MAXVIEW

Operating Instructions

Booklet 2 of 2

MXL028/65NZ Connect (Single)

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Maxview reserve the right to change specifications without prior notice
9111421NZ Iss 1

Introduction

Please read these instructions fully before using the antenna for the first time. The operation of the antenna has been designed to be as simple as possible however should you require any technical assistance please contact +64 (07) 846 7771 or visit www.rvsupplies.co.nz

This guide outlines how to use your Connect, assuming your system has already been installed. For installation, technical information and fault finding, please see Booklet 1.

The Connect system has been optimised to be operated using the Connect App. Where this is not possible, the system can be controlled using the control box interface.

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CONNECTING YOUR PORTABLE DEVICE

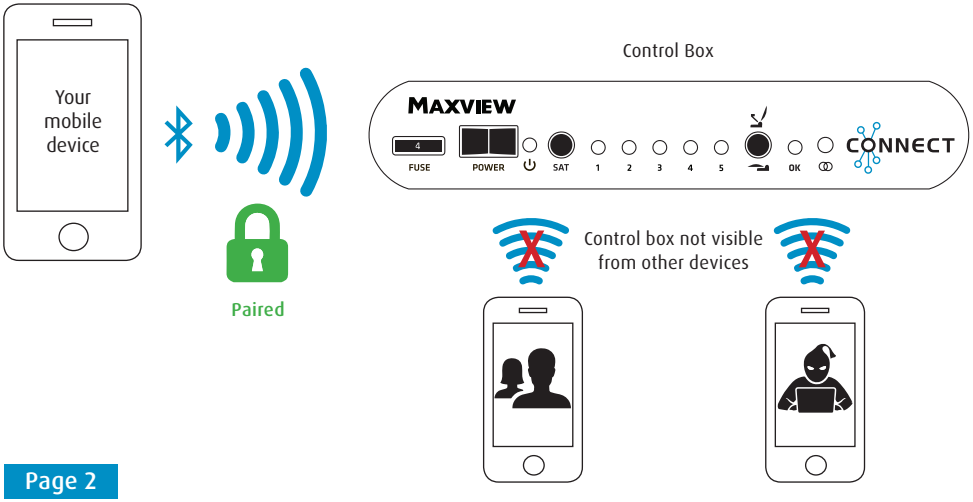
Installing the App
The Connect App is available on all Apple and Android portable devices (phones and tablets) running operating systems iOS (10 or later) or Android (6 or later). The App is available to download from the App Store (iOS) and the Play Store (Android).

Pairing your mobile device

When using the Connect App on a new portable device, it is necessary to pair the new device with the control box.

Pairing a mobile device creates a secure connection between your portable device and the control box.
This means only 1 device can connect at any one time.

Once paired, the control box is no longer visible from other devices.



CHOOSING YOUR PAIRING SCENARIO

The App has been designed to be user friendly & intuitive and the pairing process should be simple to follow.

However the pairing process may differ depending on a number of factors as detailed below.
We recommend you follow the 'on screen' prompts from the App. The below is for reference or specific pairing scenarios.

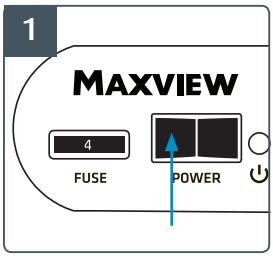
The scenario required to pair your mobile device to your control box will depend on how the control box was last used. Use the table below to select which scenario is required.

	App used before?	System unpaired by previous user?
Scenario A	No	Yes
Scenario B	No	No
Scenario C	Yes	Yes
Scenario D	Yes	No

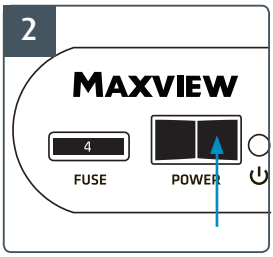
Note: The pairing process is only required the first time the App is used. On subsequent uses, when opened, the App will transfer you straight to the dashboard.

HOW TO PAIR A PORTABLE DEVICE - SCENARIO A

Use this method when using the App for the first time, with a Connect system which is brand new or unpaired by the previous user.

