SOLARFLEX BLUETOOTH TROUBLESHOOTING

KEYSTONE RV COMPANY

I AM HAVING BLUETOOTH ISSUES WITH THE VICTRON CONNECT APP

» Ensure the controller is powered on by batteries installed and PV disconnected and switched to ON (if equipped).

» Make sure Bluetooth is enabled on your phone. Open the Victron Connect App and check to see if the devices now appear.

» If using an iPhone the "Location Services" must be turned ON.
  1. Tap Settings > Privacy
  2. Tap Location Services
  3. Move the Location Services slider to on/green. Location Services are now on.

» Get as close to the device as possible. The default Pin is 000000

» Connect to your Victron Devices through the Victron Connect App "Device list", not through your phone's Bluetooth settings. Turn your phones Bluetooth on and then go to your Victron Connect App.
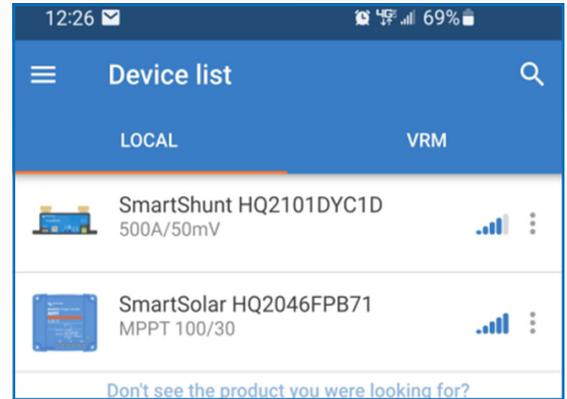
» Only one Phone or Tablet can be connected at a time to a single device.

» You will know if another smart device is connected by the color of the device in the app list. Full color is open to connecting, if it is gray another smart device is connected.

Both devices available

SmartBMV is gray and unavailable.
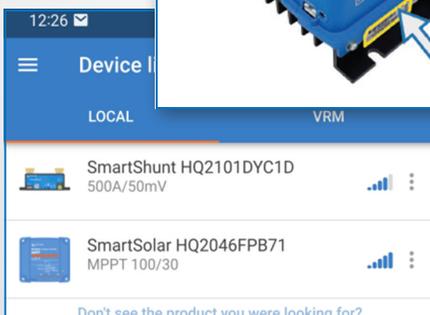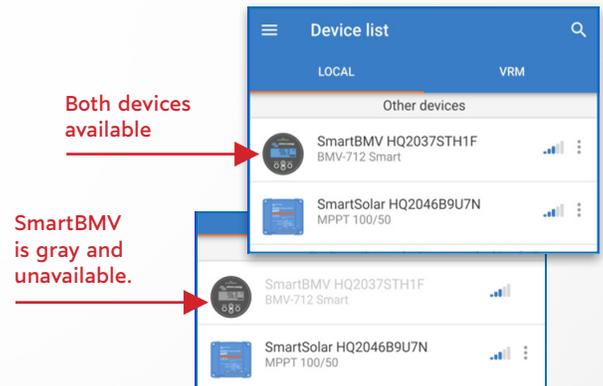
» Once the controller is linked to your device multiple firmware updates may be required. Allow them to update, do not interrupt the updates.

» I see multiple SmartSolar Charge Controllers on the Device list, how do I know which one to pick?
  1. Get as close to the SmartSolar Charge Controller that you want to link to and from the device list choose the one with the strongest signal.
  2. If the first step did not work, find the white label on the **top or side** of the SmartSolar Charge Controller, find the serial # on that label, and match it to the serial # found at the top of the device list of the Victron Connect App.

Note: Access to the label can be difficult, use your cellphone camera to take a picture of the label.

Note: Once you have identified your devices we highly recommend you rename them. Choose the Device to rename (1) Go to "Settings (⚙) " (2), tap the "3 dots" (3) in the upper right corner, tap on "Product info"(4) and there you will see that you can "Edit"(5) the "Custom Name"(6) of that device.
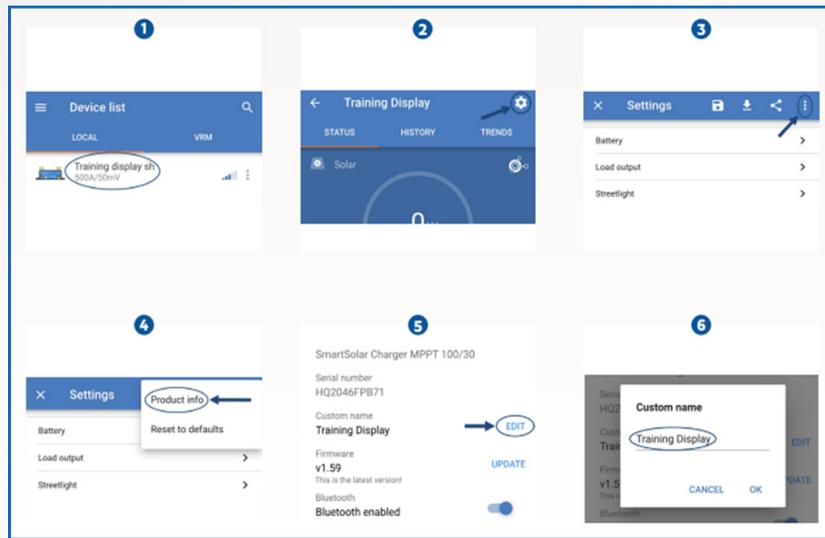
STILL HAVING ISSUES WITH BLUETOOTH CONNECTIVITY?

