



**CONNECTANYWHERE™**  
**OWNER'S MANUAL**

L I P P E R T  
C O M P O N E N T S®

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## Introduction

The LCI OneControl® ConnectAnywhere™ system (Fig. 1A) is an upgrade from a myRV Wi-Fi OneControl® system and adds on-line access and remote control functionality to any RV equipped with a mobile Internet connection†. The system connects LCI OneControl branded electronic controls to the OneControl Cloud™, enabling remote access, management and control over various features of the RV, including:

- Lights
- Generator HVAC
- Tank Status
- TV Lift

The ConnectAnywhere system requires access to an existing Internet connection†, and will not operate without a connection.

## Product Features

- Remote control of RV features from anywhere in the world with Internet access†.
- Access to the LCI Customer Community web portal, where the OneControl system is managed.
- Voice control of select RV features through OneControl Voice integration.
- Mobile device support via the LCI OneControl® mobile app.
- Advanced product diagnostics and LCI service center integration.

Additional information about this product can be obtained from [lci1.com/support](https://support.lci1.com/support) or by downloading the free myLCI app. The app is available on iTunes® for iPhone® and iPad® and also on Google Play™ for Android™ users.

iTunes®, iPhone®, and iPad® are registered trademarks of Apple Inc.

Google Play™ and Android™ are trademarks of Google Inc.

For information on the assembly or individual components of this product, please visit:

<https://support.lci1.com/connectanywhere>.

**NOTE:** Images used in this document are for reference only when assembling, installing and/or operating this product. Actual appearance of provided and/or purchased parts and assemblies may differ.

## Safety

Read and understand all instructions and safety labels before starting any procedures stated in this manual. Adhere to all safety labels to prevent serious personal injury and/or product damage. Failure to follow instructions and safety labels may void product warranty.

### **WARNING**

**The “WARNING” symbol above is a sign that a safety risk is involved and may cause death, serious personal injury and/or severe product or property damage if not safely adhered to and within the parameters set forth in this manual.**

### **CAUTION**

**The “CAUTION” symbol above is a sign that a safety risk involved and may cause personal injury, product or property damage if not safely adhered to and within the parameters set forth in this manual.**

### **CAUTION**

**Moving parts can pinch, crush or cut. Keep clear and use caution.**

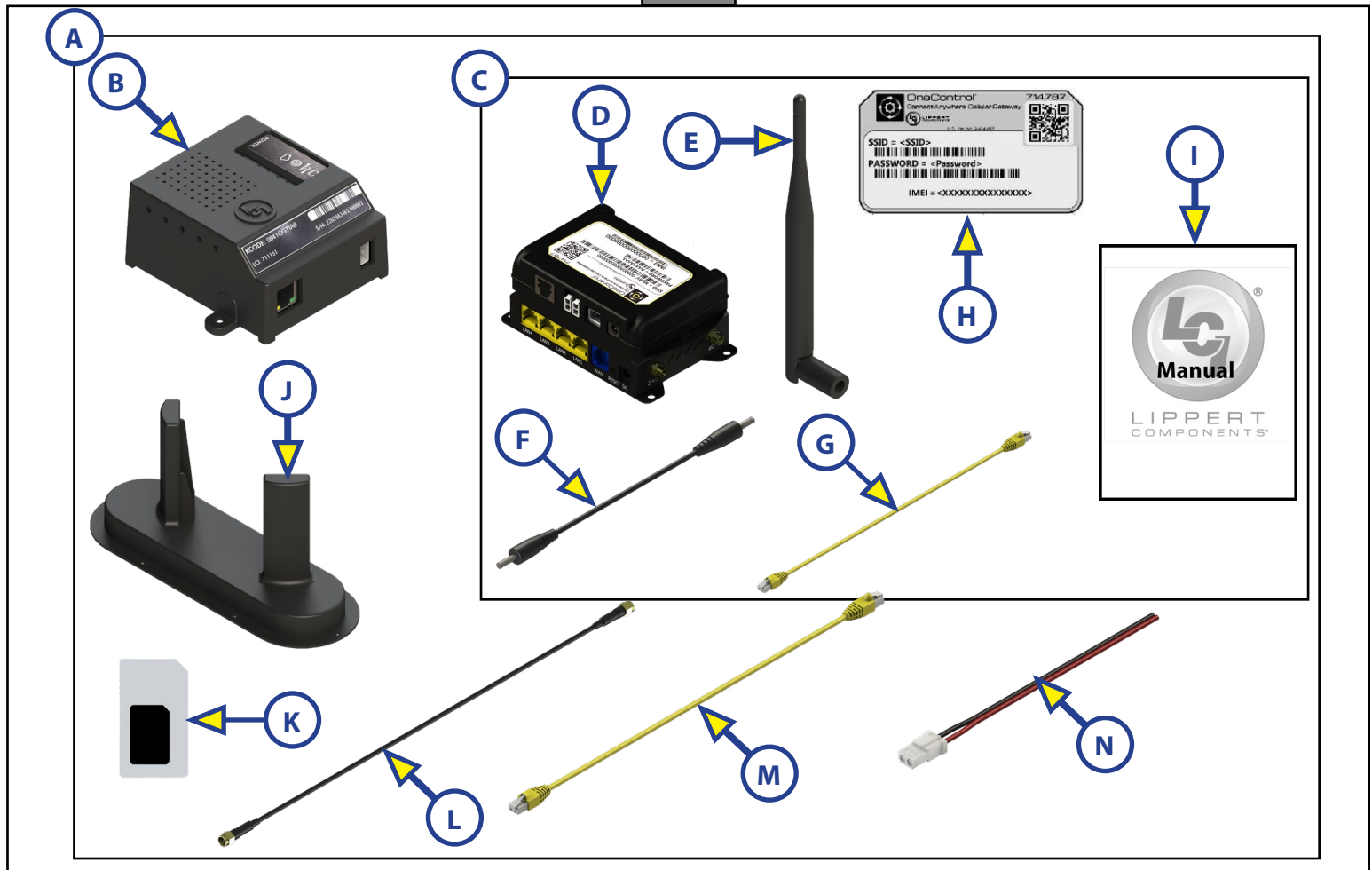
**Use personal protective equipment, such as eye protection, gloves and full face shield, suitable for the procedure being performed.**

†Internet connection is not included. System coverage is subject to carrier coverage map.

## Preparation

### System Components

Fig. 1



| Callout | Part #      | Description                                              | Qty |
|---------|-------------|----------------------------------------------------------|-----|
| A       | 714393      | LCI ConnectAnywhere Kit - 10-foot                        | 1   |
| B       | 711151      | LCI Cloud Gateway                                        | 1   |
| C       | 714787      | Cellular Gateway Kit                                     | 1   |
| D       | 769580      | Cellular Gateway Assembly (part of C)                    | 1   |
| E       | 722251      | 2.4GHz Wi-Fi Antenna (part of C)                         | 2   |
| F       | 766122      | 2.1mm DC Plug-to-2.1mm DC Plug Power Harness (part of C) | 1   |
| G       | 767657      | Ethernet Patch Cable (part of C)                         | 1   |
| H       | 786925      | Cellular Gateway Duplicate Label (part of C)             | 1   |
| I       | CCD-0001447 | ConnectAnywhere Owner's Manual (part of C)               | 1   |
| J       | 722255      | 4G External Antenna                                      | 1   |
| K       | 722256      | NANO SIM Card Adapter                                    | 1   |
| L       | 715645      | SMA M/M Cellular Coaxial Cable, 10 ft                    | 2   |
| M       | 716727      | Router Ethernet Cable                                    | 1   |
| N       | 329080      | CAN bus Power Connector                                  | 1   |

**NOTE:** Part numbers are shown for identification purposes only. Not all parts are available for individual sale. All parts with a link to the Lippert Store can be purchased.

## System Requirements



AT&T



ROGERS™

### Data Package Required

ConnectAnywhere® is compatible with AT&T® and Rogers™ (CAN) cellular service using 3G bands II, IV, V & 4G LTE bands 2,4 & 12.

- Purchase of a nano SIM card and data package is required.

*The AT&T® and Rogers™ (CAN) trade names and logos are registered trademarks of AT&T® and Rogers™ (CAN).*

The following system requirements are not included in the ConnectAnywhere system and must be provided by the owner of the unit:

- Internet connection†
- Hotspot-prepared nano SIM card
- Data package for the SIM card
  1. Internet Access—The ConnectAnywhere system requires a working Internet connection†.
    - A. The ConnectAnywhere system is compatible with any Internet connection that provides an Ethernet style LAN (Local Area Network) interface.
    - B. Installed LCI OneControl Compatible Electronic Products—The ConnectAnywhere system is designed to enable remote control of some LCI OneControl brand electronic products.
    - C. Nano SIM card with data—The ConnectAnywhere system requires a SIM card prepared for a hotspot and a data package for communication with the LCI Cloud Gateway.
    - D. The ConnectAnywhere system is designed to enable remote control of LCI OneControl brand electronic products.
  2. A compatible LCI OneControl system must be installed on the unit. Refer to the unit's owner's manual for more information.

## Summary of Account Set-Up and Registration Procedures

In general, additional account setup and product activation steps should be performed in the order outlined in this document.

General account set-up and registration instructions are as follows:

1. Make sure Internet access is available.

**NOTE:** An Internet connection† is required by the ConnectAnywhere system.

  - A. If necessary, install mobile Internet access hardware.
  - B. Activate the Internet service† through the provider.
  - C. Test Internet access.
2. Register and activate the OneControl Cloud Gateway hardware using the LCI Customer Community portal.
  - A. If necessary, register a new user account in the LCI Customer Community.
  - B. Register OneControl Cloud Gateway with LCI Customer Community account using the **KCODE** printed on the product label.
  - C. Activate the OneControl Cloud Gateway.

Optional mobile app account set-up and registration instructions are as follows:

1. Download OneControl mobile app from the device's app store onto a mobile, smart device.
2. Link the OneControl mobile app to the ConnectAnywhere system.
3. Activate ConnectAnywhere remote control features in the mobile app using LCI Customer Community credentials.

Optional OneControl Voice features activation instructions are as follows:

1. If necessary, create an end user account with [Amazon.com](https://www.amazon.com) through Amazon's website.
2. Enable Amazon Alexa on the [Amazon.com](https://www.amazon.com) account.
3. Install an Alexa voice-device-compatible OneControl Voice system, i.e. Amazon Echo Dot.
4. Add the OneControl Voice skill to the Alexa account and give Alexa permission to access the ConnectAnywhere system.

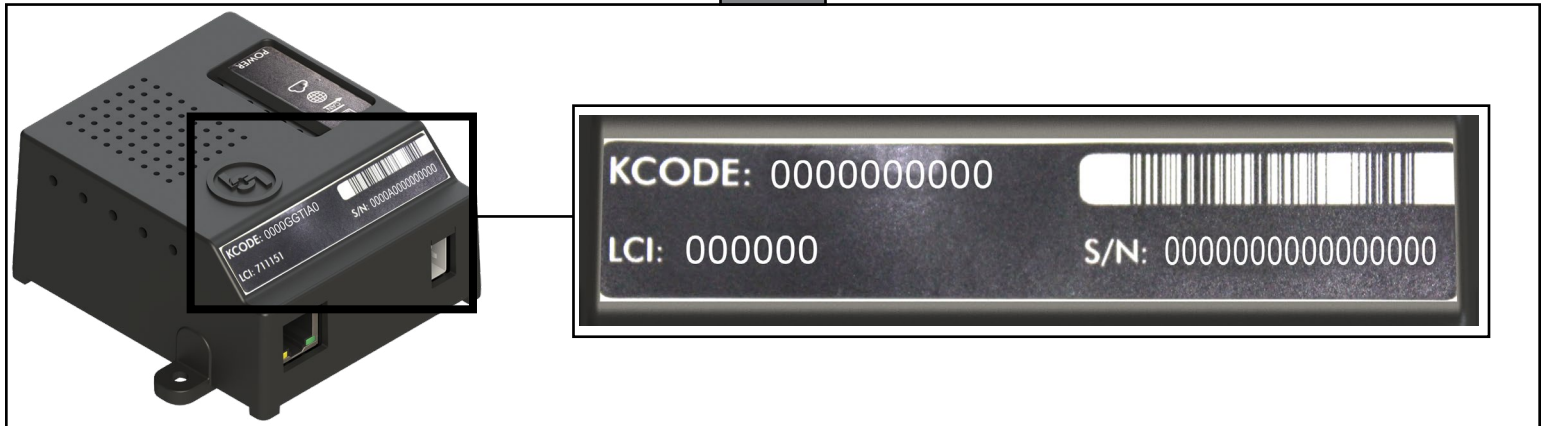
## Pre-activation Check

Before operating the ConnectAnywhere system, perform the following pre-operation checks to ensure the system will operate smoothly.

1. Locate the KCODE serial number (Fig. 2) printed on the OneControl Cloud Gateway label and make a copy of it for later use.

**NOTE:** The **KCODE** uniquely identifies the ConnectAnywhere system on the Internet and is used during product activation. Take care not to lose this number.

Fig. 2



2. Make sure an Internet hotspot is installed and working properly prior to operating the ConnectAnywhere system.

**NOTE:** An existing Internet connection<sup>†</sup> is required by the product.

3. Verify the unit is equipped with electronics compatible with the LCI OneControl system. To do this, locate an LCI module and verify that a CAN (Controller Area Network) bus is installed on the unit.

### ⚠ CAUTION

**The terminator resistors are required for proper operation of the CAN bus. They are already installed in the system. Make sure these remain installed whenever modifying the OneControl system.**

**NOTE:** Two CAN connectors are present on every OneControl electronic module. Both connections must be populated for the system to operate.

### ⚠ CAUTION

**If one or more LEDs are not showing proper indication, then something is wrong with the installation. The problem MUST be remedied before the unit can be accessed remotely. See the Troubleshooting section for additional information.**

4. Wait approximately one minute for the system to finish booting before checking LED status. Refer to the following Cloud Gateway Status Chart.

| Cloud Gateway Status Chart |                             |                             |                                                                        |
|----------------------------|-----------------------------|-----------------------------|------------------------------------------------------------------------|
| LED                        | Description                 | Expected Color              | Meaning                                                                |
| Power                      | Power On / Off              | ● Green                     | Green indicates unit is powered and healthy.                           |
| LAN                        | LAN Status                  | ● Green                     | Green indicate that the Ethernet is connected and the LAN is working.  |
| CAN bus                    | CAN bus Status              | ● Green                     | Green indicates that the CAN bus is connected and working.             |
| World-Wide-Web             | Internet Connection         | ● Green                     | Green indicates that the Internet connection is connected and working. |
| Cloud                      | OneControl Cloud Connection | Off, ● Green<br>or ● Orange | Indicates OneControl Cloud connection status.                          |
| Spare                      | Unused                      | Not Used                    | Reserved for future use.                                               |

System hardware checks are now complete. Activate the product through the LCI Customer Community web portal as a test of the installed system's functionality.

### Acquire SIM Card and Data Package

1. Locate the OneControl ConnectAnywhere cellular gateway.
2. Locate the identification label on the gateway (Fig. 3) and record the information.



3. Go to an AT&T or Rogers (CAN) wireless service store. Take the recorded information from step 2 along.
4. Purchase a standard size SIM card. If a standard size is not available, purchase a nano SIM card.

**NOTE:** A nano-to-standard SIM card adapter is provided in the kit (Fig. 1K).

5. Purchase a data package for the SIM card.
6. If necessary, have the SIM card provider set the card up for a hotspot.

# Product Activation

## Cellular Gateway Activation

**NOTE:** Figures 4-6 shown without additional cabling for clarity.

1. Unplug the barrel connector power harness (Fig. 4A).
2. Remove the plastic SIM card adapter from the SIM card slot (Fig. 5A). Do **NOT** discard.
3. If using a standard size SIM card, insert the card into the card slot on the cellular gateway. Make sure the SIM card's circuit is facing up and the card's notch is positioned in the upper right corner (Fig. 6A).

