

Dealership Troubleshooting Tips



Plate Not Downloading the Image?

- » If the RPLATE attempts to download an image but doesn't display it, verify the plate's serial number matches the one sold in the system.
- » If an error code appears, a **factory reset** may help.

Factory Reset Steps:

1. Remove the RPLATE and locate the small round button on the back.
2. Press it along with the front rectangular button for 4 seconds.
3. "Factory Reset in Progress" will appear, followed by a data screen and the Reviver logo.
4. After reset, short press the front button to download the dealership logo.
5. If the plate is sold, pair it to the customer's phone via Bluetooth through the Reviver app.

Challenges Installing?

- » If provided screws don't fit, try the original ones if the head is not too tall.
- » If the bracket doesn't sit flush, request spacers via Help > Contact Support in your Dealer RConnect Portal.
- » Need extra brackets/parts? Use Help > Contact Support in Dealer RConnect.

Challenges Selling?

- » If the VIN check returns "VIN not found," wait a moment, then click back and re-enter.
- » If the RPLATE isn't showing in your system, confirm it isn't preinstalled.

Challenges Pairing?

- » Bluetooth pairing issues? Retry a couple of times.
- » Can't see the connect/pair button? Ensure you're using the app, not the browser.

Customer Email Link Invalid?

1. Go to View RPLATE List > Filter "Sold" > Search Customer Name/VIN/Stock Number.
2. Click the three dots on the right, confirm the email, and resend.
3. If no resend option appears, the customer has already confirmed their account—have them reset their password.

Plate Not Showing in App?

- » Ensure the customer logs in with the email on file.
- » If they created an account before the dealership transferred ownership, contact support for assistance.