TECHNOTE

Transition from SpaLink to SmartLink app

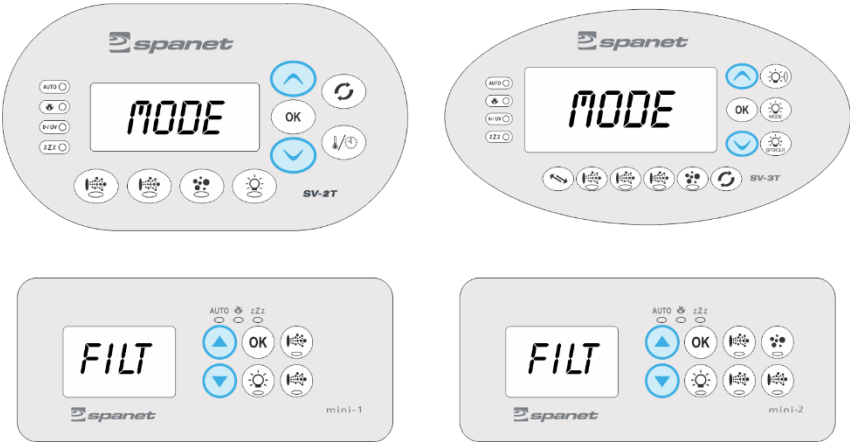## Related Products:

SmartLink V1 and V2 modules

Cause:

The older SpaLink app and server structure will have a sunset date of 30th November 2023 and will stop working. This is due to it being unviable to continue to support an older and out of date infrastructure. A new and improved SmartLink app platform is available for all customers to use so they can continue to enjoy the benefits of remote-control access to their spa. Follow the steps below to make this app transition.
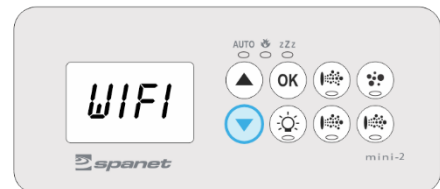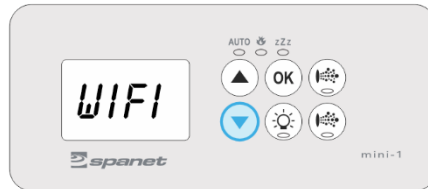
Required Steps:

1) Download the new Spanet SmartLink app from App Store / Play Store
2) Open app, press on Register (bottom right) and complete user registration
3) Login to new app using registered details
   NOTE: Alternatively, if you do not wish to register you can login via Apple ID or Google account, however if you do this, the app is only single user and other family members will be unable to login and control the spa. For multiple user access please register and then sign in using the email address and password you registered.
4) Go to the spa keypad, enter the WIFI setting, use the DOWN button until RSET (Reset) is displayed, then press OK to execute the RSET command.
5) Wait for 60 seconds after the RSET command has been completed, then reset mains power to spa.
6) After the priming cycle has completed, enter the WIFI setting from the spa keypad again and this time press OK to execute the HOT command.
7) Wait for 60 seconds for the HOT command to execute properly, then follow the SmartLink app setup instructions detailed further in this tech note. *NOTE: You must remain beside the spa for the duration of the app setup process and have your home WiFi network password with you.*
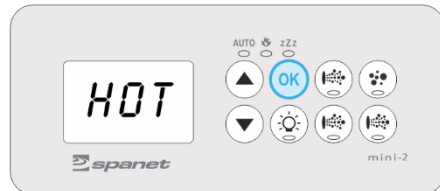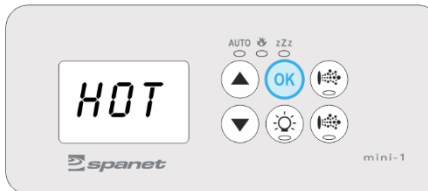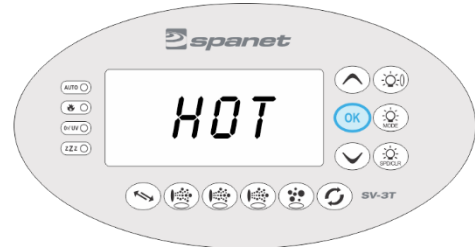
How to execute RSET then HOT commands via spa keypad:

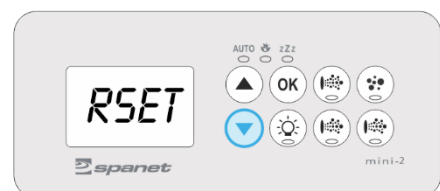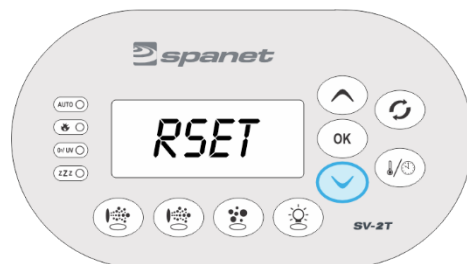|	
1) Press and hold the UP + DOWN buttons simultaneously until display shows MODE or FILT	