Fig. 4



Fig. 5

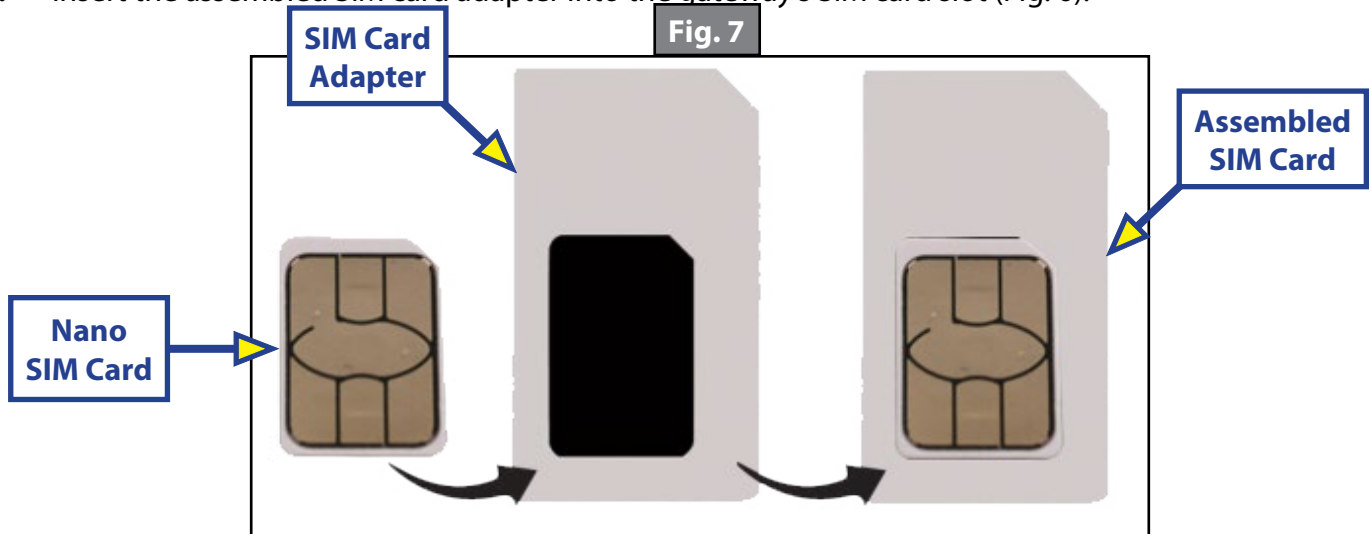


Fig. 6

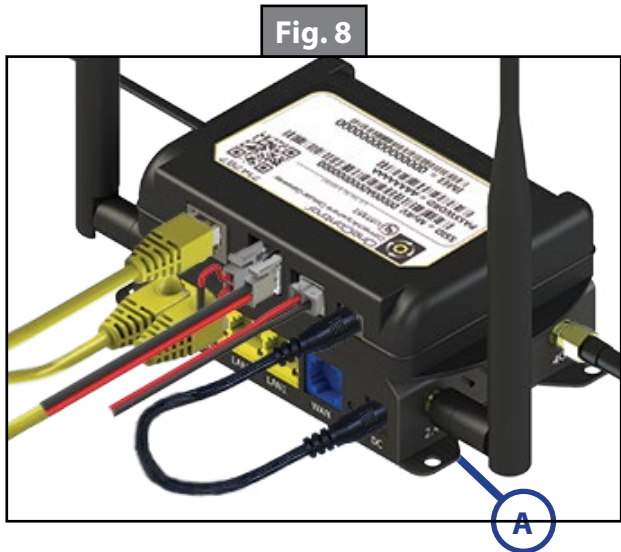


4. If using a nano SIM card, insert the nano SIM card into the SIM card adapter to create a standard SIM card (Fig. 7).
5. Insert the assembled SIM card adapter into the gateway's SIM card slot (Fig. 6).

Fig. 7



6. Reinsert the barrel connector power harness (Fig. 8A).

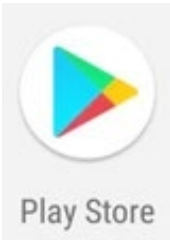


OneControl Mobile App Download to Mobile Device

ConnectAnywhere systems can be accessed remotely from a mobile device using the OneControl mobile app. The mobile app is available for both Android™ and iOS users.

1. Using a mobile device, open the applicable app store (Fig. 9).

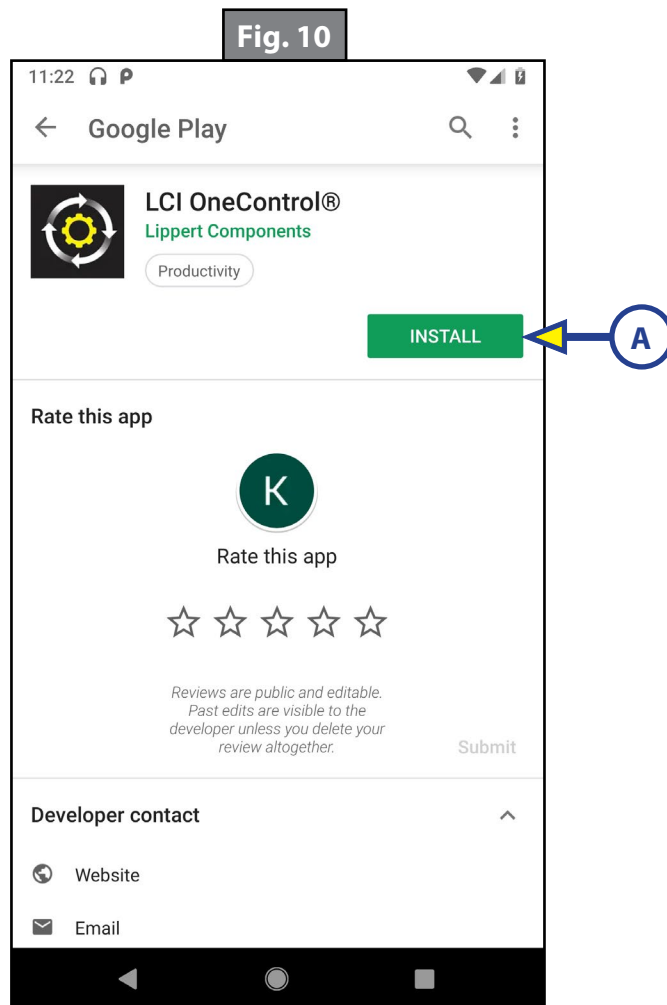
Fig. 9

| Mobile Device App Stores                                                            |                                                                                      |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Android                                                                             | iOS                                                                                  |
| Locate and click the "Play Store" icon.                                             | Locate and click the "App Store" icon.                                               |
|  |  |



App Store® is a trademark of Apple Inc. Android™ and Google Play™ are trademarks of Google LLC.

2. Search for the LCI OneControl application and install (Fig. 10A).



3. At this point, the application is loaded and can now be setup.

### LCI Customer Community Account

The ConnectAnywhere system is managed through the LCI Customer Community web portal. New users must register and create an account in the portal before accessing ConnectAnywhere features. Once an account is created, users can take ownership of their OneControl Cloud Gateway and access its features.

**NOTE:** The product activation step is intended for the unit owner. Activation of the product implies ownership of the unit and the ConnectAnywhere system. The ConnectAnywhere system can only be accessed by the user who activates the system.

The **KCODE** serial number (Fig. 2), printed on the OneControl Cloud Gateway label, is used during product activation. Make sure the **KCODE** is easily accessible before starting the activation process.

**NOTE:** The **KCODE** is automatically read when activation is performed on a smart device using the OneControl app.

## Create User Account In LCI Customer Community (New Users Only)

This section is intended for new users to the ConnectAnywhere system. Users who already have an account in the LCI Customer Community can skip this section and go directly to the Activate the Product Through the LCI Customer Community section.

This process requires access to the Internet and a standard Internet web browser.

1. Use a web browser to connect the LCI Customer Community registration page (Fig. 11) at <http://lippert.force.com/loTCommunity/register>.

2. Fill in the registration fields as required.

**NOTE:** The password must contain at least eight characters, and have a mix of letters, numbers and at least one of these special characters: ! # \$ % - \_ = + < >

3. Click the yellow "Register" button (Fig. 11A) to create the account in the community.

Fig. 11

Registration  
required fields\*

First Name\* John

Last Name\* Doe

Email\* john.doe@gmail.com

Phone (555) 555 - 5555

Password\*

Password must be at least 8 characters long, contain a number and special character(! # \$ % - \_ = + < >).

Confirm Password\*

Additional Information...

I want Lippert Components promotions and news delivered right to my inbox.

☐ Yes, sign me up!

☐ I agree to the LCI Terms and Conditions and Privacy Notice

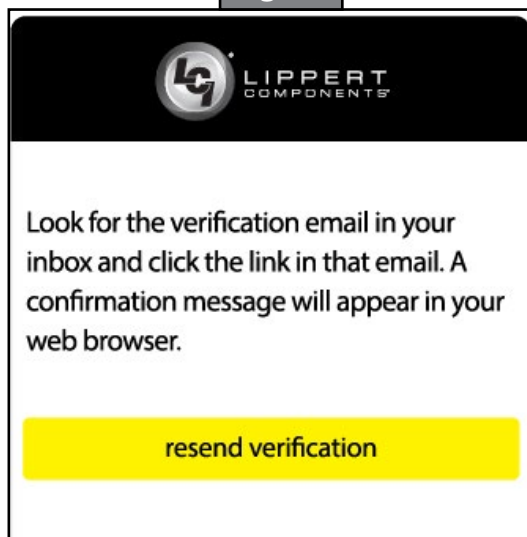
[End User License Agreement](#)

Register

Cancel

4. After clicking the "Register" button, a screen will display (Fig. 12) indicating that a verification email has been sent to the provided email address.
5. Check the provided email account for the verification message (Fig. 13) from Lippert Components, Inc.

Fig. 12



6. Click the "[here](#)" hyperlink (Fig. 12A) in the email. This will complete the verification process and return the program to the LCI Community "login" page (Fig. 14).

Fig. 13

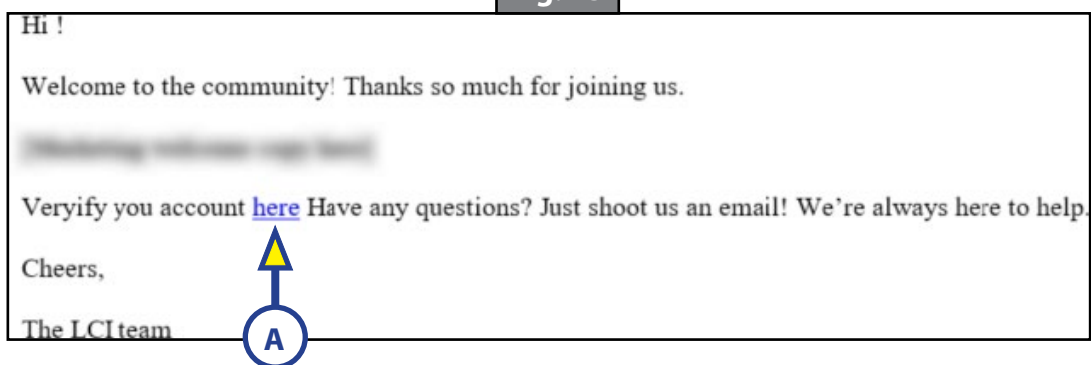
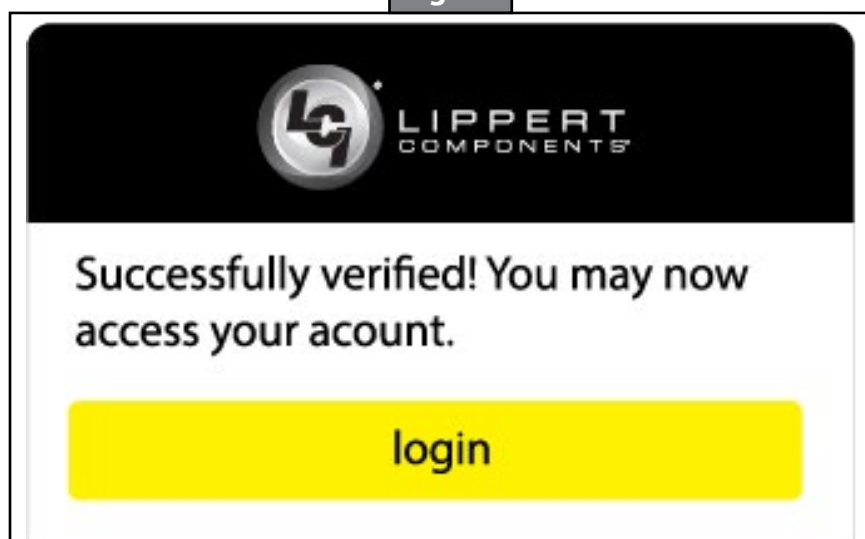


Fig. 14



7. Click the "login" button to be redirected to the LCI Customer Community Login web page (Fig. 15).
8. Enter the user credentials created earlier (step 2), then click the "login" button (Fig. 15A).

Fig. 15



Fig. 15 shows the Lippert Components Login page. The page features a black header with the Lippert Components logo. Below the header, the word "Login" is displayed. There are two input fields: "email" and "password". A blue circle with the letter "A" is positioned over the password field, with a yellow arrow pointing down to the "login" button. The "login" button is a yellow rectangle. Below the button, there are links for "Forgot your password?" and "Create Account".

9. After successful login, the LCI Customer Community landing page will display (Fig. 16).

Fig. 16



The LCI Customer Community account setup process is now complete.

## Activate the Product Through the LCI Customer Community

This process requires access to the Internet<sup>†</sup> and a standard Internet web browser.

1. If not already logged in, login to the LCI Customer Community.
  - A. Use a web browser to navigate to the login portal at <http://lippert.force.com/loTCommunity/login>
  - B. Enter LCI Customer Community user credentials (Fig. 17), then click the "login" button (Fig. 17A).

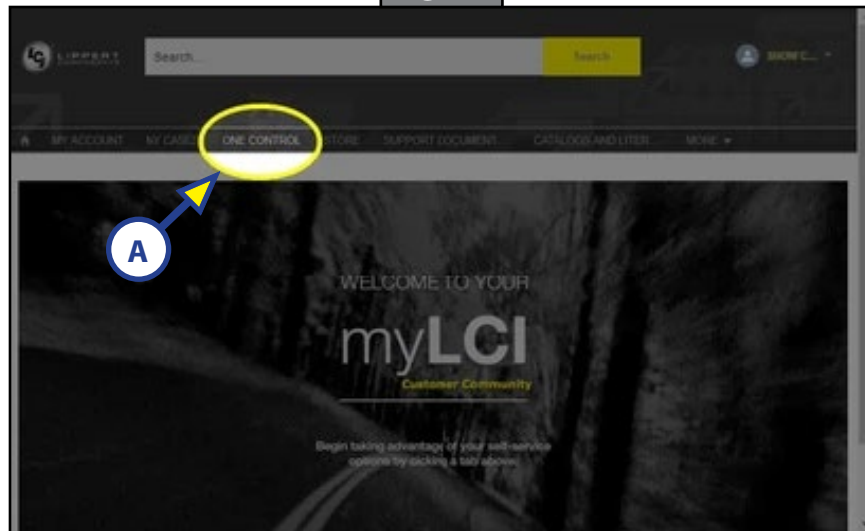
Fig. 17



The screenshot shows the Lippert Components login page. At the top is the Lippert Components logo. Below it is the heading "Login". There are two input fields: "email" and "password". A blue circle with the letter "A" is positioned over the "password" field, with a yellow arrow pointing down to the "login" button. The "login" button is a yellow rectangle with the word "login" in black text. Below the button are the links "Forgot your password?" and "Create Account".

