



# ODYSSEYLINK104

## PRODUCT UPDATE BULLETIN

### BLUETOOTH TIME OUT

#### INTRODUCTION

The OdysseyLink104 is a communication centre for smart RV systems, such as Odyssey and SmartConnect. It communicates wirelessly and via CAN bus, connecting your vehicle's power management system - BM PRO BatteryPlus35-II series to the Odyssey Monitor, Trek3 display and Odyssey App.

The OdysseyLink104 allows connection to multiple Bluetooth sensors, such as SmartSense, SmartTemp, or SmartPressure, to wirelessly monitor a variety of the caravan's parameters.

#### DETAILS

BM PRO have discovered that some users may see a Bluetooth timeout issue on the OdysseyLink104 only. This issue is not related to the OdysseyLink103 and/or Bluetooth range or interference issues.

The Bluetooth timeout issue is causing some Bluetooth messages to stop working for a period from a few minutes up to several hours. As a result, the Odyssey App will incorrectly indicate that there is a working connection to the OdysseyLink104. This will have no impact on the 12 volt electrical system and battery charging from AC, Solar or AUX. The issue is not a product safety issue.

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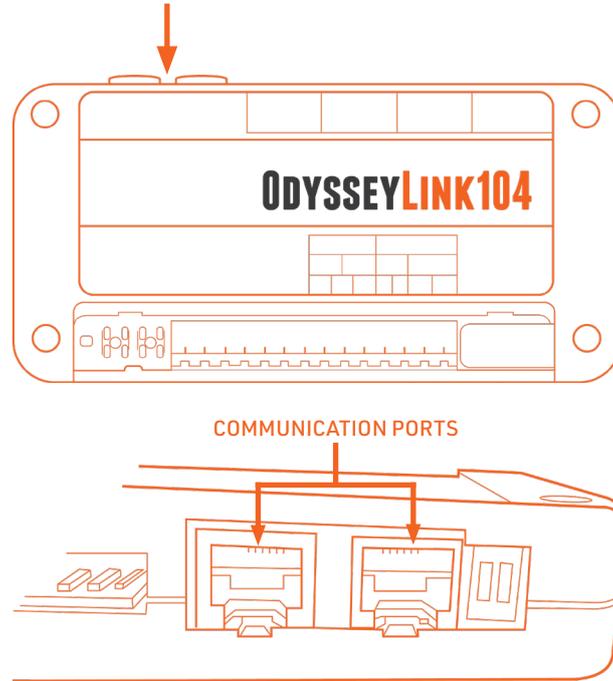
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## SHORT-TERM WORKAROUND

**Please note:** This is a work-around only and not a permanent fix, this is to help those in a remote situation.

In the short term, the OdysseyLink 104 will have to be reset. This can be done by:

- ▣ Removing the communications cable (CAN bus) in the top left-hand corner of the OdysseyLink104
- ▣ Counting 10 seconds
- ▣ Plugging it back in.



The issue may occur again. The process above will need to be followed until you are in a position to conduct the permanent solution.

## PERMANENT SOLUTION

Three ways of fixing this issue:

1. Log in into the Google Play Store on your OdysseyControl and **update the Odyssey App** which will push through an over-the-air update to the OdysseyLink104 and remedy the issue straight away.
2. Download or update the Odyssey App on your mobile device, either from Google Play Store for Android devices or Apple Store for iOS devices. The updated Odyssey App will push an over-the-air update to the OdysseyLink104.
3. Contact the Product Specialist Team at **teambmpro.com/technical-support** or phone 03 9763 0962 for assistance in downloading the software to your device.

## BLUETOOTH RANGE



The OdysseyLink104 uses Bluetooth which allows you control of your caravan.

BMPRO only uses certified Bluetooth chips and modules by Bluetooth SIG to keep our devices connected with more than 8.2 billion Bluetooth products in use, the brand is recognized by 92% of consumers globally.

Bluetooth range drop can occur from disrupting the signal path, such as going in and out of a vehicle or being out of range.

Bluetooth signals can suffer from path loss, which reduces signal strength, meaning for Bluetooth devices such as SmartConnect the signal may not be received by the OdysseyLink104.

If you are experiencing Bluetooth range drop you can contact the Product Specialist Team on tips to improve range.

Contact the Product Specialist team through the following link:

**[teambmpro.com/technical-support](https://teambmpro.com/technical-support)**

The information below is from Bluetooth SIG:

'Path loss is the reduction in signal strength that occurs as a radio wave propagates through the air. Path loss, or path attenuation, occurs naturally over distance and is impacted by the environment in which the signal is being transmitted. Obstacles between the transmitter and the receiver can deteriorate the signal.

Attenuators can be anything from humidity and precipitation, to walls, windows, and other obstacles made of glass, wood, metal, or concrete, including metal towers or panels that reflect and scatter radio waves. While radio waves can pass through objects, the amount of attenuation and effective path loss varies with the type and density of the obstruction. Think about when you are trying to hear someone in the next room and the difference between the volume and clarity of what you can hear if the wall that separates you is made of wood compared to concrete.'



For more information, see **[Bluetooth's explanation on Bluetooth range](#)**.