

Adria MACH

FREQUENTLY ASKED QUESTIONS

Setting Up MACH & Connection Issues

1) What is the process for connecting the first time?

1. Open Adria MACH application on your mobile device (phone, tablet) and enable internet connection
2. On the first screen, click on “Choose device”
3. Click “Add new”
4. Scan the QR code of your MACH. After the QR code is scanned, you will see a popup notification appear. If MACH registration needs to be confirmed by someone, they will receive an email with a link. Until they open it and confirm it, you will not have access to the MACH.
5. Navigate back to “Loading” from the Adria MACH app. Your internet connection needs to remain established.
6. Choose “Bluetooth” or “WiFi”.
 - “Bluetooth”:
 - Enable Bluetooth on your mobile device
 - Agree to “Pair” with MACH when prompted by the mobile device
 - Wait for connection to establish
 - “WiFi”:
 - Go to System settings -> WiFi -> Select your MACH’s WiFi and connect. Default WiFi password is “adriaadria”
 - Return back to Adria MACH and wait for connection to establish

If Bluetooth connection is not established after one minute, try connecting with WiFi.

Official Adria MACH videos:

- 1) Connection guide: https://www.youtube.com/watch?v=zklwy7_LKgE

2) Module installation: <https://www.youtube.com/watch?v=MVYjT1rbhJQ&feature=youtu.be>

Videos created by the Adria MACH Support team that will help with Connection and Troubleshooting:

<https://drive.google.com/drive/u/1/folders/1iSU0qY3VBsmN8glaj3tDco61zh2X7qO8>

2) Bluetooth permissions were denied. How to solve this problem? (iOS)

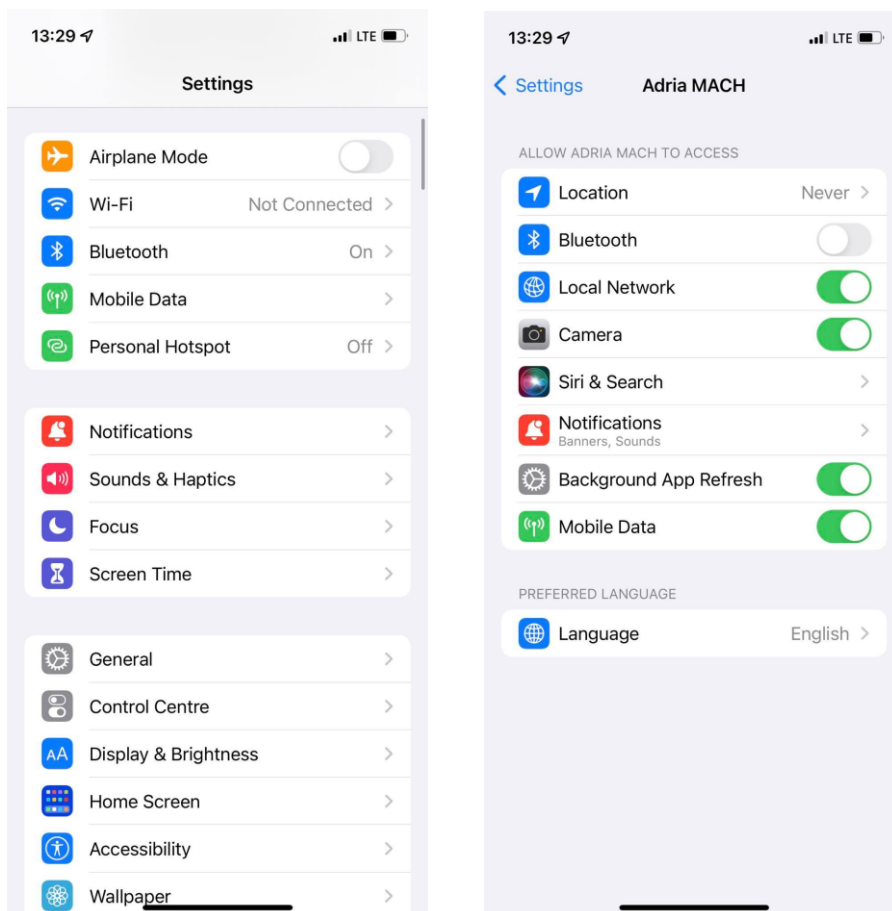
iPhone will prompt you to enable Bluetooth permissions in the iOS settings.

