



# smartlink

Wifi Controller

## Installation & user manual

V3 & V2 modules



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## Introduction

The SmartLink WiFi module and SmartLink app lets you use an Apple® or Android™ device to connect to and take control of your spa remotely from any location at any time. The SmartLink module connects to any model SV controller and then uses your home WiFi network to facilitate communication between the app server and the spa. The SmartLink app becomes a mobile, wireless remote for your spa, enabling complete control of all settings and accessories including pumps, blowers and LED lights.

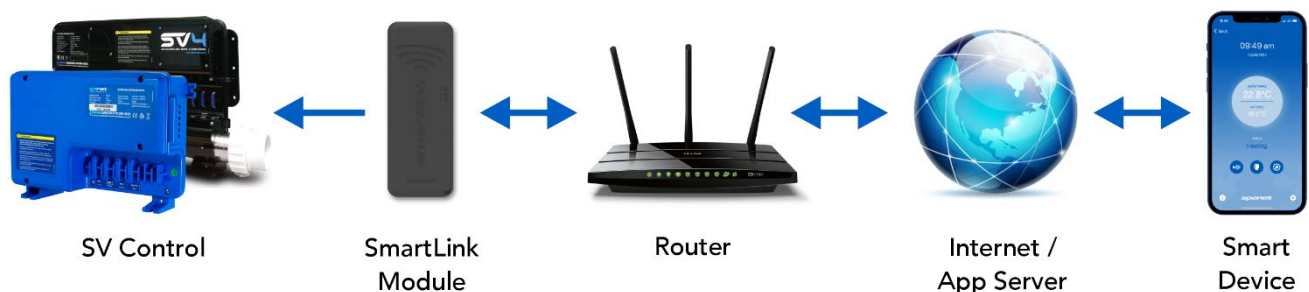
The SmartLink module is compatible with all model SV controllers (SV2/SV3/SV4/SV Mini 1 & 2) produced from 2015 or later. The SmartLink app offers push notifications for spa status updates and allows you to request global remote technical support for your spa if required. Both features can be turned on or off via the app settings.

For a smooth and successful setup process you must complete each installation section and steps in their correct order:

1. Install SmartLink WiFi Module
2. Confirm WiFi Internet access credentials
3. Download and install the Spanet SmartLink app
4. Register a User Account
5. SmartLink app setup process

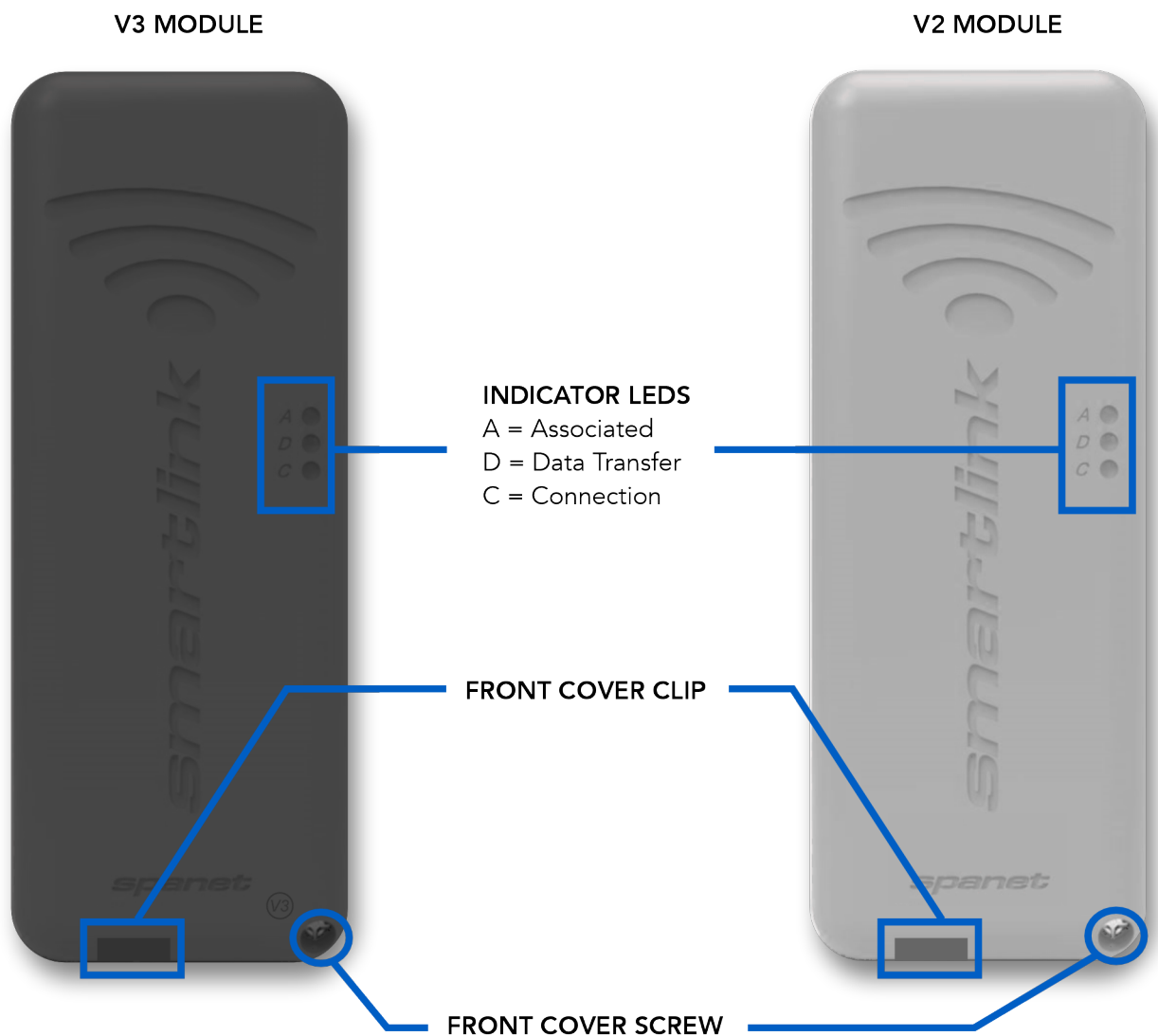
## Hardware requirements

The SmartLink WiFi module must be connected to the EXP1 socket of a SpaNET SV Series spa control for the SmartLink app to work. The SmartLink WiFi module requires an active, permanent Internet connection via a wireless router to operate, and can only use the 2.4GHz band. Both the spa pool and the Internet connection/router must remain powered on at all times for the spa to remain online.



## Module overview

There are two current generations of SmartLink modules available, the V2 and V3. Both use a similar enclosure and have similar features and performance. The V3 is distinguished by its darker grey colour and a small V3 stamp in the bottom right corner of the enclosure. Whilst the V3 benefits from Bluetooth functionality making the initial app setup process slightly faster and easier, once the app setup is complete, either of the V2 or V3 modules will perform equally well on our app servers providing you finger-tip remote control of your spa pool.



### V3 Specifications

2.4GHz 802.11 b/g/n

Bluetooth v4.2 BR/EDR

No character restrictions on passwords

### V2 Specifications

2.4GHz 802.11 b/g

*% character not supported in passwords*

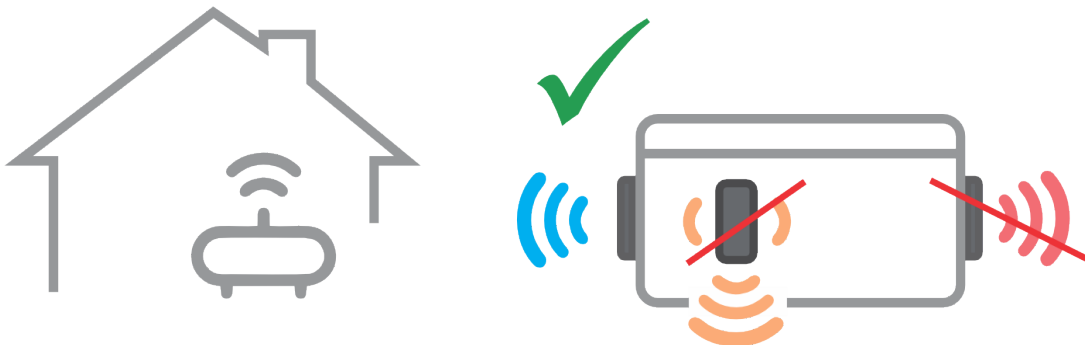
*Spaces also not supported in passwords*

## Module installation

In most instances your SmartLink module will be pre-fitted under your spa cabinet or assigned to a designated place by your spa manufacturer. Dependant on spa and module location, orientation, number and type of walls between spa and router, router signal output quality and strength, insulation material used on spa cabinet and other factors, the WiFi signal received under the spa cabinet may or may not be strong enough for reliable operation.

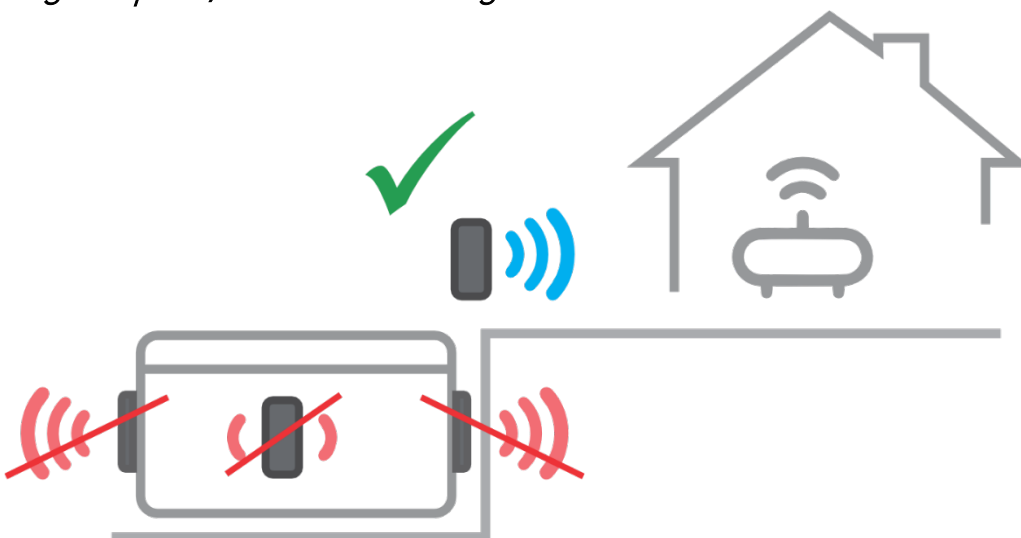
The SmartLink module has been designed as an external unit, so if WiFi strength is weak or your module has not been pre-fitted to your spa, please consider the below points before determining your final installation location.

