



AquaConnect™

# Troubleshooting Guide Residential



CTSG-ACHN110c

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# Safety Precautions



## High Voltage Electrocution Hazard

Hazardous voltage can shock, burn, cause serious injury and or death. To reduce the risk of electrocution and or electric shock hazards:

- Only qualified technicians should remove the dead front
  - Qualified technicians should: replace damaged wiring immediately
  - Qualified technicians should: Insure panel is properly grounded and bonded

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# AquaConnect Home Network: How It Works

- The AquaConnect Home Network Device (ACHN) acts as a gateway between a network router and compatible Hayward controllers.
- The AquaConnect HN device requires a direct Ethernet connection to the home router (preferably located within 3 feet of the home router).
- Once the AquaConnect is synced to the controller (using an RF pairing method), the device is then connected to the network via an Ethernet connection. This allows the AquaConnect to send/receive commands to and from the controller and translate them in a manner that can be used through a web interface.



# AQHN: Compatibility

Equipment	Model	Min. Firmware
AquaConnect	AQ-CO-HOMENET	1.10
2 <sup>nd</sup> Generation Antenna	AQL2-BASE-RF	1.10
ProLogic	All models (including PL-P-4)	4.20
AquaPlus	PL-PLUS & PL-PLUS-16V	4.20
AquaLogic	All models	NOT COMPATABLE
E-Command 4	All models	2.90
OnCommand	All models	1.10
AquaRite Pro	All models	1.20 or higher



# AquaConnect (ACHN): Status LEDs

LED	Description
RF	Normal Operation: ON Solid Indicates whether or not the ACHN is communicating with the pool controller.
TX	Normal Operation: Flashing Indicates when the ACHN is sending information through the Ethernet cable.
RX	Normal Operation: Flashing Indicates when the ACHN is receiving information from the Ethernet cable.
LINK	Normal Operation: Flashing 4 times per minute Indicates when communication occurs between the ACHN and the Aqua Connect Website.





# AquaConnect™

**How To:**



# How To: Train the AquaConnect Device

*Use the following steps to train the ACHN to the control system. Make sure both units are powered up when conducting this step.*

Step 1

Settings  
Menu

Teach Wireless:  
+ to start

Press the Menu button on the ProLogic system until the Settings Menu appears, then press the left arrow button until "Teach Wireless: + to start" appears.

Step 2

Press "Teach"  
button



Press the "+" button to initiate the sequence on the controller and hold down the teach button on the Aqua Connect Home Network device.

Step 3

Teach Wireless:  
Successful

Training will be complete when the controller reports "Teach Wireless Successful" If unsuccessful, reposition and repeat the training process.

**NOTE:** If training the wireless device fails verify that the antenna is generation 2 (AQL2-BASE-RF). A GLX-RF-EXTEND is available if the antenna needs to be moved closer to the Aqua Connect.

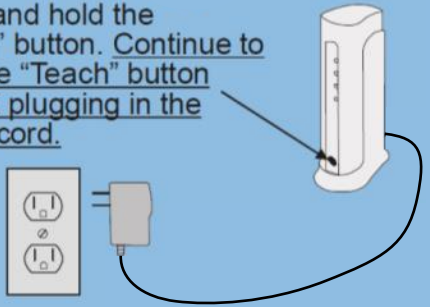


# How To: Perform a Range Test

*Use the following steps to perform a range test, verifying the RF signal strength between the ACHN device and the control system. Once complete, clear the test by power cycling the ACHN device.*

## Step 1

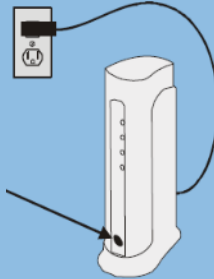
Press and hold the "Teach" button. Continue to hold the "Teach" button WHILE plugging in the power cord.



To perform a range test unplug the ACHN and hold down the "Teach" button. While holding down the button plug in the power cable.

## Step 2

Keep pressing the "Teach" button until all four LEDs blink in unison, then release button.



Keep holding down the teach button until the LEDs flash in unison; once flashing let go of the teach button and watch the LEDs.

## Step 3

The Aqua Connect Home Network will enter range test mode and light its LEDs based on signal strength. More LEDs indicates greater signal strength. **Wait 1 minute for the test to complete and then unplug power to terminate the test.**



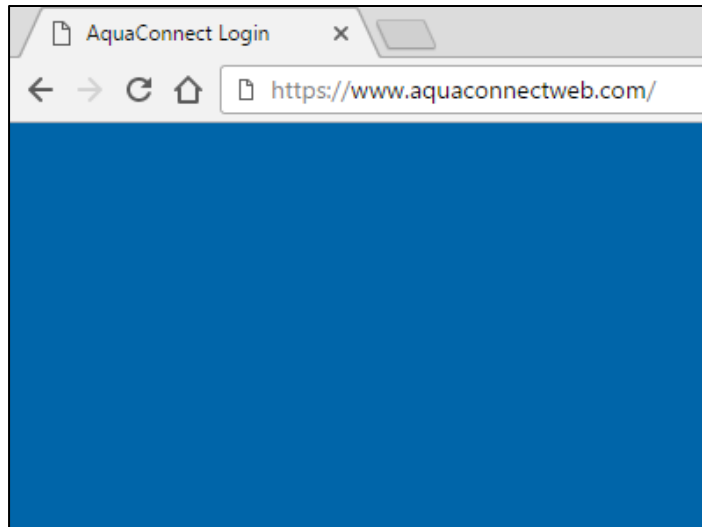
After two minutes the number of LEDs illuminated will indicate signal strength. 3-4 LEDs are desired, if less, reposition the ACHN or antenna and retest.

**NOTE: If two LEDs or less appear after conducting a range test, relocate the base antenna or the ACHN device to achieve a stronger RF signal strength.**

# How To: Create Account & Add a Pool

*In order to control the AquaConnect to be controlled remotely an account will need to be created and the device **MUST** be registered.*

1. Proceed to:  
[www.aquaconnectweb.com](https://www.aquaconnectweb.com)



2. Click on "Set-Up New Account"  
this will open a form

A screenshot of the AquaConnect Sign In page. The page has a blue background. At the top, it says "Sign In to manage your pool". Below this are two input fields: "Username" and "Password". To the right of the "Password" field are two checkboxes: "Remember Username" and "Remember Password". Below the input fields is a blue button labeled "SIGN IN". Below the "SIGN IN" button are three links: "Trouble signing in?", "Set-Up New Account" (which is highlighted with a red rectangle), and "About Aqua Connect Web".

# How To: Create Account & Add a Pool (cont.)

*Once the account has been created, use the credentials to log into this account, the next step is to “add a pool” which is used to register an AquaConnect.*

3. Fill out all the required information, then click “Next”\*

New Users: Enter New Account Information

New users need to create an account and add one or more Aqua Connect Web pool subscriptions. Please enter the information below.

Once you submit this form to create an account, you will then be able to add one or more pool subscriptions. The MAC address from the bottom label of each Aqua Connect Home Network Gateway will be required.

☐ I agree with the [Terms of Use and Privacy Policy](#) and want to create an Aqua Connect Web account.

Required fields are in **BOLD**

Account Description: Used for accounts with more than one location. Must be 6 - 20 characters without spaces. 6 characters minimum. The same password again to confirm spelling.

User Name:

Password:

Confirm Password:

First Name:

Last Name:

Phone Number:

Street Address:

Address Line 2:

City:

State:

Zip Code:

Country:

Email Address\*:

\*Important Note: This email address can be used to reset a lost account password. Use a unique address for each account or sub account, and be sure the recipient is authorized to gain access to the account in the case of a lost password.

Select additional information you would like to receive via Email:

☐ Service and urgent administrative messages.

☐ Helpful equipment newsletters and technical bulletins.

☐ Special offers from Hayward Pool Products.

Next > Cancel

4. Once the account is set up, scroll down & select “add a pool”

Notes:

Street Address:

Address Line 2:

City:

State:

Zip Code:

Country:

Time Zone:

Name of store / dealer where Aqua Connect Home Network was purchased:

Store / Dealer City:

Store / Dealer State:

Add Pool Site List

**\*NOTE: Be sure to check the box next to “I agree with the Terms of Use and Privacy Policy” and though the User Name is not case sensitive, the Password IS. Finally, DO NOT use special characters either the username or password.**

# How To: Create Account & Add a Pool (cont.)

*In order to control the AquaConnect to be controlled remotely an account will need to be created and the device **MUST** be registered.*

5. Fill out all the required information, then click “Add Pool”\*

Enter Site Information for this Pool

☐ I agree with the [Terms of Use and Privacy Policy](#) and want to register an Aqua Connect Home Network gateway and start an Aqua Connect Web subscription.  
Required fields are in **BOLD**

Gateway MAC address:  This links the gateway with the account. You will find it on the bottom label or on the box label. Provide a unique, detailed name that describes the pool. Up to 50 characters are available. You may add optional text to help you identify the pool or for other useful information.

