

JAYCOMMAND

powered by  **BM PRO**

HELP GUIDE

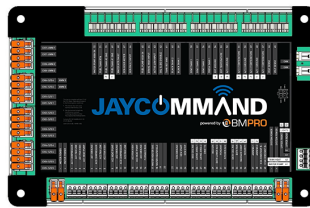
RESOLVE UNUSUAL CONTROLLER BEHAVIOR

JAYCOMMAND

powered by  **BM PRO**



CONTROLLER



NODE



APP



SWITCH

SYSTEM COMPONENTS

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UNUSUAL CONTROLLER BEHAVIOR

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ISSUE 1

The **CONTROLLER** is asking for a password but the User has never entered a password onto the **CONTROLLER** before.



Reason

During setup of the **CONTROLLER** the User has signed into their Google account and when prompted has selected to import data from their other device eg. cellphone. This has then updated the **CONTROLLER** with the password from their other device eg. cellphone.

Solution

1. On the **CONTROLLER** enter the cellphone password or known passwords from the User's Google account.
2. If the view is distorted the User can still try and enter the password even if it is not visible on the Screen.
3. If this is unsuccessful, remove the **CONTROLLER** from the wall, tilt the **CONTROLLER** to a Portrait view and enter the password.
4. Once the password has been accepted,
 - Set Device Security – Screen Lock to None (refer page 6).
 - Ensure all settings for the **CONTROLLER** are set to default (refer pages 8 – 11).
 - If these actions do not resolve the issue, Factory Reset the tablet (refer page 13).
5. If unable to unlock please contact Jayco Customer Service for a replacement

ISSUE 2

The **APP** on the **CONTROLLER** displays in Portrait mode



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Reason

During setup of the **CONTROLLER** the user has signed into their Google account and when prompted has selected to import data from their other device, eg. cellphone. This has then updated the **CONTROLLER** with the screen setting from their other device, eg. cellphone

Solution

Scroll down from the top of the screen. The drop down **CONTROLLER** settings menu will appear.

Press settings icon ⚙️

Change the Display Screen size settings to the default setting, refer to page 8.

Ensure all settings of the **CONTROLLER** are set to default (refer to pages 8 - 11).

ISSUE 3

The **CONTROLLER** is displaying the image below




Reason

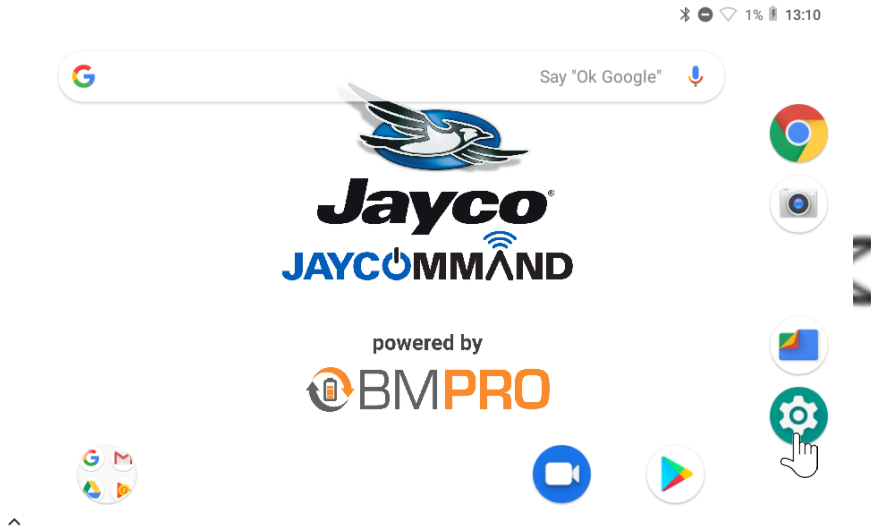
The **CONTROLLER** has entered Tablet Test Mode

Solution

1. Reset the **CONTROLLER** by inserting a paperclip into the reset pinhole.
2. If it returns to the screen above contact Jayco Customer Service for a replacement

