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HELP GUIDE

PREVENT CONTROLLER SLEEP MODE

ABOUT

This help guide outlines detailed instructions for dealing with issue when the JAYCOMMAND Controller Goes to Sleep and is unable to Wake Up.

This may happen to some tablets if left on with no interaction for longer than 40 hours.

Instructions:

1. Wake up Controller - Short Term Fix
2. Fix setting on Tablet - Long Term Fix

HOW TO WAKE UP CONTROLLER

The JAYCOMMAND Controller will go to sleep if it has been left on for more than 48 hours and not been used in that time. Touching the screen will not wake up the JAYCOMMAND Controller. To wake up the JAYCOMMAND Controller and use the JAYCOMMAND App again:

1. Using the < or > button on the JAYCOMMAND Controller, navigate to the 'OF' function. If there is no orange LED on display check power source and refer to other Troubleshooting



2. Press EXT to wake the display on the JAYCOMMAND Controller. This will put the JAYCOMMAND in standby mode and turn off all the lights.

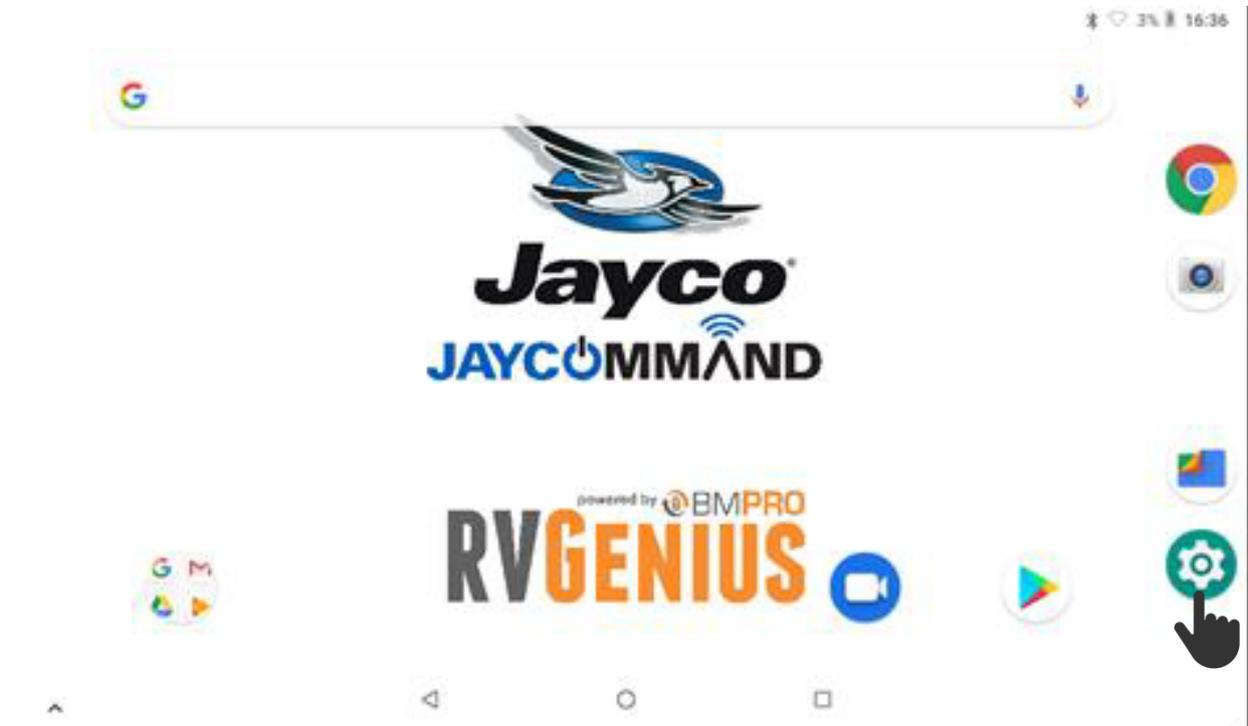


3. Press 1 to take the JAYCOMMAND out of standby mode and begin using the JAYCOMMAND App.

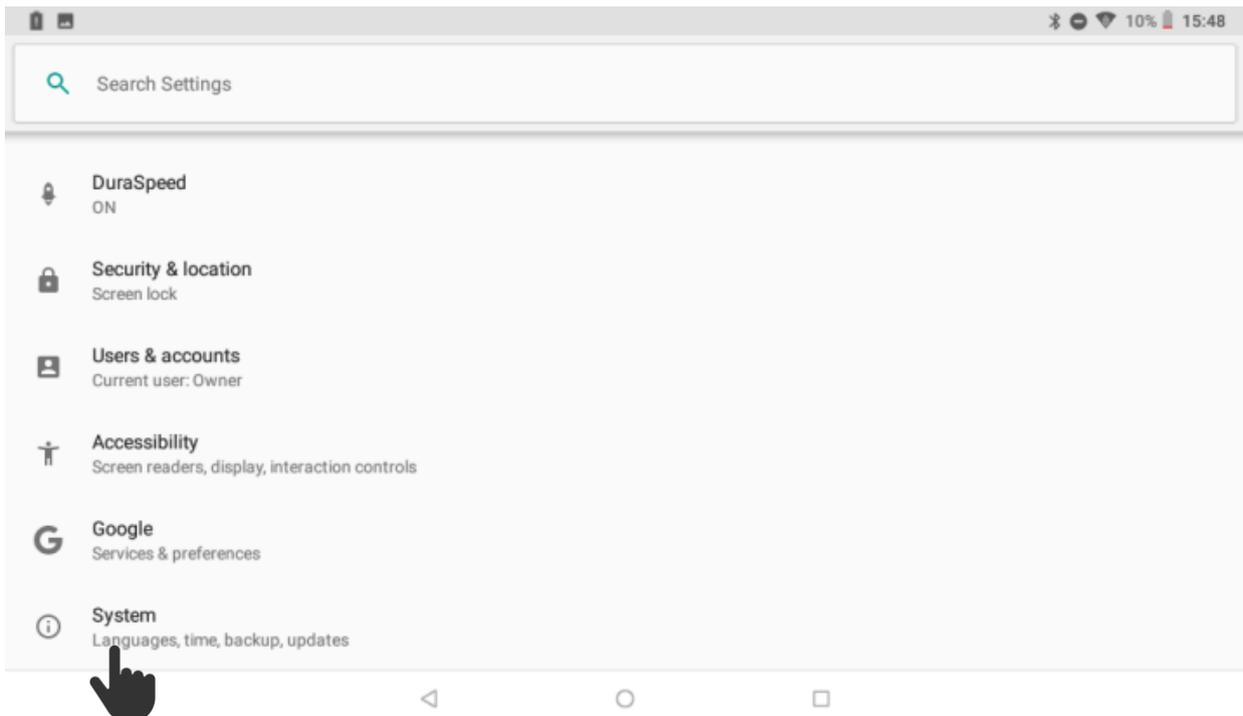


FIX SETTING ON TABLET TO AVOID JAYCOMMAND CONTROLLER GOING TO DEEP SLEEP

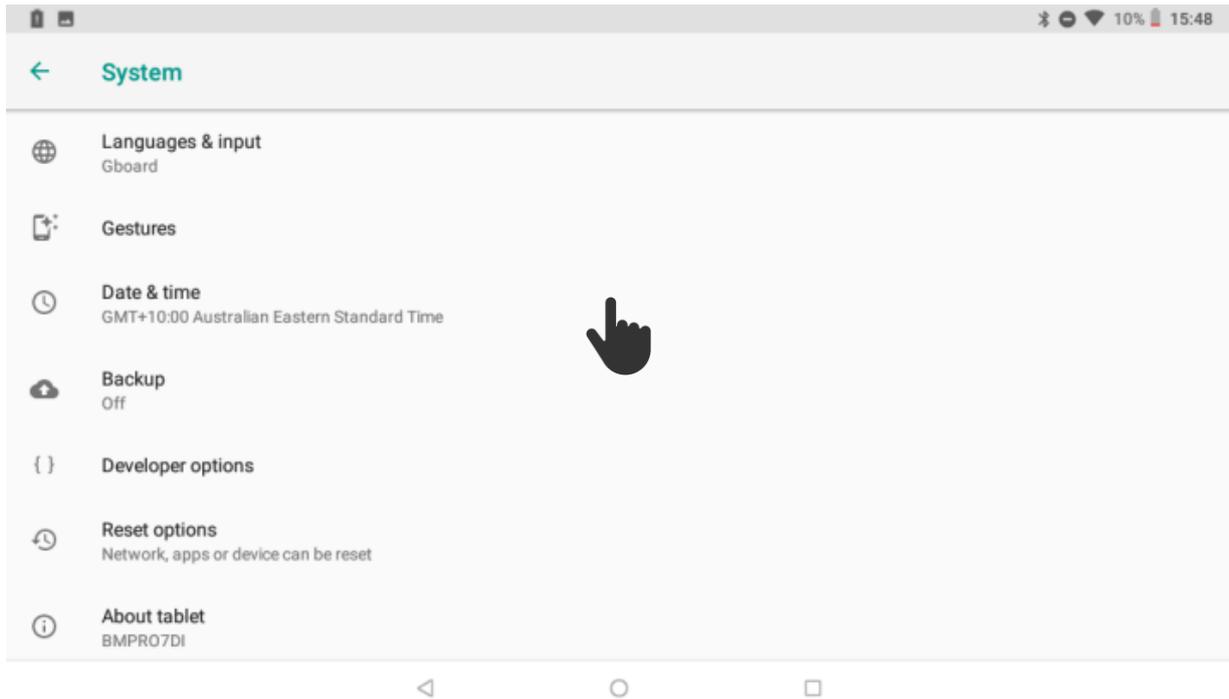
1. You may need to wake up the Controller (see "How to Wake Up Controller")
2. Exit out from the JAYCOMMAND App by pressing 
3. Click on the Setting icon 



