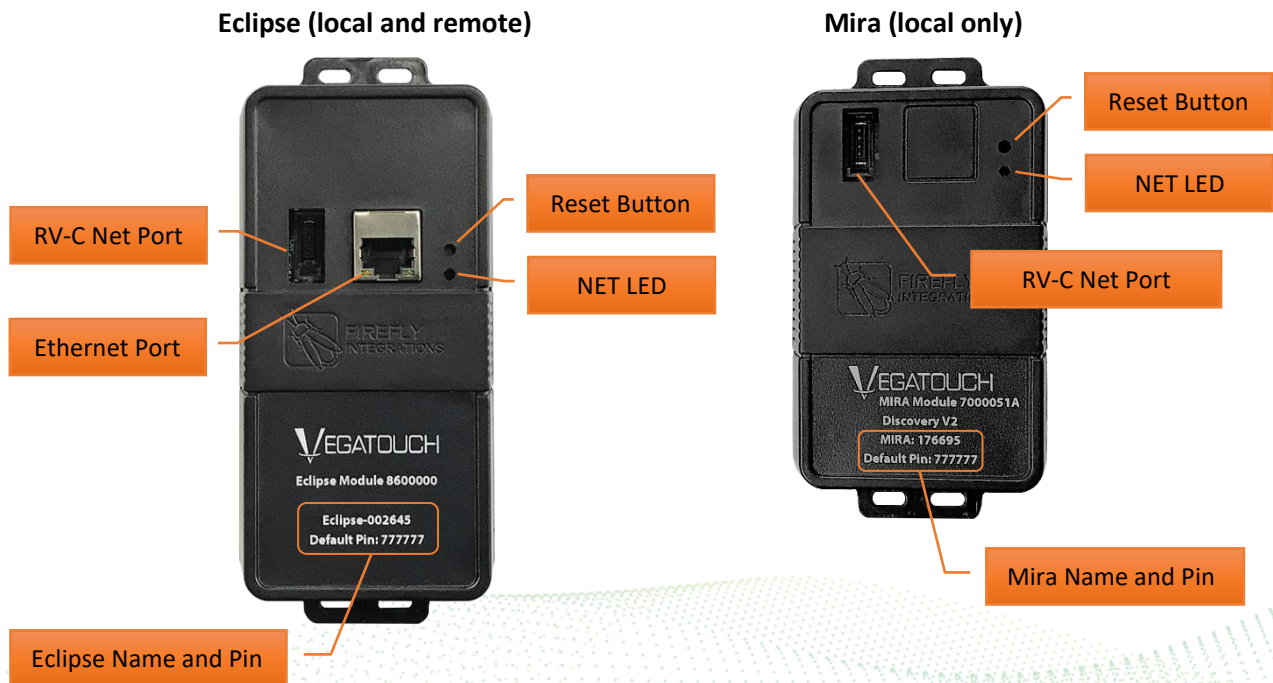




Mira/Eclipse Troubleshooting Guide

The Mira and Eclipse apps are designed to securely connect to a user's specific Vegatouch module using a user-specific pin. Once the app is connected and authenticated the user has local access to a multitude of controls including but not limited to lights, HVAC, slides, power readings and door locks. Eclipse modules, specifically, offer remote access to the coach. Once an Eclipse module has been configured through the app and connected to the internet, the user can connect to the module from anywhere. When the app is connected to the module remotely through the internet the user can control any function that does not present a safety risk.





Troubleshooting

Unable to connect to app

1. Check the App Store and the Google Play Store to verify that the app is the latest version released. Update if available.
2. Ensure that Bluetooth and Location Services have been enabled and permissions allowed on the phone. These settings are required in order to locate your coach's Vegatouch module and connect to it.

If you do not have Bluetooth turned ON in your phone settings, you see a popup asking to allow Bluetooth. Do Not click OK, you must click Settings. Once your settings page appears, turn Bluetooth ON.

Location Services Required

To enable Location Services on your Apple device:

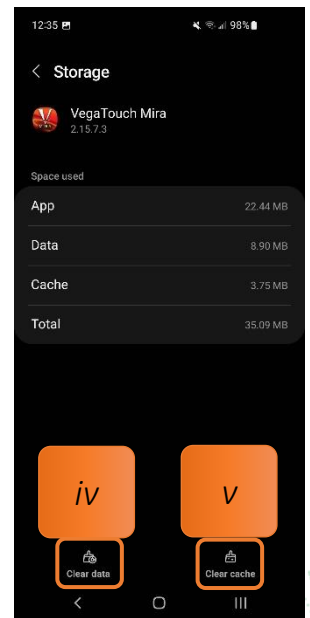
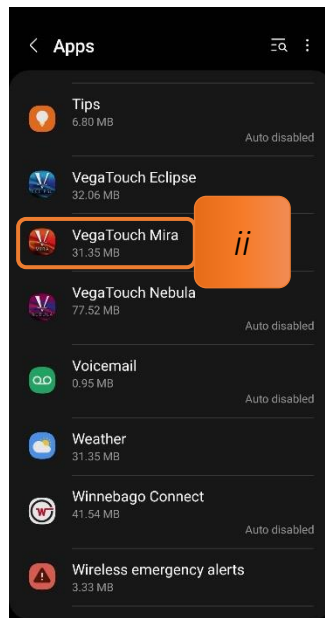
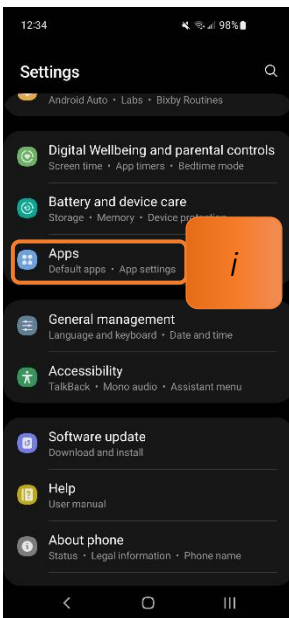
- a. Go to settings/Privacy/Location Services.
- b. Make sure that Location Services is ON.
- c. Scroll down to find your app.
- d. Tap the app and select "Always allow access to your location."

To enable Location Services on your Android device:

- e. Open your phone's Settings app.
 - f. Tap Location/App Permission
 - If you don't see "Location" tap Security & Location/Location.
 - If you have a work profile, tap Advanced/Location.
 - g. Under "Allowed all the time" and "Allowed only while in use" view the apps that can use your phone's location, tap it, then choose the location access for the app.
 - h. To change the App's permissions, tap it, then choose the location access for the app.
3. Verify that the ID, Pin # and App Logo are present on the touchscreen by tapping on Settings/Mobile app. If these items are not displaying on the screen, there is a hardware or wiring issue.
 - a. Verify that the RV-C cable is plugged into the module.
 - b. If possible, test the RV-C network cable with a known working cable.
 - c. Refer to the Network Troubleshooting Guide for further network troubleshooting information.



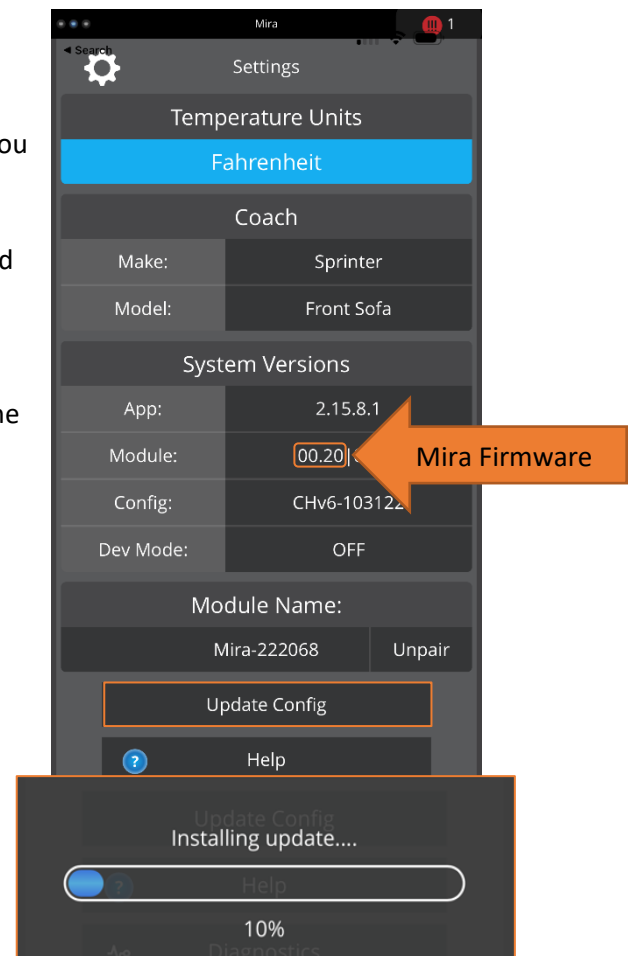
4. A stable internet connection is required to connect to a Vegatouch module when initially connecting or when needing to perform an update.
5. Uninstall and reinstall the app. Android users – clear Cache and Data.
 - a. From the Settings page of your Android device:
 - i. Tap Apps
 - ii. Tap either VegaTouch Mira or VegaTouch Eclipse
 - iii. Tap Storage
 - iv. Tap Clear Data
 - v. Tap Clear Cache