DEFAULT CONTROLLER SETTINGS

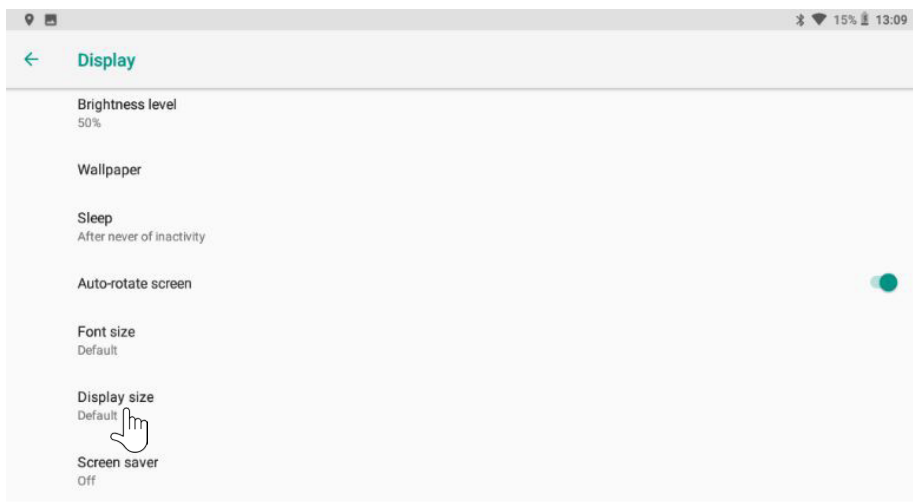
Access the Default **CONTROLLER** Settings by pressing the **CONTROLLER** Settings icon 



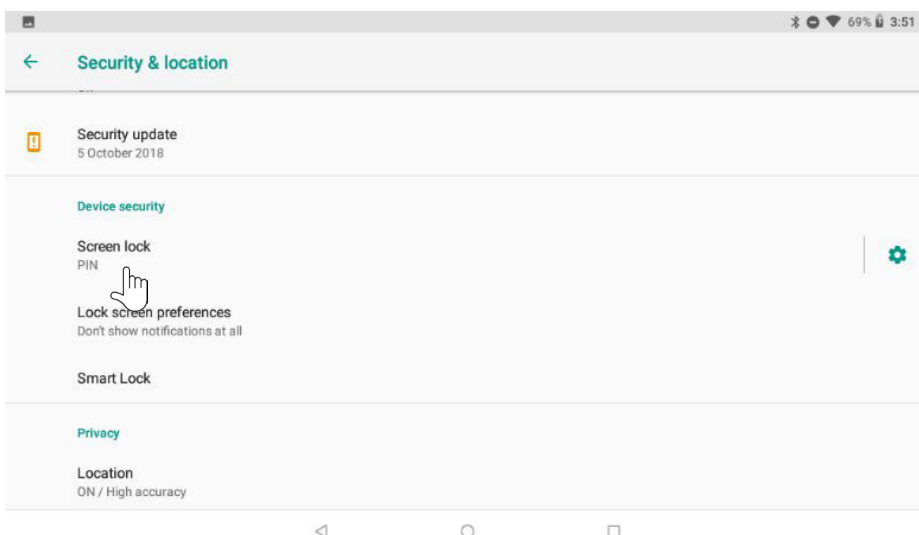
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4. SET DEVICE SECURITY - SCREEN LOCK TO NONE