Pool Name:

Notes:

Street Address:

Address Line 2:

City:

State:

Zip Code:

Country:

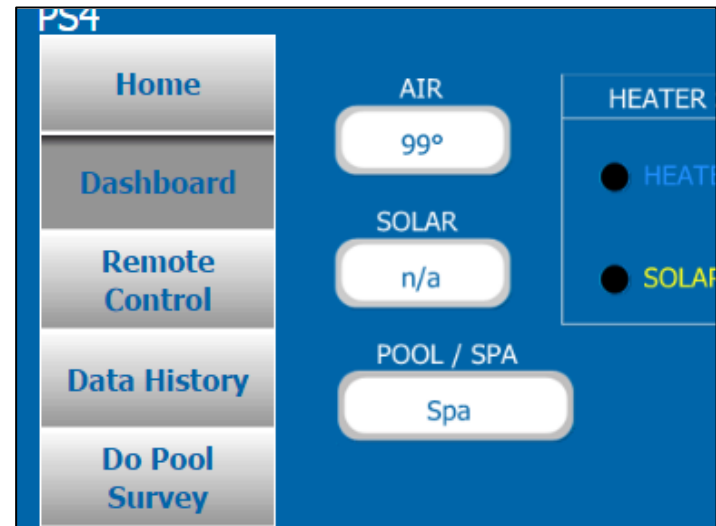
Time Zone:

Name of store / dealer where Aqua Connect Home Network was purchased:

Store / Dealer City:

Store / Dealer State:

6. Once complete the dashboard or site list will appear.



**\*NOTE: Be sure to check the box next to “I agree with the [Terms of Use and Privacy Policy](#)” and make sure the MAC Address entered is the full number that can be found on the bottom of the AquaConnect device.**

# How To: Find IP Address (Mobile Device)

*In order to control the AquaConnect using the LAN or intranet function, the IP address, issued by the network router, must be obtained.*

1. Verify mobile device & ACHN are connected to the same network



2. Locate and download the “Fing – Network Scanner”, then launch



**The “Fing – Network Scanner” can be used to locate and generate a report on all devices connected to the same network as the mobile device.**



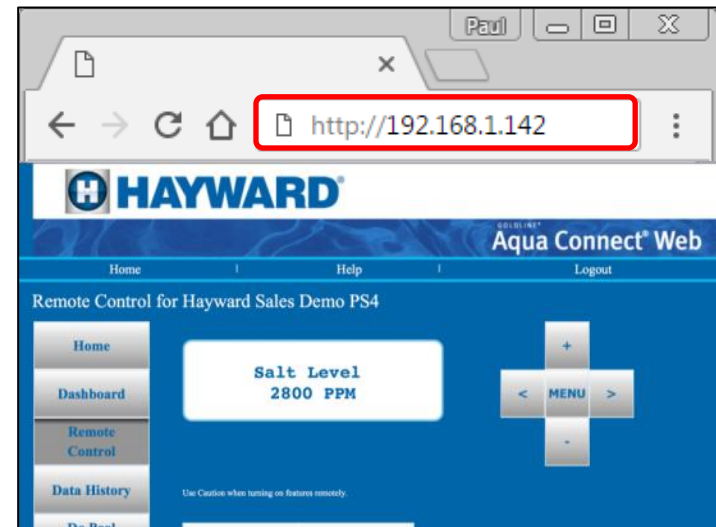
# How To: Find IP Address (Mobile Device) (cont.)

*TIP: Once the remote control “LAN” page loads, it may be a good idea to bookmark the webpage. NOTE: The IP address is subject to change.*

3. Scan the network. Record IP address for “Goldline controls”



4. Type the IP address in the address bar, preceded by http://



**NOTE: The IP address is subject to change over time as the router may issue a new address. This process should be repeated if the LAN feature stops working in the future.**

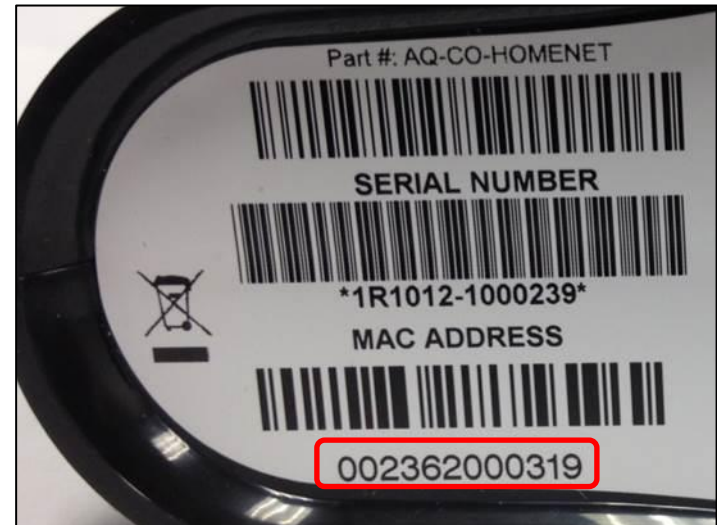
# How To: Find IP Address (PC)

*In order to control the AquaConnect using the LAN or intranet function, the IP address that has been issued by the network router must be obtained.*

1. Verify the PC & ACHN are connected to the same network



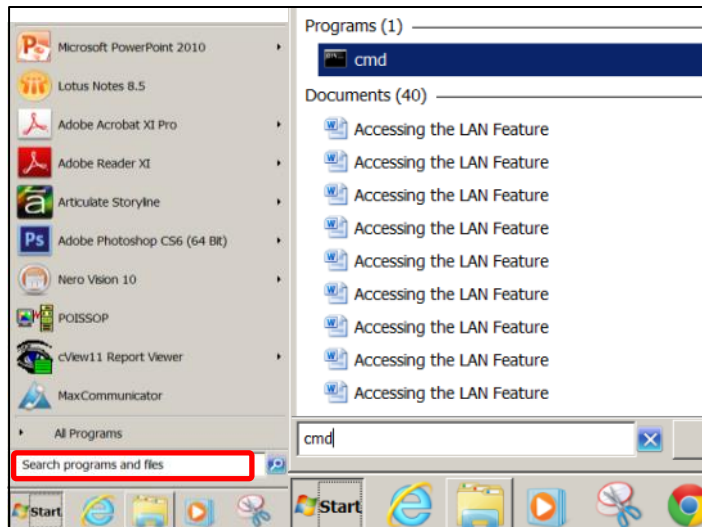
2. On the bottom of the ACHN, copy the last 3 digits of the MAC



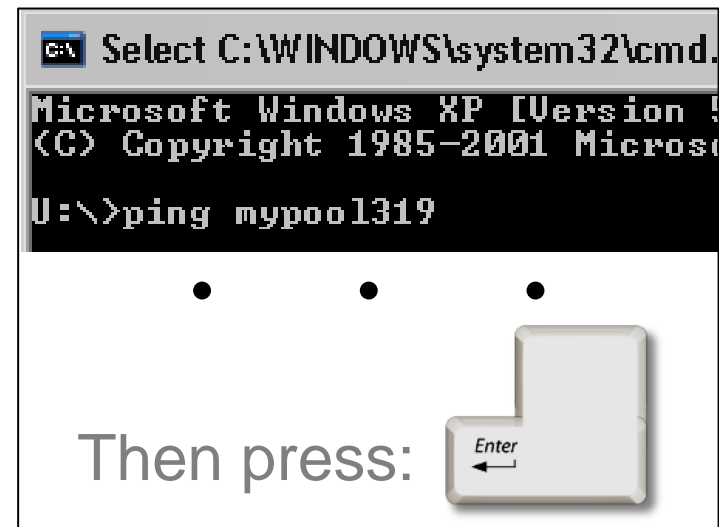
# How To: Find IP Address (PC) (cont.)

