FISHER SPAS™

Audio & WiFi Kit Manual

Congratulations on becoming a new spa owner!

You can now enjoy the full benefits of relaxation, fun and family time that a Fisher™ spa brings to your life.

To get you started, we've put together this comprehensive user manual. It contains important health and safety information you need to know when using a Fisher™ spa pool. After reading this manual, you should know how to safely use, operate, and maintain your new spa.

Please take the time to read through this Owner's Manual. In it, you will find:

- guidelines on caring for your spa
- a complete explanation of the controls
- safety instructions
- a troubleshooting section
- ...and lots more

And don't worry, if there is anything you aren't sure of or need help with – please do not hesitate to contact your nearest Fisher™ dealer for support. We are here to help!

Sincerely,
Fisher™ spas team.

Important Information

Important Spa Owner Information

Your Fisher™ spa is constructed to the highest standards and is capable of providing many years of trouble-free use.

However, because heat retentive materials are used to insulate the spa for efficient operation, an uncovered spa surface and wall fittings directly exposed to sunlight and high temperatures for an extended period are subject to permanent damage or discolouration.

Damage caused by exposing the spa to this abuse is not covered under warranty. We recommend that you always keep the spa full of water when it is exposed to direct sunlight and that you keep the spa cover in place at all times when the spa is not in use.

Please be aware that we are constantly striving for continuous improvement, therefore, modifications and enhancements may be made to our spas which affect the specifications, illustrations and/or instructions contained herein.

Table of Contents

Optional Upgrade
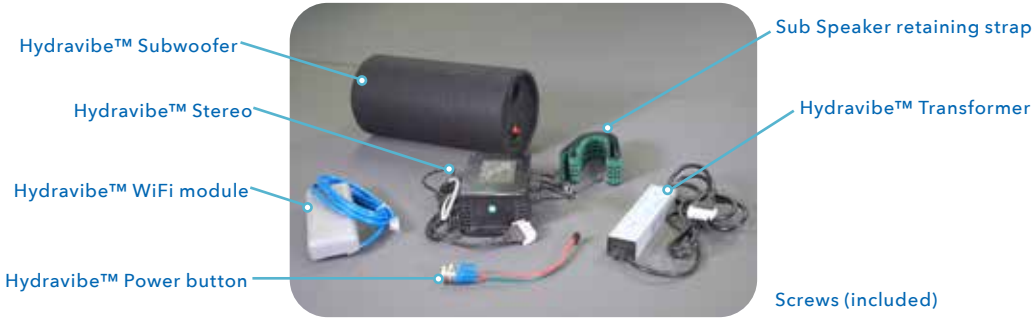## WiFi & Audio Kit

Safety Considerations:

- Disconnect power to the spa before removing any cabinet panels.
- To reduce the risk of injury, do not permit children to install this product.

Tools Required

- Battery-powered screwdriver
- Phillips screwdriver

Included in your Kit

Hydravibe™ Subwoofer

Hydravibe™ Stereo

Hydravibe™ WiFi module

Hydravibe™ Power button

Sub Speaker retaining strap

Hydravibe™ Transformer

Screws (included)

*Information is subject to change without notice.

SmartLink™ Wifi & SpaLink™
Requirements

The SmartLink™ WiFi module and SpaLink™ App lets you use an Apple® or Android™ smartphone or tablet as a wireless remote control for your SV Series equipped spa. Using simple touch screen menus, you can control all spa accessories including pumps, air blowers and LED spa lights. You can also configure your spa including adjustment of the temperature, selecting your desired heating mode, programming filtration, sleep or power save timers and more. Available anywhere, anytime, just as if you were standing in front of the spa, or better yet, sitting in it.

For a smooth and successful setup process you must complete each installation section and steps in their correct order:

1. WiFi Internet Access
2. Install the SpaLink™ App
3. Register a User Account
4. SpaLink™ App setup process
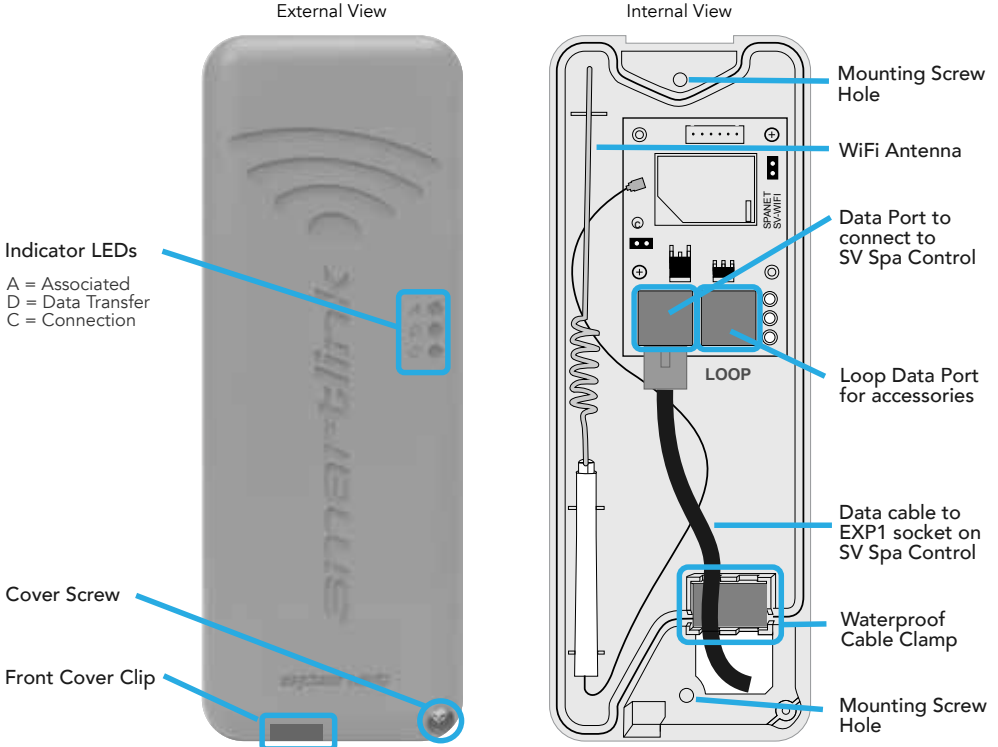
Hardware Requirement