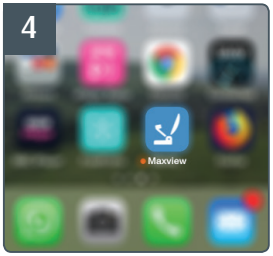


Turn off Control Box (if turned on).



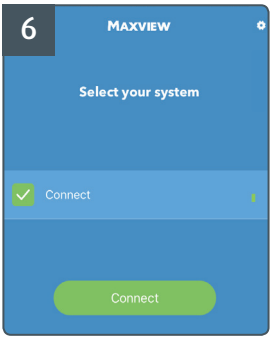
Turn on Control Box.

Ensure device Bluetooth is turned on.



Open App.

Select 'Connect your system'.



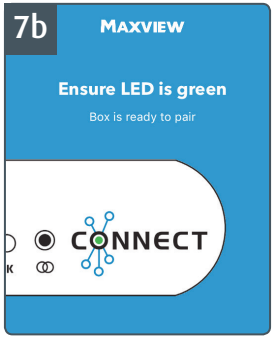
Select your system from the available device and select 'Connect'.

Note: If more than one unpaired system is within range of the device, the device will be listed with the strongest signal first.

If located next to your control box, your device will be listed first.

Press the pair button on the front of Control Box.

Note: Press button once. DO NOT hold down.

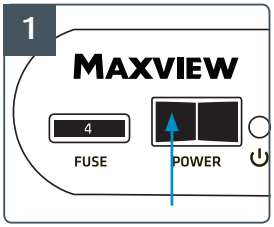


Ensure the LED is green and select the pair button on screen. The App will automatically create a secure pairing and you will be transferred to the dashboard.

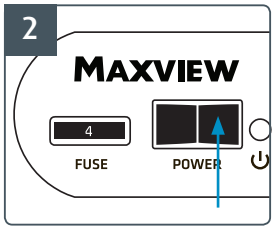
HOW TO PAIR A PORTABLE DEVICE - SCENARIO B

Use this method when using the App for the first time, with a Connect system which is still paired to another portable device.

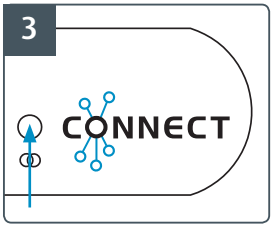
Override control box pairing



Turn off Control Box (if turned on).



Turn on Control Box.



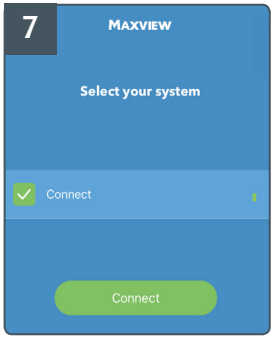
Once Control Box is loaded (lights stop flashing), press the pair button on the control box.

Pair with new device

Ensure device Bluetooth is turned on.

Open App.

Select 'Connect your system'.



Select your system from the available device and select 'Connect'

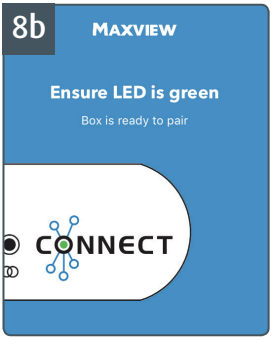
Note: If more than one unpaired system is within range of the device, the device will be listed with the strongest signal first.

If located next to your control box, your device will be listed first.

The light on the control box should already appear green. If not, press the pair button on the control box.

Note: Press button once. DO NOT hold down.

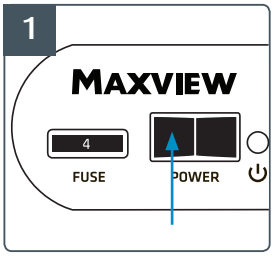
Once pressed, select next.



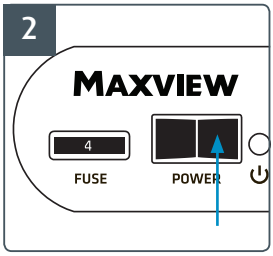
Press the pair button on screen. The App will automatically create a secure pairing and you will be transferred to the dashboard.