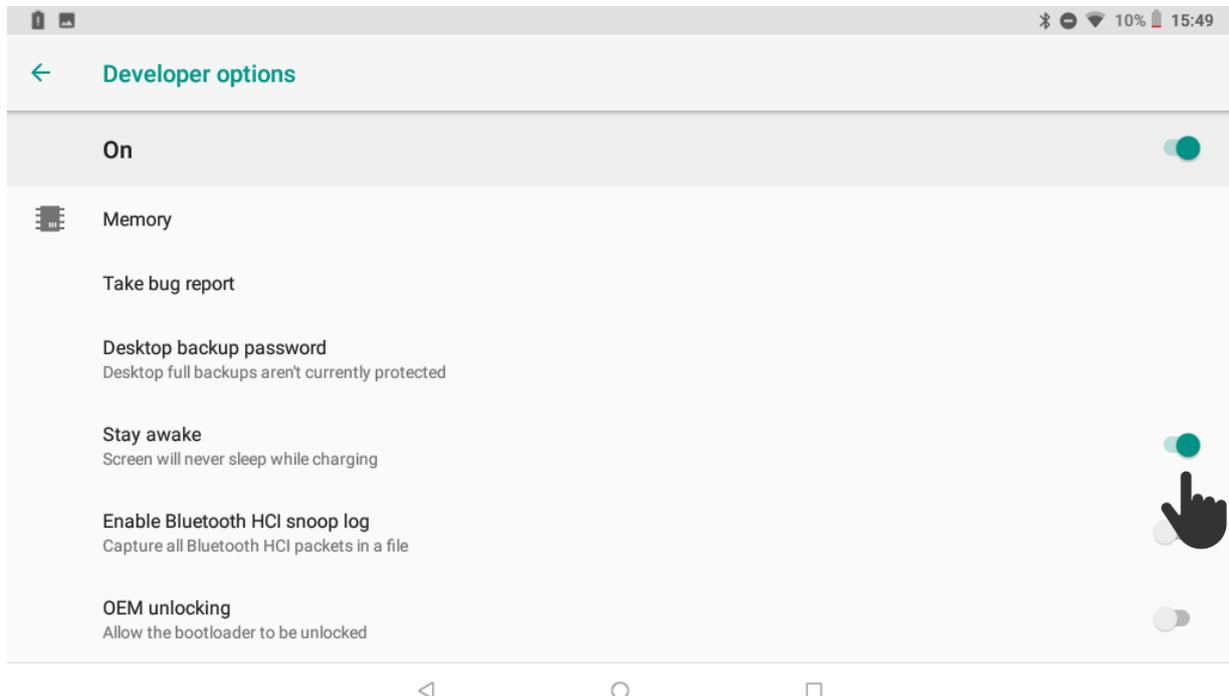
4. Then Click on System



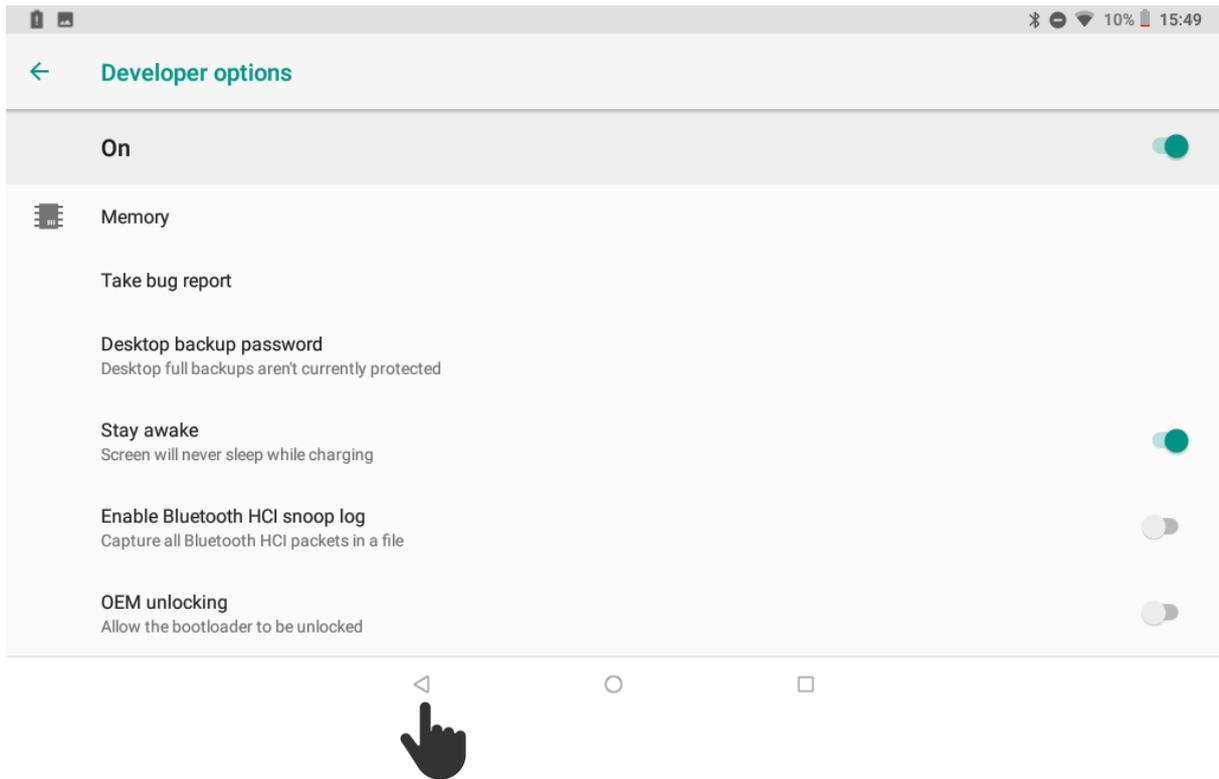
5. Click on Developer Options



6. Then Turn ON Stay awake and check both Developer Options & Stay Awake are ON



7. Then Click on back to complete the process



8. Open the JAYCOMMAND App



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