To do it manually, you can go to the iOS Settings, find Adria MACH and enable Bluetooth.

VIDEO on how to do it can be found here:

iOS - Denied Bluetooth permissions.mp4

<https://drive.google.com/drive/u/1/folders/1iSU0qY3VBsmN8glaj3tDco61zh2X7qO8>



3) Location permissions were denied. How to solve this problem? (Android)

Android mobile device will prompt you to change Location permissions in the Android settings.

To do it manually, navigate to Settings -> Apps -> Adria MACH -> Permissions. There you need

to allow Location to be used. Video on how to do it can be found here:
<https://drive.google.com/drive/u/1/folders/1iSU0qY3VBSMN8glaj3tDco61zh2X7qO8> under name **Android - Denied Location permissions.mp4**.

LTE

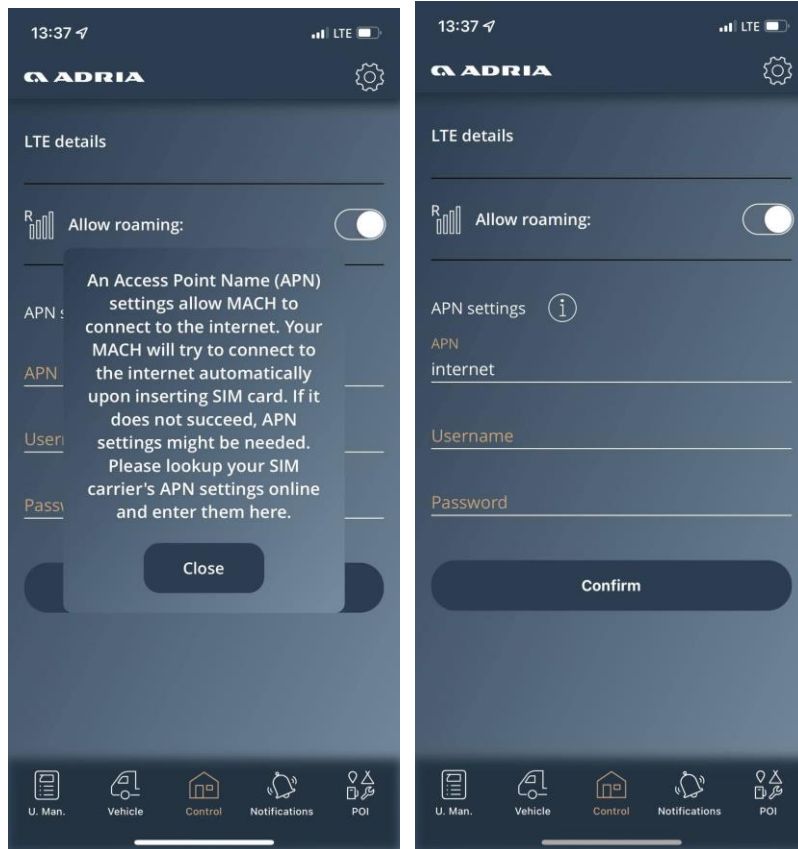
1) How to make LTE work? What are APN settings? Where to enter them?

Steps to make LTE work:

1. Insert SIM card (make sure that PIN is disabled) in the MACH system. Click [here](#) for video instructions.
2. MACH will automatically try to connect to the network. If it does not succeed in two minutes, try the following steps:
 - a. Connect to MACH using Bluetooth or WiFi
 - b. Navigate to the Settings and find the LTE section, make sure that LTE Status is “enabled” (button status).



- c. Click Arrow to open the LTE Settings screen.
- d. Insert APN settings. APN settings are defined by the SIM card provider and can be easily Googled online, for example for SIM card from “A1”, just google “A1 APN settings”. You then need to insert three values in the APN Settings section: APN, Username, Password. Usually Username and Password fields are empty, but not always! After you insert APN settings, press the confirm button.



