

EasyTouch RV™

Reference Manual

for Model

350



MICRO-AIR



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The EasyTouch RV™ 350 model displays are Bluetooth and Wi-Fi enabled displays for remote access to your RV's comfort system. The 350 models were designed to directly replace certain 12-volt Dometic™ multi-zone displays. All functionality of the original control is preserved, alongside all of the new functionality that EasyTouch RV brings. Use this manual for detailed installation and operation of this product.

EasyTouch RV 350 Models and Compatible Replacements

EasyTouch RV 350 can be purchased in two colors. [Table 1](#) lists all EasyTouch RV 350 models.

EasyTouch RV 356 Model	Color
ASY-350-X01	Black
ASY-350-X02	White

Table 1

EasyTouch RV 350 models are only for use in Dometic™ "CCC2" systems and are direct, drop-in replacements of those displays. CCC2 systems can be identified by the OEM (Original Equipment Manufacturer) display. They are rectangular 10/12 button displays with a circular screen. [Figure 1](#) shows an example of a CCC2 display. The color of the plastic and button names/locations are not important. EasyTouch RV 350 will replace any control that has this plastic form. If you purchased a 350 and your display is not the same form as [Figure 1](#) then EasyTouch RV model 350 is not appropriate for your system and will not work with your non CCC2 system.



Figure 1- Example of an OEM CCC2 that EasyTouch RV 350 Replaces

Included in the Box

EasyTouch RV model 350 is shipped with the following items:

- 1x EasyTouch RV 350 Display
- 1x Quick-Instruction Card
- 1x Mounting Bracket (*Figure 2*)
- 4x Screw Hole Covers

The mounting bracket is used during installation. The screw hole covers can be used to cover holes in the wall from the previous display if they are exposed.

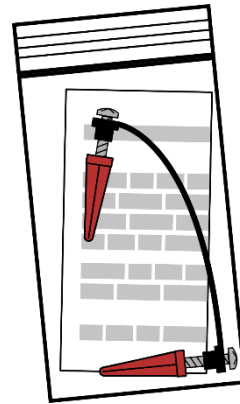


Figure 2 - Mounting Bracket and Instructions

Installing the Display

Safety

First, it is recommended to remove both AC and DC power from your system. Unplug your RV from shore power and turn off any converters or generators to remove AC power. Open your 12-volt DC bus breaker or fuse to de-energize your display. This greatly reduces the chance of any harmful electrical discharge, as well as preventing accidentally opening a fuse.

Removing the Old Display

Depress the rectangular locking tab on the bottom of the display with a small screw-driver. Pull the front of the display away from the wall from the bottom. Unplug the cable by depressing the connector's locking tab to release the front assembly. Remove the back plate mounting screws and remove the backplate.

Wiring the Display

All installations use a simple telephone-style modular jack, typically RJ-11 or RJ-12 for all power and communications in the system. They are typically 6-pins but a 4 pin will work as well. Simply plug this existing wire directly into the back of the EasyTouch RV 350.

Re-apply Power

Restore DC power. The display screen should light up and boot into the main menus. It should show a "No A/C Power" fault if you have AC power disconnected. Restore AC power so that your appliances can run again. Move on to the section *Mounting the Display*, or the section *Initial Setup Instructions* and mount the display later.

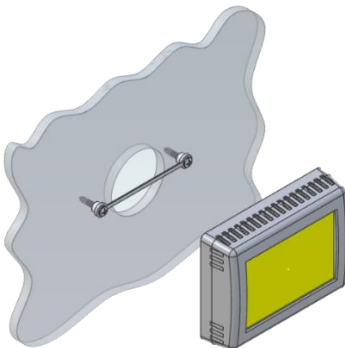
Mounting the Display



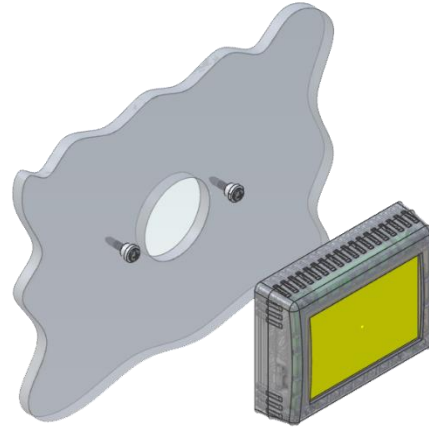
Step 1: Level the mounting bracket horizontally across the hole with the smaller diameter of the mounting button against the wall.



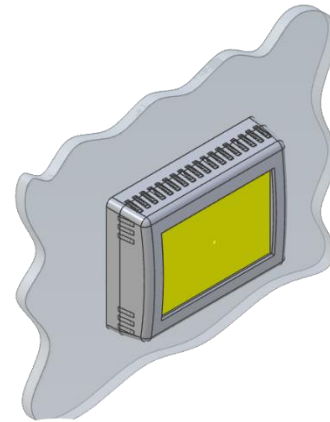
Step 2: Screw in one screw and level the buttons so the display will be straight when installed. Screw into the smaller hole of the two buttons.



Step 3: Screw in the second screw and make sure the buttons are flat and level. The wider inner diameter button has some play to make these adjustments easier.



Step 4: Cut away the center of the mounting bracket before mounting the display on the wall.



Step 5: Align the buttons with the holes in the back of the display. Press the display against the wall and gently slide the display down to lock it in place.

Initial Setup Instructions

Available Modes and Zone Communication

There is no software configuration required to control your appliances from the touchscreen. It is recommended however to make a change if you have a hydronic heat system (such as by AquaHot™ or Oasis™). Navigate to the settings screen and switch the icon from gas heat to Hydronic heat.



Hardware switches on the zone control board(s) in the air conditioner(s) are used to configure the system. These switches determine available appliances, generator start, and other features. These switches are not changed when EasyTouch RV is installed and the available modes and features are automatically pulled in when EasyTouch RV communicates to these boards on power-up. This makes EasyTouch RV 350 a plug-and-play solution.

See section *Unique Features* for some settings that can be changed for some desired operations. Default operation is often fine for most users.

Connecting Remotely

EasyTouch RV can be operated entirely by the touchscreen, however you can also communicate, monitor, and modify operation of it wirelessly using the EasyTouch RV application (mobile app). Some extra features will require a wireless connection and are described in their sections. See *Appendix A: Working Wirelessly* for details.



EasyTouch RV App icon

It is recommended to make sure all aspects of the system are working from the display itself before moving on to trying the app. The app mirrors the display touchscreen operation when connected so familiarizing yourself with the display touchscreen first will help understand intended operation and isolate any issues during installation.

Operating the Display - Touchscreen

Main Screen

This screen is where most time is spent using the display. This screen allows you to set and monitor the desired operation of the display, shown in [Figure 3](#).

(1) Zone Selection

This selection shows which zone is currently selected for monitoring and viewing. All other graphical elements on this screen relate to this zone. Tap this button to cycle through available zones. The other graphical elements will update to reflect the status of the newly selected zone.

If the text “Zone” is red and the number is white then another zone has an active fault. Navigate to the faulting zone and the number itself will turn red, along with a [\(10\) Status Message](#) to describe the fault.