*NOTE: The CMD or Command Prompt should only be used to Ping the friendly name to retrieve the IP Address, close the window once complete.*

3. To enter the command prompt, go to “Start” and type “CMD”



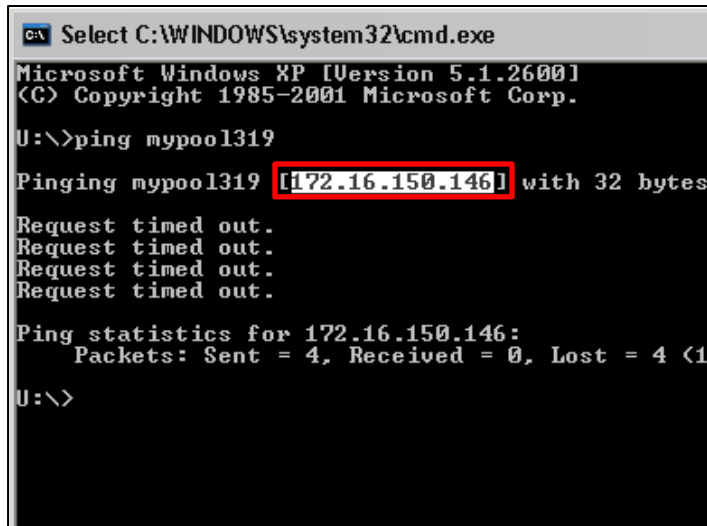
4. Type “ping mypoolxxx” (xxx = last three digits of the MAC)



# How To: Find IP Address (PC) (cont.)

*TIP: Once the remote control "LAN" page loads, it may be a good idea to bookmark the webpage. NOTE: The IP address is subject to change.*

5. Copy the IP Address that appears, this will be used next

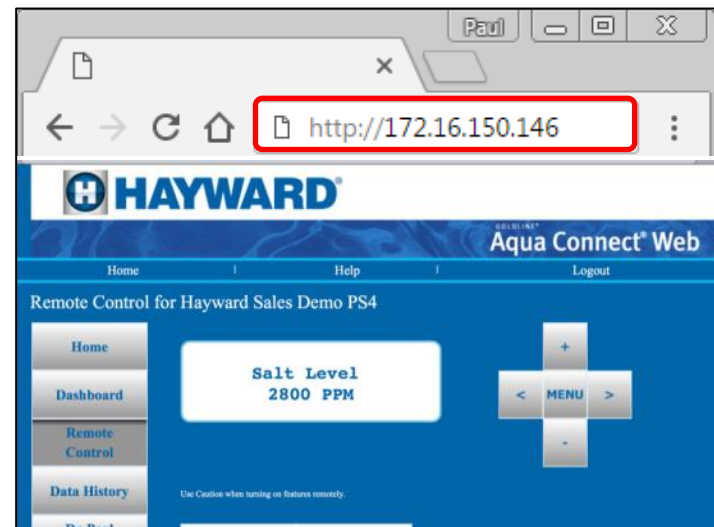


```

C:\> Select C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
U:\>ping mypool319
Pinging mypool319 [172.16.150.146] with 32 bytes:
Request timed out.
Request timed out.
Request timed out.
Request timed out.
Ping statistics for 172.16.150.146:
    Packets: Sent = 4, Received = 0, Lost = 4 <1
U:\>

```

6. Type the IP address in the address bar, preceded by http://



**NOTE: The IP address is subject to change over time as the router may issue a new address. This process should be repeated if the LAN feature stops working in the future.**

# How To: Set Up a Sub Account

*Subaccounts are useful if multiple users require access to site information. Sub Accounts may be assigned: full access, read only access, or can be suspended as needed.*

1. Log into the MAIN ACCOUNT  
(www.aquaconnectweb.com)

Home | Help | Login

Sign In to manage your pool

Username: HaywardPool

Password: \*\*\*\*\*

☐ Remember Username

Trouble signing in?  
Set-Up New Account  
About Aqua Connect Web

Aqua Connect gives you the freedom to monitor and control your pool, spa and backyard functions from anywhere via the Internet. Turn up the spa heater before you head home from work; adjust cleaning, filtration or lighting schedules while you're on vacation or check out your water's pH and sanitization levels on your second home. You can do it all and more with Aqua Connect.

Mobile || Classic

2. Click on Account Settings to create the Sub Account

Aqua Connect Web

Home | Help | Logout

Site Listing for Sales Demo Aqua Connect Home Network 506

Pool Name	Notes	Last Alarm Date	Status
Hayward Sales Demo PS-8	Demo purposes ONLY	3/9/2013 10:20:55 AM	lost link
Hayward Sales Demo PS16	Demo purposes ONLY	6/12/2012 6:46:08 AM	lost link
Hayward Sales Demo PS4	Demo purposes ONLY PS4 506	3/8/2013 1:45:56 PM	OK
Sales Demo Aqua Plus	Aqua Plus 1119	4/3/2013 4:45:55 PM	OK

Rows: 50

Click a POOL NAME to go to the Site Dashboard.

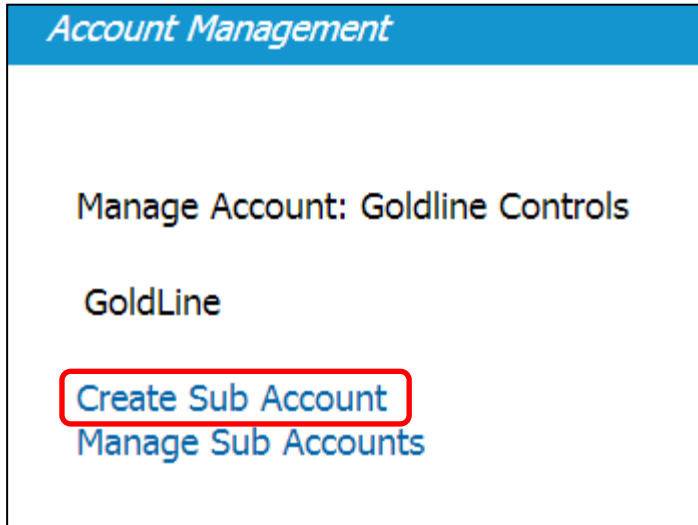
**NOTE: If accessing from a tablet or mobile device be sure to select the classic option at the bottom of the page, this will show all the options that would appear when accessing from a desktop computer.\***



# How To: Set Up a Sub Account (cont.)

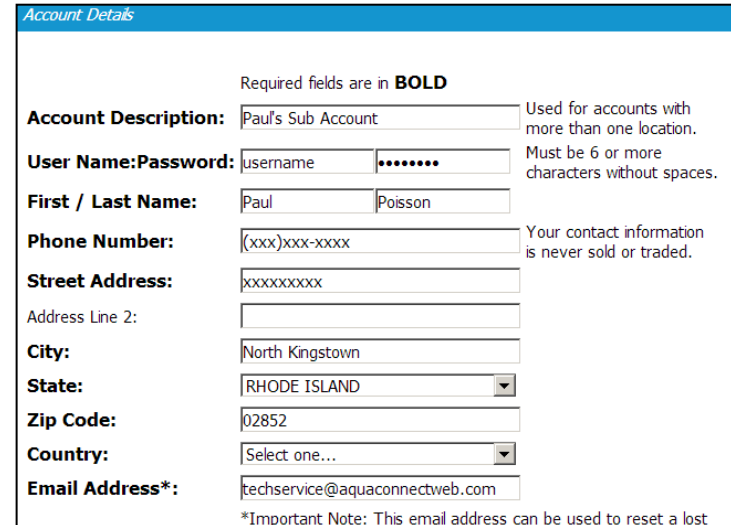
*NOTE: although the username is NOT case sensitive, the password IS. Be sure to record the username and password after creating the subaccount.*

3. Scroll to the bottom and click on "Create Sub Account"



The screenshot shows the 'Account Management' page. At the bottom, there are two links: 'Create Sub Account' and 'Manage Sub Accounts'. The 'Create Sub Account' link is highlighted with a red rectangular box.

4. Populate all required info. including username and password



The screenshot shows the 'Account Details' form. The title is 'Account Details'. Below the title, it says 'Required fields are in **BOLD**'. The form contains the following fields and values:

- Account Description:** Paul's Sub Account
- User Name:** username
- Password:** ..... (masked)
- First / Last Name:** Paul / Poisson
- Phone Number:** (xxx)xxx-xxxx
- Street Address:** xxxxxxxx
- Address Line 2:** (empty)
- City:** North Kingstown
- State:** RHODE ISLAND (dropdown menu)
- Zip Code:** 02852
- Country:** Select one... (dropdown menu)
- Email Address\*:** techservice@aquacconnectweb.com

On the right side of the form, there are three notes:

- Used for accounts with more than one location.
- Must be 6 or more characters without spaces.
- Your contact information is never sold or traded.