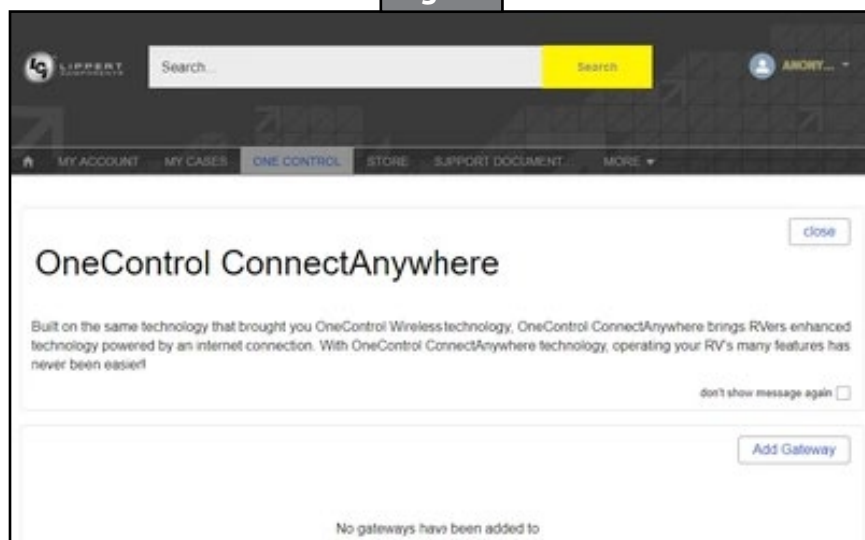
- C. Upon successful login, the program will be redirected to the LCI Customer Community portal.
2. From within the LCI Customer Community portal (Fig. 18), navigate to the "One Control" tab (Fig. 18A) then click on the link.

Fig. 18



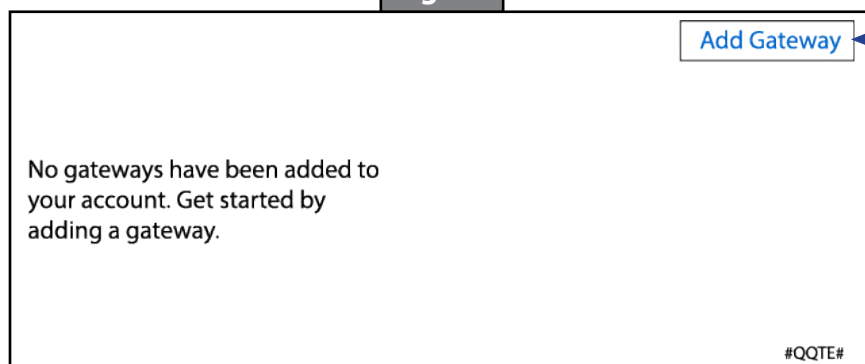
3. The main ConnectAnywhere dashboard (Fig. 19) will display.

Fig. 19



4. Scroll down to the "Add Gateway" section (Fig. 20).
5. Click on "Add Gateway" button (Fig. 20A).

Fig. 20

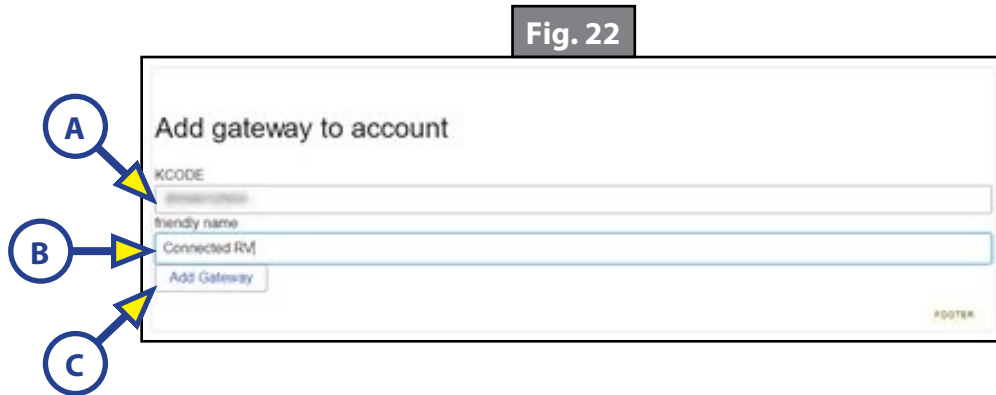


6. Prompts to add gateway information (Fig. 21) will appear.

Fig. 21

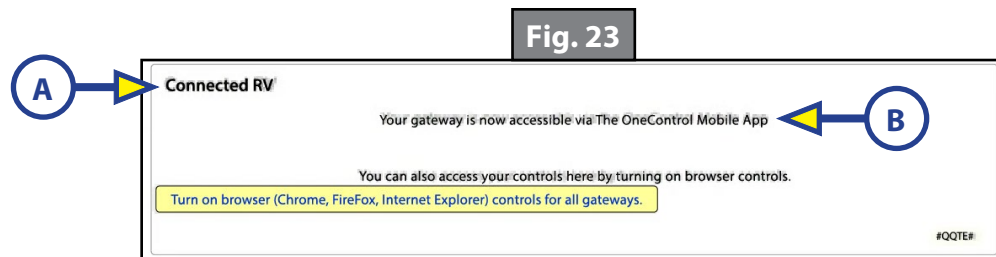
A form titled 'Add gateway to account'. It contains two input fields: 'KCODE' with a placeholder 'xxxxxxxxxxxx' and 'friendly name' with a placeholder 'My RV'. Below the fields is an 'Add Gateway' button. The text '#FOOTER#' is visible in the bottom right corner.

7. Enter the **KCODE** (Fig. 22A) found on the OneControl Cloud Gateway product label (Fig. 2), then give the system a friendly name (Fig. 22B).
8. Click the "Add Gateway" button (Fig. 22C) to activate the selected product and associate it with the established LCI Customer Community account.



9. After successful activation, the program will bring back the main dashboard. A panel will appear (Fig. 23) with information about the named gateway (Fig. 23A).

**NOTE:** Notice the page (Fig. 23) shows the friendly name given to the system, and adds: "Your gateway is now accessible via The OneControl Mobile App" (Fig. 23B). This confirms the product has been activated and is part of the OneControl Cloud.



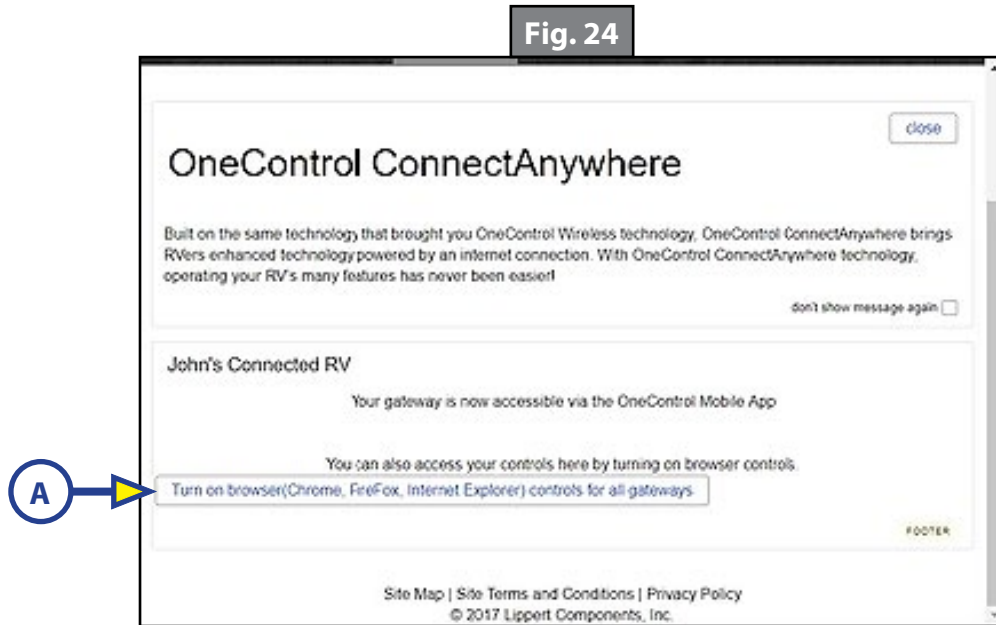
The OneControl Cloud Gateway has now been activated and associated with the LCI Customer Community.

## Enable Web Page Controls

The system can be controlled remotely over the Internet<sup>†</sup> from a standard web browser.

Follow these steps to enable the unit's web page controls.

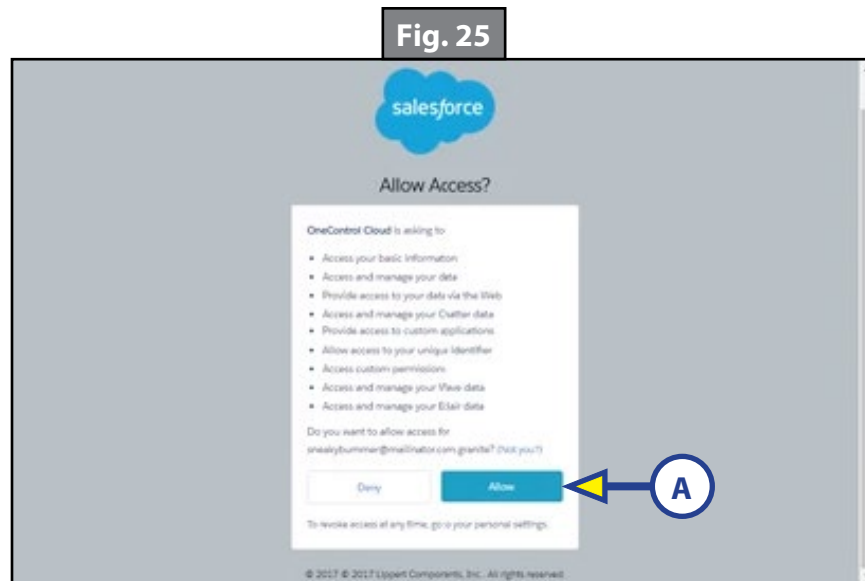
1. Login to the LCI Customer Community and click on the OneControl tab in the navigation bar (Fig. 18).
2. The ConnectAnywhere landing page (Fig. 24) should display.
3. Click the "Turn on browser controls for all gateways" button (Fig. 24A).



4. A pop-up window (Fig. 25) will appear asking for permission to access the OneControl Cloud on the ConnectAnywhere system.

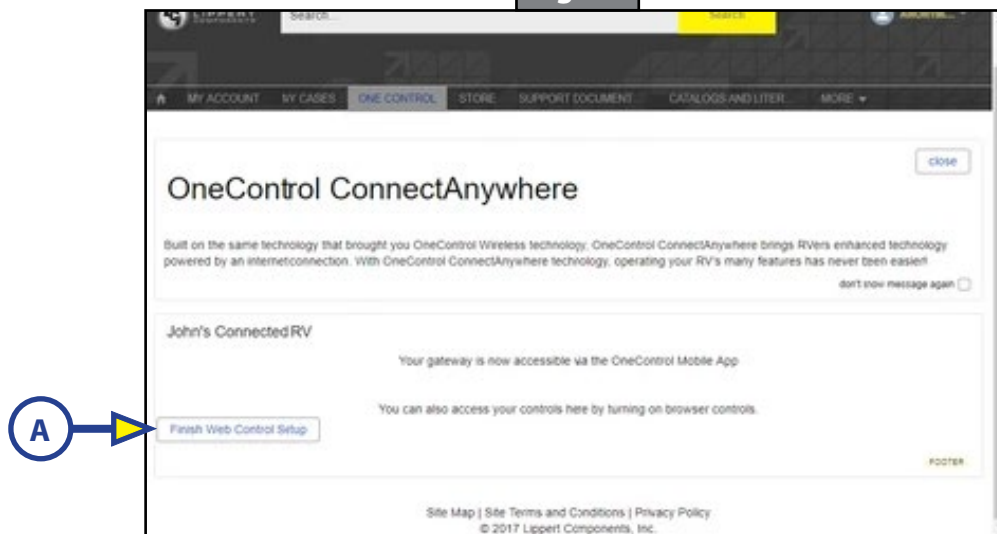
**NOTE:** If the "access" pop-up window does not appear, the browser may be set to block pop-up windows. Check the browser's settings and enable pop-ups for this web site.

5. Click the "Allow" button (Fig. 25A) to grant permission to the OneControl Cloud and continue.



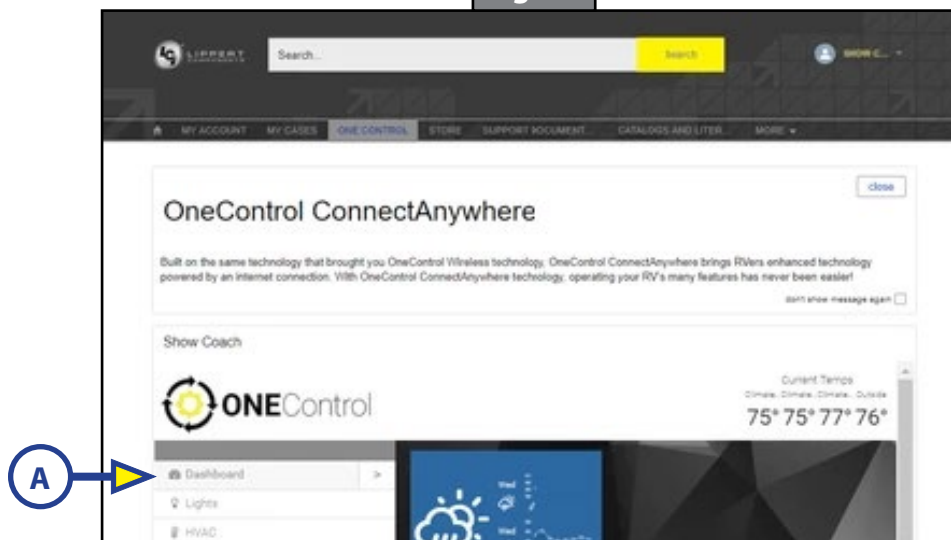
6. After access is granted, the system will activate and return to the ConnectAnywhere landing page (Fig. 26).
7. Click the "Finish Web Control Setup" button (Fig. 26A) to continue.

Fig. 26



8. If the system is on-line, and has a connection, the display will automatically show the control dashboard (Fig. 27A) at the bottom of the page.