2) Press DOWN button until display shows WIFI	
3) Press OK to enter WIFI setting (display will show HOT)	
4) Use DOWN button to change setting to RSET (reset)	

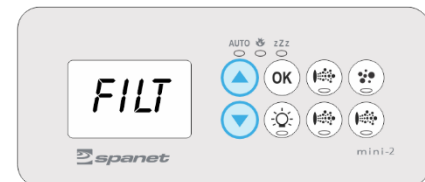|	
5) Press OK to execute RSET command (display will show WAIT)	
6) Wait for 60 sec after step 5 then reset mains power to spa (OFF / ON)	
7) Press and hold the UP + DOWN buttons simultaneously until display shows MODE or FILT	
8) Press DOWN button until display shows WIFI	
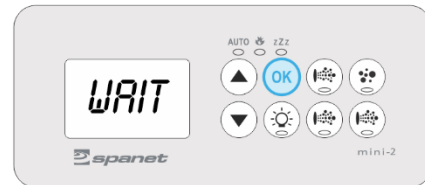
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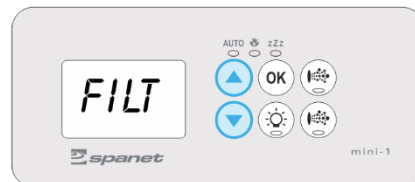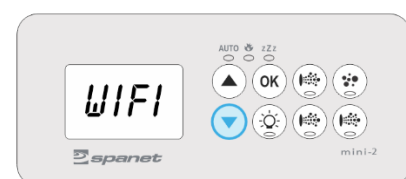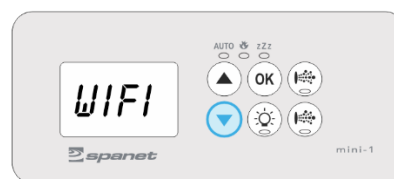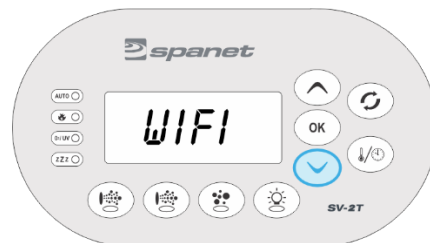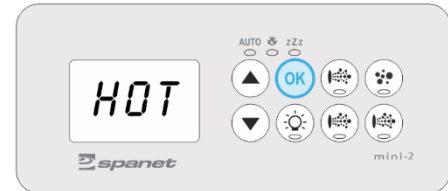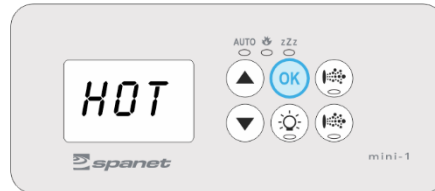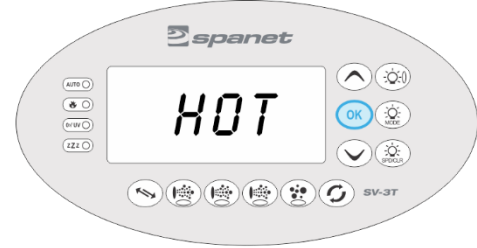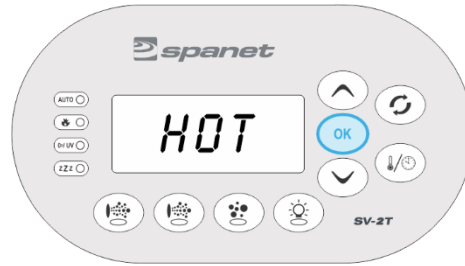|	
9) Press OK to enter WIFI setting (display will show HOT)	
10) Press OK to execute HOT command (display will show WAIT)	
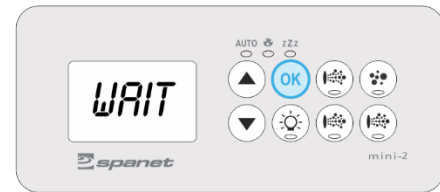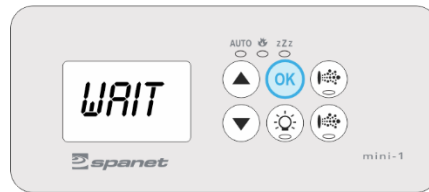
How to add your spa to SmartLink App:
Apple Phones – refer below
Android Devices – refer to Page 10

SmartLink App Setup (Apple® iOS Devices)

Step 1: Sign-in to app and press on the + button to add a new spa to the user account you are signed in to.

