

PoolSync[®]

WiFi Controller

Owner's / Installation Manual



INSTALLER: This document is the Purchaser's property and is to remain with the equipment owner.

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SAFETY

IMPORTANT SAFETY INSTRUCTIONS

When installing and using this electrical equipment, basic safety precautions should always be followed, including the following:

SAFETY SIGNALS

Throughout this manual, safety signals are placed where particular attention is required.



DANGER

Failure to heed the following will result in injury or death.



WARNING

Failure to heed the following may result in injury or death.



CAUTION

Failure to heed the following may result in minor or moderate injury. Equipment damage may occur.

NOTICE


Failure to heed the following may result in damage to equipment.

READ AND FOLLOW ALL
INSTRUCTIONS



DANGER

Failure to heed the following will result in injury or death.

- Follow all state, local, and National Electrical Code(s) (provincial and Canadian Electrical Code(s) if applicable) unless local guidelines supersede.
- For personal safety, and to avoid damage to equipment, follow all safety instructions displayed on the equipment and within this manual. Repair and service of your Wi-Fi device must be performed by qualified service personnel.
- Should you suspect your Wi-Fi device is not performing properly, refer to the Troubleshooting section in this manual to determine if service is required.
- Warranties may be voided if the Wi-Fi device has been improperly installed. Failure to properly operate, maintain or repair the Wi-Fi device may void the factory warranty.
- RISK OF ELECTRICAL SHOCK - A green colored terminal or a terminal marked G, GR, Ground, Grounding, or the symbol  is located inside the supply terminal box or compartment. To reduce the risk of electric shock, this terminal must be connected to the grounding means provided in the electric supply service panel with a continuous copper wire equivalent in size to the circuit conductors supplying this equipment.



WARNING

Failure to heed the following may result in injury or

death.

- RISK OF ELECTRICAL SHOCK - All field-installed metal components such as rails, ladders, drains, or other similar hardware within 10 feet (3 meters) of the spa or hot tub shall be bonded to the equipment grounding bus with copper conductors not smaller than No. 6 AWG.
- RISK OF ELECTRICAL SHOCK - Do not use product if cell cords are damaged.
- RISK OF ELECTRICAL SHOCK - At least two lugs marked "BONDING LUGS" are provided on the external surface or on the inside of the supply terminal box or compartment. To reduce the risk of electric shock, connect the local common bonding grid in the area of the hot tub or spa to these terminals with an insulated or bare copper conductor not smaller than No. 6 AWG
- RISK OF ELECTRICAL SHOCK - Disconnect all AC power when installing or servicing this system. Follow all state, local, and National Electrical Code(s) (provincial and Canadian Electrical Code(s) if applicable). Use copper conductors only.
- RISK OF ELECTRICAL SHOCK - To reduce the risk of electrical shock, replace damaged electrical cords immediately.
- RISK OF ELECTRICAL SHOCK - The Wi-Fi device contains no owner-repairable components. Repairs must not be attempted by untrained and / or unqualified individuals. For further assistance, please contact the installing dealer.

- **RISK OF ELECTRICAL SHOCK** - A bonding lug has been provided on the outside of the power center. This lug permits the connection of a No. 8 AWG (8.4 mm²) solid copper-bonding conductor (No. 6 AWG in Canada). Make this connection between the power center and all other electrical equipment and exposed metal within 5 ft (1.5 m) of the unit. All field-installed metal components (such as rails, ladders, drains, etc.) within 12 ft (3.6 m) of the pool or spa, must be bonded to the equipment grounding bus using copper conductors not smaller than No. 8 AWG (8.4 mm²) (No. 6 AWG in Canada).
- **RISK OF ELECTRICAL SHOCK** - Wi-Fi device must be installed at least 10 ft (3 m) from the pool or spa wall for 110 Volt connections.
- **RISK OF ELECTRICAL SHOCK** - Wi-Fi device must be installed at least 5 ft (1.5 m) from the pool wall for 220 Volt (hard-wired) connections.
- **RISK OF ELECTRICAL SHOCK** - A disconnect device must be incorporated into any fixed supply circuit (such as a time clock, relay, or circuit breaker).
- **RISK OF ELECTRICAL SHOCK** - The Wi-Fi device (for 110 Volt connections) must be connected only to a supply circuit that is protected by a ground-fault circuit-interrupter (GFCI). Contact a qualified electrician if you cannot verify that the circuit is protected by a GFCI. The GFCI must be tested on a routine basis. To test, push the GFCI test button. Power should be interrupted. Push the reset button. Power should be restored. If the GFCI fails to operate in this manner, it is defective.
- **RISK OF ELECTRICAL SHOCK** - If a ground-fault circuit-interrupter (GFCI) interrupts power to the equipment without the test button being pushed, a ground current is flowing with a possibility of an electrical shock. Do not use equipment. Disconnect the equipment and have the problem corrected by a qualified service representative before using.