HOW TO PAIR A PORTABLE DEVICE - SCENARIO C

Use this method when the App has been paired to the Connect system before and the previous user has unpaired their portable device.

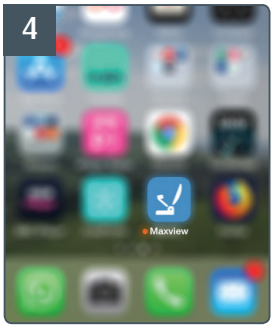


Turn off Control Box (if turned on).



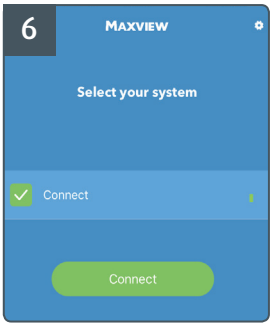
Turn on Control Box.

Ensure device Bluetooth is turned on.



Open App.

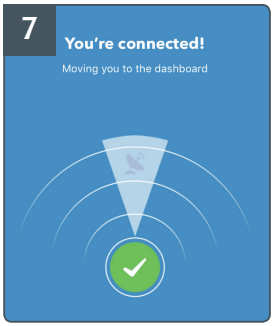
Select 'Connect your system'.



Select your system from the available device and select 'Connect'

Note: If more than one unpaired system is within range of the device, the device will be listed with the strongest signal first.

If located next to your Control Box, your device will be listed first.

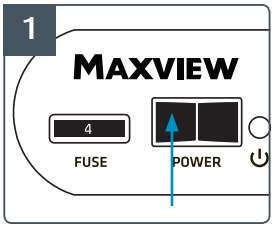


The App will automatically create a secure pairing and you will now be transferred to the dashboard.

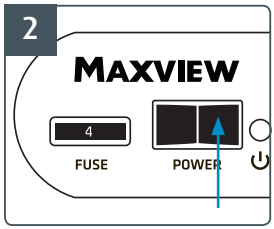
HOW TO PAIR A PORTABLE DEVICE - SCENARIO D

Use this method when the App has been paired to the Connect system before, however the Connect system is still paired to another portable device.

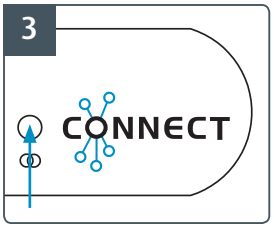
Override control box pairing



Turn off Control Box (if turned on).



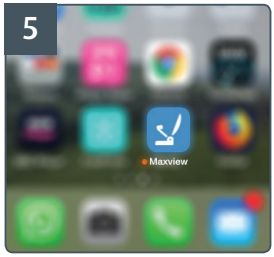
Turn on Control Box.



Once Control Box is loaded (lights stop flashing), press the pair button on the Control Box.

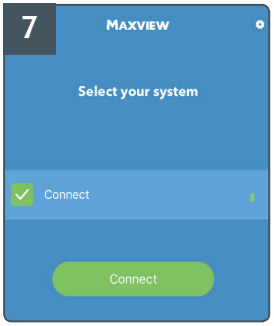
Pair with new device

Ensure device Bluetooth is turned on.



Open App.

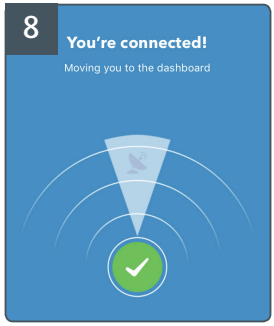
Select 'Connect your system'.



Select your system from the available device and select 'Connect'

Note: If more than one unpaired system is within range of the device, the device will be listed with the strongest signal first.

If located next to your Control Box, your device will be listed first.