Note: A spa can only be setup and accessed on one user account, however multiple spas can be added to the same user account.

Step 2: Ensure you know your WiFi password or have it with you and press Begin.

Step 3: Press on the SmartLink V1 or V2 module picture to begin setup.

Step 4: You are prompted to use the spa keypad to put the SmartLink V2 module into HOT (programming) mode.

Learn More: Provides instructions on how to use the spa keypad to enable HOT mode. Carry out those instructions.

Step 5: Once you have executed the HOT command via the spa keypad and display has returned to temp reading press Next.

Step 6: You are prompted to connect to the SV WiFi network. Press or slide your Apple® Home button and navigate/switch to your Apple® WiFi settings. **Do NOT press Next.**

Step 7: Within your WiFi settings locate and connect to the SVx-xxxxxxx or SVMx-xxxxxxx network and **wait for a short period**.
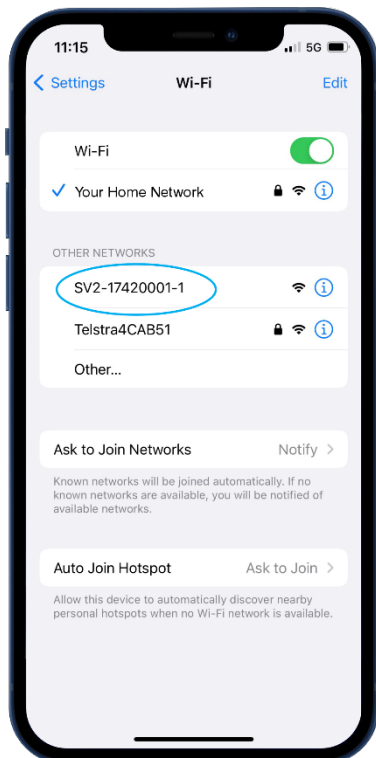
Step 8: Once connected to the SVx-xxxxxx network and **"No Internet Connection"** appears, press or slide the Apple® Home button to switch back to the SmartLink app.
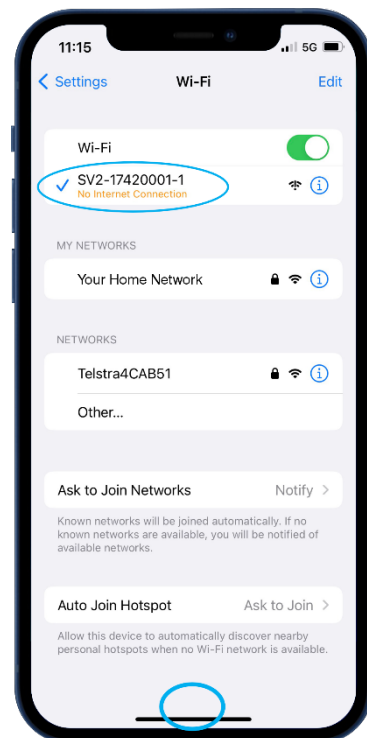
Step 9: Press **Next** to start scanning for nearby WiFi networks. **Wait for scan to complete before pressing anything else.**

Step 10: Select WiFi network to connect to.

Note: If no WiFi network found, relocate SmartLink module to a better position and use the refresh button to conduct a new WiFi scan to see if signal has improved. Signal strengths closer to 0 are stronger.

V2 modules require a minimum signal strength of -70dB for reliable operation.

Step 9a: If this is the first time you have run the setup process for a V2 module you will need to **Allow** permission for a WiFi scan.
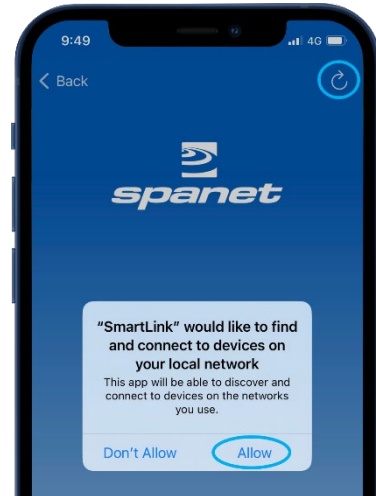
Note: The granting of this permission will often interfere with the initial WiFi scan causing an error. If this occurs press the refresh button to conduct a new WiFi scan.
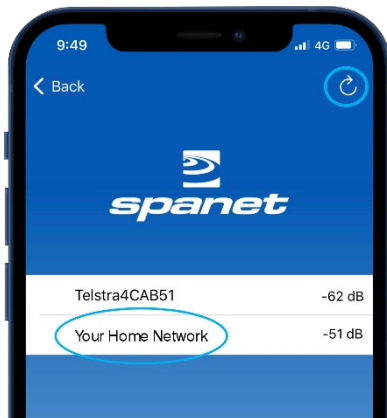
Step 11: iOS Smart network switching will attempt to drop the SV network which interrupts the setup. You MUST select "Keep Trying Wi-Fi"
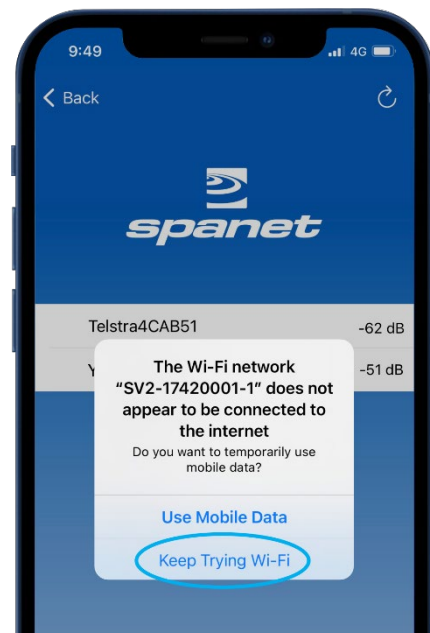
Step 12: Enter WiFi password, press the eye icon to check it is correct before saving.