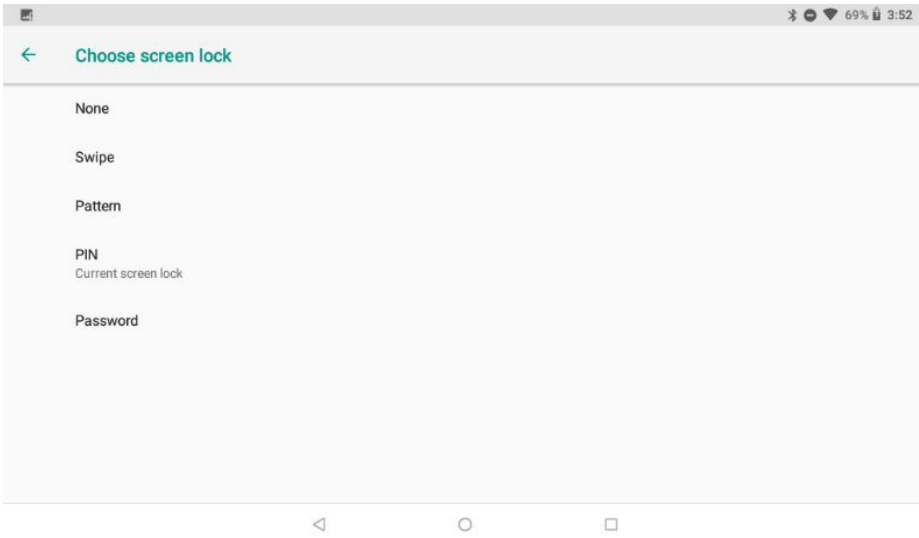
1. Select Display size



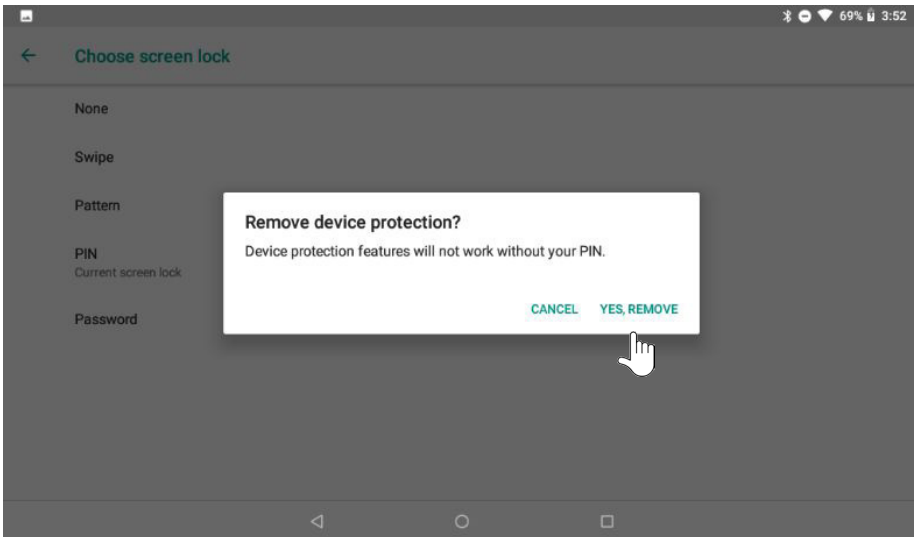
2. Select Screen lock (PIN)