2) Large data consumption occurred in the last 2 months. What was that?

We found out that some SIM operators do not block direct connections through their network. Someone tried to get into MACHs, but MACH was always denying access with a large response (because it wasn't able to recognize the command received). We solved this issue by responding with a "deny" status which doesn't consume any data. MACH version where this situation is solved is **1.4.0 2021-11-21**.

3) Your Adria MACH has not contacted the Adria MACH Cloud. What does that mean?

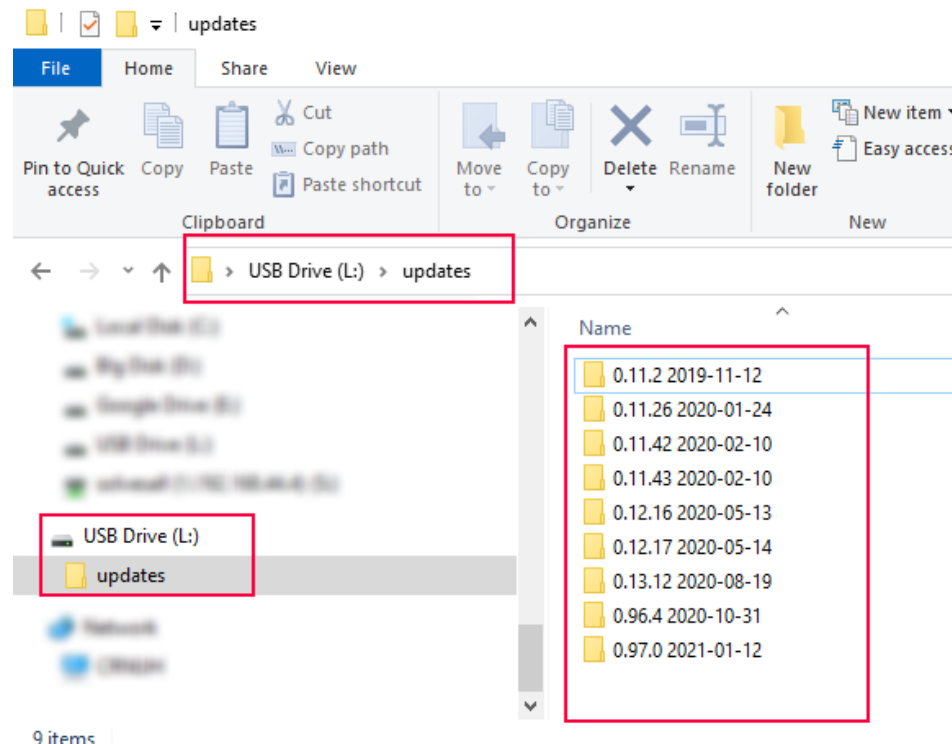
That means that the MACH system does not have internet access and was not able to establish connection between MACH and Adria MACH Cloud. You cannot connect to the MACH system using the Remote connection protocol. You can still connect using the Bluetooth and WiFi connection types.

Updates

1) How do updates work? Which way is the easiest and fastest? WiFi, Bluetooth, LTE, USB?

We have three different mechanisms for updating your MACH system.

1. Remote Cloud update (LTE): MACH will update automatically. Make sure that the LTE is enabled on your MACH and that SIM card has an active data plan. Each update needs between 15 and 18 MB.
2. USB Update (video of the USB update process can be found [here](#))
 1. USB needs to be formatted to FAT32 system (tutorial on how to do that can be found online, for example: [How to Format a USB Drive to FAT32 on Windows 10](#))
 2. Open [Production updates](#) and transfer folder “updates” on your USB key. If you are using MAC OS to copy files on the USB, make sure to delete any .DS_Store files that might be created when the files are copied! USB should look like the image below. **Put only the latest update version on the USB.**



- c. Insert USB key in MACH (MACH needs to be switched ON) for 30 seconds. After 30 seconds, remove USB from your MACH.
3. Local connection update (WiFi update): WiFi update is under restructure, because it is too complicated at the moment.