Your SpaNET™ SV Series spa control must be fitted with the SV SmartLink™ WiFi module for the app to work. The SmartLink™ WiFi module requires a permanent active internet connection via a wireless router to operate. The Internet connection/router must remain powered on at all times for you to use the SpaLink™ App.

SV Control   SmartLink WiFi Module   Router   Internet   Smart Device

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WiFi & Audio Kit Installation
SmartLink™ Module

External View

Internal View

Indicator LEDs

A = Associated
D = Data Transfer
C = Connection

Cover Screw

Front Cover Clip

Mounting Screw Hole

WiFi Antenna

Data Port to connect to SV Spa Control

Loop Data Port for accessories

LOOP

Data cable to EXP1 socket on SV Spa Control

Waterproof Cable Clamp

Mounting Screw Hole

*Information is subject to change without notice.

WiFi & Audio Kit Installation

Step 1: Locate the equipment bay in your spa. Fisher™ spas have their equipment bay located directly under the keypad. However, that is not always the case in all models. To check your spa equipment location, see page 20 in this manual, or scan the QR code on the instructions for your Fisher™ Spa WiFi and Audio Kit.
Your Fisher™ spa will come with two pre-drilled holes on the cabinet. One, for the On/Off switch Audio system, and another hole to feed the cable through to the WiFi model. The pre-drilled holes comes with blanking caps pre-install.

If you are not using Fisher™ Spa WiFi and Audio Kit, leave the caps in the holes.

Step 2: Remove cabinet panel to access black box.

Step 3: Mounting the transformer & stereo.

Once the cabinet panel is removed. Find the black box where you will mount the stereo and transformer. It already has the Ozone generator mounted in it.

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WiFi & Audio Kit Installation

> **Note:** *The Fisher™ WiFi and Audio Kit comes with two different length set of screws:*
> - **Longer screws,** *for securing down the Sub Speaker.*
> - **Small screws,** *are used for mounting the Stereo & Transformer into the black box.*
>
> **Using the right size of screws is essential. The pipe behind the black box can be pierced if you use larger screws.**

Step 4: Use two small screws to attach the transformer.

Step 5: Using four small screws attach Amplifier to the black box.

WiFi & Audio Kit Installation

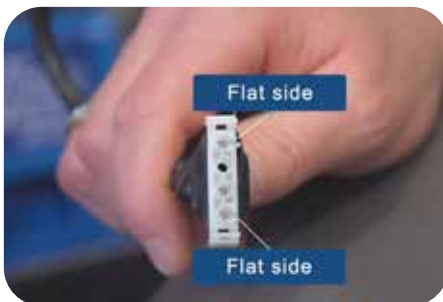**Step 6:** Connect speaker cables 3, 2 and 1.

Step 7: Connect power supply to amplifier.

Connect the white two-pin connectors.

Step 8: Connect power supply to the SpaNet™ controller

The two outside pins of the connector have flat sides, meaning you can plug in only one way.

WiFi & Audio Kit Installation
Hydravibe™ Subwoofer

Connect power supply to SpaNet™ controller.

Note: *Install the Audio WiFi Kit before fixing the spa into position.*

- *The subwoofer mounting location is different for each spa; see page 20 of this manual: Equipment location, for the drawings showing the placement of the sub-speaker for each model.*
- *WiFi & Audio Kit optional upgrade is not available in* **Gemini™** *and* **Fisher 2™** *models.*

Step 9: Locate and remove cabinet panel to access the subwoofer mounting plate. See page 20, for your spa model equipment location.

WiFi & Audio Kit Installation

Step 10: **Mount the subwoofer using the provided strapping.**

Place the subwoofer over the speaker base plate. Using the strape included in the kit, bring the strap over the subwoofer and screw the strapping down.

Note: *You might have to pull out one of the side panels of your spa to run the cables around to the subwoofer location. (See page 20 for your spa equipment location)*

Step 11: **Insert positive and negative wires into amplifier. Re-attach cabinet panel.**

Put the red wire into the red section, push down the red tab and push the wire in. Repeat for the black wire. Make sure the wires are sitting in place.

*Information is subject to change without notice.

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WiFi & Audio Kit Installation

Step 12: Mount the SpaNet™ module on the cabinet panel.

Locate the two pre-drilled holes on your spa cabinet panel. Remove the caps. And ununscrew the cabinet panel.

Push the SmartLink™ connector cable through one of the holes.