3. Enter the same PIN/Pattern/Password used to log on to the **CONTROLLER**

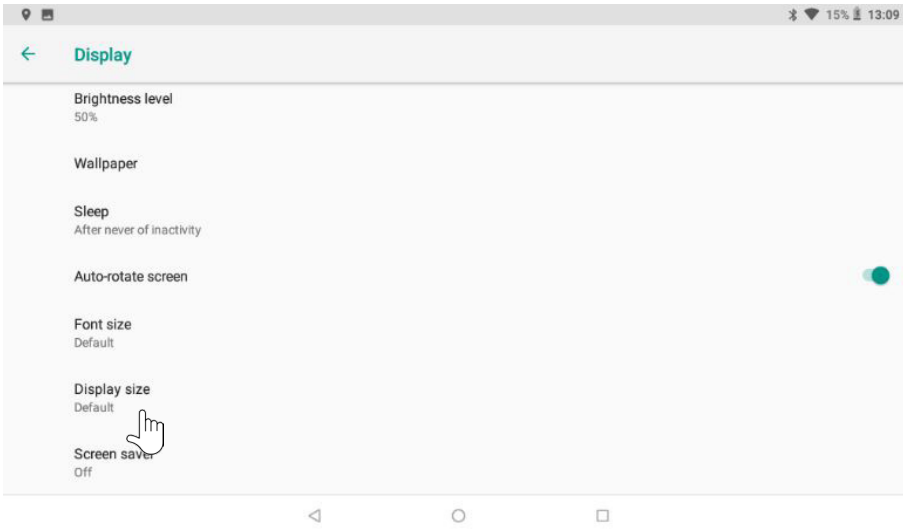


- 4. Select None
- 5. Select Yes, Remove

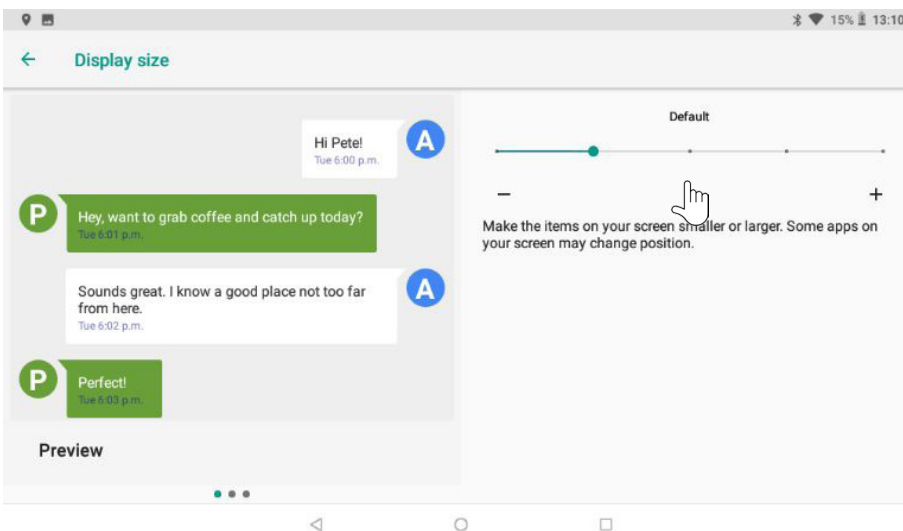


5. DISPLAY SCREEN SIZE SETTINGS

1. Select Display size

