



## SELF-TROUBLESHOOTING INSTRUCTIONS

# GENERAL TROUBLESHOOTING STEPS

Though we never anticipate it, sometimes **system disruptions may occur** during otherwise normal operation of your smart system. As a part of our Support philosophy, MAVi desires to equip you to perform some basic troubleshooting yourself to cut down on unnecessary and costly Support and Service calls.

The following general troubleshooting procedure may help you **resolve more simple disruptions yourself**, or in the case of a larger disruption, it will point our Support and Service teams more quickly toward the problem.

### STEP 1

#### **Determine what conditions may have changed ahead of or leading to the disruption.**

- Note the date, time, and circumstances when you notice(d) the disruption.
- Have any site conditions recently changed? Has work been done? Has anyone been around any equipment? Has use changed from normal in any way?

### STEP 2

#### **Determine if your disruption is system-wide or device-specific.**

- Can you access the Crestron Home app successfully?
- If so, can you use some portions of the system but not others, or is everything not working?
- Do you notice any patterns in which device(s) aren't working?
- Using the Device Health dashboard within Home (see Page 3), which devices are showing as connected or offline?

### STEP 3

#### **Determine if you can control the non-functioning device another way.**

- If you're unable to turn a device on/off or otherwise control it as you normally do, is there an alternate way to control it **within the Crestron Home system** that IS working? (For example, if unsuccessful using a remote, try controlling using the app, a keypad, or a touch panel instead).

**If you can control the device a different way, then there's likely a problem with the interface you're controlling it with, not the device itself. If you can't control it using any part of the Home system, there's likely a communication issue or problem with the device itself.**

- If you're unable to control a device with any part of the Crestron Home system, is there an **alternate non-Crestron way** you can successfully control it? (For example, manufacturer's remote for a TV, or using the local buttons on a dimmer instead of controlling with the system).

**This can help determine if there's a problem with the device as a whole, or just its interconnection and communication with the Crestron system.**

### STEP 4

#### **Determine if batteries are dead on any equipment.**

- Attempt to replace or charge batteries on battery-powered devices.
- Check the Home Device Health dashboard (Page 3) for battery status if available.



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### STEP 5 Determine if you have internet from your Internet Service Provider (ISP).

- Using Wifi only (not cellular - try a laptop or tablet or turn off cellular on your phone) - can you successfully reach a website?
- On your ISP Modem (the box provided with your internet service where the internet feed enters the house), are any lights blinking or red? Does the device appear off altogether?
- If the ISP provides a user-facing app, or text/email notifications, check to see if you're experiencing a service outage and/or perform a scan of your ISP equipment to see the status.

If you notice any problematic signs with any of these, contact your ISP for help on troubleshooting your outside connection (Spectrum, AT&T, Xfinity, Comcast, etc.).

### STEP 6 Determine if there are any power disruptions with your offline device(s).

- Is there a current power outage for all or part of your home?
- Are any breakers tripped that feed the offline equipment? (**NOTE:** Many homes have multiple breaker panels - make sure to check them all!)
- Did any power cords become unplugged or disconnected?
- Did a power strip, surge protector, or fuse blow on any equipment, requiring a reset?
- Is there ongoing or recent severe weather that may have caused power flickers, outages, or surges?
- Has anything changed regarding your home's electrical recently? Has anyone been near the offline equipment recently?
- If you plug a working device (e.g., working lamp) into the same outlet as the non-working equipment, is there power? Are any GFCIs tripped or light switches off feeding outlet(s)?
- Are the equipment LEDs off on any devices that normally have LED indicators?

### STEP 7 Determine if any data or communication cables are disconnected.

- Are all network cables for disrupted devices connected?
- If audio/video, are all HDMI or component cables connected?
- Are any devices with a hardwired data connection accidentally set up with Wifi?
- For AV components, is there an IR bud (to right) that has become detached or unglued?



IR buds emit an infrared signal simulating a manufacturer's remote. If the bud becomes detached or misplaced, the device is unable to receive commands from the system.

### STEP 8 Determine if a reboot can successfully bring the device(s) back.

- If available in the Crestron Home Device Health dashboard, use the circular arrow icon to reboot devices (see Page 3 for help). ↻
- If a device has a simple and accessible power cord, unplug it, wait 10 seconds, and plug it back in.
- If the MAVi team has shown you how to manually reboot any specific equipment (via power or network cables), attempt this. **DO NOT unplug cables for unknown equipment or equipment you've not been instructed on - it's possible to worsen the disruption or damage equipment.**



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# CRESTRON HOME APP

As a part of the troubleshooting process (see the previous page), it is often useful to check in on different devices within the system. Follow these instructions to access the Device Health dashboard within Crestron Home.

