SunSmart™ WiFi Connection Troubleshooting

"App doesn't work"

1. Which spa do you have?
   a. You need to have a Sundance spa that is a 2010+ North American 60Hz 880 (excluding 2010-2011 Capri and Maxxus models) or 2012+ Export 50Hz 880 Series

2. Do you have a SunSmart Kit?
   a. Yes: Is the SunSmart WiFi box serial number the same as the SunSmart Bridge serial number
      i. Yes: proceed to next step
      ii. No: the kit has a mismatched pair and will not work.
   b. No: A SunSmart kit must be purchased from your dealer as an accessory or purchased with your spa from our factory.

3. Is the bridge from the SunSmart Kit connected to the router for your home network and the black box hardware connected to your spa?
   a. Yes: proceed to next step
   b. No: Instructions link: http://www.sundancespas.com/wp-content/themes/sundance/pdfs/6530-516_RevA.pdf

4. What operating system does your phone have?
   a. Needs to be an iPhone® (operating system 4.3 or higher) or Android (operating system 2.3 or higher)

5. Is your Spa connected to the necessary electrical service and breaker powered ON?
   a. Yes: reset the spa by turning power breaker off and then back on
   b. No: turn it ON, proceed to next step

6. Did you go through registration screen on the app?
   a. Yes: proceed go to the next step
   b. No: need to register

7. Contact Sundance Technical Services to verify your account along with your serial number and SunSmart UID number.

8. Does the app tell you that there is a problem communicating to the spa?
   a. Yes: Force close and re-launch the app
      i. iPhone:
         1. double click the center iPhone button
         2. slide the SunSmart app to the center of the screen
         3. slide the SunSmart app to the top of the phone. This will close it from running in the background
         4. Re-launch the app
      ii. Android:
         1. Click and hold the center button
         2. Scroll to the SunSmart app
         3. Slide the SunSmart app to the left of the screen This will close it from running in the background
         4. Re-launch the app
   b. No: The app is connected to the spa. There may be an error on the spa.

9. Does the app still tell you that there is a problem communicating to the spa?
    a. Yes: Please wait roughly 60 seconds to verify that the lack of communication remains.
        i. If communication error continues, proceed to next step
    b. No: Do you still have an issue?
        i. Yes: please go to Step 13
        ii. No: Like all apps, the app may need to be reset.

10. Check SunSmart Bridge lights

LED	LED STATUS	DESCRIPTION	ACTION
PWR	ON	Bridge switched on and correctly powered	No action
	OFF	Bridge not powered or not correctly powered	Correctly connect power to the Bridge
WLAN	ON	WiFi activated	No action
	OFF	WiFi not activated	Disconnect then reconnect power
	FLASHING	WiFi activity	No action
WAN	ON	Connected to the internet	No action
	OFF	Not Connected to internet	Disconnect then reconnect power and verify that the SunSmart™ Ethernet cable is connected to the blue WAN connector on the SunSmart™ bridge and that the other side of the cable is connected to an available port in your home router
	Flashing	Internet activity (transferring data)	No action

    a. Does lighting check require any actions?
        i. Yes: perform the actions stated in the table
        ii. No: proceed to next step

11. Does your spa have winter/eco wrap?
    a. Yes: does the mounting location of SunSmart WiFi Box has the winter/eco wrap removed
        i. Yes: proceed to next step
        ii. No: remove a section at least twice the size of the SunSmart WiFi Box and re-launch the app. If connection issue persists go to next step
    b. No: Proceed to next step

12. Go to the spa, kneel next to the SunSmart WiFi box mounting location and while connected to your home's WiFi network, attempt to access and browse the internet
    a. Where you successful in browsing the web?
        i. Yes: Review Step 11 then proceed to Step 14
        ii. No: There is a WiFi reception issue. Proceed to Step 13
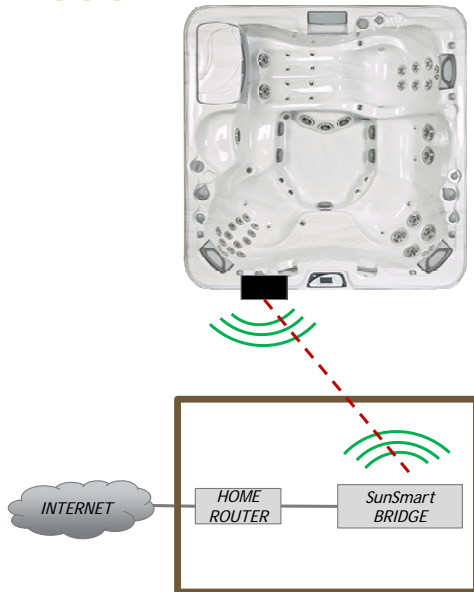
WiFi ENABLED

