

# TECHNOTE

Update firmware to SmartLink V3 WiFi module

## Affected Products:

SmartLink **V3** WiFi module only

## Symptoms:

SmartLink app setup process completes successfully but spa never appears online. Red and green indicator lights showing on SmartLink module.

## Cause:

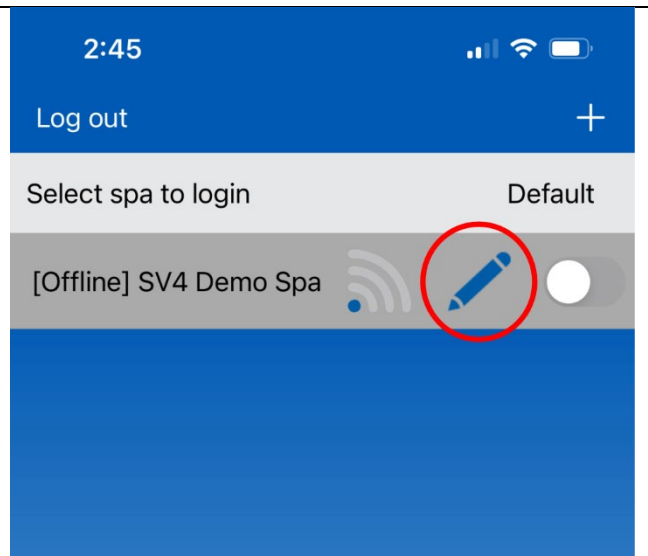
WiFi network SSID or password exceeds the 19 character limit of default firmware loaded into SmartLink modules during production.

## Solution:

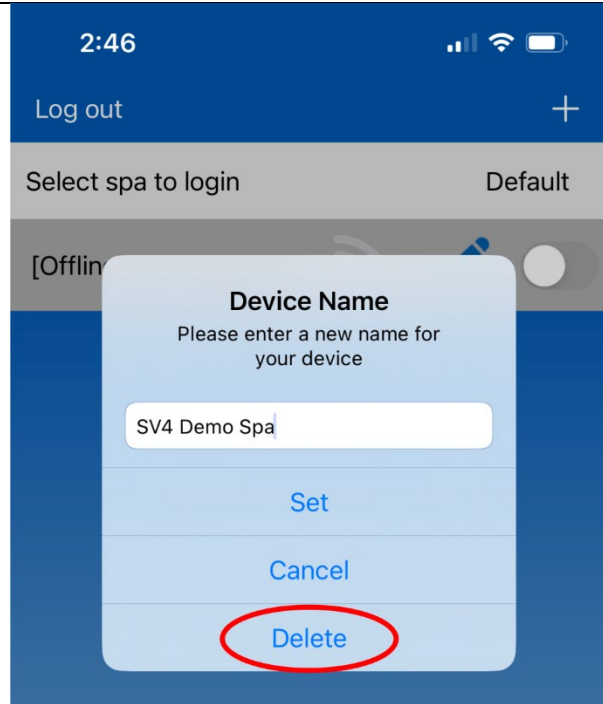
Update SmartLink V3 module firmware to support SSID names or WiFi passwords that exceed 19 characters

## Steps:

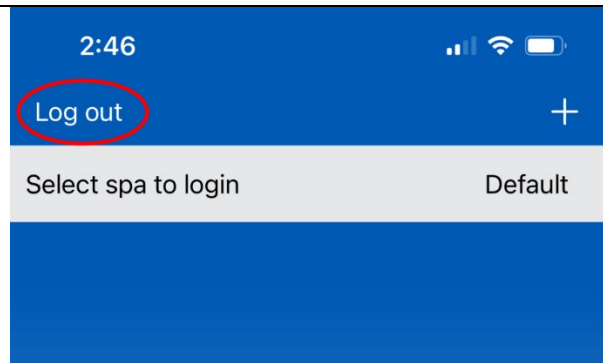
- 1) Click on pencil to delete offline spa instance