**Step 1:** Locate SmartLink module in position with best line of sight to router.

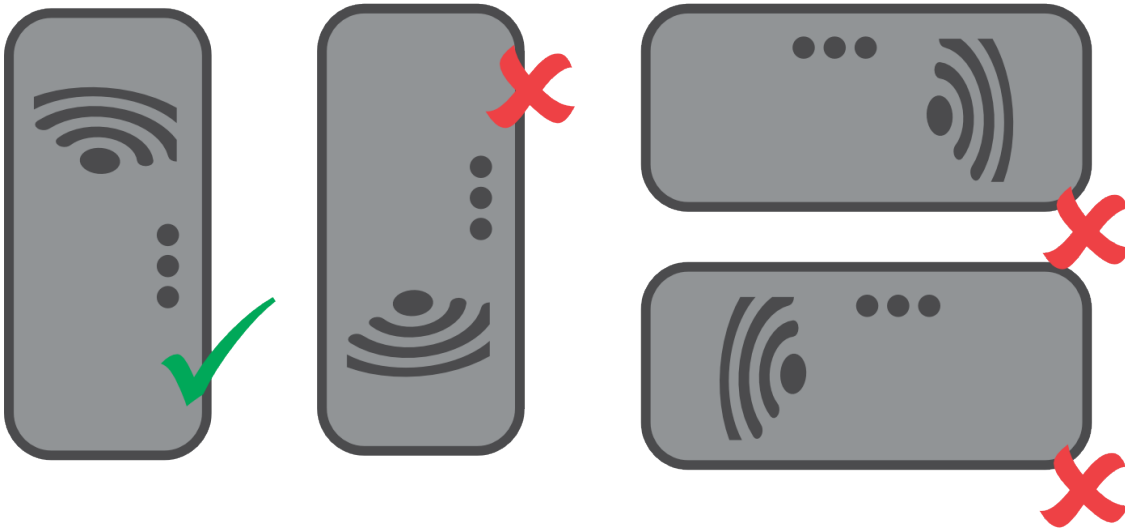


If the spa is located in a pit or under decking, locate module above ground in a weather protected area with line of sight to router.

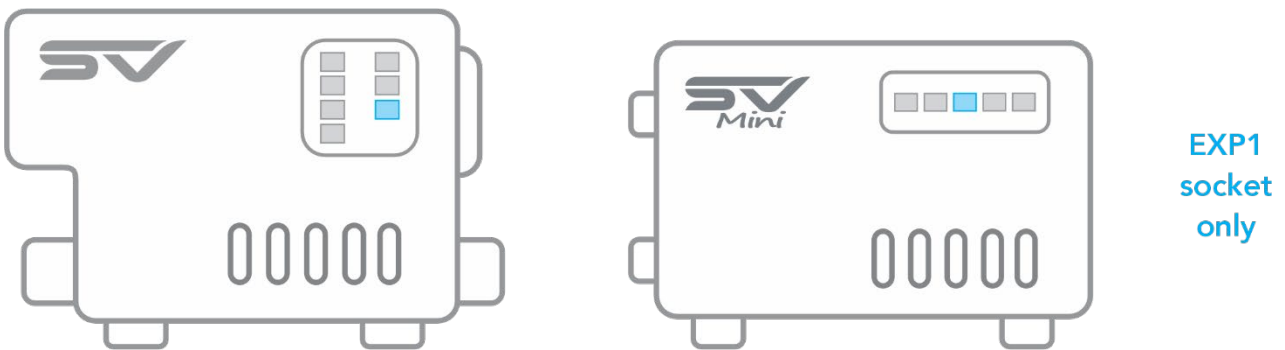
*Note: Longer data cable may be required. Do not extend existing data cable, replace if longer length required, maximum cable length = 10m*



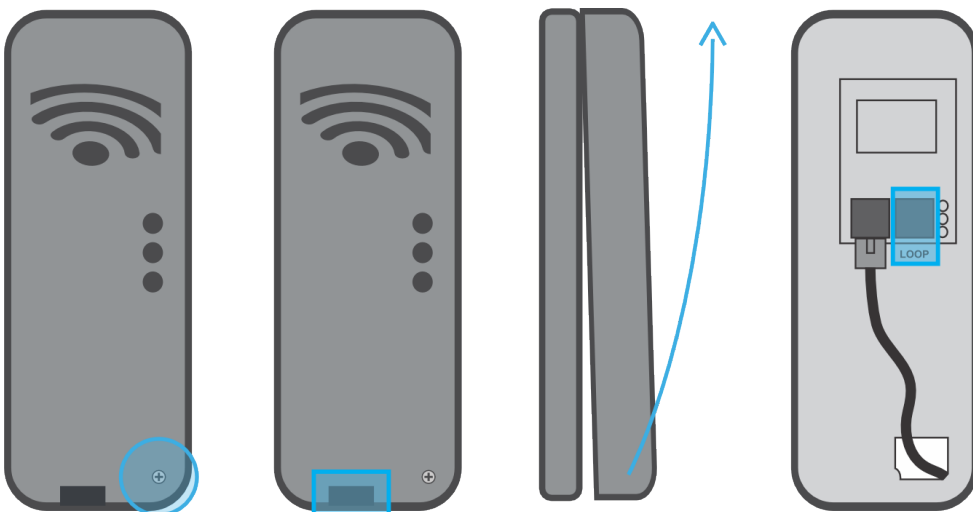
**Step 2:** Module must be orientated vertically to receive adequate signal strength with WiFi logo at top to maintain water protection.



**Step 3:** Connect data cable to **EXP1** socket on SV Series Spa Control



**Note:** If EXP1 socket already populated, remove that cable from EXP1 and connect it to the LOOP socket inside module. Ensure data cable coming from SmartLink connects directly to EXP1 socket



## WiFi Internet access

The SmartLink WiFi module requires a permanent, active Internet connection via a wireless router to operate. To be able to access your spa from anywhere, at any time, the router must remain powered on at all times. WiFi signal strength is extremely important for stable, reliable app operation. If the WiFi signal is too weak, the app setup process may not be able to be completed or the spa could have intermittent connections and drop offs. In this situation the WiFi signal would need to be boosted/improved by either ensuring your SmartLink module is mounted external to the spa cabinet, relocating your router, installing an additional access point or WiFi range extender in closer proximity to the spa.

### Know your SSID name and router password

Before beginning the SmartLink App setup process you must be aware of your WiFi router's SSID (network name) and password. **Failure to have these login credentials on hand whilst you are beside the spa completing the setup process may lead to a failed setup.** The login credentials may be labelled on the WiFi router and/or on a card your ISP supplied at time of installation.

Please bring that ISP card with you or write them here for reference:

Router SSID name: .....

Router password: .....

**NOTE:** Your router password is case sensitive and must be entered 100% correct during the setup process for a successful installation. **The SmartLink module or app CANNOT interrogate your password to ensure it is correct. It relies on you entering it correctly.** If the password is entered incorrectly you will have to complete the setup process again.

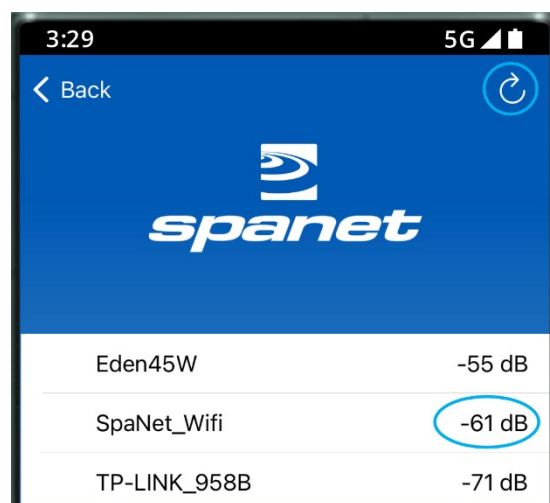
#### SPECIAL PASSWORD NOTE FOR V2 MODULES ONLY

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.

## Wifi signal strength

WiFi signal strength is extremely important for reliable communication between the SmartLink WiFi module and your router. A strong WiFi signal to the SmartLink will result in the app being stable, respond faster and the spa will remain online. A weak WiFi signal can cause the app to respond slowly, timeout or cause the spa to drop offline. During the setup process the app will display a list of wireless network SSIDs discovered in proximity to the spa. The signal strength of each network is detailed on the right-hand side in decibels (-dB). The closer the value is to 0, the stronger the signal. This means that -64dB is a stronger signal than -70dB.

A value of -70dB or better is required for reliable operation of V2 modules. A value of -80dB or better is required for reliable operation of V3 modules.



**NOTE:** During the setup process you can use the refresh arrow in the top right corner to perform another WiFi scan and update the dB signal readings (refer picture above). This can be helpful if you are trying to determine the best position for mounting your SmartLink module or router.

## Indicator LEDs

The indicator LEDs on the SmartLink module help determine the connection status, mode or activity the module is experiencing. Three indicator LEDs are provided. There are differences between the indicator LED operation between V2 and V3 modules. Please refer to following page carefully for definition of indicator LEDs on each respective model.