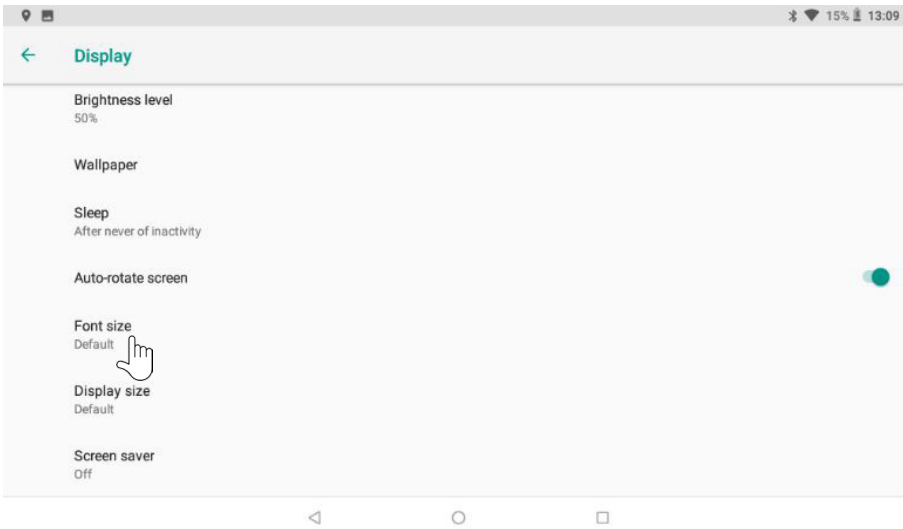


2. Slide to Default

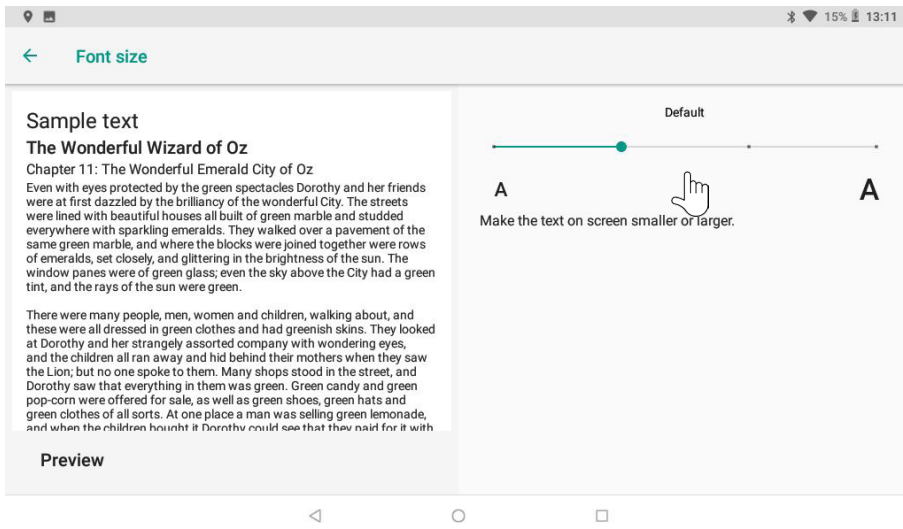


6. DISPLAY FONT SIZE SETTING

1. Select Font size

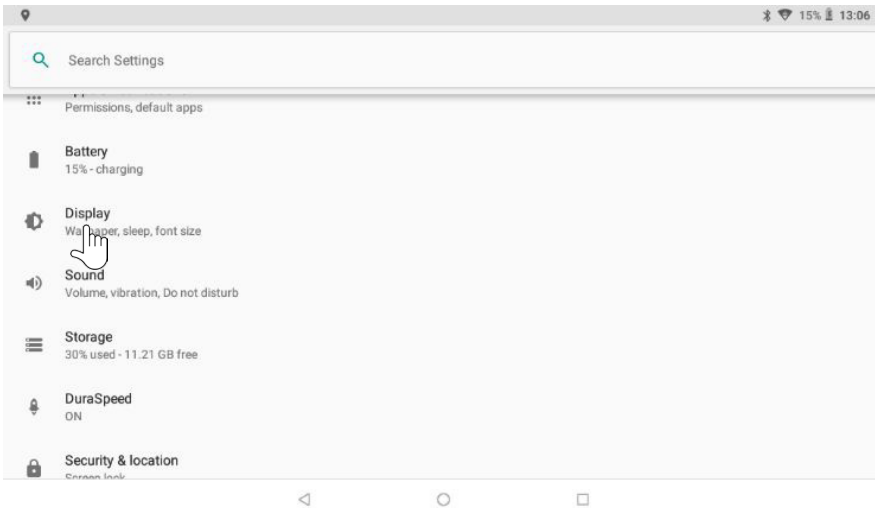


2. Slide to Default

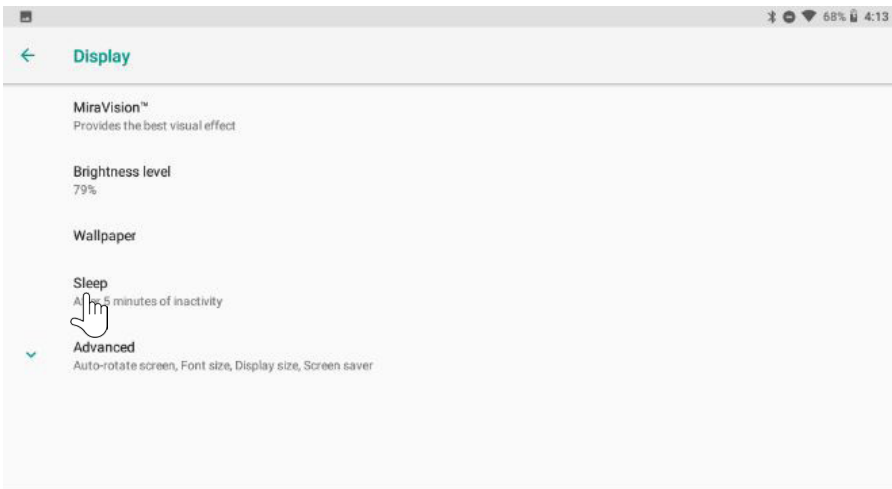


7. SLEEP AS DEFAULT - NEVER SLEEP