Use the adhesive backing from the SpaNet™ to secure the module into the spa cabinet.
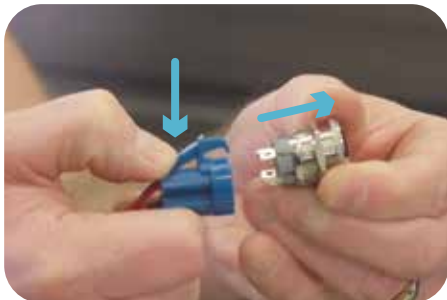
WiFi & Audio Kit Installation

Attach the module vertically to the cabinet panel covering the pre-drilled hole.

NOTE: *The module MUST be positioned in a vertical orientation, with the wifi symbol at the top to maintain waterproofing and for best signal strength.*

Step 13: Installing On/Off button.

First, remove the button plug from the ON/Off button by pressing the latch on the back and pull the button out.

Remove the fastening nut from the back of the On/Off button so the button can be pushed through the cabinet panel.

WiFi & Audio Kit Installation

Fix the button using the locking nut to secure it to the back of the cabinet panel.

Complete the final connection by plugging the button into the connector on the back.

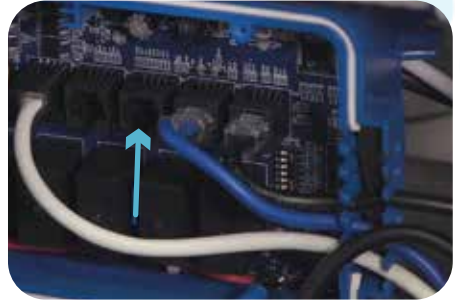**Step 15: Connect the SmartLink™ antenna into the SpaNet™ controller.**

To connect the SmartLink™ module to the controller. Remove the screws from the front of the SpaNet™ controller panel to access.
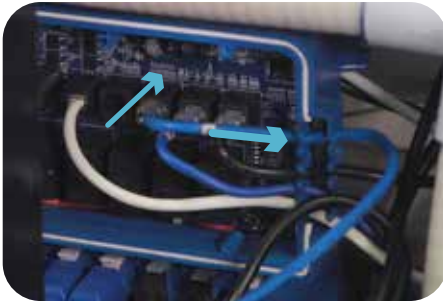
WiFi & Audio Kit Installation

Expansion port 1 is the third port from the right. Also, labeled underneath the port as Exp 1.

Insert the SmartLink™ cable into Exp 1. Make sure it connects properly, then run the cable through one of the gaps in the side cord grip.
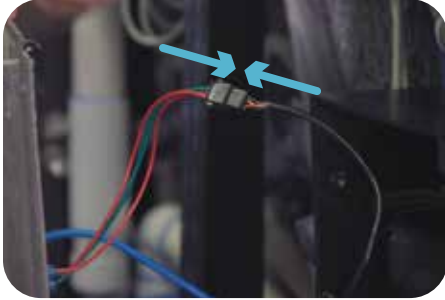

Re-attach the SpaNet™ controller panel.

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WiFi & Audio Kit Installation

Step 16: Connect the On/Off cable to the stereo lead.

Step 17: Re-attached cabinet panel. The installation of your spa WiFi and Audio Kit components is complete.

Step 18: Via Bluetooth, connect the smart device to the system. See page 172 for instructions on how to do it on different devices.

WiFi Internet Access
SSID Name and Router Password

The SmartLink™ WiFi module requires a permanent, active Internet connection via a wireless router to operate. To be able to access your spa from anywhere, at any time, the router must remain powered on at all times. WiFi signal strength is extremely important for stable, reliable app operation. If the WiFi signal is too weak, the app setup process may not be able to be completed or the spa could have intermittent connections and drop offs. In this situation the WiFi signal would need to be boosted/improved by either ensuring your SmartLink™ module is mounted external to the spa cabinet, relocating your router, installing an additional access point or WiFi range extender in closer proximity to the spa.

SSID Name and Router Password

Before beginning the SpaLink™ App setup process you must be aware of your WiFi router's SSID name and password. Failure to have these login credentials on hand whilst you are beside the spa completing the setup process may lead to a failed setup. The login credentials may be labelled on the WiFi router and/or on a card your ISP supplied at time of installation. Please write them here for reference:

Router SSID name: …………………………………………………….

Router password: …………………………………………………......

NOTE: *Your router password is case sensitive and must be entered 100% correct during the setup process for a successful installation.* **The SmartLink™ module CANNOT interrogate your password to ensure it is correct. It relies on you entering it correctly.** *If the password is entered incorrectly you will have to complete the setup process again.*

*Information is subject to change without notice.

WiFi Signal Strength

WiFi signal strength is extremely important for reliable communication between the SmartLink™ WiFi module and your router. A strong WiFi signal to the SmartLink™ will result in the app being stable, respond faster and the spa will remain online. A weak WiFi signal can cause the app to respond slowly, timeout or cause the spa to drop offline. During the setup process the app will display a list of wireless network SSIDs discovered in proximity to the spa. The signal strength of each network is detailed on the right-hand side in decibels (-db). The closer the value is to 0, the stronger the signal. This means that -64db is a stronger signal than -70db. A value of -70db or better is required for reliable operation.