## V3 modules

### Associated (Red LED)

On – module is receiving 12V power

Off – Data cable disconnected or no 12V power

### Data Transfer (Blue LED)

On or Flashing – data is being transferred

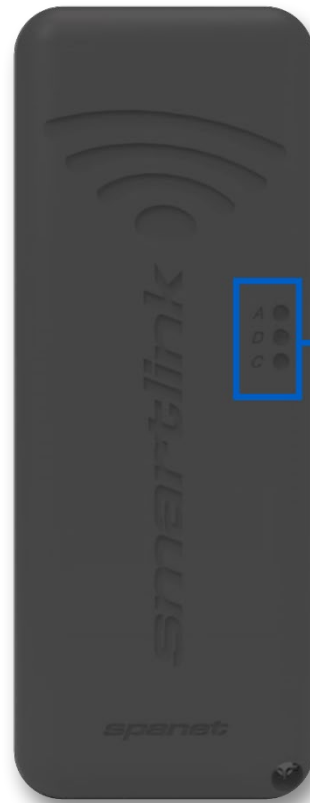
### Connection Status (Green, Purple, Blue or Flashing LED)

Green – no WiFi connection

Purple – WiFi connected but no TCP connection

Blue – TCP connection live, spa online

Flashing – in command/programming mode



#### INDICATOR LEDS

A = Associated  
D = Data Transfer  
C = Connection

## V2 modules

### Associated (Red LED)

Flashing – no WiFi connection

Off – connected to WiFi network/router

### Data Transfer (Blue LED)

On or Flashing – data is being transferred

### Connection Status (Green LED)

On Solid – TCP connection live, spa online

Fast Flash – no IP address assigned or module in command mode

Slow Flash – WiFi connected but no TCP connection

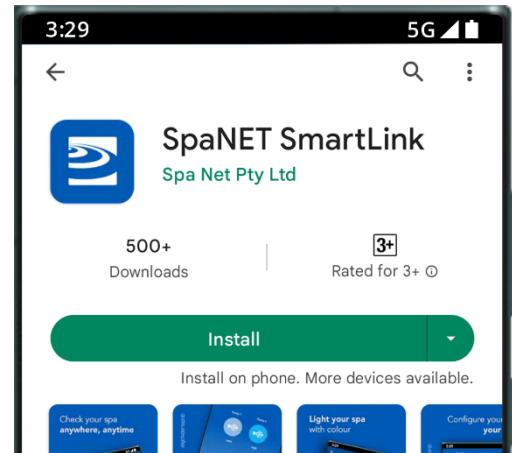


#### INDICATOR LEDS

A = Associated  
D = Data Transfer  
C = Connection

## Install the SmartLink App

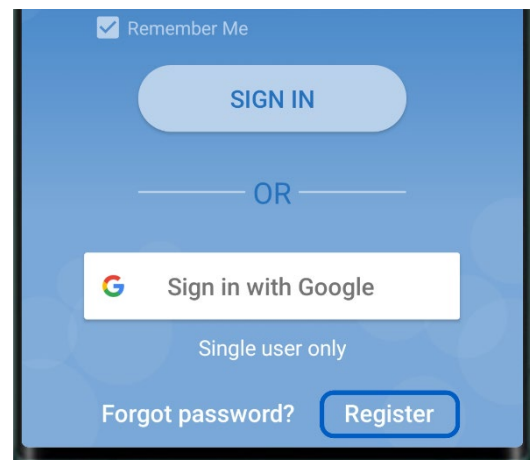
The SmartLink App is available for both Apple® or Android™ devices. Open App Store or Google Play and search, "Spanet Smartlink" or use the QR codes below.



## Register a user account

With the SmartLink App now installed you need to register a user account on the SpaNET cloud servers which provides a secure and encrypted login to access your spa. Your user account can support multiple SV controllers being configured on the one account in case you own a dual-zone swim spa, or more than one spa at the same or different locations.

A registered account also allows other family members to download the app, login to your registered account, and access the spa on their respective devices.



**NOTE: You only ever need to register ONE user account, even if you wish to operate the app across multiple smart devices, concurrently or individually. Complete the user account registration on your first device and take note of the email address and password you select during the registration process. On other devices, simply download and install the app and then sign in using the email and password you have already registered. DO NOT complete multiple registrations on each new device. A spa can only be linked to one user account.**

### REGISTERED EMAIL ADDRESS MUST BE VERIFIED BEFORE SIGN IN

Be sure to check your email after registration and click on the Verify Email link before signing in.

## Sign in with Apple ID or Goggle Account

The SmartLink app provides the convenience of signing in with either an Apple® or Google™ account however there is a limitation if you choose to do this: **A spa can only be linked to one Apple or Google account.**

So, if the app is only to be used on one or more devices using the same Apple/Google account, you can use the respective sign in buttons aside.

 **Sign in with Apple**

 **Sign in with Google**

***NOTE:** If multiple family members wish to access the spa from their own devices using a different Apple or Google account this sign in option should NOT be used. This sign in option is only suitable for single users.*

## SmartLink App setup process

With the user account now registered, you need to configure the Internet access to your spa in the same way you would connect a laptop or TV to your WiFi router. The setup process is a one-time event that programs the SmartLink WiFi module with your router's login credentials (SSID and password) for Internet access and links the spa to your user account on the SmartLink Servers.

Unless your router login credentials change, you won't need to run the setup process again.

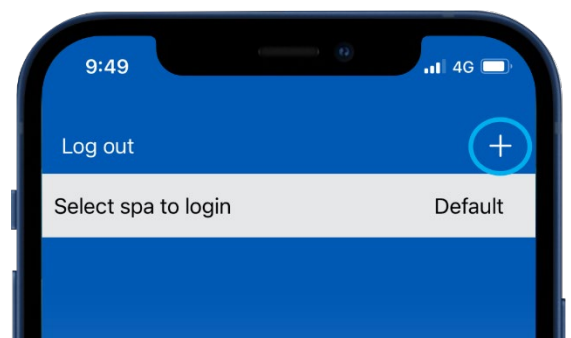
To complete the setup process, ensure that:

- Your smart device is connected to a local WiFi network or is using 4G/5G cellular data.
- **You have the login credentials for your router (WiFi network password) at hand.**
- You are standing within close proximity (1-2m) of the spa.

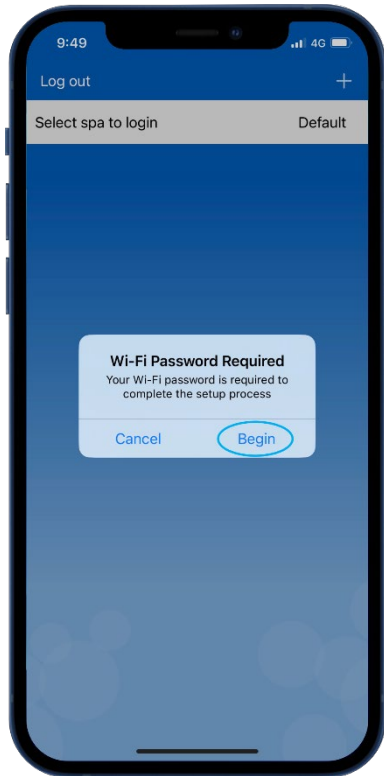
## V3 module app setup

**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.



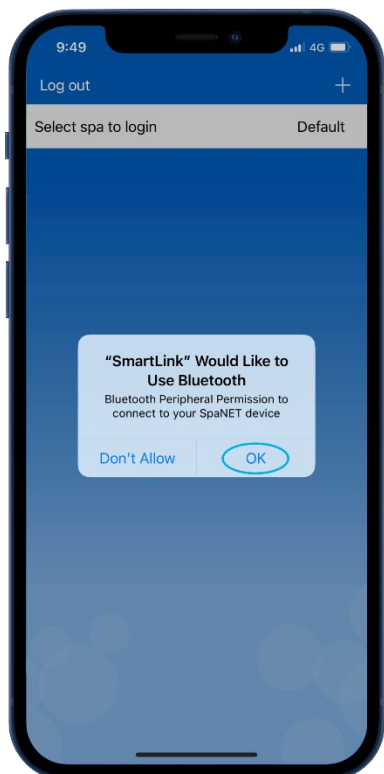
**Step 2:** Ensure you know your WiFi password or have it with you and press Begin.



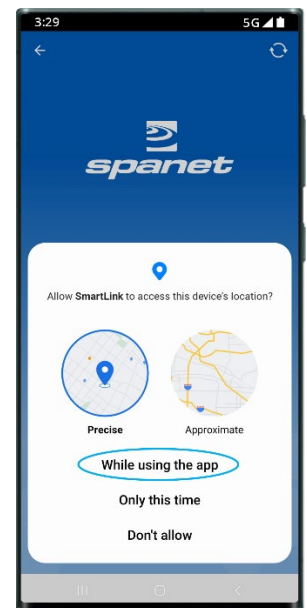
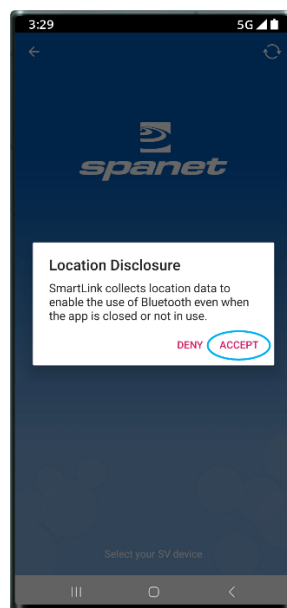
**Step 3:** Press on the SmartLink V3 module picture to begin setup.



**Step 4: (Apple® iOS)** Bluetooth is required for module setup, allow access.



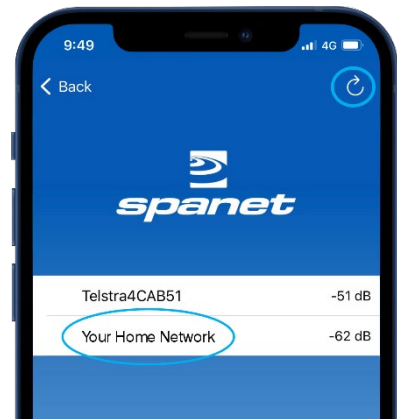
**Step 4: (Android™)** Bluetooth is required for module setup, Accept Location Disclosure and then enable Precise location access, while using the app.



**Step 5:** Select SV-Wifi-V3.1 module to start scanning for nearby WiFi networks.

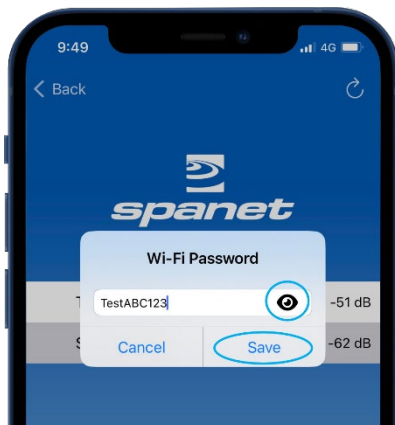


**Step 6:** Select WiFi network to connect to.



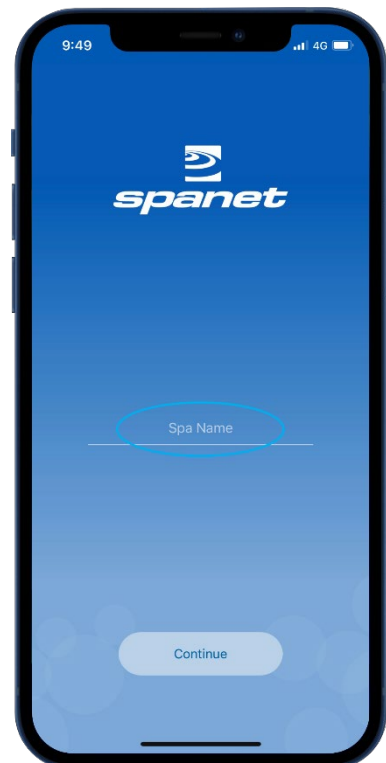
**Note:** If no WiFi network found, relocate module to a better position and use the refresh button to conduct a new WiFi scan to see if signal has improved. Signal strengths closer to 0 are stronger. If problems are experienced go Back and re-start process.