At the bottom of the form, there is a note: '\*Important Note: This email address can be used to reset a lost

# How To: Set Up a Sub Account (cont.)

*Sub accounts can be created for both service employees AND for individual customers. How permission is assigned will affect what appears after logging into a sub account.*

5. Once Populated, scroll to the bottom and select “Add”

Account Details

Required fields are in **BOLD**

**Account Description:** Paul's Sub Account Used for accounts with more than one location.

**User Name:**  **Password:**  Must be 6 or more characters without spaces.

**First / Last Name:**

**Phone Number:**  Your contact information is never sold or traded.

**Street Address:**

Address Line 2:

**City:**

**State:**

**Zip Code:**

**Country:**

**Add** **Cancel**

6. Select the pool you wish to have access to via the site list

Aqua Connect Web

Home | Help | Logout

Site Listing for Sales Demo Aqua Connect Home Network 506

Pool Name	Notes	Last Alarm Date	Status
Hayward Sales Demo PS-8	Demo purposes ONLY	3/9/2013 10:20:55 AM	lost link
Hayward Sales Demo PS16	Demo purposes ONLY	6/12/2012 6:46:08 AM	lost link
<b>Hayward Sales Demo PS4</b>	Demo purposes ONLY PS4 506	3/8/2013 1:45:56 PM	OK
Sales Demo Aqua Plus	Aqua Plus 1119	4/3/2013 4:45:55 PM	OK

Rows 50

Click a POOL NAME to go to the Site Dashboard.

Account Settings **Add a Pool** Logout

**NOTE: Repeat steps 6 & 7 for every pool that should appear within the sub account. Sub accounts can be set up for individual customers so only their pool is visible after logging in.**

# How To: Set Up a Sub Account (cont.)

7. Go to Pool Settings > Manage Access, then change access level for each sub account created, select “Update” to finalize

Unit Access

Account Description	Last Name	First Name	User Name	Account Unit Access Level
a	a	a	agnerc	No Access <input type="checkbox"/> Notifications
paul sub	poisson	paul	ppoisson	Read Only <input type="checkbox"/> Notifications
paul's sub	poisson	paul	ppoisson1	Read/Write <input type="checkbox"/> Notifications
Test Account	service	tech	tservice	No Access <input type="checkbox"/> Notifications
test	service	tech	t2service	No Access <input type="checkbox"/> Notifications
Johnny	Smith	Johnny	Johnny	No Access <input type="checkbox"/> Notifications

Rows 50

Create RO Account Update Cancel

**NOTE: Repeat steps 6 & 7 for every pool that should appear within the sub account.**

# How To: Suspend a Sub Account

*Suspending a sub account may be necessary if service or equipment ownership changes hands.*

1. Log into the MAIN ACCOUNT  
(www.aquaconnectweb.com)

Home | Help | Login

Sign In to manage your pool

Username: HaywardPool

Password: \*\*\*\*\*

SIGN IN ☐ Remember Username

Trouble signing in?  
Set-Up New Account  
About Aqua Connect Web

Mobile || Classic

2. Click on Account Settings to  
create the Sub Account

Aqua Connect Web

Home | Help | Logout

Site Listing for Sales Demo Aqua Connect Home Network 506

Pool Name	Notes	Last Alarm Date	Status
Hayward Sales Demo PS-8	Demo purposes ONLY	3/9/2013 10:20:55 AM	lost link
Hayward Sales Demo PS16	Demo purposes ONLY	6/12/2012 6:46:08 AM	lost link
Hayward Sales Demo PS4	Demo purposes ONLY PS4 506	3/8/2013 1:45:56 PM	OK
Sales Demo Aqua Plus	Aqua Plus 1119	4/3/2013 4:45:55 PM	OK

Rows: 50

Click a POOL NAME to go to the Site Dashboard.

Account Settings Add a Pool Logout

**NOTE: If accessing from a tablet or mobile device be sure to select the classic option at the bottom of the page, this will show all the options that would appear when accessing from a desktop computer.\***

# How To: Suspend a Sub Account (cont.)

*Subaccount management can only be accomplished by logging into the main account, it CAN NOT be suspended by logging in through that sub account.*

3. Scroll to the bottom and click on “Manage Sub Accounts”

**Account Management**

Manage Account: Goldline Controls

GoldLine

Create Sub Account

Manage Sub Accounts

4. Click on the Sub Account requiring suspension

Account Description	Last Name	First Name	User Name
a	a	a	agnerc
paul sub	poisson	paul	ppoisson
paul's sub	poisson	paul	ppoisson1
all pools	poisson	paul	allpools
Test Account	service	tech	tservice
test	service	tech	t2service
Johnny	Smith	Johnny	Johnny
John's sub	Sub	John	johnsub
Rows 50			





# How To: Suspend a Sub Account (cont.)

*To ensure successful suspension of a sub account, make sure access is changed to “Disabled” prior to exiting.*

5. Scroll to the bottom and change access to “Disabled”

**Sub Account Details**

Required fields are in **BOLD**

**Account Description:** paul's sub Used for accounts with more than one location.

**User Name:** ppoisson1 Must be 6 or more characters without spaces.

**First / Last Name:** paul poisson

**Phone Number:** 401 Your contact information is never sold or traded.

**Street Address:** 16

Address Line 2:

**City:** MA

☒ Service and urgent administrative messages.  
☒ Helpful equipment newsletters and technical bulletins.  
☒ Special offers from Hayward Pool Products.

**Access:** Disabled

6. Scroll to the bottom and click “Save and Return” to finalize

**Alarm Notifications**

Any Pro Logic control alarms and user defined alarms for all sites will generate messages to the addresses below. To limit messages to particular sites, create Sub accounts using link below.