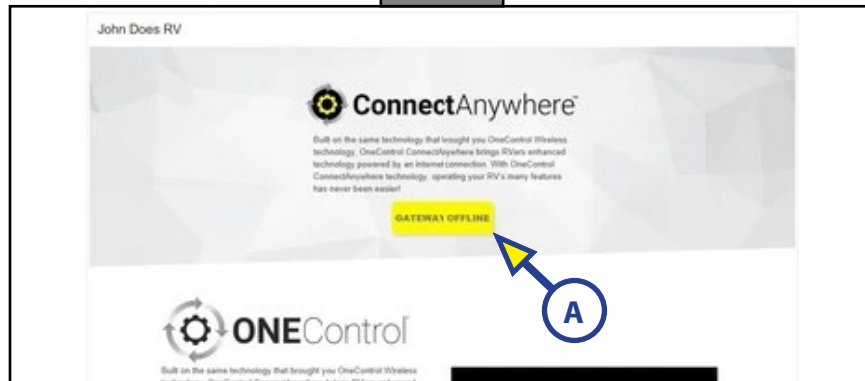
Fig. 27



9. If the system is off-line or cannot reach the Internet, the "GATEWAY OFFLINE" (Fig. 28A) web page will display.

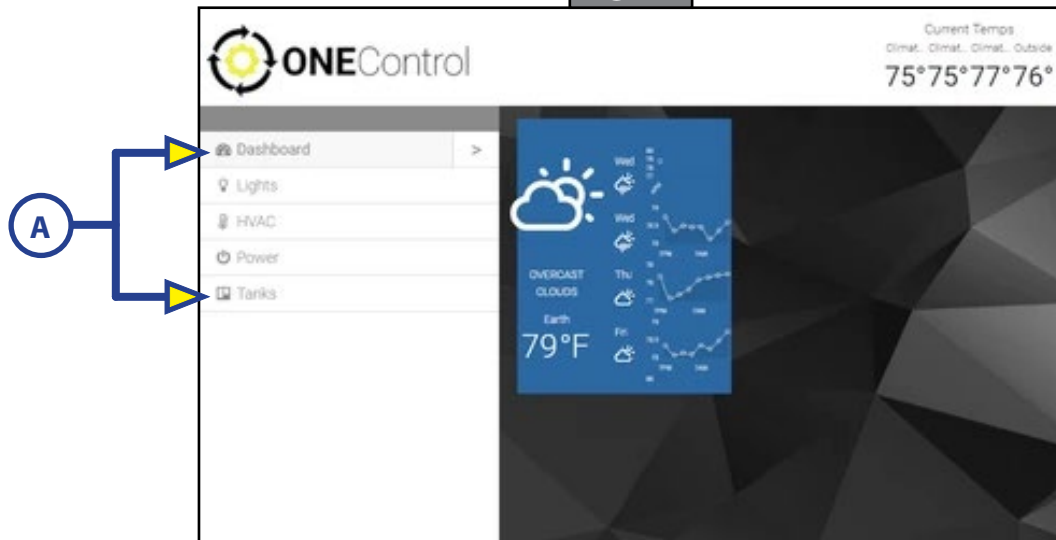
**NOTE:** Make sure the system is powered-up and that the unit's Internet connection<sup>†</sup> is working properly. See the Troubleshooting section for more information.

Fig. 28



10. Scroll down to bring the dashboard into view (Fig. 29). Become familiar with the controls (Fig. 29A).

Fig. 29



The web page controls have now been enabled. The unit can now be remotely controlled via the world-wide-web.

### Activate OneControl Mobile App ConnectAnywhere Remote Control Features

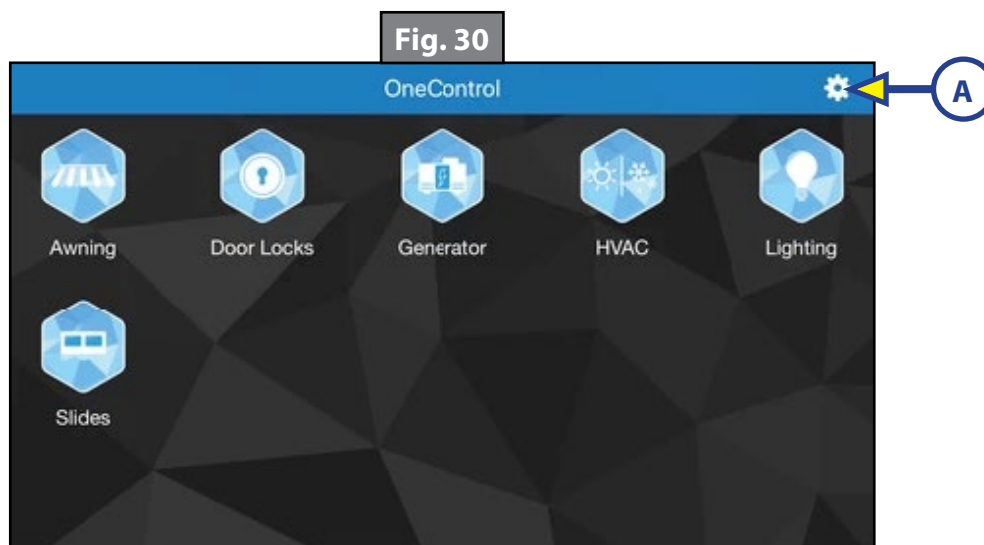
Before the OneControl mobile app can access the system, LCI Customer Community credentials must be entered.

1. Make sure the mobile app is connected to the system via a local Wi-Fi connection using the built-in setup wizard.

**NOTE:** This step must be completed before attempting to access ConnectAnywhere features.

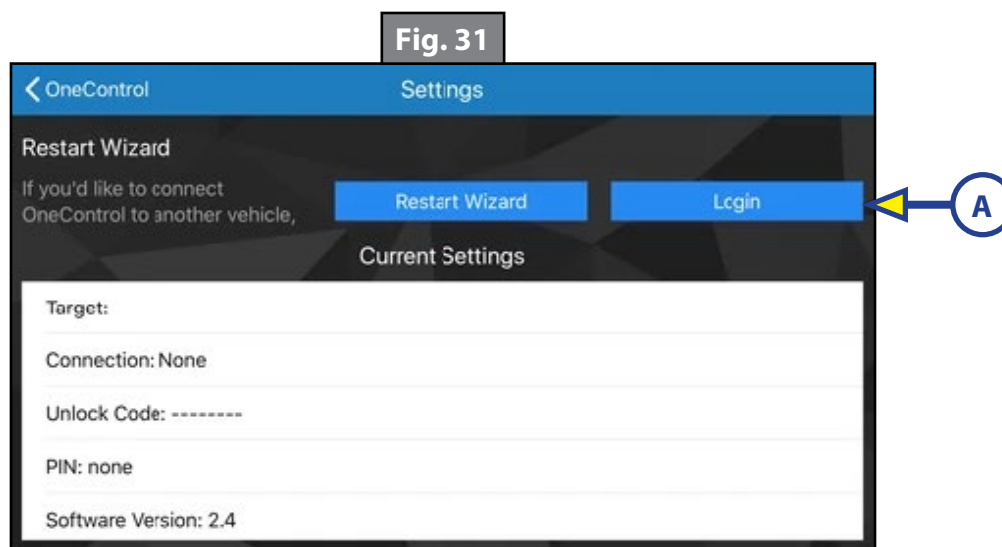
2. Install the OneControl mobile app onto a mobile device. See the OneControl Mobile App Download to Mobile Device section.
3. Launch the OneControl mobile app from the mobile device.
4. Locally, over Wi-Fi, run through the normal setup process to connect the app to the unit.
  - A. Run the connection wizard.
  - B. Choose a PIN to prevent unauthorized access to the app from the mobile device.

5. Return to the main OneControl application screen (Fig. 30).
6. From the main application screen, press the settings icon (Fig. 30A) in the top-right corner to return to the Settings screen (Fig. 31).



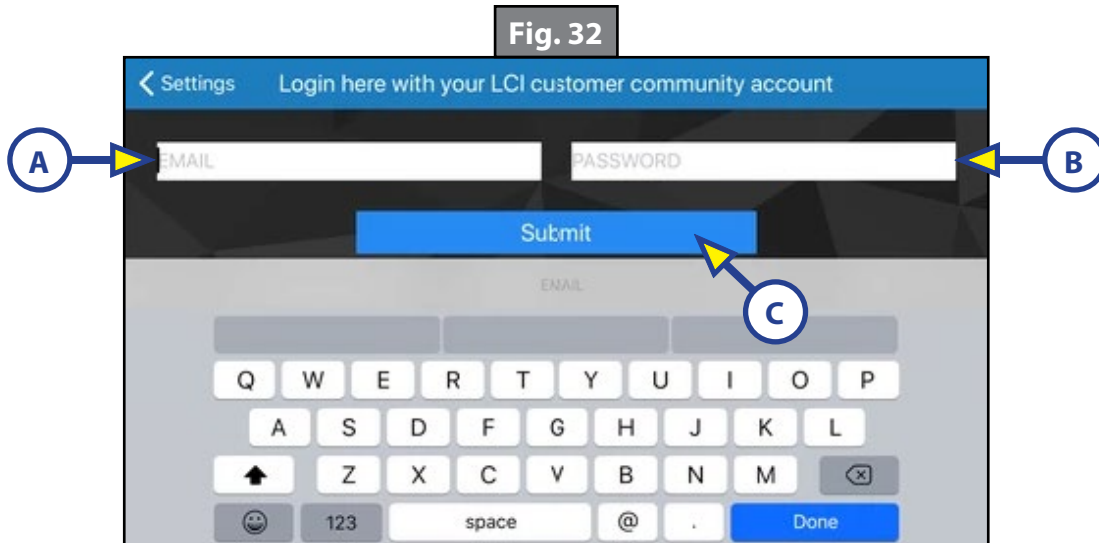
7. From Settings screen (Fig. 31), click the "Login" button (Fig. 31A) to return to the Login screen (Fig. 32).

**NOTE:** The presence of the "Login" button indicates the user is presently logged out of the LCI Customer Community.

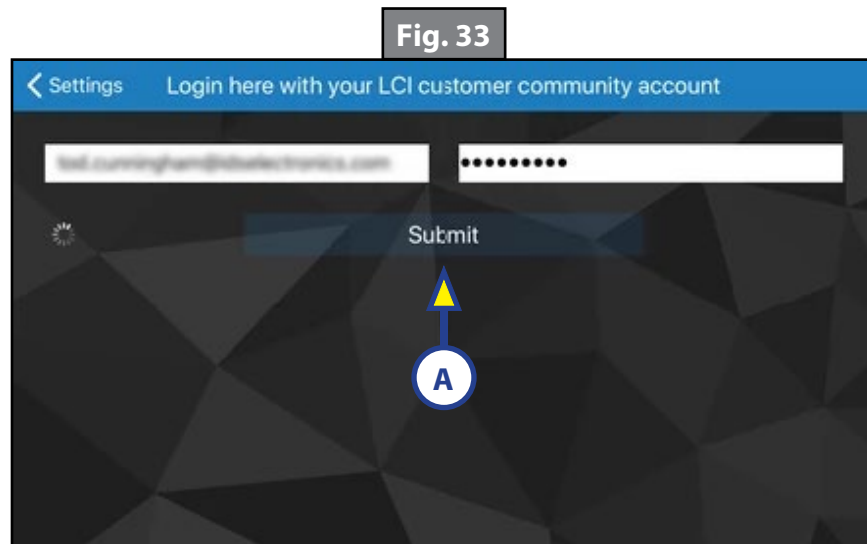


8. From the Login screen (Fig. 32), enter LCI Customer Community user credentials; EMAIL (Fig. 32A) and PASSWORD (Fig. 32B), then click the "Submit" button (Fig. 32C).

**NOTE:** The OneControl mobile app can only access OneControl Cloud Gateways that have been associated with the specified user account. The OneControl Cloud Gateway must be activated and associated with the LCI Customer Community account profile. If this association to the gateway has not been established, stop here and do so now.



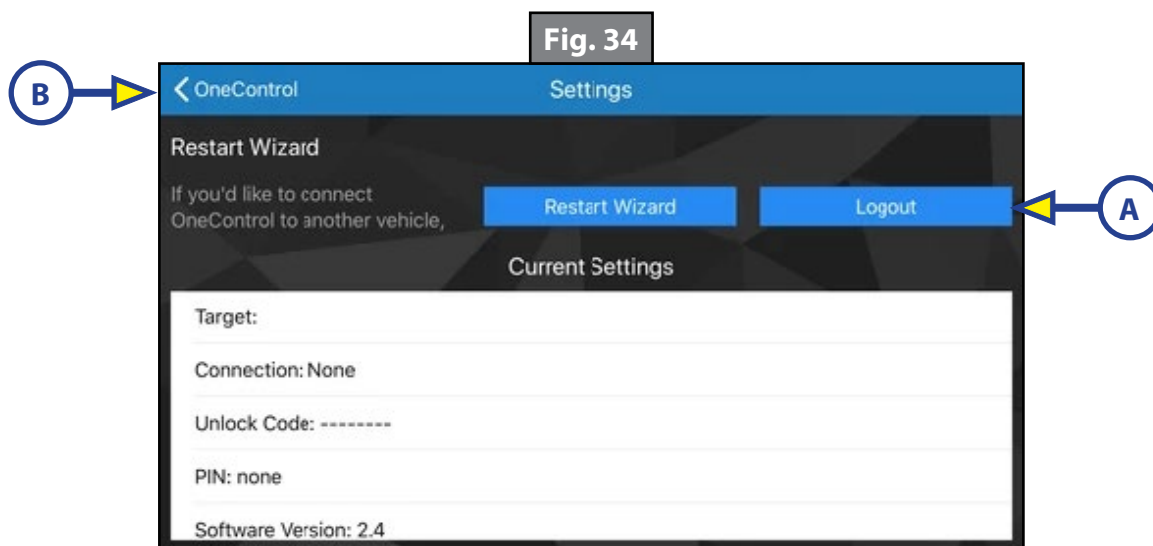
9. After clicking the "Submit" button (Fig. 33A), a progress indicator screen will appear while the app is connecting to the LCI Customer Community and verifying user credentials.



10. If a successful connection was made, the program will return to the Settings screen (Fig. 34).

**NOTE:** The presence of the "Logout" button (Fig. 34A) indicates the user is presently logged into the LCI Customer Community.

11. Click the back button (◀ OneControl) (Fig. 34B) to return to the main application screen.



Mobile app synchronization with the ConnectAnywhere system is now complete.

## Using the World-Wide-Web Interface

The ConnectAnywhere system can be controlled remotely over the Internet<sup>†</sup> from a standard browser. System control is managed through the LCI Customer Community portal.

### LCI Customer Community Portal

The LCI Customer Community portal is a website designed to unify the user experience with LCI products, including:

- Sales
- Usage
- Service and warranty
- Installation
- Diagnostics and troubleshooting

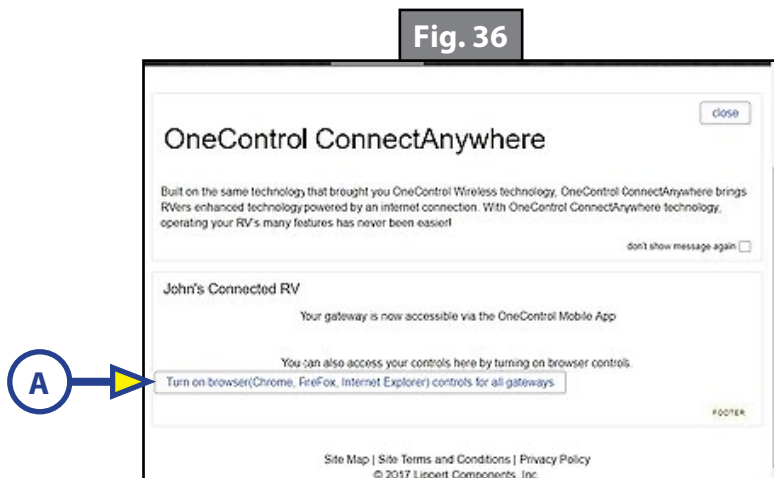
### Remote Access to Unit Via the World-Wide-Web

Enable webpage control as follows:

1. Login to the LCI Customer Community web portal using a standard web browser (Fig. 35).
2. Navigate to the OneControl tab (Fig. 35A) in the navigation bar.



