

Sauna Connect App Configuration

From the Apple App Store or Google Play Store, download and install.



Important – Please Read!!

Before proceeding with the app setup, please note that the initial setup for the app requires utilizing the 2.4ghz band of your wireless network. Setup will not work on a network's 5ghz band.

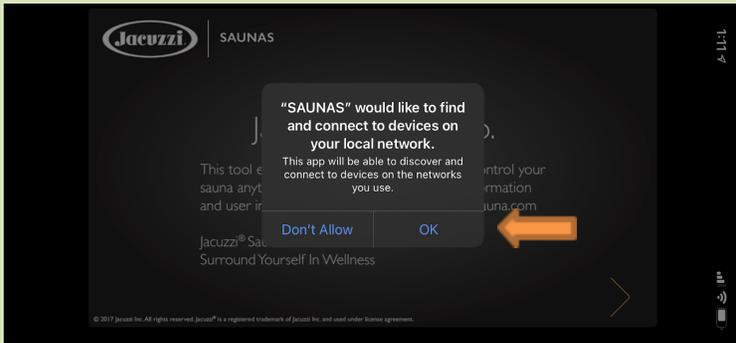
The majority of today's wireless routers will have the option of both bands but for the initial setup, your mobile device must be on the 2.4ghz band to be able to make an initial connection to the sauna.

- If both bands have the same name, one needs to temporarily disable the 5ghz band through the admin settings on their router/access point
- If those bands have different names, make sure that you are utilizing the 2.4ghz band on your mobile device

If you do not know how to do this on your own, you will need to get in touch with your ISP (Internet Service Provider) or consult your device documentation to learn how to temporarily change these settings.

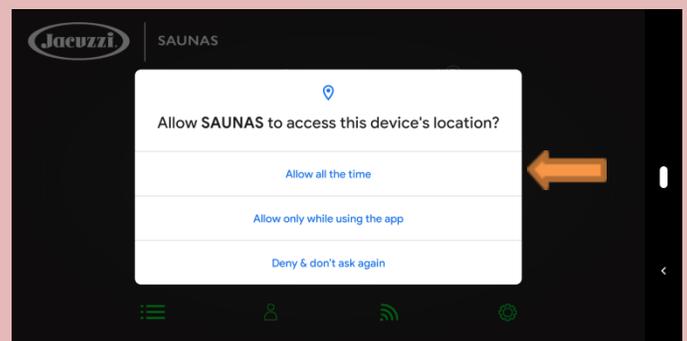
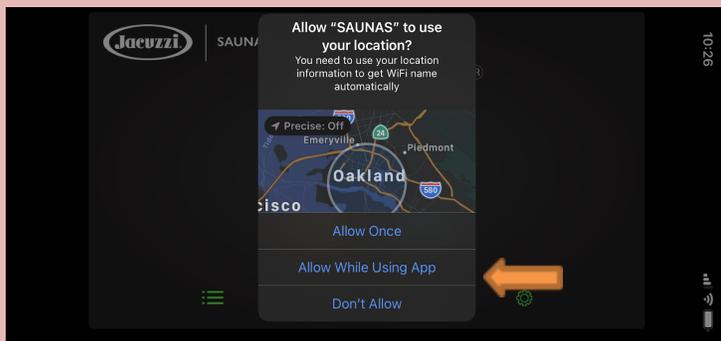
After we've verified the above, please make sure your mobile device is connected to your wireless network before opening the app.

The below guide utilizes screenshots from the Jacuzzi app but the process/setup will be the same.

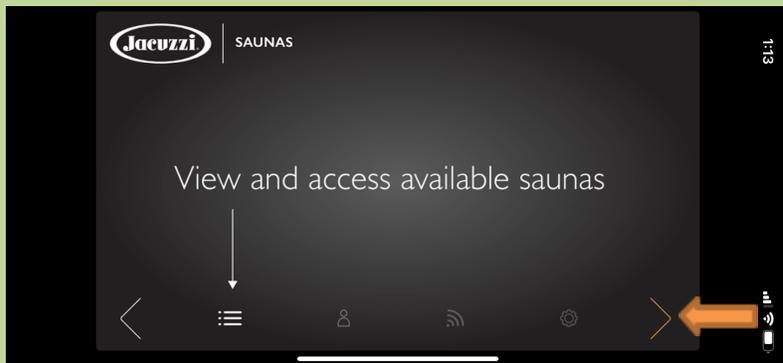


First time opening the app:

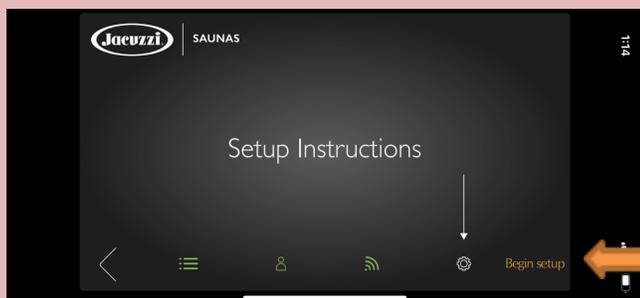
If it asks for permission to access your network, press **OK**.



When asked for location access, select **Allow While Using App...** (iOS) or **Allow All The Time** (Android).



Use the **right arrow** to see descriptions for each app icon.



When at the end, press **Begin setup** to move the account setup / login screen.



