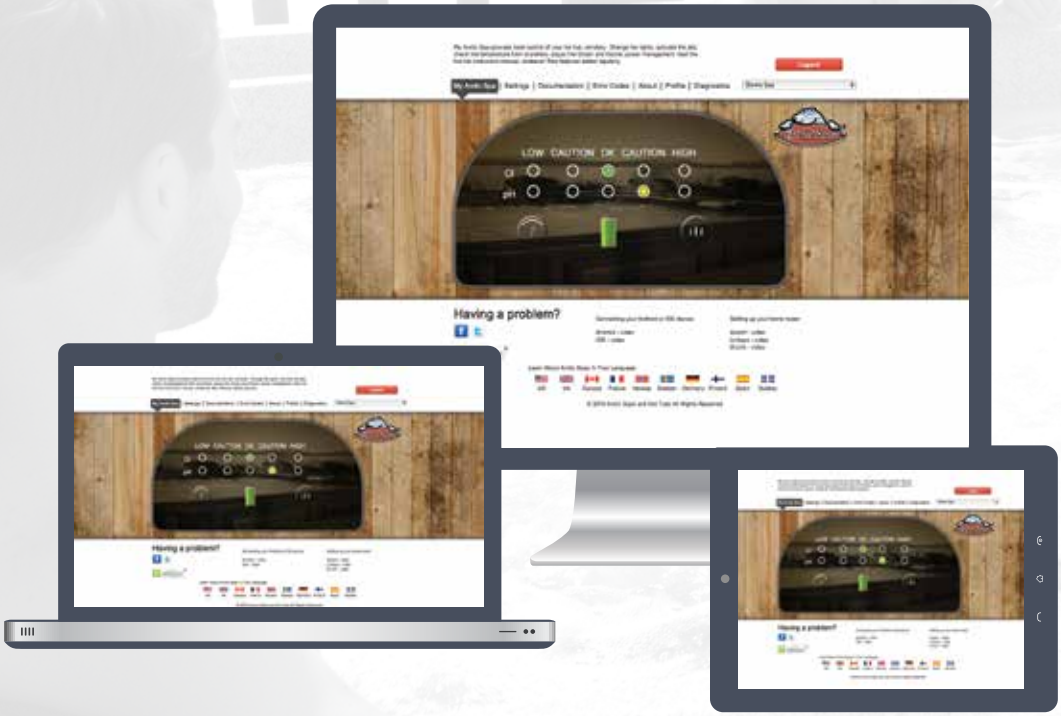
OnSpa and Web Connect

User Guide



For Arctic Spas Configured with WIFI Capability for onSpa.

** Apps available for iPhone, iPad, Blackberry and other smartphones.*

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#19976

The world's first Internet connected hot tub.

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1 onSpa and Web Connect User Guide

This User Guide provides the Spa owner information on how to connect their Arctic Spa to their home network and the My Arctic Spa Server allowing the Spa owner access to the full benefits of onSpa, Web Connect and owning an Arctic Spa.

There are three steps involved in the complete connection process:

1. Download the free Arctic Spas App, onSpa for your device, such as smart phone or tablet from your App Store.

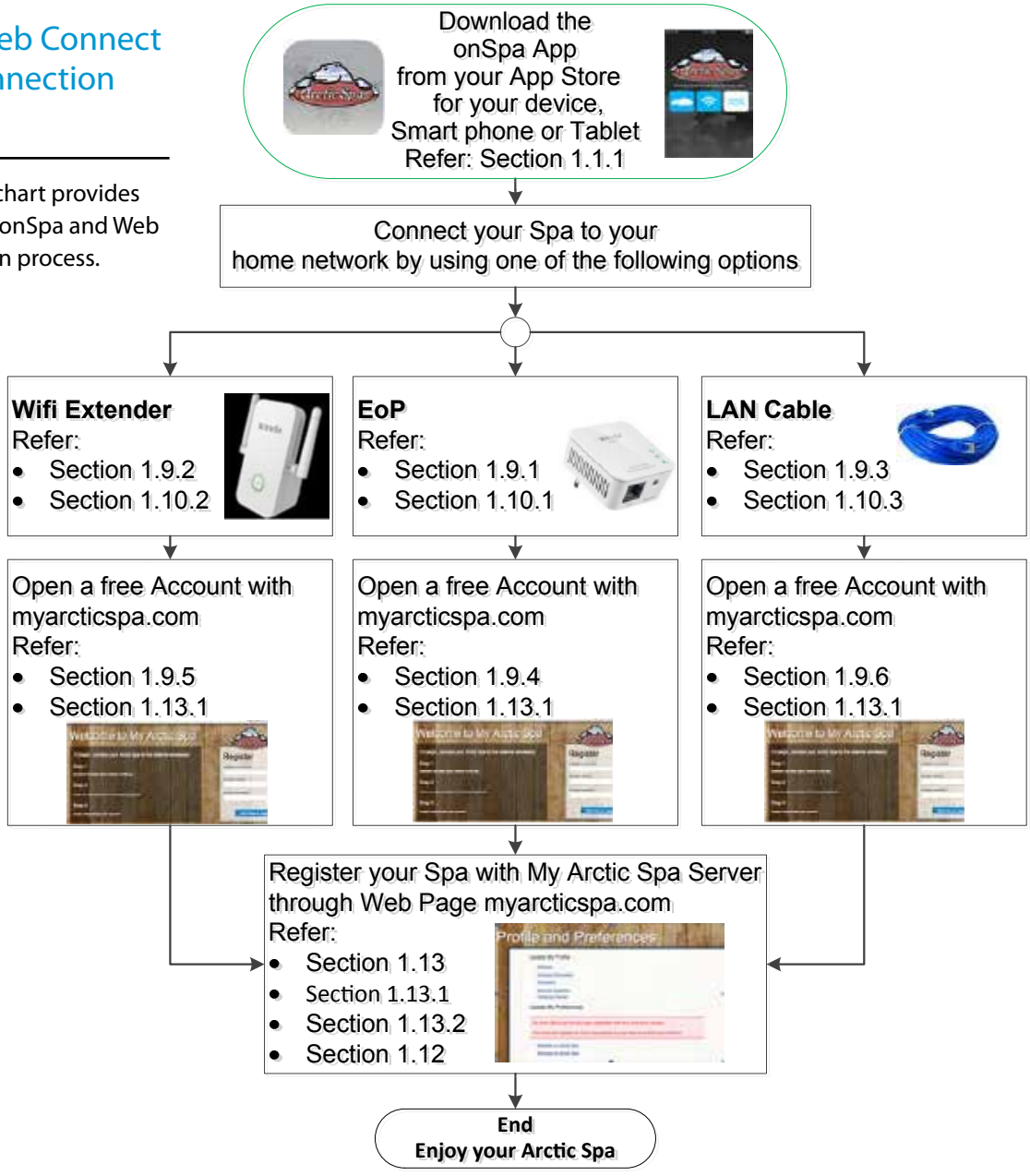
2. Connect your home network to your spa either by Ethernet over Power (EoP), WIFI Extender or LAN Cable. Once this is achieved onSpa will function through your device allowing you to control your spa with your device locally (within your home network WIFI range).