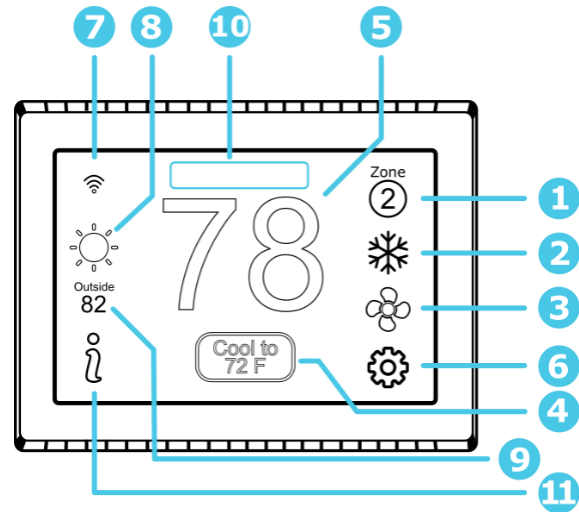


Figure 3 – Main Screen

Note: If you do not see a zone you should have then see section [No Zones Found or Missing Zones](#).

(2) Operational Mode

This is the main operating state of the system. The graphics correspond to how your appliances will operate. Tap it to change to any available mode or turn the zone or entire system off.

Actual operation is performed by the zone control board. The display (both OEM and EasyTouch RV) simply tell the zone control board the mode, setpoint, and electric fan speed. The same OEM zone control board then turns appliances on and off as it sees fit. This makes modes and their operation identical between the OEM display and EasyTouch RV.

(3) Fan Speed

This sets how the electric fan (not the furnace blower!) will operate in conjunction with the selected [\(2\) Operational Mode](#). Tap it to iterate the available fan speeds. EasyTouch RV offers improved electric fan control whenever possible.

No fan button for a mode means there is no fan control for the selected mode. Not all fan speeds are available for the selected mode and there is no control of the furnace blower from the display.

- **Full Auto:** Turns the electric fan on and off with a cycle. It automatically adjusts the speed based on the difference between setpoint and inside temperature
- **Cycled:** Turns the electric fan on and off with a cycle at the selected speed only
- **Manual:** Always runs the electric fan at the selected speed
- **Off:** Some modes can be set to not use the electric overhead fan with any cycle

(4) Temperature Setpoint

This button shows the current temperature setpoint for the selected *(2) Operational Mode*. Tap it to adjust the temperature setpoint. Setpoints are tied to each mode to remember the last setting. If there is no setpoint button then there is no setpoint control for the selected mode.

(5) Inside Temperature

This is the temperature reading for the space that the display is trying to temper, determined by an ambient air sensor for the current zone. The numbers being white means that no cycle is active. The numbers being blue or red mean that a cooling or heating cycle is active, respectively, determined by the *(2) Operational Mode*.

Use the *(11) Info Screen* to determine the location of the sensor if needed. Remote sensors plugged into the A/C zone control board will always override the sensor in EasyTouch RV. Internal sensors are used when there is no remote sensor and is inside EasyTouch RV. Micro-Air cannot assist with installing OEM sensors and you should consult an RV shop if this is desired.

(6) Settings

This button will enter the settings screens. Settings are mostly for configuring the display and making changes that are not common or found on the main screen. See section *Settings Screens* for more details.

(7) WiFi Status

The Wi-Fi indicator shows the state of the display's Wi-Fi connection. A dark blue icon means no connection to an internet enabling device. Red means it is connected to an internet enabling device but does not have internet. Green means it is connected to the internet. The number of bars indicate strength. See the *Connecting to a New Wi-Fi Network* for more details.

(8) Local Weather

This icon indicates the local weather at the last time weather information was received. A Wi-Fi connection on the display is required to get weather data. Tap the icon for more detailed weather information. See the *Local Weather and Local Time* section for more details.

(9) Outside Temperature

This is the temperature reading for your local area and may be retrieved over the display's internet connection as part of the *(8) Local Weather* information. It may also be from a local outside air temperature sensor if an internet reading has not yet been retrieved. This sensor is factory installed in heat pump models only. Micro-Air cannot assist in adding these sensors.

(10) Status Message

Various messages may be shown here to indicate active operations. See the *Status Messages* section for potential messages and their meanings.

(11) Info Screen

This screen shows information about the display's operating state. Tap the button for this information.

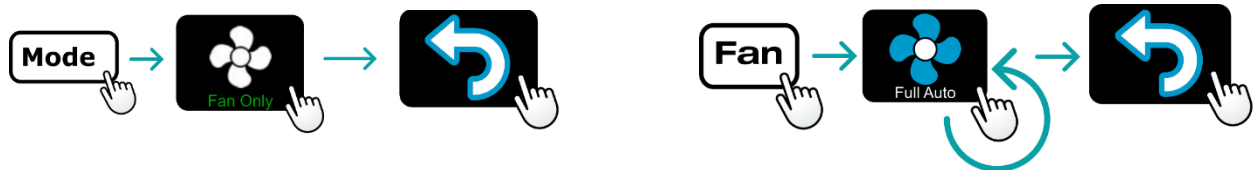
Operational Modes

All modes operate the overhead electric fan and/or a heating or cooling cycle based on the current setpoint, relative to the inside ambient temperature. To get appliance operation:

1. Set the desired zone to adjust by tapping the *(1) Zone Selection* button.
2. Set the desired mode by tapping the *(2) Operational Mode* and choosing the desired mode, zone off, or system off to turn all zones off.
3. Tap the *(3) Fan Speed* button if applicable to set the desired electric fan operation.
4. Tap the *(4) Temperature Setpoint* button if applicable to set the desired ambient temperature for this zone.
5. Repeat from Step 1 as needed.

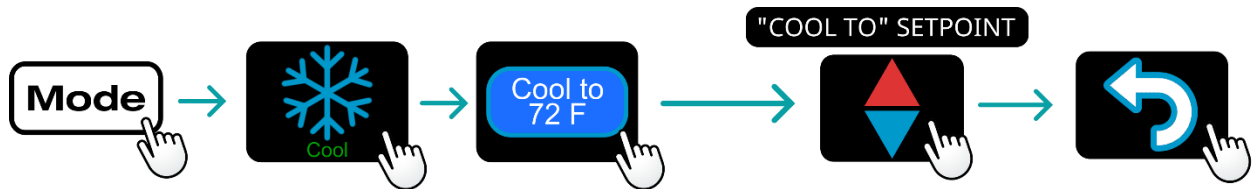
Fans and Fan Only Mode

This mode lets the fan operate based on the chosen *(3) Fan Speed*. This will circulate the air using the electric fan of the A/C without operating any heating or cooling cycles.