NOTE: *During the setup process you can use the refresh arrow in the top right corner to perform another WiFi scan and update the dB signal readings (Fig 1). This can be helpful if you are trying to determine the best position for mounting your SmartLink™ module or router.*
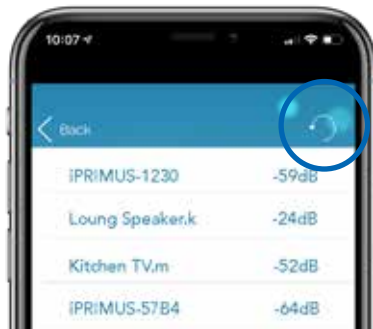

FIG. 1

Associated (Red LED)

Fast Flash – module is NOT connected to a router or network

Off – module IS successfully connected to a router or network

Data Transfer (Blue LED)

On or Flashing – data is being transferred

Connection Status (Green LED)

On Solid – Internet connection active and working OK

Fast Flash – indicates no IP address assigned or module in command mode

Slow Flash – indicates IP address is OK, but no TCP or Internet access

Indicator LED's
A = Associated
D = Data Transfer
C = Connection

Front Cover Clip

Front Cover Screw
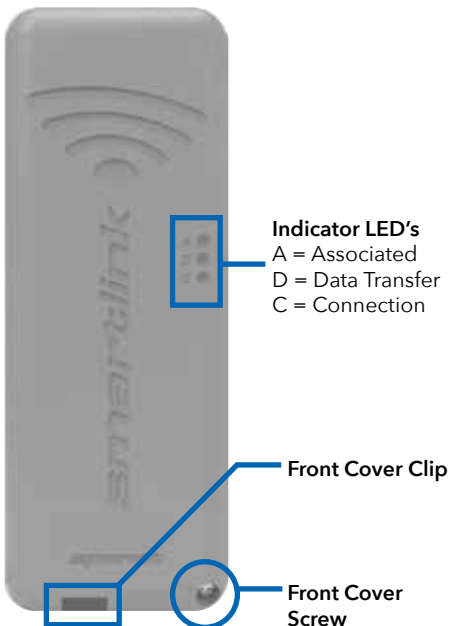
NOTE: *By default, when the module is first connected to the SV spa control it should be in HOT spot mode ready for the SmartLink™ app setup process. The indicator LEDs will be flashing green and red.*
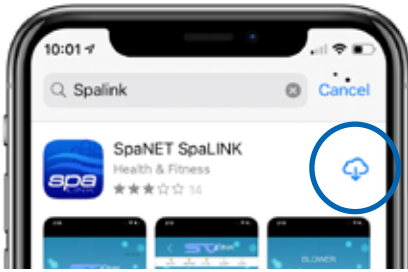
Install the SpaLink™ App
Finding SpaLink™ App on Ipad

The SpaLink™ App is available for both Apple and Android devices.

Step 1: Open App Store / Google Play

Step 2: Search "Spanet™ SpaLink™"

Step 3: Press on install link to download and install app

Finding SpaLink™ App on iPad

If you are using an iPad you may need to change the App Store to search for "iPhone only apps" instead of "iPad only apps". The iPhone app works successfully on the iPad.

Register an user account

With the SpaLink™ app now installed you need to register a user account on our SpaNET™ cloud server which provides a secure login to access your spa. Think of it as the portal between the SpaLink™ app on your phone and the SmartLink™ module on your spa. Your user account allows for multiple SV controllers to be configured on the one account, in case you own a dual-zone swim spa or more than one spa.

*Information is subject to change without notice.
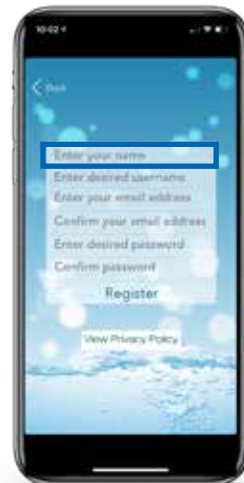
Register an User Account

Step 1: Tap the SpaLink™ App icon to open the app.

Step 2: Tap REGISTER

Step 3: Tap in the Name field to enter your full name using the pop-up keyboard.

SpaLink™
Register an User Account

Step 4: Enter your desired username.
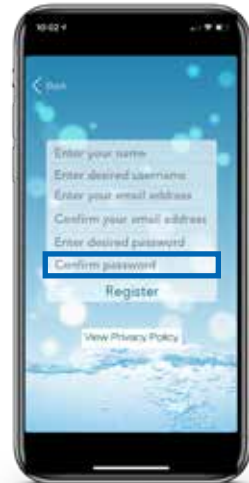

Step 5: Enter your email address.

Step 4: Confirm your email address.

Step 5: Enter your desired password.

*Information is subject to change without notice.

SpaLink™ App Setup

Step 8: Confirm your password.

Step 9: Review your registration details then tap REGISTER to proceed.

SpaLink™ App Setup Process

With the user account now registered, you need to configure the Internet access to your spa in the same way you would connect a laptop or TV to your WiFi router.

The setup process is a one-time event that programs the SmartLink™ WiFi module with your WiFi router's login credentials (SSID and password).

Login details are stored in the SmartLink™ WiFi module and remembered even if power is lost to the spa or router. Unless the router login details change, you shouldn't need to run the setup process again.

To complete the setup process, ensure that:

• Your smart device has an active WiFi, 3G or 4G Internet connection.

• You have the login credentials for your WiFi router (SSID name and password) at hand.

• Your router is using WPA/WPA2 security encryption by default. DO NOT us WEP encryption.

*Information is subject to change without notice.