3. Connect your Spa to the My Arctic Spa Server through Web Connect which is achieved by opening a free User Account on the myarcticspa.com Web Page and registering your Spa against the User Account raised. Once this is achieved, onSpa will function through your device or computer allowing you to control your spa with your device or computer anywhere in the world where you have internet connection.

Note: If your Arctic Spa is not optioned with WIFI capability for onSpa, any Arctic Spa can be upgraded to have the required onSpa components installed. Please contact your Arctic Spas Dealer and provide your Dealer with the Serial Number of your Arctic Spa.

OnSpa and Web Connect Overview Connection Flowchart

The following flowchart provides an overview of the onSpa and Web Connect connection process.



1.1 Arctic Spas App?

The onSpa App provides total control of your Arctic Spa remotely.

Allows you to:

• Activate the jets, blower(s), lights, fogger, Spaboy Boost.

• Check and adjust water temperature, filtration, ozone, onzen, spaboy.

• Set and activate power management, view your spas power consumption detail.

• Play Music.

• Lock controls.

• Access Spa owner manuals, quick reference cards, user guides and lots more.

• Access new features as added.

1.1.1 Downloading the App

Go to your App Store and download the free Arctic Spas App

The App is available for:

· Apple devices.

· Android devices.

The App also has a demo mode allowing you to play with the App prior to connecting your Spa to onSpa.

1.2 What is onSpa?

The most advanced control system available for Spas on the market.

Any smart-phone, tablet and computer can function as the Spas control centre with the OnSpa App.

1.3 What is Web Connect?

Web Connect is the most ambitious extension of the onSpa system, allowing an EcoPack equipped Arctic Spa to establish a connection directly to the Internet. In doing so, the spa owner can log into the spa anywhere there is an Internet connection, and from the convenience of a smartphone, tablet or computer can monitor and adjust all major functions of the spa. Web Connect allows the user to have choice within this functionality, connect via the Cloud, WiFi or via the myarcticspa.com website.

Note: Before you can utilize Web Connect you must first connect your Spa to your Home Network, either by EoP, WIFI Extender or LAN Cable.

1.4 What Are The Benefits of Web Connect?

Adjust basic spa functions, such as:

1. Turn pumps on or off
2. View current status of Heating cycle, Filtration cycle and Economy Mode:
3. View current, and adjust temperature
4. Turn lighting systems on/off or cycle colour and patterns

· Adjust Higher level functions such as:

1. Adjust filtration cycle frequency and duration
2. Adjust Peak Ozone system
3. Adjust Onzen Salt Water system output.
4. Set power management functions.
5. Monitor your spas power consumption
6. Monitor Spaboy water chemistry parameters

· Reference Functions, such as access:

1. Owners Manuals.
2. Onzen Saltwater Manual.
3. Spaboy Manual.
4. Troubleshooting Guide, brochures and Quick Reference Cards (QRC).

1.5 What is Ethernet Over Power?

Power line technology allowing existing electrical wiring to deliver electrical power and transmit network data in a single power line without the need to run data cabling.

1.6 What is WIFI Extender?

A Wi-Fi Extender, sometimes called a range expander, is a type of wireless repeater used to expand the reach of a wireless LAN.

1.7 What is a Home Network Connection Through LAN Cable?

An Ethernet cable which is directly connected to the RJ45 Port on your Spas Processor Card and the other end connected to an RJ45 Port on your Home Router. Where a new power cable needs to be run from your home to your Spa, it is also a good opportunity to run an Ethernet cable to your Spa at the same time. Doing so achieves the best method of connecting your home network to your Spa.

1.8 What is myarcticspa.com?

Myarcticspa.com is a Web based after sales support system designed and built by Arctic Spas especially for Arctic Spa owners that are utilizing onSpa.

Myarcticspa.com through Web Connect allows the spa owner to log into their spa anywhere in the world where they have Internet connection, and from the convenience of a smartphone, tablet or computer can monitor and adjust all major functions of the spa. Web Connect allows the user to have choice within this functionality, connect via the Cloud, WiFi or via the myarcticspa.com website.

Web Address is: www.myarcticspa.com

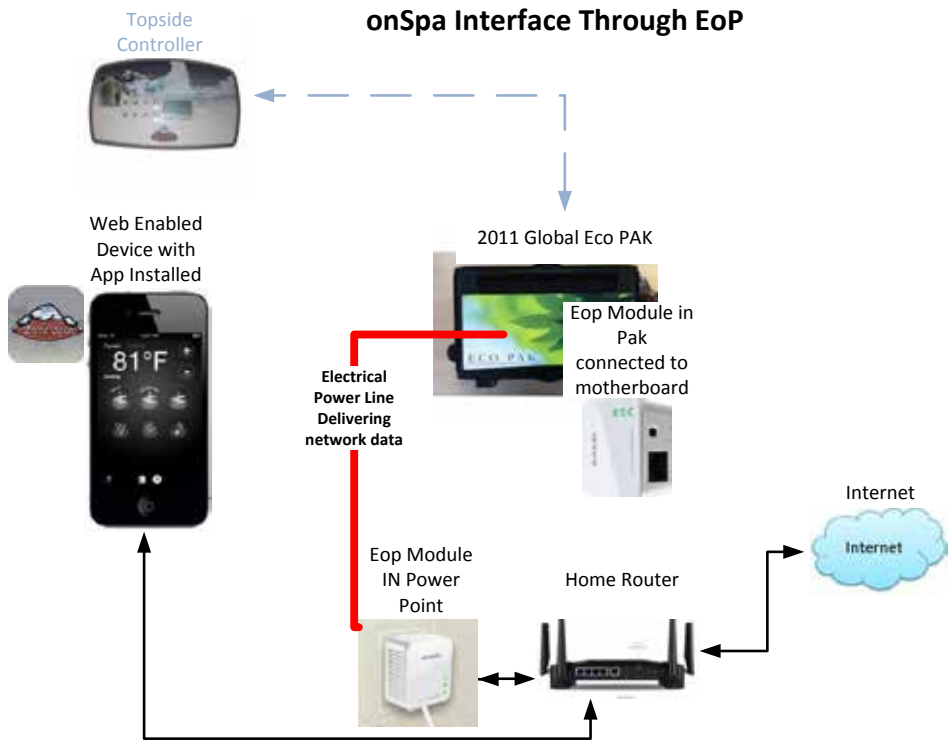
1.9 How Does onSpa and Web Connect Work?