- **CHEMICAL HAZARD** - To avoid damaging splashes, always add acid to water, never water to acid. Wear safety glasses and use other appropriate personal protection equipment.
- **CHEMICAL HAZARD** - Always follow the instructions on the manufacturer's label whenever handling or using chemicals.
- **CHEMICAL HAZARD** – Heavy pool (or spa) usage and higher temperatures may require a higher chlorine output in order to maintain proper free available chlorine residuals.
- **WATER CHEMISTRY SAFETY** - Improper water chemistry can present a serious health hazard. The proper residual chlorine level and water chemistry must be maintained. The addition of certain pool maintenance chemicals can reduce the effectiveness of chlorine. Maintain pool / spa water per standards detailed later in this manual.
- **PERSONAL SAFETY HAZARD** – To reduce the risk of injury, do not permit children to operate this device.
- **RISK OF CHILD DROWNING OR INJURY** - Children must be closely supervised at all times around pool or spa equipment.



CAUTION

Failure to heed the following may result in minor or

moderate injury. Equipment damage may occur.

- The Wi-Fi device system must be installed and operated as specified. Failure to do so will void the equipment warranty.

NOTICE

Failure to heed the following may result in damage to

equipment.

SAVE THESE INSTRUCTIONS

CONTACTING AQUACAL AUTOPILOT, INC.

For further assistance, please contact the distributor or installer of this product.

If you need to contact AutoPilot® for questions, service, or parts, please have your model and serial numbers available.

Also have the name of your installer and date of your equipment's installation. Please refer to our website for the latest manual revisions, additional information, and helpful service advice.

Product Information:	
Phone	(1) 727-823-5642
Hours	8-5 pm, Eastern M-F

INSTALLATION

Step 1 - Installation Setup

In order to install and use the PoolSync® device, several conditions must be met.

- An internet service is required for remote access of equipment. This includes a Wi-Fi router that will provide a 2.4 GHz signal. A PoolSync® will not connect to routers set to 5 GHz signal.
- A mobile device (phone or tablet) must be set to accept Wi-Fi, Bluetooth, and have its location service active.
 - *Bluetooth is only needed for initial setup or firmware upgrades and can be turned off after setup is complete.*
 - *Wi-Fi is required to continue to operate the PoolSync®.*
 - *If desired, the location service can be reset after the installation is complete and to be active only when using the PoolSync® device.*
- The PoolSync® application will need to be downloaded before installing the device.
- A good location for the PoolSync® will need to be identified in the installation process.
- Additional Wi-Fi extender devices may be required. It is recommended that additional devices not be purchased until it is confirmed as necessary.
- Basic tools for installing, wiring, and mounting equipment are required.
- A knowledge of electrical device installation is required. Please follow any safety warnings shown in this document.

NOTE:



Please follow the installation steps as outlined in the order they are presented. Skipping ahead can extend the process and may prove frustrating in the end.

Step 2 - Installing Application

The PoolSync® Application is required in order to properly install the PoolSync® device.

1. Download the PoolSync® application on a mobile device.



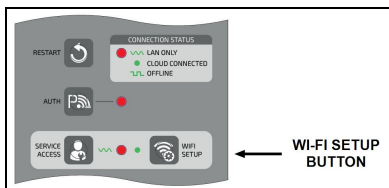
2. Create an account and log in to the application.
3. Write down the Wi-Fi network and password where the PoolSync® will connect.
4. Ensure Bluetooth , Wi-Fi , and location services are enabled on the mobile device.

NOTE

The PoolSync® must be connected to a 2.4 GHz network. If the Wi-Fi has more than one network, select the 2.4 GHz network. (If the connection process is unsuccessful, it may be necessary to contact the internet provider for assistance with identifying and connecting to a 2.4 GHz network.

5. If access to the end-user's Wi-Fi network and password is unavailable, it may be possible to verify wiring and equipment connection status using the "Service Access Mode". See "**Service Access**" on page 29.