**Step 7:** Enter WiFi password, press the eye icon to check it is correct before saving.

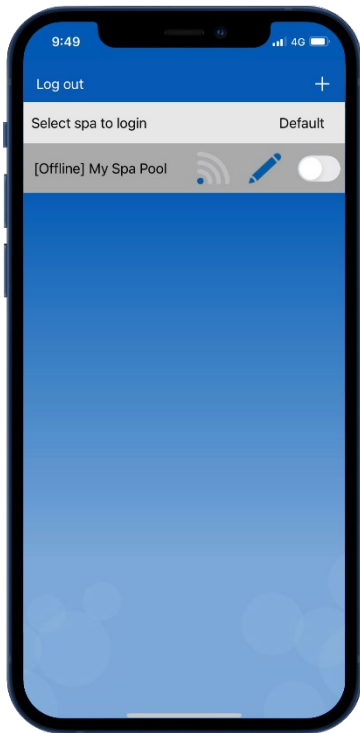


**Note:** Take care when entering password, the SmartLink module or app cannot check or verify the password. It relies on correct entry. If the password is incorrect, you must delete the spa instance and start the setup process again.

**Step 8:** Enter a name for your spa then press Continue, then Finish to complete setup.



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



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

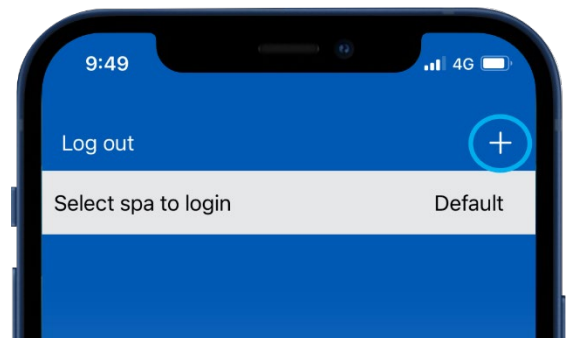


**Note:** If you only have one spa, or if you wish the app to automatically open to the dashboard page of a particular spa (where multiple spas are listed on the one account) rather than opening to this spa list page each time, enable the default slider. A user can always return from the app dashboard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

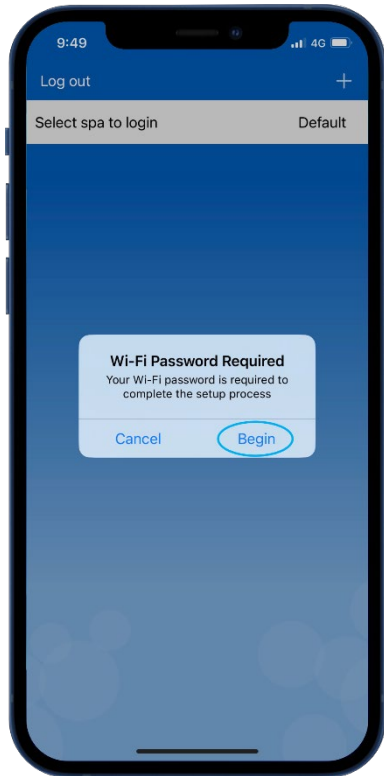
## V2 module app setup (Apple® iOS Devices)

**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.

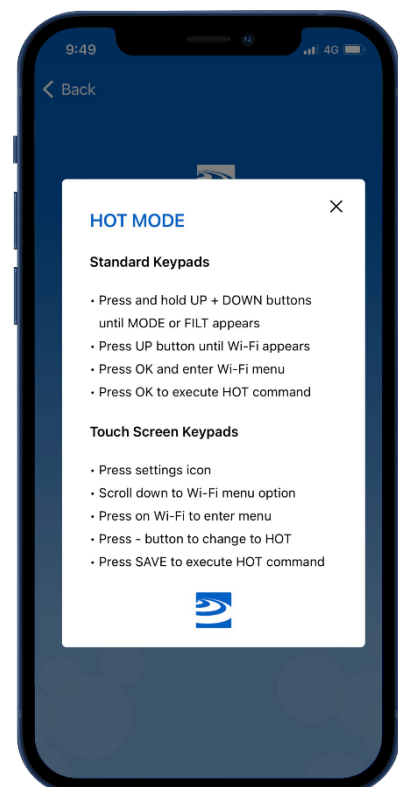
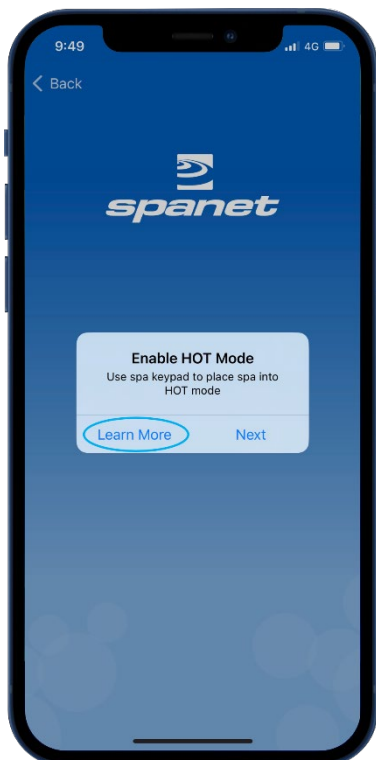


**Step 3:** Press on the SmartLink V1 or V2 module picture to begin setup.

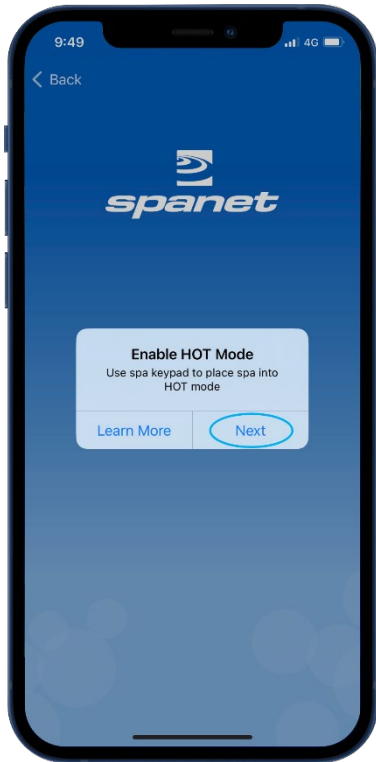


**Step 4:** You are prompted to use the spa keypad to put the SmartLink V2 module into HOT (programming) mode.

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



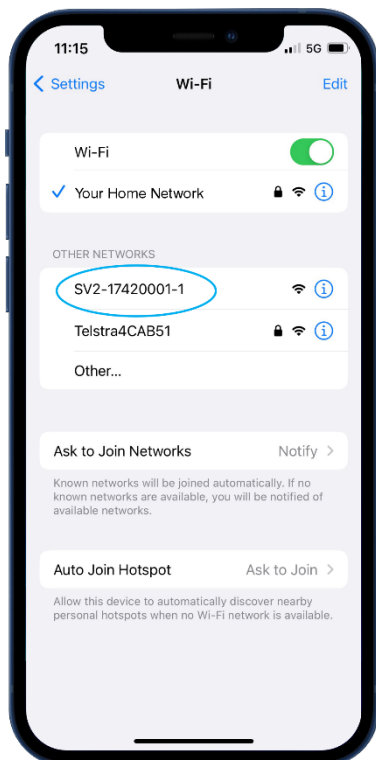
**Step 5:** Once you have executed the HOT command via the spa keypad and display has returned to temp reading press Next.



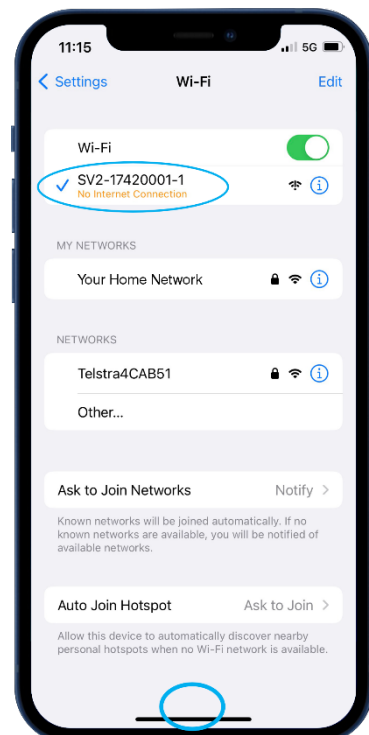
**Step 6:** You are prompted to connect to the SV WiFi network. Press or slide your Apple® Home button and navigate/switch to your Apple® WiFi settings. **Do NOT** press Next.



**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.

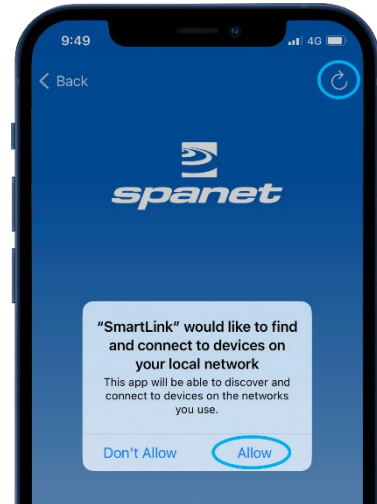




**Step 9:** Press **Next** to start scanning for nearby WiFi networks. **Wait for scan to complete before pressing anything else.**

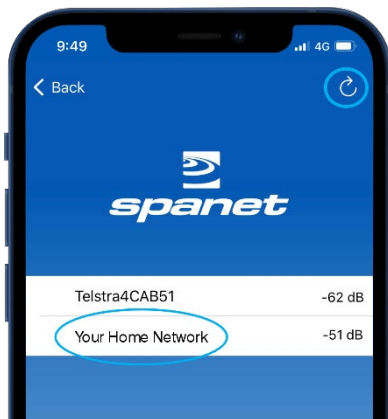


**Step 9a:** If this is the first time you have run the setup process for a V2 module you will need to **Allow** permission for a WiFi scan.

