

How to Establish Direct Connection

1. Stand within range of the spa's WiFi module (see 6, above).
2. Open the device's WiFi settings, find the network beginning with "BWGSpa" or similar and connect to it.
3. Open the spa App.
4. When prompted, choose "Connect" (not "Demo Mode").
5. Use Smart Device to Control the spa's features or to program the spa's user Settings (Set temperature, Heat mode, Temperature range, Time, Filter Cycles, etc.).
6. If connection is not established within a minute, shut down the App and try again (may take more than two attempts, depending on surrounding "noise" levels).

Actions to Avoid

1. Using Internet (Cloud) Connection for showroom/offsite event display models.
2. Using multiple Smart Devices to connect to a given spa.

Internet (Cloud) Connection

Before You Connect

1. Designate one Smart Device with WiFi capability to control one spa.
2. Ensure the spa is equipped with a WiFi module (on select models only).
3. From Google Play (Android) or App Store (iOS), search "(Your brand) Spa" and download the App.
4. You will need the following info from the home WiFi router being used:
 - SSID (WiFi router name or model)
 - Key (Password, PWK or PSK)
 - Encryption type (WEP, WPA, WPS) used by this router
5. Check if the spa's WiFi module is within range of the home WiFi router:
 - Locate the spa's WiFi module (behind front left or right corner of spa).
 - Holding the Smart Device next to the module, turn on its WiFi settings.
 - If the device does not show the home WiFi router among its potential WiFi sources, then the spa and router are not within range of one another.

How to Establish Internet (Cloud) Connection

1. Follow the instructions for establishing a Direct Connection.
2. Open the Spa App with designated device, choose "Connect" (not "Demo Mode").
3. Click on the "Settings" button.
4. Click on the "Advanced" button.
5. Click on the "Wi-Fi Settings" button.
6. Carefully input the information from #4, above.
7. When prompted, disconnect the device's WiFi from the spa's module and connect it to the home WiFi router.
8. Re-open the Spa App, choose "Connect" (not "Demo Mode").
9. Once connection is established, the Spa App will display the spa's water temperature (or "--" if the temperature is not current) and a small Cloud icon.
10. Use Smart Device to program or control the spa's features.

Actions to Avoid

1. Using Internet (Cloud) Connection for showroom/offsite event display models.
2. Using multiple Smart Devices to connect to a given spa.
3. Connecting multiple spas to a single Smart Device.
4. Downloading multiple brand spa control Apps onto a single Smart Device.

Further Troubleshooting at the Spa

The troubleshooting of the Wi-Fi module requires to have at least the front panel open and most of the time access to the Pack so that it would require to have a qualified Spa Technician working on the Spa.

- 1- Visually check the location of the module and its orientation (arrow up, in one corner)
- 2- Visually check the cable and the connection of the Module to the pack.
- 3- Reset the Module with the shrink-wrapped Magnet on the cable by holding it to the right side of the housing as demonstrated below, power on. (Inform the Homeowner that previously stored settings will be lost).

Here's how to reset the module.

Use the magnet on the cable or any magnet (your module may not have one on it).

Hold it on the right side of the module as shown below for about 10 seconds. Module should reset and you will be able to see it in the Wi-Fi list of available Networks.



Black shrink wrap with "reset" magnet if you change SSID.

About 7" down cable.

If needed hold on right side of module in align with bottom of the arrow where shown for ~ 10 secs

- 4- Use your Laptop, Phone, Tablet or any device with WLAN and search for the Spa by standing at the spa, look for Devices similar to **BWGSpa_12345** in your list of connection points in range.
- 5- If the Spa shows up, fine, you are done. To confirm, you can connect with a Smartphone iOS or Android with the App installed if available (direct connection).
- 6- If not, please check the incoming power to your spa, more than any other device in the spa, the Wi-Fi Module won't work with a loose connection or bad power.