The WiFi update process will be done in two steps:

- a. Transfer update from Adria MACH Cloud to the Mobile device (phone, tablet)
- b. Transfer update from Mobile device (phone, tablet) to the MACH system

2) Where can we find the information about the latest MACH updates?

Software updates log for the MACH system, Android and iOS mobile applications is available [here](#).

System

1) Many devices work only for a few weeks and then stop working. What could be the reason?

MACHs shouldn't stop working after a few weeks.

Some Software problems occurred during the update from **1.2.0** to **1.3.0** where as a result, MACHs are restarting in a loop.

For these MACHs, dealers should:

- a. Open Warranty claim in the Adria TEF system
- b. Send MACH back to the manufacturer (or manufacturer will arrange MACH pickup)
- c. Manufacturer will update the software, test all functionalities and send MACH back to the dealer

2) Some MACHs are restarting in a loop. Why?

The reason for this is a software issue during the update from version **1.2.0** to **1.3.0**. Open Warranty claim - look at the question 1.

3) Some MACHs were received subsequently, but did not show any devices. Why?

Some MACHs (between 30 and 40 units) were not configured correctly. Solution:

- Enable LTE on MACH (Insert SIM card in MACH, Add APN settings if needed) and make sure that the MACH has internet access
- Contact support at support@adria-mobil.si with MACH's QR code and VIN number of the vehicle.
- Developers at MACH Support will reconfigure your MACH

4) How to wake up MACH from Hibernation mode (sleeping)?

Caravans: MACH can be woken up by:

1. Switching on the Adria Panel
2. Connecting vehicle to Mains supply (230V)

Motorhomes/vans: MACH can be woken up by:

1. Switching on the Adria Panel
2. Connecting vehicle to Mains supply (230V)
3. Switching on the engine

5) My MACH is not working. Is it possible that it went into shutdown or hibernation?

Yes.

MACH goes into Shutdown when SoC (state of charge) received from battery sensors (Hella IBS, NE350, CSV416A or EBL227) are 5% or less.

MACH goes into Hibernation when the following conditions are fulfilled:

- SoC > 5% and SoC < 20% or
- SoC > 20% and SoC < 30% and there was no activity (actions) in last 1 day or
- SoC > 30% and SoC < 70% and there was no activity (actions) in last 3 days or
- SoC > 70% and there was no activity (actions) in last 7 days

MACH will not go into Hibernation mode as long as 230V Mains supply is connected or Panel is turned ON and Living battery SoC (state of charge) is more than 5%.