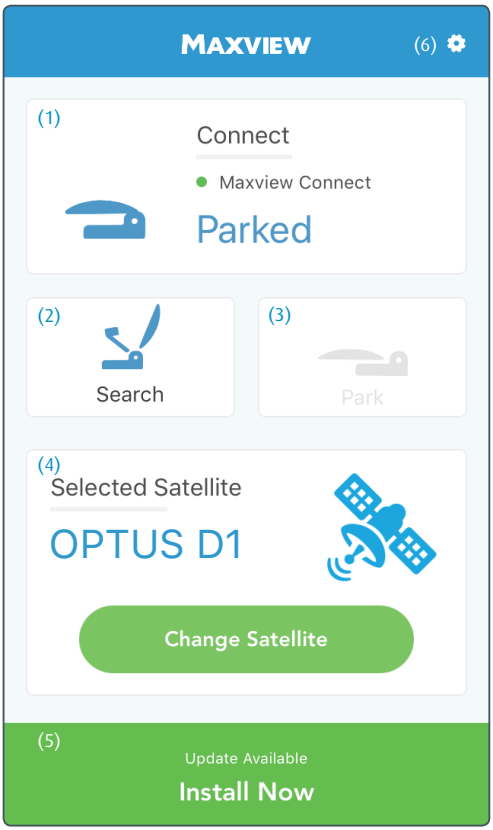


The App will automatically create a secure pairing and you will now be transferred to the dashboard.

GETTING TO KNOW YOUR APP

Dashboard
Once connected, antenna control can be completed from this dashboard.

Note: The Control Box must be turned on and paired to your device to view the dashboard.



1. System Status
Live feedback of pairing status and head unit status

2. Search
Press here to begin search on selected satellite

3. Park
Press here to park system when system is searching or locked on

4. Satellite Selection
Shows satellite currently selected. Pressing this tab will allow a new satellite to be selected

5. Update Notification
This will appear for:

a. Firmware update available – Firmware updates will introduce new features for your system

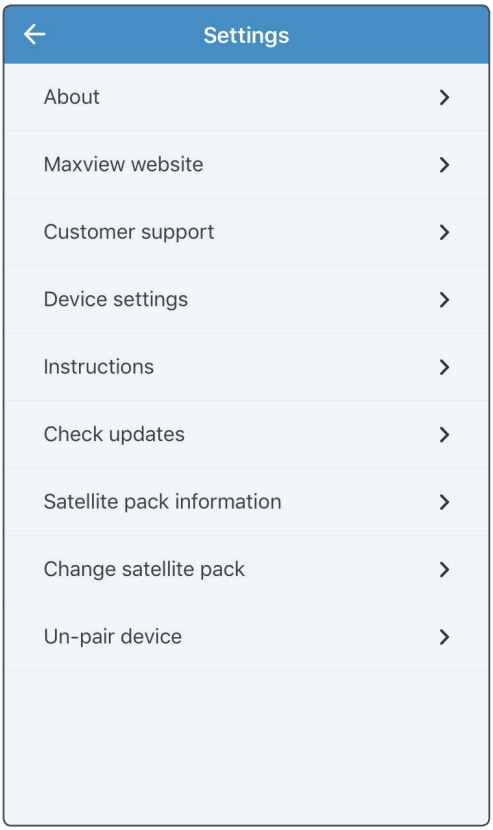
b. Satellite pack update available to current pack

This means there has been a change to your current pack satellite criteria which may affect the performance of your system.

6. Settings
Here you will find a range of useful features.
See page 9 for more information

Settings
The settings contains important features such as satellite packs, software version information and useful satellite information.

Note: The Control Box must be turned on and paired to your device to use all settings features.



About
A brief summary of the Connect App

Maxview Website
Links you to the Maxview website (internet connection required)

Customer Support
Details to contact Maxview Customer Support

Device Settings
Information on your current app version and satellite pack version

Instructions
A digital version of this instruction manual (internet connection required)

Check Updates
Performs a manual check for updates to your current firmware and satellite pack (internet connection required)

Satellite Pack Information
Information on each available satellite pack and the corresponding maps for reference (internet connection required)

Change Satellite Pack
Update your current satellite pack or change to a new satellite pack (internet connection required). See page 10 for more information

Un-pair Device
Un-pair the current device so a new device can connect to the Control Box

ABOUT SATELLITE PACKS

Your Connect system is usually factory set with the most suitable pack. With various packs available, it is also possible to install new satellite packs more suited to your travel requirements.

The database holds many satellite packs which are available for you if you require a pack more suitable to your travel requirements.

