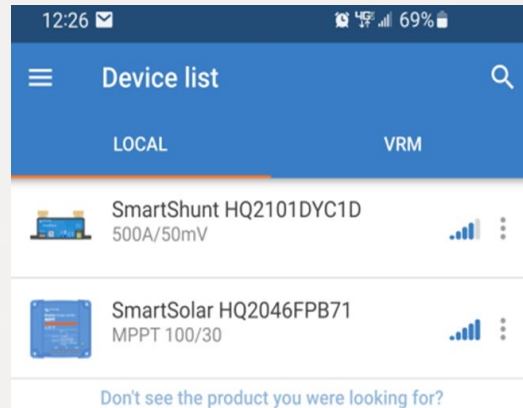


SOLARFLEX BLUETOOTH TROUBLESHOOTING

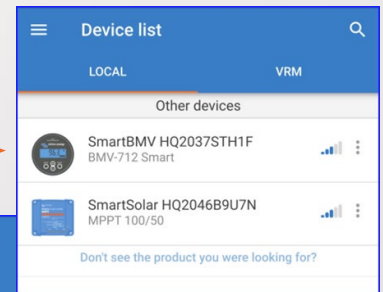
- » I see multiple SmartSolar Charge Controllers on the Device list, how do I know which one to pick?
- ◇ Get as close to the SmartSolar Charge Controller that you want to link to and from the device list choose the one with the strongest signal.
- ◇ If the first step did not work, find the white label 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.

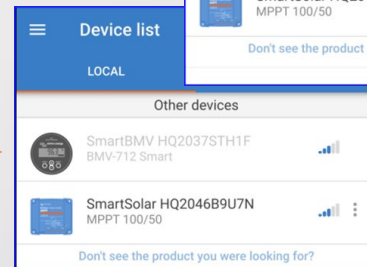


- ◇ Only one Phone or Tablet can be connected at a time to a single device.
- ◇ You will know if another smart device is connected by the color of the device in the app list. Full color is open to connecting, if it is gray another smart device is connected.

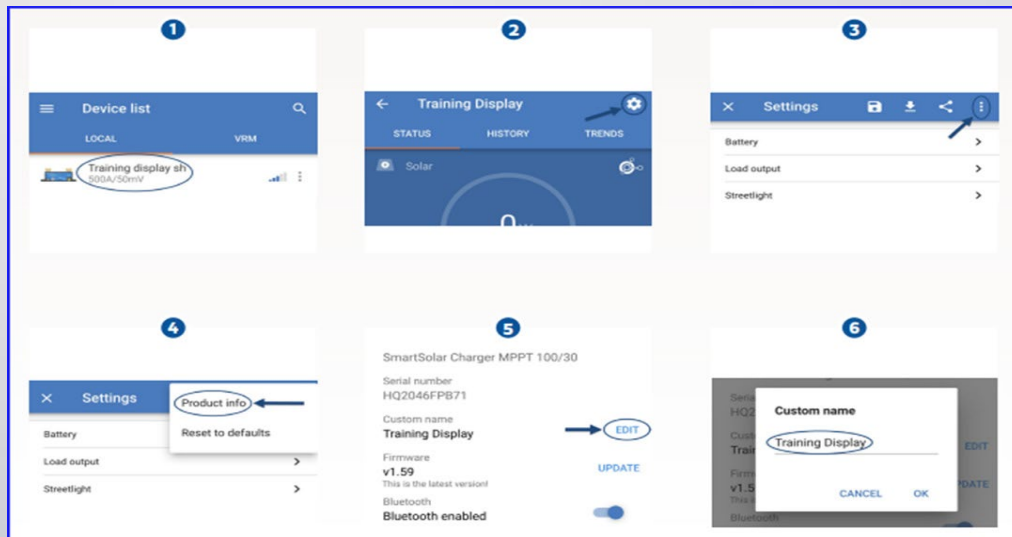
Both devices available



Smart BMV is gray and unavailable

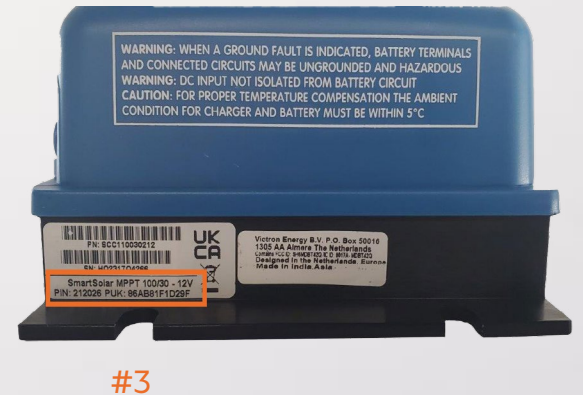
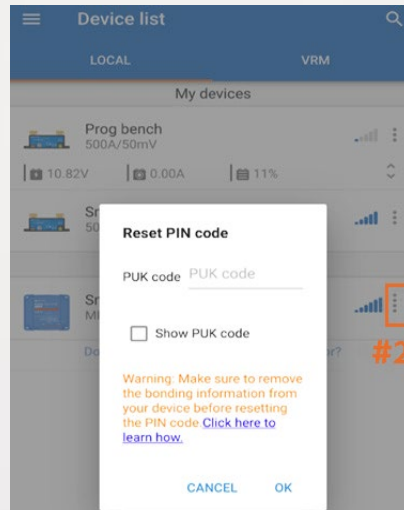
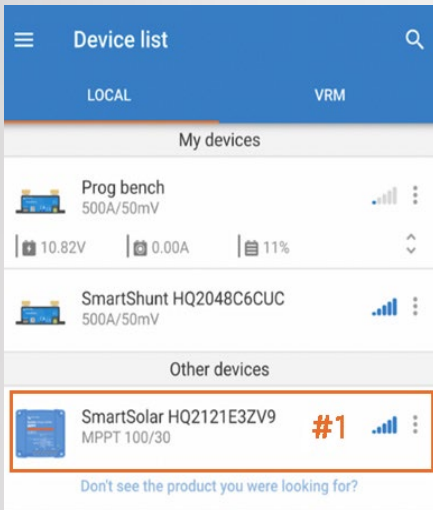


Note: Once you have identified your devices we highly recommend you rename them. Choose the Device to rename (1) Go to "Settings" (2), tap the "3 dots" (3) in the upper right corner, tap on "Product info"(4) and there you will see that you can "Edit"(5) the "Custom Name"(6) of that device.



STILL HAVING ISSUES WITH BLUETOOTH CONNECTIVITY?

- » Open the Victron connect app on your phone or tablet, and the associated device (by serial # & product #) should be showing underneath the local device list (#1).
- ◇ 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.
- ◇ 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.
- ◇ Select your device from the menu. The app will prompt you for a PIN code. If this results in failure, the PIN can be reset using the PUK # present on the controller (#3). On the device list, select the 3 dotted button on the right-hand side (#2), and select reset PIN code. Input the PUK # found on the controller (this is 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.



STILL HAVING ISSUES WITH BLUETOOTH CONNECTIVITY? Using your smart device scan the QR code on the face of your Smart Solar Controller to download the manual for more troubleshooting.