1

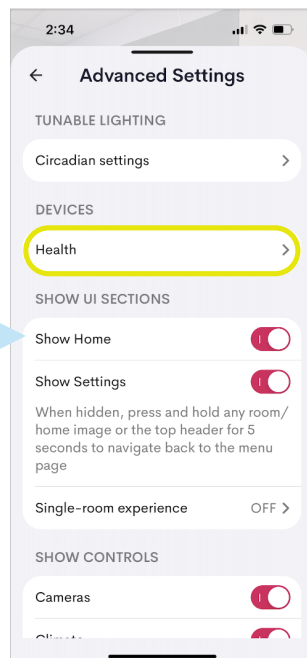
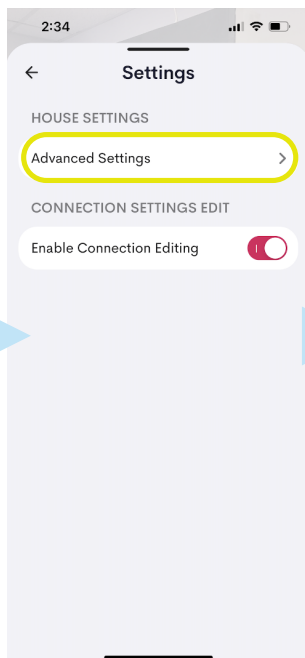
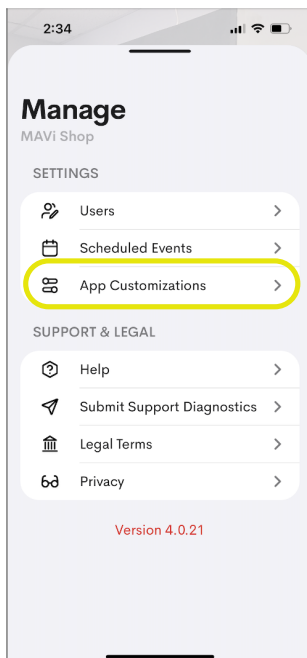
Ensure you have the Crestron Home app downloaded and you are logged into your system already.

See separate instructions if you need assistance with this.



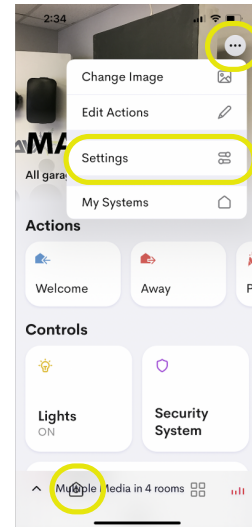
3

Select "App Customizations" > "Advanced Settings" > input the Advanced User Password if required (typically **Mavicrestron**) > "Health".



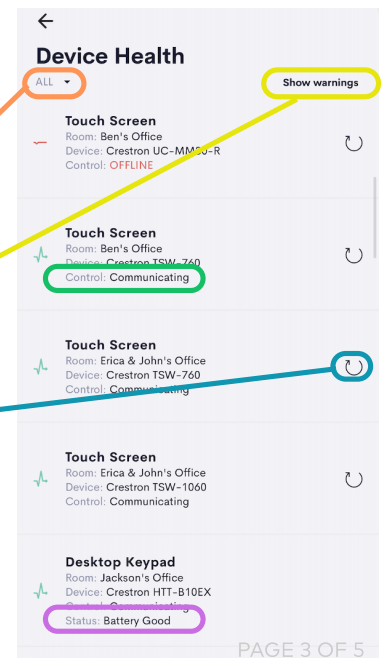
2

To access the Home App's settings section, go to the main Home tab (along the bottom bar) > "... in the upper right corner > "Settings".



4

The Health dashboard provides information on various devices in your Home system.



• Reference the "**Control**" indication (when provided) to see the current communication status between a device and the control system.

**OFFLINE** devices are not communicating with the system, so you'll experience an inability to control or use them with any part of the system (app, remote, touch screen, keypad). This can help indicate where troubleshooting is required.

• Reference the "**Status**" indication (when provided) to see current battery status on wireless devices, or other helpful information.

If devices show a Low Battery warning, replace or charge the batteries as a first troubleshooting step.

• Sort devices by room groups using the **dropdown** at the top.

• Select "**Show warnings**" to only see devices with a problem.

• If a device has a circular arrow icon, it can be "**soft**" rebooted by tapping the icon.

**NOTE:** If a device is OFFLINE due to a physical issue, performing a "soft" reboot via the Home app may not work. If this is the case, troubleshoot any physical issues that may be contributing to the OFFLINE status (see previous page for tips).  
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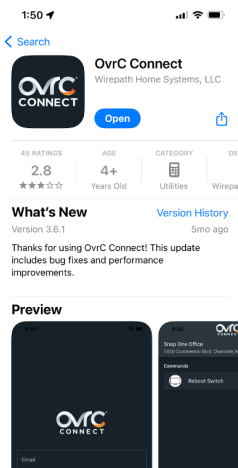


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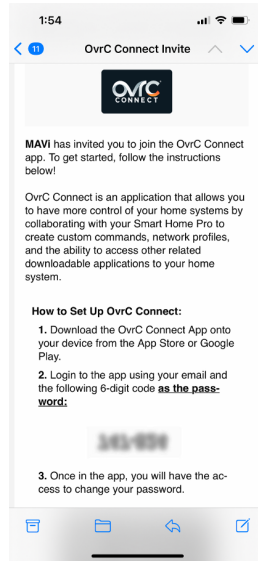
# OVRC CONNECT APP

As you attempt to troubleshoot your system, another resource that may prove helpful is the OvrC Connect App. This app is included as part of your Support Membership or Support + Service Plan. See the steps below to install and use the app.