*Note: Take care when entering password, the SmartLink module or app cannot check or verify the password. **If password is incorrect, you must delete the spa and start the setup process again.***

V2 modules DO NOT support the % character or spaces in the password. If your network password includes either character, you must change it or setup a guest network with a different password.

Step 14: Within your WiFi settings ensure your phone has reconnected to your home WiFi network. If this has not occurred automatically, manually select it.

Step 13: You are prompted to reconnect to your home WiFi network. Press or slide your Apple® Home button and navigate/switch to Apple® WiFi settings. **Do NOT press Next.**
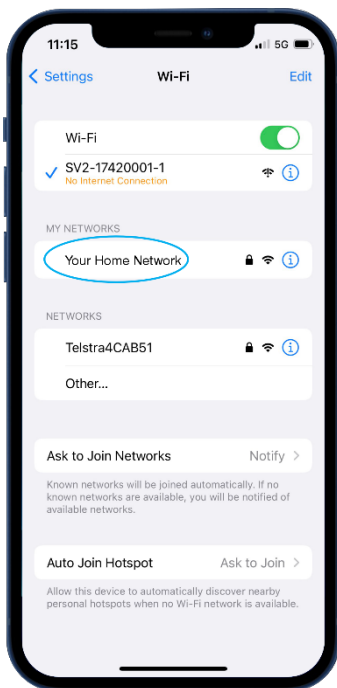
**Step 15:** Once reconnected to your home WiFi network, press or slide the Apple® Home button to switch back to the SmartLink app.

Step 16: Press **Next** to proceed to the final step of naming your spa.

Now setup is complete you will be returned to the spa list page, where the spa instance will be displayed as offline.

Step 17: Enter name for your spa then press Continue, then Finish to complete setup.

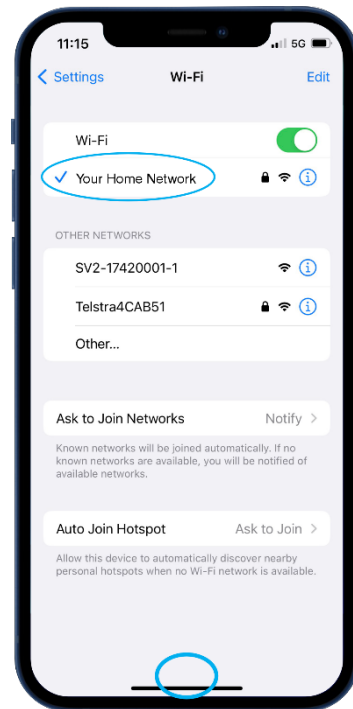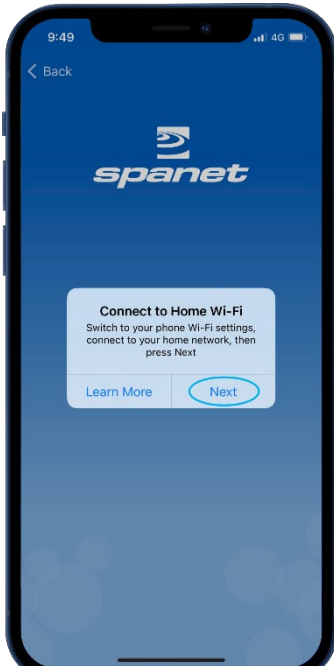Assuming your WiFi network signal was reasonable, and password entered correctly, after a short period the spa will show online.

Note: If you only have one spa, or if you wish the app to automatically open to the dashboard page of a particular spa (where multiple spas are listed on the one account) rather than opening to this spa list page each time, enable the default slider. A user can always return from the app dashboard page to the spa list page by using the Back arrow in the top left corner of the screen.

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SmartLink App Setup (Android^{TM} Devices)

Smart Network Switch Warning!