» Open Victron connect app on your phone or tablet, and the associated device (by serial # & product #) should be showing underneath the local device list (#1).
If the product is not shown on this list.

A. See if it shows underneath another device, if it does show up on another phone or tablet then something is wrong with the 1st phone or tablet, proceed to step D.

B. If it does not show up on another phone or tablet the SmartSolar charge controller needs to be reset, reset the controller by disconnecting battery positive and negative wires to the controller and PV positive and negative wires to the controller, wait 15 minutes then reconnect and attempt to connect via Bluetooth again.

C. If you are still unable to connect replace the SmartSolar charge controller.

D. Select your device from the menu. The app will prompt you for a PIN code, which is default 000000. If this results in failure, the PIN can be reset using the PUK # present on the physical controller (#3). On the device list, select the 3 dotted button on the right-hand side of your device (#2), and select reset PIN code. Input the PUK # found on the physical controller (case sensitive (#3), the app will inform you that the PIN code has been reset back to the default 000000. At this point, you will be able to connect to the solar controller using the said PIN. There should be no problems getting the controller connected if there is power to the controller.
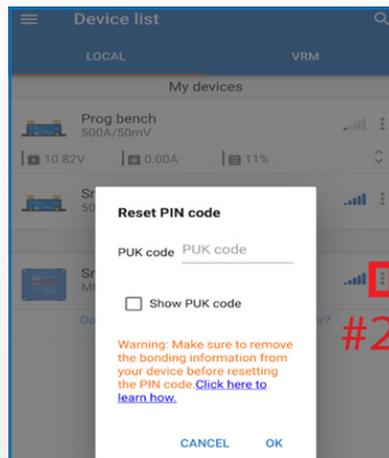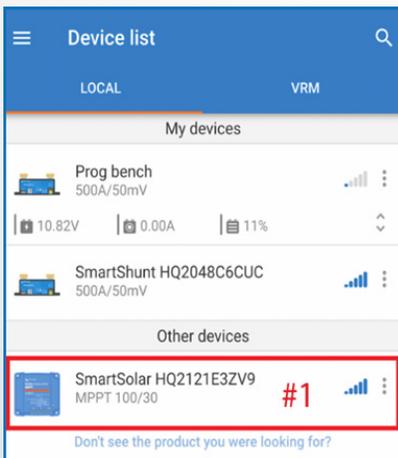
SOLAR IS STILL NOT CHARGING MY BATTERIES.

» 75/15 SmartSolar charge controller - Remove the fuse to check the fuse continuity visibly or with a multimeter. If the fuse is faulty replace the fuse with a new fuse. But, before placing the new fuse, check the battery polarity and fix if the battery polarity is wrong. Reverse battery polarity is not covered by warranty. If the new fuse also blows, consider the unit faulty.

Fuse

Location of the fuse

Check continuity
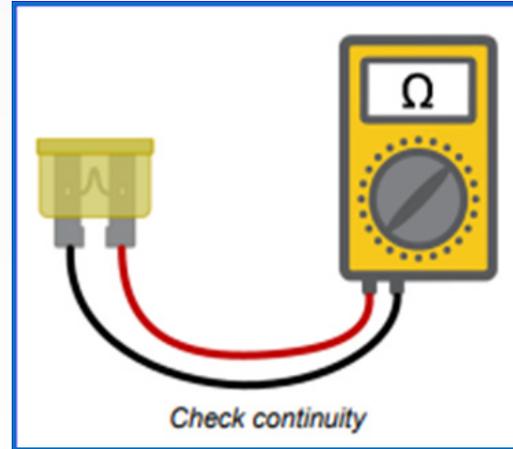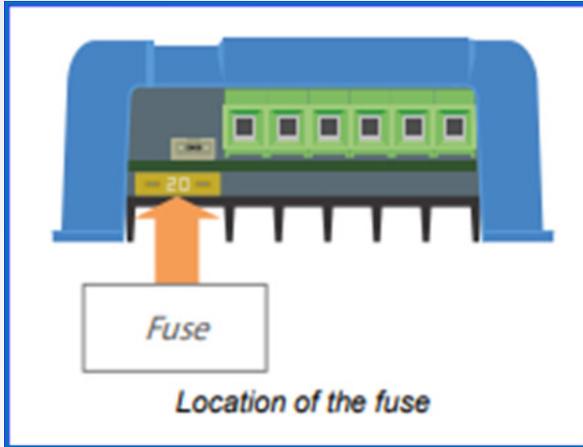
» 100/30 or 100/50 SmartSolar charge controller - Using a multimeter set to Continuity or Diode position, measure polarity between the negative and positive battery terminals.

- • Fail (blown internal fuse due to non-warrantable reverse polarity) – Meter reads an open circuit – or if reading below 0.3V
- • Pass – Above 0.3V or overload reading.