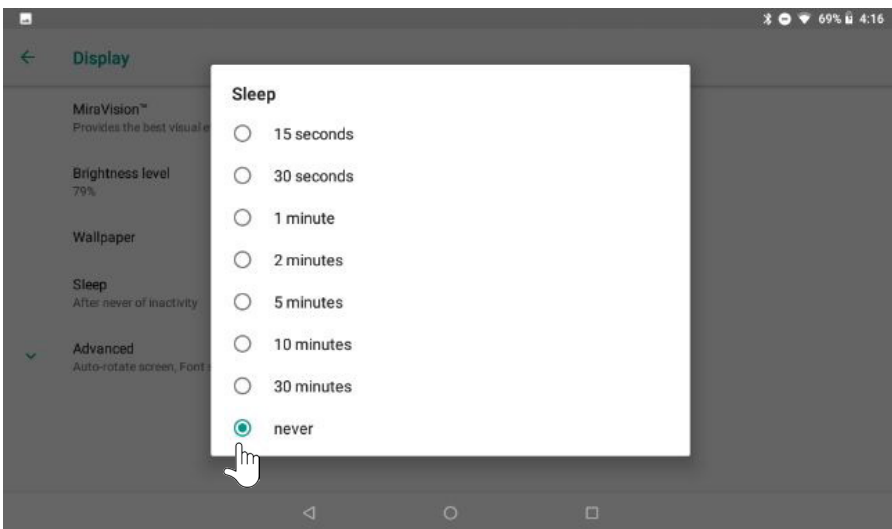
1. Select Display



2. Select Sleep

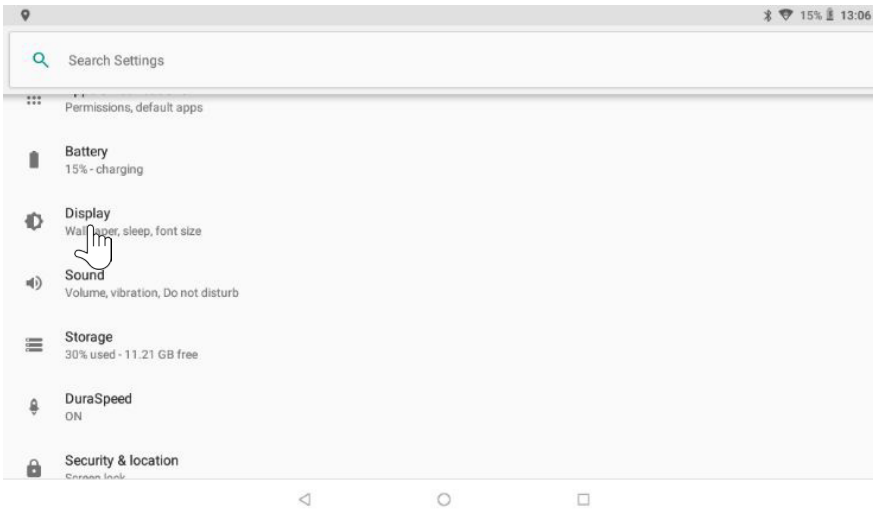


3. Then select never

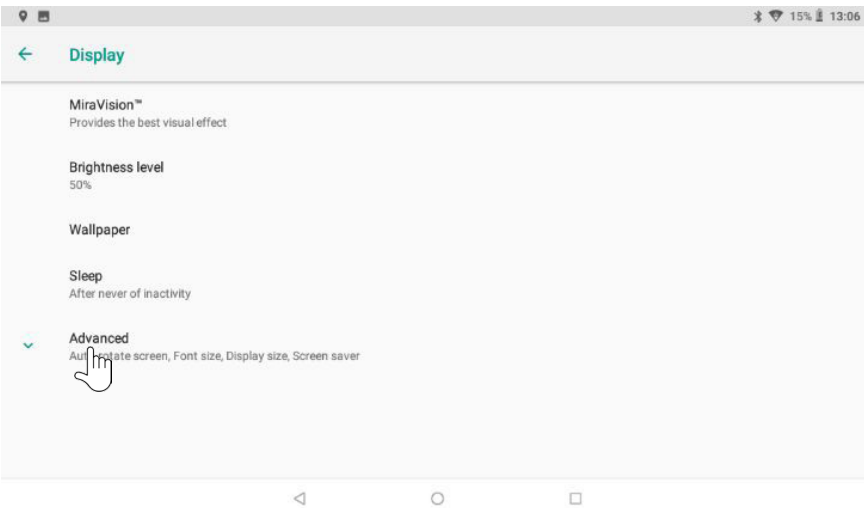


8. SCREEN SAVER - NONE

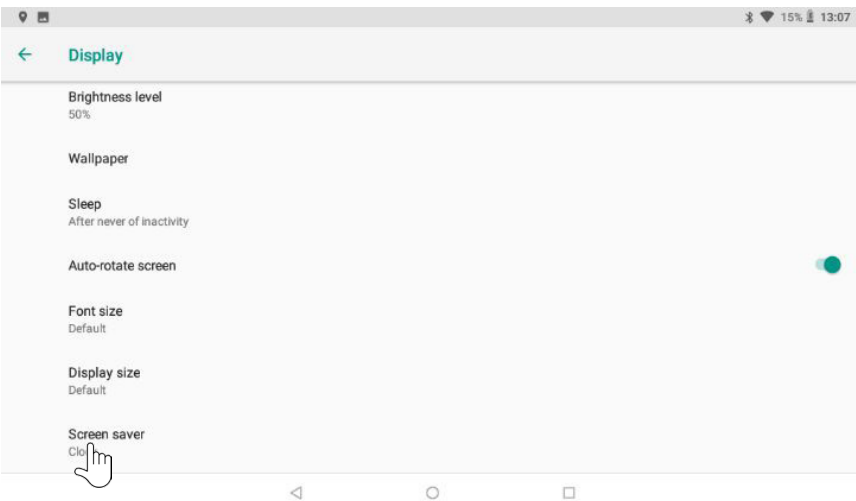