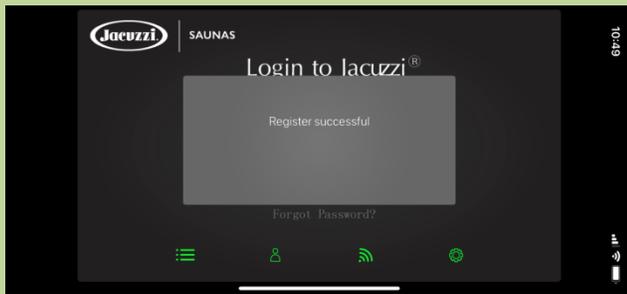
For creating a new account, press the **Sign Up** button. This will take you to the registration page.



Type in an email address.

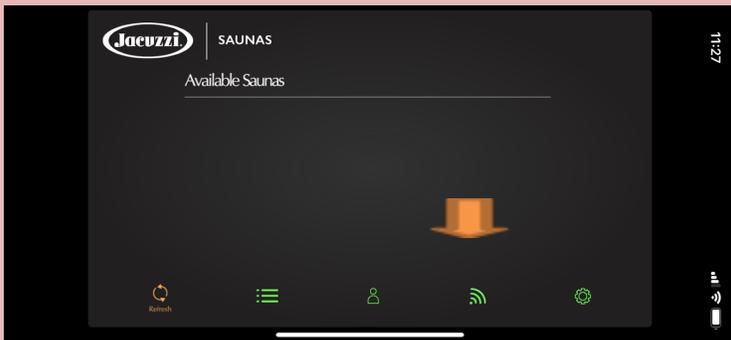
Your password should be a minimum of 8 characters.

When done, press **Register**.



Upon successful registration, you'll be taken back to the login screen.

Enter the account details you just created then select **Login** to be taken to the Available Saunas page.



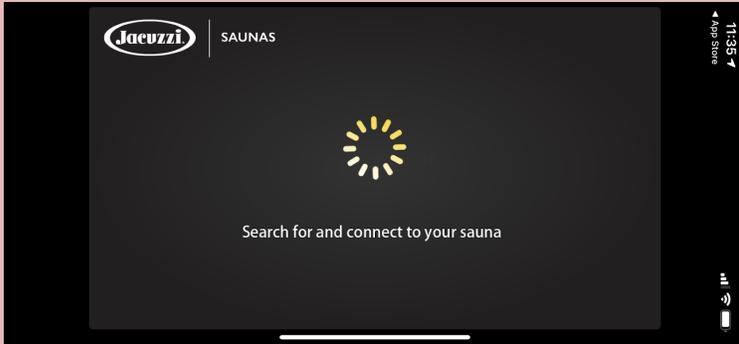
Press the Wireless icon to proceed to the setup screen and type in your password (and network name if not auto-populated).

*Do NOT press **Setup** yet*



Go to your sauna and with it turned off, press and hold the Power button for about 7 seconds until you hear a beep confirming that it is now in wireless setup mode.

After the beep, press **Setup** on the app screen.



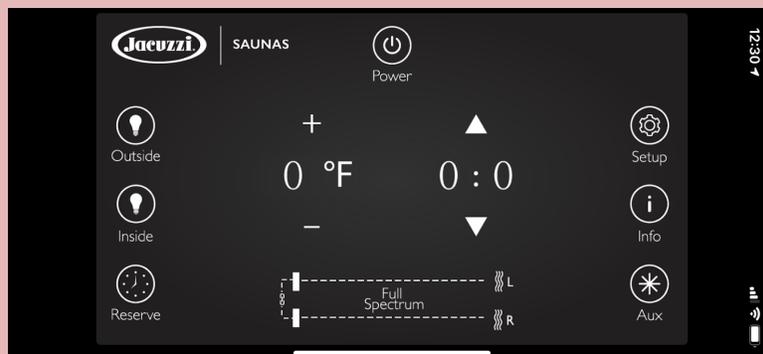
Upon successful connection, you should see the Available Saunas screen on the right with your sauna populated.

If the sauna's keypad is still lit up, press the power button to turn it off.

Now click on your sauna in the app screen to go to the control screen.

iOS ONLY (if your sauna does not populate in the app within 2 minutes)

- Close the app completely (not just hiding it)
- Click on the Settings icon from your Home Screen or App Library
- Scroll down until you get to **SAUNAS** under your list of apps then click on it
- Click on **Location** and change the setting to **Always**
- Reopen the app



You are now ready to control your sauna remotely!

Troubleshooting

My wireless network name is not auto-populated on the Setup screen. Is this an issue?

This could be due to not having WiFi turned on (device).

Another cause is not accepting use of your location in the beginning of the setup process. If you think this may be the case, proceed to the below troubleshooting steps.

- Delete and reinstall the app
- NEWER iOS ONLY:** Verify Location settings are correct. Change to “Ask Next Time” for iOS.
- When the app asks to use your location, you must choose **Allow While Using App (iOS)** or **Allow All The Time (Android)**
- Create a new user account** making sure NOT to use the (or any) email address you've used before
 - No Gmail accounts
 - Email address can be made up if they do not have another address you can use (g42@g42.com as an example - **do not use this specifically**)
- Go through the setup process again.

The connection screen just shows “spinning” until a Cancel button appears.

Make sure you're putting the sauna into its WiFi mode right before tapping Setup within the app.

Re-check that your wireless network password on the initial setup screen is correct. Again, setup will not work (even if you've had it working previously) if your mobile device is not on a 2.4ghz network.

Proximity can be a factor in cases where there are several walls and/or flights of stairs between the wireless router/access point and the sauna(s) or in the case of an outdoor unit being too far.