techsupport@aquacconnectweb.co [Email] Delete

Add New

**Account Management**

Manage Account: Goldline Controls

Sales Demo Aqua Connect Home Network 506

Save and Return Site List

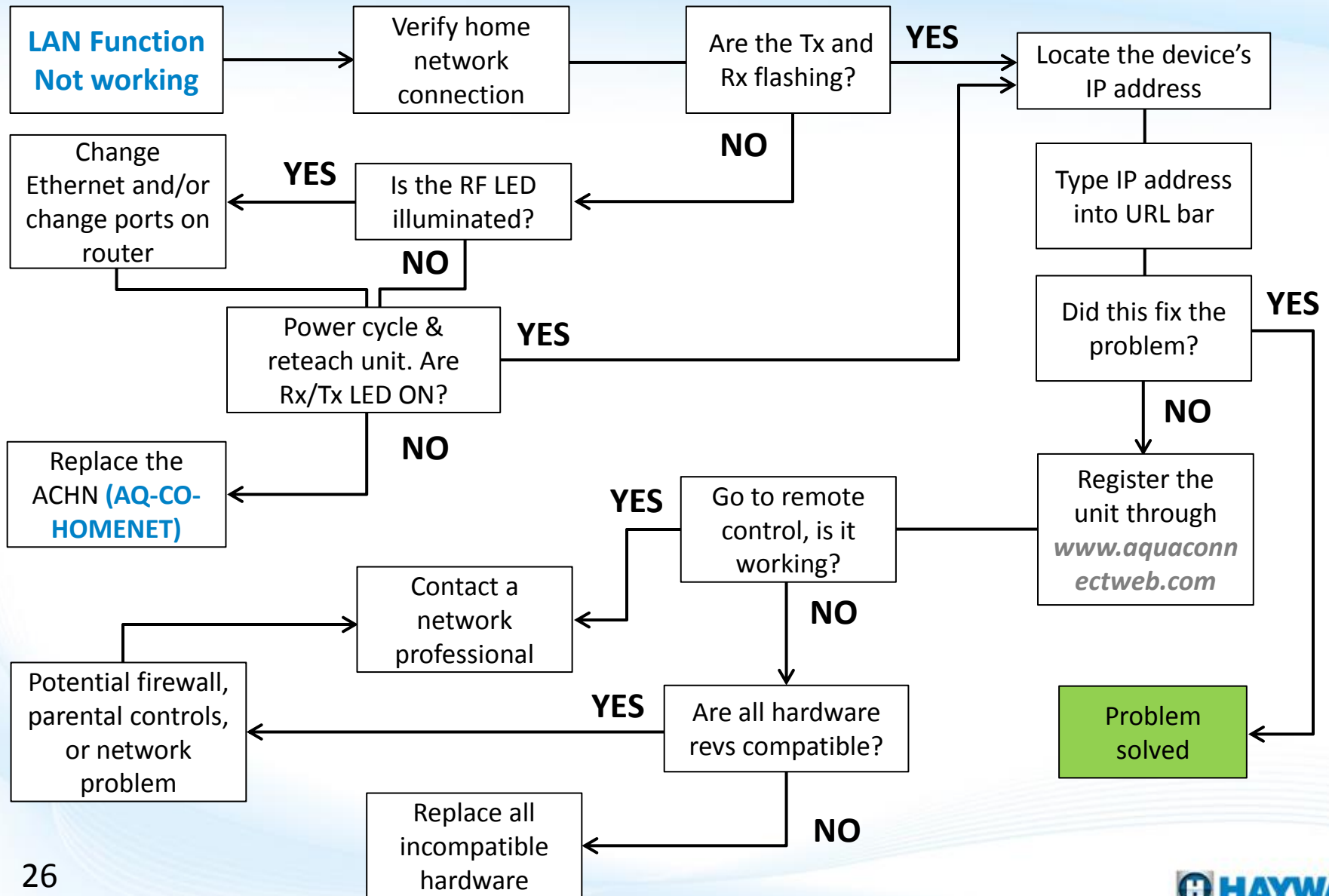


AquaConnect™

# Troubleshooting Guide



# 1. LAN Function Not Working

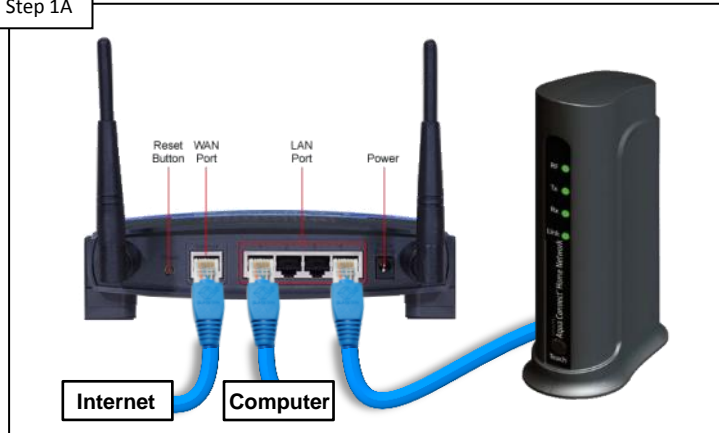


# 1. LAN Function Not Working

*On a router the WAN port should be used for the internet feed, LAN ports are used for devices like the AquaConnect as well as desktop computers and other similar devices.  
PoE ports SHOULD NOT be used as these deliver Power over the Ethernet cable.*

## Verify Network Connections

Step 1A



Verify the ACHN has power and its Ethernet cable is plugged into the same router as the computer. Once network connections have been confirmed proceed to step 1B. IF incorrect, correct the problem and retest.

## Are the Tx and Rx LED ON/Flashing

Step 1B



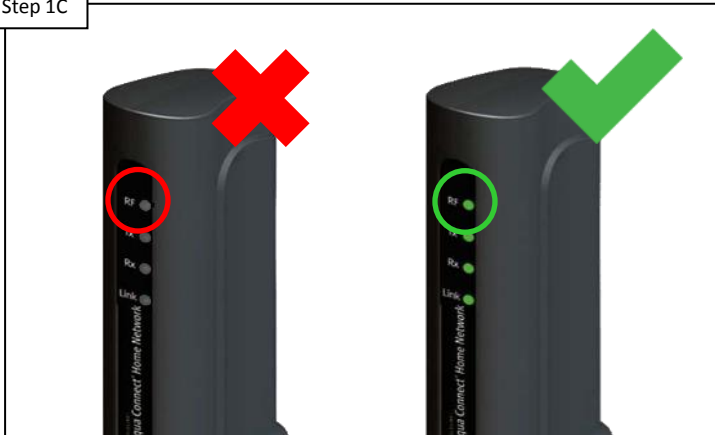
Inspect the ACHN, the Tx and Rx LED should be ON or flashing. These LEDs record data transfer between the AquaConnect and the router. IF they are, go to step 1F. IF not, go to step 1C.

# 1. LAN Function Not Working (cont.)

*The RF LED has a Normally ON state when the AquaConnect has established a connection with the pool controller.*

## Verify the Status of the RF LED

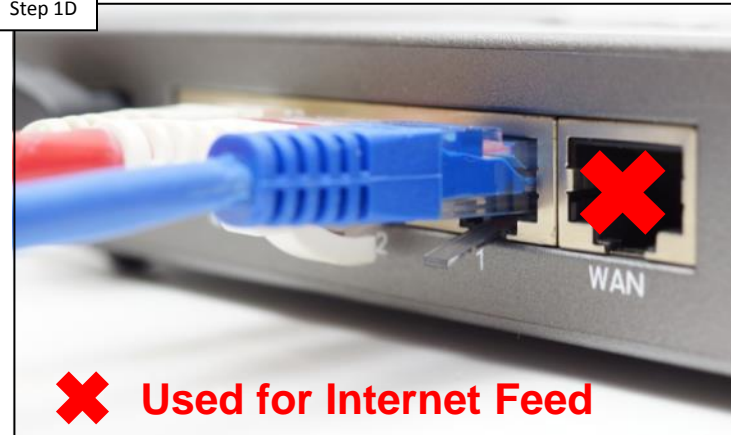
Step 1C



The RF LED should remain ON solid, when the AquaConnect has established a connection with the controller. IF the RF LED is illuminated go to step 1D. IF not, proceed to step 1E.

## Change Ethernet & Router Port

Step 1D



**✗ Used for Internet Feed**

Swap the Ethernet cable and plug into a different port on the router. This will resolve cable issues or a port problem that may exist within the network router. Once complete go to step 1E.

**NOTE: The RF LED is typically appear even if there is a weak connection between the controller and the AquaConnect. It is recommended to conduct a range test to confirm at least 3 LEDs appear.**



# 1. LAN Function Not Working (cont.)

*In addition to teaching the unit, it is recommended to conduct a range test to verify the RF signal strength between the AquaConnect and the pool controller.*

## Power Cycle the Unit & Reteach

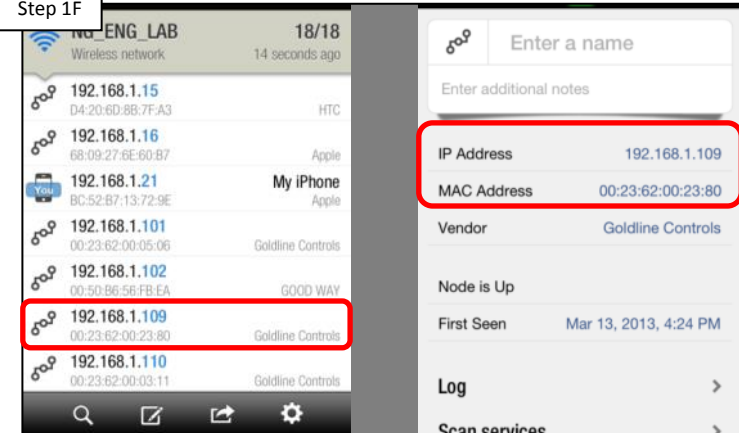
Step 1E



Power cycle the ACHN, then reteach it ([page 8](#)). IF the Tx and Rx LEDs appear then go to step 1F. IF the LED still do not appear then replace the AquaConnect device ([AQ-CO-HOMENET](#)).

## Locate & Use the IP Address

Step 1F



Identify the IP address assigned by the router to the ACHN. Follow steps on [pages 13-17](#) for more information. IF LAN control still does not work, then proceed to step 1G.

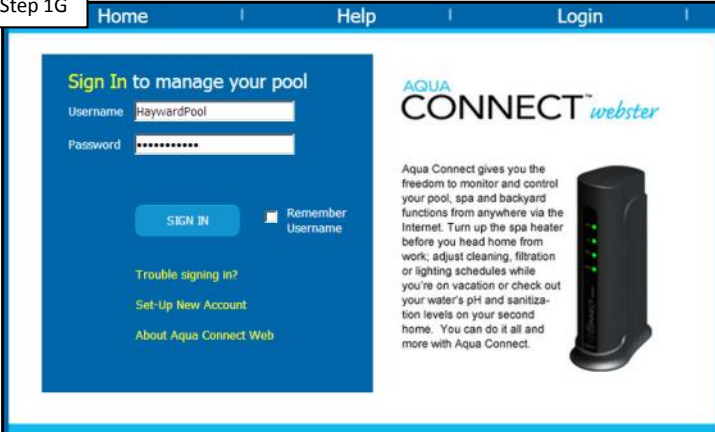
**NOTE:** The IP address assigned to the AquaConnect is subject to change. Because the router is assigning the IP address it may change due to the Dynamic network set up. Learning the process to locating the IP address is beneficial if LAN control is desired.

# 1. LAN Function Not Working (cont.)

*Information pertaining to revisions can be found by navigating through the “Diagnostic Menu” (all controllers) or through the “Info” menu (AquaRite Pro). The software revision for the AquaConnect should be located on the label under the unit.*

www.aquaconnectweb.com

Step 1G



Proceed to the above webpage & register the unit (first-time only) OR login to the account. Navigate to “Remote Control”. IF control works through the web, contact a network professional\*. IF NOT, go to step 1H.