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SmartLink™ Module into Hot Spot Mode

Standard Keypads

Step 1: On you spa-side keypad, press and hold the UP + DOWN buttons simultaneously until the display shows [MODE].
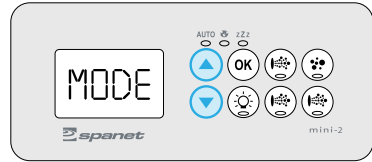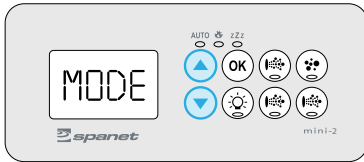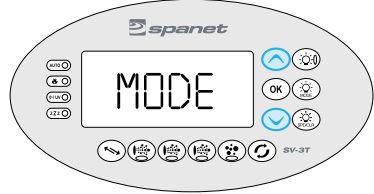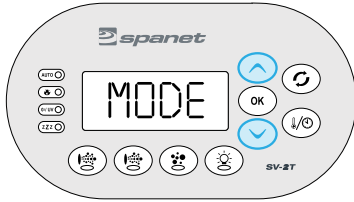
Step 1: Press the DOWN button multiple times until display shows [WIFI].

*Information is subject to change without notice.
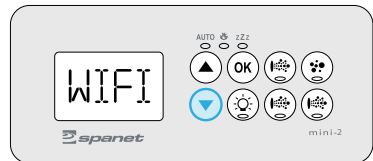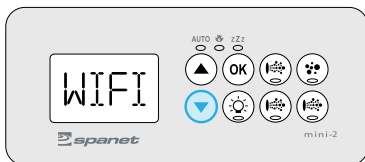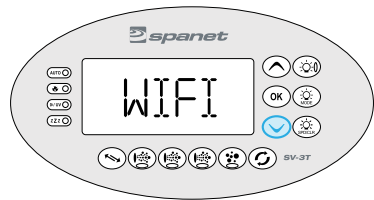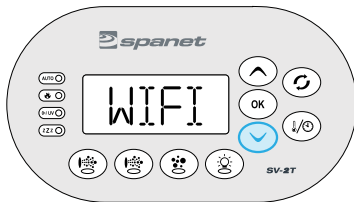
SmartLink™ Module into Hot Spot Mode

Step 3: Press the OK button to enter the WIFI menu => the display will show [HOT]. If HOT is not displayed press the DOWN button until it is.
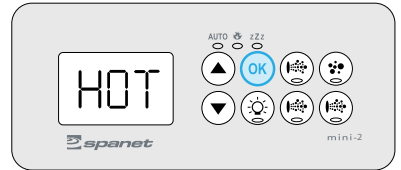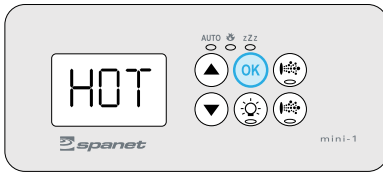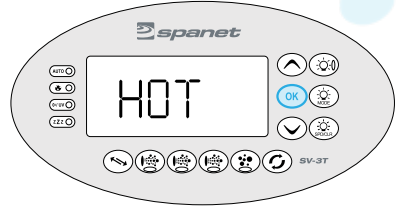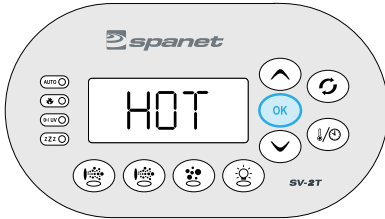
Step 4: Press the OK button to execute the Hot Spot mode command => the display will briefly show [WAIT] whilst the command is carried out.

Apple iOS Devices
SpaLink™ App Setup

Step 1: Open app and press login. If you just registered, you will already be logged into this spa list screen.

Step 2: Tap the New Device bar.

Step 3: Press on the X button to close the pop-up box but DO NOT press the Setup bar yet.

Step 4: Press or slide your Apple home button and navigate to your Apple Settings.

Apple iOS Devices
SpaLink™ App Setup

Step 5: Enter the Apple WiFi settings and locate the SV WiFi network, which matches your spa control's serial number.

Step 6: Press on the SV network to connect to it.
NOTE: *No password is required to connect.*

Wait for a moment to ensure the SV network is connected properly.

NOTE: *If no SV network is found, repeat page 176 again to activate the SmartLink WiFi hot spot mode. If still unsuccessful follow Troubleshooting in page 195.*

Step 7: Tap SETUP bar once only to begin a WiFi scan and display a list of nearby wireless networks detected.
NOTE: *Wait for the scan to complete before pressing anything else.*

Step 8: Select the wireless network to connect your spa to, ensuring the signal strength is -70db or better. Or press the Refresh arrow in the top right to perform another WiFi scan.


*Information is subject to change without notice.

Apple iOS Devices
SpaLink™ App Setup

Step 9: Enter your router password to access your home wireless network. **NOTE:** *Take care, the app cannot check the password. It relies on correct entry.*

Step 10: You have now confirmed the SSID and password for the WiFi network the spa will connect to. Press the OK button to continue.

Step 11: Press on the X button to close the pop-up box and then press or slide your Apple home button and navigate to your Apple WiFi settings.

Step 12: The SV network should have disappeared and your phone should have reconnected to your home network. If not wait a moment, then manually connect to your home network.

Step 13: Navigate back to app and then enter a name for your spa and press on Register to complete the setup process. **NOTE:** *The name can be changed after setup if desired.*

Step 14: The SmartLink™ module is now connecting to your router and preparing to come online. The spa will show offline at this point. It may take 2-5 mins for initial connection. Press refresh arrow to recheck status.

Step 15: The spa now shows as online, the WiFi signal strength is displayed and spa name can be changed using the Edit pencil. Press on the spa name to login to the spa.

To check your actual WiFi signal strength press on the WiFi bar graph icon.