The following diagrams show how:

- onSpa interfaces with your device and Spas Global Eco Pak through Ethernet Over Power (EoP).
- onSpa interfaces with your device and Spas Global Eco Pak through WIFI Extender.
- onSpa interfaces with your device and Spa Global Eco Pak, through a LAN Cable which is directly connected to the RJ45 Port on your Spas Processor Card and the other end connected to an RJ45 Port on your Home Router.
- onSpa interfaces with your device/computer and Spas Global Eco Pak through Ethernet Over Power (EoP) anywhere in the world where you have WIFI access on your device or computer.
- onSpa interfaces with your device/computer and Spas Global Eco Pak through WIFI Extender anywhere in the world where you have WIFI access on your device or computer.
- onSpa interfaces with your device/computer and Spa Global Eco Pak, through a LAN Cable which is directly connected to the RJ45 Port on your Spas Processor Card and the other end connected to an RJ45 Port on your Home Router.

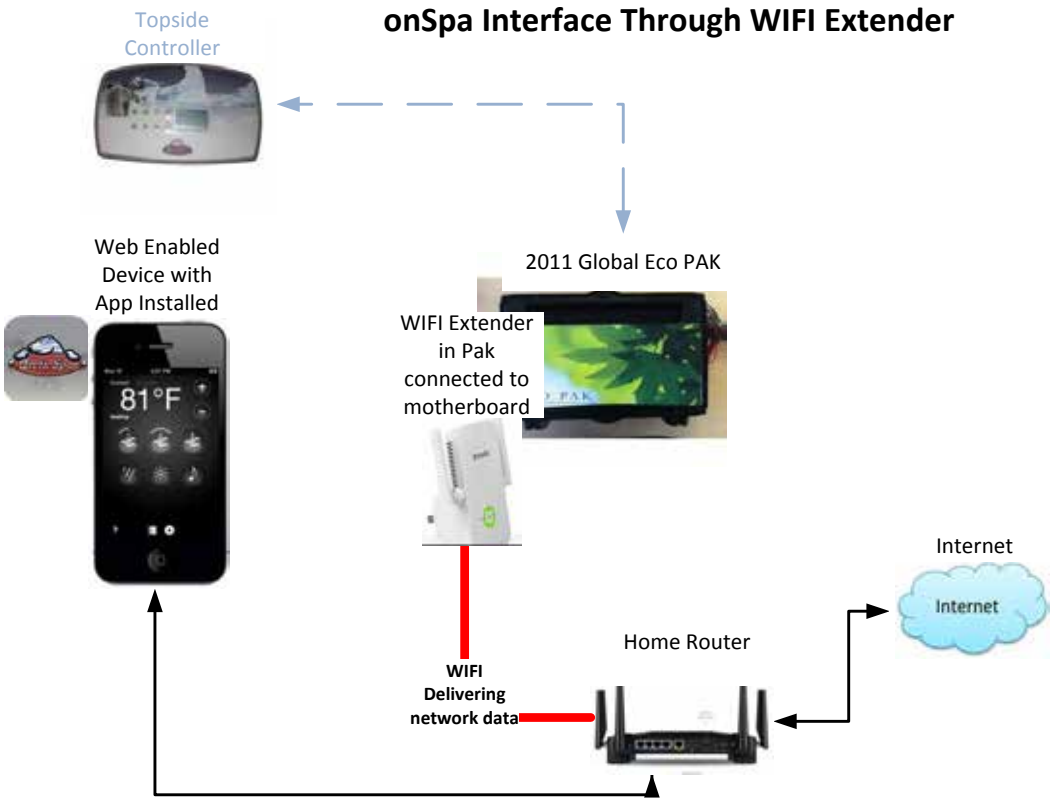
1.9.1 onSpa Interface Through EoP

The following diagram reflects onSpa interface through a EoP.



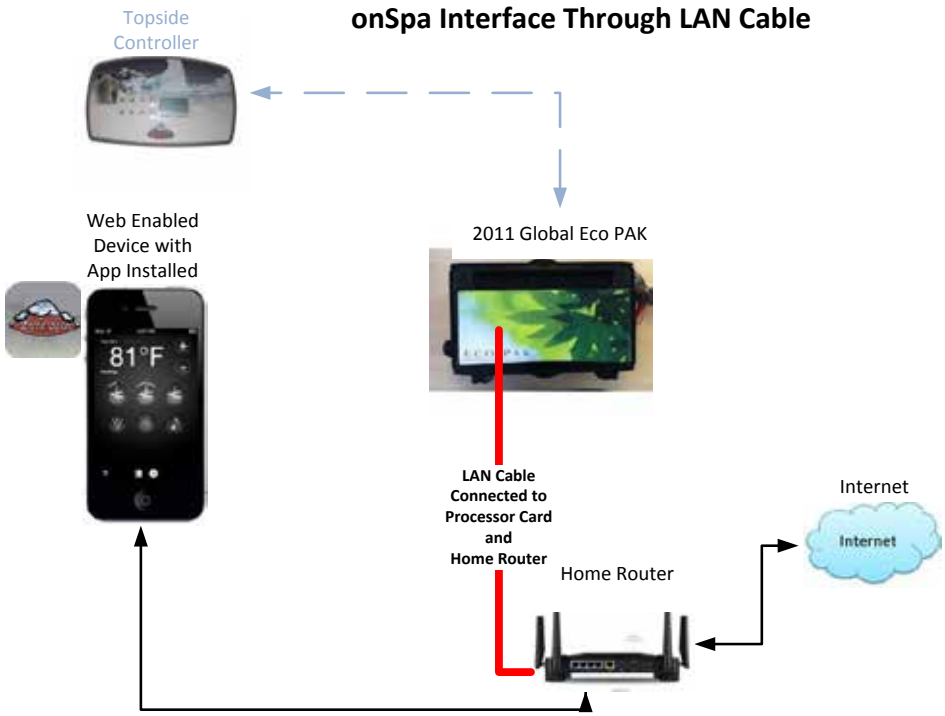
1.9.2 onSpa Interface Through WIFI Extender

