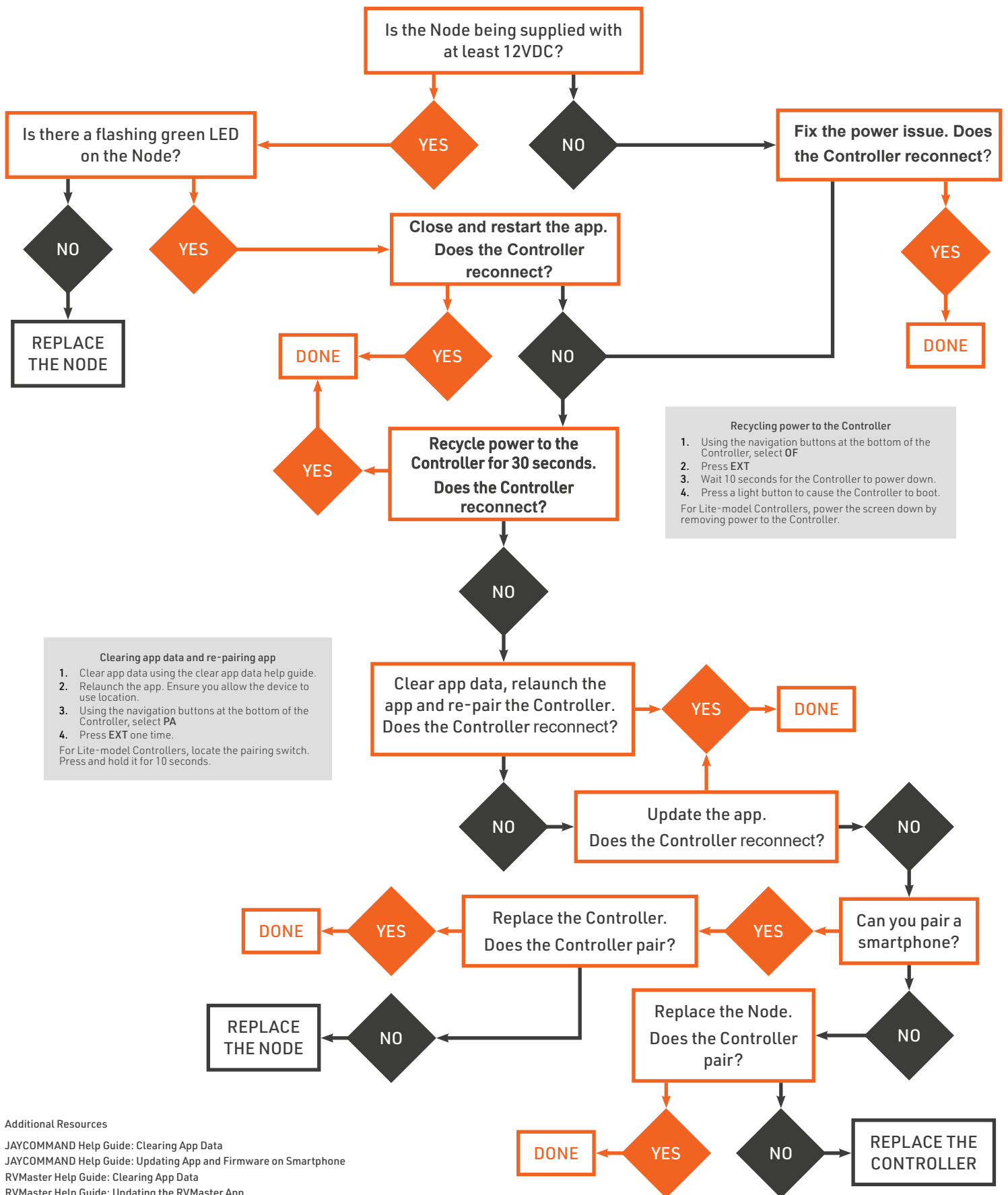


CONTROLLER SAYS “YOU ARE DISCONNECTED” AT BOTTOM OF SCREEN



Recycling power to the Controller

- Using the navigation buttons at the bottom of the Controller, select OF
- Press EXT
- Wait 10 seconds for the Controller to power down.
- Press a light button to cause the Controller to boot.

For Lite-model Controllers, power the screen down by removing power to the Controller.

Clearing app data and re-pairing app

- Clear app data using the clear app data help guide.
- Relaunch the app. Ensure you allow the device to use location.
- Using the navigation buttons at the bottom of the Controller, select PA
- Press EXT one time.

For Lite-model Controllers, locate the pairing switch. Press and hold it for 10 seconds.

Additional Resources

- JAYCOMMAND Help Guide: Clearing App Data
- JAYCOMMAND Help Guide: Updating App and Firmware on Smartphone
- RVMaster Help Guide: Clearing App Data
- RVMaster Help Guide: Updating the RVMaster App