


HOW TO CONNECT YOUR SPA TO YOUR HOME NETWORK WITH EOP

QUICK REFERENCE GUIDE

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

If your Spa Was ordered with EoP, an EoP module will be connected to the Motherboard & Processor Card in the Spa Pack of your Spa and your Spas Low Level Programming (LLP) settings will be factory set to Dynamic. Set up to have a Dynamic Internet Protocol (IP) address.

Plug the other EoP module received with your Spa into an electrical power point next to your Home Router.

 Check, is the POWER light illuminated on the EoP module next to your router?


NO → Ensure power at the power point is on/ active and EoP module is plugged in all the way.

If the Power light does not illuminate EoP must be faulty, replace EoP module.

YES → Connect the EoP module to your home router using the Ethernet cable provided. One end of cable plugs into the RJ45 port on the EoP module & the other end plugs into an RJ45 port on the home router.

NO → **Ensure:** Ethernet cable is plugged into the EoP module and Router correctly. You may need to disconnect and reconnect the cable from the RJ45 ports on the router and EoP module.

If the ETHERNET light does not illuminate Ethernet cable may be faulty:
 • Replace cable.
 • Also check router light is flashing at Ethernet cable connection point, may need to reset power to the router.

 Check is the ETHERNET light illuminated on the EoP module next to your router?

YES → Check Is the HOME light illuminated on the EoP module next to your router?

NO → Try moving the EoP module to a different power point in the home.

You can either:
 • Relocate the home router next to the power point that the EoP module established connectivity, HOME light illuminated.
 • Use a long cable to connect the home router to the relocated EoP Module.
 • Try moving the EoP Module power lead inside the Pack to a different power supply line on the motherboard.

YES → The two EoP Modules are communicating with each other. Go into your Spas LLP settings and scroll through to see if the spa has received an IP address from the home router.
Note: .100 or .0 are false, any other number is fine.

NO → Does the HOME light illuminate?

YES →

NO → Do you have an IP address?

NO →

- Remove the EoP Module from inside the Spa Pack, pull the jumper wires off the power pins on the module.
- Then plug the EoP module into a power point in the house to see if you can get the two EoP modules communicating, HOME light illuminated.

Try Pairing the two EoP modules using the PAIRING button on the EoP modules. If you cannot get the two EoP modules to communicate, HOME light illuminated you may have:
 • A faulty EoP module.
 • Another EoP system in your home that conflicts with the signals.
 You may need to:
 • Replace the EoP modules.
 • Remove EoP modules and install a WIFI Extender. Refer to Flowchart How to Connect Your Spa To Your Home Network With WIFI Extender QRC.


YES → Do you have an IP address?

YES →

NO → Open the Arctic Spas App on your device such as your Smart Phone or tablet.

NO → Does the HOME light illuminate?

NO →

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

NO →

NO →

NO → Connected?

YES →

YES →

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

NO → Signal may not be getting through the GFCI breaker, Spas circuit breaker. To confirm this, run an extension lead from a power point in your home or back yard to the Spa and plug the Spa? EoP module into the extension lead and reconnect the Ethernet cable into the RJ45 plug on the EoP module ensuring the other end is still connected to the RJ45 plug on the Processor Card. If the HOME light illuminates you can:
 • Replace the GFCI Breaker.
 • Remove EoP modules and install a WIFI Extender. Refer to Flowchart How to Connect Your Spa To Your Home Network With WIFI Extender QRC.

NO →

NO → Go to the myarcticspas.com webpage to create an account for your spa and to register you Spa. Refer Flowchart How to Connect Your Spa to the Myarctic Spas Server.

Reset the Spas Breaker (Turn power off and on at the spa breaker).

Do you have an IP address? Allow 3-4 minutes for Spa to reset.

NO → Try different:
 • Ethernet cables both ends.
 • Processor Card.

Do you have an IP address?

NO → Check home router firewall settings for restrictions. The router may be set to Block devices "scanning" the network.

Blocked? YES → Unblock router settings.
 NO → Try connecting to the Spa with another device.

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

Connected?

NO → Contact your Dealer for assistance.



HOW TO CONNECT YOUR SPA TO THE MY ARCTIC SPAS SERVER

QUICK REFERENCE GUIDE

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

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

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

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

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

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

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

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

Open the Email received from donotreply@myarcticspa.com.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