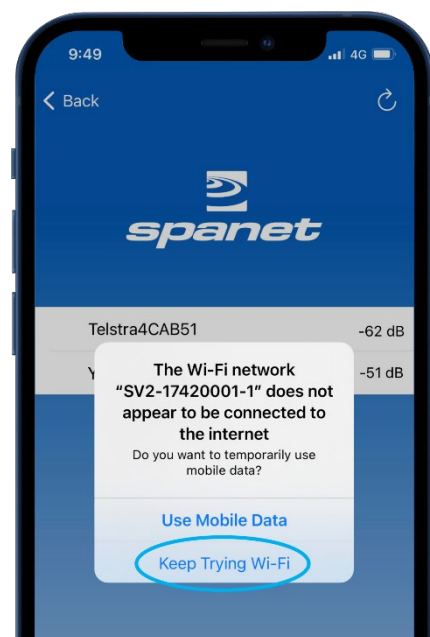


*Note:* The granting of this permission will often interfere with the initial WiFi scan causing an error. If this occurs press the refresh button to conduct a new WiFi scan.

**Step 10:** Select WiFi network to connect to.



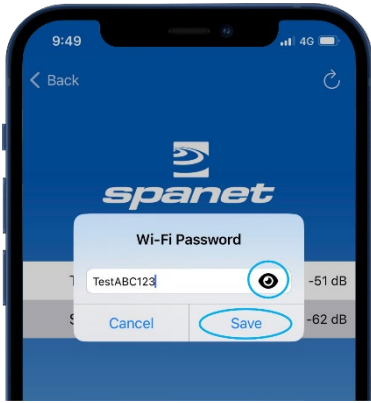
**Step 11:** iOS Smart network switching will attempt to drop the SV network which interrupts the setup. You **MUST** select **"Keep Trying Wi-Fi"**



*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 12:** Enter WiFi password, press the eye icon to check it is correct before saving.



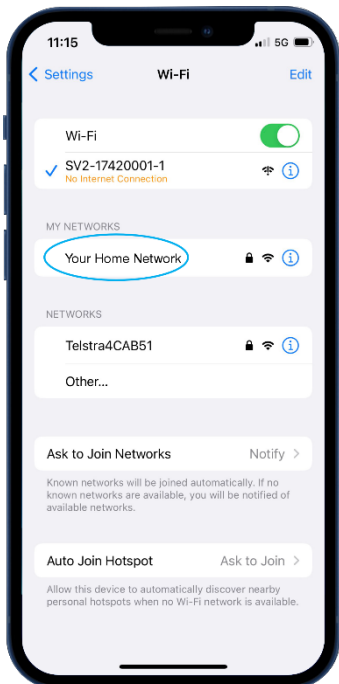
*Note: Take care when entering password, the SmartLink module or app cannot check or verify the password. If password is incorrect, you must delete the spa and start the setup process again.*

*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.*

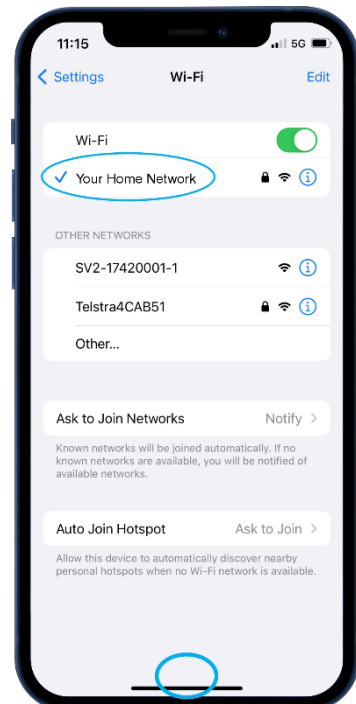
**Step 13:** You are prompted to reconnect to your home WiFi network. Press or slide your Apple® Home button and navigate/switch to Apple® WiFi settings. Do NOT press Next.



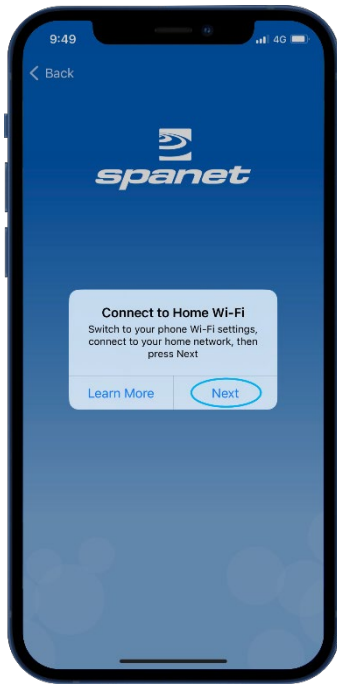
**Step 14:** Within your WiFi settings ensure your phone has reconnected to your home WiFi network. If this has not occurred automatically, manually select it.



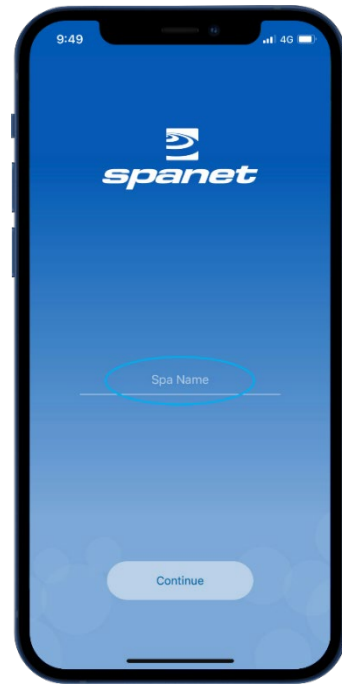
**Step 15:** Once reconnected to your home WiFi network, press or slide the Apple® Home button to switch back to the SmartLink app.



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

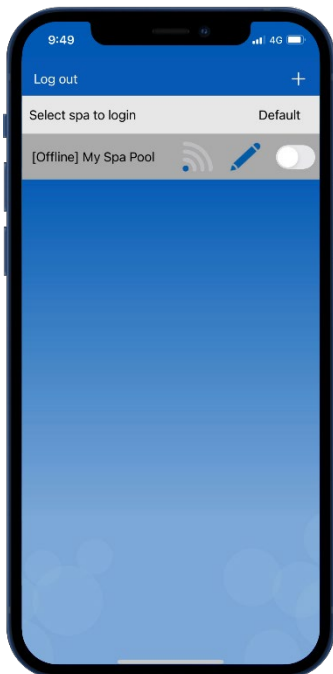


**Step 17:** Enter name for your spa then press Continue, then Finish to complete setup.



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

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.

## V2 module app setup (Android™ Devices)

### Smart Network Switch Warning!

Whilst most Android™ 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™ 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™ 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

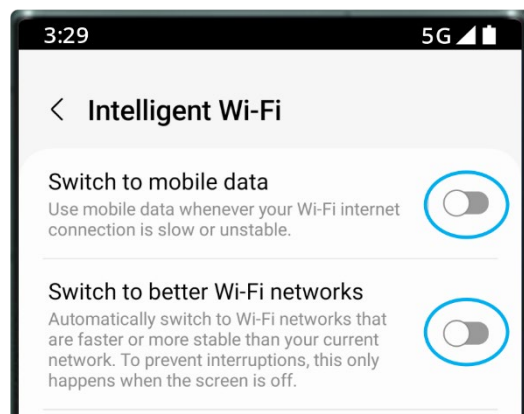
Navigate to WiFi Settings > WiFi Preferences > Advanced  
Disable **Switch to mobile data**

#### 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

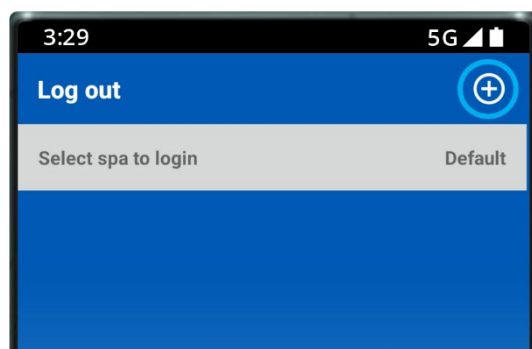
Navigate to WiFi Settings > Advanced Settings > Wi-Fi Assistant  
Disable **Auto connect to best Wi-Fi**, disable **Auto switch to mobile network**



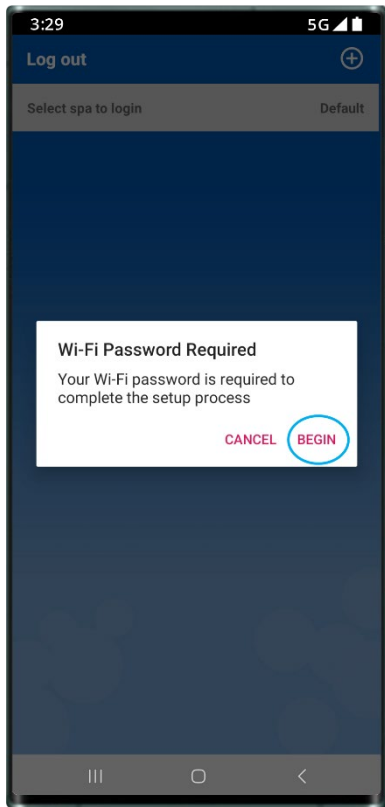
## V2 app setup process (Android™)

**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.



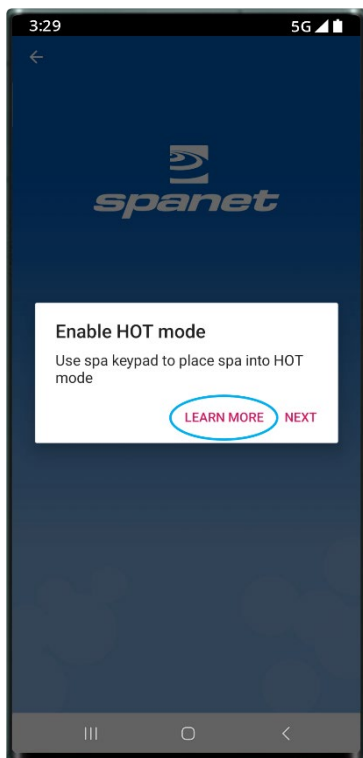
**Step 2:** Ensure you know your WiFi password or have it with you and press Begin.



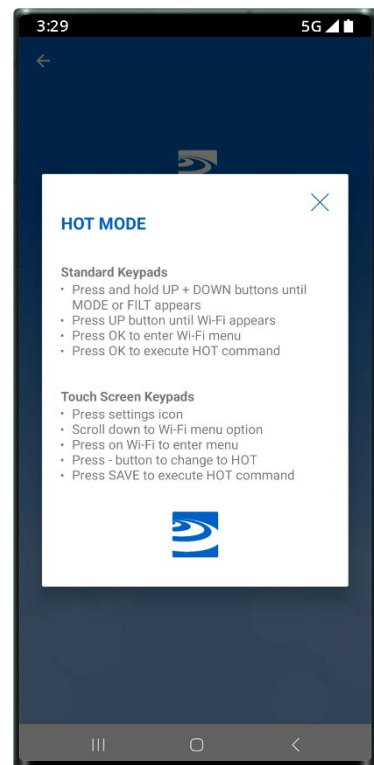
**Step 3:** Press on the SmartLink V1 or V2 module picture to begin setup.



