

## Hot Tub Not Connected - Not a new install

How are you trying to connect to the hot tub?

- App WIFI
- App Cloud
- Myarcticspa.com

Where are you in relation to the hot tub?

- Same location as the hot tub
- Away from hot tub (office, work etc)\* WIFI option will not work unless in same location as the hot tub. Once at same location as the hot tub follow below.

**Before trying anything reset the breaker to the spa and see if this establishes a connection.**

Same location as hot tub.

- If you are unable to connect via App-Cloud or Desktop try connecting using the WIFI button on the app. Ensure the device you are using is connected to the same home network as the hot tub.
- If pressing the WIFI connects then to “re-connect” the cloud feature simply reset the breaker. There has been a communication breakdown somewhere between the home network and the server. This reset should re-establish this cloud based connection.
- If you are prompted to enter the IP address follow the **“How to Find the IP Address” Section**. *If the IP address reads .100 please contact the service department*
- If entering the IP address manually connects then to “re-connect” the cloud feature simply reset the breaker. There has been a communication breakdown somewhere between the home network and the server. This reset should re-establish this connection.
- Should there be no IP address please proceed to the **“Device Connection Section”** to ensure the means of connecting the hot tub to your home network is working properly.
- If the EOP, Network Cable, Range Extender is functioning properly but there is still no IP address then please contact the service department.
- If there is an IP address after resetting the breaker and the EOP, LAN connection or Range Extender is functioning then please contact the service department.

## **How to Find the IP Address**

Access Low-Level Programming (LLP) by pushing and holding the filter key (pump 5 on an Epic) until “LLP” shows up on the topside (about 10 seconds) then let go. Press the filter key to scroll forward through the menu, pump 3 to go backwards, and use the up/down arrows to change the value. The functionality is as follows:

Pn- Pump Number

BL - Blowers

O3 - Ozone

On - Onzen

FS - Filter Suspend

IP - Internet Protocol\*

This should be set to “dy”, use the up and down arrow to change

**IP-dy = Set the spa’s IP address to be assigned dynamically by the router**

**\*Power must be cycled to the spa if this setting is changed**

XXX - Last octet of the spa’s IP address\* \*This is only displayed if the spa is assigned its IP dynamically or if the spa is logged into the home router

bS - Breaker Setting

FL - Flash Lights

\*\* Note the numbers for the IP address may need to be entered manually in the app

## **Device Connection Section**

### **EOP MODULE**

- Are both ends of the modules connected?
- Are all indicator lights on?
- Is the inside unit plugged directly into the wall and not a power bar, extension cord or surge protector?
- Are the modules connected to the spa and router using ethernet cables?
- Is LLP set to ST (static) or DY (dynamic)? Should be set to **DY (dynamic)**.
- Does the spa have an IP address?

### **WIFI RANGE EXTENDER**

- Do you see the extender in your WIFI settings (tablet, phone)?
- Inside the spa is the power light on on the range extender?
- Is the ethernet cable plugged into the range extender?
- Is the WIFI light on the extender green or orange? If orange, router or extender may need to move.
- Is LLP set to ST (static) or DY (dynamic)? Should be set to **DY (dynamic)**.
- Does the spa have an IP address?

### **LAN CONNECTION (Hardwire)**

- Is the ethernet cable plugged directly into the spa and directly into the router? Is LLP set to ST (static) or DY (dynamic)? Should be set to **DY (dynamic)**.
- Does the spa have an IP address?