The following diagram reflects onSpa interface through a WIFI Extender



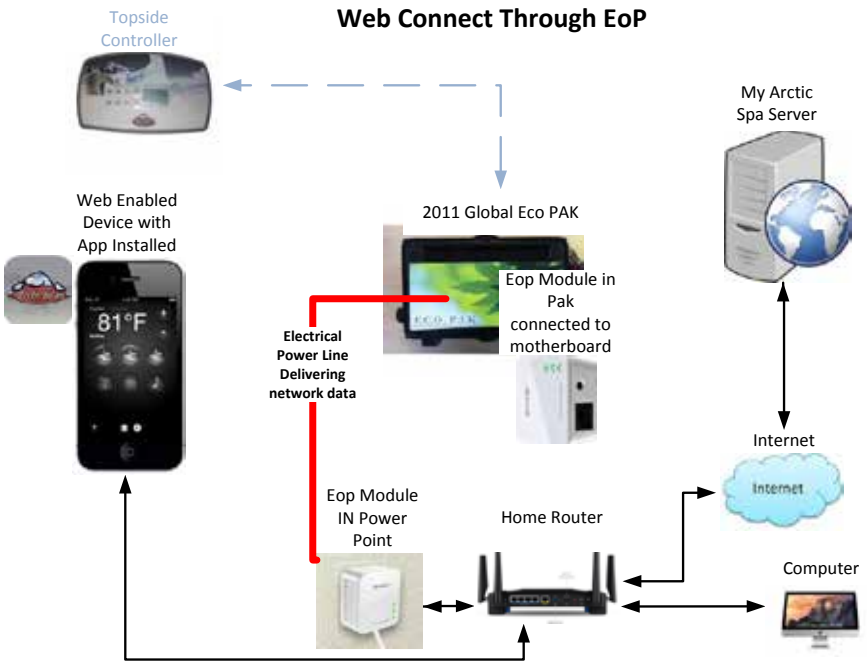
1.9.3 onSpa Interface Through LAN Cable

The following diagram reflects onSpa interface through a LAN Cable connected to the Spas Processor Card and home Router.



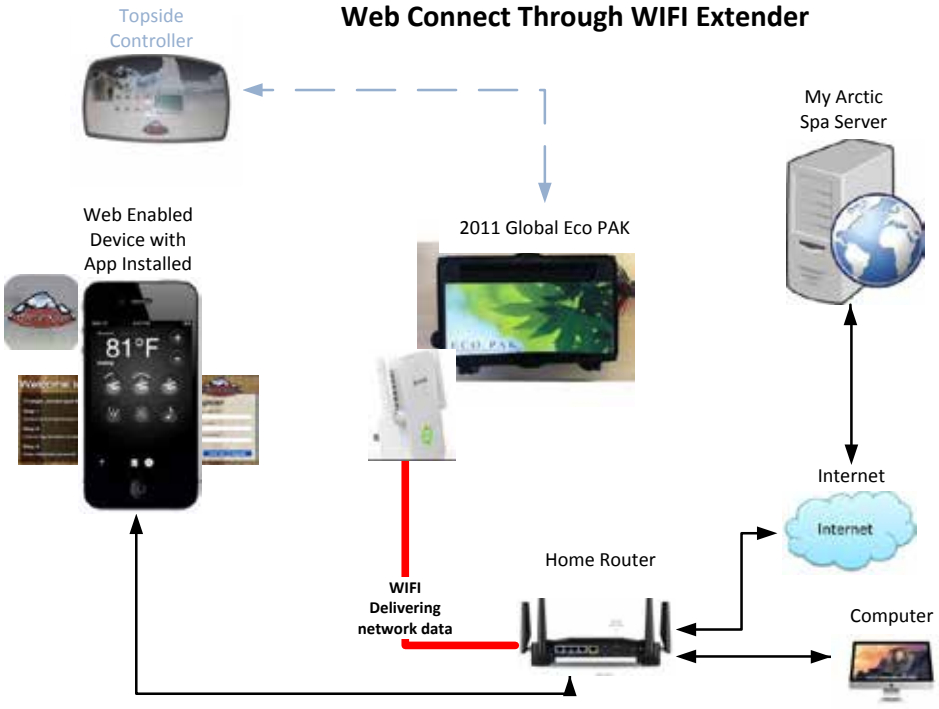
1.9.4 Web Connect Interface Through EoP

The following diagram reflects onSpa interface with Web Connect through EoP..



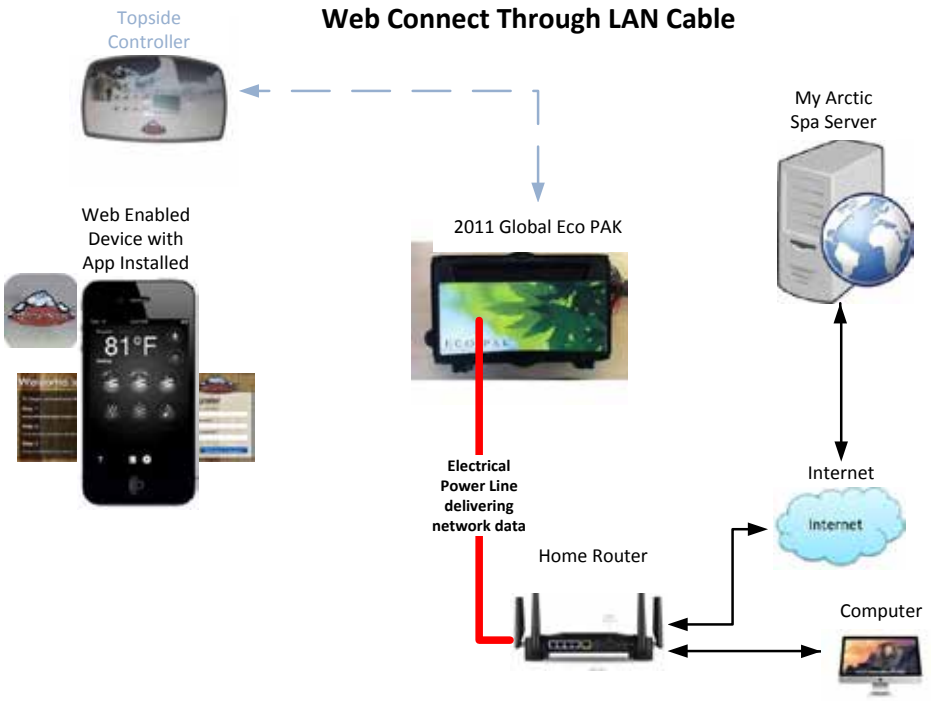
1.9.5 Web Connect Interface Through WIFI Extender

The following diagram reflects onSpa interface with Web Connect through WIFI Extender.