The signal strength is displayed in decibels with a time stamp of when that signal strength was taken. The signal will be updated every 5-10 minutes.

*Information is subject to change without notice.

Android Devices
SpaLink™ App Setup

Step 1: Open app and press login. If you have just registered, you will already be logged into this spa list screen.

Step 2: Tap on New Device bar.

Step 3: Tap the X button to close the pop-up box. **NOTE:** *Your device will launch straight into your Android WiFi Settings.*

Step 4: Under Available Networks locate the SV WiFi network, which matches your spa control's serial number.
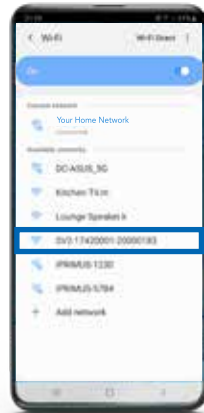
NOTE: *If no SV network is found, repeat page 176 again to activate the SmartLink™ WiFi hot spot mode. If still unsuccessful follow Troubleshooting in page 196.*

Step 5: When you connect to the SV network, Android will present a popup advising the network does not have Internet access. Remain connected and simply wait for that pop-up to disappear.

Step 6: Once connected to the SV network, tap the Android Back butto to re-enter the SpaLink™ app.
NOTE: *DO NOT press the Home button, you MUST use the Back button to continue setup.*

Step 7: Tap SETUP bar once only to begin a WiFi scan and display a list of nearby wireless networks detected.
NOTE: *Wait for the scan to complete before pressing anything else.*

Step 8: Select the wireless network to connect your spa to, ensuring the signal strength is -70db or better. Or press the Refresh arrow in the top right to perform another WiFi scan.
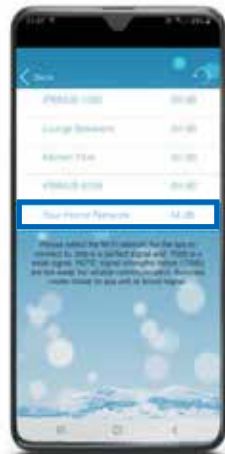
*Information is subject to change without notice.

Android Devices
SpaLink™ App Setup

Step 9: Enter your router password to access your home wireless network.
NOTE: *Take care, the app cannot check the password. It relies on correct entry.*

Step 10: Tap the X button to close the pop-up box.
NOTE: *Your device will launch straight into your Android WiFi Settings.*

Step 11: The SV network should have disappeared and your phone should have reconnected to your home network.
If not wait a moment, then manually connect to your home network.
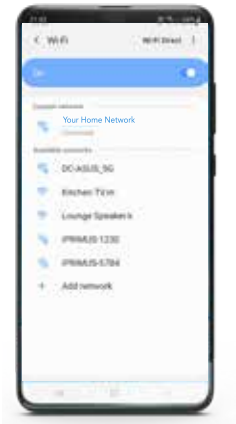
Step 12: Once connected to your home network, tap the Android Back button to re-enter the SpaLink™ app.
NOTE: *DO NOT press the Home button, you MUST use the Back button to continue setup*.
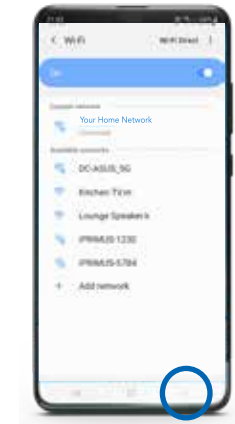
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Step 13: Enter a name for your spa and press on Register to complete the setup process.
NOTE: *The name can be changed after setup if desired.*

Step 14: The SmartLink™ module is now connecting to your router and preparing to come online. The spa will show off-line at this point. It may take 2-5 minutes for initial connection. Press refresh arrow to recheck status.

Step 15: The spa now shows as online, the WiFi signal strength is displayed and spa name can be changed using the Edit pencil. Press on the spa name to login to the spa.

To check your actual WiFi signal strength press on the WiFi bar graph icon.
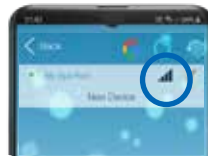
The signal strength is displayed in decibels with a time stamp of when that signal strength was taken. The signal will be updated every 5-10 minutes.

Voice Control
Link Spa to Google Assistant

The MySpaPool vocal skill allows you to control any spa pool fitted with our SmartLink™ or SmartStream™ WiFi module by voice commands. Available on both Google Assistant and Amazon Alexa platforms, you can now talk to your spa to activate accessories and alter settings or ask it questions about active modes, settings and status. It really is as simple as talking to your spa.

How to Link Spa to Google Assistant

The following instructions assume you already have Google Assistant installed and activated on your phone or your Google Home device is powered on and connected to your home WiFi network.

Google Assistant

Step 1: The first step is to link your SpaLink app to your Google account. Open SpaLink, tap Login and then tap Google logo at top of screen.

Step 2: The Google Sign-In page will be presented. Tap on the Sign In button at bottom of screen.

*Information is subject to change without notice.

Link Spa to Google Assistant
Voice Control

Step 3: Select your Google account. If you have multiple accounts, use the account that is linked to your Google Home device.

Step 4: The next step is to link your Google account to the mySpaPool action. Start by saying **"Hey Google, talk to my spa pool".**

Step 5: When you answer 'Yes' to the link question you will see this screen.
Tap Log In with Google to complete the account linking.

Step 6: The final step is to advise MySpaPool which spa to issue commands to. Start by saying **"Hey Google, talk to my spa pool".**

*Information is subject to change without notice.