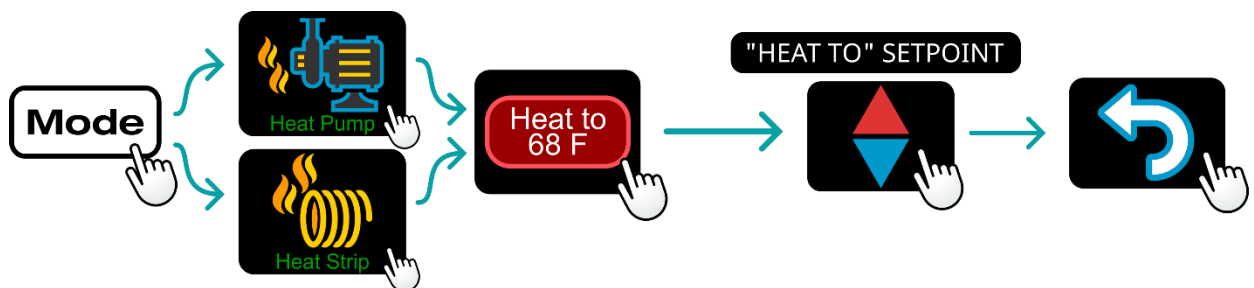
Cool Only Mode

This mode only runs a cool cycle to maintain the cooling set-point in the selected zone. Set the *(2) Operational Mode* to Cool and the desired *(3) Fan Speed* and *(4) Temperature Setpoint*.



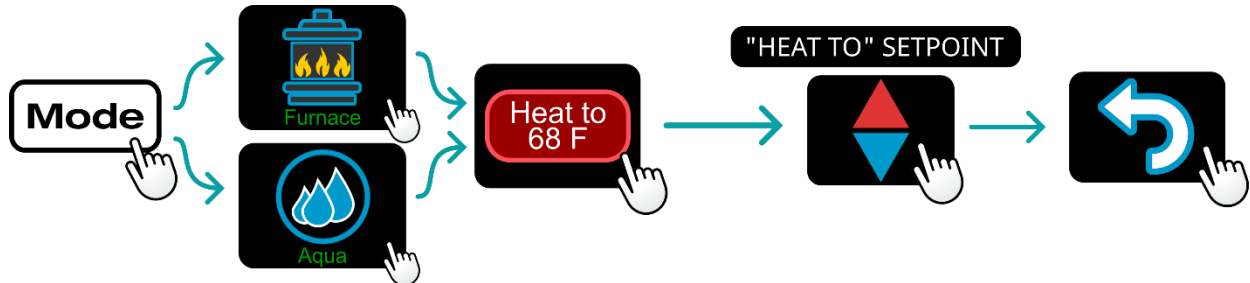
Electric Heat Only Mode

This mode only runs an electric heat cycle to maintain the heating set-point in the selected zone. This may be a heat pump or a heat strip depending on the factory zone set up. Set the *(2) Operational Mode* to Heat Pump or Heat Strip and the desired *(3) Fan Speed* and *(4) Temperature Setpoint*.



Auxiliary Heat Only Mode

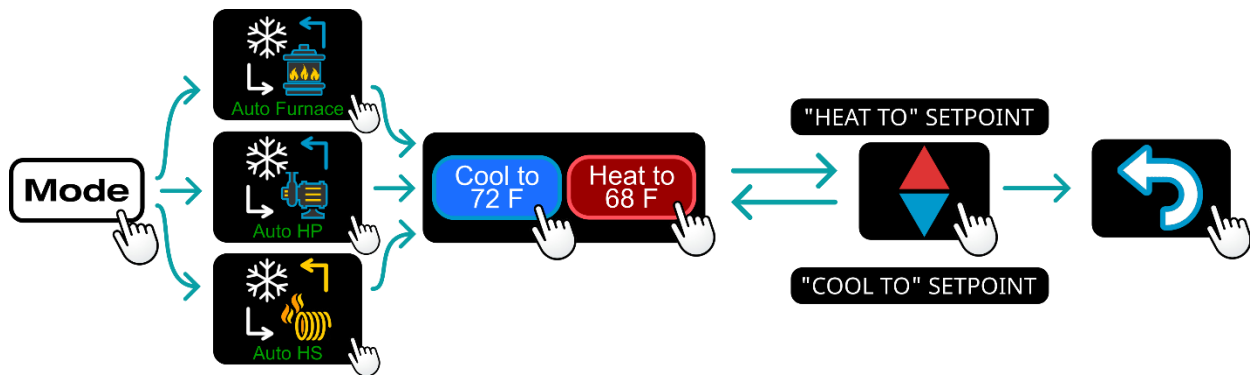
This mode only runs a “forced-air” auxiliary heat cycle to maintain the heating set-point in the selected zone. This may be a gas furnace or a hydronic heat system depending on the selection made while following the *Initial Setup Instructions*. Set the (2) *Operational Mode* to Furnace or Aqua and the desired (3) *Fan Speed* and (4) *Temperature Setpoint*.



Auto Modes

These modes will automatically switch between a heat or cool cycle as needed, without changing modes. Their operation will be the same as their “only” mode counterpart to trigger cycles. Auto modes have their own “dual” set-points that are separate heating and cooling setpoints. No heating or cooling cycles will occur when the inside temperature is between these setpoints.

These modes can be useful when setting a higher daytime cooling temperature and a lower nighttime heating temperature. It can also be used to control the temperature extremes when you are away from the space.



Settings Screens

These settings are common to all displays. These allow for further configuration and control of the display and system behaviors. Each setting can be tapped to configure the related settings.



Settings Button

Tap the settings button as shown in section (6) *Settings* under *Main Screen* to view them.

Navigation

Use these buttons to flip through all the available settings or return to the main screen.



Previous Settings Page



Back to Main Menu



Next Settings Page

System Help

This screen displays a QR code that can be scanned to provide information about display operation and troubleshooting from the Micro-Air website. It also shows the current display firmware revision and the display's serial number.



Help Button

Day/Night Mode (Screen Saver)

Tap this icon to switch between Day or Night mode. Day mode will dim the display down to the Sleep Level set in the *Display Brightness* settings, after 30 seconds of no screen presses. Night mode will turn the backlight completely off after 30 seconds of no screen presses. The display will brighten again after a screen press to the Active Level set in the *Display Brightness* settings.



Day Mode



Night Mode

Display Brightness

This screen allows you to set the Active and Sleep brightness levels that are used by the *Day/Night Mode (Screen Saver)* settings. Tap the associated up and down arrows to change their level.



Brightness Button

Schedule – Edit, Enable or Disable

There are two Schedule buttons with sub-writings “Schedule” or “Enable/Disable”. Tap the enable/disable button to turn the schedule on or off. Tap the schedule button to modify the schedule. See section *Schedule Screens* for more details.



Schedule Button

Wi-Fi Information

This screen allows you to monitor the state of your Wi-Fi connection to the display. SSID and Password fields show the saved credentials that the display is always attempting to find and connect to. Tap the password field to reveal the password.



Wi-Fi Button

The Router, Strength, and Internet fields show the state of the Wi-Fi connection. The MAC address of the display is also shown at the bottom. See section *Connecting to a New Wi-Fi Network* for more details about using Wi-Fi.

Max Wi-Fi Recovery

This button on the Wi-Fi settings page, when enabled, will restart the thermostat if it detects an outage for too long. This is intended to make sure the Wi-Fi connection from the thermostat stays up as much as possible.

Sometimes, a cooling or heating cycle may terminate to accommodate this functionality. If this is undesirable, it is recommended to turn this feature off while at the space and reenable it when you plan to be away.

Home/Away

This setting changes from a home memorized set of settings to an away memorized set of settings. It is like having two different displays, one while you are at the RV and one for when you are not. Each can be set with a completely different set of modes, schedules, set points and fan speeds to customize the operation with a single button press.