6. If the mobile device is on a different network, choose to “forget” the network in the mobile device’s settings. Then connect to the 2.4 GHz network. During the set-up process the mobile device and the PoolSync® must both be on the same network.
 - After the set up process is successfully completed the mobile device can be switched back to the original network and it will still recognize the PoolSync®.
7. Enable Bluetooth on the mobile device.
8. With Bluetooth enabled, the mobile device connected to the correct (2.4 GHz) network, and the PoolSync® application logged into and open, press the “Wi-Fi Setup” button on the PoolSync® device.



9. Follow the prompts in the PoolSync® application to complete the set up process.
 - When properly connected, the connection status light will be solid (not blinking)

Step 3 - Wiring Device

The unit is equipped with a four-conductor cable that will connect to your PoolSync® Ready pool equipment. The correct wiring sequence must be followed to ensure your unit will communicate with the PoolSync® Ready products.

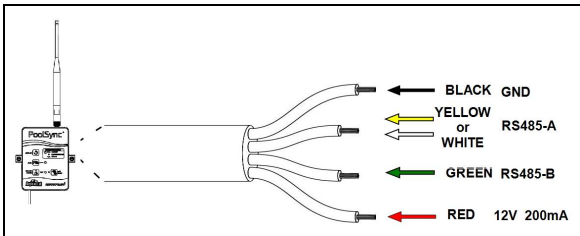


Figure 1

The PoolSync® must be connected to a "PoolSync® Ready" device for power. Connect the wiring as follows **using the red power wire on only one of these devices.**

Select one of the three wiring options below:

- See "**Wiring to a ChlorSync® Chlorinator ONLY**" on the next page.
- See "**Wiring to an AquaCal® Heat Pump ONLY**" on page 16.
- See "**Wiring to Multiple Sync Ready Devices**" on page 18.

Do not mount the PoolSync® at this time. It is recommended that the installer wait to physically mount the PoolSync® to the wall until the Wi-Fi connection process has been completed.

Wiring to a ChlorSync® Chlorinator ONLY

1. Turn off power at power disconnect(s) for all equipment to be attached to the PoolSync®.
2. Remove the power center cover and the grommet in one of the available openings on the bottom of the box.
3. Insert the strain relief provided with the PoolSync® device. Route the antenna wire through the strain relief and into the power center.
4. There is one (1) - four position connector and two (2) - two position connectors located on the front of the board for wiring compatible devices. Remove the blue four (4) position connector by gently pulling prying it off the control board.
5. Connect the stripped end of the wires to the corresponding terminal on the control board connector as shown in the diagram. See **Figure 2**.

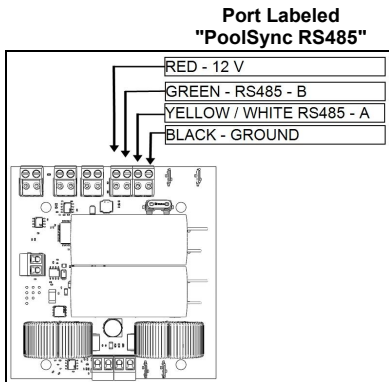


Figure 2

- Red wire from PoolSync® to RED (VDC or 12 V)
 - **If connecting to more than one device, use the power wire on one device only**
- Green wire from PoolSync® to GRN (or B)
- Yellow or White wire from PoolSync® to YEL (or A)
- Black wire from PoolSync® to BLK (or GND)

6. Verify the wires are firmly held in place by gently pulling on the wire.
7. Place the connector onto the control board. Be sure to align correctly.
8. Tighten the strain relief, replace the power center cover and restore power to the unit.

Wiring to an AquaCal® Heat Pump ONLY

The PoolSync® device can control several types of AquaCal AutoPilot, Inc. heat pumps. The following diagram illustrates the different types of connection points for each Sync Ready heat pump. ***The Red (power) wire is connected to one device ONLY.***

1. Turn off all power to the heat pump and any other devices connected to the PoolSync® device. **Wait for 2 minutes after the shut down of equipment before removing panels on heat pump.**
2. Open the pool heater front cabinet to expose the electrical access panel and control board.
3. Connect the wires as per the diagram on the following page.
4. Verify the wires are firmly held in place by gently pulling on the wire.
5. Replace the connector onto the control board header pins. Be sure to align correctly.

PLEASE NOTE -

The labels on the control board Port "D" may not match wire colors.