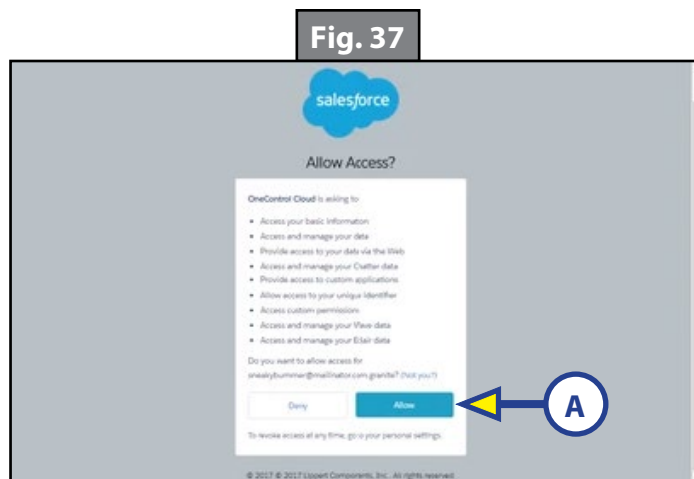
3. The ConnectAnywhere landing page (Fig. 36) will display.
4. Click the "Turn on browser controls ... for all gateways" button (Fig. 36A).



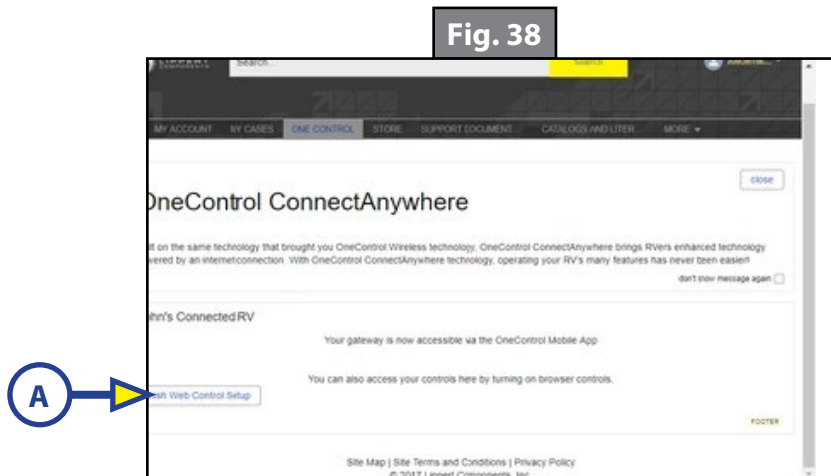
5. A pop-up window (Fig. 37) asking for permission for the OneControl Cloud to access your ConnectAnywhere system will appear.

**NOTE:** Make sure the browser's Pop-Up Blocker is not turned on.

6. Click on the "Allow" button (Fig. 37A).

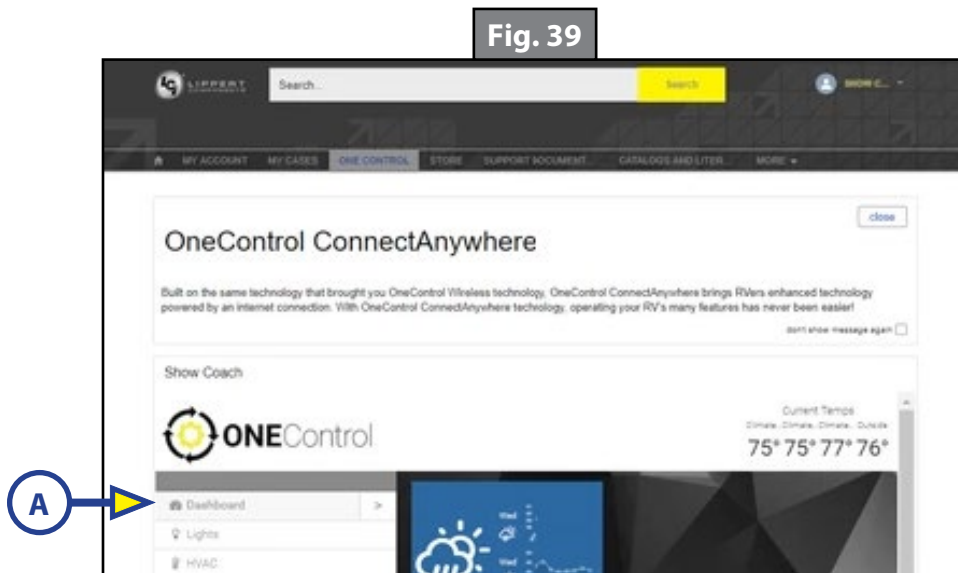


7. After access has been granted, the system will activate and redirect to the ConnectAnywhere landing page. Click on the "Finish Web Control Setup" button (Fig. 38A) to continue.



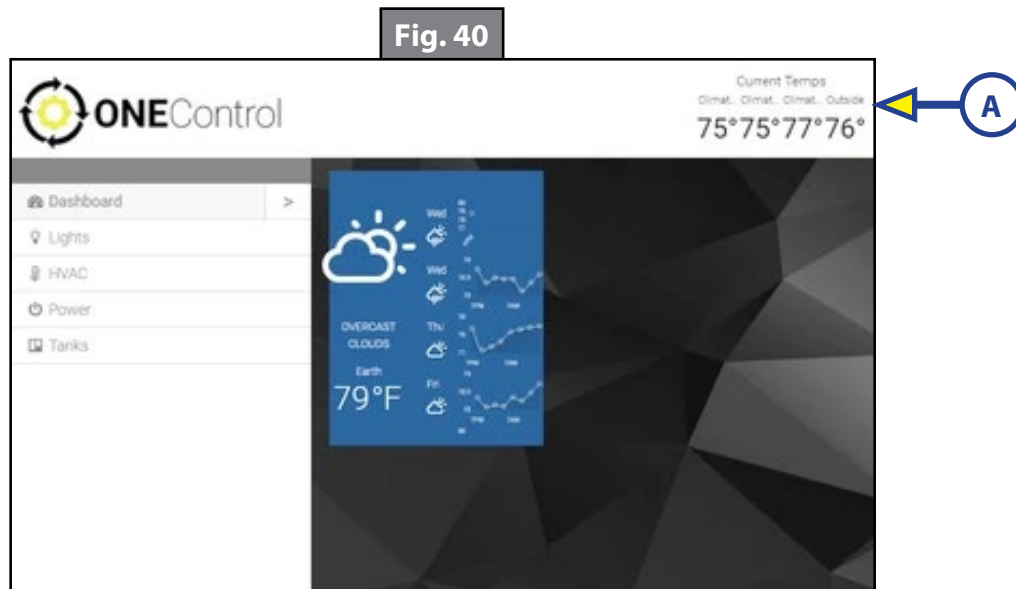
8. If the system is on-line, and has a connection to the unit, the app will automatically display the unit's control dashboard (Fig. 39A) at the bottom of the page.

**NOTE:** If the ConnectAnywhere landing page does not appear, make sure the unit is powered up and the Internet connection is active.



9. Scroll down to bring the dashboard (Fig. 40) into view. ConnectAnywhere can now control the unit remotely via the world-wide-web.

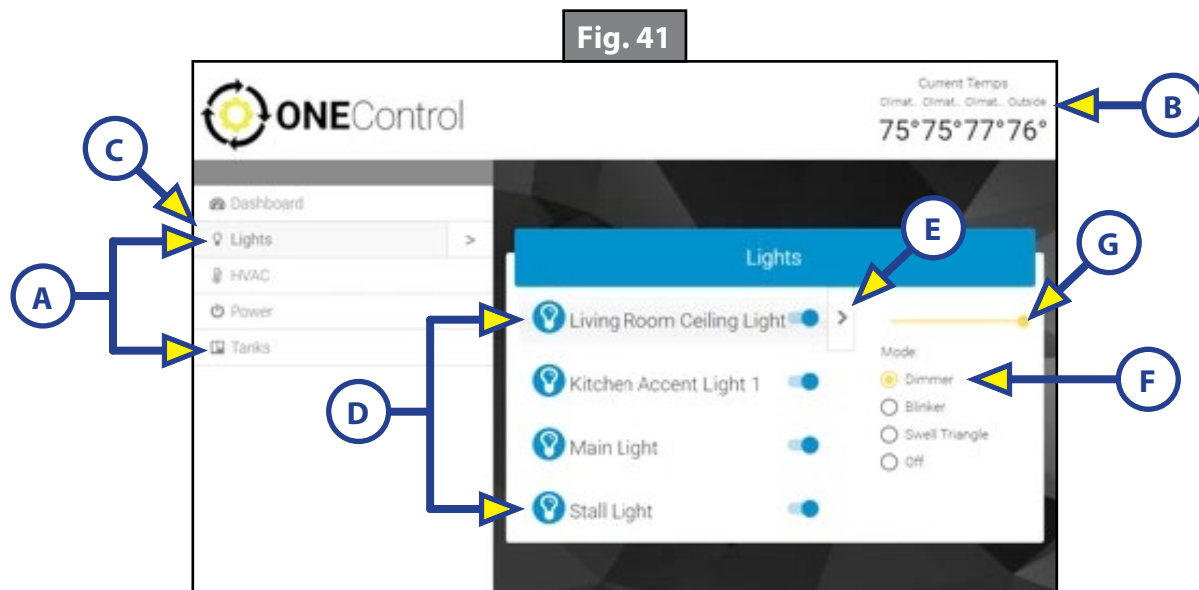
**NOTE:** The unit's control dashboard will present information, such as local weather at the unit's location (Fig. 40A).



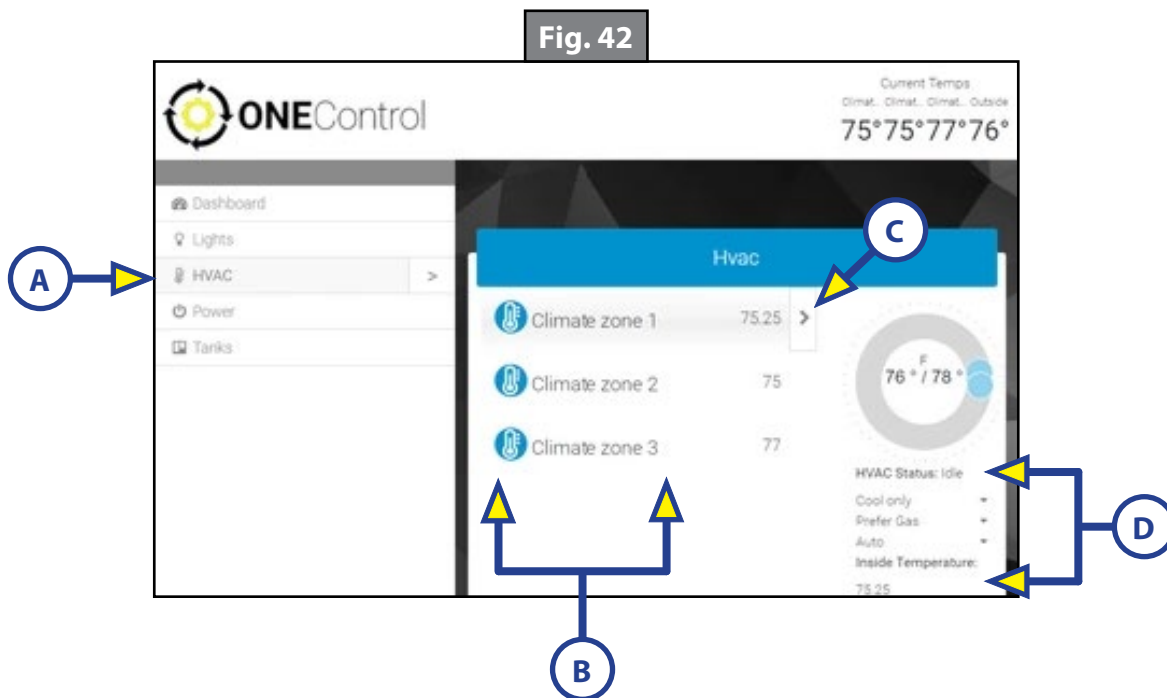
10. The left navigation menu lists all of the unit's feature groups e.g., Lights, HVAC, Power, Tanks (Fig. 41A).

**NOTE:** If the unit is equipped with a OneControl compatible heating/cooling system, the temperature of the unit is shown in the top right area above the dashboard (Fig. 41B).

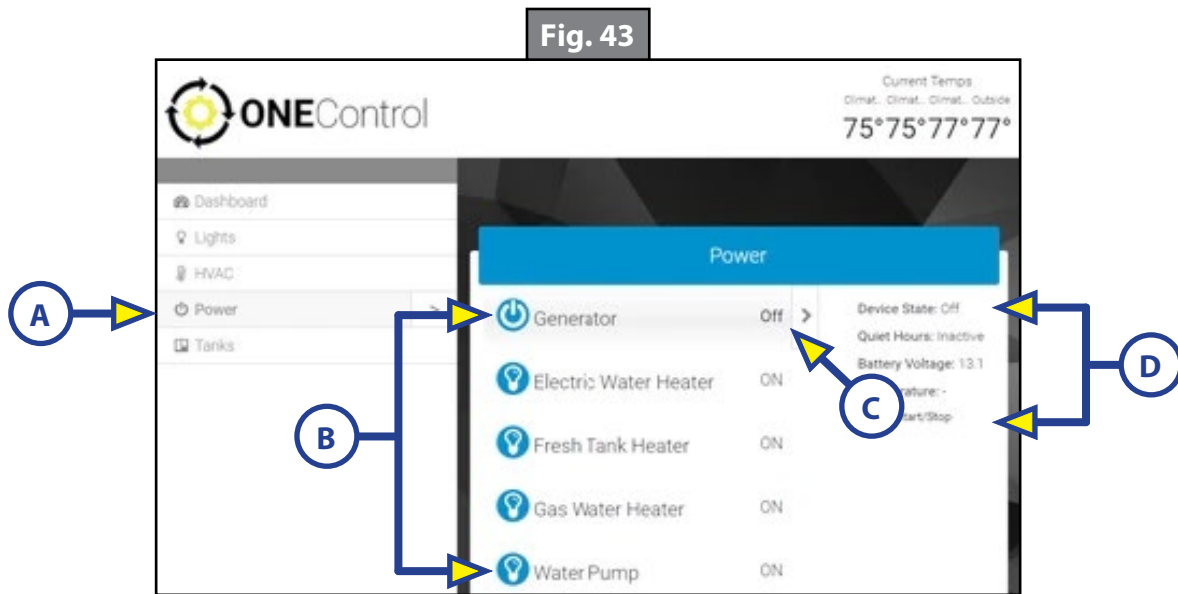
11. By clicking the Lights link (Fig. 41C) in the navigation bar, all light controls in the unit will be shown (Fig. 41D).
  - A. Selecting one of the light controls opens up its advanced properties.
  - B. In the example shown in figure 41, the Living Room Ceiling Light is selected (Fig. 41E). Within its properties listed is its capability to be dimmed (Fig. 41F). The light's dimming feature is controlled through the slider control (Fig. 41G).



12. By clicking on the HVAC link (Fig. 42A) in the left navigation bar, all controllable climate zones in the unit will be listed (Fig. 42B).
  - A. Select one of the climate zones to open up its advanced properties (Fig. 42C).
  - B. Heating or cooling mode may be selected, as well as high or low regulated temperature settings and fan control (Fig. 42D).

