

Reverie Connect Troubleshooting (Onboard)

If you've already set up Reverie Connect to work with your adjustable power base and it is not working, follow the steps below.

If your Google Home or Amazon Alexa device is functioning and responding correctly to the RCC command, but the power base is not responding to commands:

1. If the internet is working correctly and the power base is still not responding, unplug the power base for 30 seconds, after 30 seconds has passed plug the power base back in.
2. If the power base is still not working, ensure that there are no 9 volt batteries installed in the control box. If they are installed, remove them from the control box and repeat step 1.
3. If restarting the power on the base is not solving the problem, try resetting the WiFi credentials on the device:
 1. Make sure you are connected to the power base you want to reset in the Nightstand app Bluetooth menu.
 2. Go through the "Setup RCC Onboard Device" portion of the setup instructions, stopping at the device configuration screen.
 3. Instead of entering the WiFi credentials, tap the button "Reset WiFi."
 4. After resetting the WiFi credentials go back to the settings menu and follow the "Setup RCC Onboard Device" portion of the manual, completing every step.

If your Google Home or Alexa device is functioning but not responding correctly to the Reverie Connect commands:

1. Make sure the Reverie Connect skill or action is still linked to your Amazon or Google account in the respective app.