FISHER SPAS

Link Spa to Google Assistant
Voice Control

Step 7: Now say **"List my spa"** and Google will list any spas setup on your SpaLink app. Select the spa number (i.e. 1 or 2), not the spa name, to complete the link.

Setup Complete: TThe setup is now complete. You can begin issuing vocal commands to your spa. i.e. **"Hey Google, ask my spa pool... turn pumps on".**

Change Spas: If you have a dual-zone spa or multiple spas you can switch between available spas by issuing the **"List my spa"** command at anytime.

Link Spa to Amazon Alexa
Voice Control

The following instructions assume your Alexa device is powered on, connected to your home WiFi network and has been linked to your Amazon Alexa account.

Amazon Alexa

Step 1: The first step is to open the Amazon Alexa app and navigate to **Skills & Games** via the menu bar in the top left corner.

Step 2: Use the search bar to search for **"My Spa Pool"** and the skill will be displayed. Tap on the skill to select it.

Link Spa to Amazon Alexa
Voice Control

Step 3: The next step is to enable the skill, tap on the Enable bar.

Step 4: You have now successfully linked the MySpaPool skill to your Amazon Alexa account. The next step is to link the SpaLink app to your Alexa account.

Step 5: Open SpaLink™, tap Login and then tap on the Amazon Alexa logo at top of screen.

Step 6: Tap on the Login with Amazon button and confi rm your acceptance to complete the account link with SpaLink™.

Link Spa to Amazon Alexa
Voice Control

Step 7: With account linked, the final step is to confi rm which spa to issue commands to. Start by saying, **"Alexa... start my spa pool".**

Setup Complete: Now say **"List my spa"** and Alexa will list any spas setup on your SpaLink™ app. Select the spa number (i.e. 1 or 2), not the spa name, to complete the link.

Change Spas: You can now issue vocal commands to your spa. i.e. **"Hey Alexa... ask my spa pool... turn pumps on".** To change spas issue the **"List my spa".** command again.

"Alexa, start my spa pool"

"I have connected to your spa, How can I help?"

"List my spa"

"Please tell me the number corresponding with the spa you would like to use from the following list: 1. SV Swim Spa. 2. SV Spa Pool."

"one"

"I will now issue your commands to your spa SV Swim Spa"

"Alexa, ask my spa pool, turn pumps on"

"I have asked your spa to turn all pumps on"

"Alexa, ask my spa pool, list my spa"

"Please tell me the number corresponding with the spa you would like to use from the following list: 1. SV Swim Spa. 2. SV Spa Pool."

"two"

"I will now issue your commands to your spa SV Spa Pool"

Vocal Assistant Command List
Voice Control

Google Assistant

Hey/OK Google... **ask my spa pool...**

<command>

OR

Hey/OK Google... **talk to my spa pool...**
<command>

Amazon Alexa

Hey/OK Google... **ask my spa pool...**

<command>

OR

Hey/OK Google... **talk to my spa pool...**
<command>

Action commands

Start my spa
(all pumps/blower/lights on)

Stop my spa
(all pumps/blower/lights off)

Turn pumps on/off
(turns all pumps on/off)

Turn XXX pump on/off
(XXX = 1st, 2nd, 3rd or 4th)

Turn lights on/off
(lights turn on in last used mode)

Turn lights on XXX
(XXX = White, Fade, Step or Party)

Turn blower on/off

Start/Stop
Water Clean Cycle

Get Commands

What's the water temperature?
(actual water temp)

What's the target temperature?
(set temp point)

What's the operating mode?

What's the heat pump mode?

Current element boost state?

Set Commands

Set temperature to XX'C
(XX = 10'C to 40'C)

Set filtration to XX hours
(XX = 1 to 24)

Set operating mode to XXX
(XXX = Normal, Away or Week)

Set heat pump mode to XXX
(XXX = Auto, Heat, Cool or Off)

Set element boost mode to on/off

* Note: *Can also use change, adjust or modify instead of set)*

*Information is subject to change without notice.

Troubleshooting

Unable to locate SpaLink™ App on App Store

Problem	Causes	Solutions/Actions
Cannot find app when searching on an iPad device	Tap Filters to left of search bar and change from "iPad Only" to "iPhone Only"	On some devices the SpaLink App is listed as an iPhone only app

Unable to locate SpaLink App on App Store

Problem	Causes	Solutions/Actions
"Username Taken" error when trying to register	Another user has already registered the username you entered	- Press YES to accept the alternative username suggested - Press NO to go back, enter a different username, then try register again
	You have already completed the registration process previously	Use the Forgot Password link on the Login page to recover your password
"Email address already registered" error when trying to register	A successful registration has already been completed with the email address entered	Use the Forgot Username or Forgot Password links on the Login page to recover your details

Troubleshooting

Unable to login to app

Problem	Causes	Solutions/Actions
App will not respond to Log-in press OR app crashes or hangs on spinning wait icon when attempting to Login OR "The Internet connection is offline" error when attempting to Login	Your smart device has no Internet connection OR you are connected to the SmartLink SV hot spot instead of your home WiFi network	- Check that you are connected to your home WiFi network OR ensure mobile data is active if running off your phone carrier's cellular data. - Open a browser or a different app to confirm Internet is working OK on your device -Disconnect from the SV network and reconnect to your home WiFi network

NOTE: *If you are attempting to run the app setup process, DO NOT connect to the SV network hot spot until prompted by the app. You must have normal Internet connection to Login to the app and start the "New Device" process.*

*Information is subject to change without notice.