Note: Satellite Packs
Satellite Packs are only available if you can't receive the satellite within the footprint you are travelling.
For some countries your preset pack will be adequate

UPDATE NOTIFICATIONS AND MANUAL CHECK

The Connect automatically checks the Maxview database to ensure you have the most up to date version of your current satellite pack installed on your Control Box.

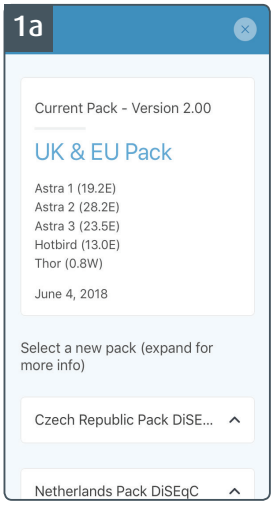
1. If an update is available to your current pack, a message will appear on the dashboard page. Alternatively, the 'check updates' tab can be used to do manual check for updates to your current firmware and satellite pack.

2. Selecting 'install new update' will take you to the 'install satellite pack' page and the available update will be displayed in the red box.

UPDATING/INSTALLING NEW SATELLITE PACK

Accessing Satellite Pack Screen

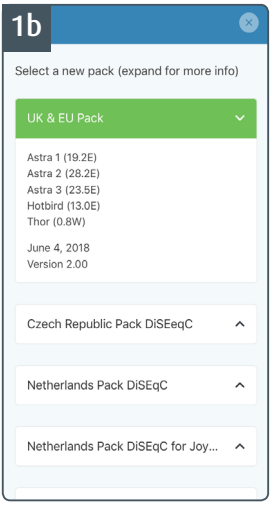
1. Ensure the Control Box is turned on and paired to your device.
2. To access the satellite pack screen, select 'Change Satellite Pack' from 'Settings'.



Installing a new pack

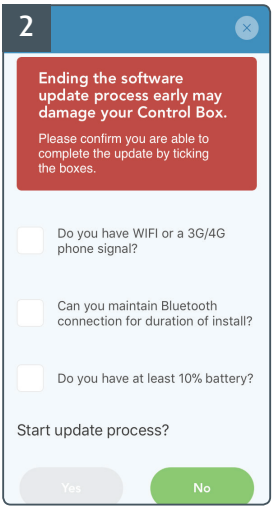
Select the pack you wish to install.

To install a new pack, select the pack and then install now at the bottom of the screen.



Updating current pack

To update your current pack select the red box and then select re-install now at the bottom of the screen.

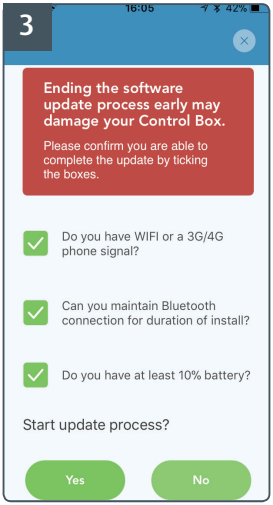


Before starting the update procedure, please ensure:

a. Your device is connected to the internet using a 3G, 4G or Wi-Fi signal

b. Your device has at least 10% battery.

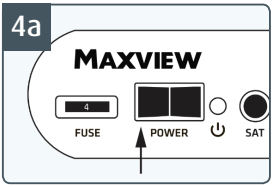
c. Have access and remain in close proximity to the Control Box.



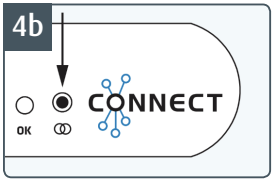
The update will take up to 5 minutes to complete and must be uninterrupted. Once the update has started, the existing software will be deleted.

Therefore please do not end the installation process or move device away from Control Box until the update is complete.

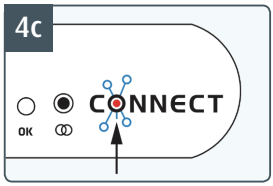
Tick boxes and select YES to start update.