1.9.6 Web Connect Interface Through LAN Cable

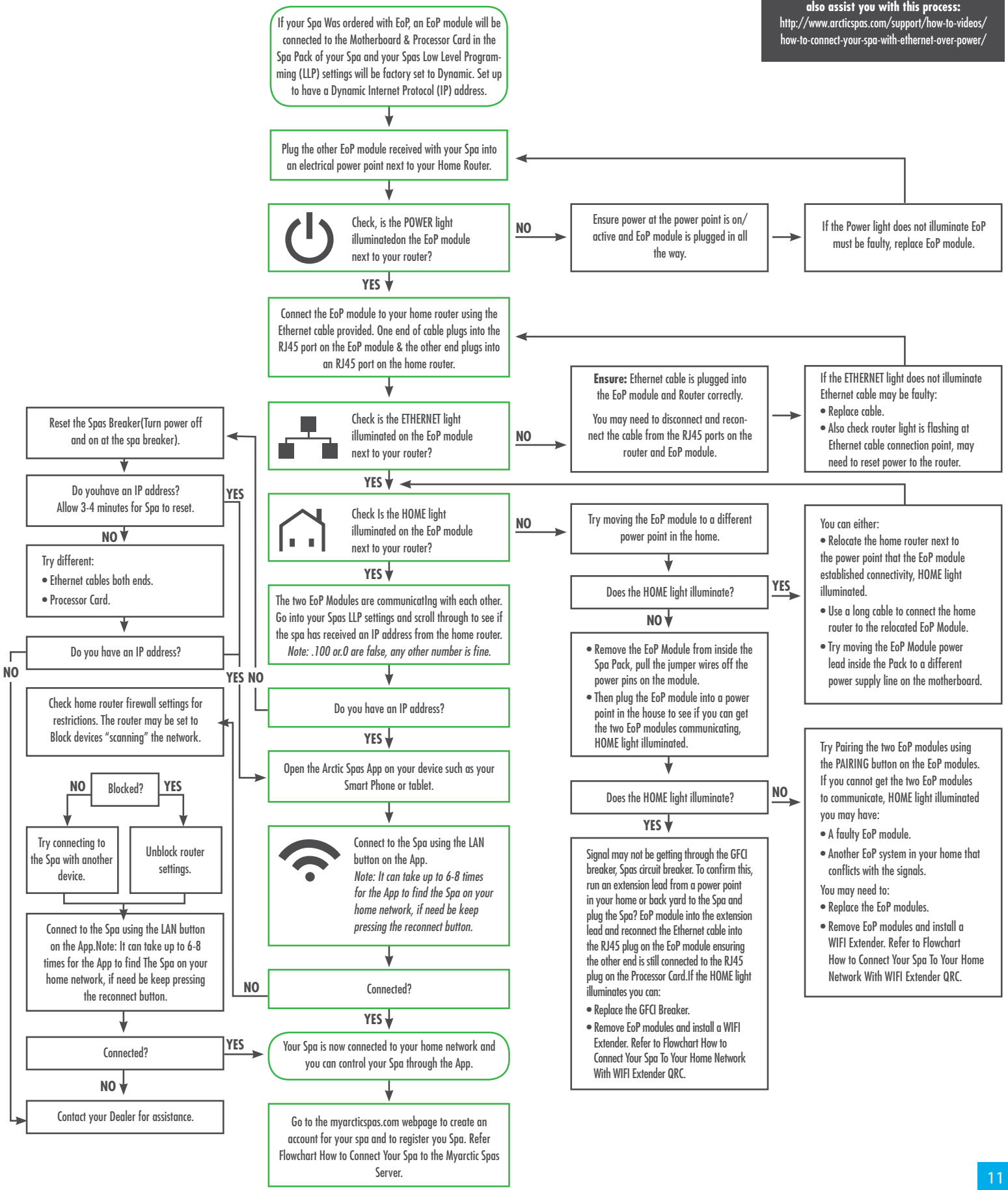
The following diagram reflects onSpa interface with Web Connect through a LAN Cable connected to the Spas Processor Card and home Router



1.10 onSpa Quick Reference Charts (QRC)
1.10.1 onSpa QRC Through Ethernet Over Power (EoP) Flowchart

The following flowchart shows how to connect onSpa through Ethernet Over Power.

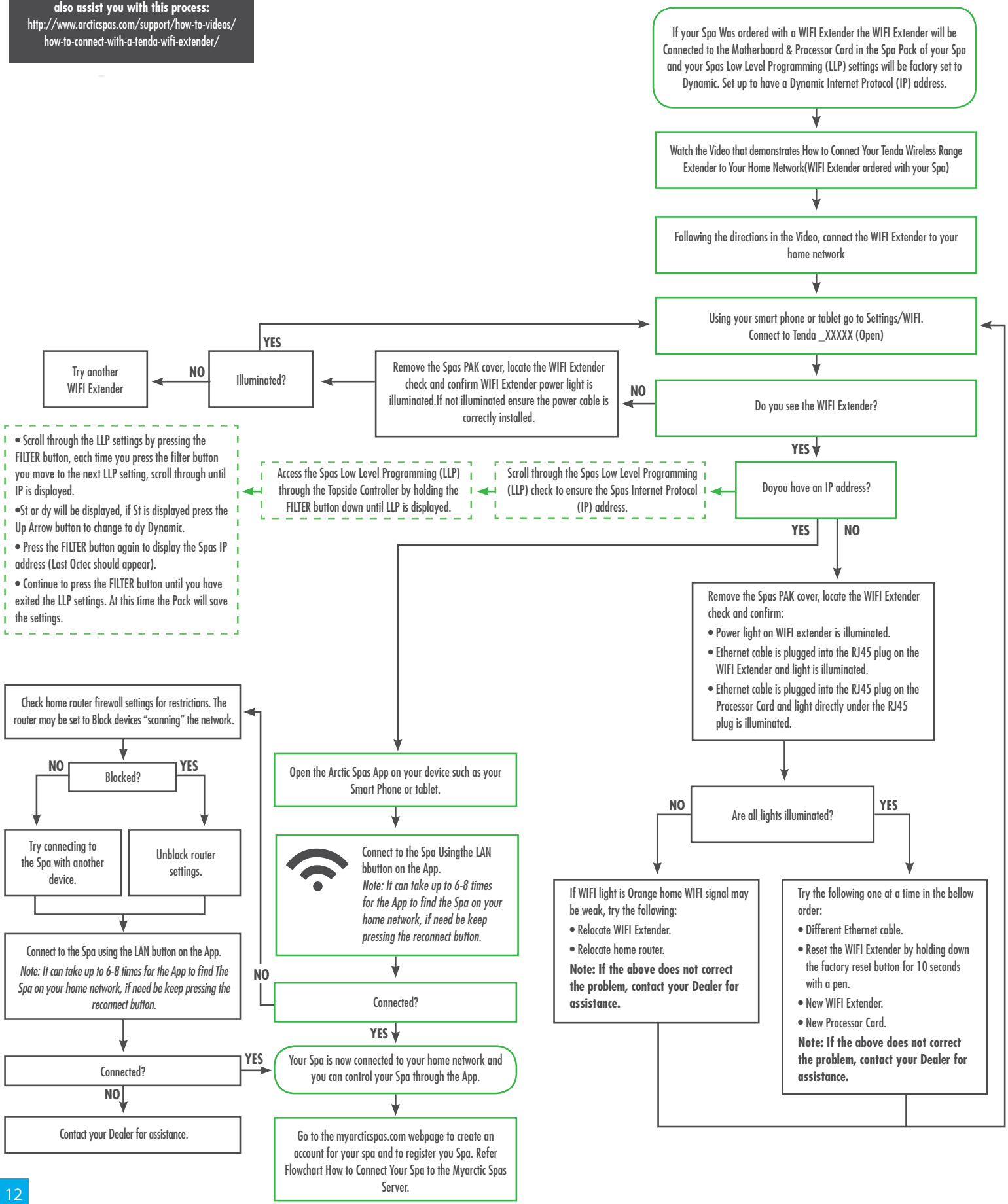
The following Supportive Video Link may also assist you with this process:
http://www.arcticspas.com/support/how-to-videos/how-to-connect-your-spa-with-ethernet-over-power/