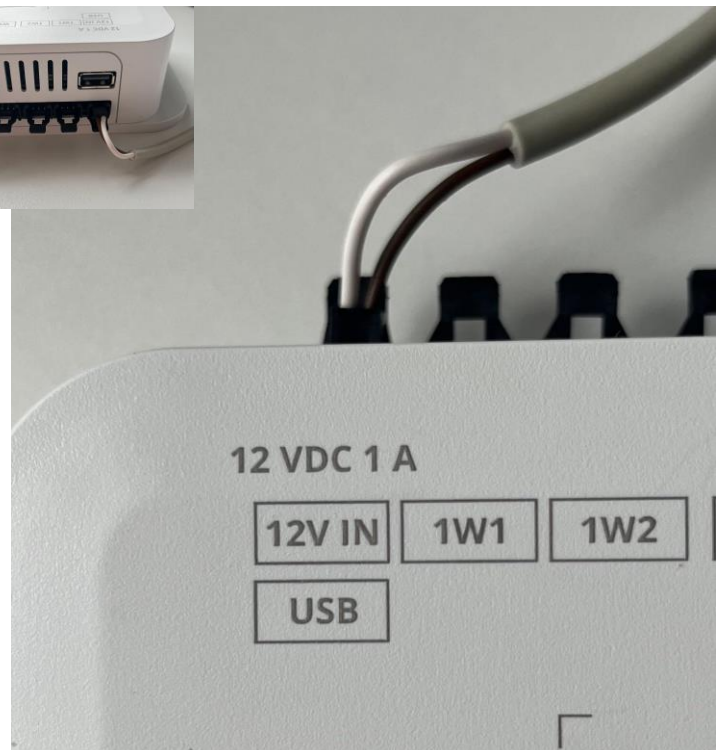
General

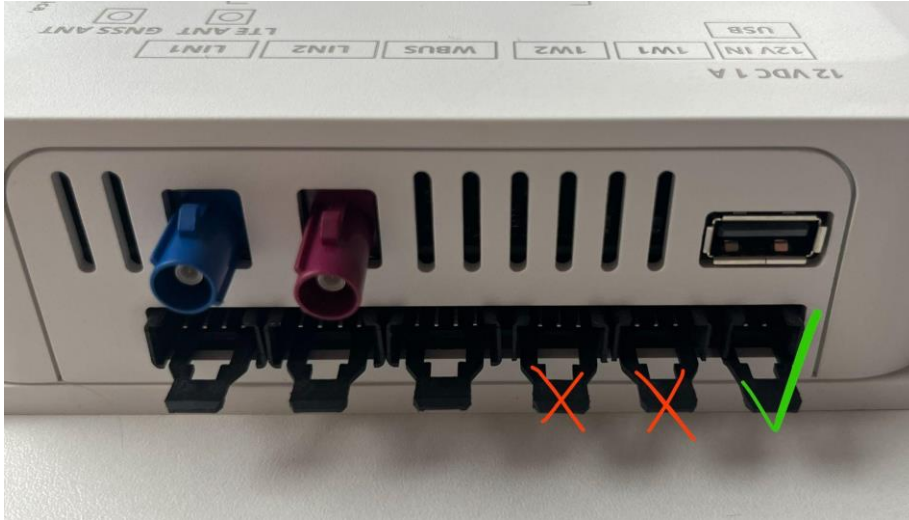
1. Can MACH be installed in the aftermarket?

Season 2022 vehicles have the option for MACH to be installed in the aftermarket, depending on the model and equipment. Contact your dealer to check whether it is possible to install it in your vehicle.

2. **WARNING: MACH power supply needs to be connected to the correct connector.**

Power supply needs to be connected to the rightmost connector as shown in the pictures below:





!! If the power supply is connected to the OW1 connector it causes a short circuit which results in a destroyed lower plate !!

3. How to change the user/owner?

The previous owner should remove his MACH unit under the “devices” menu in the Mobile applications. The next user that scans the QR code, will become the owner. If you are unable to reach the previous owner (for example when the vehicle is sold to another person and the previous owner remains an owner of a MACH device), tell your dealer to contact us through MACH support channel and MACH support service will solve the issue.

4. What is the difference between MACH PLUS 1.0 with 2 antennas and MACH PLUS 1.5 with 3 antennas?

MACH PLUS 1.5 contains 1 additional antenna for LTE and includes faster modem (Cat 4, 150/50 Mbit/s download/upload) and faster WiFi for the data transmission through Mobile HotSpot.

5. What to do if the Alde 3020 heater shuts off when Alde screen goes to the default view?

Check the Adria panel version. If the version is 6.9.6 then the panel needs to be updated to a newer version.

6. Retrofitted devices are not showing in the Adria MACH app. Why?

After retrofitting the devices and connecting them according to the manuals, the MACH needs to have configuration updated to include new devices in the app. Contact Adria MACH support with details of your system. If the unit is MACH Plus make sure it can be connected via LTE.

7. The Truma Panel busy error is showing in the app. What can I do to get rid of the error message?

Check the MACH Software version. If the version is 1.16.11 or older, MACH needs to be updated to the newer software version.

8. Why can't I connect to the gas sensor? Why is the percentage of the gas sensor not indicated correctly?

Be sure that the battery in the sensor is ok and that the sensor is correctly installed. [Adria Mach GAS level sensor](#)

9. Lights are turning off and on by themselves. How can I solve this problem?

Make sure that Mach is updated to the latest software [Production Updates - Google Drive](#)

10. I cannot control a device from MACH. What should I do?

Check that the wiring is done correctly [Additional installation of the Adria Mach](#)
If wiring looks ok, than contact us via <https://support-mach.adria-mobil.si/>