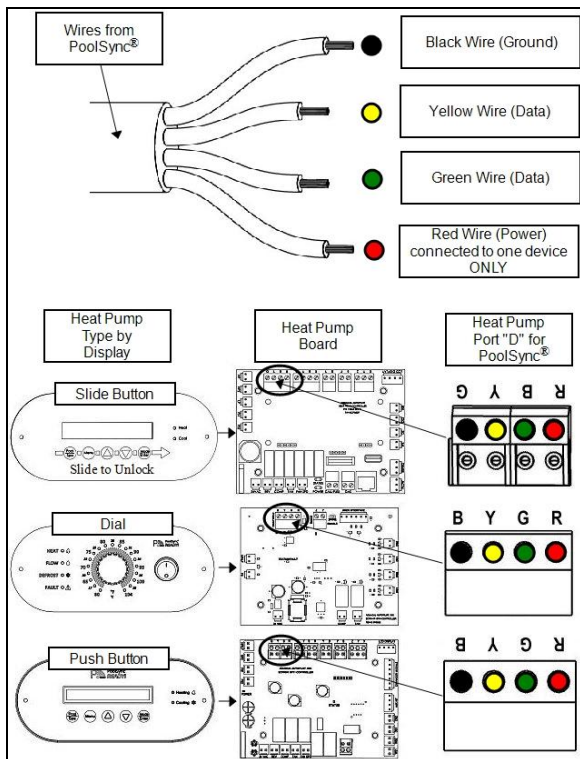


Figure 3

Wiring to Multiple Sync Ready Devices

You can control and monitor up to 16 different pieces of "Sync Ready" equipment using one PoolSync®. This can include multiple Heat Pumps on the same or different bodies of water, one or more ChlorSync® Gen I or ChlorSync® Gen II Chlorinators, and the ChemSync™ Chemistry controller system. Just remember to use only one red power wire to the PoolSync®.

NOTE:

If the AquaCal® Heat Pump has the capability of controlling other devices attached to the heat pump, the PoolSync® will also be able to control those heat pump controlled devices. Similarly, if a pool cover control has been attached to the ChlorSync® device, the PoolSync® will be able to control that device.

The following examples show a ChlorSync® Gen I chlorinator and an AquaCal® push button display (HP11) heat pump connected to one PoolSync® device.

The diagrams show power supplied from one device only.

Power Supplied from a ChlorSync® Wi-Fi Device

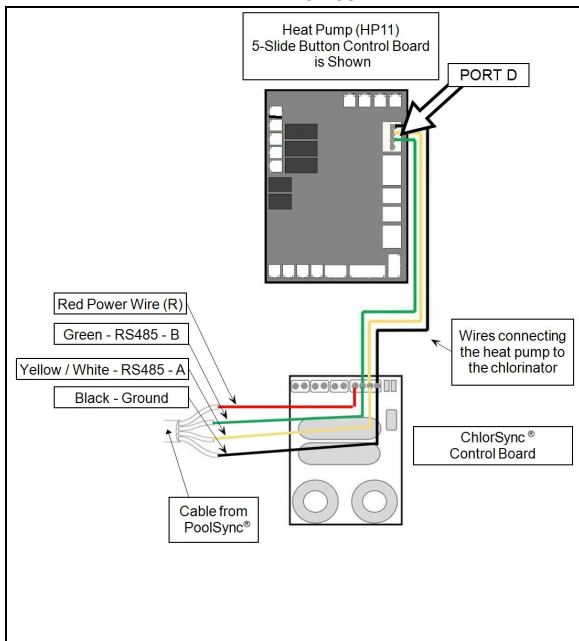


Figure 4

Power Supplied from an AquaCal® Push Button Display (HP11) Heat Pump

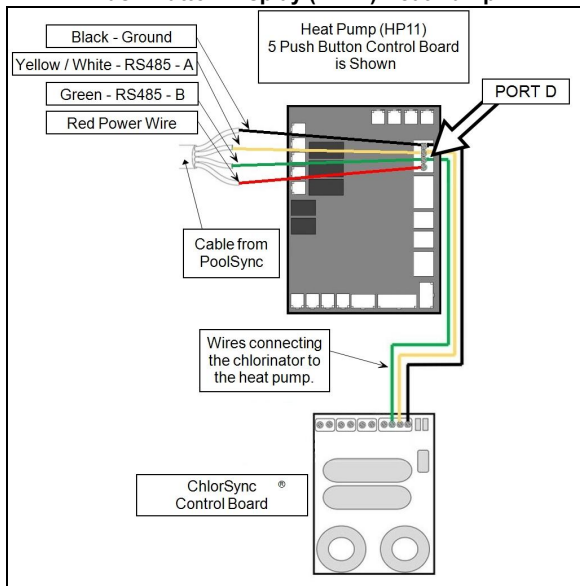


Figure 5

Step 4 - Confirm Connected Devices

Confirm that the PoolSync® device and any attached equipment shows in the PoolSync® application.

