



AquaConnect Home Network (ACHN) Troubleshooting Guide

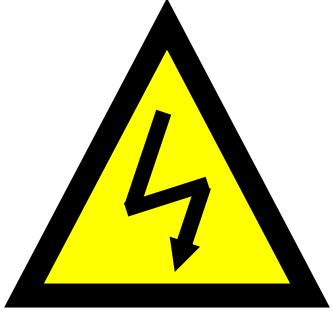


AQ-CO- HOMENET

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Aqua Connect Home Network (ACHN) Diagnostics



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 panel
- Replace damaged wiring immediately
- Insure panel is properly grounded and bonded

ACHN Minimum Requirements

Family	Model	Firmware
2 nd Generation Antenna	AQL2-BASE-RF	v1.10

&

Pro Logic	All Models including PL-P-4	v4.20 & higher
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-OR-

Aqua Rite Pro	All Models	v1.20 & higher
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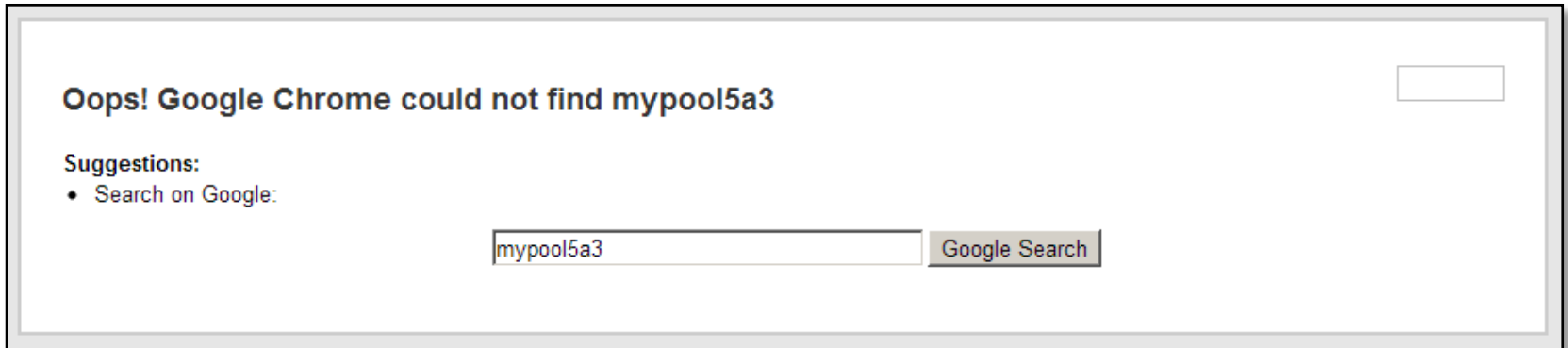
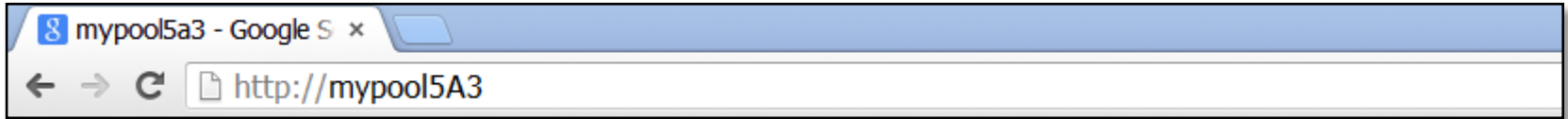
ACHN Operation Status LEDs

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

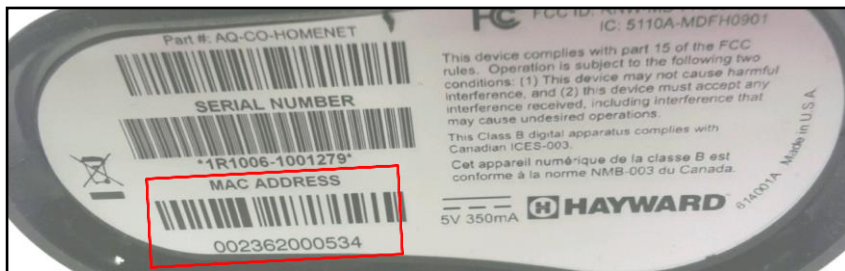


1: Aqua Connect Not Functioning

LAN Feature Not Showing Up



If the Intranet otherwise known as the LAN feature is not working using the last three digits of the MAC address, proceed to step 1A located on page 5.

