

HOW TO CONNECT YOUR SPA TO YOUR HOME NETWORK WITH LAN CABLE

QUICK REFERENCE GUIDE

The following Supportive Video Link may also assist you with this process:
<http://www.arcticspas.com/support/how-to-videos/how-to-connect-with-direct-ethernet-connection/>

Obtain a LAN cable with RJ45 plugs fitted both ends and long enough to reach from your home router to the RJ45 port on the Processor Card mounted to the Motherboard in the Spa Pack of your Spa.

Is your Spa equipped with an EoP Module or WIFI Extender?

YES

As appropriate:
 • Disconnect the EoP Module from the Motherboard, disconnect the Ethernet cable from the Processor Card and remove the EoP module from your spa pack, or
 • Disconnect the WIFI Extender from the Motherboard, disconnect the Ethernet cable from the Processor Card and remove the WIFI Extender from your spa cabinet.

NO

Connect the Ethernet cable, one end of cable plugs into the RJ45 port on the Processor Card & the other end plugs into an RJ45 port on the home router.

Scroll through the Spas Low Level Programming (LLP) check to ensure the Spas Internet Protocol (IP) address.

Access the Spas Low Level Programming (LLP) through the Topside Controller by holding the FILTER button down until LLP is displayed.

• Scroll through the LLP settings by pressing the FILTER button, each time you press the filter button you move to the next LLP setting, scroll through until IP is displayed.
 • St or dy will be displayed, if St is displayed press the Up Arrow button to change to dy Dynamic.
 • Press the FILTER button again to display the Spas IP address (Last Octet should appear).
 • Continue to press the FILTER button until you have exited the LLP settings. At this time the Pack will save the settings.

Do you have an IP address?
 Allow 3-4 minutes for Spa to reset.
 Note: .100 or .0 are false. Any other number is fine.

NO

Reset the Spas Breaker (Turn power off and then on again at the circuit breaker for the Spa).

Access the Spas Low Level Programming (LLP) through the Topside Controller by holding the FILTER button down until LLP is displayed.

YES

Open the Arctic Spas App on your device such as your Smart Phone or tablet.

Try connecting to the Spa with another device

Scroll through the LLP settings by pressing the FILTER button, each time you press the filter button you move to the next LLP setting, scroll through until IP is displayed.
 • Confirm IP is set to dy
 • Press the FILTER button again to display the Spas IP address (Last Octet). Note: .100 or .0 are false, any other number is fine.
 • Continue to press the FILTER button until you have exited the LLP settings. At this time the Pack will save the settings.

Connect to the Spa Using the LAN button on the App.
 Note: It can take up to 6-8 times for the App to find the Spa on your home network, if need be keep pressing the reconnect button.

Unblock router settings.

Blocked?

YES

Do you have an IP address?

Connected?

NO

Check home router firewall settings for restrictions. The router may be set to Block devices "scanning" the network.

Check the ETHERNET light illuminated on the Processor Card. Look directly under the RJ45 Port?

YES

Your Spa is now connected to your home network and you can control your Spa through the App.

NO

Contact your Dealer for assistance

Go to the myarcticspas.com webpage to create an account for your spa and to register you Spa. Refer Flowchart How to Connect Your Spa to the Myarctic Spas Server.

• Ensure the port on your router is not defective.
 • Try another router port.
 • Try another Ethernet cable.
 • Try another router.
 • Try another Processor Card.



HOW TO CONNECT YOUR SPA TO THE MY ARCTIC SPAS SERVER

QUICK REFERENCE GUIDE

New Users must first create a **New User Account** on the myarcticspa.com Home Page.

To access the My Arctic Spa Home page enter the following web address into your browser www.myarcticspa.com

To create a New User Account Complete the details in the **Register** box located on the right hand side of the Home Page.

Note: Ensure the Password you set is at least seven characters long.

Once completed, press the **Click Here to Register** button at the bottom of the Register box to take you to the **New User Account** screen.

On the **New User Account** screen, complete all the Required Information fields accordingly.

Once completed, press the **Register** button at the bottom of the **New User Account** screen.

A pop up message will be displayed advising you that you will receive an **Account Confirmation Email** in a few minutes to complete the registration process.

Open the Email received from donotreply@myarcticspa.com.

Complete the registration process by clicking on the **Confirm my MyArcticSpa.com account: link** in the Email received.

You will be directed to the **Account Activation** screen on the myarcticspa.com web page and the confirmation message will be displayed.

You can now login for the First Time
Do the following to Login.

Click the **Login** link in the **Confirmation Message** on the **Account Activation** screen and you will be directed to a **Login** screen.

Enter your user name and password in the fields provided in the **Login Box**. Once entered, press the **Login** button directly under the **Username and Password** fields. You will be directed to the **Profile and Preferences** Page, where you can click on the link to register your spa details.

Click the **Register an Arctic Spa** link in the **Profile and Preferences** box to commence the spa registration process. *You will automatically be directed to the **Register A Spa** Page, where you will need to register your spa details.*

Click the **Search** button to find your spa.

The **Spa Registration Confirmation** pop up box will be displayed advising you to press a button on your Spas Topside Controller to confirm the spa registration.

Note: You have 3 minutes to press a button on your Spas Topside Controller otherwise you will need to press the search button again.

You must go to your Spa to press any button on the Topside Controller.

"rEG" will be displayed on the Topside Controller. When you press **any button** on your Spas Topside Controller **"ConF"** will be displayed, reflecting that your spa is being confirmed for registration.

On the **Register a Spa** page you will now be able to see your spa. Press the **Register** button.

Then enter a nickname for your Spa and the Serial Number of your spa in the **Nickname** and **Spa Number** fields on the **Register a Spa** Page. Press the **Register** button to complete the registration process.

Your Spa is now connected to The My Arctic Spas Server.

The following Supportive Video Link may also assist you with this process:
<http://www.arcticspas.com/support/how-to-videos/how-to-connect-arctic-spas-to-the-my-arctic-server/>

NOTE: Once you have logged in for the first time and registered your spa details within myarcticspa.com, logging into myarcticspa.com is achieved from accessing the My Arctic Spa home page.

Login by entering your user name and password in the fields on the upper right hand side of the home page.

Once entered press the **Login** button directly under the Username and Password fields. Once logged in, My Arctic Spa will automatically open your personal My Arctic Spa page.

NOTE: You will receive a prompt to reflect that your spa must be connected to the Internet (Your Home Network). **You must have first connected your spa to your home network** using the App on your device such as a Smart Phone or tablet. This will have been achieved with a WIFI connection using either EoP, WIFI Extender or LAN connection.

The Spas Serial No. can be located on the **Metal Compliance Plate** mounted to your spa just above the Bottom Rail and between two doors. You only need and register the number portion of the complete Serial No. Eg Spa Serial No. AX16KX178910, **17890** is the portion of the Serial No. required to be recorded.

Through myarcticspa.com you now have direct access to all your Spas Functions and Settings from anywhere in the world where internet access is available through your smart phone, tablet or computer.