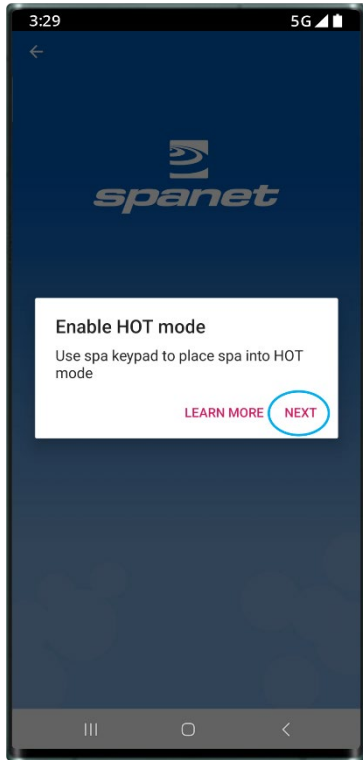
**Step 4:** You are prompted to use the spa keypad to put the SmartLink V2 module into HOT (programming) mode.



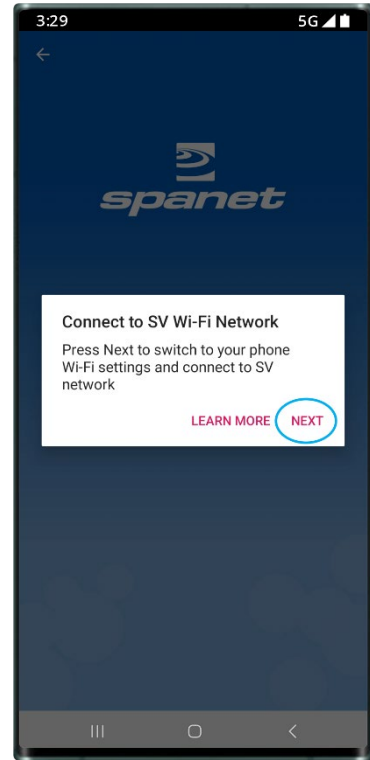
**Learn More:** Provides instructions on how to use the spa keypad to enable HOT mode. Carry out those instructions.



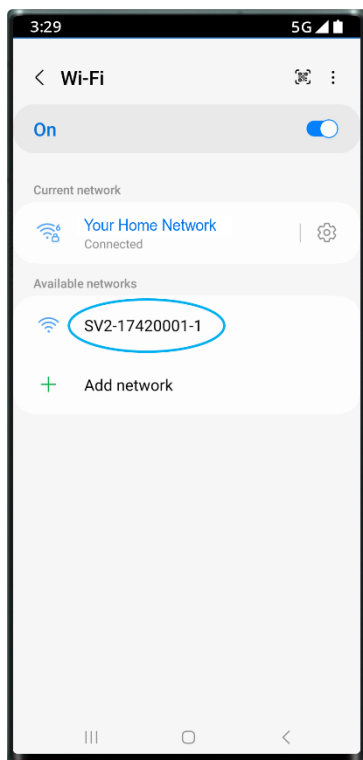
**Step 5:** Once you have executed the HOT command via the spa keypad and display has returned to temp reading press Next.



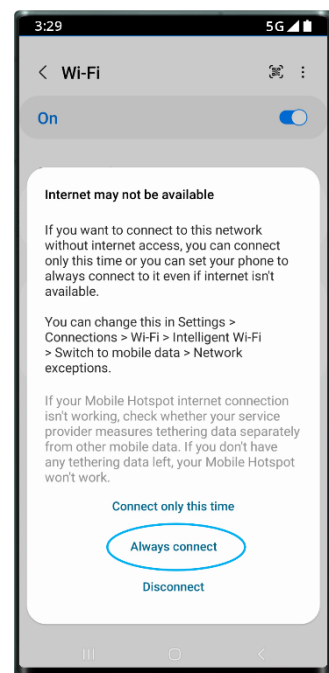
**Step 6:** You are prompted to connect to the SV WiFi network. Press **Next** to launch directly into your Android™ WiFi settings.



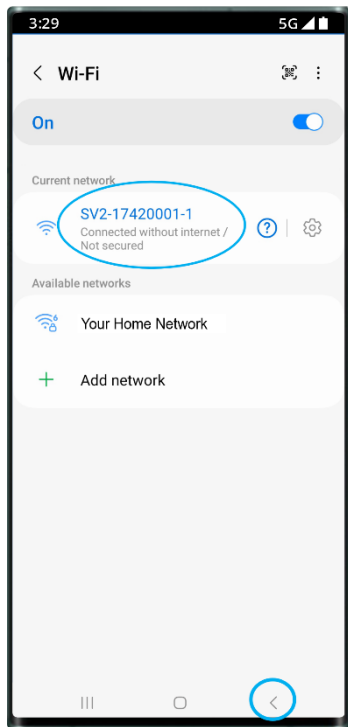
**Step 7:** Within your WiFi settings locate and select the SVx-xxxxxxx or SVMx-xxxxxxx network and **wait for a short period**.



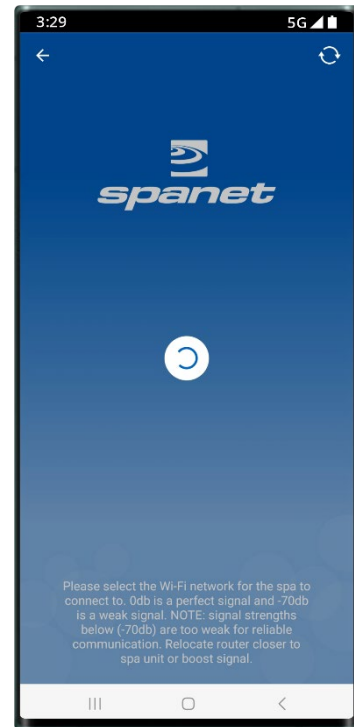
**Step 7a:** On the first time connecting to the SVx-xxxxxxx network you will receive a no Internet connection warning. **You MUST select: Always Connect / Stay Connected / Keep Wi-Fi Connection.**



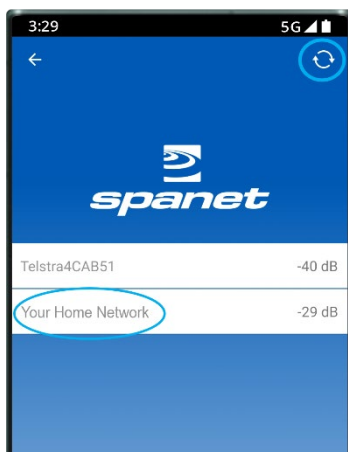
**Step 8:** Once connected to the SVx-xxxxxx network and "Connected without Internet" is displayed, press the Android Back button to return to the SmartLink app.



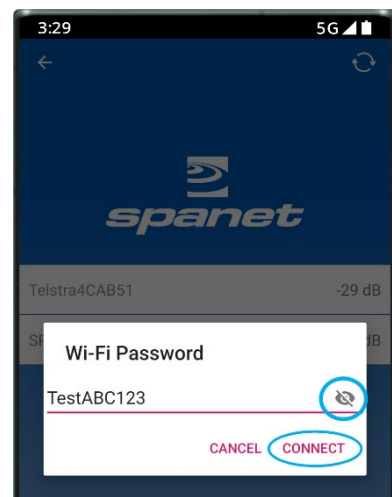
**Step 9:** The app immediately starts a scan for nearby WiFi networks. Wait for scan to complete before pressing anything else.



**Step 10:** Select WiFi network to connect to.



**Step 11:** Enter WiFi password, press the eye icon to check it is correct before saving.



**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.

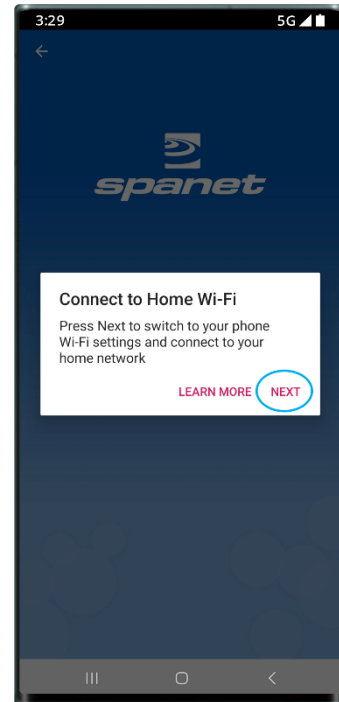
**V2 modules require a minimum signal strength of -70dB for reliable operation.**

**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.**

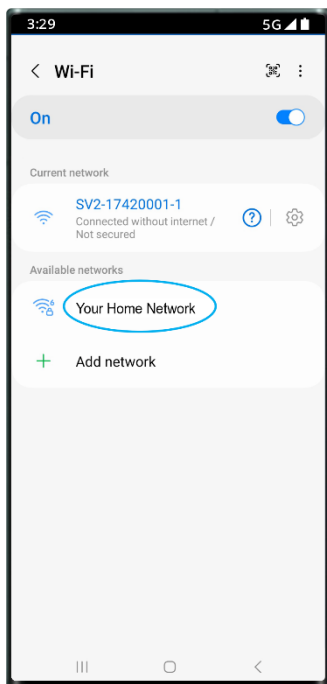
**SPECIAL PASSWORD NOTE FOR V2 MODULES ONLY**

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.

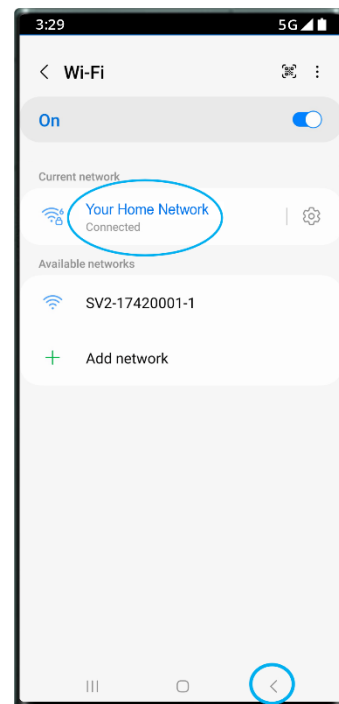
**Step 12:** You are prompted to reconnect to your home WiFi network. Press **Next** to launch directly into the Android™ WiFi settings.