Whilst most Android^{TM} devices will complete the following V2 module app setup process without any problems or settings changes required, we have encountered certain models of the following manufacturers phones that can sometimes freeze or crash during the app setup process:

- Google Pixel devices
- Certain Samsung models (particularly A or Z Series)
- Some Oppo models

The problems arise from often hidden Smart network switching or Intelligent Wi-Fi functions within the Android^{TM} platform that choose to disconnect from a deemed weak WiFi connection and automatically switch to an alternative nearby WiFi network or 4G/5G mobile data. If these smart features remain enabled, during certain parts of the setup process the phone will deem the V2 SmartLink network weak, the connection will be dropped, causing the app to crash or hang.

To overcome this, we recommend that all Android^{TM} users search their **WiFi Advanced preferences** and **disable any Smart Switch feature**. These features can be re-enabled after the SmartLink app setup process is complete, as they only affect the initial app setup process on V2 modules.

How to disable on Google Pixel
Navigate to WiFi Settings > WiFi Preferences > Advanced
Disable **Switch to mobile data**

How to disable on Samsung devices
Navigate to WiFi Settings > Advanced or Intelligent Wi-Fi
Disable **Switch to mobile data**
Disable **Switch to better Wi-Fi networks**
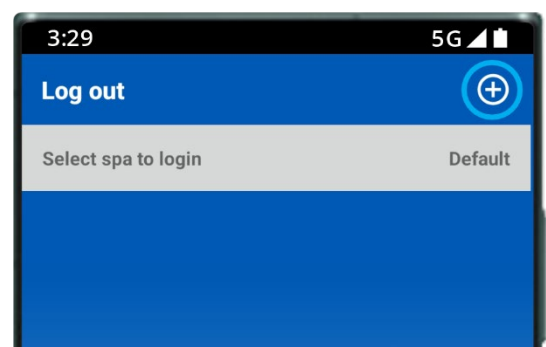
How to disable on Oppo devices
Navigate to WiFi Settings > Advanced Settings > Wi-Fi Assistant
Disable **Auto connect to best Wi-Fi,** disable **Auto switch to mobile network**
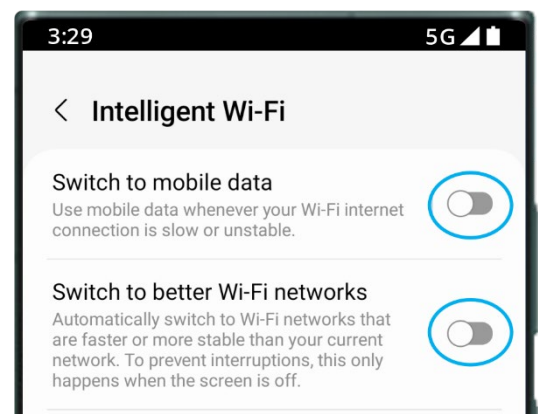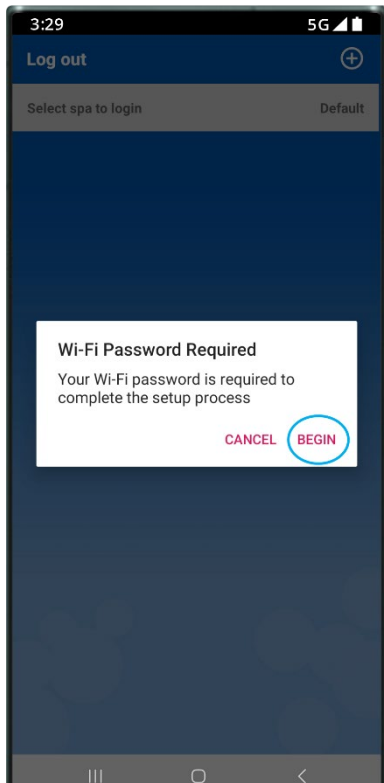
V2 app setup process (Android^{TM})

Step 1: Sign-in to app and press on the + button to add a new spa to the user account you are signed in to.

Note: A spa can only be setup and accessed on one user account, however multiple spas can be added to the same user account.