## Check Hardware for Compatibility

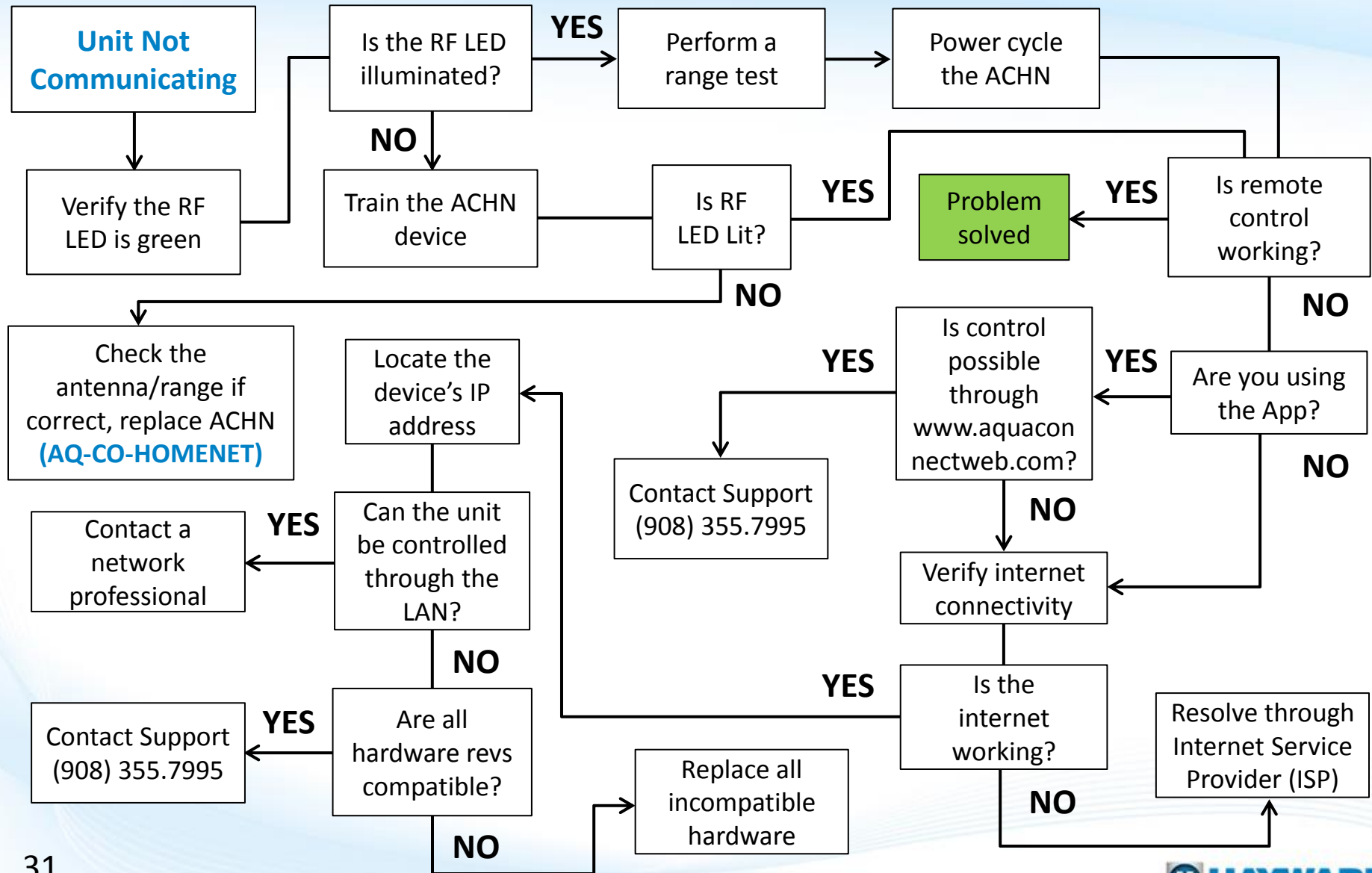
Step 1H

Equipment	Model	Firmware
AquaConnect	AQ-CO-HOMENET	1.10
2 <sup>nd</sup> Generation Antenna	AQL2-BASE-RF	1.10
ProLogic	All models	4.20 or higher
E-Command 4	All models	2.90
OnCommand	All models	1.10
AquaRite Pro	All models	1.20 or higher

Verify all hardware compatibility. IF any hardware is incompatible, replace it with current versions. IF hardware is compatible and LAN control is still not working, contact a network professional\*.

**\*NOTE: Something within the network setup is likely causing the problem. It is advised to contact a Network Professional for more comprehensive assistance. Potential network problems may include restrictions related to a firewall, parental control settings, or too many gateways.**

## 2. Unit Not Communicating

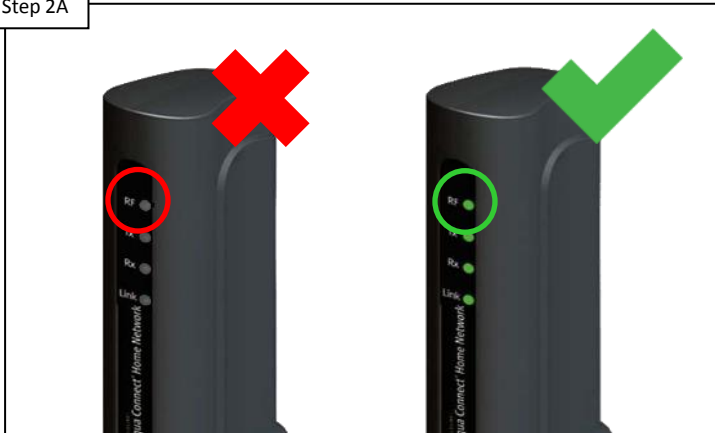


## 2. Unit Not Communicating

Messages	Description & Duration
	<b><u>ERROR: Unit not communicating for 30 minutes for 9 days, 9 hours, 32 minutes.</u></b>

### Verify the Status of the RF LED

Step 2A



Verify the status of the RF LED. IF the RF LED is not lit, train the ACHN (p.8). IF illuminated, perform a range test (p.9). IF the RF LED is still OFF go to 2B. Otherwise proceed to step 2C.

### Check Antenna / Range

Step 2B



After performing a range test (p. 9), verify the AQHN is reporting at least 3 LEDs. IF correct, replace the AquaConnect (AQ-CO-HOMENET). IF incorrect install an RF Extend Kit (GLX-RF-EXTEND).

## 2. Unit Not Communicating (cont.)

*If using the AquaConnect App and this problem is showing up, try to control the AquaConnect through the webpage ([www.aquaconnectweb.com](http://www.aquaconnectweb.com)); this is to determine whether the problem is specific to the App.*

### Power Cycle the Unit

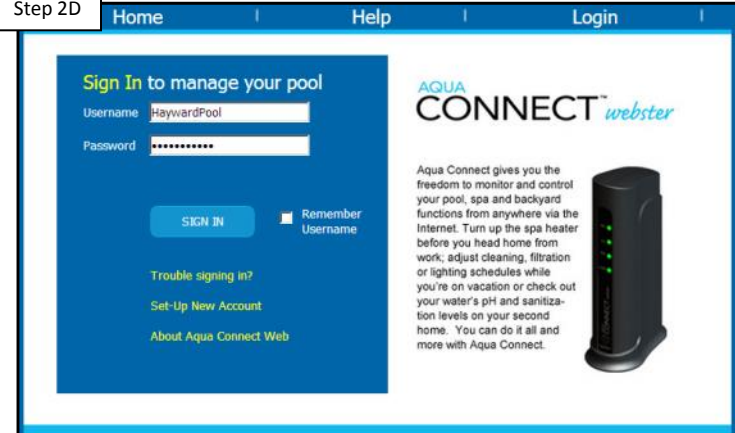
Step 2C



Unplug power to the AquaConnect for at least 2 minutes then plug it back in. Once the RF, Tx, and Rx LEDs appear reattempt control through the web account. IF unsuccessful, go to step 2D.

### Using the AquaConnect App?

Step 2D



If problem occurs through the AquaConnect App, log in to [www.aquaconnectweb.com](http://www.aquaconnectweb.com). IF no control through web, go to 2E. IF control works through web, please contact Tech Support (908.355.7995).