1. Select Display



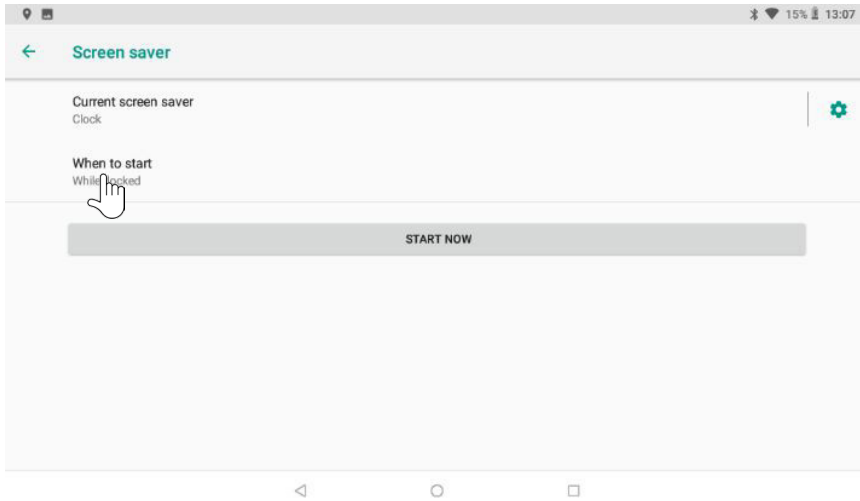
2. Select Advanced



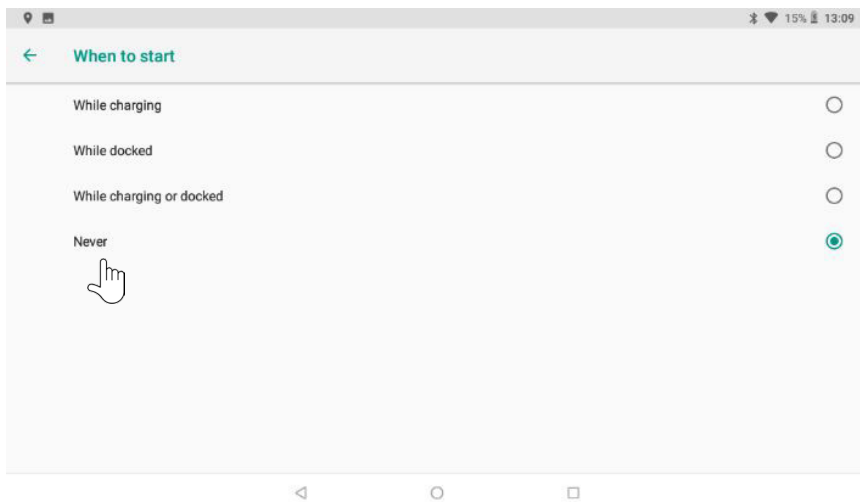
3. Select Screen saver



4. Select When to start

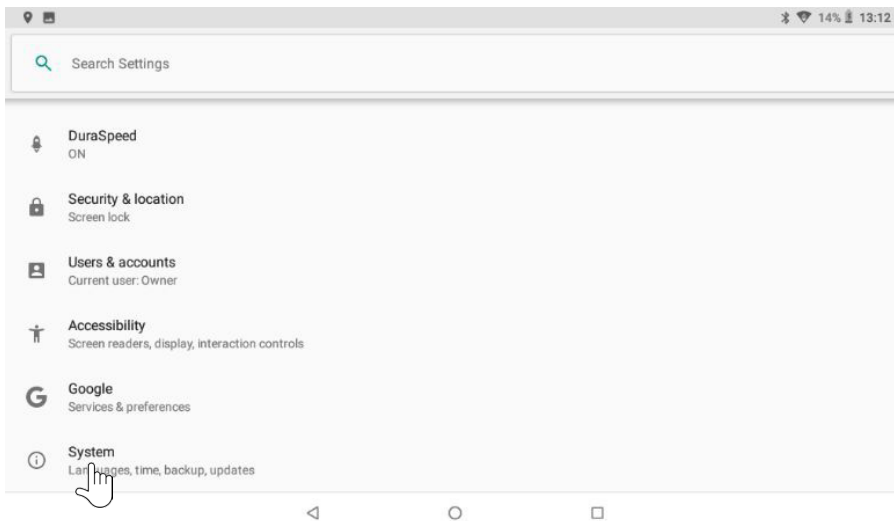


5. Select Never

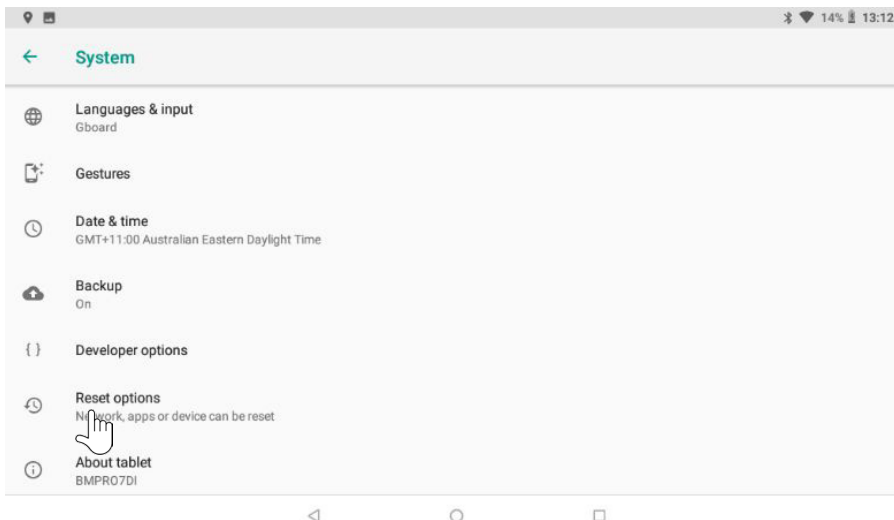