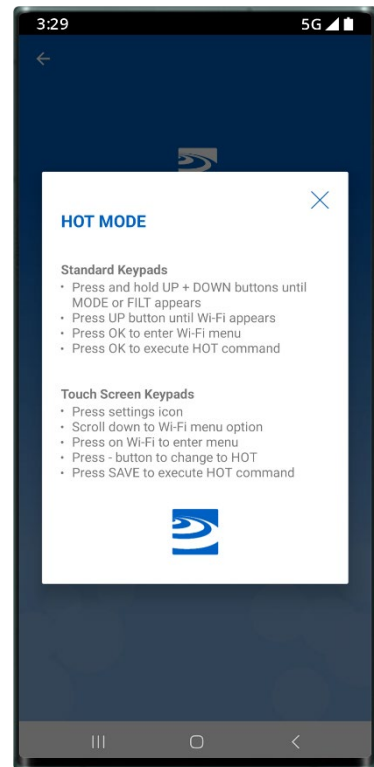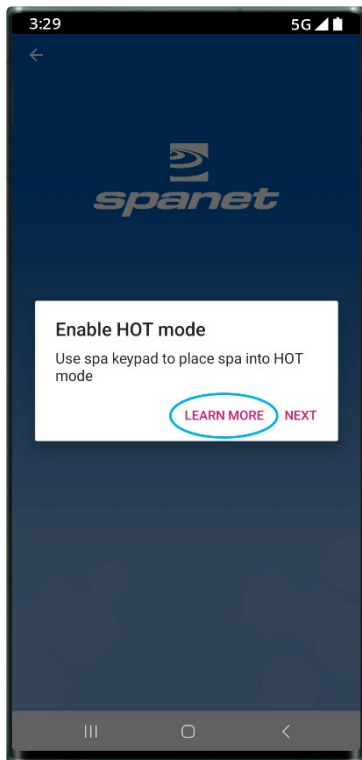**Step 2:** Ensure you know your WiFi password or have it with you and press Begin.

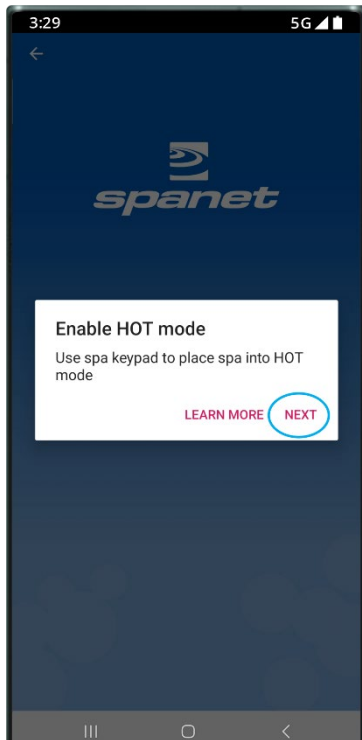**Step 3:** Press on the SmartLink V1 or V2 module picture to begin setup.

Step 4: You are prompted to use the spa keypad to put the SmartLink V2 module into HOT (programming) mode.
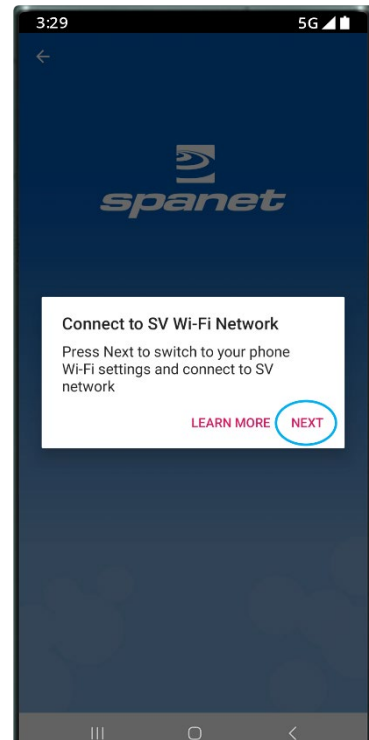
Learn More: Provides instructions on how to use the spa keypad to enable HOT mode. Carry out those instructions.
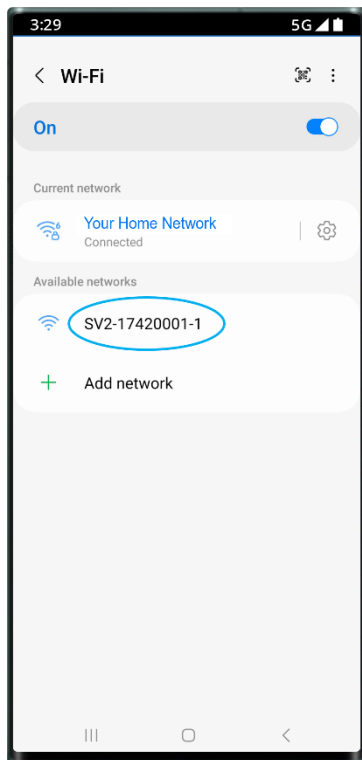
Step 5: Once you have executed the HOT command via the spa keypad and display has returned to temp reading press Next.