Home and Away Buttons

Bluetooth (Account) Password Reset

This screen is used to reset the saved Bluetooth password in the display. This is the password that must match your EasyTouch RV app account to make remote connections. Only one account can have access to the display. Use this whenever you reset the password to your app account to regain remote access to the display.



Bluetooth Password Reset

Temperature Reading Adjustment

This setting allows you to calibrate the Inside temperature reading with an offset. For example, if the inside temperature reads 72F (22.2C) and you feel it is 75F (24C), you can use the up and down arrows on this page to increment the offset to +3F (+1.8C).



Temperature Reading Adjustment

This setting only affects the sensor inside EasyTouch RV. It does *not* affect any remote sensors (optional from the factory) plugged into a zone control board. See section (5) *Inside Temperature* for more information.

Temperature Gap (Hysteresis)

This setting determines the difference in temperature required between setpoint and inside temperature before a heating or cooling cycle will begin. This is helpful to prevent short cycling in large spaces or spaces with high thermal loss, by running a cycle for longer amounts of time. This offset is applied to all logic that involves setpoint operations, such as auto modes, auto gas changeover, etc. See *Table 2* for an operational example.



Temperature Gap Button

Inside Temperature (°F)	Heating Setpoint (°F)	Heating Hysteresis (°F)	System Operation
69	68	3	None
66			None
65			Heating Cycle Begins
67			Heating Cycle Continues
69			Heating Cycle Ends

Table 2 - Temperature Gap Operational Example

Measurement Units

This setting determines the temperature scale to use in the display. Tap the Units button to toggle between Fahrenheit and Celsius.



Units Buttons

Touchscreen Calibration

The EasyTouch RV touchscreen is calibrated at the factory to accurately interpret your touch presses. Tapping the Touchscreen Calibrate Button will allow you to recalibrate the touch press area. Follow the on-screen prompts to calibrate the touchscreen.



Touchscreen Calibrate Button

Restart

This setting will turn the display off then on as if removing and restoring power. Tap the Restart button and follow the on-screen prompts to confirm.



Restart Button

Reset All

This setting will reset certain settings in the display back to factory defaults. Some displays offer options to which settings to return to defaults. Tap the Reset All button and follow the on-screen prompts to choose what you would like to reset.



Reset All Button

Activating this option also allows for EasyTouch RV to re-scan for available zones. If you find that zones you expect are not available then activate this feature and allow about 1 minute for the scan to complete before checking your available zones.

Setup

This setting is used to configure your display's operational settings and is slightly different for each EasyTouch RV model. Some simply display how the air conditioner control board that EasyTouch RV communicates with is configured. Others allow for telling EasyTouch RV what appliances it has connected to it. Tap the Switches button to see what configurations are available. See section [Initial Setup Instructions](#) for details on what must be configured, if any. Micro-Air cannot assist with manipulating and adding more appliances to your system.



Setup Button

Auto-Generator Start (AGS)

This setting allows for a generator to start prior to any appliances that need line voltage to run. Tap the AGS Enable button to green to enable this behavior or to gray to disable it. Micro-Air cannot assist with adding AGS to systems that do not already have it.



AGS Enable Button

Furnace/Aqua Icons

Most RV systems have auxiliary heat modes in the form of a "forced-air" gas furnace or hydronic heat. EasyTouch RV or the associated control board treats these as the same output and so you can tap the Furnace/Aqua button to toggle between what icons to display for this operational mode. This is simply a cosmetic setting for all EasyTouch RV models except the 350 model, which should be set appropriately.



Furnace/Aqua Button

Schedule Screens

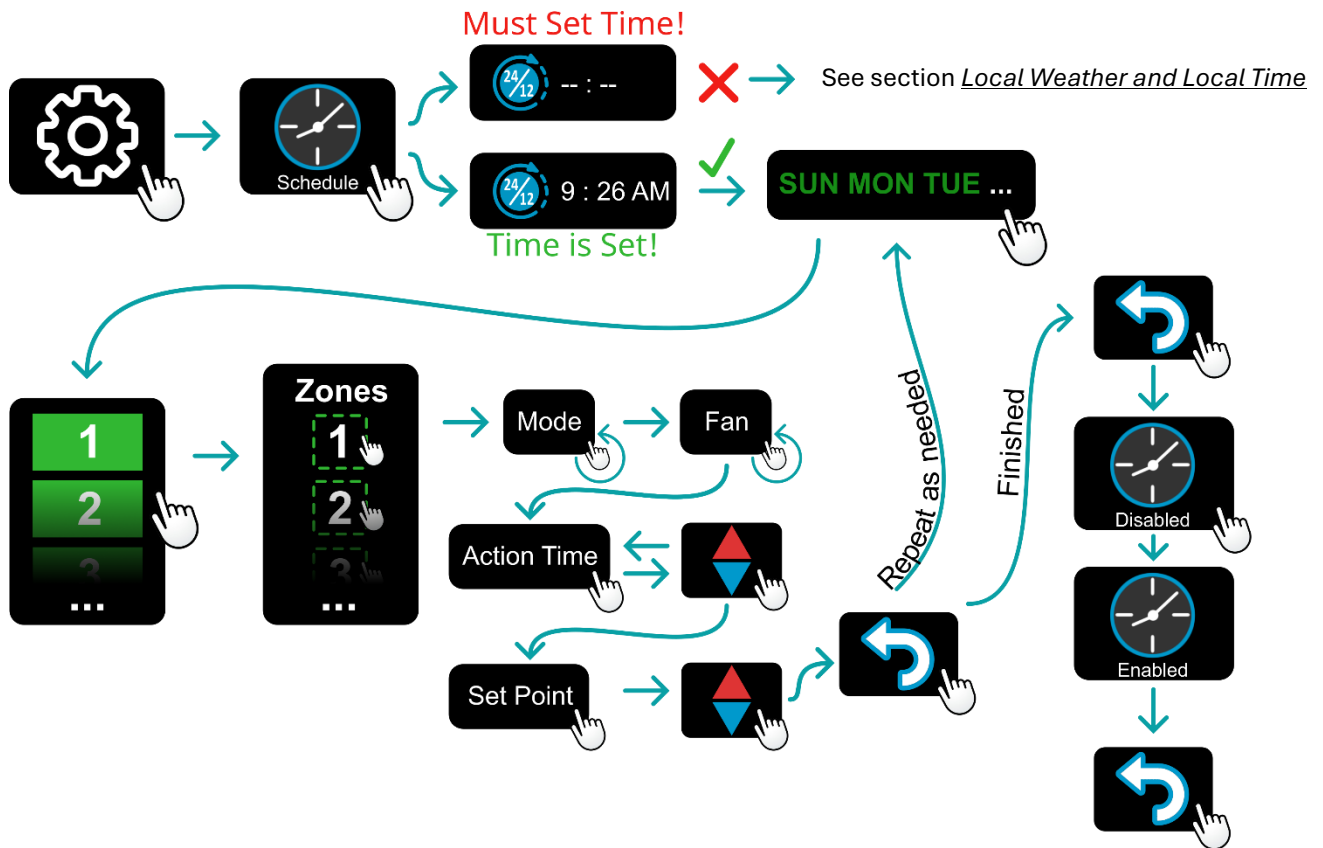
The schedule supports 7 day per week scheduling of events. Events can include changes to the set point or mode of operation for one or more zones. Each numbered row is an event that can be configured. *Figure 3* shows the main schedule screen. Tap the “Schedule” button from the *Settings Screens* to enter.

