COLDTUB™

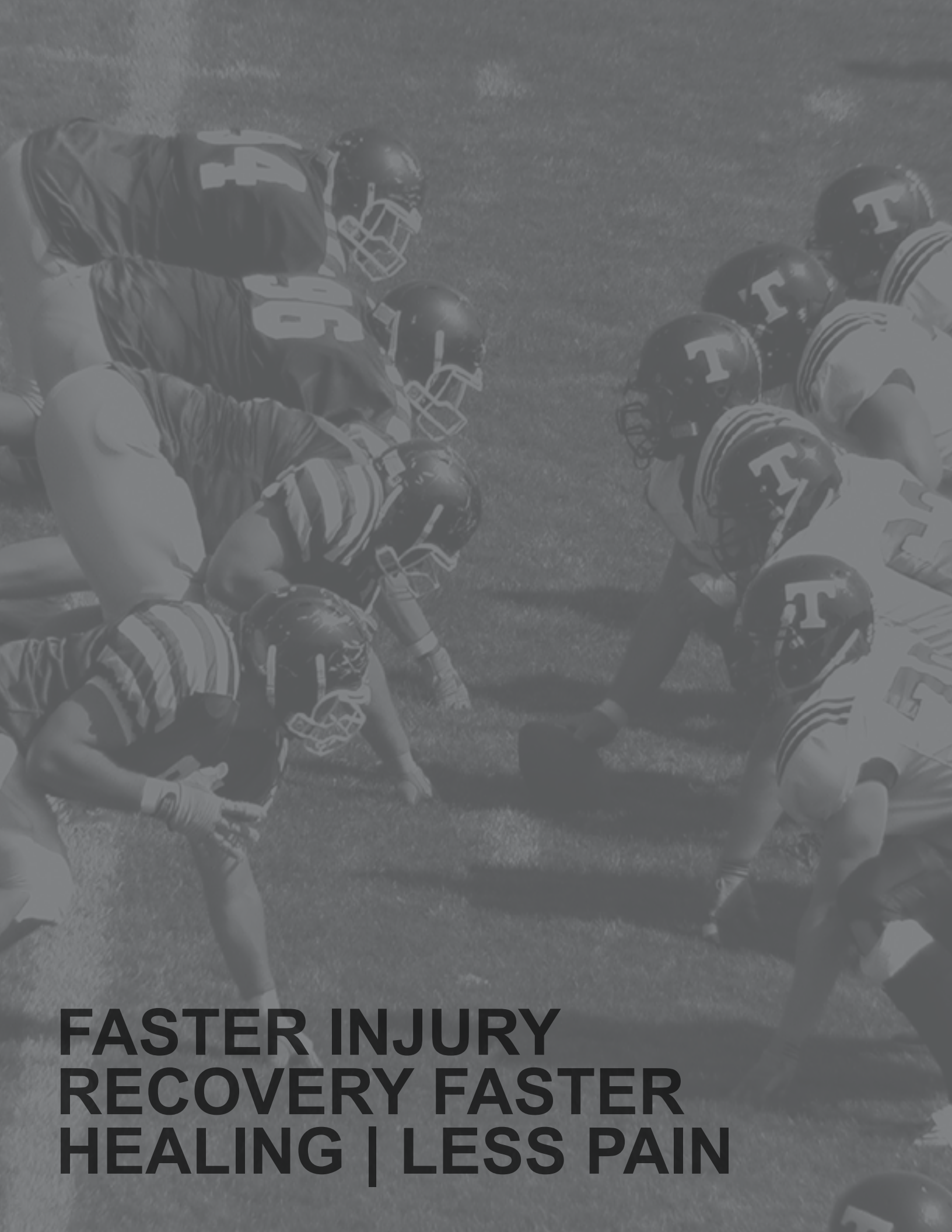# User Guide

For COLDTUBs Configured with WIFI Capability.

Apps available for iPhone & iPad.

FASTER INJURY RECOVERY FASTER HEALING | LESS PAIN

Table of Contents

1 COLDTUB App and Web Connect User Guide

This User Guide provides the COLDTUB owner information on how to connect their COLDTUB to their network and the My COLDTUB Server allowing the COLDTUB owner access to the full benefits of COLDTUB App, Web Connect and owning a COLDTUB.

There are three steps involved in the complete connection process:

1. Download the free COLDTUBs App from your App Store.

2. Connect your network to your COLDTUB by WIFI Extender or LAN Cable. Once this is achieved COLDTUB App will function through your device allowing you to control your COLDTUB with your device locally (within your network WIFI range).

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

Note: If your COLDTUB is not optioned with WIFI capability for COLDTUB App, any COLDTUB can be upgraded to have the required COLDTUB App components installed. Please contact COLDTUB with the Serial Number of your COLDTUB.

1.1 COLDTUBs App?

The COLDTUB App App provides total control of your COLDTUB remotely.

Allows you to:

• Activate the jets, lights.

• Check and adjust water temperature, filtration, salt water sanitizing system

• View your COLDTUBs power consumption detail.

• Play Music.

• Lock controls.

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

• Access new features as added.

1.2 What is Web Connect?

Web Connect is the most ambitious extension of the COLDTUB App system, allowing an EcoPack equipped COLDTUB to establish a connection directly to the Internet. In doing so, the COLDTUB owner can log into the COLDTUB 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 COLDTUB. Web Connect allows the user to have choice within this functionality, connect via the Cloud, WiFi or via the mycoldtub.com website.