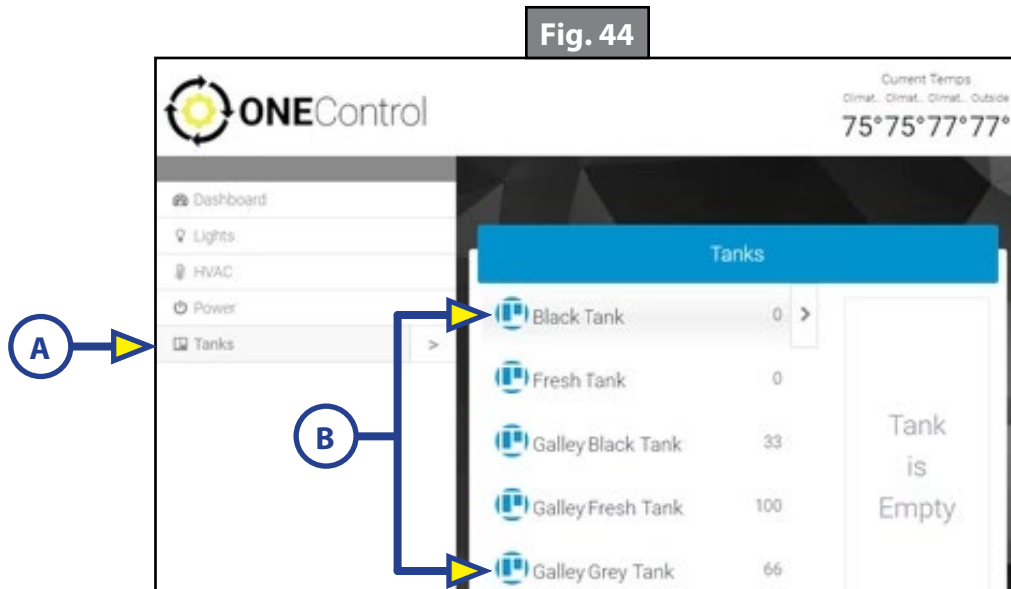


13. By clicking on the Power link (Fig. 43A) in the left navigation bar, all controllable generators and heaters in the unit will be listed (Fig. 43B).
- A. Select an item to control (Fig. 43C).
  - B. The item's status and settings will display on the right side of the window (Fig. 43D).



14. By clicking on the Tanks link (Fig. 44A) in the left navigation bar, all controllable water/fuel tanks in the unit will be listed (Fig. 44B).

**NOTE:** The tank fill levels are shown next to its respective tank within the list. Also, tanks are not controllable, therefore no controls will be shown when a tank is selected.



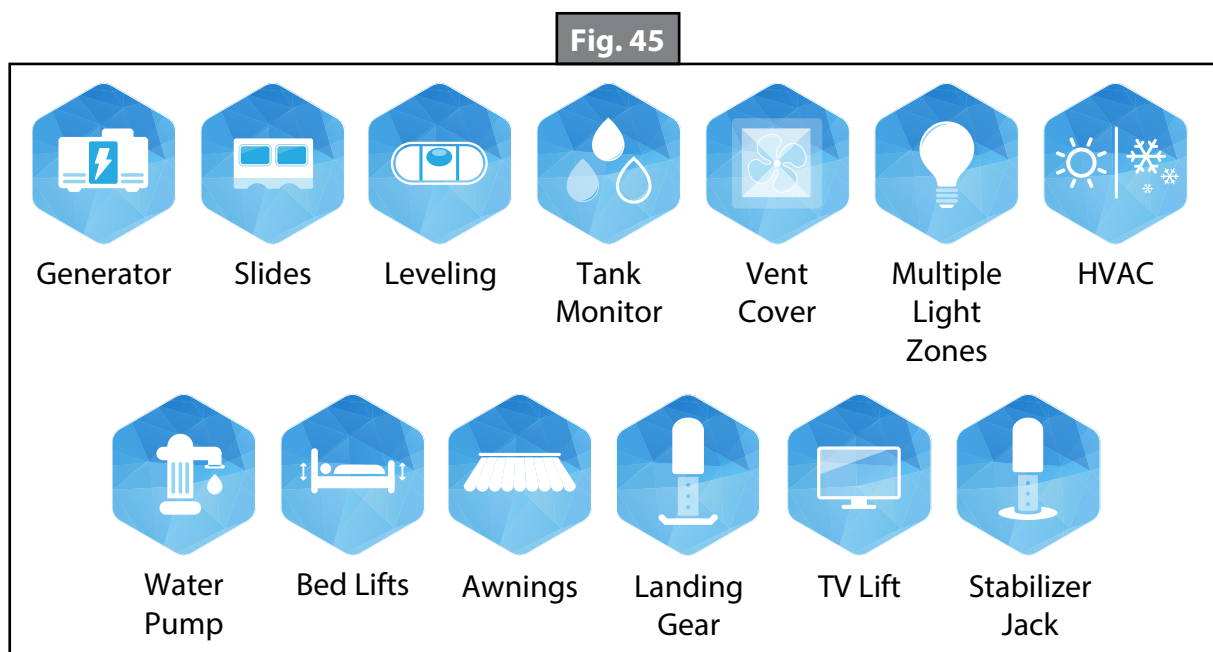
There are many other capabilities of the OneControl ConnectAnywhere-connected unit that can be accessed via the website. Explore the dashboard (Fig. 40) and become familiar with the unit's remote control capabilities.

## Control Connected Devices

Learn the basics of, and how to interact with, connected devices.

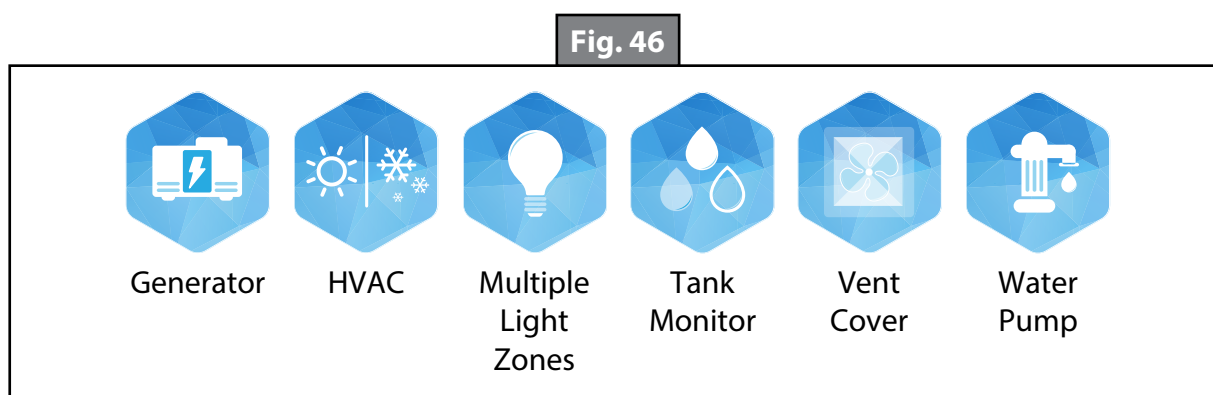
### Locally-Enabled Devices with a Wi-Fi Connection

LCI OneControl-enabled functions controllable from within 100 feet of the RV (Fig. 45):



### Globally-Enabled Devices with a Cellular Connection

OneControl-enabled functions controllable from any distance of the RV (Fig. 46):



## OneControl Voice Features Activation—Optional

OneControl Voice is an optional feature that allows voice control over the ConnectAnywhere system. This feature is currently available to Amazon® Alexa users through an Amazon Echo Dot.

This optional process requires an Internet† connection.

Integrate OneControl Voice with Amazon Alexa as follows:

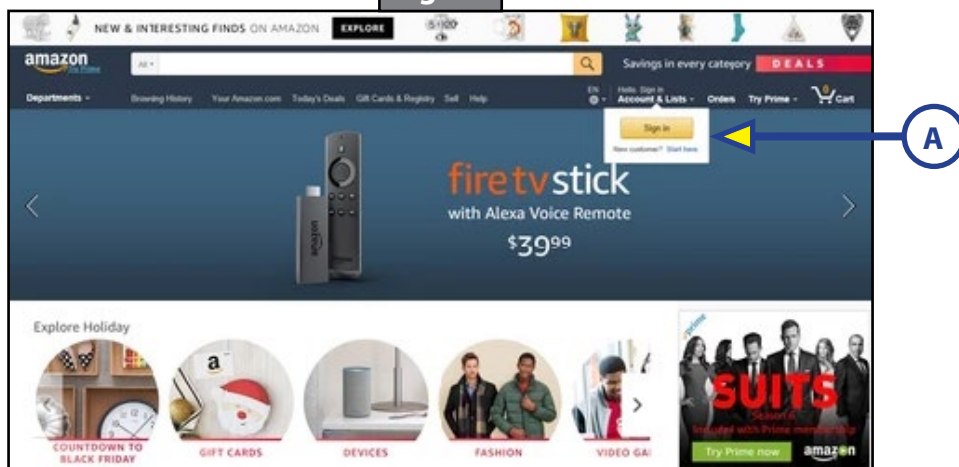
1. If necessary, install the Amazon Echo Dot voice device.
  - A. Choose a suitable mounting location for the device that gives it maximum audio coverage.

**NOTE:** Typically, this is mounted on the ceiling of the unit in a central location, with at least eight inches away from any walls or windows. If portable access is desired, the voice device may also be placed in other locations, such as counters and nightstands.

- B. Install the voice device, then power-up the system.

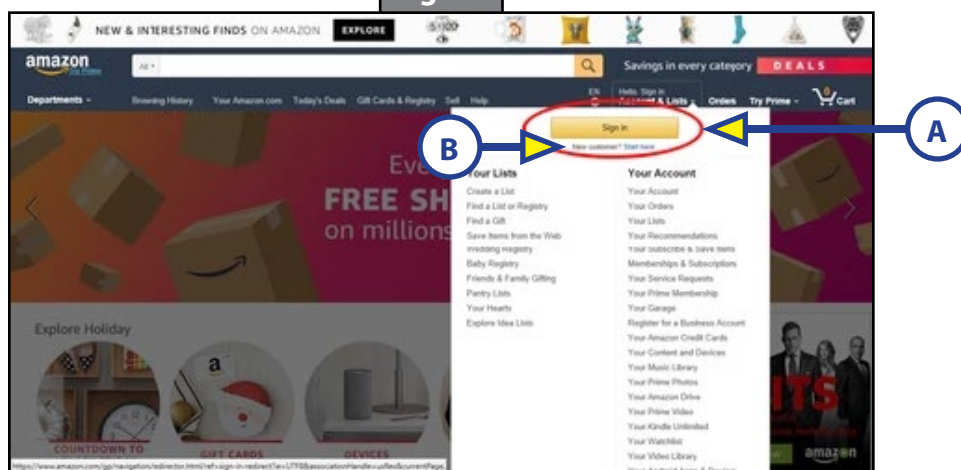
2. If necessary, create an account on [Amazon.com](http://www.amazon.com).
  - A. Using a standard web browser (Fig. 47), go to <http://www.amazon.com>.
  - B. Locate the menu tab marked "Account and Lists" (Fig. 47A).

Fig. 47



- C. Hover over the menu item to bring up a drop-down menu (Fig. 48A).
- D. Click on the "Start here" (Fig. 48B) link located beneath the yellow "Sign In" button.

Fig. 48

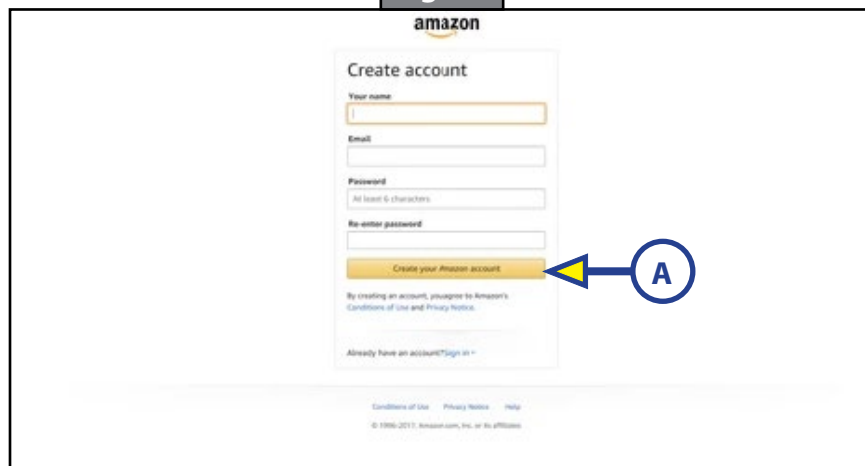


available at  
**amazon appstore**

Amazon®, Echo Dot, Alexa, Fire and all related logos are trademarks of Amazon.com, Inc. or its affiliates.

- E. After clicking the "Start here" link, the Amazon "Create account" page (Fig. 49) will appear.
- F. Enter the required information into the "Create account" form and choose a password.
- G. After filling in the necessary information, click on the "Create your Amazon account" button (Fig. 49A).
- H. The web site will redirect to Amazon's welcome page. The account has been successfully created.

**Fig. 49**



This completes the Amazon account setup process.

- 3. Register the Echo Dot device (Fig. 50) with the Amazon account from the Alexa app.

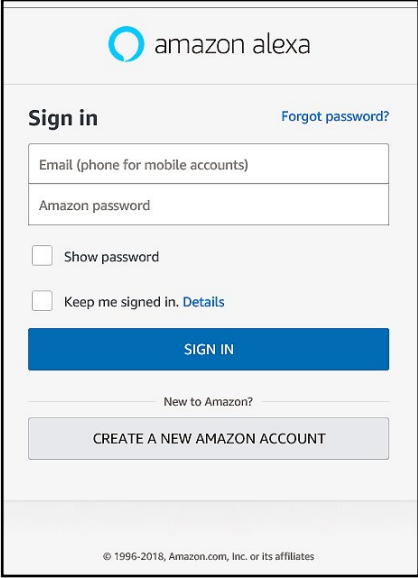
**Fig. 50**



- A. Download the Alexa app to a mobile device and sign in (Fig. 51A) or create a new account (Fig. 51B), if necessary.
- B. Turn on the Echo Dot.
- C. Connect the Echo Dot to the unit's Wi-Fi network as follows:
  - I. In the Alexa app, follow the instructions to connect Echo Dot to a Wi-Fi network.
  - II. If the setup process does not automatically start, press and hold the Action button (Fig. 50A) on Echo Dot until the light ring turns orange (Fig. 50B).
  - III. Open the Alexa app and go to "Settings > Set up a new device."
  - IV. If Echo Dot doesn't connect to the Wi-Fi network, restart Echo Dot by unplugging and plugging the device in again.

**NOTE:** If network connection issues persist, reset your Echo Dot to its factory settings, then set it up again. To learn more, go to "Reset Your Echo Device" in the Alexa app.

Fig. 51



The image shows the Amazon Alexa mobile app's sign-in screen. At the top is the Amazon Alexa logo. Below it, the 'Sign in' header is followed by a 'Forgot password?' link. There are two input fields: 'Email (phone for mobile accounts)' and 'Amazon password'. Below these are two checkboxes: 'Show password' and 'Keep me signed in. Details'. A blue 'SIGN IN' button is centered below the checkboxes. At the bottom, there is a link 'New to Amazon?' and a grey 'CREATE A NEW AMAZON ACCOUNT' button. A copyright notice '© 1996-2018, Amazon.com, Inc. or its affiliates' is at the very bottom. Two callouts, A and B, are present. Callout A is a blue circle with a yellow arrow pointing to the password input field. Callout B is a blue circle with a yellow arrow pointing to the 'CREATE A NEW AMAZON ACCOUNT' button.

D. Talk to Alexa to test the connection.

**NOTE:** By default, the Echo is set to respond to the wake word "Alexa." However, the Alexa app can be used to change the wake word at any time. In the app, go to Settings, select your Echo device, and then select Wake Word.

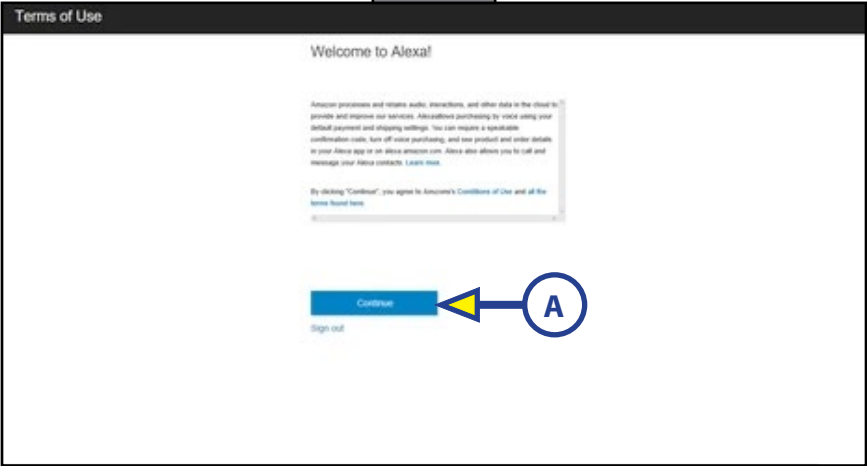
4. Add the OneControl Voice skill to your echo dot.