The smart device application also offers a method to copy days. Once a schedule is set for one day, it can be copied to any other day using the app.

Create Schedule Flowchart

This section shows all steps to create a schedule using a graphical flowchart. The next section shows the same process in more detail.

This flowchart is for the touchscreen on the display. It is recommended to be in front of the display when following this chart and follow the graphical elements and their arrows.



(1) Day of the Week

Day of the week is selected from the days along the top of the screen. The day selected appears in white.

(8) Scheduled Events

Events are numbered 1 to 6 along the left side of the screen. Each row is a numbered event. Tap an event to edit it and advance to the schedule edit screen, shown in [Figure 4](#). Tap “More” to see events 4, 5, and 6.

(2) Time

This column shows the status of the event (row). It is either disabled or set for a time to apply its event settings.

(3) Mode

This column shows the mode that will be applied if this event (row) occurs.

(4) Temp

This column shows the temperature setpoint that is applied if this event (row) occurs.

(5) Zones

This column shows the zones that this event (row) will apply to. Only used in zoned systems.

(7) System Time

System time is displayed along the bottom. Tap the time to change from 12-hour to 24-hour time format. A “--:--” is shown when time has yet to be set. A valid time is required for the schedule to operate. See section [Local Weather and Local Time](#) for how the system time operates.

(6) Back

Tap the back arrow to return to the last screen.

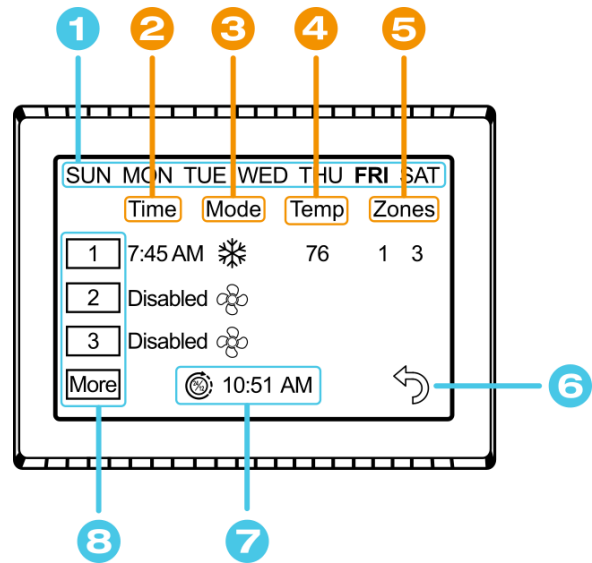


Figure 3 - Main Schedule Screen

Figure 4 shows the edit screen when an event is tapped as shown in (8) *Scheduled Events* of *Figure 3 - Main Schedule Screen*. The event time on the main schedule screen and Action Time in the edit schedule screen will show disabled until a time is set. Tap “Disabled” (1) at the top of the screen to show a gray box around the Action Time to select it. The up and down arrows change to full color once a selection is made. Use the arrows to make a change to what is selected. Use the back arrow (2) to save any changes and leave the screen.

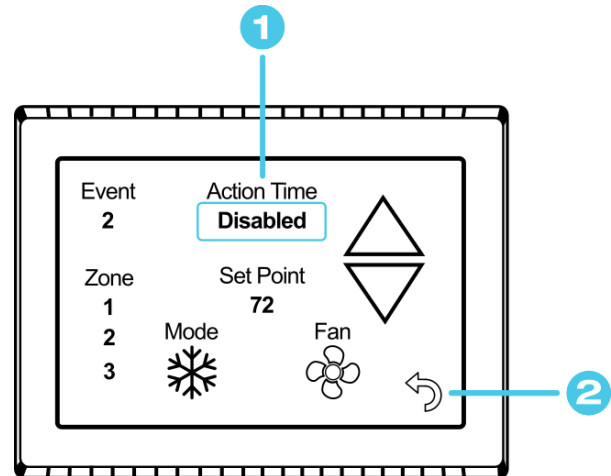


Figure 4 - Schedule Edit Screen (Disabled Event)

Figure 5 shows the schedule edit screen once a valid time is set for the event.

1. Set the desired mode and (if available) fan speed by tapping their buttons.
2. Set the event time by tapping hours, minutes or AM/PM.
3. Use the red and blue arrows to adjust your selection. Tap the hours, minutes, AM/PM or the set point to select an editable parameter.
4. **Zoned systems only:** Tap the zone number to enable/disable the zone you want this event to affect. A green box will draw around zones the event is enabled for. Events for Single zone EasyTouch RV models will always be enabled when the Action Time (2) is set.

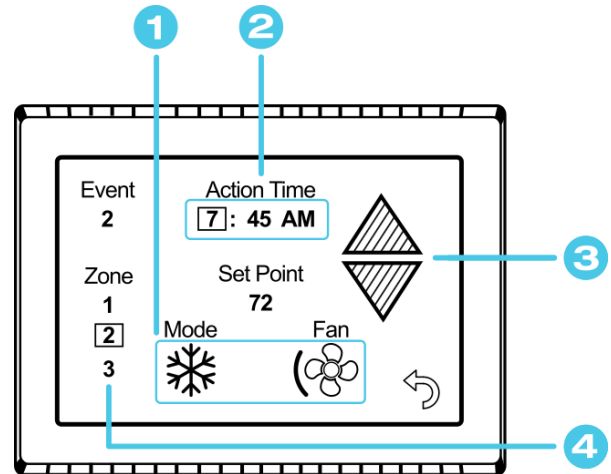


Figure 5 - Schedule Edit Screen (Enabled Event)

Create and Enable a Schedule

1. Tap the edit schedule button as described in the *Schedule – Edit, Enable or Disable* section in settings to enter the main schedule screen, shown by *Figure 3*.
2. Ensure that a valid (7) *System Time* is shown. Tap the day you want to set up a schedule for, then the event you want to edit, all shown by *Figure 3*. Tapping the event will take you to the edit schedule screen, shown by *Figure 4* and *Figure 5*.
3. Tap the Action Time, Setpoint and Mode/Fan Speed to make edits to what you want your event to do. Tap the zone you want this event to occur in if shown.
4. Tap the back button to save the event and repeat for any other events and any other days.
5. Tap the back button once again to return to the settings screen. Activate the schedule by pressing the schedule button with the “Enabled/Disabled” subtext as described in the *Schedule – Edit, Enable or Disable* section in settings. When enabled, it may also be noted on the (11) *Info Screen*, under the *Main Screen*.

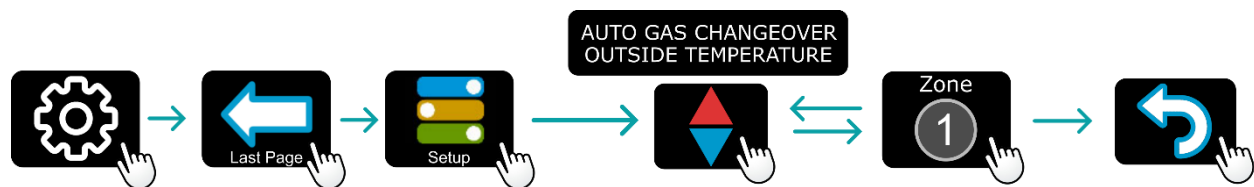
Unique Features

Each model of EasyTouch RV is a drop-in replacement for a specific existing OEM system. This means each model will have some unique operations and parameters that can be set.

