

FAQS AND TROUBLESHOOTING

Need more help troubleshooting your **RVMaster**?

Email our customer service team at: customerservice@teambmpro.com

RVMasterCONTROLLER AND APP

Does the RVMasterController connect to Wi-Fi?

Yes, the **RVMasterController** can connect to your local Wi-Fi network:

1. Tap the Main screen icon  to return to the **RVMasterController** main screen
2. From the main screen, tap on the Settings icon 
3. Select *Network & Internet* and then *Wi-Fi*, then choose and connect to your Wi-Fi network

How do I update the RVMaster App on my RVMasterController?

If the **RVMasterController** is connected to the internet and logged into a Google account, it may automatically receive **RVMaster App** updates and notifications.

RVMaster App updates may also be searched from the Google Play Store. Open Google Play  and search for **RVMaster** to find the latest app updates.

How do I create a Google account?

If you don't have a Google account, you may create one by clicking on the Google Play icon  on the **RVMasterController** main screen and following the prompts.

How do I change the time on my RVMasterController?

To change the date and time on your **RVMasterController**:

1. Tap the Main screen icon  to return to the **RVMasterController** main screen
2. From the main screen, tap on the Settings icon 
3. Select *Systems* and then *Date & Time* to adjust the date, time or time zone

I can't use my RVMasterController and why does it display BB?

The **RVMasterController** will show **BB** on its menu display if there is a system error which prevents the use of the **RVMaster System**.

If you encounter an **BB** error, please contact your local RV dealership for further assistance.



Figure 22: The **BB** error

My screen on my RVMasterController is asleep?

Touching the screen will not wake up the **RVMasterController**. To wake up the **RVMasterController**:

1. Press the < or > button on the **RVMasterController**, if no response then;
2. Using the < or > button on the **RVMasterController**, navigate to the 'OF' function (figure 23).



Figure 23: Navigate to the 'OF' function

Press EXT to wake the display on the **RVMasterController** (figure 24). This will put the **RVMaster** in standby mode and turn off the lights.



Figure 24: Press EXT to wake the display

3. Press  to take the **RVMaster** out of standby mode and begin using the **RVMaster App** (figure 25).



Figure 25: Press 1 to use the RVMaster

I've launched the RVMaster App on my RVMasterController but the app is not starting?

If the **RVMaster App** is not starting and is frozen on the logo page (figure 26), clear the app data on the **RVMasterController** then relaunch the app.

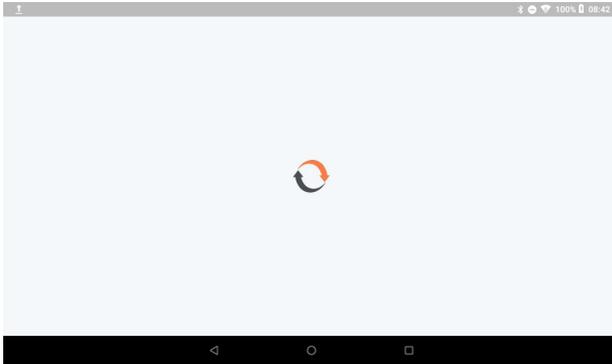


Figure 26: RVMaster App not starting

To clear the app data:

1. Tap the Main screen icon  to return to the **RVMasterController** main screen
2. From the main screen, tap on the Settings icon 
3. Select *Apps & notifications* and then *See all apps*
4. Scroll to find the **RVMaster App** icon and tap to select (figure 27)

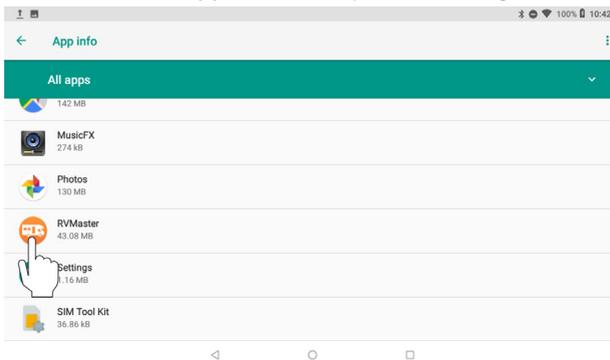


Figure 27: Select the RVMaster App from the list of apps

5. Tap on *Storage*
6. Tap on *Clear Data* and press *OK* at the prompt to clear the **RVMaster App** data (figure 28)
7. Return to the Main screen and relaunch the **RVMaster App**

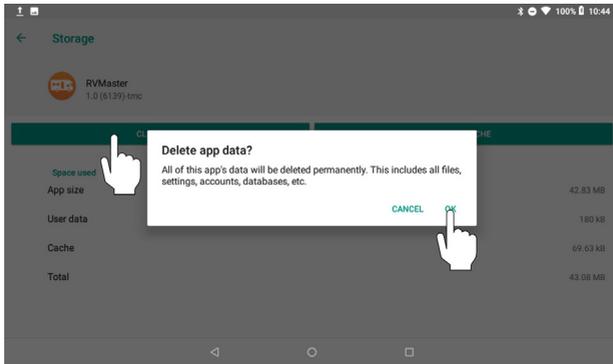


Figure 28: Clear RVMaster App data

PAIRING WITH THE RVMASTERNODE

I tried pairing my smartphone to the RVMasterNode but it didn't connect?

If pairing failed try the following before attempting to pair your smartphone again:

1. Toggle the smartphone's Bluetooth off and on
2. Restart the **RVMaster App**
3. Cycle power to the **RVMasterNode** off and on by disconnecting RV shore power or if available in your RV, cycling the battery isolation switch off and on.

If the above does not solve the problem, go to the **RVMasterApp** General Settings and unpair your smartphone. Then follow the instructions in **Clearing the RVMasterNode** to clear the **RVMasterNode** memory of any previously connected devices. Pair your smartphone.

WARNING

If you clear the **RVMasterNode** remember to pair with the **RVMasterController** again.

I tried pairing my smartphone to the RVMasterNode but the RVMasterController displays --?

When pairing to the **RVMasterNode** if the **RVMasterController** displays --, the **RVMasterNode** is already paired to four devices and cannot support anymore devices.

Follow the instructions in **Clearing the RVMasterNode**, then pair your smartphone. Don't forget to also pair the **RVMasterController** again.

RVMASTERSWITCH

I've replaced the RVMasterSwitch in my RV, but it doesn't work?

You need to pair the **RVMasterSwitch** to the **RVMasterNode** before you can use the switch.

The **RVMasterSwitch** is paired to the **RVMasterNode** in four steps:

1. Using the < or > button on the **RVMasterController**, navigate to the 'PA' menu item (Figure 23).



Figure 23: Use < or > to navigate to the 'PA' menu item

2. When 'PA' appears on the display, press the RET button to start the pairing process between the **RVMasterSwitch** and **RVMasterNode** (Figure 24)



Figure 24: Press RET to start pairing

3. Press any two buttons on the **RVMasterSwitch** at the same time (Figure 25)



Figure 25: Press any two buttons on the RVMasterSwitch

4. Press EXT on the **RVMasterController** to accept the pairing of the **RVMasterSwitch** to the **RVMasterNode** (Figure 26)



Figure 26: Press EXT to accept pairing