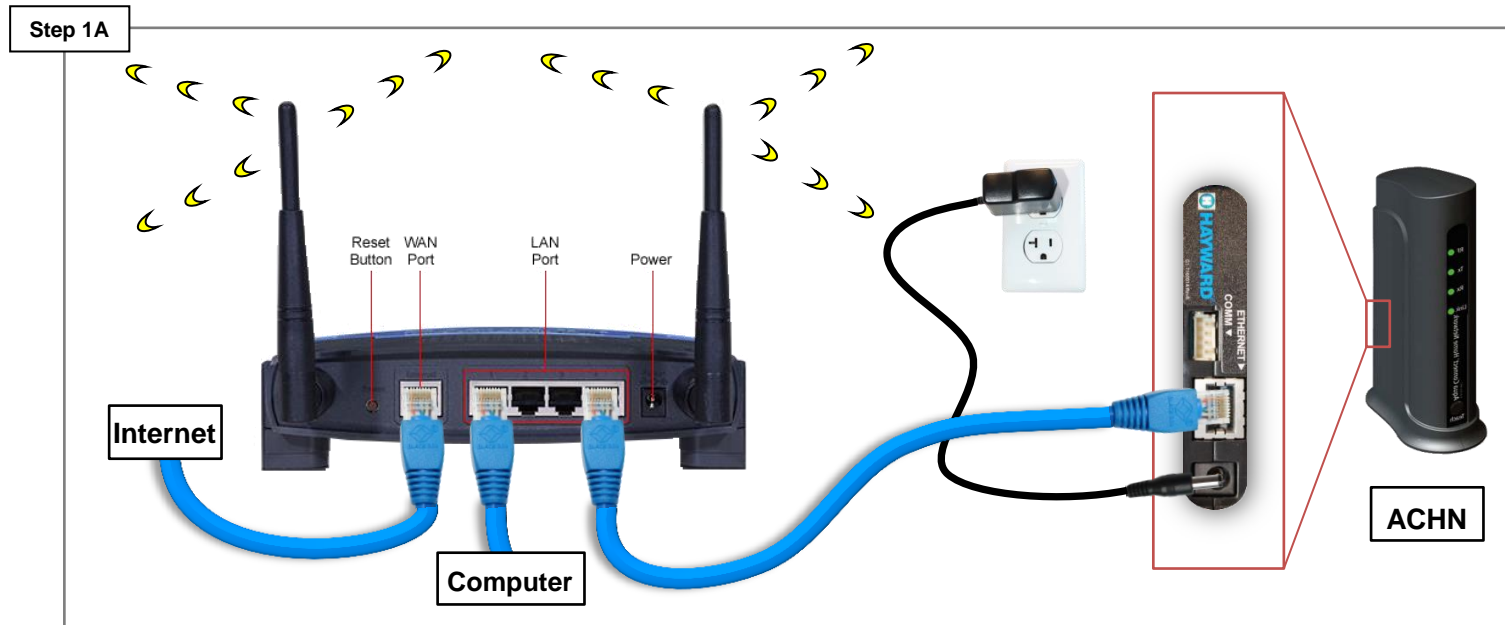


Note: the MAC Address is 12 characters long and can be located on the label underneath the ACHN device

1: Aqua Connect Not Functioning

LAN Feature Not Showing Up

Verify that the ACHN is communicating with the home network



Verify the ACHN has power and its Ethernet cable is plugged into the same router as the computer. If the Tx and Rx LEDs do not appear replace the Ethernet cable. If Wi-Fi is being used, make sure the Aqua Connect is plugged into the same router as the Wi-Fi signal. If correct go to step 1B (p.6).

1: Aqua Connect Not Functioning

LAN Feature Not Showing Up

Substitute the <http://mypoolxxx> with the IP address assigned to the ACHN by the home network

I: Locate and click on the App Store, II: Locate the “Search” icon at the bottom and type “Fing” into the search bar III: Click on the “Fing” App

Step 1B

IP Address	MAC Address
192.168.1.4	002362003A16

Highlighted in blue is an example of an IP address. The IP address will be assigned by the customer’s home network, whereas the MAC address is the equivalent of a social security number and is a unique identifier. To obtain the IP address through an Apple product go to step 1C. To obtain the IP address through a PC, go to step 1E. (p.7).

Step 1C



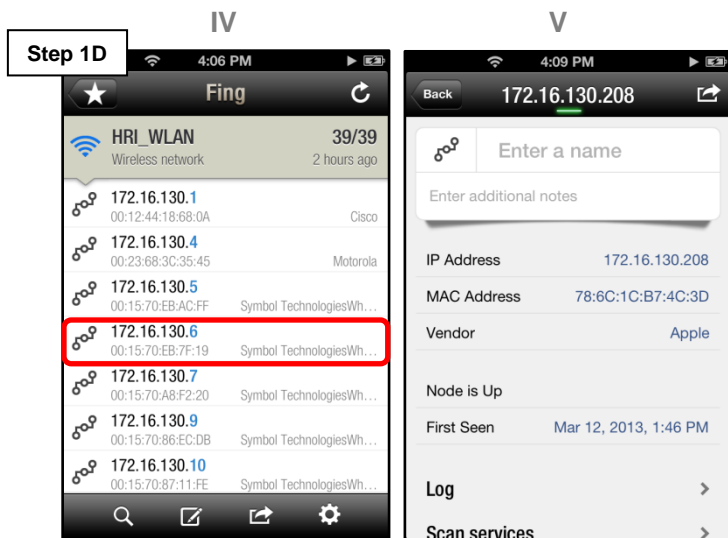
I: Click on the App Store which is located on the dashboard. II: Click on the search option and type “fing” into the search bar. Click on Install (this should be a free app) III: Open the app and proceed to step 1D (p.7).

1: Aqua Connect Not Functioning

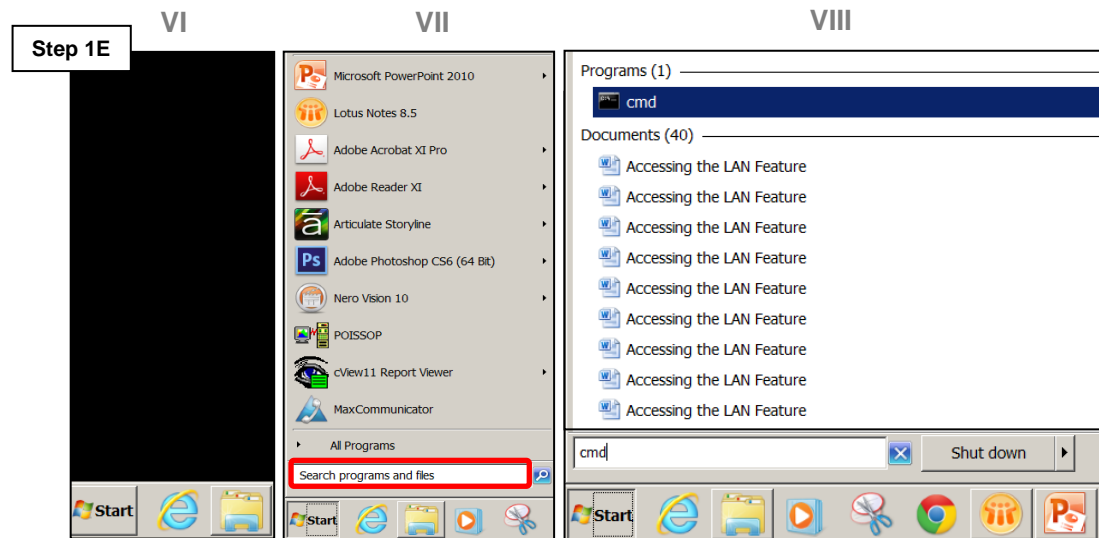
LAN Feature Not Showing Up

IV: Click on the IP address that matches the MAC address (in light grey font). V: Copy the IP address

VI: Click on the start button VII: Scroll up to run and select VIII: In the "Open" bar, type "cmd" and select the "OK" button



Type `http://` in the address bar of the browser followed by the IP address. If this does not correct problem go to step 1H (p.9).