1. Completely close and then reopen the application.
2. Check for attached equipment in the application. If any of the connected devices are not visible press the three dots at the upper right corner to open the settings screen.
3. If one or more of the devices are not discovered, this usually indicates an issue with the communication's wiring.

Step 5 - Confirm Wi-Fi signal strength

Confirm that the customer's Wi-Fi signal will reach the PoolSync® device with sufficient strength for proper operation.

1. Check for attached equipment. If any of the connected devices are not visible press the three dots at the upper right corner to open the settings screen.
2. Scroll down and open "Discover Attached Devices".
3. If one or more of your devices are not discovered this usually indicates an issue with the communications wiring.
4. In the settings screen, the user will also find the signal strength indicator, that should be used to determine the proper mounting location for the PoolSync®.

RSSI (RECEIVED SIGNAL STRENGTH INDICATOR)

Poor = -81 to -85

Fair = -75 to -80

Good = -51 to -75

Excellent = 0 to -50

Step 6 - Mounting Device

The proper location for the PoolSync® requires a strong Wi-Fi signal and a stable mounting surface near enough to the equipment for proper wire runs. But not too close to equipment so interference prevents proper operation. The cable length of the PoolSync® is 15 feet (457 cm).

Check Signal Strength

- Using a mobile phone with Wi-Fi enabled, check the Wi-Fi signal strength received by the phone at the desired location for the PoolSync® device.
 - If it is low, move around the area to determine if a better location can be used.
 - If a better location is not feasible, consider strengthening the signal using a Wi-Fi extender device. These devices are commonly plugged into house power outlets. After they are added, check again for Wi-Fi signal strength in the proposed location. The PoolSync® antenna can also be replaced with a longer range antenna if needed (not included).

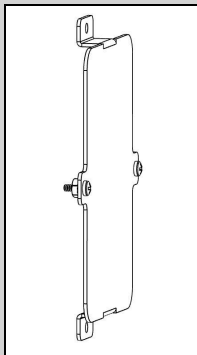
Interference

- Confirm that interference between the Wi-Fi router and the PoolSync® are minimized. Limit any equipment between the Wi-Fi router and PoolSync® that can cause Wi-Fi interference. This can include the following:
 - Microwaves
 - Cordless Phones
 - Tablets
 - Direct Satellite Service
 - Certain external electrical sources such as power lines.
 - Wi-Fi Cameras
 - Baby Monitors
 - 2-Way Radios
 - Unshielded power or video cables
 - It is also possible to have interference from construction materials used in the building.
 - Materials such as metal, mirrors, and water (aquariums, fountains, etc.) between the router and the PoolSync® can cause the most interference and should be evaluated for possible future issues.

Mount Device

1. Once all prior installation steps have been completed, mount the PoolSync® device.
2. Cable manage all wiring to avoid a tripping hazard.

Vertical Mounting Plate (STK0272)



A vertical mounting plate is available (not included) for installing the PoolSync® device (on a post for example).

Figure 6

OPERATION

Set up the PoolSync® Application

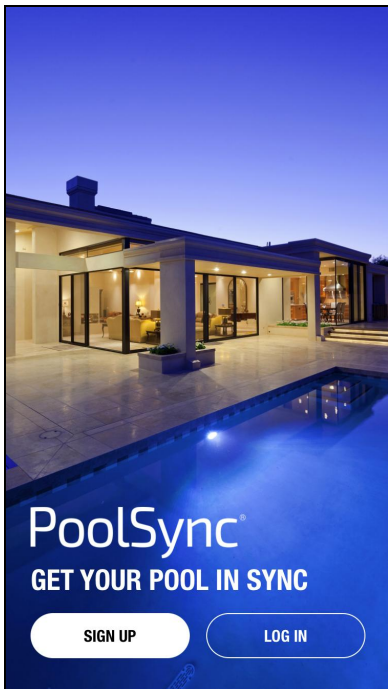
In order for the end-user to use the PoolSync® device, an application must be installed on that user's mobile device and configured to operate the connected equipment.

1. Ensure Bluetooth , Wi-Fi , and location services are enabled on the mobile device.

2. Download the PoolSync® application from the App Store or Android market.



3. Once the app is downloaded, launch the PoolSync® app.
4. Using the application tap "Sign Up". If the user already has an account, they can skip to step 6.
5. Follow the prompts to set up an account. An email activation process is required.