FACTORY RESET THE TABLET

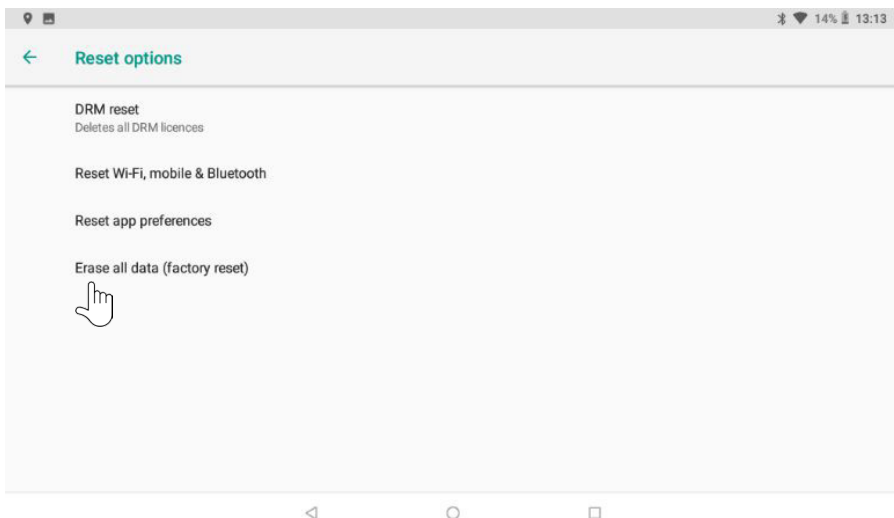
1. Select System



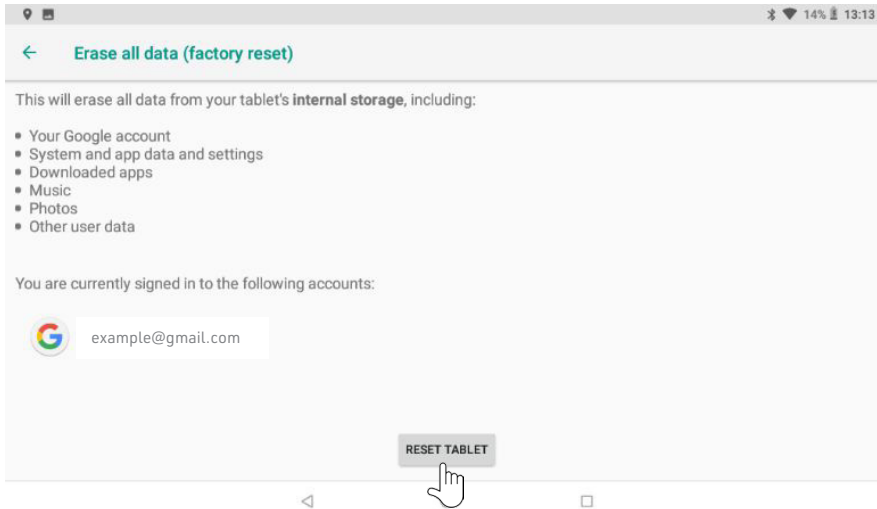
2. Select Reset options



3. Select Erase all data (factory reset)



4. Select RESET TABLET



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