

SunSmart™ Connection Help

Q1: My App will not let me register

A: Verify that all information was entered correctly.

1. Verify your Spa's serial number.
 - a. This 9 digit number can be found in the filter bay or on the spa controller.
2. Verify your SunSmart™ User ID.
 - a. This 20 digit number can be found on the SunSmart™ Wi-Fi box or the SunSmart™ Bridge.

Q2: I forgot my password.

A: Go to the "Sign In" screen.

1. Select the "Forgot Password?" link.
2. Enter your registered email address.
3. Select the "Send" button.
4. Check your email for further steps.

Q3: I have registered and my app shows my home screen. However, the application will not display my spa temperature

A: This is usually due to connection issue.

1. Check SunSmart™ home and spa connections per the instructions provided with the SunSmart™ Kit
 - i. Verify that your spa connections are correct by operating the jets and lights from the topside panel of your spa. If jets and/or lights are not operational, verify that all connections are made per the SunSmart™ Kit instructions.
 - i. Verify that the LED status lights on the SunSmart™ Bridge are operational. If the status lights are not correct remove power to the SunSmart™ Bridge then reapply power. If the status lights are still not correct, there may be an issue with the SunSmart™ Bridge.



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

2. Check your mobile device connection

- i. Verify that your mobile device has a strong connection by verifying the reception icon on the mobile device. If the mobile device has little to no reception, move to a place that has stronger reception.
- ii. If the mobile device has strong reception, check that you can access the internet by opening your mobile device's internet browser. If you cannot access the internet from the mobile device, there is an issue with your mobile device connection. Refer to your mobile device's troubleshooting guide to re-establish connection.

Q2: My spa mobile device has a strong connection and I can access the internet have tried all Q1-Q3 steps but still can't get a connection

A: Check the SunSmart™ Bridge (Home) to SunSmart™ Wi-Fi Box (Spa) connection

1. If your spa is equipped with ECO wrap, verify that the ECO wrap is not blocking the Wi-Fi signal.
 - a. Verify that the eco wrap was cut and removed from the mounting location of the SunSmart™ Wi-Fi Box. Recheck the app for connection
2. Verify that the spa is within signal reception of the SunSmart™ Bridge.

- a. Place your mobile device next to the spa in the location where the SunSmart™ Wi-Fi box is located
- b. Using your mobile device, search for Wi-Fi connections
- c. Verify that there is good signal strength for the SunSmart™ network named “SD” followed by 8 numbers (ex: “SD12345678”)
- d. If the signal strength at the SunSmart™ Wi-Fi Box is good, cycle spa power and try connecting again.
- e. If the signal strength is weak, mount the SunSmart™ Wi-Fi box to a better location within the equipment pack.
- f. If the signal strength is still too weak near the equipment pack, and the location of the SunSmart™ Wi-Fi box faces away from your home, use your mobile device on the spa side closest to your home and verify a strong SunSmart™ network signal
- g. If you have a strong SunSmart™ network signal on the spa side closest to your home, you will need to buy the SunSmart™ Extension Cables (PN: 6560-73?). The extension cables will be used to mount the SunSmart™ Wi-Fi Box on the side of the spa closest to your home.
- h. If the signal strength is still too weak on any part of your spa, your home and spa configuration are such that you will need to buy a Wi-Fi repeater.
 - The SunSmart™ Bridge supports Wi-Fi Protected Setup (WPS) which can be used with most WPS repeaters (also known as wireless network extenders).
 - Install the Wi-Fi repeater in an area where the SunSmart™ network signal (i.e. “SD12345678”) is strong in between the SunSmart™ Bridge and the spa.
 - Follow the Wi-Fi Repeater’s instructions and when asked for a Network Name (SSID) and password or passphrase, input the SunSmart™ network SSID and password which can be found on the SunSmart™ Bridge.