Auto Gas Changeover

The OEM system has a protocol for automatically switching from heat pump to auxiliary heat (gas or hydronic heat) when the outside temperature is deemed too cold for the heat pump to create heat. A temperature sensor in the heat pump measures the outside temperature to make this decision.

EasyTouch RV mirrors the OEM protocol. EasyTouch RV then improves this OEM feature by allowing you to set the temperature for this to occur. This feature will be grayed out if this zone does not have a heat pump.



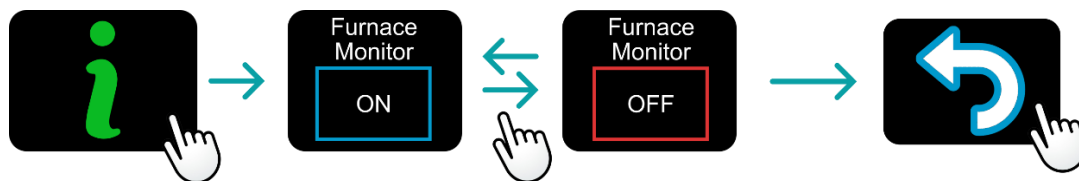
Auto-Generator Start (AGS)

AGS is a provision for starting a generator when a cycle is called for. EasyTouch RV matches the OEM AGS operation. This can be enabled or disabled from the settings screens. This option will only be available if the system has already been set up for AGS. Micro-Air cannot assist with installing AGS hardware.



Furnace Monitor

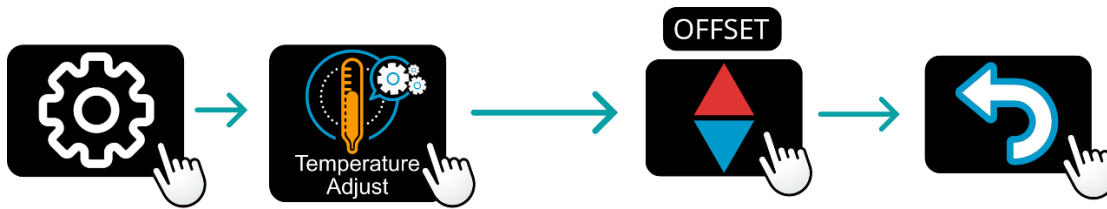
EasyTouch has a built-in feature that restarts the furnace if it detects it is not working. This involves shutting the furnace off for 30 seconds then back on to restart it. This logic can be enabled or disabled per zone from the information screen.



Temperature Sensor Adjustment

EasyTouch has a temperature sensor installed in the display. This reading can be calibrated to better match what the space feels like.

Each zone may use a remote sensor or this internal sensor to temper the space. Remote sensors cannot be calibrated. If a remote sensor is plugged into the zone control board then that reading will always override the sensor in EasyTouch for that zone.



Defrost Mode

This is for zones with heat pumps only. This operation is identical in all ways to the OEM defrost mode and is automatically enabled. See the OEM manual for operation. Navigate to the [\(11\) Info Screen](#) to see the current status of this feature.

Status Messages

Some messages may be displayed at the top of the main screen. [Table 3](#) shows the potential messages and their meaning.

Message Text	Description
NO ZONE RESPONSE	Each A/C (zone) communicates digitally with EasyTouch RV. This says the currently selected zone is not in communication. A new installation may need to use “Reset All” to scan for what zones are available.
BAD INDOOR SENSOR BAD ROOM SENSOR	Each A/C can use the ambient sensor inside EasyTouch RV, or a remote sensor mounted somewhere in the space and plugged into the zone control board. If the remote sensor has failed or is not plugged in, the system will use the sensor inside EasyTouch RV. If EasyTouch RV sensor has also failed then this message will be displayed. The remote sensor needs to be used or replaced, or EasyTouch RV replaced.
BAD OUTDOOR SENSOR	Each zone that has a heat-pump uses an outdoor sensor. This reads the outside air temperature to ensure proper heat-pump operation. This means the sensor and/or zone control board need to be replaced.
BAD FREEZE SENSOR	Each A/C has a sensor to detect a frozen coil during cooling operation, to prevent damage should it get too cold. This means this sensor has failed and/or the zone control board needs to be replaced.
NO AC POWER	The A/C (zone control board) is reporting that it does not sense it has line voltage. Make sure your rig is connected to line voltage and breakers are closed. If used, make sure AGS is enabled and the generator is working. Otherwise, the zone control board may have failed.
INVALID CONFIG	Each A/C zone control board has a DIP switch selection that the installer sets. This means an invalid selection of DIP switches was set. Either the heat strip and heat-pump switches are both set, or the dehumidify and heat strip or heat-pump is set.

Table 3 - Status Message Descriptions

Local Weather and Local Time

Local weather is displayed on the main screen whenever Wi-Fi and internet is available, shown visibly in the *Main Screen* section. Tapping the *(8) Local Weather* button will reveal more detailed weather information of the last received weather data. The local temperature is displayed under the local weather.

A valid location and an internet connection on the thermostat are required to retrieve weather data. Local time data also requires valid location data to set up the time zone. Location is saved in the thermostat when a Bluetooth connection is made from a smart device with its location services enabled. You can check the current saved location from the weather screen. Location is preserved through power losses or device restarts.

New weather data is retrieved when there is any screen press or when a connection from a smart device is made, along with the above prerequisites.

Time is pulled in when a Bluetooth or Wi-Fi connection is made from the app. Also, an internet connection on the thermostat will grab the time so long as there is a valid saved location. If power is interrupted or the device is restarted, it will go out to the internet to grab the current time when the internet connection is re-established, without app interaction.

Tapping the weather icon area, whether there is information there or not, will change to the weather screen that will show the last valid weather data or weather troubleshooting information. If the main screen has an outside temperature but no weather icon, it is defaulting to the outside sensor reading on thermostats that have one. The information screen will always show the sensor reading if there is a sensor, and the weather screen will always show the temperature reading from the internet. Systems without an outside temperature sensor cannot add one.

Smart-Device Application Features

Check for Updates

Checks to see if any updates are available for the display. The smart device application must have internet and the display must be connected to Wi-Fi with a green Wi-Fi symbol. Tap Check for Updates and follow the prompts.

Note: Beta updates may be available from time to time, but these are for people working with Micro-Air in testing them. Some features may not work as expected. The current version firmware can be restored by checking for updates again.

Notifications

Notifications provide a way for the user to monitor the temperature in the space using notification limits. Limits are set by connecting to the display in the app, selecting the settings gear, and then selecting notifications. A minimum and maximum allowed temperature can be set. [Table 4](#) shows an example of operation with an 80°F maximum temperature set.

A Notification will be sent for each degree it rises above the maximum temperature. If temperature drops, no notification will be sent unless the temperature exceeds the last maximum temperature again (82 in the example). If the temperature drops two degrees below the set maximum, (78 in the example) it will again alert for each degree above the set maximum. This behavior helps avoid nuisance notifications to your smart device. The same occurs in the opposite direction for the lower limit.

