is Enabled state changed.
Pin Locked / Pin UnLocked	The PIN keypad locked again, or the right PIN was entered.

Sequences

Every appliance's actions, state and events are listed under Appliances. A sequence can, for example, announce Cycle Finished or 10 Minutes Left on the house audio, flash a light when the dryer reports Load Damp or Vent Blocked, or send a notification on Detergent Tank Low.

Known Limitations

- Tested with a GE front-load washer (GFW650) and dryer (GFD65). Dishwashers, refrigerators, ovens and the other SmartHQ appliance types have not been tried.
- Start and Stop were not tried on the washer and dryer tested. GE Appliances start a cycle from outside only when the appliance allows it (Remote Start or Remote Enable set at the appliance for that load).
- The platform reads each appliance and sends Start and Stop through GE Appliances' published SmartHQ API. The sign-in with the account's email and password uses GE's own sign-in pages, which are not part of that API: if GE changes them, the sign-in may stop working until the platform is updated.
- A SmartHQ account with two-step sign-in (a one-time code) can't be used.
- The platform needs SmartHQ's cloud: while it can't be reached, the appliances show offline, and online again when it answers.
- Cycles, temperatures and other settings can't be chosen from Crestron Home; the page shows what the appliance is set to.

Test Environment

Crestron Home 4.013.0171 on a DIN-AP4-R, with a SmartHQ account holding a GE washer (GFW650SSN1WW) and dryer (GFD65ESSN0WW). The platform signed in with the account's email and password and listed both under their names in the SmartHQ app; paired into a room, each showed Online and Idle with its cycle, time left, model and serial number, and the washer its door. Replacing the platform with a newer build kept both pairings and their pages.

Version History

Date	Version	Changes
2026-11-21	5.00	First release: every appliance on the SmartHQ account, with its status, cycle, time left and door, Start and Stop, and an event for each alert

Support

CPLLC Site License

A CPLLC site license is one key per processor, entered in the License Manager, that licenses every CPLLC extension and platform on that processor, current and future, so no product needs a key of its own. See the Site License page. Customers who already own CPLLC license keys can upgrade to a site license on the CPLLC website for the difference.

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