**1** Download the OvrC Connect App from your phone's app store.



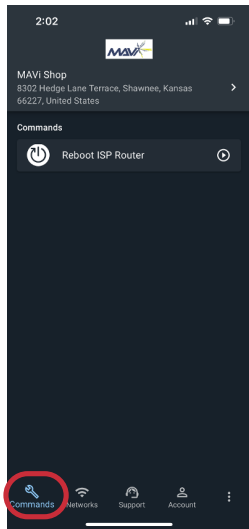
**2** Receive an email invitation (must be initiated by the MAVi team) to connect to your system.



**3** Log into the app using your email and the provided 6-digit code as the password.

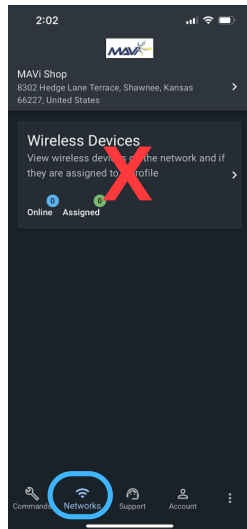
**4** Once in the app, you'll have access to change your password. You may be prompted to log in again with your new password.

## APP OVERVIEW:

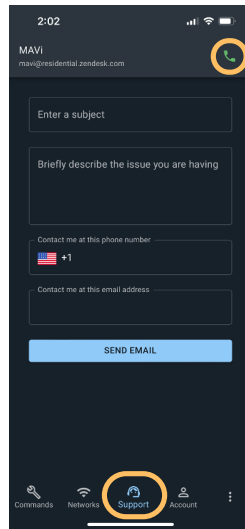


**COMMANDS:** Access any available commands that have been set up for your system, like rebooting devices.

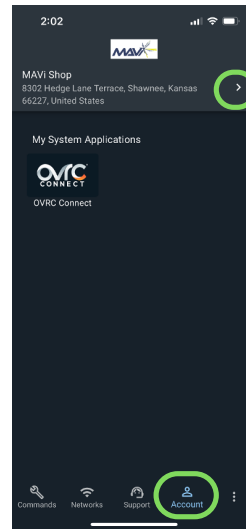
**NOTE:** Commands are highly equipment-specific. Some systems may have few or no commands depending on specific configuration.



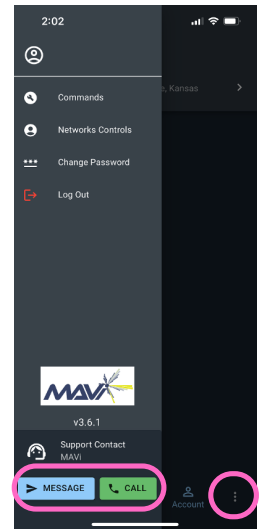
**NETWORKS:** To provide you with the best network experience, MAVi uses different network equipment than this platform requires. These features will likely be unavailable.



**SUPPORT:** Use this tab to contact MAVi Support directly, if you need assistance with your troubleshooting efforts. Send a message from the app, or tap the phone icon to call Support.



**ACCOUNT:** Access account settings and view your assigned system applications here.



**SIDEBAR:** View alternate ways to access similar features as the other tabs. Change your OvrC Connect password or log out of the app. Use the blue and green buttons to contact MAVi Support directly.

# STILL HAVING TROUBLE?


We're very sorry to hear that! Some disruptions can prove trickier to solve, or may involve multiple pieces of equipment. **Don't worry - we are here to help!**

The first step to receiving assistance with your system is to contact MAVi Support. **The easiest way to do this is using the OvrC Connect App!** Follow the instructions on Page 4 to access the app and navigate to the **SUPPORT tab** or app sidebar.

Or, use the below contact information specific to your Support Membership or Support + Service Plan to access our dedicated members-only Support department.

## DURING A SYSTEM DISRUPTION:

**CONTACT OUR SUPPORT TEAM FOR HELP!**

-  **EMAIL:** [support@getmavi.com](mailto:support@getmavi.com)
-  **TEXT:** 913.499.6953
-  **LIVE CHAT:** [residential.zendesk.com/hc](https://residential.zendesk.com/hc)
-  **PHONE:** 913.499.6953

**AVAILABLE 24/7**

**And as always, if there's anything else we can do to help, we'd love to.**

Contact our main office (with the information below) for general inquiries, sales inquiries, system additions or changes, support membership/plan inquiries, and more.

**Thank you for choosing MAVi! We're grateful for the opportunity to partner with you.**

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### MAVi MAIN OFFICE CONTACT INFORMATION:

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