How the PoolSync® Works

The PoolSync® is a communication device that allows the user to view and control PoolSync® Ready devices via the PoolSync® iOS or Android app.

The controller device is connected to PoolSync® Ready equipment by a four (4) wire connection using an RS485 protocol.

When paired with PoolSync® devices, advanced functionality and control of the PoolSync® Ready equipment will be available.

The AquaCal® heat pump:

- View current water temperature
- Change desired temperature
- Change heat pump schedule (select units only)
- Change modes (when applicable) - Off / Heat / Cool / Auto

The ChlorSync® or ChlorSync® Gen II chlorinator:

- View current salt level and water temperature
- See how much salt to add, when needed
- Receive a notification when the cell needs to be cleaned
- Be alerted should the unit need attention
- Change the chlorine output percentage
- Activate or deactivate 24 hr Boost mode
- View remaining cell life
- Enable / Disable pool cover control

The ChemSync™ Water Chemistry Controller:

- Acting as an interface for the ChemSync™ device.

Device Control Panel

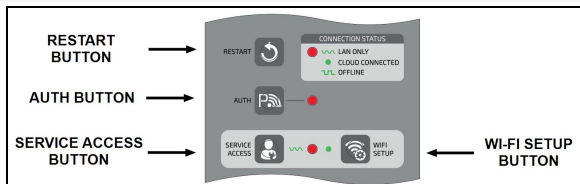


Figure 7

Restart Button / LED

Pressing the Restart Button will restart the device and reload the connected equipment to the device. This may be needed if the user can't see the device in the PoolSync® mobile application or if unexpected issues are showing in the application.

- **LED Blinking:** Indicates the PoolSync® unit is Offline and not connected to the network.
- **LED Fading:** Indicates the PoolSync® is connected to the local home router.
- **Solid:** Indicates the PoolSync® is connected to the Cloud.

Auth Button / LED

The Auth Mode button is pressed when authorizing the device in a PoolSync® mobile application.

- **LED Blinking:** Indicates there may be a communication error.
- **LED Solid:** Indicates your system is being serviced and user control is disabled.

Service Access Button / LED

Pressing the Service Access button will broadcast a Wi-Fi signal to any local mobile devices for the installation process.

NOTE

This is not the same as using a site's normal Wi-Fi. It is only used when setting up the system.

- **LED Fading:** When fading, the unit is in service access mode.

Wi-Fi Setup Button / LED

Pressing the Setup Button will allow the device to be added to a PoolSync® mobile application.

- **LED Solid:** When solid, the unit is in setup mode.

Mobile Application Display

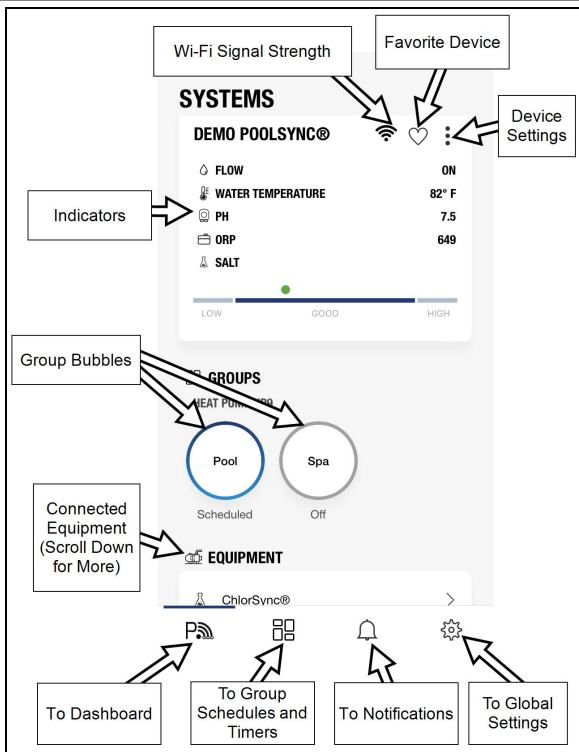


Figure 8

Wi-Fi Signal Strength

Indicates the strength of a Wi-Fi signal. See "**Step 5 - Confirm Wi-Fi signal strength**" on page 20.

Favorite Device

If more than one PoolSync® device is configured in the mobile application, the user has the option of selecting which one will appear first in the list. Tapping the heart symbol selects the primary device to be listed.

Device Settings

Each PoolSync® device's settings can be accessed by tapping the three dots in the upper right corner of the device. Please note - if multiple PoolSync®'s are configured in the mobile application, each device will have it's own settings.

Indicators

Each connected device can show water conditions and device setting indicators here.