Temperature (°F)	Action
80	Send first notification
81	Send another notification
82	Send another notification
81...79	Temperature drops, no notification
78	Max temp resets

Table 4 - Push Notifications Operation Example

Edit Wi-Fi Settings or Connect to Wi-Fi

This is where you will make the connection from the display to the internet. See section [Connecting to a New Wi-Fi Network](#) for details on how to use this feature. The app must be connected to the display over Bluetooth to see this option.

Refresh Configuration

This setting resets the saved configuration in the app if a configuration change is made at the display. If there is a difference between the modes and zones available on the app compared to the display then press this button to sync the app to the display. First time connection will grab the correct settings but activate this setting to force the sync.

Appendix A: Working Wirelessly

This display may be operated remotely using either Bluetooth or Wi-Fi. All connectivity is performed through the EasyTouch RV App on a smart device. The app is downloaded from the Google Play store or Apple App store. The first time the app is opened, it will ask to create an account. Create your account and follow the prompts to connect your display.



EasyTouch RV App icon

Bluetooth is a limited range method to connect, typically used when near the display. The display can be connected to an internet-connected network, where you can then access the display from anywhere you have an internet connection with the app.

If a second user is going to use the display remotely, they **MUST** use the same account and password that the first user assigned to the display. Each display can only be assigned to a single account, but many users can control the display if they use the same account.

First Connection Steps

Note: An internet connection on your smart device is necessary for these steps.

1. EasyTouch RV uses BLE which is a special implementation of Bluetooth. The smart device and display do not “Pair” like other common devices. Ensure that Bluetooth is enabled in the smart device settings, and that the app has Bluetooth permissions. Android systems have changed over time and some users may need to have location permissions give to the app, location permissions turned on in general, our give “nearby devices” permissions to the app.
2. Start the app on your smart device. Bluetooth permissions must be accepted and may prompt you for them. The app will open to a main page where you can log-in, delete an account, recover a lost password, or create an account. Tap create account and enter your name, email, and a password at the prompts. The system will send a confirmation email to your inbox. Enter the number in the confirmation email when asked.
3. Once the account is created, the application may ask to add a device. If your display is powered and permissions are set up, it will show in the list to be added to your account, found over Bluetooth. Select the device and enter a name for it. This name is used to identify and connect to it in the future.
4. If you added a control, the app will ask if you want to connect the display to Wi-Fi now. Enter your SSID (network name) and password of the network you want to connect the display to.

Adding a Display to Your Account

Follow the next steps if you did not add add a display or there are more to add.

1. Open the app and you should be signed in from the directions of the [First Connection Steps](#) section. Press the settings gear and “Add Device”.
2. The nearby display (s) should be listed in the “Devices Found” list. These are the displays heard over Bluetooth. Select the device and enter a name for the device.
3. Once added, go back to the “Devices” screen, which lists all the displays added to your account.
4. Select the display you want to control from the “Devices” list to connect.

Connecting to a New Wi-Fi Network

You can connect to the display from anywhere using the app when the display is connected to an internet source. The internet source **must** be operating on a 2.4GHz network to connect to EasyTouch.

1. Connect to the display in Bluetooth and press the settings gear. Apple users select Bluetooth on the first page.
2. Select “Connect to Wi-Fi” or similar from the settings window.
3. Connect to a network:
 - a. The SSID (network name) will say “searching” then switch to “select”. Tap “select” to choose from a network the display can hear.
 - i. Alternatively, enter the SSID manually (case sensitive)
 - b. Enter the password (case sensitive).
4. Press OK and the screen will return to the selection screen. The display will reset and a green Wi-Fi symbol will appear on the main display screen if the connection was successful.
5. With a green Wi-Fi symbol, you can now connect to the display from anywhere using the app over the internet.

Updating The EasyTouch RV Display

Ensuring you have the latest display software is key to having all the latest features.

1. Ensure the display is connected to Wi-Fi with a green Wi-Fi symbol.
2. Connect to the display with the app and press the app’s settings gear. Then tap Check for Updates.
3. Follow the prompts to update the display or ensure that you already have the latest software.

Appendix B: Troubleshooting

This section has some troubleshooting suggestions based on what you may find with this display in particular. Please take a look at our *Quick Start and FAQ Manual* for typical questions that may arise when using the display or the app, as well as quick instructions for common operations.

EasyTouch RV Does Not Have a Display Phone Jack (RJ-11) on the Back

EasyTouch RV 350 is connected to the system by an RJ-11 jack (phone jack). If the EasyTouch RV display you have does not then it is not a 350 model. Make sure that you purchased a 350 model, the 350 is appropriate for you, and that you were shipped the correct model. The serial number will begin with “350” if it is an EasyTouch RV 350 model.

EasyTouch RV Reboots Constantly or Shuts Down Randomly

EasyTouch RV when first plugged in or is powered (boots) will show “EasyTouch RV by Micro-Air” before transitioning to the *Main Screen*.

If you find it shuts down randomly then see section *Max Wi-Fi Recovery*.

If you find it constantly re-shows the boot screen:

- See section *EasyTouch RV 350 Models and Compatible Replacements* to make sure you have the correct thermostat.
- Inspect the RJ-11 cable for any damage like frayed or loose wires. Inspect the contacts on the connector or any dirt or debris. Inspect down in the EasyTouch RV jack for any dirt or damage. Any kind of voltage drop due to a bad wire or connection can contribute to low voltage reaching the display. Check any fuses or breakers are still operating correctly and do not show signs of damage.
- Try to unplug the display by its jack (RJ-11) for a few seconds, then plug it back in and wait up to 30 seconds for the display to return. Try this a couple times to be sure. This may clear away dirt or debris that created a poor connection.
- Try and plug in the OEM display if you still have it.

An Appliance is Not Operating as Expected

You may configure the system to start to heat or cool the space and appliances are not turning on or off as you expect. The system's logic is largely determined by the A/C zone control board that is the same. This means that appliance operation is largely identical to the OEM display operation. Practically speaking, the display tells the zone control board the mode and setpoint and the zone control board does the rest. Use this section if you have trouble getting the system to heat and cool as expected.

It is best to address these issues from the display directly to isolate any issue from use of the app. This procedure will reference the *Main Screen* and its buttons to tap.

- Make sure you have the latest display software. See section *Updating The EasyTouch RV Display* for more details.
- If the electric fan for the A/C is what is odd then use the fan button to set the fan speed appropriately and understand when it should run.
- Is the ambient temperature drawn in white? The ambient temperature color is how the display shows whether a cycle is active or not and is a direct signal from the A/C zone control board that is powering the appliances. White means a cycle is inactive. Make sure the software is set correctly to call for a cycle.
 - Make sure you are looking at the correct zone for the appliance you are having trouble with. Tap the zone button to navigate to the appropriate zone with your appliance.
 - You can use the service screen in *Setup* to see what zone has what appliance.
 - Tap the mode button, then the power button to green and tap the desired mode, such as the cool mode.
 - Tap the fan button to the desired fan mode. Set the speed appropriately and understand when the electric fan should run.
 - Tap the setpoint button to the desired temperature. For example, in cool mode the setpoint must be less than the ambient temperature to start a cycle.
 - You can use the *(11) Info Screen* to see if a cycle is pending and will start soon.
 - Check that the *Temperature Gap (Hysteresis)* operation is understood and set as expected as it affects when a cycle will start.
 - Check the *(10) Status Message* for any issues that may need to be addressed. Most messages will not allow a cycle to start.
- Is the ambient temperature drawn in color (blue or red)? This means the A/C zone control board is actively powering the appropriate appliances for the mode in this zone and the cycle is active. This is a signal directly from the control board that allows EasyTouch RV to draw the color.
 - Make sure you are looking at the correct zone for the appliance you are having trouble with.
 - If an appliance is not running when the cycle is active then it is likely an issue outside EasyTouch RV. Appliances are connected to the control board to turn on and off. The appliance may need to be serviced and the A/C control board verified that it is sending the appropriate signals (when the cycle is active). An RV shop is recommended to troubleshoot these parts of the system. Micro-Air cannot assist with troubleshooting non-display related issues.
 - See section *Furnace Shuts Off Indefinitely After Running* for furnace-specific issues when the cycle is active but the furnace is not running.