**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.

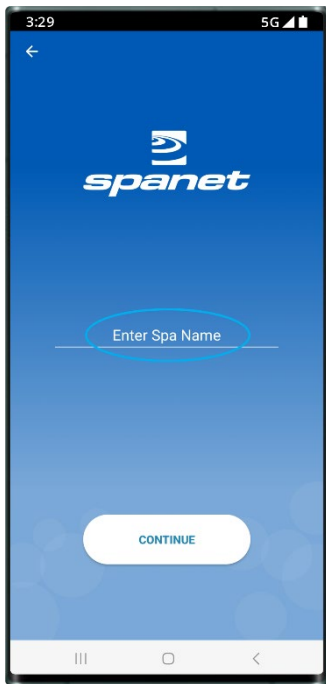


**Step 14:** Once reconnected to your home WiFi network, press the Android Back button to return to the SmartLink app.





**Step 15:** Enter name for your spa then press Continue, then Finish to complete setup.

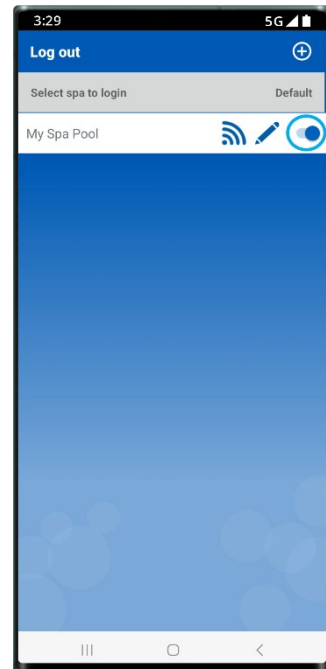


Now setup is complete you will be returned to the spa list page, where the spa instance will be displayed as offline.



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

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.

# MySpaPool Voice Control

The MySpaPool vocal skill allows you to control any spa pool fitted with our SmartLink module by voice commands. Available on both Google® Assistant and Amazon® Alexa platforms, you can now talk to your spa to activate accessories and alter settings or ask it questions about active modes, settings and status. It really is as simple as talking to your spa.

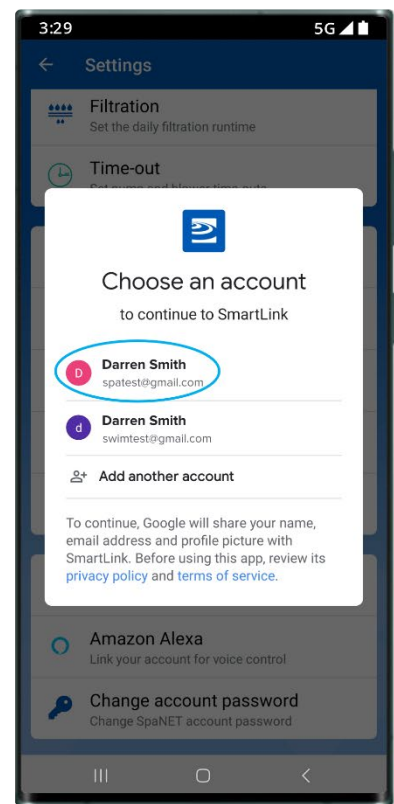
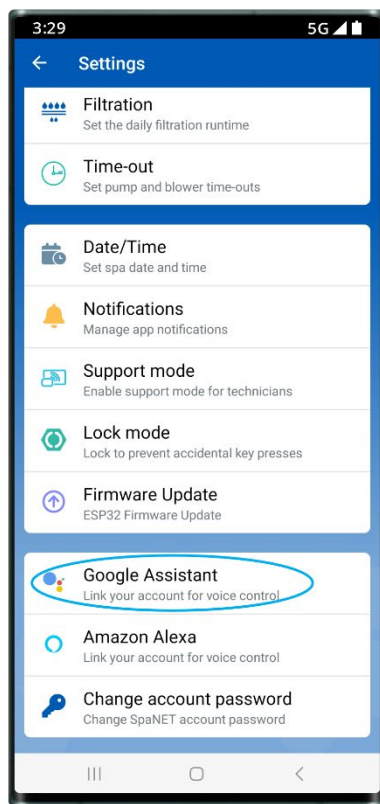
## Link spa to Google® Assistant



### Step 1: Link your Google® account to SmartLink app

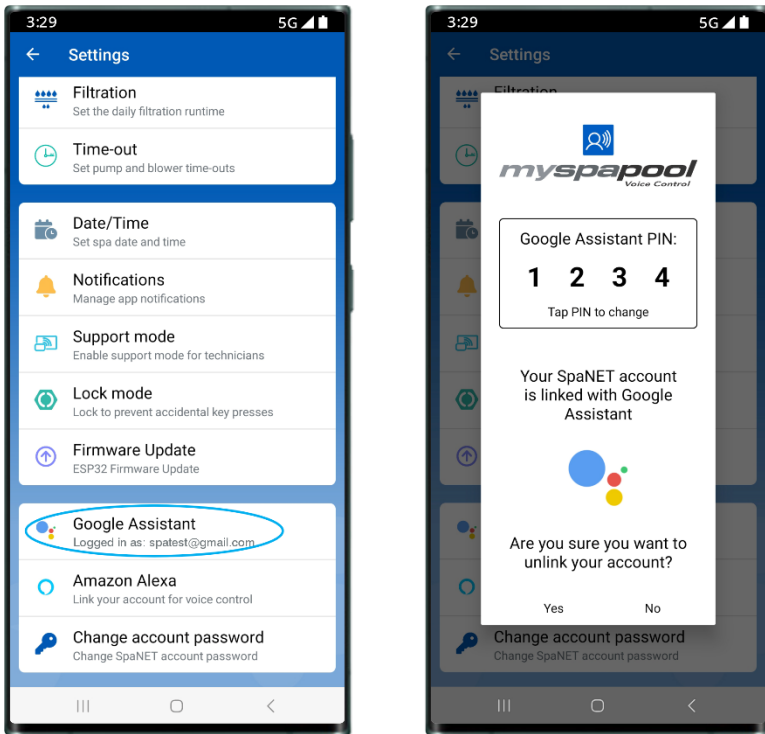
Open the app, tap the Settings icon, scroll to bottom of settings list and tap the Google Assistant option. Then select your Google Account to link.

**Important:** If you have multiple accounts, make sure to select the account that is linked to your Google Home device.



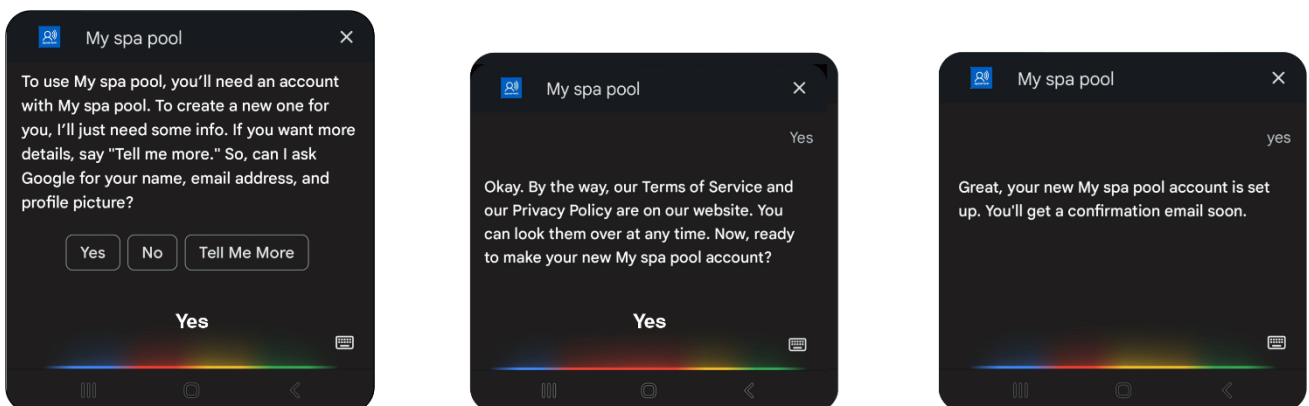
## Step 2: Set Google® Assistant PIN within SmartLink App

To meet new Google security requirements, you must set a pin number for the Google Assistant voice action to work. From within the SmartLink app Setting list once again tap on the Google Assistant option and set a four digit pin.



## Step 3: Link Google® Assistant to the MySpaPool action

You may start by saying "Hey Google, talk to my spa pool". A prompt will appear asking your permission to set up MySpaPool using your Google account details. Answer 'Yes' to this and Terms of Service to successfully complete the account linking step.

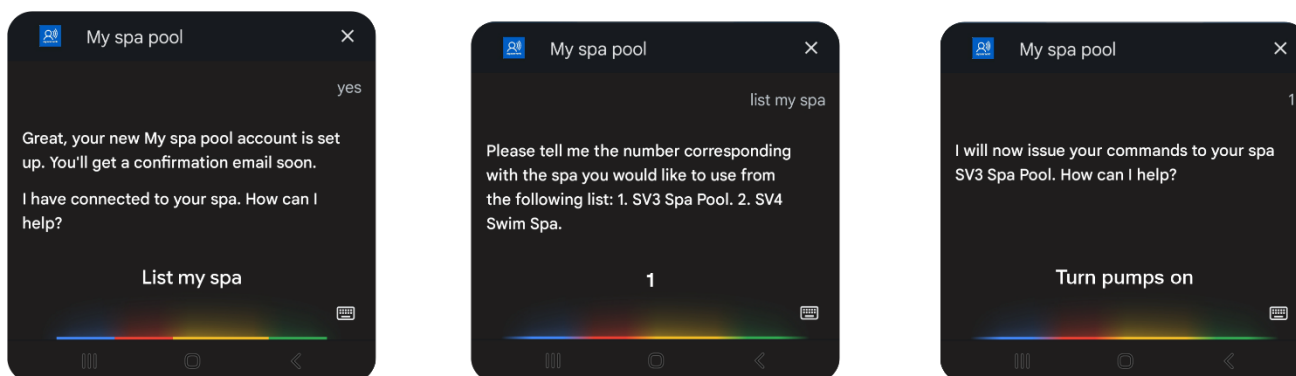


#### Step 4: Link your spa to MySpaPool action

Once the account has been linked, the final step is to choose which spa to issue commands to. Say, **“List my spa”**, and Google will then list the name(s) of any spa setup on your SmartLink app. Please select the spa number and not the spa name for Google to recognise your preference.