VI: Start by pressing the start button (bottom left of the Windows Task Bar) or click on "Run" if available. VII: Select the "Run" option. VIII: Type "cmd" into the "Open" bar and press the "OK" button. Continue to step 1F (p.8).

1: Aqua Connect Not Functioning

LAN Feature Not Showing Up

Type ping mypool followed by the last three digits of the MAC address and press enter

Once the test has run the IP address should appear in brackets as highlighted below

Step 1F

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
U:\>
```

Once entered proceed to step 1G.

Step 1G

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
U:\>ping mypool1319
Pinging mypool1319 [172.16.150.146] with 32 bytes of data:
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 (100% loss),
U:\>
```

Copy the IP address and use it in the Address Bar (preceded by the http://) If this does not correct go to step 1H (p.9).

1: Aqua Connect Not Functioning

LAN Feature Not Showing Up

Register the unit through the ACHN website. www.aquaconnectweb.com

Check the main software revision in the diagnostics menu.

Step 1H

Sign In to manage your pool

Username

Password

Remember Username

Set-Up New Account

Trouble signing in?
About Aqua Connect Web

AQUA CONNECT™ webster

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.

If Set-up New Account does not appear click on Classic option at the bottom of the page. If registration works and adding a pool provides full control from the web, then the problem is in the LAN security (home network – which may require the help of a network professional). If the problem still exists proceed to step 1J.

Step 1J

Diagnostic Menu

Press the menu button until Diagnostic Menu appears.

Main Software Revision 4.40

Press the right arrow until main software rev. appears. If the main software revision is 4.20 or higher (1.20 for AQR-PRO) then the problem is likely the network. In some extremely rare cases the Aqua Connect could be the cause of this problem.

2: Aqua Connect Not Functioning

Unit Not Communicating

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

Verify the RF LED is illuminated green

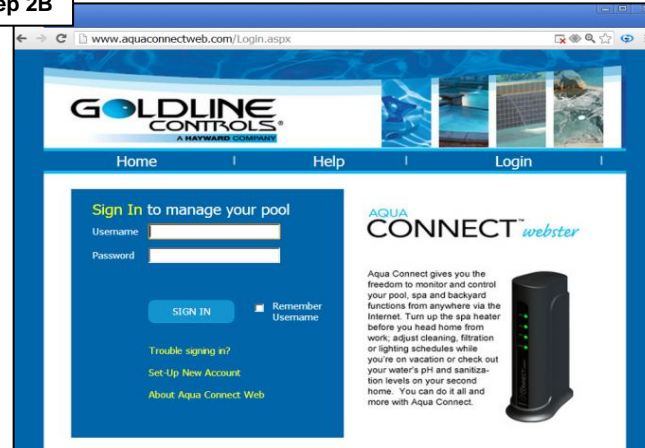
Step 2A



If the RF LED is not lit, go to train the ACHN (p.18). If the RF LED is illuminated perform a range test (p.19). Once all resets are complete go to step 2B.

Verify an internet connection

Step 2B



Make sure the internet connection is working on the device you are trying to access the ACHN from. If internet connection is not working check with Internet Service Provider (ISP). If internet is working go to step 2C (p.11).

2: Aqua Connect Not Functioning

Unit Not Communicating

Log in to the web account and check the Pool Settings by clicking on the tab

Step 2C

The screenshot shows the Aqua Connect Web interface. On the left sidebar, the 'Pool Settings' tab is highlighted with a red border. The main content area displays 'Unit Details' for a Hayward Sales Demo PS4. A red box highlights the 'Gateway MAC address' field, which contains the value '002362000506'. Other fields include 'Type: Pro Logic PS4', 'Configuration: 1', 'Web Site Version: 1.00', and 'Database Version: 1.00'. A note states: 'Required fields are in **BOLD**. This links the gateway with the account. You will find it on the bottom label or on the box label.'

Log in to the ACHN account and on the left side of the dashboard select the "Pool Settings" tab. Scroll down until the Gateway MAC address appears as well as the controller type; if this information does not appear go to step 2D, if it does appear contact tech support (908)355-7995.

Check the main software revision in the diagnostics menu.

Step 2D



Press the menu button until Diagnostic Menu appears.



Press the right arrow until main software rev. appears. If the main software revision is 4.20 or higher (1.20 AQR-PRO) then the problem is either the network or possibly the Aqua Connect.

3: Aqua Connect Account

Can't Sign into Web Account

Verify Username and
retry Password

Step 3A

Sign In to manage your pool

Username

Password

Your user name or password was not recognized...

Remember Username

[Trouble signing in?](#)

[Set-Up New Account](#)

[About Aqua Connect Web](#)

Double check the user name and retry password. Though the username is not case sensitive the password is. If the account is locked go to step 3B otherwise contact tech support to reset password (908)355-7995.

Wait 15 minutes and retry
sign in

Step 3B

Sign In to manage your pool

Username

Password

This account has been disabled and will remain disabled for 15 more minutes.

Remember Username

[Trouble signing in?](#)

[Set-Up New Account](#)

[About Aqua Connect Web](#)

Though the username is not case sensitive the password is. If the account has been locked, wait 15 minutes and then contact tech support to reset password (908) 355.7995.

Note: The username and email address must be provided in order to reset the password through technical support.

4: Aqua Connect Device

No LEDs Illuminated

Verify the 5DC through ACHN power cable

Step 4A



With the power cable plugged into the wall check the power on the output side of the transformer for 5DC \pm .5DC. If no or low voltage, go to step 4B. If correct go to step 4C (p. 14).

Verify receptacle has power

Step 4B



If plug is a GFCI verify it is not tripped. Check the plug for power. If no power consult an electrician. If power is present replace the ACHN plug (GLX-HOMENET-PS).