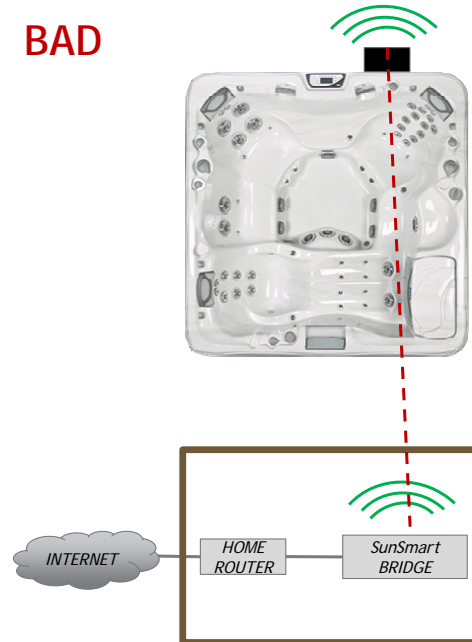Sundance® Spas

13. Describe the spa installation relative to your home and the location of the SunSmart Bridge relative to the SunSmart WiFi Box. If a straight line is drawn from the SunSmart WiFi Box to the SunSmart Bridge, does that line cross water and/or winter/Eco wrap?
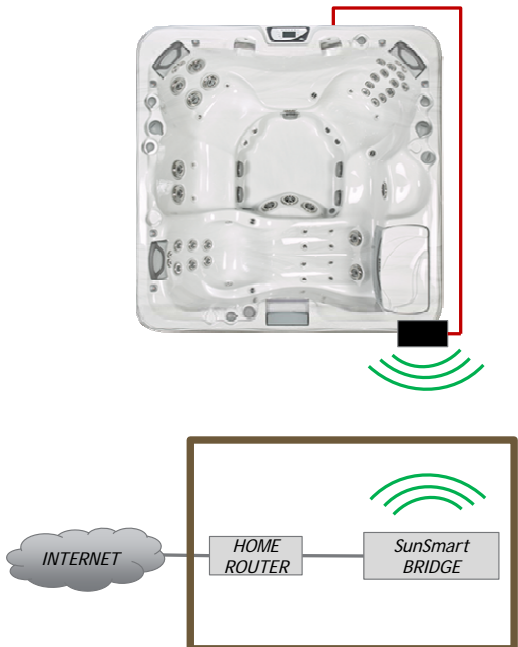

GOOD

BAD

a. Yes: You need to relocate the SunSmart WiFi Box to a location within the spa such that the signal does not cross water and/or ECO wrap. You may need extension cables: 6560-737
   i. A good place to mount is behind (box is not weather proof) the corners of the spa. If this still does not solve your connection issues, you may need a repeater (range extender)
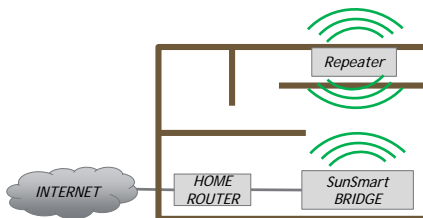
b. No: Your spa's location relative to you're the Bridge may be too far or your homes construction is blocking the signal transmission. *You can try installing a WiFi repeater (range extender) that is WPS enabled and has WPA2(AES) encryption. (EX: Edimax 7438RPn, On Networks N300RE, Netgear EX6100, or equivalent)*

   i. The WiFi repeater should be placed in an roughly half way between the SunSmart Bridge and the Spa
   ii. The repeater will be used to extend the SunSmart Bride WiFi signal of the SunSmart WiFi Box
   iii. Once the repeater is connected per the manufacturer's instructions, you will need to log into the repeater.
      1. The IP address can be found on the repeater and/or in its documentation along with the ID and password
   iv. Once logged in, change the repeater's SSID and password to the SunSmart Bridge SSID and Password
      1. The SunSmart Bridge SSID and Password can be found on a sticker under the SunSmart Bridge.
   v. When completed, cycle spa power.
   vi. Go to the SunSmart WiFi Box location and use your phone to connect to the internet using the SunSmart Bridge SSID and Password
   vii. Was internet connection successful?
      1. Yes: You should now be able to connect to the spa
      2. No: Your spa location is not ideal for a strong WiFi signal transmission.

14. Go to the SunSmart WiFi Box location and user your phone to connect to the internet using the SunSmart Bridge SSID and Password. SSID and Password can be found on the SunSmart Bridge
   a. Where you successful?
      i. Yes: If you have winter/ECO wrap, you may need to remove more and try again
      ii. No: The signal strength of the SunSmart Bridge is too weak to reach the spa.

For more technical help please reference the SunSmart FAQ's or contact Technical Support Department.

Technical Support Department
14525 Monte Vista Avenue, Chino, California 91710 / U.S.A · Telephone (800) 883-7727 or (909) 606-7733