**NOTE: The Password is case sensitive and no special characters should be used in either the Username or Password.**



## 2. Unit Not Communicating (cont.)

*When searching for the IP address through the Fing Application, match the MAC listed in the table to the one found on the bottom of the AquaConnect, this will ensure the IP address assigned to this item is accurate.*

### Verify Internet Connectivity

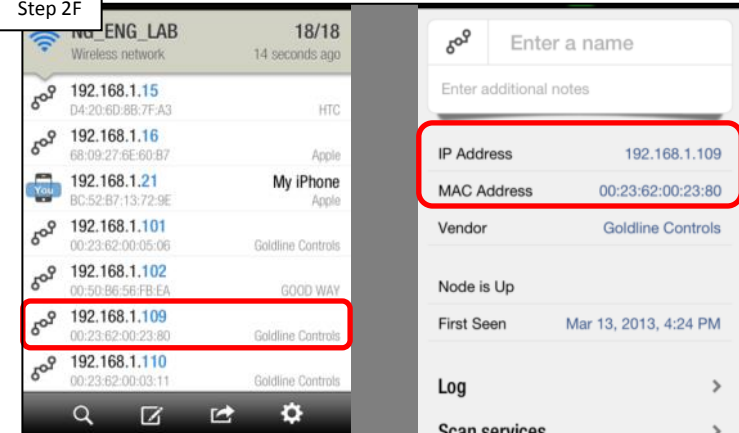
Step 2E



Verify the customer's internet is working by launching a web browser and navigating to a website. IF the internet is working, go to step 2F. IF the internet is down please contact the Internet Service Provider (ISP).

### Locate & Use the IP Address

Step 2F



Identify the IP address assigned by the router to the ACHN (p. 13-17). IF LAN control still does not work, then proceed to step 2G. IF it works, contact a network professional\*.

**\*NOTE: Something within the network setup is likely causing the problem. It is advised to contact a Network Professional for more comprehensive assistance. Potential network problems may include restrictions related to a firewall, parental control settings, or too many gateways.**

## 2. Unit Not Communicating (cont.)

*Information pertaining to revisions can be found by navigating through the “Diagnostic Menu” (all controllers) or through the “Info” menu (AquaRite Pro). The software revision for the AquaConnect should be located on the label under the unit.*

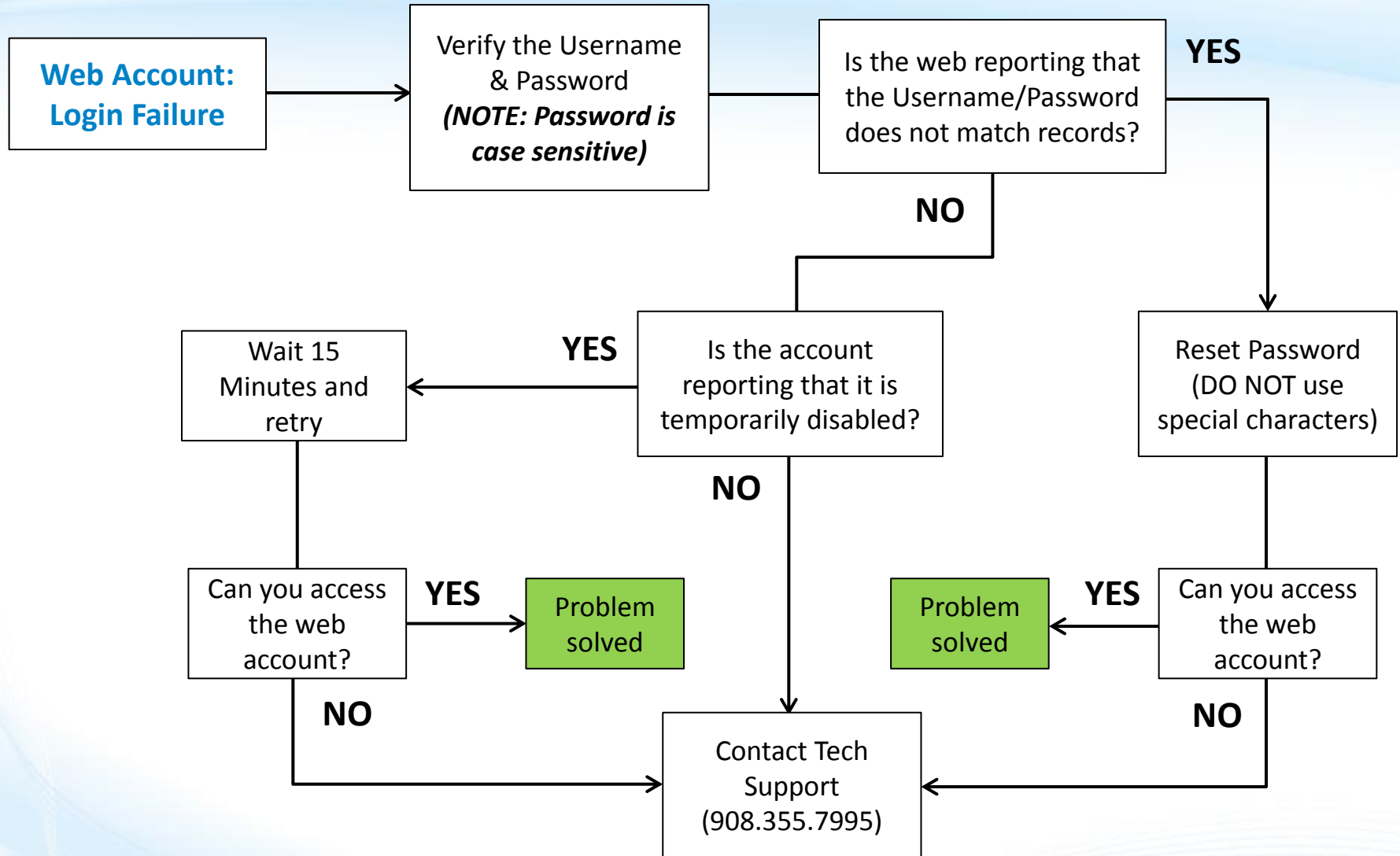
### Check Hardware for Compatibility

Step 2G

Equipment	Model	Firmware
AquaConnect	AQ-CO-HOMENET	1.10
2 <sup>nd</sup> Generation Antenna	AQL2-BASE-RF	1.10
ProLogic	All models	4.20 or higher
E-Command 4	All models	2.90
OnCommand	All models	1.10
AquaRite Pro	All models	1.20 or higher

**Verify all hardware compatibility. IF any hardware is incompatible, replace it with current versions. IF hardware is compatible and web/LAN control is still not working, contact Tech Support (908.355.7995).**

# 3. Web/App Account: Login Failure

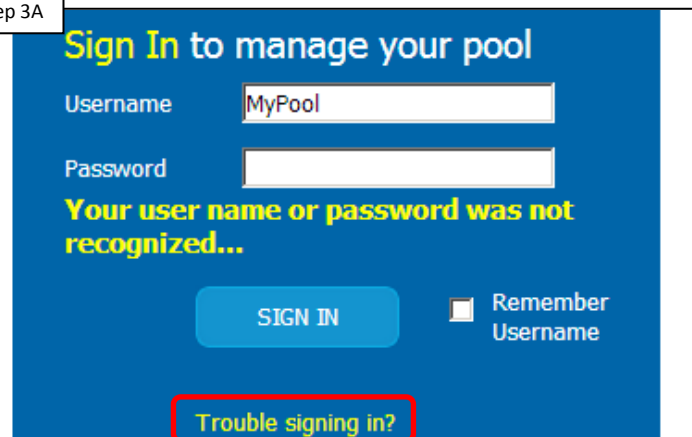


# 3. Web/App Account: Login Failure

*The AquaConnect web account and AquaConnect App require a Username and Password. During login, after three “failed attempts” the account will be temporarily disabled for 15 minutes.*

## Verify Username and Password

Step 3A

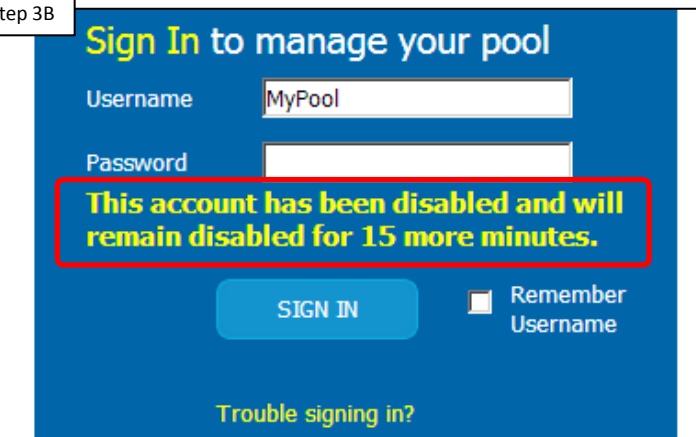


The screenshot shows the login interface with the title "Sign In to manage your pool". The Username field contains "MyPool" and the Password field is empty. A yellow error message states: "Your user name or password was not recognized...". Below the fields are a "SIGN IN" button and a "Remember Username" checkbox. At the bottom, a red box highlights the "Trouble signing in?" link.