4: Aqua Connect Device

No LEDs Illuminated

Plug in Power and Ethernet Cables

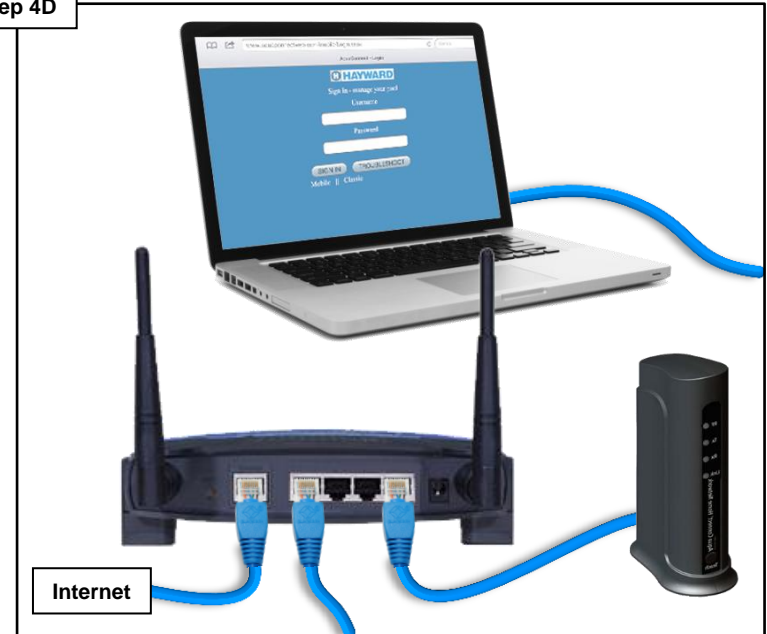
Verify the Internet Connection

Step 4C



Plug the Ethernet into another router port. If the Tx and Rx do not appear replace the cable and if LEDs still do not appear go to Step 4D. If LEDs appear follow instructions on p.18 to train the unit.

Step 4D



If the internet connection has been verified and the Tx and Rx LEDs do not appear replace the Aqua Connect. If this does not correct the problem consult the Internet Service Provider (ISP).

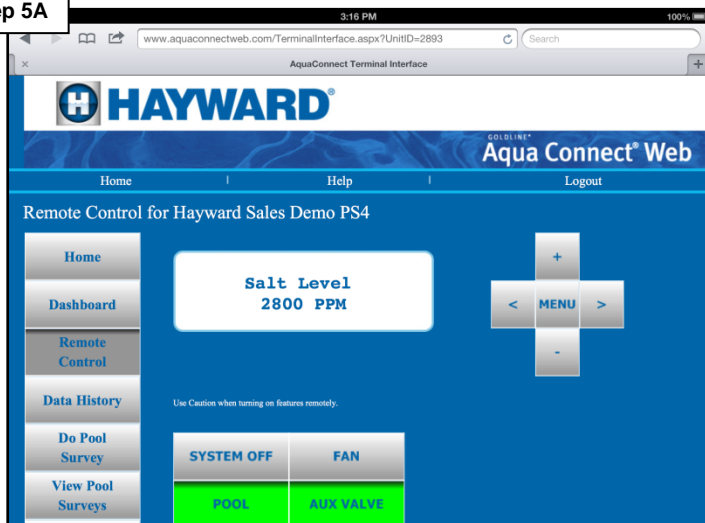
5: Aqua Connect Device

Constant Screen Refresh or Not Updating

Note the browser being used with the Aqua Connect Website

Unplug the ACHN device for a couple of minutes and then restore power

Step 5A



If refreshing the browser does not correct the issue, go to step 5B. If it does problem solved.

Step 5B



If this does not correct the problem on an Apple product, proceed to step 5C (p. 16). For PC based products go to 5D (p. 17).

5: Aqua Connect Device

Constant Screen Refresh or Not Updating

I: Locate and click on the App Store II: Locate the “Search” icon (bottom) and type “Chrome” into the search bar III: Click on “Chrome” App

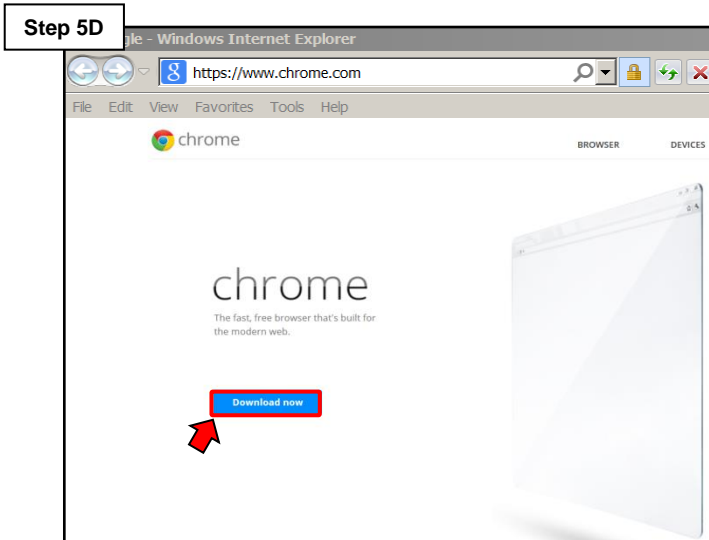


I: Click on the App Store which is located on the dashboard. II: Click on the search option and type “Chrome” into the search bar. Click on Install (this should be a free app) III: Open the app and proceed to step 5E (p.17).

5: Aqua Connect Device

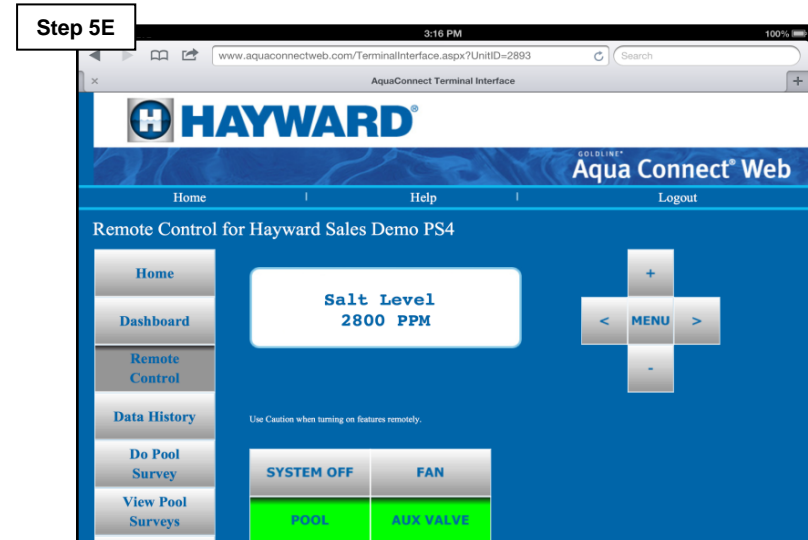
Constant Screen Refresh or Not Updating

Install the Google Chrome browser on non-Apple based device



To download the Google Chrome browser on a non-Apple based product. Open the current web browser and type www.chrome.com in the address bar. Click on the Download now option, launch the chrome browser and go to step 5E.