Cannot see the SV network in WiFi Setting during setup

Problem	Causes	Solutions/Actions
The SVx-xxxx-xxxx network is not showing in the WiFi settings list	The SmartLink™ WiFi module may not be in HOT mode	The SmartLink™ WiFi module may not be in HOT mode
	The SmartLink™ module is not releasing from your router from a prior failed setup	Complete a master reset to HOT mode: 1) Access the WIFI menu via your spa-side keypad 2) Press the UP or + button until display shows [RSET] 3) Press the OK or SAVE button to execute the RSET (reset) command 4) Wait for 20-30 seconds for the reset process to be completed 5) Reset mains power to spa (power spa OFF for 10 sec, then power spa back ON) 6) After priming cycle access the WIFI menu again via your spaside keypad 7) Press the OK or SAVE button to execute the [HOT] command

NOTE: *If you still cannot see the SV network in your WiFi list after following the above instructions, power OFF your router.*
Complete the 7 x steps above again (whilst the router is still powered OFF), then power your router back ON.

Troubleshooting

Unable to connect to SV network during setup

Problem	Causes	Solutions/Actions
"Unable to connect" error when selecting SV network from WiFi list	SmartLink™ module HOT mode has not executed properly	Follow these steps in this exact order: 1) Disconnect from SV network and reconnect to your home WiFi network 2) Force close SpaLink app 3) Access the WIFI menu via your spa-side keypad 4) Press the UP or + button until display shows [RSET] 5) Press the OK or SAVE button to execute the RSET (reset) command 6) Wait for 20-30 seconds for the reset process to be completed 7) Reset mains power to spa (power spa OFF for 10 sec, then power spa back ON) 8) Login to app and start setup process again

Troubleshooting

Input socket error during setup process

Problem	Causes	Solutions/Actions
"Input socket" error when pressing on Setup bar to conduct WiFi scan during setup process	SmartLink™ module HOT mode has not executed properly	Follow these steps in this exact order: 1) Force close the app 2) Go to your device WiFi settings, disconnect from the SV network and reconnect to your home WiFi network 3) Access the WIFI menu via your spa-side keypad 4) Press the UP or + button until display shows [RSET] 5) Press the OK or SAVE button to execute the RSET (reset) command 6) Wait for 20-30 seconds for the reset process to be completed 7) Reboot your phone or tablet 8) Reset mains power to spa (power spa OFF for 10 sec, then power spa back ON) 9) After priming cycle access the WIFI menu again via your spaside keypad 10) Press the OK or SAVE button to execute the [HOT] command 11) Login to app and start setup process again

Troubleshooting

Home WiFi network not detected during app WiFi scan

Problem	Causes	Solutions/Actions
WiFi scan during setup hangs or reports "No network found"	The signal strength between SmartLink module and home router is too weak	Take steps to improve WiFi signal strength to be -70dB or stronger 1) Ensure module is positioned on spa side closest to house 2) Ensure module is positioned high enough with direct line of sightto router 3) Consider mounting module external to spa cabinet (refer to page 164) 4) Relocate router closer to spa 5) Install additional access point or WiFi extender in closer proximity to spa

Spa not online after setup process

Problem	Causes	Solutions/Actions
Setup process completed successfully but spa always showing offline status	SmartLink™ module has not switched out of HOT mode successfully	Execute the INFR command to force a reconnection with the SpaNET App Server: 1) Access the WIFI menu via your spa-side keypad 2) Press the UP or + button until display shows [INFR] 3) Press the OK or SAVE button to execute the INFR (infrastructure) command 4) Wait for 1-2 minutes and check spa online/offline status
	Incorrect router password entered during app setup process	Check the LED indicator lights on the SmartLink module => if the RED light is flashing it indicates the router password was incorrectly entered during the setup process. In this instance you will need activate HOT mode, delete the spa and run setup again: 1) Execute the HOT command via the WIFI menu on your spa side keypad 2) Click on the Edit pencil on the offline spa, then press DELETE 3) Press on New Device and run the app setup process again 4) Be sure to take extra time and care when entering your router password

Troubleshooting

Spa not online after setup process

Problem	Causes	Solutions/Actions
WiFi scan during setup hangs or reports "No network found"	WiFi signal between SmartLink module and router too weak	Check the LED indicator lights on the SmartLink module => if the RED light is OFF, and GREEN light is flashing it indicates a problem with weak WiFi signal strength. Take steps to improve signal strength (refer to solutions in Page 198)

Spa was online but has dropped offline

Problem	Causes	Solutions/Actions
Spa was working but has now dropped offline and is failing to reconnect	Connection between the spa and your router has been lost	Execute the INFR command to force a reconnection with the SpaNET App Server: 1) Access the WIFI menu via your spa-side keypad 2) Press the UP or + button until display shows [INFR] 3) Press the OK or SAVE button to execute the INFR (infrastructure) command 4) Wait for 1-2 minutes and check spa online/offline status. If the above steps do not work reboot your router (power OFF / ON)
	WiFi signal between SmartLink™ module and router too weak	Take steps to improve signal strength (refer solutions in page 198)

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Contains Transmitter Module FCC ID: T9J-RNS2

Contains Transmitter Module FCC ID: T9J-RN131,171

This device complies with Part IS of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part IS of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

To satisfy FCC RF Exposure requirements for mobile and base station transmission devices, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during operation. To ensure compliance, operation at closer than this distance is not recommended. The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

*Information is subject to change without notice.