IF the account reports “username or password was not recognized”, select reset password & follow the instructions; if resetting did not work, call tech support (908.355.7995). IF message is different, go to 3B.

## Is Account Locked Up?

Step 3B

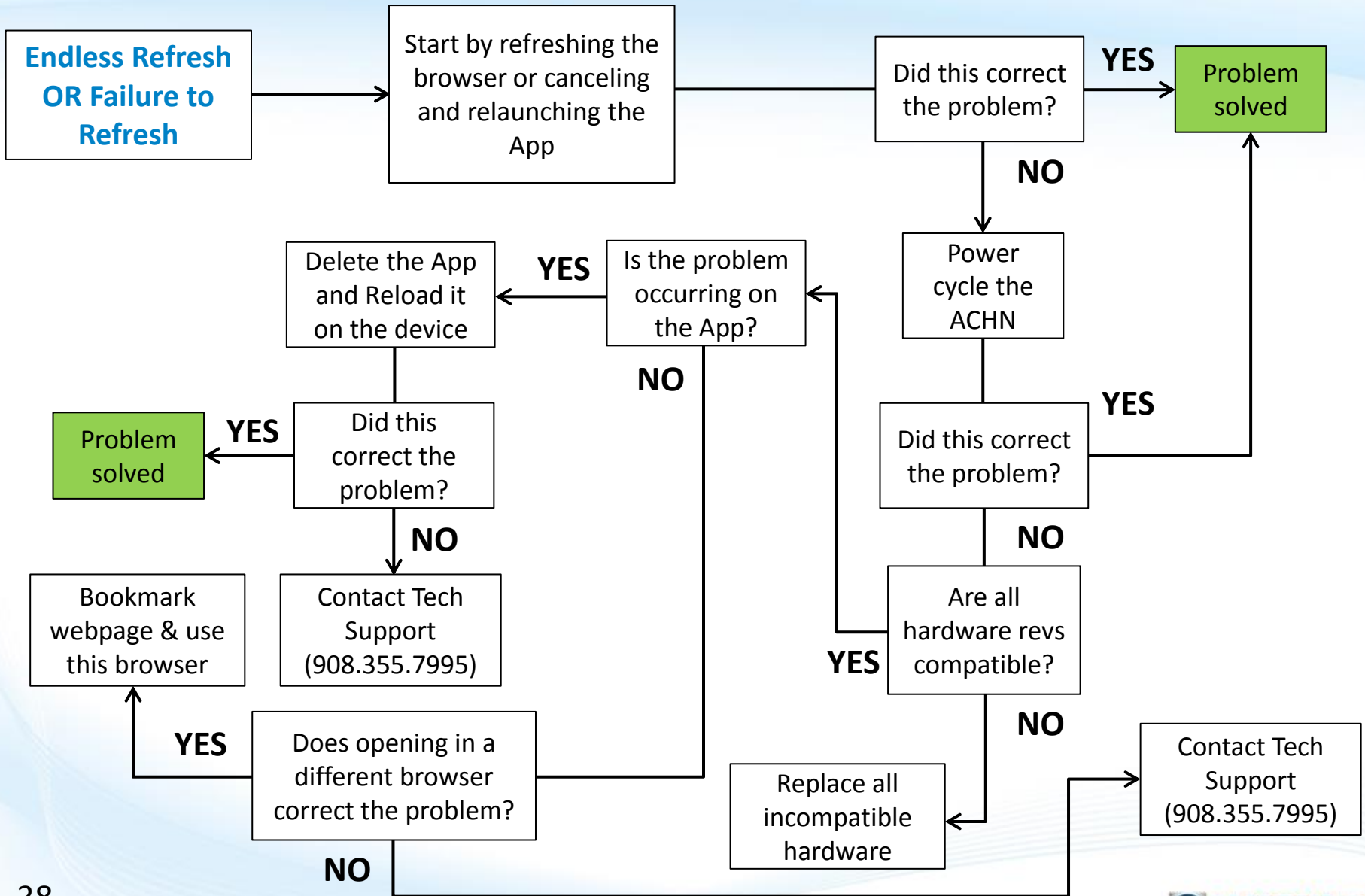


The screenshot shows the same login interface as Step 3A. A red box highlights a yellow error message: "This account has been disabled and will remain disabled for 15 more minutes." Below the fields are a "SIGN IN" button and a "Remember Username" checkbox. At the bottom, the "Trouble signing in?" link is visible.

IF the account has been temporarily disabled, then wait 15 minutes and retry, reset the password if necessary. IF the problem still persists, please contact tech support for further assistance (908.355.7995).

**NOTE: The Password is case sensitive. Also, the Username and Password should NOT contain special characters. Prior to contacting tech support please have the suspected Username, Password, and MAC address of the unit.**

# 4. Endless Refresh OR Failure to Refresh

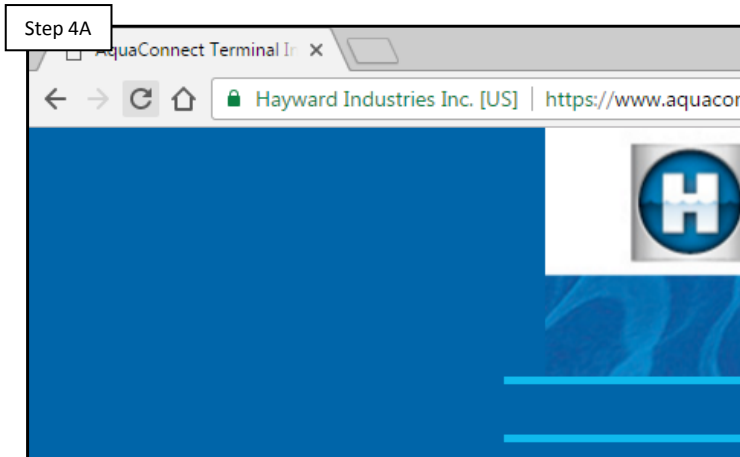




# 4. Endless Refresh OR Failure to Refresh

*An endless refresh may be due to either a problem in loading the information, a browser or application compatibility problem, or hardware incompatibility.*

## Refresh the Browser / App



**IF using the App, terminate the application and reload.  
IF using a web browser, refresh the browser. IF  
terminating the App or refreshing the browser does not  
correct the problem, go to 4B.**

## Power Cycle the Unit



**Unplug power to the AquaConnect for at least 2  
minutes then plug it back in. This will power cycle the  
ACHN. Test the App/web functionality again. IF  
problem still persists, proceed to step 4C.**

## 4. Endless Refresh OR Failure to Refresh (cont.)

*Information pertaining to revisions can be found by navigating through the “Diagnostic Menu” (all controllers) or through the “Info” menu (AquaRite Pro). The software revision for the AquaConnect should be located on the label under the unit.*

### Check Hardware for Compatibility

Step 4C

Equipment	Model	Firmware
AquaConnect	AQ-CO-HOMENET	1.10
2 <sup>nd</sup> Generation Antenna	AQL2-BASE-RF	1.10
ProLogic	All models	4.20 or higher
E-Command 4	All models	2.90
OnCommand	All models	1.10
AquaRite Pro	All models	1.20 or higher

**Verify all hardware compatibility. IF any hardware is incompatible, replace it with current versions. IF hardware is compatible, then proceed to step 4D to determine if the problem is App or web specific.**

### App or Webpage Specific?

Step 4D



**Verify what platform is creating the problem. IF the problem is occurring through the website ([www.aquaconnectweb.com](http://www.aquaconnectweb.com)), proceed to step 4E. IF occurring through the App, proceed to step 4F.**

## 4. Endless Refresh OR Failure to Refresh (cont.)

*Updates to web browsers can sometime cause problems with the web functionality.  
Updates to the web server occur periodically in response to changes.*

### Launch in a Different Browser

Step 4E



Open a different browser and test the web functionality. IF the problem goes away, bookmark the page and use this browser going forward. IF the problem persists, contact tech support (908.355.7995).

### Delete the App and Reload

Step 4F



Delete the App through the mobile device and reload it. IF the problem still persists, than please contact tech support (908.355.7995) and use the remote function available at [www.aquaconnectweb.com](http://www.aquaconnectweb.com) until resolved.