Check ACHN functionality by trying the remote control feature



If problem still persists temporarily disable all security software and firewalls associated with the home network and retry. If this corrects the issue speak with a network professional about modifying the network to allow the ACHN device full access.

Aqua Connect: Training the Device

Use the following steps to train the Aqua Connect Home Network Device 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.

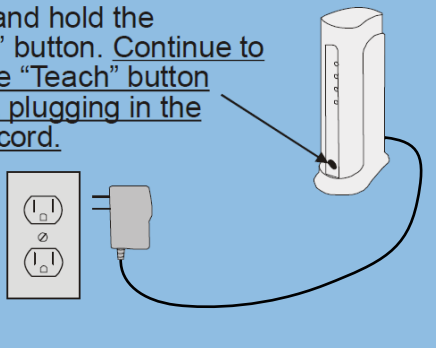
Note: If training the wireless device fails verify that the antenna is generation 2 (AQL2-BASE-RF). A GLX-RF-EXTEND is available if the antenna needs to be moved closer to the Aqua Connect.

Aqua Connect: Performing 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

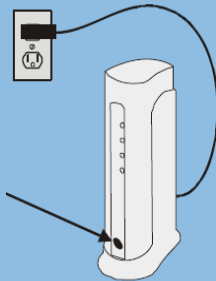
Press and hold the "Teach" button. Continue to hold the "Teach" button WHILE plugging in the power cord.



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

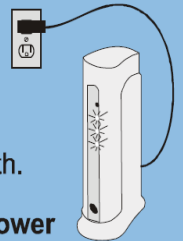
Keep pressing the "Teach" button until all four LEDs blink in unison, then release button.



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

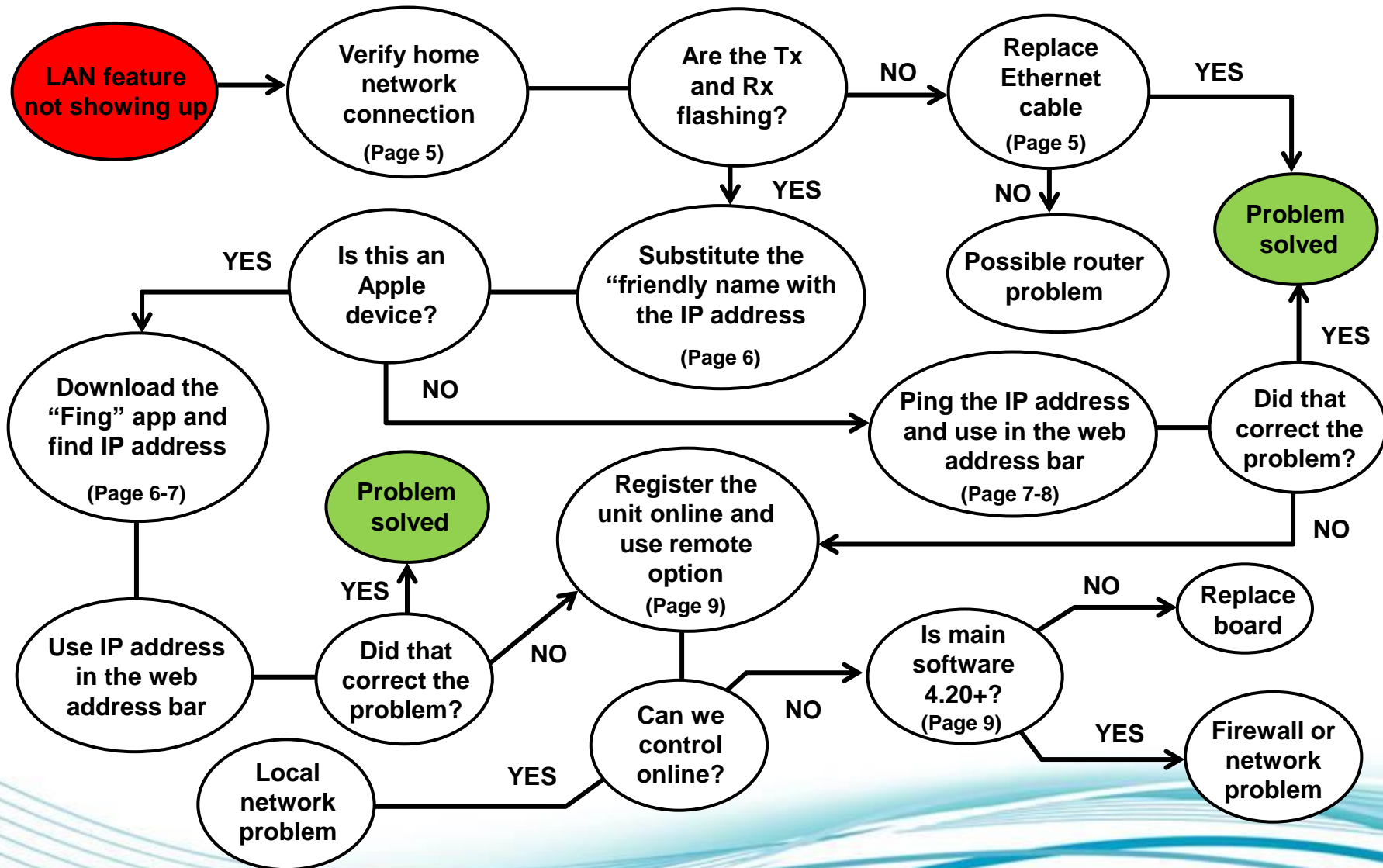
The Aqua Connect Home Network will enter range test mode and light its LEDs based on signal strength. More LEDs indicates greater signal strength. **Wait 1 minute for the test to complete and then unplug power to terminate the test.**



