

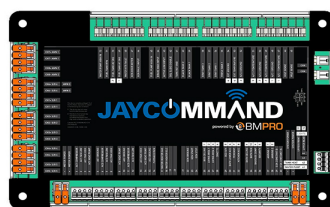


HELP GUIDE

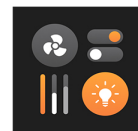
FAQS AND TROUBLESHOOTING



CONTROLLER



NODE



APP



SWITCH

SYSTEM COMPONENTS

Need more help troubleshooting your **JAYCOMMAND**?

Email our customer service team at: customerservice@teambmpo.com

JAYCOMMAND CONTROLLER AND APP

Does the CONTROLLER connect to Wi-Fi?

Yes, the **CONTROLLER** can connect to your local Wi-Fi network:

1. Tap the Main screen icon  to return to the **CONTROLLER** main screen
2. From the main screen, tap on the Settings icon 
3. Select *Network & Internet* and then *Wi-Fi*, then choose and connect to your Wi-Fi network

How do I update the APP on my CONTROLLER?

If the **CONTROLLER** is connected to the internet and logged into a Google account, it may automatically receive **APP** updates and notifications.

APP updates may also be searched from the Google Play Store. Open Google Play  and search for **BMPRO** or **JAYCOMMAND** to find the latest **APP** updates.

How do I create a Google account?

If you don't have a Google account, you may create one by clicking on the Google Play icon on the **CONTROLLER** main screen and following the prompts.

How do I change the time on my CONTROLLER?

To change the date and time on your **CONTROLLER**:

1. Tap the Main screen icon  to return to the **CONTROLLER** main screen
2. From the main screen, tap on the Settings icon 
3. Select *Systems* and then *Date & Time* to adjust the date, time or time zone

I can't use my CONTROLLER and why does it display BB?

The **CONTROLLER** will show **BB** on its menu display if there is a system error which prevents the use of the **JAYCOMMAND** System.

If you encounter an **BB** error, please contact your local RV dealership for further assistance.



Figure 22: The **BB** error

My screen on my **CONTROLLER** is asleep?

Touching the screen will not wake up the **CONTROLLER**. To wake up the **CONTROLLER**

1. Press the < or > button on the **CONTROLLER**, if no response then;
2. Using the < or > button on the **CONTROLLER**, navigate to the 'OF' function (figure 23).

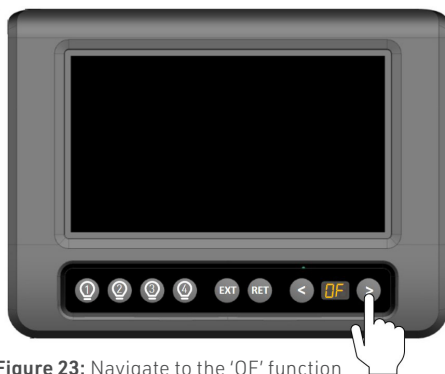


Figure 23: Navigate to the 'OF' function

3. Press EXT to wake the display on the **CONTROLLER** (figure 24). This will put the in standby mode and turn off the lights.



Figure 24: Press EXT to wake the display

3. Press  to take the out of standby mode and begin using the **APP** (figure 25).

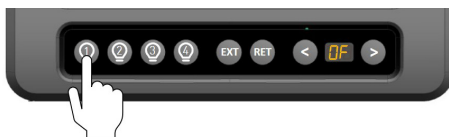


Figure 25: Press 1 to use the JAYCOMMAND

I've launched the APP on my CONTROLLER but the APP is not starting?

If the **APP** is not starting and is frozen on the logo page (figure 26), clear the **APP** data on the **CONTROLLER** then relaunch the **APP**.