1.10.2 onSpa QRC Through WIFI Extender Flowchart

The following flowchart shows how to connect onSpa through WIFI Extender.

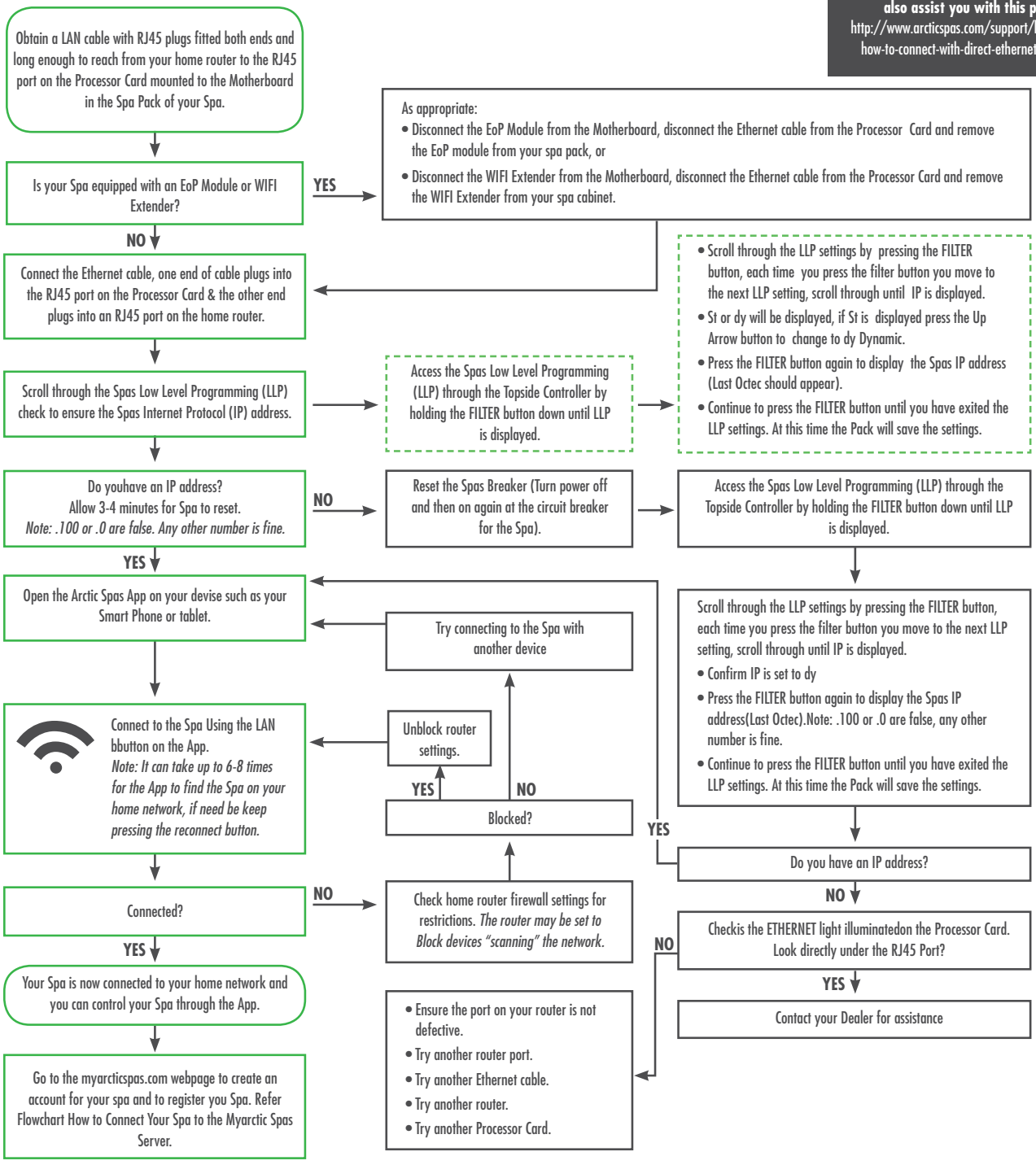
The following Supportive Video Link may also assist you with this process:
http://www.arcticspas.com/support/how-to-videos/how-to-connect-with-a-tenda-wifi-extender/



1.10.3 onSpa QRC Through LAN Cable Flowchart

The following flowchart shows how to connect onSpa through connecting a LAN cable to the RJ45 Port on your Spas Processor Card and the other end connected to an RJ45 Port on your Home Router.

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/



1.11 Connect your Spa to the Home Network

You must first connect your spa to your home network, either using an EoP, WIFI Extender or LAN Cable through your web device such as Smart Phone or tablet.