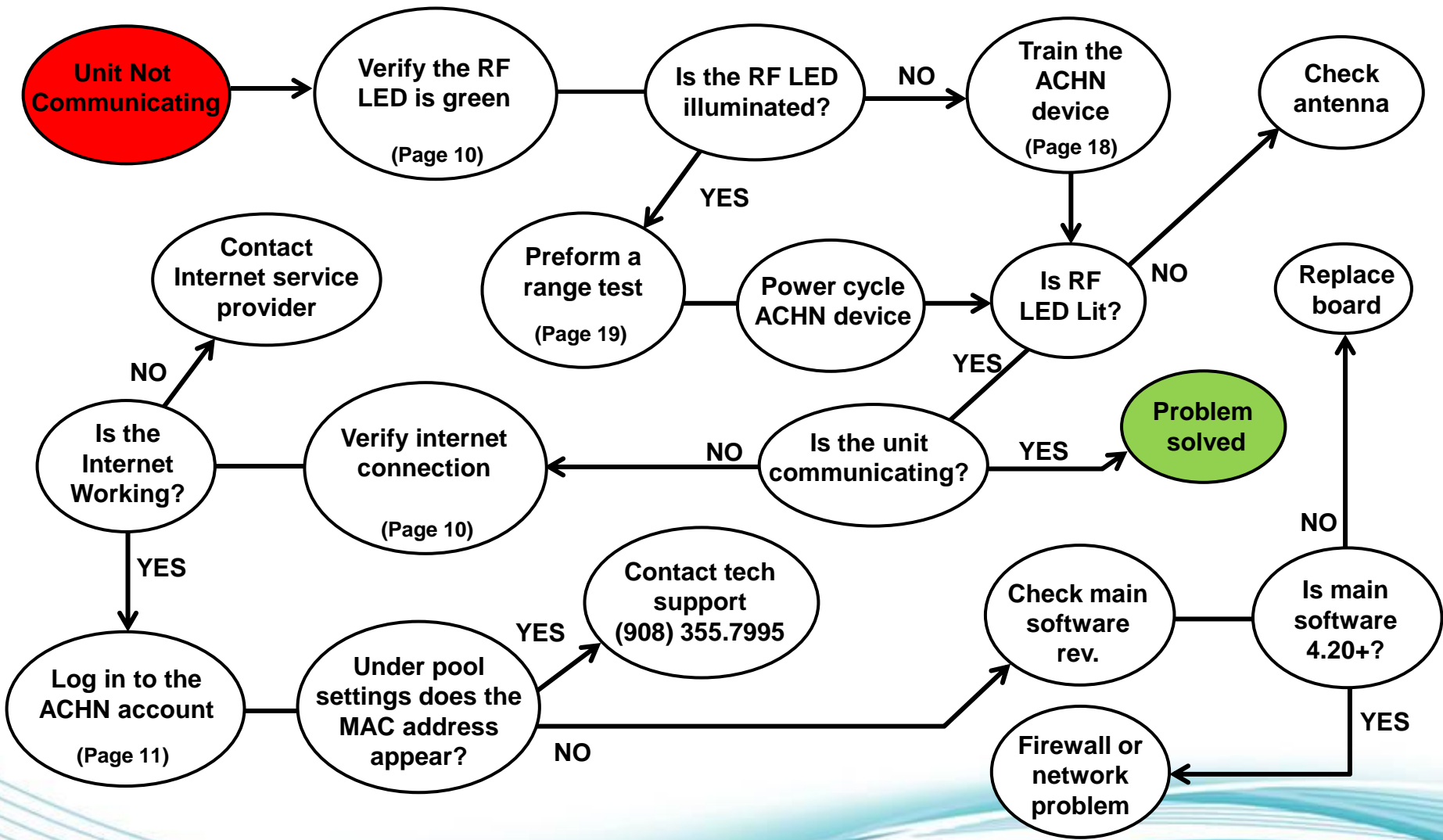
After two minutes the number of LEDs illuminated will indicate signal strength. 3-4 LEDs are desired, if less, reposition the ACHN or antenna and retest.

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.