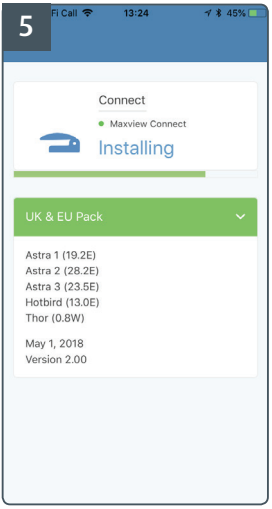
When prompted, enter control box into software update mode: Power off.



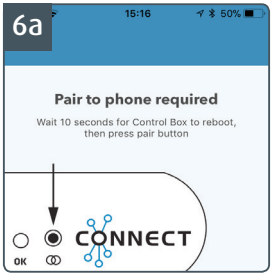
Power on whilst holding down pair button.



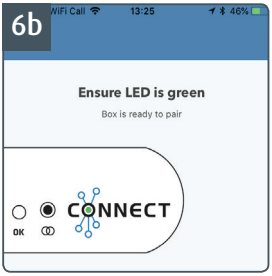
Ensure pair LED is red.



Select start Update. The new software will now begin to install. This usually takes around 4 minutes but can take longer if Bluetooth interferences are present.



Once installed, when instructed, re-pair the control box to your device by press the sync button.



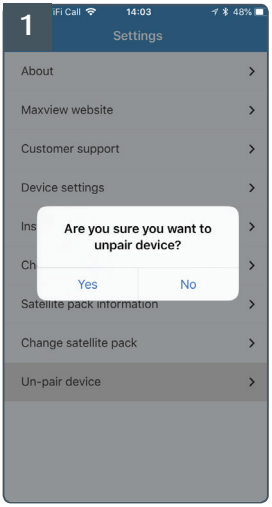
Press the pair button on screen. The App will automatically create a secure pairing and you will be transferred to the dashboard.

UN-PAIR YOUR DEVICE

Un-pairing your device will make the Control Box visible to other devices and simplify the pairing process for another user. This is only necessary if a new device is ready to Connect.

Note: If the current device is still paired, a new user will still be able to pair their device and override the current pairing using the pair button on the front of the Control Box. See ‘pairing a new device – scenario B & D”.

Un-pair your mobile device by selecting ‘un-pair device’ in ‘settings’.

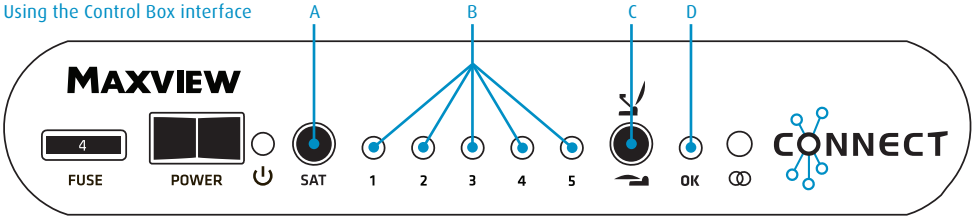


USING YOUR CONTROL BOX

To maximise performance we recommend using the Connect App, available on iOS & Android.
If this isn't possible the system can be controlled using the Control Box interface, using the below guidelines.

Note: When using the App, the Control Box interface can be used to override App commands at any time.

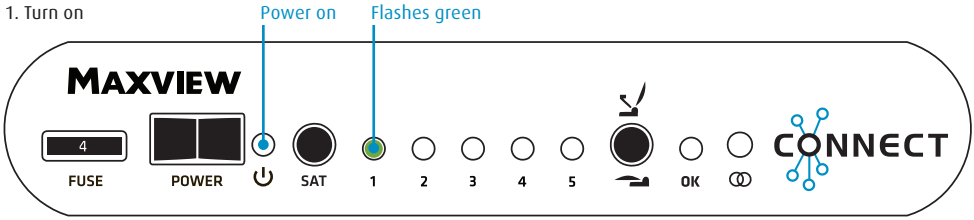
Using the Control Box interface



A. Select satellite
B. LED shows you which satellite is selected
C. SEARCH - Press and release PARK - Press and hold for 3 seconds
D. Satellite found LED (green FOUND)