Step 6: You are prompted to connect to the SV WiFi network. Press **Next** to launch directly into your Android™ WiFi settings.
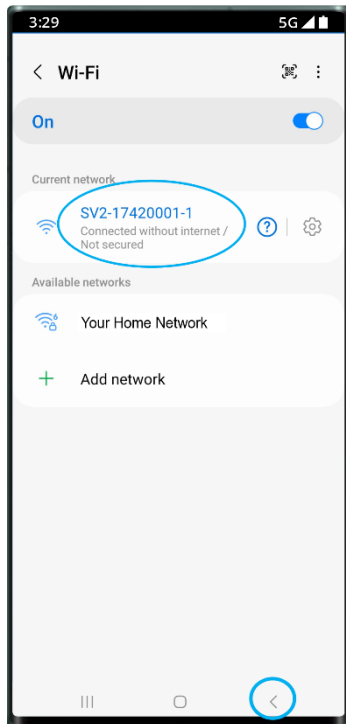

Step 7: Within your WiFi settings locate and select the SVx-xxxxxxx or SVMx-xxxxxxx network and **wait for a short period**.


Step 7a: On the first time connecting to the SVx-xxxxxxx network you will receive a no Internet connection warning. **You MUST select: Always Connect / Stay Connected / Keep Wi-Fi Connection.**

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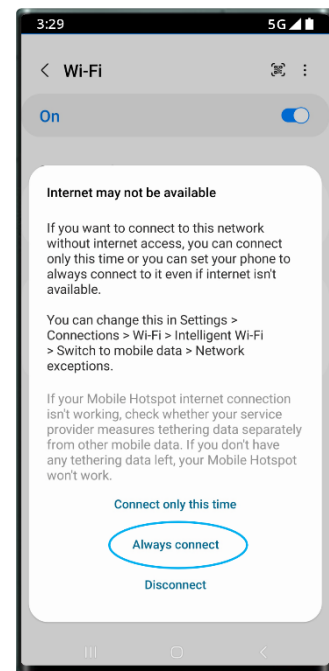
Step 8: Once connected to the SVx-xxxxxx network and **"Connected without Internet"** is displayed, press the Android Back button to return to the SmartLink app.
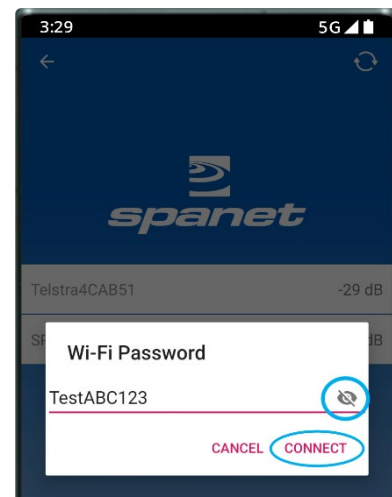

Step 10: Select WiFi network to connect to.

Note: If no WiFi network found, relocate SmartLink module to a better position and use the refresh button to conduct a new WiFi scan to see if signal has improved. Signal strengths closer to 0 are stronger.

V2 modules require a minimum signal strength of -70dB for reliable operation.

Step 9: The app immediately starts a scan for nearby WiFi networks. **Wait for scan to complete before pressing anything else.**
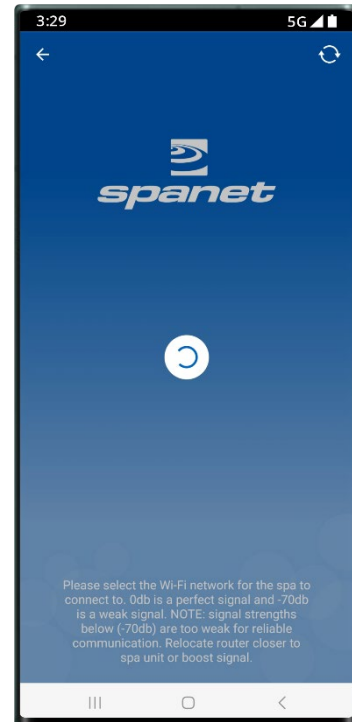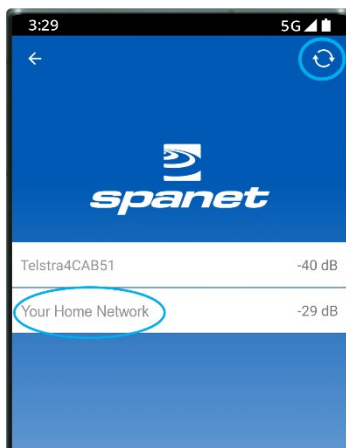
Step 11: Enter WiFi password, press the eye icon to check it is correct before saving.

*Note: Take care when entering password, the SmartLink module or app cannot check or verify the password. **If password is incorrect, you must delete the spa and start the setup process again.***

SPECIAL PASSWORD NOTE FOR V2 MODULES ONLY

The V2 module CANNOT support the use of a % character, or space in your router password. If your router's password contains a % or space, you either need to change your password, or setup a guest network within your router setup and assign a password that does not contain % or spaces for that guest network. If you fail to do this, the app setup process will complete but your spa will never come online and always report offline.