Refer Section 1.10 onSpa Quick Reference Charts (QRC)

- Section: 1.10.1 onSpa QRC Through Ethernet Over Power (EoP) Flowchart.
- Section 1.10.2 onSpa QRC Through WIFI Extender Flowchart.
- Section 1.10.3 onSpa QRC Through LAN Cable Flowchart.

1.12 LLP Overview

The following steps show how to access Low Level Programming (LLP) through your Spas Topside Controller to ensure your Spas IP Address is set to Dynamic (dy) and your Spa has been assigned a valid IP Address.

Steps to Access LLP to ensure your Spas IP Address is set to Dynamic (dy) and your Spa has been assigned an IP Address

Step 1. Access Low Level Programming through your Topside Controller

Press and hold down the FILTER button until LLP is displayed in the display window (approx. 20 Seconds. The display with first show Filter settings Sett, continue to hold the button down until LLP is displayed.

Note: For a 5 pump spa (Epic) press and hold down PUMP 5 button.

Step 2. Scroll through LLP Settings until IP is Displayed

Scroll through the LLP settings by pressing then removing your finger from the FILTER button until IP is displayed, IPst or IPdy will be displayed. To change to IPdy press the Up Arrow button on the Topside Controller.

Step 3. Scroll to next LLP Setting to view the Spas IP Address Assigned as Displayed on the Topside Controller.

Scroll to the next LLP setting by pressing the FILTER button to display the IP Address assigned to the Spa.

Note: .0 or .100 may not be a valid IP Address.

1.12 *(continued)*

Steps to Access LLP to ensure your Spas IP Address is set to Dynamic (dy) and your Spa has been assigned an IP Address

Step 4. Scroll to the end of the LLP Settings to save/exit the settings.

Scroll to the end of the LLP setting by pressing the FILTER button until you reach the end of the LLP settings. The Spa will then perform a reboot.

Step 5. Turn off the Electrical Power to the Spa

Turn of the power to your spa at the spas breaker.

Step 6. Turn on Electrical Power to the Spa

Turn on the power to your spa at the spas breaker.

Wait until the spa reboots fully.

Step 7. Confirm Spa has been assigned valid IP Address

Confirm Spa has been assigned a valid IP Address by entering LLP setting and scrolling through the LLP settings until the Spas IP address is displayed.

Note: .0 or .100 may not be a valid IP Address.

Step 8. Scroll to the end of the LLP Settings to save/exit the settings.

Scroll to the end of the LLP setting by pressing the FILTER button until you reach the end of the LLP settings. The Spa will then perform a reboot.

1.13 How to Connect Your Spa to the My Arctic Spas Server (Web Connect)

Once you have connected your Spa to your Home Network, ether by EoP WIFI Extender or LAN Cable you can take full advantage of onSpa by establishing a Web Connection to the My Arctic Spa Server.

To do this, you must first open a free account with myarcticspa.com and register your Spa on the My Arctic Spa server which is linked to the myarcticspa.com webpage.

1.13.1 Web Connect Flowchart

The following flowchart shows how to open a free account with myarcticspa.com and register your Spa on the server linked to the myarcticspa.com webpage. **Once completed, onSpa with be fully functional through Web Connect**

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/

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.

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.

↓

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.*

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.

↓

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.

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.

↓

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

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.

1.13.2 Register Spa With My Arctic Spa

You will now need to register your spa through the internet with the My Arctic Spa Server through Web Page www.myarcticspa.com.

Myarcticspa.com is a Web based after sales support system designed and built by Arctic Spas especially for Arctic Spas owners allowing owners access to the full benefits of owning an Arctic Spas Spa.

The My Arctic Spa Server has been designed to receive data from your spa over the internet through your home network system. The data is logged and saved to the My Arctic Spa Server on a continual basis.

The web address is: www.myarcticspa.com

Refer Section 1.11 My Arctic Spa for registration details.

1.14 My Arctic Spa

The following is a brief outline of My Arctic Spa.

Myarcticspa.com is a Web based after sales support system designed and built by Arctic Spas especially for Arctic Spas owners allowing owners access to the full benefits of owning an Arctic Spas Spa.

The My Arctic Spa Server has been designed to receive data from your spa over the internet through your home network system. The data is logged and saved to the My Arctic Spa Server on a continual basis.

My Arctic Spa has been designed to:

- Receive data from your spa over the Internet through your home network which has been connected to your spa. The data is logged and saved on the My Arctic Spa Server on a continual basis.
- If Spaboy is equipped in your Spa, send automated email notifications to the Spa owner when the pH level of the spas water is outside the required range (out of balance).

The following pages make up the My Arctic Spa Web site:

- Home.
- Register.
- Login.
- Settings.
- Documentation.
- Error Codes.
- About.
- Profile.
- Diagnostics.
- Logout.

As you can see from the above, My Arctic Spa clearly places Arctic Spas owners another milestone ahead of owners of other brand spas.

Register and enjoy the experience.

1.14.1 Home Page

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

www.myarcticspa.com

For a new user, the user must first create a new user account by completing the details in the Register box located on the right hand side of the Home Page.

For a registered user, click on the Login button located on the upper right hand side of the **Home Page.**

My Arctic Spa: Home Page – Screen Shot

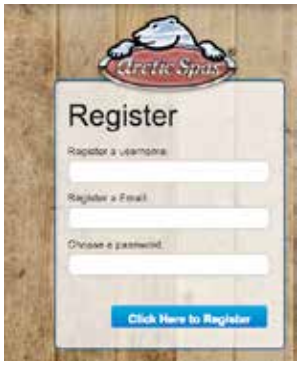
1.14.2 New User Registration

For a new user, to create a user account complete the details in the **Register** box located on the right hand side of the Home Page.

Note: password must be at least seven characters long.

Once completed, press the Click Here to **Register** button at the bottom of the Register box on the Home Page.

My Arctic Spa: Register Box on Home Page – Screen Shot



You will now have been directed to New User Account screen.

Complete all the Required information fields accordingly.

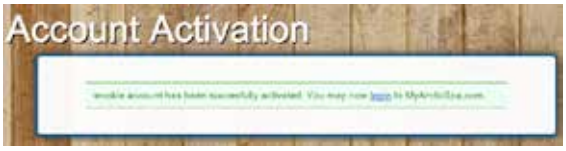
Once completed, press the **Register** button at the bottom of the New User Account screen.

My Arctic Spa: New User Account – Screen Shot

You will then receive an Account Confirmation Email from My Arctic Spa.

Once you receive the email complete the registration through confirming your email address by clicking on the LINK in the email received.

My Arctic Spa: Login Box Account Activation – Screen Shot



You will be directed to the Account Activation screen on the myarcticspa.com Web page, and the confirmation will be displayed.