Group Bubbles

If an AquaCal® heat pump is connected to the PoolSync® device, and the heat pump has the capability (firmware) of groups, a bubble for each group can appear here. Check your heat pump documentation for more information on configuring groups.

Connected Equipment

And connected and configured device will be shown here. Tapping on device shown will show the options available for each device.

To Dashboard

A shortcut to the main display as shown in **Figure 8**.

To Group Schedules and Timers

A shortcut to group settings. This is available if an AquaCal® heat pump has been connected to the PoolSync® device, and the heat pump has the capability of grouping devices connected to the heat pump, a shortcut to the group's settings are available here.

To Notifications

A shortcut to device notifications.

To Global Settings

A shortcut to global settings for the mobile application and attached equipment.


APPENDIX

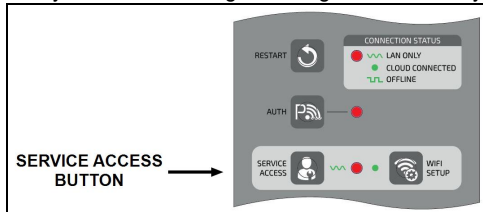
Service Access

The Service Access feature for the PoolSync® Wi-Fi controller allows the service technician temporary access and control of all connected equipment. The technician can turn equipment on and off for testing and servicing and can adjust or change settings such as Heater temperature or Chlorinator output. This feature also allows the installer to verify proper wiring and set up a new installation, without having access to the owners Wi-Fi network and password.

1. To use this feature the installer must have the PoolSync® application installed on their mobile device. Please note - the installer can not be connected to the owners Wi-Fi network.



2. Create an account and log in to the application.
3. Ensure the Wi-Fi  service is enabled on the mobile device.
4. Open the application and press the service access button on the PoolSync® device. The light will begin to blink slowly.



5. Open the Wi-Fi setting on the mobile device and select the PoolSync® network.
6. Enter "poolconnect", (all lower case – no spaces) as your password. If you've already used the service access feature on another system you shouldn't even need to enter the password again.
7. At this point the installer will have full access to activate attached equipment and adjust settings as needed.
8. Any changes made to the Heat Pump mode and temperature, or ChlorSync production output will be permanent. Be sure to restore the proper setting before leaving the site.
9. To exit service access mode, press the button - or access will automatically time out after 20 minutes.

10. In the rare case that the installer is setting up a new system and sees an error message saying “PoolSync Firmware Update Required”, the installer will need to connect the PoolSync® device to the customer's Wi-Fi network and select the update, before the service access feature can be used.

Approvals and Compliance

FCC Compliance

NOTE

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate any connected PoolSync®'s receiving antenna.
- Increase the separation between the equipment and any connected PoolSync®'s receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio / TV technician for help.

TROUBLESHOOTING



WARNING

Failure to heed the following may result in injury or

death.

- RISK OF ELECTRICAL SHOCK - Disconnect all AC power when installing or servicing this system. Follow all state, local, and National Electrical Codes (provincial and Canadian Electrical Code(s) if applicable). Use copper conductors only.
- RISK OF ELECTRICAL SHOCK - This product must be installed and serviced by a contractor who is licensed and qualified in pool equipment. Before installing this product, read and follow all warnings that accompany this product .

Wi-Fi Setup Errors

1011 (Permission to use Bluetooth unsuccessful)

Occurs when trying to scan for PoolSync® via Bluetooth

- Confirm Bluetooth is active on mobile device in settings.
- Confirm mobile device has permission to use Bluetooth.

1012 (Did not find PoolSync® upon scan)

Occurs when trying to scan for PoolSync® via Bluetooth.

- Confirm Bluetooth and Wi-Fi are active on mobile device in settings.
- Confirm PoolSync® has permission to use Bluetooth.

1013 (Unsuccessful scan for PoolSync® devices via Wi-Fi)

Occurs when trying to scan for devices via Wi-Fi using an android mobile device.

- Confirm Wi-Fi active on mobile device in settings.
- Confirm PoolSync® has permission to use Wi-Fi.

1014 (Unable to connect to PoolSync® to transfer Wi-Fi credentials)

Failed when trying to establish a connection with the PoolSync® to transfer Wi-Fi credentials

- Ensure setup is enabled on PoolSync® device.
- Ensure mobile application has the necessary permissions in phone settings (Wi-Fi enabled).
- Forget PoolSync® network and try again.