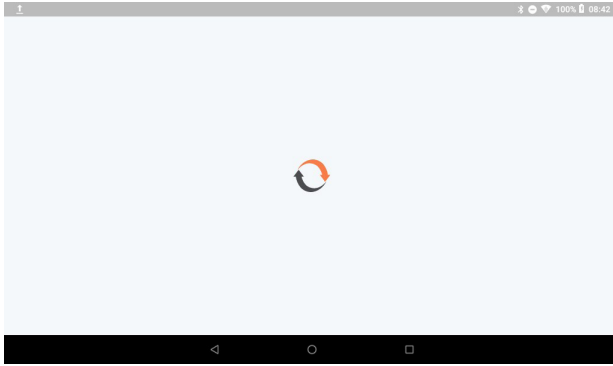


Figure 26: App not starting

To clear the app data:

1. Tap the Main screen icon  to return to the **CONTROLLER** main screen
2. From the main screen, tap on the Settings icon 
3. Select *Apps & notifications* and then *See all apps*
4. Scroll to find the **APP** icon and tap to select (figure 27)

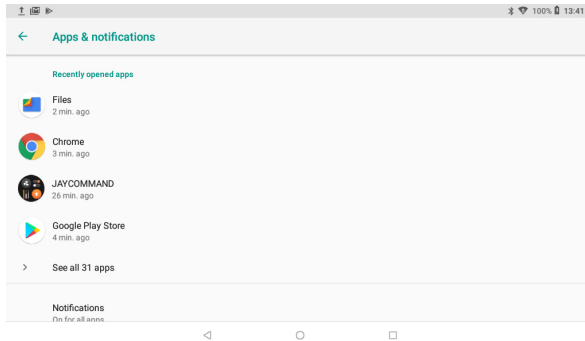


Figure 27: Select the APP from the list of APPS

5. Tap on *Storage*
6. Tap on *Clear Data* and press OK at the prompt to clear the **APP** data (figure 28)
7. Return to the Main screen and relaunch the **APP**

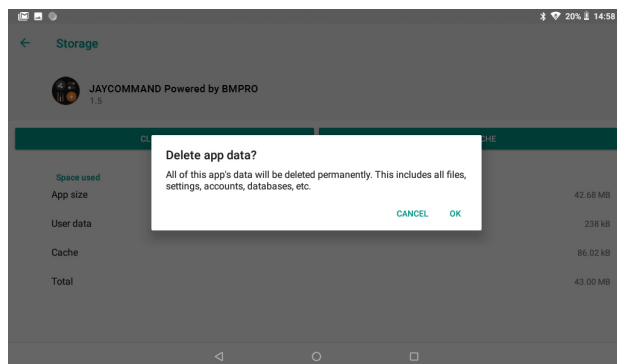


Figure 28: Clear APP data

PAIRING WITH THE NODE

I tried pairing my smartphone to the NODE but it didn't connect?

If pairing failed try the following before attempting to pair your smartphone again:

1. Toggle the smartphone's Bluetooth off and on
2. Restart the **APP**
3. Cycle power to the **NODE** off and on by disconnecting RV shore power or if available in your RV, cycling the battery isolation switch off and on.

If the above does not solve the problem, go to the **APP** General Settings and unpair your smartphone. Then follow the instructions in **Clearing the NODE** to clear the **NODE** memory of any previously connected devices. Pair your smartphone.

WARNING

If you clear the **JAYCOMMAND NODE** remember to pair with the **CONTROLLER** again.

I tried pairing my smartphone to the NODE but the CONTROLLER displays --?

When pairing to the **NODE** if the **CONTROLLER** displays --, the **NODE** is already paired to four devices and cannot support anymore devices.

Follow the instructions in **Clearing the NODE**, then pair your smartphone. Don't forget to also pair the **CONTROLLER** again.

JAYCOMMAND SWITCH

I've replaced the **SWITCH** in my RV, but it doesn't work?

You need to pair the **SWITCH** to the **NODE** before you can use the switch.

The **SWITCH** is paired to the **NODE** in four steps:

1. Using the < or > button on the **CONTROLLER**, navigate to the 'PA' menu item (Figure 23).



Figure 23: Use < or > to navigate to the 'PA' menu item

2. When 'PA' appears on the display, press the RET button to start the pairing process between the **SWITCH** and **NODE** (Figure 24)



Figure 24: Press RET to start pairing

3. Press any two buttons on the **SWITCH** at the same time (Figure 25)



Figure 25: Press any two buttons on the **SWITCH**

4. Press EXT on the **CONTROLLER** to accept the pairing of the **SWITCH** to the **NODE** (Figure 26)



Figure 26: Press EXT to accept pairing



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