1.14.3 Login First Time

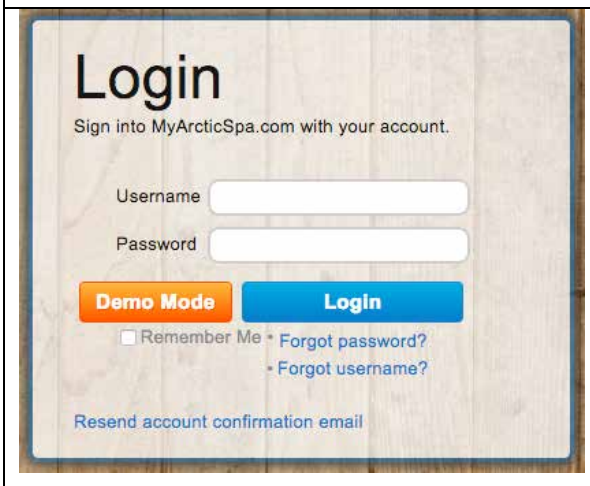
Before you login for the first time you should first ensure your Spa has already been connect your home network.

You can now login by clicking the login link on the Account Activation screen and entering your user name and password in the fields provided in the Login box.

You will automatically be directed to the Profile and Preferences Page, where you will need to register your spa details.

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 Log in by entering your user name and password in the fields on the upper right hand side of the home page. Once logged in, My Arctic Spa will automatically open your personal My Arctic Spa Page.

My Arctic Spa: Login Box – Screen Shot



1.14.4 Register an Arctic Spa

To register your Arctic Spa details click the **Register an Arctic Spa** link in the **Profile and Preferences** box.

You will receive a prompt to reflect that your spa must be connected to the Internet (Your Home Network). 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.

You must go to your Spa and 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 Registration** fields on the **Register a Spa** Page.

Press the Register button to complete the registration process.

Your spa will now be connected to the My Arctic Spa server

My Arctic Spa: Profile and Preferences – Screen Shot

1.14.5 Login

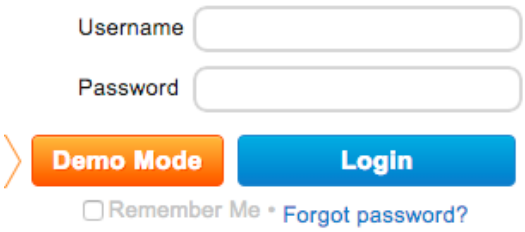
Once you have logged in for the first time and registered your spa details within My Arctic Spa, logging into My Arctic Spa is achieved from accessing the My Arctic Spa home page. Login by entering your user name and password in the fields on the upper right hand side of the home page.

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: If you have forgotten your password you can press the Forgot Password button to re-establish your password.

My Arctic Spa: Login Box on Home Page – Screen Shot



1.14.6 My Arctic Spa

Once you have logged in, My Arctic Spa will have automatically directed you to, your **My Arctic Spa** page.

If your spa is connected to the internet through your home network you can see if your spa is in use, adjust the temperature and turn on and off components if desired, see ORP and pH levels, etc

From this page you are able to explore the My Arctic Spa web pages by clicking the desired tab along the horizontal tool bar.

My Arctic Spa: My Arctic Spa – Screen Shot

1.14.7 Settings

Click on this tab to access the Settings page.

From this page, you can see your spas pH and ORP readings, see if your Spa Boy System is currently producing Sanitizer (Sanitizing) adjust the following settings of your spa:

- Filtration.
- Spa Boy.
- Spa Boy Status.
- Peak II Ozone or Peak 1 Ozone if your spa is equipped.
- Power Management.
- Firmware Upgrade
- Onzen

Note: The above displays will vary from spa to spa depending on the options that your spa is equipped with.

My Arctic Spa: Settings – Filtration Screen Shot

Filtration

The Filtration dishoard allows you to easily adjust filtration cycles and run times.

My Arctic Spa: Settings – Spa Boy Status Screen Shot

Spa Boy Status

If your spa is optioned with Spa Boy, the dashboard displays:

- Your spa waters Chlorine and pH levels, which is divided into three ranges, Low Ok, High.
- Battery Status Indicator that displays Spa Boy Salt Cell remaining life. For this function your spas Firmware must be 3.30 or higher.
- Indication light to reflect if the Spa Boy System is currently operating or not operating.
- Boost Button to manually activate the Spa Boy System for 1 hour. Boost button can be activated in cases when you know you are going to have a heavy bather load.

Onzen Status

If your spa is optioned with Spa Boy and Onzen is set to 1 in LLP the Onzen Status Screen will display your spas water actual pH and ORP readings.

My Arctic Spa: Settings

Onzen Status Screen Shot

1.14.8 Documentation

Click on this tab to access the Documentation page.

This page provides you easy access to:

- Owners manual.
- Onzen.
- Spa Boy Owners Manual.
- Other cool stuff.
- Power Management.
- Quick Reference Cards.

My Arctic Spa: Documentation – Screen Shot

1.14.9 Error Codes

Click on this tab to access the Error Codes page.

This page provides you quick access to error code descriptions, possible causes and solutions for error codes that will be displayed on your spas topside controller, in the unlikely event of a system warning linked to a possible component fault, such as:

- Flow switch error - FLC.
- Flow switch error - FLO.
- High limit error - HL.
- High limit temp probe error - HL.
- Temp probe error - PRR.

Click on the error code to obtain further details of each error code. There is also a link to the Detailed Topside Codes.

My Arctic Spa: Error Codes – Screen Shot

1.14.10 About

Click on this tab to access the About page.

This page displays the following details about your spa:

- Firmware version load.
- Hardware version.
- Product ID.
- Spa serial number.

My Arctic Spa: About – Screen Shot

1.14.11 Profile

Click on this tab to access the Profile page.

This page is used to:

- Update your personal details such as email and password.
- Update your preferences such as register and remove an Arctic Spa from My Arctic Spa.

My Arctic Spa: Profile – Screen Shot

1.14.12 Diagnostics

Click on this tab to access the Diagnostics page.

This page is used to access the data that has been transmitted from your spa to My Arctic Spa. Data such as, but not limited to the following is captured:

- Spa Boy Power Consumption.

The data can be used by the Spas owner to determine and track their spas power consumption.

My Arctic Spa: Diagnostics – Screen Shot

1.14.13 Logout

To logout of My Arctic Spa press the Logout button on the horizontal tool bar in the right hand upper corner of the screen.

Once out, enjoy your spa!