A. Using a standard web browser, go to <https://alexa.amazon.com>.

B. Sign-in using established Amazon credentials (Fig. 51).

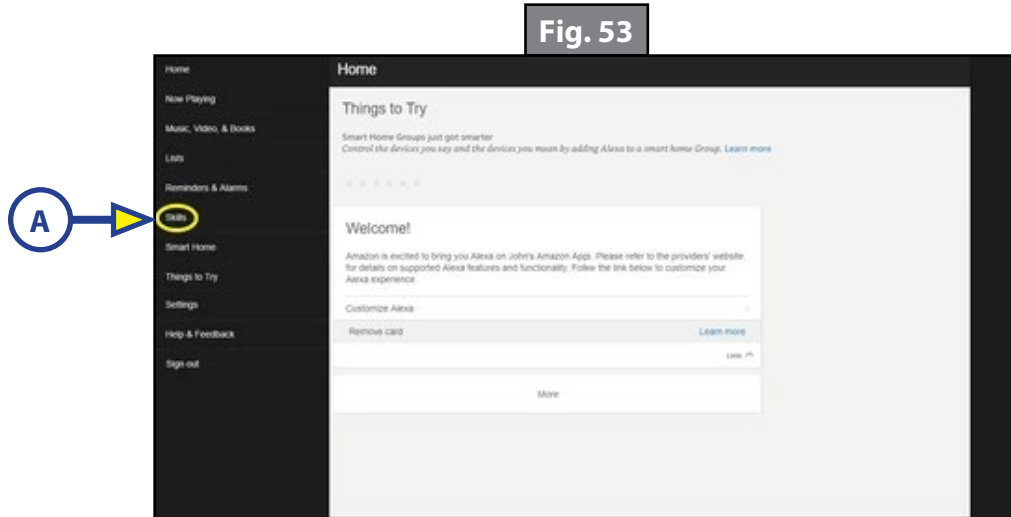
**NOTE:** If this is the first time using Alexa, a Terms of Use screen will appear (Fig. 52). Click the "Continue" button (Fig. 52A) to agree to the terms of use.

Fig. 52

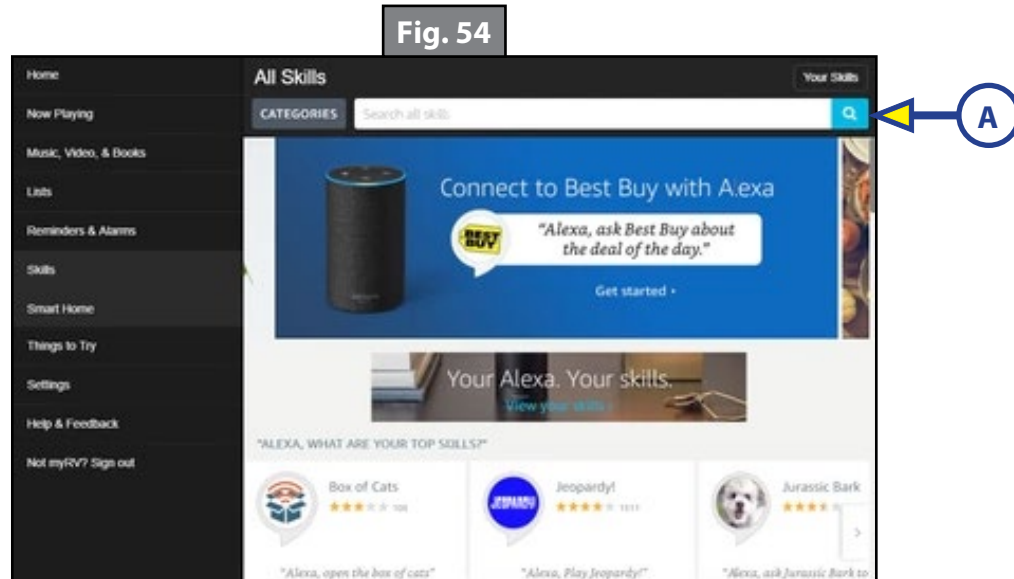


The image shows the Amazon Alexa mobile app's Terms of Use screen. At the top is a dark header with 'Terms of Use' in white. Below the header, it says 'Welcome to Alexa!'. There is a block of small text about Amazon's policies. Below that, it says 'By clicking "Continue", you agree to Amazon's Conditions of Use and all the terms listed here.' At the bottom, there is a blue 'Continue' button and a smaller 'Sign out' link. A callout A is a blue circle with a yellow arrow pointing to the 'Continue' button.

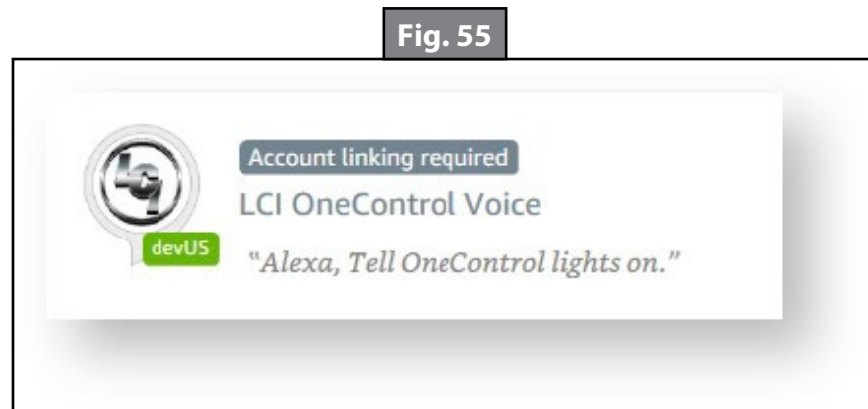
- C. In the Home web page (Fig. 53), locate the Skills feature (Fig. 53A) in the navigation panel.



- D. Click on the link to go to the All Skills web page (Fig. 54).  
E. Using the search bar (Fig. 54A), search for the "The OneControl Voice" skill.

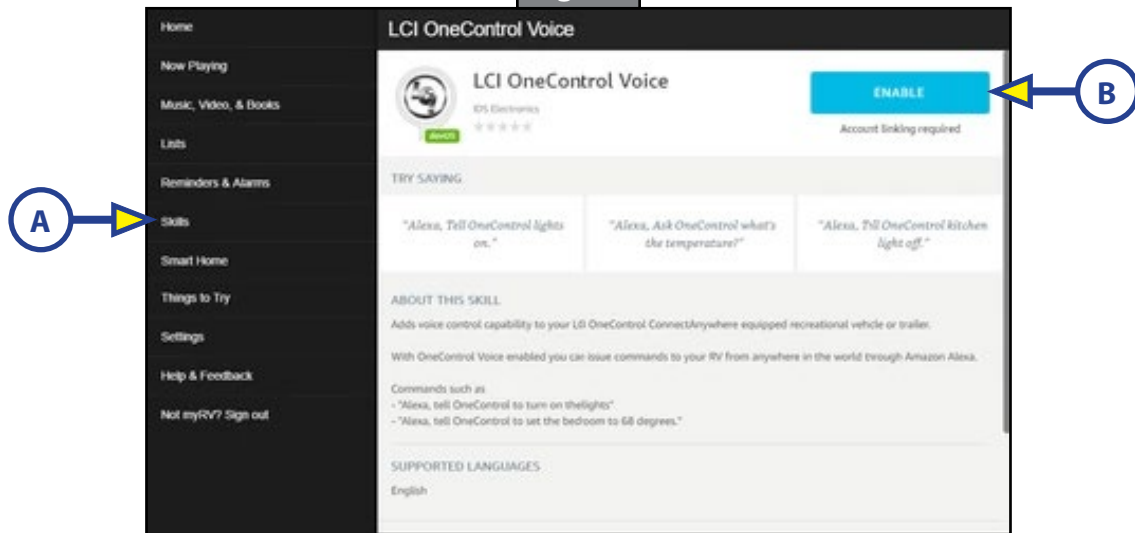


- F. After the LCI OneControl Voice skill is found, the skill's pop-up window (Fig. 55) will appear.



- G. Select the Skills link (Fig. 56A) to view the LCI OneControl Voice skills panel, then click the Enable button (Fig. 56B).

Fig. 56



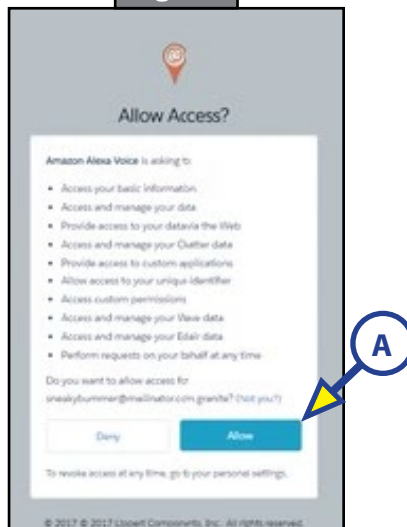
- H. The web site will be re-directed to the LCI Customer Community site. If not already logged in, login here (Fig. 57).

Fig. 57

The screenshot shows the Lippert Components login page. At the top is the Lippert Components logo. Below it is the heading 'Login'. There are two input fields: one for 'email' and one for 'password'. Below these fields is a large yellow button labeled 'login'. At the bottom of the form is a link that reads 'Forgot your password? | Create Account'.

- I. After logging in, Amazon Alexa Voice will ask for access to the LCI Customer Community account information (Fig. 58). Click the "Allow" button (Fig. 58A) to continue.

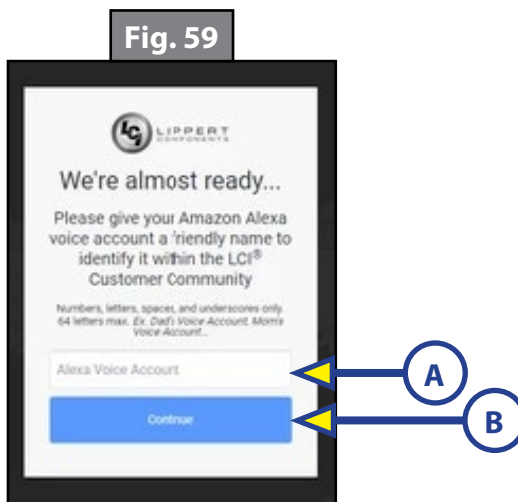
Fig. 58



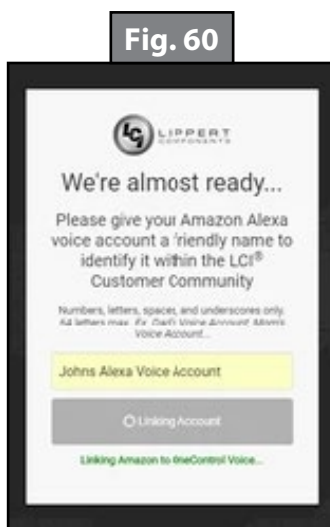
- J.** After granting permission, when prompted, enter a friendly name for the Amazon Alexa Voice account (Fig. 59A). This will identify Alexa within the LCI Customer Community.

**NOTE:** Choose a friendly name e.g., my voice account, Mom's Alexa account.

- K.** Click the "Continue" button (Fig. 59B) to begin the linking process.

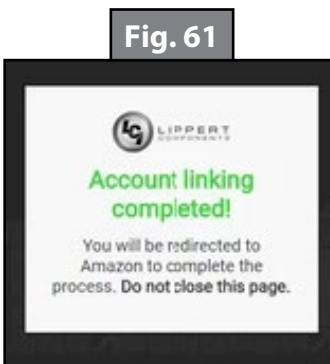


- L.** Wait for the linking process to end (Fig. 60).



- M.** After a link has been established, the "Account linking completed!" page (Fig. 61) will appear.

**NOTE:** Do not close this page while the program continues to complete the linking process.



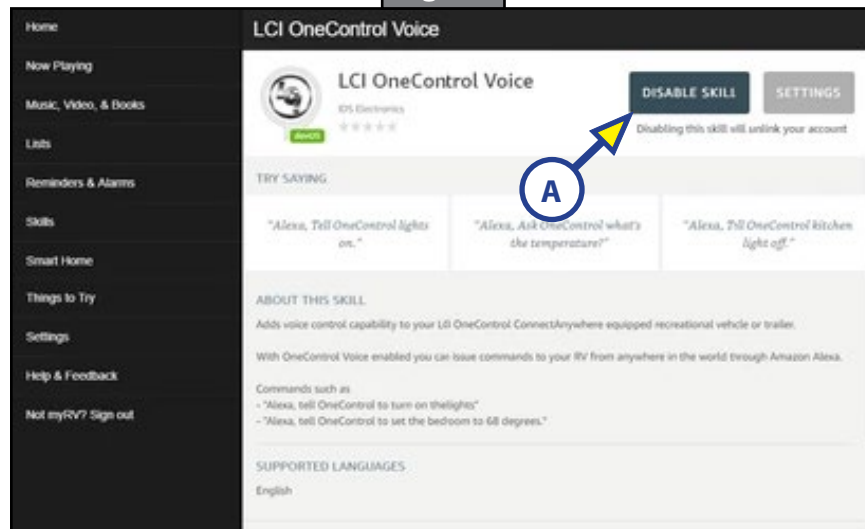
- N. After the linking process has been completed, the program will automatically return to the Amazon site, displaying the "successfully linked" page (Fig. 62).
- O. Click on "Close this window..." (Fig. 62A) to return to the Alexa account skills page (Fig. 54).

Fig. 62



- P. Look for the DISABLE SKILL button (Fig. 63A). The appearance of this button indicates the Amazon voice account is currently linked to the LCI Customer Community.

Fig. 63



The Amazon Alexa voice account connection to the ConnectAnywhere system has now been established. Amazon Alexa can now control select devices on the unit via voice commands.

## Using OneControl Voice—Optional

With OneControl's Voice command system, the Echo Dot, powered by Amazon Alexa voice assistant, can not only control the unit via voice, but maintain the convenience of a smart home while on the road.

A registered ConnectAnywhere system, comprised of one or more LCI OneControl-compatible Controller Area Network (CAN) controllers, the Alexa app, a paired ConnectAnywhere system to the Alexa app and Internet access are all required.

### Controlling ConnectAnywhere by Voice

The list of Alexa commands is continually expanding. To learn more about Alexa's available individual skills, go to the Skills web page (Fig. 64) in Amazon's Alexa app or go to the Amazon Alexa "Sign in" web page (Fig. 65); <https://alexa.amazon.com>.

Fig. 64

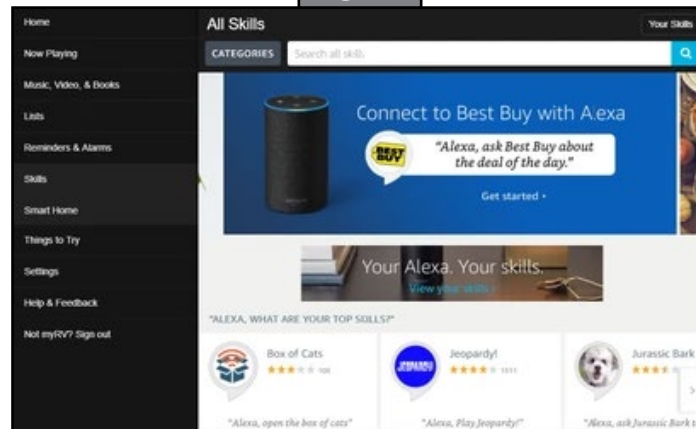


Fig. 65

A screenshot of the Amazon Alexa 'Sign in' web page. The page has a light gray background. At the top is the Amazon Alexa logo. Below it, the 'Sign in' heading is followed by a 'Forgot password?' link. There are two input fields: 'Email (phone for mobile accounts)' and 'Amazon password'. Below the password field are two checkboxes: 'Show password' and 'Keep me signed in. Details'. A large blue 'SIGN IN' button is positioned below these options. At the bottom, there's a section for 'New to Amazon?' with a 'CREATE A NEW AMAZON ACCOUNT' button. The footer contains the copyright notice: '© 1996-2018, Amazon.com, Inc. or its affiliates'.