6. Check the NET LED status on your module to determine its operational status.

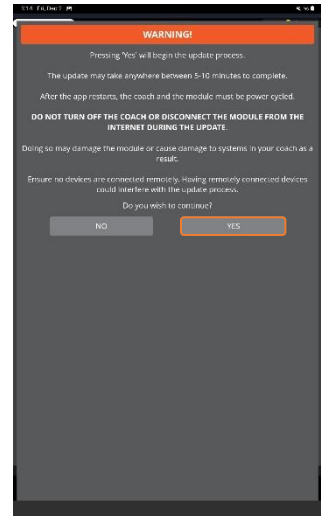
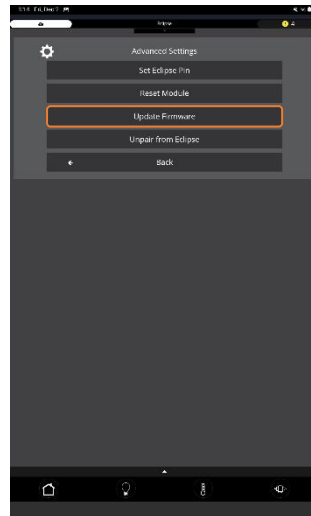
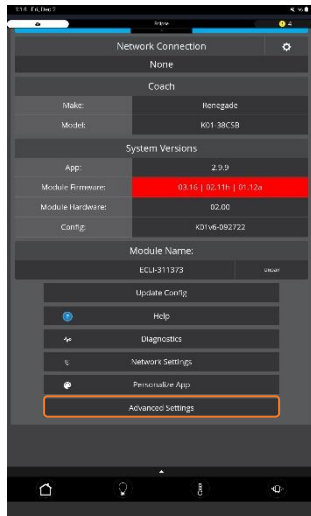
	Off	Device has no power or has completely failed
	Fast flashing green (4 times/sec)	Device is attempting to make initial connection to the CAN network and good files
	Solid green	Device is operating correctly and has seen a CAN message in the past 5 seconds and good files
	Slow flashing green (1 time/sec)	Device was active on the CAN bus but has not seen a valid message in 5 seconds and good files
	Alternating red and yellow	Device has not seen CAN messages in 30 seconds and good files
	Alternating yellow and green	Device is currently active on the CAN bus but has not seen a CAN message within a 30s interval 2 for more times since the last power cycle and good files
	Solid red	Device has not seen a CAN message in the past 60 seconds and good files
	Fast alternating green and blue (4 times/sec)	Device is attempting to make initial connection to the CAN network and corrupted files
	Solid blue	Device is operating correctly and has seen a CAN message in the past 5 seconds and corrupted files
	Slow alternating green and blue (1 time/sec)	Device was active on the CAN bus but has not seen a valid message in 5 seconds and corrupted files
	Alternating red and blue	Device has not seen CAN messages in 30 seconds and corrupted files
	Alternating yellow and blue	Device is currently active on the CAN bus but has not seen a CAN message within a 30s interval 2 or more times during a power cycle and corrupted files
	Solid purple	Device has not seen a CAN message in the past 60 seconds and corrupted files
	Flashing white	Device pin is being reset
	Solid yellow	Device pin has been reset
	Flashing blue	Device does not have a valid application
	Flashing red (2 seconds)	Factory test: Red LED
	Flashing green (2 seconds)	Factory test: Green LED
	Flashing blue (2 seconds)	Factory test: Blue LED

7. If the LED is displaying solid blue:
 - a. Update the config through the app (Settings/Update Config)
 - b. 2023 model year units with Mira modules (or if you are consistently getting a blue NET LED) need Firmware version .20 (or later).
 - c. Eclipse firmware update instructions will be found on page 6 of this guide.
8. Press Update Config on the Settings page to make sure the latest app config is installed. This update requires the connected device to have internet access.
9. Check to see if it operates correctly from the screen (ensure that the system is working correctly before checking it on the app).
 - a. If it does not:
 - i. Troubleshoot the multiplex system
 - b. If it does, reach to out Firefly with the following information:
 - i. Make, Model and Floorplan of unit.
 - ii. Gui and LC version of Multiplex (found on the settings page of your touchscreen).
 - iii. A screenshot of the settings page of the app.
 - iv. A clear description of the issue experienced.
 - v. List of options selected on the multiplex system.



10. For Eclipse modules, if you are ever prompted to update the module's firmware and choose not to do so at that time, you can manually update the firmware by visiting the settings page and following this path: **Advanced Settings/Update Firmware/Yes.**

Note – The Update Firmware button will only be visible if the module's firmware needs an update.





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