1015 (Unable to retrieve a list of Wi-Fi networks)

Occurs when trying to retrieve a list of Wi-Fi networks that the device can use. This may also occur if the Wi-Fi has disconnected before setup is complete. It is likely a communication issue between the PoolSync® and mobile device.

- Check that the phone is actively connected to the PoolSync® device. If the PoolSync® device is not listed in the application, restart the setup.

1016 (PoolSync® unable to retrieve Wi-Fi Information)

Occurs when trying to send Wi-Fi credentials to the PoolSync®. Its likely there was an error in communication between the Wi-Fi network and the PoolSync®. Or the PoolSync® could not connect to the network.

- Ensure setup is enabled on the PoolSync® device.
- Ensure mobile application has the necessary permissions in phone settings (Wi-Fi enabled).

1017 (PoolSync® unable to connect to Wi-Fi)

Occurs when the PoolSync® device tries to connect to Wi-Fi for initial setup using a local network.

- Ensure setup is enabled on the PoolSync® device.
- Ensure mobile application has the necessary permissions in phone settings (Wi-Fi enabled).
- Rescan for Wi-Fi networks and confirm correct Wi-Fi password is being used. This is not the same password as the PoolSync® account.

1018 (Unable to disconnect from PoolSync®'s setup Wi-Fi)

The PoolSync® uses a temporary setup Wi-Fi for initial connections. Once setup is complete, the application unsuccessfully tried to disconnect from the PoolSync®'s temporary Wi-Fi network and connect to the user's Wi-Fi network.

- The user may need to have the mobile device "forget" this temporary PoolSync® network in the mobile device's application.

1019 (Successfully disconnected from temporary network, unable to connect to user's Wi-Fi network)

Occurs when trying to initialize a local PoolSync® authorization.



- Confirm PoolSync® device has permission to access the network.
- Rescan for Wi-Fi networks and confirm correct Wi-Fi password is being used. This is not the same password as the PoolSync® application's account.

Issues

Mobile application displays "schedules not available in this version"

- This feature currently unavailable for heat pump unless sensor and firmware upgrade is completed by a service technician. See "**Contacting AquaCal AutoPilot, Inc.**" on page 10..

Can't see device in mobile application

- Verify the PoolSync® Wi-Fi connection light  is solid or slowly fading on / off.
- Verify the mobile device and PoolSync® are connected to the same Wi-Fi network.
- Refresh the PoolSync® app.
- Restart the PoolSync® device by pushing the  arrow button.

Can't change pool settings through the mobile application unless at pool location

- Confirm that "Remote Access Enabled" is set to on in the PoolSync® settings.
- Confirm the mobile device has internet access.

Group bubble Indicator shows heat pump off when active

- Check that mobile device's Wi-Fi is active.
- Group outside of schedule, but the heat pump has been turned on manually at the heat pump.
- Group outside of schedule, but the heat pump has been turned on manually using the mobile application.


Heat pump not activating at scheduled time as shown on the application.

- Confirm that heat pump schedule mode is in "Auto" mode.
- Confirm schedule mode is not set to "Away" or "Off". Check heat pump manual for further information.
- Confirm the PoolSync® and mobile device have Wi-Fi enabled and has signal.
- Disabled Schedules?


Heat pump is running, but the schedule on the application and the group bubbles show it off

- Check the time on the heat pump itself. You may need to set the clock to the correct time. Check your heat pump manual for more information.
- Confirm that the correct time zone is set in the application.
- Confirm that the settings on the heat pump itself have not been changed. The last device that is set will have priority (either the heat pump or the application).
- Confirm the PoolSync® and mobile device have Wi-Fi enabled and has signal.
- Heat pump has been changed manually, either at the heat pump or the mobile application.

LAN LED fading slowly

- The PoolSync® is only connected to the local home router but not connected to the cloud. Press the  arrow button to re-connect to the Cloud. Also, verify home internet is available.

Lights are not illuminated on PoolSync® device

- Confirm equipment is receiving power.
- Verify all wires from the PoolSync® unit to the PoolSync® Ready equipment are properly seated and securely tightened.
- Restart the PoolSync® unit by pushing the  arrow button.
- Confirm the transformer is wired correctly. See the wiring diagram on the inside cover of the power center.
- Restart the equipment connected to the PoolSync® device.

Time remaining does not show on group bubble

- Check that mobile device's Wi-Fi is active.
- Group is currently running in a schedule versus manually.

When pressing a group bubble, the user is unable to change the amount of time for the heat pump to run

- Change the run time in the schedules menu. Tap the clock symbol next to the group to be activated. See "**To Group Schedules and Timers**" on page 29.