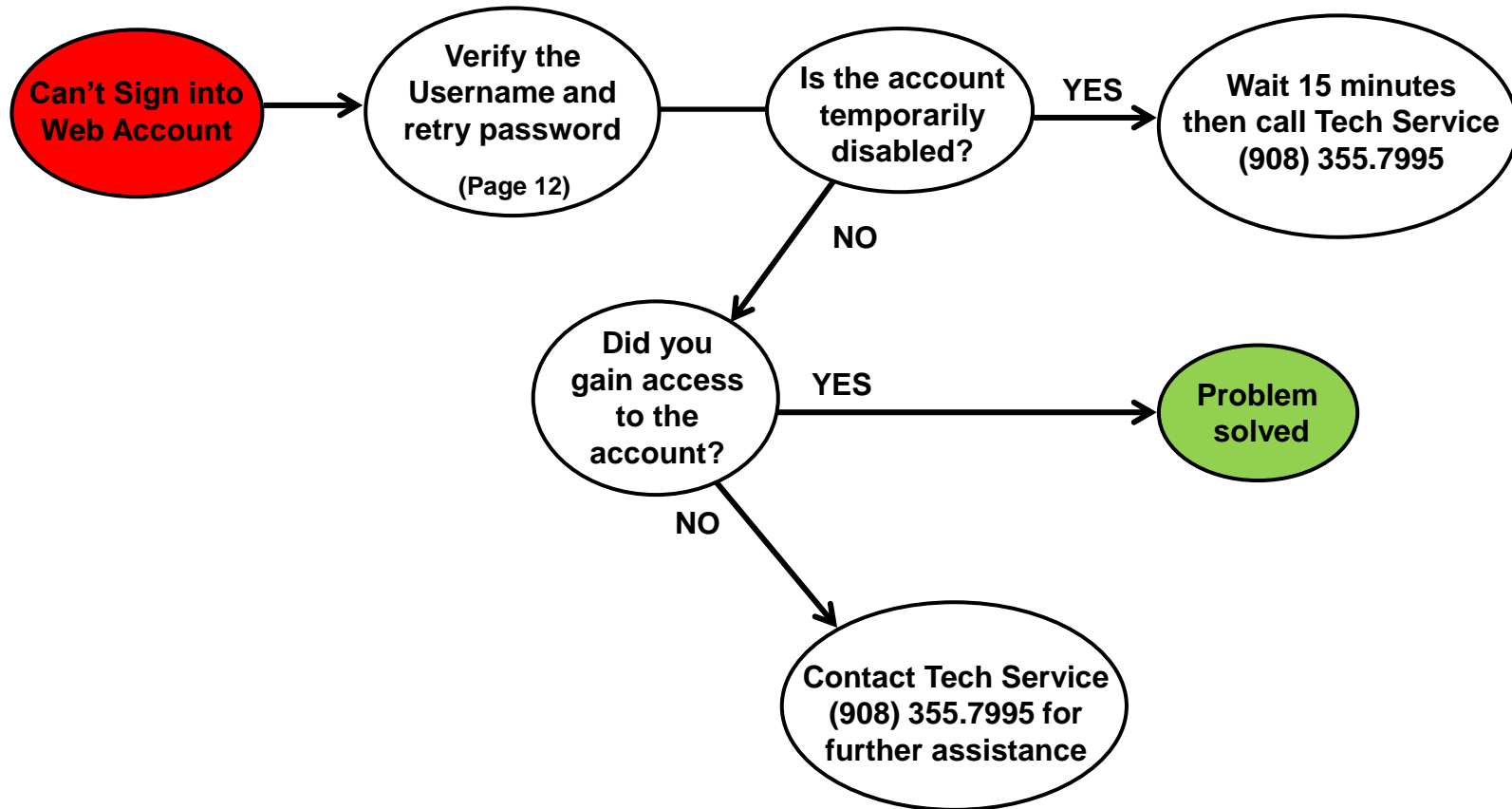
Troubleshooting Charts



Troubleshooting Charts

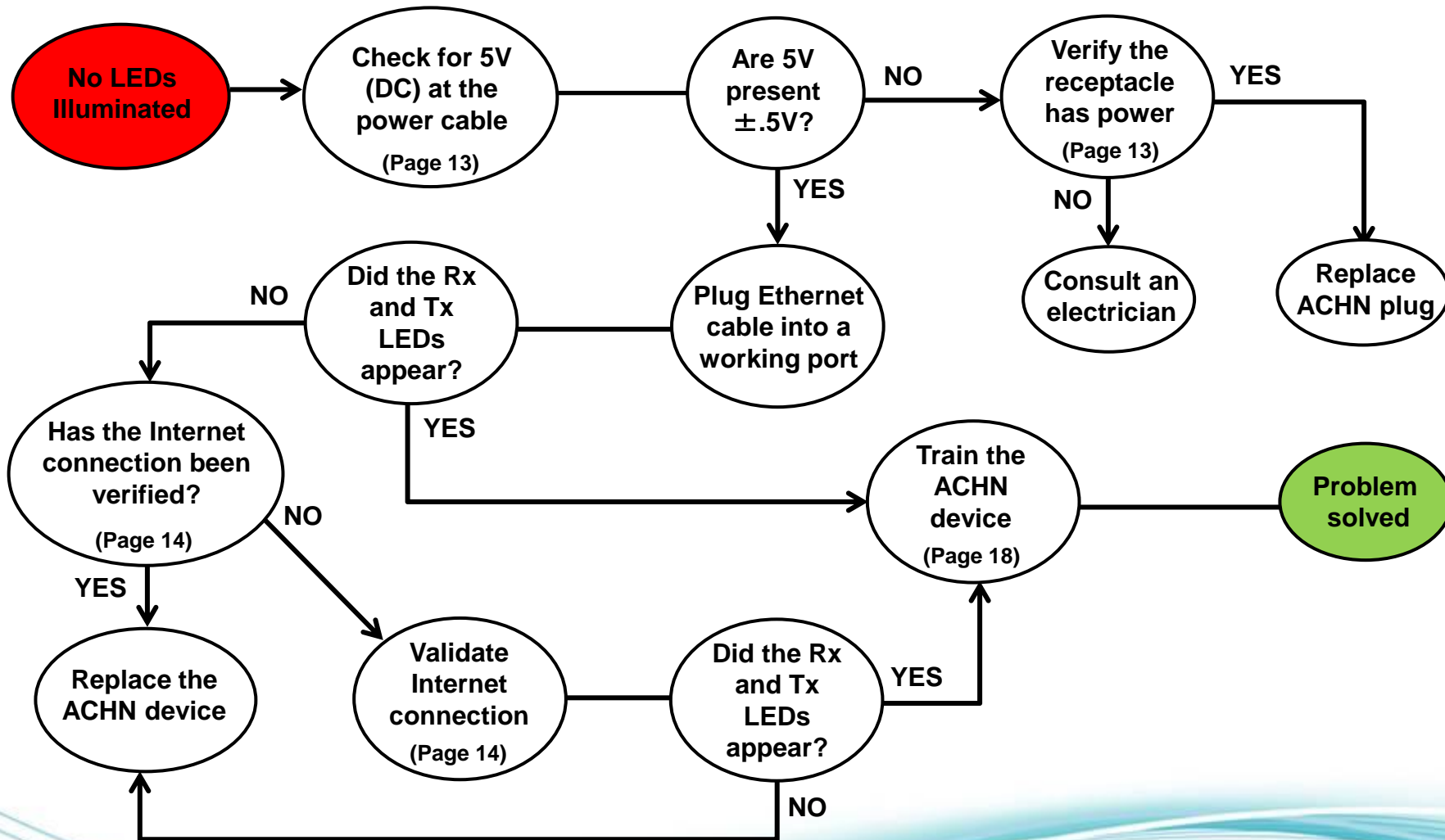


Troubleshooting Charts

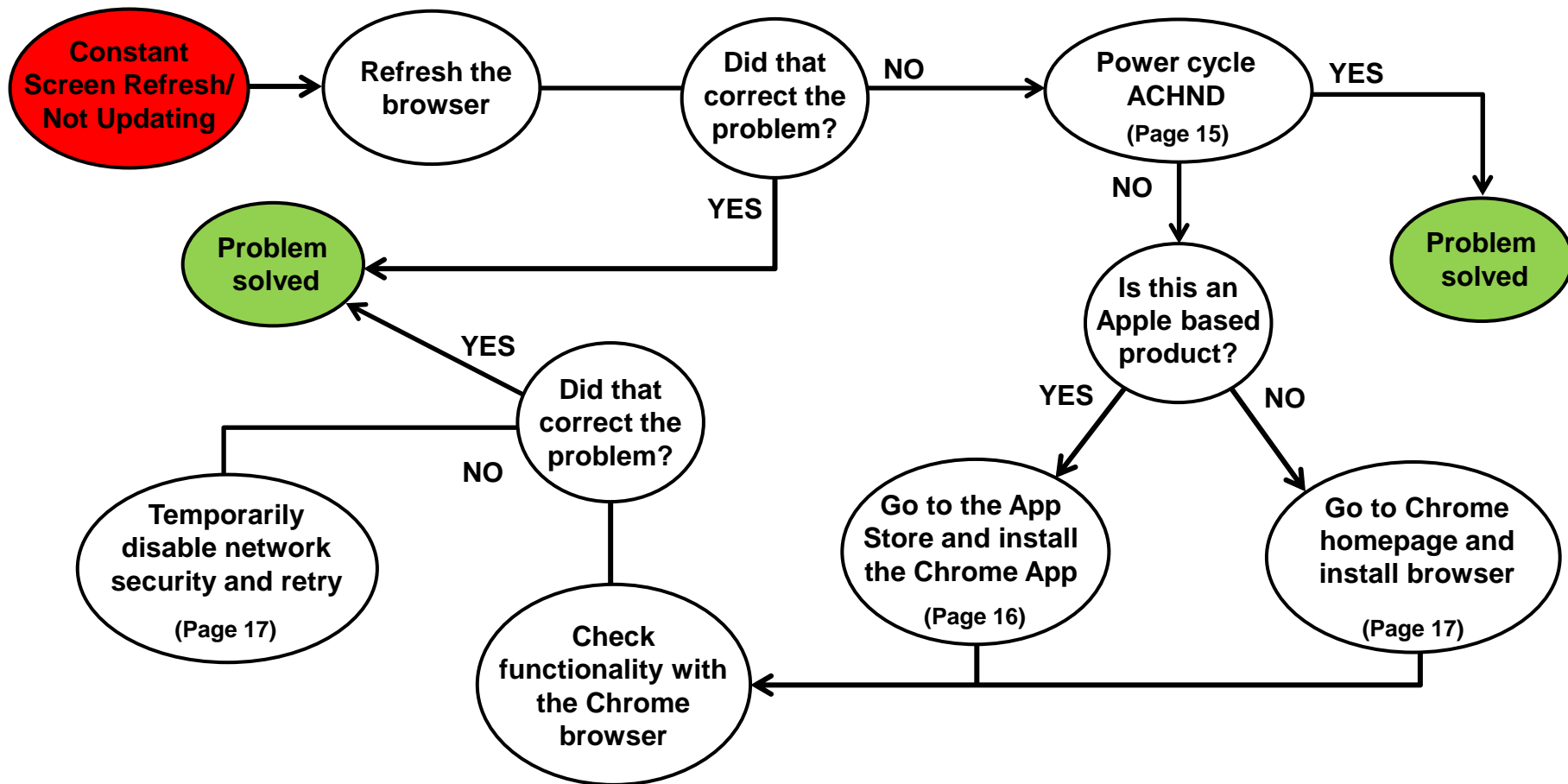


Note: If contacting technical support please have the username and email associated with the account available prior to calling.

Troubleshooting Charts



Troubleshooting Charts



Aqua Connect: Quick Tips

Setting up a Sub Account

1. Log in to 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™ webster

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 select the classic option at the bottom of the page.

Aqua Connect: Quick Tips

Setting up a Sub Account

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

4. Populate all required info. including username and password

Account Management

Manage Account: Goldline Controls

GoldLine

Create Sub Account

Manage Sub Accounts

Account Details

Required fields are in **BOLD**

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

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

First / Last Name: Paul Poisson

Phone Number: (xxx)xxx-xxxx Your contact information is never sold or traded.

Street Address: xxxxxxxxx

Address Line 2: _____

City: North Kingstown

State: RHODE ISLAND

Zip Code: 02852

Country: Select one...

Email Address*: techservice@aquacconnectweb.com

Aqua Connect: Quick Tips

Setting up a Sub Account

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

Account Details

Required fields are in **BOLD**

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

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

First / Last Name: Paul Poisson

Phone Number: (xxx)xxx-xxxx Your contact information is never sold or traded.

Street Address: xxxxxxxxx

Address Line 2: _____

City: North Kingstown

State: RHODE ISLAND

Zip Code: 02852

Country: Select one...

Email Address*: techservice@aquacconnectweb.com

*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 E-mail:

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

Add Cancel

6. Select the pool you wish to have access to via the site list (Note: step 6 and 7 will have to be done for every pool desired)

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

Aqua Connect: Quick Tips

Setting up a Sub Account

7. Go to Pool Settings > Manage Access and change the level of access desired for each sub account created

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

Aqua Connect: Quick Tips

Disabling a Sub Account

1. Log in to 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

AQUA CONNECT™ webster

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 the Account Settings button (bottom left)

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 select the classic option at the bottom of the page.

Aqua Connect: Quick Tips

Disabling a Sub Account

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

4. Click on the Sub Account we wish to disable

Account Management

Manage Account: Goldline Controls

GoldLine

Create Sub Account

Manage Sub Accounts

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

Aqua Connect: Quick Tips

Disabling a Sub Account

5. 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

State: MASSACHUSETTS

Zip Code: 01504

Country: UNITED STATES

Email Address*: p@noneofyourbusiness.com

*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 E-mail:

- 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

Create Sub Account
Manage Sub Accounts

Save and Return Site List