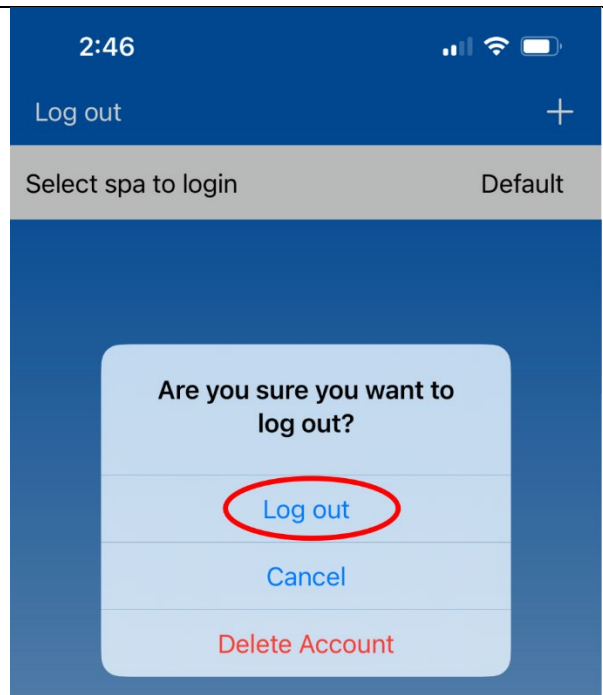
2) Press on Delete to confirm deletion



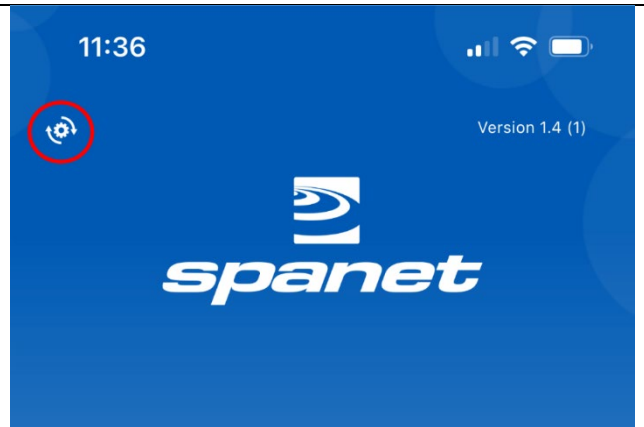
3) Press on Logout to return to Sign-In page



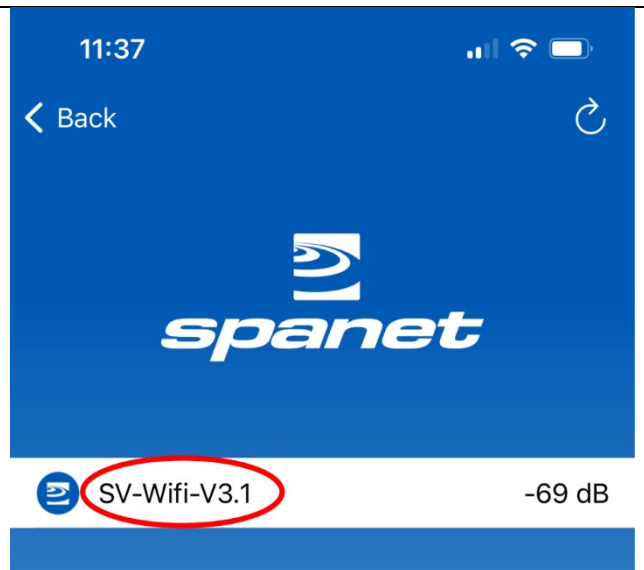
4) Do NOT delete account, just press on Log Out



5) Press on firmware update icon and wait for firmware download to finish

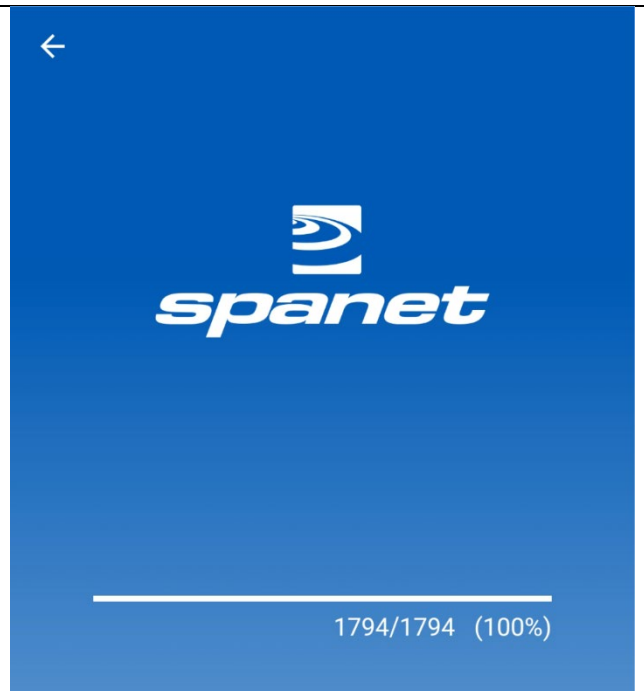


6) Select SV-Wifi-V3.1 to begin the firmware update process



7) Wait until firmware process completes

- a. **NOTES:** The firmware update process is completed over the air via Bluetooth so you must **remain in close proximity to the spa** for the duration of the firmware update process.
- b. It is best practise to ensure your phone does not go into screen time-out during the firmware update. To avoid that please tap on empty blue space from time to time to keep your screen awake.



8) Once the firmware update has finished, please wait for 2 minutes for the SmartLink module to reboot then complete a power reset to the spa (i.e. turns mains power OFF for 10 seconds, then turn back ON).