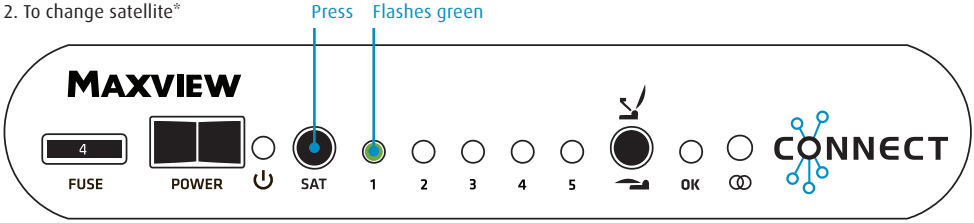
How to operate your system

1. Turn on



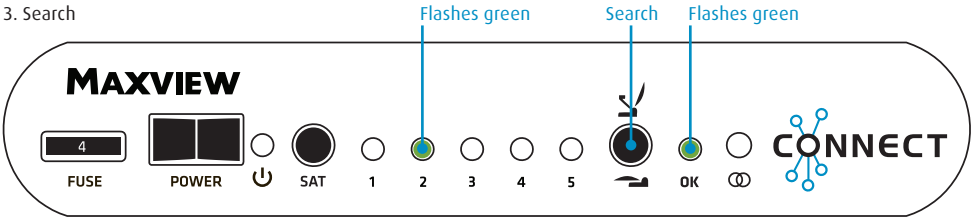
Switch the power on. The LED flashes green on the last satellite you selected.

2. To change satellite*



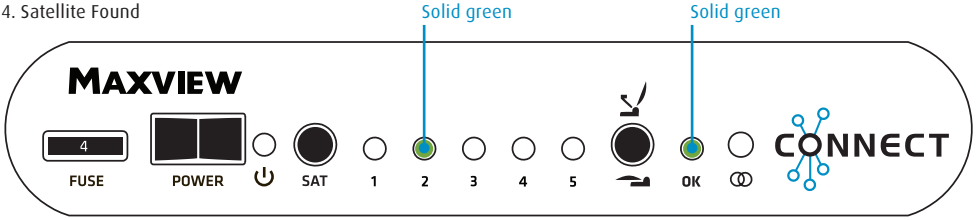
*If required. Press SAT to scroll through satellite selection. Eg. New selected SAT LED will flash green.

3. Search



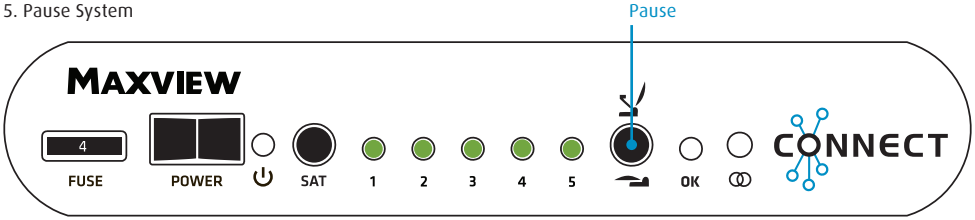
SEARCH - Press and release to begin. Both the OK LED and LED selected will flash during search.

4. Satellite Found



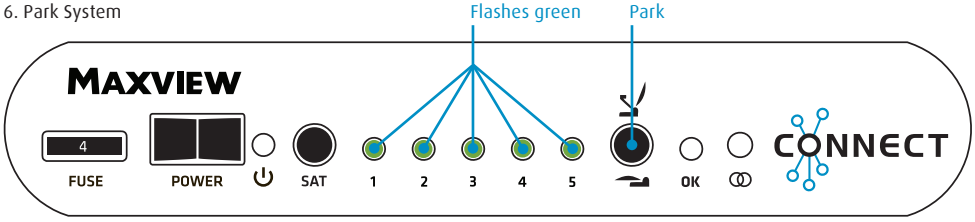
Once the satellite has been found the OK LED and the satellite selected will show solid green.

5. Pause System



PAUSE - Press and release to pause
Press and release again to resume search

6. Park System



PARK - Press and hold for 3 seconds. LED's 1 to 5 flash green to indicate system is collapsing.
Once fully collapsed, control panel can be powered off.