Step 12: You are prompted to reconnect to your home WiFi network. Press **Next** to launch directly into the Android™ WiFi settings.
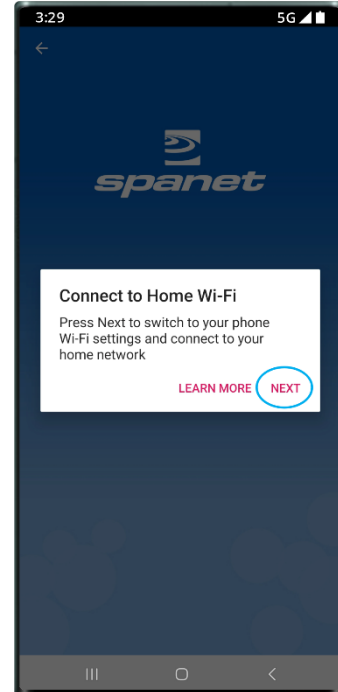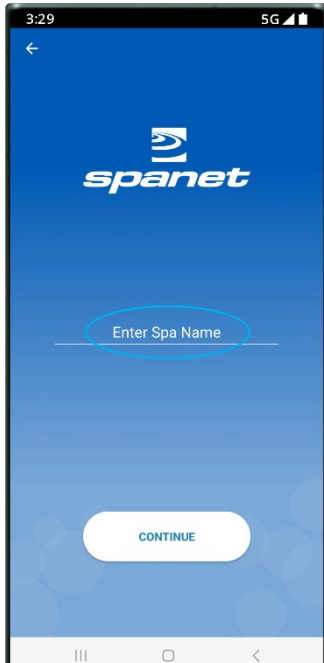

Step 13: Within your WiFi settings ensure your phone has reconnected to your home WiFi network. If this has not occurred automatically, manually select it.

Step 14: Once reconnected to your home WiFi network, press the Android Back button to return to the SmartLink app.
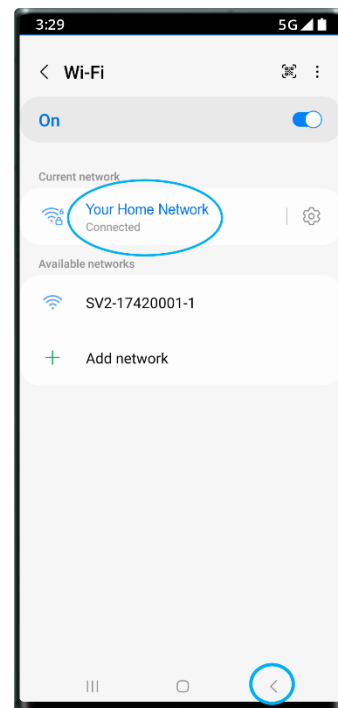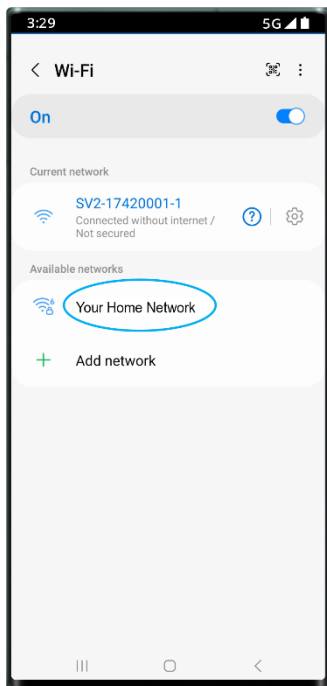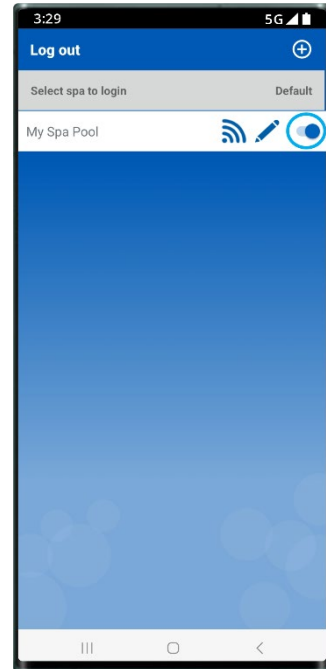
Step 15: Enter name for your spa then press Continue, then Finish to complete setup.

Assuming your WiFi network signal was reasonable, and password entered correctly, after a few minutes the spa will show online.

Now setup is complete you will be returned to the spa list page, where the spa instance will be displayed as offline.

Enable default spa slider to auto launch to spa dashboard and skip this page each time the app is opened.

Note: If you only have one spa, or if you wish the app to automatically open to the dashboard page of a particular spa (where multiple spas are listed on the one account) rather than opening to this spa list page each time, enable the default slider. A user can always return from the app dashboard page to the spa list page by using the Back arrow in the top left corner of the screen.