

What is it?

The Jensen iN-Command System is a next generation controller for the entire RV. It incorporates a Display Commander (touch screen panel) that mounts to an interior wall and an app you can download to your phone or tablet that monitors and controls many functions of the RV. A Body Control Module (control board) located within the trailer operates the entire system.

What features does it have?

The Display Commander replaces the monitor panel in your RV. It incorporates all of the monitoring functions and switches that typically clutter up an interior wall and integrates them into a modern LCD touch screen panel. The app performs the same functions as the touch screen panel but allows you to monitor or control devices in your RV with the convenience of your phone or tablet. No other remote system on the market today gives you this ability.

What functions does it control?

The InCommand system allows you to activate the following features from the Display Commander or your phone:

On/off control of the water heater and choosing between LP or electric energy sources.

On/off control of the water pump.

On/off control of the interior, exterior, security, awning and up to four customized lighting zones.

Extend/retract control for up to 5 electric slides and all hydraulic slides. This covers all combinations of slides used today.

Extend/retract control of up to 2 awnings.

Prime/start/stop control of the on board generator.

Extend/retract control of front hydraulic jacks (electric not supported).

Extend/retract control of rear electric jacks (optional).

What on-board systems does it monitor?

Fresh water tank.

Up to 3 gray and 2 black water holding tanks. This covers all available configurations.

Battery voltage level.

Generator voltage, fuel level, running hours, and all diagnostics (low oil, over crank, service warnings).

Auxilliary fuel station tank (toy haulers).

What about the system itself? How does it work?

The iN-Command system utilizes a Bluetooth 4.0 network and an Android operating system to communicate between the onboard Display Commander and your phone. The effective range is approximately 100 feet. The Display Commander communicates with the Body Control Module (control board) via Bluetooth.

Will the app work with both Android and Apple based products?

Yes, the app will work with Android or Apple based phones or tablets (see list for supported products). The app will be available through the Google Play Store and iTunes and is a free download. The app name is Jensen iN-Command.

How do I pair my device to the system?

Devices are paired as follows: Go to the Google Play Store or iTunes to get the free download. Go to the Display Commander inside the trailer and select "Menu", then select "Bluetooth". Press "Discover" and a popup window will ask if you want the DC to be visible to other devices (for 300 seconds). Press "Allow". On your smart device, make sure you have Bluetooth active and open the app. Press "Bluetooth" on the Setup page and the mobile app will scan for the DC. The DC will show up in the Unpaired devices list, select the DC. Return to the DC screen and you will see a popup box displayed. Accept the pairing by pressing the button. Also accept the pairing on your mobile device. You have completed the process. The iN-Command Installation & Operation Manual covers these steps in detail.

How many devices can be supported at once? How does that work?

The system can actively support three paired Android devices at a time, and one iOS device. When multiple devices are paired to the system (and within range) it responds to the first device from which it receives a command and all other devices are locked out during the time it takes to complete the request. This is only a few milliseconds if we're talking about lighting functions but can be a few seconds if you are extending an awning, for example. After the command is executed the system once again opens up to a command from any paired device.

Can I control my neighbor's trailer? Can he control mine?

No. The pairing process requires you to accept the pairing by pressing a button on the Display Commander inside your trailer. Unless your neighbor has access to the inside of your trailer, or you to his, a pairing (and thus, control of the system) cannot be accomplished.

Why use Bluetooth rather than a WiFi-based system?

Bluetooth and WiFi are different standards for wireless communication. Bluetooth is ideal for short range transmissions, such as when you're walking around your trailer extending slide rooms or turning on light features. Most cars today employ Bluetooth technology to link to your mobile phone, it's the technology that allows you to make in-vehicle calls. It is also used for wireless speakers, printers, headsets, etc. WiFi is a technology primarily used for connectivity to the internet and is more complex to set up as it requires a wireless router and configuration between the hardware and software.

Does the software fall out of date? How do you upgrade it?

Software upgrades will be issued from time to time in order to remain compatible with newer phones or versions of the Android operating system. You can upgrade your system by logging onto the Jensen website and downloading the latest upgrade onto a flash drive. Take the flash drive and insert it into the Display Commander (bottom right) and follow the steps to complete the update.

Can I label the slides and lighting zones with names of my own choosing?

Yes you can! The user setup interface will allow you to rename the slides and light groups to any names you like.

What about accidental activation of slides or awnings when travelling?

The remote system is designed to allow the user to activate features that extend or retract from the body of the vehicle. To prevent an accidental extension during travel we have built in a few safeguards. The iN-Command system has a (patent pending) automatic lockout function that prevents the user from activating motorized features from the DC or the app when the tow vehicle is connected to the RV (via the 7-way cord). Once the driver taps the brakes of the tow vehicle the system locks out. This is similar to the auto-lock function of many cars today, where once you hit 10 mph all the doors lock. This lockout can only be cleared by stepping into the trailer and dismissing the warning on the DC. It is not possible to dismiss the warning from your smart device. For normal operation of the app when at the campsite, there is a user-defined passcode that you must enter before gaining access to any motorized features. This is designed to prevent accidental operation of any features of the app (for instance, if you were to leave your phone where a child might have access to it).

What if something goes wrong and my slides are out? How do I get them back in so I can travel?

In the unlikely event of a failure there is an override on the control board that allows you to operate the electric slides (hydraulic slides are overridden at the pump) so long as there is power to the RV, even if something has gone wrong with the Display Commander or your phone app. The control board is located in the forward storage compartment on a vertical wall and is exposed and easily accessible. Remove the cover and find the override switches (these are clearly marked on the module, but if you have difficulty consult the instruction manual). Turn the rotary knob to select the slide you want to retract (or extend) and press the momentary switch to activate the slide. Repeat this process for all slides that need retracted (or extended).

Okay, but what about the landing gear legs? Or the awning(s)?

There is an override on the control board for the landing gear legs. An override also exists to be able to retract (or extend) the awnings. All protrudable devices (slides, landing gear & awnings) can be retracted through use of the override controls on the control board. The one caveat would be that hydraulic landing gear legs would still be overridden at the hydraulic pump by manually turning the pump with a drill bit and flex shaft.

What if the system develops a problem? Are there any solutions available other than taking it back to the dealer?

Depending on the nature of the problem it may be something that only a dealer can fix. However, the system does use automotive relays to perform many of the required functions of the system. These relays are available at your local auto parts store. So, if for some reason a relay becomes damaged or is not working properly it can be quickly replaced without a trip to the dealer. Also, because the system is designed to handle a lot of different floor plans and configurations there is almost always an unused relay on the BCM that could be swapped for a faulty relay. Contact ASA customer service and they can assist you in finding an unused relay for your configuration.

I don't have this in my trailer, can it be installed aftermarket or by my dealer?

Unfortunately no, your trailer has the control board wired to all the devices it controls in order for the system to work. This is not something that can be done after the trailer is built.

iN·Command™

CONTROL SYSTEMS

BY **JENSEN**

JRVCS1

RV CONTROL AND MONITORING SYSTEM

