FAQS AND TROUBLESHOOTING

Need more help troubleshooting your BMPRO Connect system? Email our customer service team at service@teambmpro.com

PAIRING WITH THE NODE

I tried pairing my phone to the Node, but it didn't connect?

If pairing fails, before you attempt to pair your smartphone again:

1. Toggle the smartphone's Bluetooth off and on.
2. Toggle the smartphone's Airplane mode on and off.
3. Restart the app.
4. Cycle power to the Node off and on.

I tried pairing my phone to the Node but the Controller displays --?

If the Controller displays -- when pairing with the Node, this indicates the Node is already paired to four devices and cannot support any more devices.

In this case, unpair one of the connected devices and try again.

Alternatively, clear all previously paired devices and pair your smartphone and the Controller again.

How do I unpair the Node from my device?

1. From the home screen, press the Settings icon. ⚙
2. Press **Bluetooth Connection.**
3. Press **Unpair RV.**

How do I clear the Node's memory of all paired devices?

1. Navigate to the **PA** function on the Controller display.
2. Press and hold **EXT** for about 10 seconds until the number 1 scrolls across the Controller display.
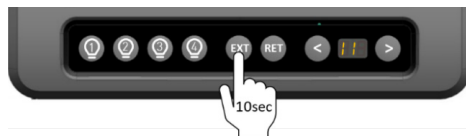
 The Node is now clear of all connected devices.

3. Pair the Controller and your device to the Node again.

How do I update the BMPRO Connect app on my smartphone?

Most smartphones allow automatic updates.

To confirm your app is up-to-date, try the following:

1. Verify the mobile network or WiFi connection on your smartphone.
2. Open either the Google Play Store or Apple App Store.
3. Search for the **BMPRO Connect** app.
4. Verify there is no option to update. If the option to update is available, press **Update** and allow the App to download and install on your device.

How do I update the BMPRO Connect app on my Controller?

The Controller is set up to automatically receive app updates and will automatically update whenever a new release is available. To allow this to happen, make sure that you are connected to the internet and logged into your Google account.

CONTROLLER

How do I create a Google Account on my Controller?

If you don't have a Google Account, you can create one by pressing the Google Play icon on the Controller's main screen and following the prompts.

How do I change the date and time on my Controller?

If you need to change the date and time:

1. At the bottom of the screen, tap the main screen button to return to the Controller's main Android screen.
2. Press the Settings button.
3. Press **Systems**.
4. Press **Date & Time**.
5. Adjust the date, time or timezone to your needs.

The Controller is displaying the code 88 and is unusable, what do I do?

The Controller will display **88** on its menu display if there is a system error which prevents the use of the system.

If you encounter an **88** error, please contact your RV dealership for further assistance.

SWITCH

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

You may need to pair the Switch to the Node before you can use the Switch.

1. Using the **< >** buttons on the Controller, navigate to the **PA** menu item.

2. When 'PA' appears on the display, press the **RET** button to start the pairing process between the Switch and the Node.
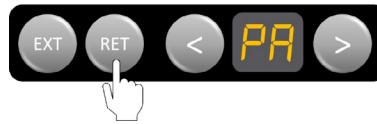
3. Press any two buttons on the Switch at the same time.
4. Press **EXT** on the Controller to accept the pairing of the Switch to the Node.