Controlling CAN devices by voice with the Alexa assistant through the Amazon Echo Dot **MUST** be done by issuing an invocation phrase followed by a request phrase.

### Sample Alexa Voice Commands

The following are some examples of invocation and request phrases.

Example invocation phrases:

- "Alexa, ask OneControl to..."
- "Alexa, tell OneControl to..."
- "Echo, ask OneControl to..."
- "Echo, ask OneControl for..."

Example request phrases:

- "...turn all the lights on."
- "...turn on the kitchen lights."
- "...dim lights."
- "...turn all lights bright."
- "...dim kitchen lights to 10%."
- "...turn on all cooling to 70 degrees."
- "...set the temperature in zone 1 to 68 degrees."

### Voice Controlled Devices

Voice-control the following LCI OneControl-enabled function installed by the RV's manufacturer:



Tank  
Monitor



Water  
Pump



HVAC



Multiple  
Light  
Zones

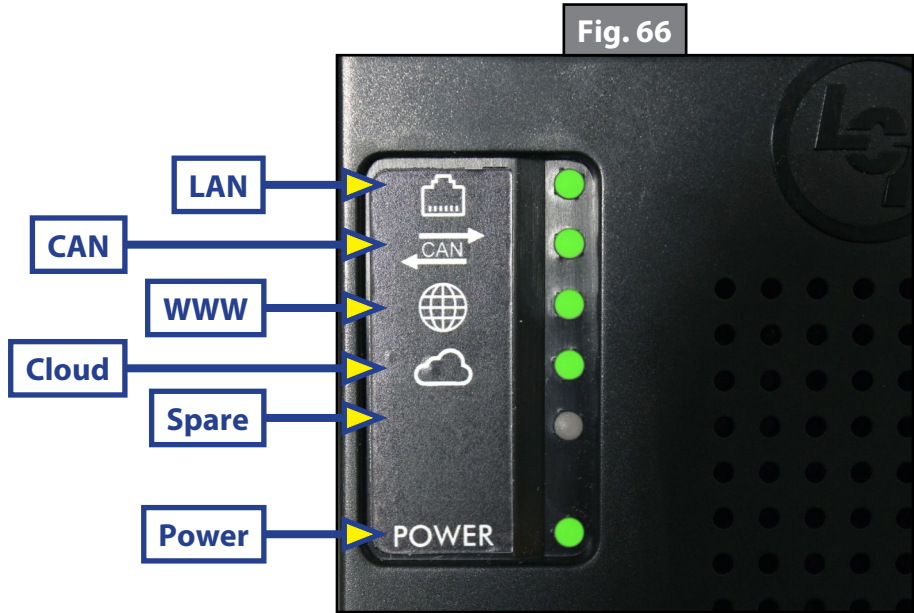
### Activation Complete

If all of the previous setup and activation sections have been successfully completed, the full set of ConnectAnywhere features equipped on the unit are now remote-control-ready.

Troubleshooting

OneControl Cloud Gateway

Most concerns with the OneControl Cloud Gateway can be diagnosed by checking its indicator lights (Fig. 66) located on the top of the assembly. Refer to the following troubleshooting chart. The color of each LED indicates the status of that feature. The highlighted row indicates the "healthy/default" color of the LED during proper system operation.



| ConnectAnywhere Cloud Gateway Troubleshooting Chart |                                 |        |                                                                                |                                      |                                                                                                                                                    |
|-----------------------------------------------------|---------------------------------|--------|--------------------------------------------------------------------------------|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| LED                                                 | Description                     | Color  | What Is Happening?                                                             | Why?                                 | What Should Be Done?                                                                                                                               |
| <div>Power</div>                                    | System Power Status             | Red    | Reserved                                                                       | N/A                                  | N/A                                                                                                                                                |
|                                                     |                                 | Yellow | Reserved                                                                       | N/A                                  | N/A                                                                                                                                                |
|                                                     |                                 | Green  | OneControl Cloud Gateway is powered.                                           | N/A                                  | N/A                                                                                                                                                |
|                                                     |                                 | OFF    | OneControl Gateway is not powered.                                             | Bad or no power connection.          | Check power connector for good electrical connection.<br>Make sure 12V DC is being supplied to the OneControl Gateway.<br>Check system fuse panel. |
| <div>LAN</div>                                      | Local Area Network (LAN) Status | Red    | OneControl Cloud Gateway cannot access the LAN via the Ethernet cable.         | Bad or no Ethernet cable connection. | Check Ethernet cable for proper connection.                                                                                                        |
|                                                     |                                 |        |                                                                                |                                      | Check Ethernet connection to router.                                                                                                               |
|                                                     |                                 |        |                                                                                |                                      | Make sure router is powered and working correctly.                                                                                                 |
|                                                     |                                 | Yellow | OneControl Cloud Gateway cannot locate the CAN to Ethernet Gateway on the LAN. | Bad or no Ethernet cable connection. | Check Ethernet cable for proper connection.                                                                                                        |
|                                                     |                                 |        |                                                                                |                                      | Check Ethernet connection to the LAN and router.                                                                                                   |
|                                                     |                                 |        |                                                                                |                                      | Check power connector for good electrical connection.                                                                                              |
|                                                     |                                 | Green  | No problems.                                                                   | LAN is working properly.             | Nothing.                                                                                                                                           |
|                                                     |                                 | OFF    | Reserved                                                                       | N/A                                  | N/A                                                                                                                                                |

# ConnectAnywhere Cloud Gateway Troubleshooting Chart

| LED                                                                                       | Description                | Color  | What Is Happening?                                                                                             | Why?                                                                                                                                 | What Should Be Done?                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------|----------------------------|--------|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br>CAN   | CAN bus Status             | Red    | CAN to Ethernet Gateway cannot be found on the LAN.                                                            | Bad or no Ethernet cable connection.                                                                                                 | Check CAN to Ethernet Gateway cable for proper connection to the LAN and router.                                                                                                                                                                     |
|                                                                                           |                            |        |                                                                                                                |                                                                                                                                      | Check power connector for good electrical connection.                                                                                                                                                                                                |
|                                                                                           |                            |        |                                                                                                                |                                                                                                                                      | Make sure 12V DC is connected to, and powering, the CAN to Ethernet Gateway.                                                                                                                                                                         |
|                                                                                           |                            |        |                                                                                                                |                                                                                                                                      | Check system fuse panel.                                                                                                                                                                                                                             |
|                                                                                           |                            | Yellow | CAN to Ethernet Gateway is working, but no CAN bus traffic is being seen.                                      | Bad CAN bus connection.                                                                                                              | Check the two CAN bus connections on the CAN to Ethernet Gateway to ensure good electrical connectivity.                                                                                                                                             |
|                                                                                           |                            |        |                                                                                                                |                                                                                                                                      | Verify the CAN to Ethernet Gateway has been daisy-chained into the CAN bus.                                                                                                                                                                          |
|                                                                                           |                            |        |                                                                                                                |                                                                                                                                      | Verify the CAN bus in the unit has proper termination resistors on both ends.                                                                                                                                                                        |
| <br>WWW | Internet Connection Status | Red    | No Internet connection detected.                                                                               | No Internet.                                                                                                                         | Verify the system has been installed correctly.                                                                                                                                                                                                      |
|                                                                                           |                            |        |                                                                                                                |                                                                                                                                      | In rare instances, this may indicate all unit CAN devices are in a power-down state and not generating any CAN bus traffic. Verify unit mains are switched on.                                                                                       |
|                                                                                           |                            |        |                                                                                                                |                                                                                                                                      | Nothing.                                                                                                                                                                                                                                             |
|                                                                                           |                            | Green  | No problems.                                                                                                   | CAN bus is healthy and working properly.                                                                                             | Nothing.                                                                                                                                                                                                                                             |
|                                                                                           |                            |        |                                                                                                                |                                                                                                                                      | Nothing.                                                                                                                                                                                                                                             |
|                                                                                           |                            | OFF    | Reserved                                                                                                       | N/A                                                                                                                                  | N/A                                                                                                                                                                                                                                                  |
|                                                                                           |                            | Red    | No Internet connection detected.                                                                               | No Internet.                                                                                                                         | Check Internet hardware for proper operation.                                                                                                                                                                                                        |
|                                                                                           |                            |        |                                                                                                                |                                                                                                                                      | Plug a laptop computer into the LAN, then use a web browser to verify Internet connection allows browsing the Internet.                                                                                                                              |
|                                                                                           |                            |        |                                                                                                                |                                                                                                                                      | Check with the cellular/satellite service provider to make sure data service is activated and working properly.                                                                                                                                      |
|                                                                                           |                            | Yellow | Internet connection is detected, but the hardware cannot make a successful connection to the OneControl Cloud. | This is a common error. Typically, this indicates that the router firewall is mis-configured and blocking traffic to/from the cloud. | Check router settings to ensure proper operation.                                                                                                                                                                                                    |
|                                                                                           |                            |        |                                                                                                                |                                                                                                                                      | Plug a laptop computer into the LAN, then use a web browser to verify Internet connection allows browsing the Internet. Go to myLCI Customer Community portal at <a href="https://lci1.com/onecontrol-login">https://lci1.com/onecontrol-login</a> . |
|                                                                                           |                            | Green  | No problems.                                                                                                   | Internet connection detected and working.                                                                                            | Nothing.                                                                                                                                                                                                                                             |
|                                                                                           |                            |        |                                                                                                                | Connection to the OneControl Cloud is established.                                                                                   | Nothing.                                                                                                                                                                                                                                             |
|                                                                                           |                            | OFF    | Cannot interface with the OneControl ConnectAnywhere system.                                                   | Unit is not powered.                                                                                                                 | Check power connector for voltage and good connection.                                                                                                                                                                                               |
|                                                                                           |                            |        |                                                                                                                |                                                                                                                                      | Check system fuse panel.                                                                                                                                                                                                                             |

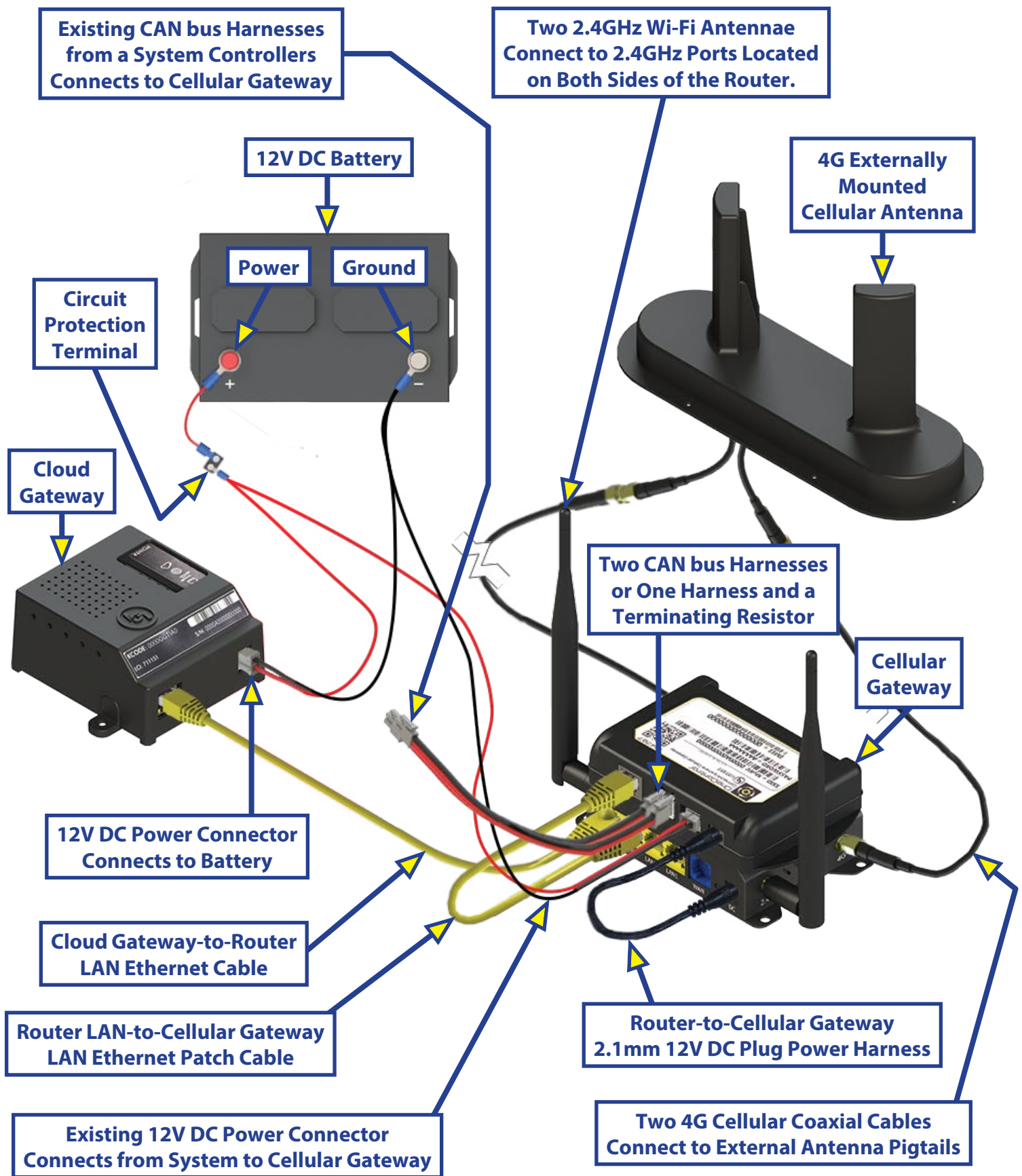
# ConnectAnywhere Cloud Gateway Troubleshooting Chart

| LED                                                                                       | Description             | Color  | What Is Happening?                                                       | Why?                                                                                           | What Should Be Done? |
|-------------------------------------------------------------------------------------------|-------------------------|--------|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|----------------------|
| <br>Cloud | OneControl Cloud Status | Red    | Reserved                                                                 |                                                                                                |                      |
|                                                                                           |                         | Yellow | Caution! Remote users are actively controlling devices on the unit!      | A remote user is actively accessing the unit remotely through the cloud.                       | No problems.         |
|                                                                                           |                         | Green  | A remote user is actively accessing the unit remotely through the cloud. | Remote users are in a "browse only" mode and not actively controlling any devices on the unit. | No problems.         |
|                                                                                           |                         | OFF    | No remote users are connected to the unit through the cloud.             | Reserved                                                                                       | No problems.         |
| Spare                                                                                     | Unused indicator.       | Red    | Reserved                                                                 | Reserved for future product updates.                                                           | N/A                  |
|                                                                                           |                         | Yellow |                                                                          |                                                                                                |                      |
|                                                                                           |                         | Green  |                                                                          |                                                                                                |                      |
|                                                                                           |                         | OFF    |                                                                          |                                                                                                |                      |

## System Wiring Diagram

Figure 67 shows key system interconnections of the ConnectAnywhere system.

Fig. 67



## This image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook paper. There are no margins, text, or other markings on the page.



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