

RESOLVING CONTROLLER PAIRING ISSUES

CONTROLLER NOT TURNING ON

If your Controller is blank, flashing or not fully booting up, follow the below troubleshooting tips.

- ❑ If the Controller has only been powered on for four hours or less, give it time to fully charge.
- ❑ Download the BM PRO Connect app onto your smartphone and use it to pair to the Node. You will be able to do this regardless of what is shown on the Controller.

For details on how to pair to the Node with your smartphone, refer to the **BM PRO Connect Owner's Manual**.

- ❑ If the Controller has been charging for more than four hours and it is still not turning on correctly, the Controller should be replaced.

CONTROLLER WILL NOT PAIR

If your Controller will not pair to the Node, or is stuck on the pairing screen, follow the below troubleshooting tips.

- ❑ Try pairing to the Node again.

For details on how to pair to the Node, refer to the **BM PRO Connect Owner's Manual**.

- ❑ If pairing to the Node is not successful, update the BM PRO Connect app, clear the app data and try pairing to the Node again.

For details on how to clear app data, refer to the **Clearing App Data Help Guide**.

- ❑ If pairing to the Node is still not successful, try to pair a smartphone with the BM PRO Connect app.

For details on how to pair to the Node with your smartphone, refer to the **BM PRO Connect Owner's Manual**.

- ❑ If pairing to the Node is still not successful, it is likely the Node itself requires troubleshooting. Ensure the system is receiving the minimum of 12.6V required in order to operate.