**Note:** On most installs, you will say **“1”**.

Now the setup is complete, you can start giving vocal commands to your spa. For example, you can say, **“Hey Google... ask my spa pool... turn pumps on”**



**Change Spas:** In the case of owning multiple spas or dual-zone swim spas, if you want to change the spa the voice control links to, simply issue the **“Hey Google... ask my spa pool... list my spa”** command again and select a different spa number.

#### Link spa to Amazon® Alexa™

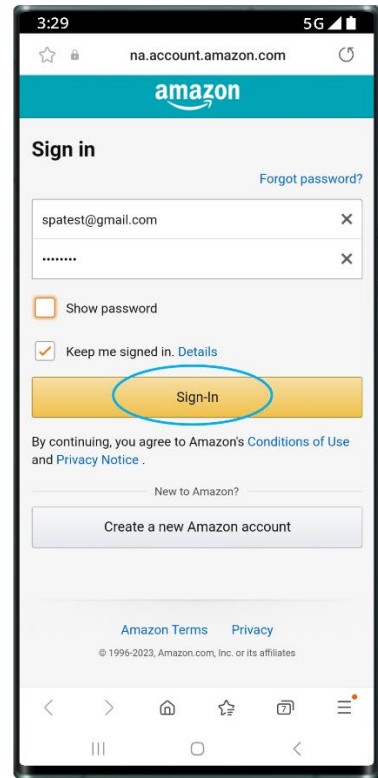
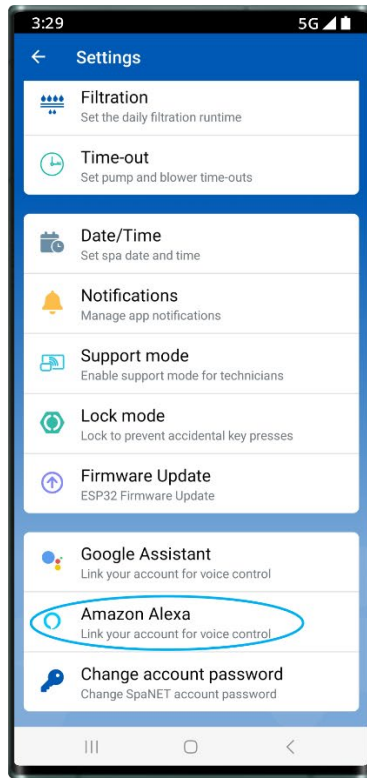


Linking your spa to Alexa is fairly straight forward. To help you do this follow the steps below.

**Note:** the following setup steps assume you already have a registered Amazon account and have the Amazon Alexa app downloaded and installed on your smart phone.

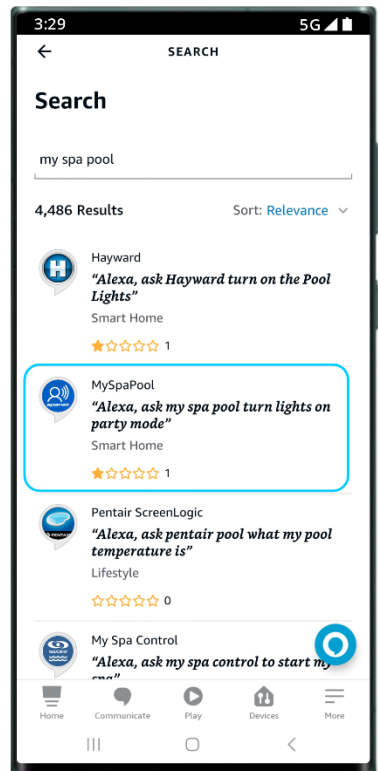
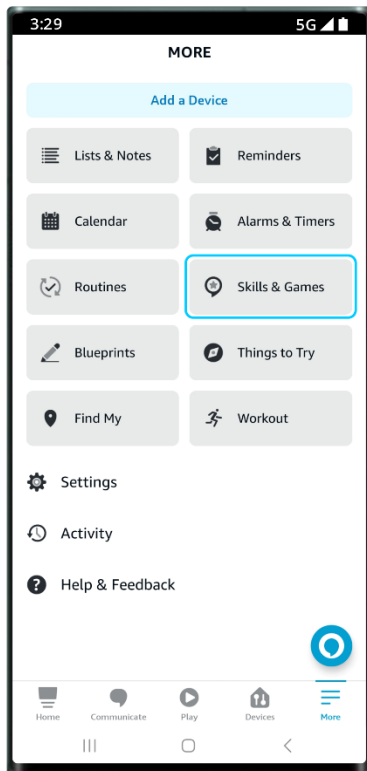
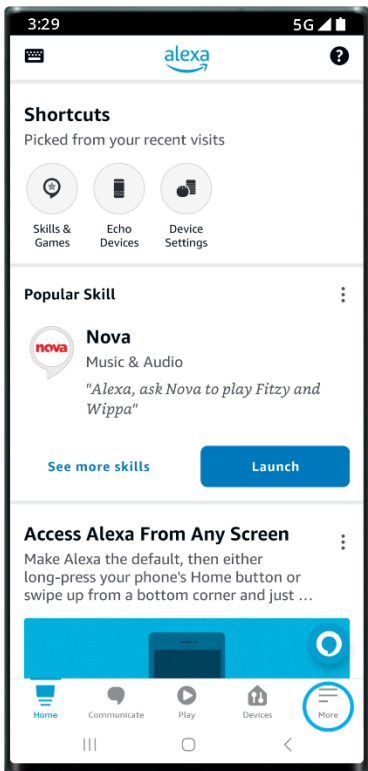
#### Step 1: Link your Amazon® Alexa™ account to SmartLink app

Open the app, tap the Settings icon, scroll to bottom of settings list and tap the Amazon Alexa option. A prompt will appear asking permission to Sign-In to your Amazon account. To confirm your acceptance and complete the linking process, enter your login details and tap **“Sign-In”**



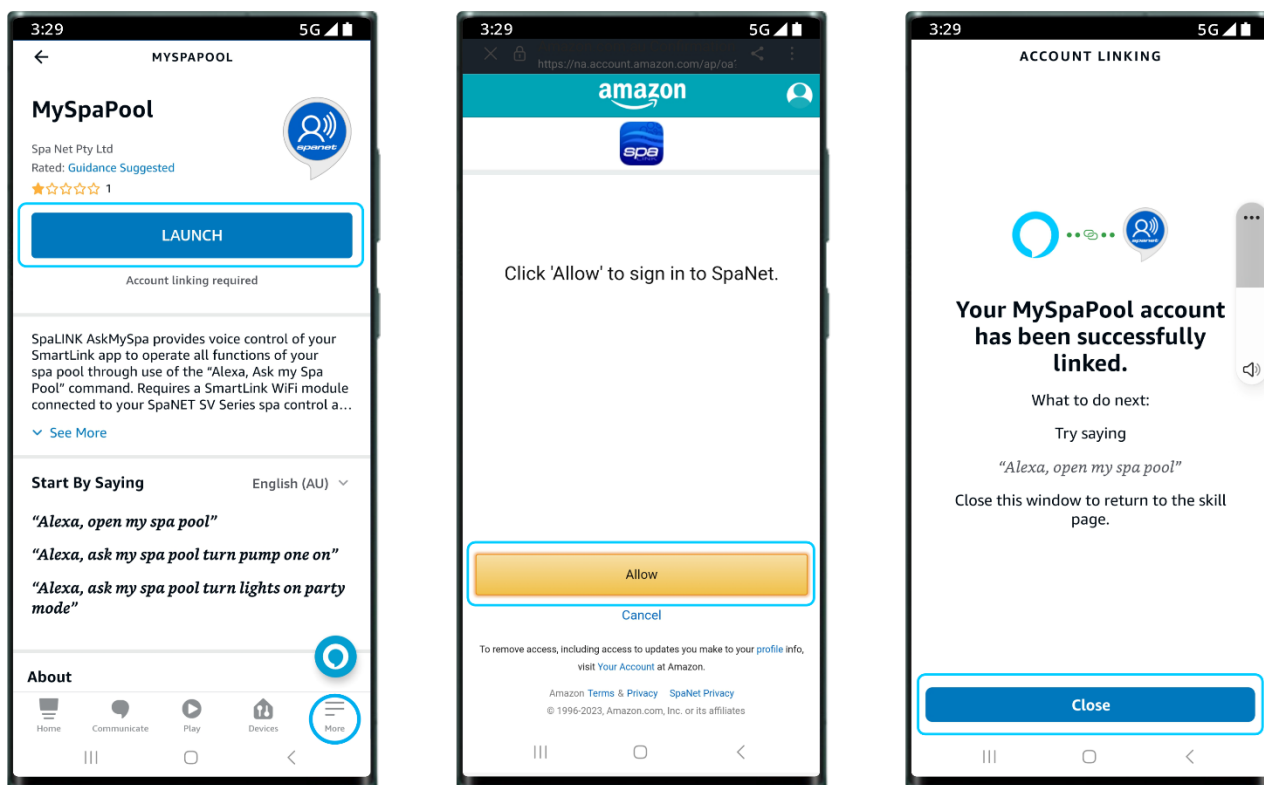
## Step 2: Search the My Spa Pool skill

Open the Amazon Alexa app using your smart phone, then using the menu bar of the app, navigate to Skills & Games, then in the search bar type "my spa pool" then tap on it to select.



### Step 3: Link your Amazon® Alexa™ app to MySpaPool skill

To complete the My Spa Pool skill linking to your Alexa account and devices simply tap on **“Launch”** or **“Enable to use”** (depending on device). A prompt will appear to complete the link, simply tap on **“Allow”**. Now that you’ve successfully linked the two, the final step is to link your spa to the My Spa Pool voice control skill.



### Step 4: Link your spa to MySpaPool skill

Once the account has been linked, the final step is to choose which spa to issue commands to. Using either the Amazon Alexa app or an Alexa device, start by saying, **“Hey Alexa... ask my spa pool... list my spa”**. and Alexa will then list the name(s) of any spa setup on your SmartLink app. Please select the spa number and not the spa name for Alexa to recognise your preference.

**Note:** On most installs, you will say **“1”**.

Now the setup is complete, you can start giving vocal commands to your spa. For example, you can say, **“Hey Alexa... ask my spa pool... turn pumps on”**

**Change Spas:** In the case of owning multiple spas or dual-zone swim spas, if you want to change the spa the voice control links to, simply issue the **“Hey Alexa... ask my spa pool... list my spa”** command again and select a different spa number.