Furnace Shuts Off Indefinitely After Running

There are some reasons a furnace cycle may not start when expected. See section *[An Appliance is Not Operating as Expected](#)* for common troubleshooting techniques.

If the ambient temperature reading is still colored red in a furnace mode, the furnace appliance has shut down or is not starting, and it had been just running then it may be an issue in the OEM system. EasyTouch RV has a feature to recover in this condition. See section *[Furnace Monitor](#)* to enable this feature. Observe whether the behavior resolves or not. It may take a few minutes for the feature to recognize that the furnace has stopped running, when it would otherwise be shut down for hours.

If there is still an issue that this feature does not resolve then it is recommended for an RV shop to assess the furnace itself. If the ambient temperature is red then the zone control board is calling for furnace and sending the signal to the furnace. This means there is an issue with the zone control board hardware, its wiring to the furnace, or the furnace itself. Micro-Air cannot assist with non-display related issues.

If you find the furnace is working fine but shuts off “randomly” for 30 seconds or so then you can disable this feature and reenable it if needed.

Black or White Display Screen

The screen of the display normally has some graphics on it that show the status of the system operation. You may find the screen is blank (full black or full white) and can try the following:

- If it constantly goes black and reboots or does so randomly then see section *[EasyTouch RV Reboots Constantly or Shuts Down Randomly](#)*.
- Night mode will turn off the backlight so the screen is full black when inactive. Tap the screen to bring it alive and switch to Day mode to disable this functionality if desired.
- Try to unplug the display by its jack (RJ-11) for a few seconds, then plug it back in and wait up to 30 seconds for the display to return. Try this a couple times to be sure.
- The display is run off of 12-volts DC. Make sure your 12-volt system (typically a system battery) is charged and any breakers or fuses are closed.
- Inspect the RJ-11 cable for any damage like frayed or loose wires. Inspect the contacts on the connector or any dirt or debris. Inspect down in the EasyTouch RV jack for any dirt or damage.
- Try and plug in the OEM display if you still have it to verify operation.

No Zones Found or Missing Zones

The system, prior to EasyTouch RV installation, must be working before EasyTouch RV is installed. EasyTouch RV is not intended to fix any issues with the system, unless the problem was known to be the OEM display. If all zones were not working prior to EasyTouch RV's installation, then those must be addressed with the assistance of an RV technician. If new control boards were replaced or installed then it is recommended the installation be verified by an RV shop. There are many facets to system installations that go beyond a simple drop-in replacement. Micro-Air cannot assist in installations where more than just the display is replaced.

If the system was otherwise working:

- Make sure you purchased and received the correct model display for your system. Insect the serial number on the back of EasyTouch RV; the first three digits should be “350”. Use section *EasyTouch RV 350 Models and Compatible Replacements* to further verify.
- Make sure you have the latest display software. See section *Updating The EasyTouch RV Display* for more details.
- Navigate to “Reset All” in the display settings. Follow the prompts to rescan for zones specifically or factory reset the display and this will force EasyTouch RV to scan for all the zones it can hear. Wait about 2 minutes for the zone to appear. Try again if it does not.
- Inspect the RJ-11 cable for any damage like frayed or loose wires. Inspect the contacts on the connector or any dirt or debris. Inspect down in the EasyTouch RV jack for any dirt or damage.
- Try and plug in the OEM display if you still have it.
 - Make sure the OEM display has the same zone numbers as EasyTouch RV. If the original has zones 1 and 3, then that is what EasyTouch should have as well.
 - Perform a reset procedure on the OEM display. This is described in the OEM display's manual. If some or all of the zones disappear then it confirms an issue with the system. An RV shop may be best to assist in finding the source of the problem.
 - Try the “Reset All” zone scan function in EasyTouch RV again if the OEM display works.

If the system was working with EasyTouch RV installed for some time, still try the above recommendations. In addition to those recommendations, it is possible that some part of the system has failed. It is possible that the cable at the zone control board or the zone control board itself has failed. Each board has 12 volts for power and a communication wire daisy-chained between all boards. Any issue with these connections would cause a problem. An RV shop may be best to assist in finding the source of the problem.

Wi-Fi Troubleshooting

This is a list of potential fixes we have found for most customers that have trouble connecting the display to the internet. If you still have trouble then navigate to our [Micro-Air EasyTouch RV Knowledge Bank](#) that has a troubleshooting section. See the WiFi troubleshooting articles for the latest information.

Blue Wi-Fi Icon – No connection

- SSID (Network name) and password are both case sensitive.
- Be sure you are connecting to a 2.4 GHz network and not a 5GHz or 6GHz network.
- Set the security to WPA2 and TKIP+AES if you are having trouble.
- The display has a limit of 31 characters for the SSID and 50 for the password.
- Ensure the number of devices limit for the network is not full.
- Ensure the Wi-Fi source is not out of range or metal partitions blocking the signal.
- Try a guest network or mobile hotspot that may have reduced restrictions.
- Reset the router to renew the DHCP lease.
- If you are in a metal enclosure, try moving the router or display a few inches (even if temporary) and trying again.
- If using MAC filtering, add the display to the allowed devices list.
- Try assigning a DHCP reservation to the display's MAC address.

Red Wi-Fi Icon – Connected without Internet

- The router must have an internet connection
- Server may be down, check back at a later time
- Be sure there is no firewall in the router blocking the incoming messages (port 8883, MQTT). Place the display's IP or MAC address into the router's DMZ settings to bypass any firewalls.

More Information and Resources

Micro-Air EasyTouch RV Knowledge Bank

Home page of the knowledge bank for the latest guides on setup, operation, and troubleshooting.

https://www.micro-air.com/kb_easytouch_rv.htm

Quick Start and FAQ Manual

Installation section of the Knowledge Bank, which has the quick start and FAQ manual at the top.

https://www.micro-air.com/kb-easytouchrv/cat_installation.htm

Dealer Map

This is a map of all technicians and RV shops associated with Micro-Air. You can use these businesses for installation services.

<https://www.microair.net/pages/find-a-dealer>

Main Website

Main website for buying our products and contacting us for support. Please read over the rest of the *Appendix B: Troubleshooting* section, the *Quick Start and FAQ Manual*, and the rest of this manual to see if it has the answers to your questions or issues. If you still have trouble, be sure to provide what product you have, model number, serial number, and a description of what is happening and what you have tried when contacting us.

<https://www.microair.net/>