Note: Before you can utilise Web Connect you must first connect your COLDTUB to your Network by WIFI Extender or LAN Cable.

1.3 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.

1.4 What is a Network Connection Through LAN Cable?

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

1.5 What Does Web Connect Do?

• **Adjust basic COLDTUB functions, such as:**

　　1. Turn pumps on or off

　　2. View current status:

　　　　a. Chilling

　　　　b. Heating cycle

　　　　c. Filtration cycle

　　3. View current, and adjust temperature

　　4. Turn lighting systems on/off

• **Adjust Higher level functions such as:**

　　1. Adjust filtration cycle frequency and duration

　　2. Adjust Salt Water system output.

　　3. Monitor your COLDTUBs power consumption

• **Reference Functions, such as access:**

　　1. Owners Manuals.

　　2. Troubleshooting Guide, brochures and Quick Reference Cards (QRC).

1.6 What is mycoldtub.com?

Mycoldtub.com is a Web based after sales support system designed and built by COLDTUB especially for COLDTUB owners that are utilising the COLDTUB App.

Mycoldtub.com through Web Connect allows the COLDTUB owner to log into their COLDTUB 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 COLDTUB. Web Connect allows the user to have choice within this functionality, connect via the Cloud, WiFi or via the mycoldtub.com website.

Web Address is: www.mycoldtub.com

1.7 Web Connect Interface Through WIFI Extender

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

Web Connect Through WIFI Extender

Topside
Controller

Web Connect Through WIFI Extender

My Coldtub
Server

My Arctic
Spa Server

Web Enabled
Device with
App Installed
Web Enabled
Device with
App Installed

2011 Global Eco PAK

2011 Global Eco PAK

Wifi Extender

Internet

Internet

Home Router

**WIFI
Delivering
network data**
**WIFI
Delivering
network data**

Home Router

Computer

Computer
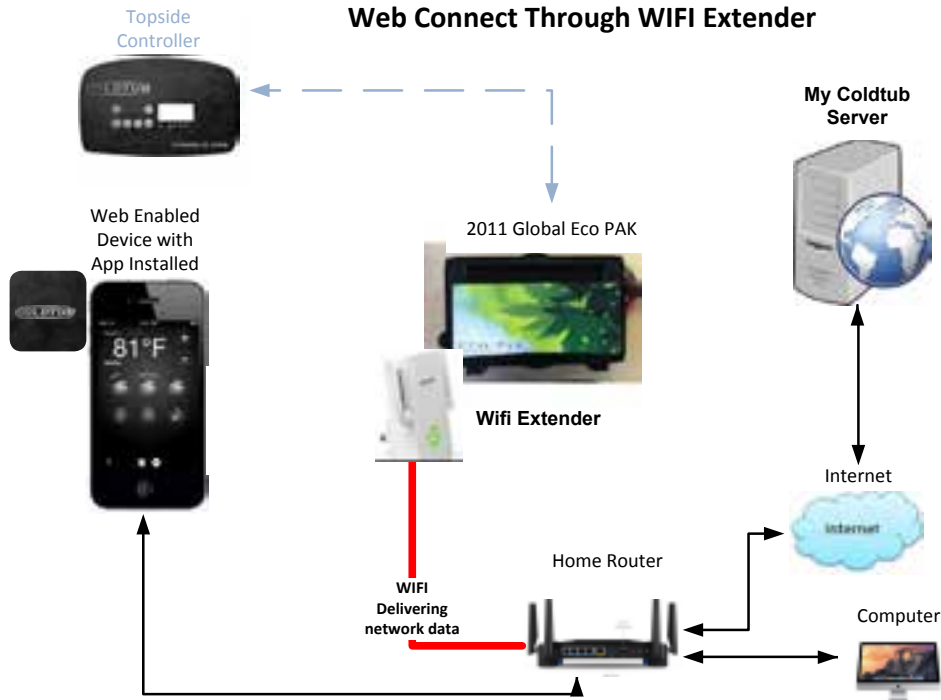
1.8 Web Connect Interface Through LAN Cable

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

Topside
Controller

Web Connect Through LAN Cable

Topside
Controller

Web Connect Through LAN Cable

My Arctic
Spa Server

**My Coldtub
Server**

Device with
App Installed
Web Enabled
Device with
App Installed

2011 Global Eco PAK

2011 Global Eco PAK

**Electrical
Power Line
delivering
Electrical
Power Line
delivering
network data**

Internet

Internet

Home Router

Home Router

Computer

Computer

1.9 COLDTUB App QRC Through WIFI Extender Flowchart

The following flowchart shows how to connect COLDTUB App through WIFI Extender.

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

If your Tub Was ordered with a WIFI Extender the WIFI Extender will be Connected to the Motherboard & Processor Card in the Tub Pack of your Tub and your Tubs Low Level Programming (LLP) settings will be factory set to Dynamic. Set up to have a Dynamic Internet Protocol (IP) address.

↓

Watch the Video that demonstrates How to Connect Your Tenda Wireless Range Extender to Your Network(WIFI Extender ordered with your Tub)

↓

Following the directions in the Video, connect the WIFI Extender to your Network

↓

Using your smart phone or tablet go to Settings/WIFI. Connect to Tenda _XXXXX (Open)

↓

Do you see the WIFI Extender? — **NO** → Remove the Tubs PAK cover, locate the WIFI Extender check and confirm WIFI Extender power light is illuminated.If not illuminated ensure the power cable is correctly installed. → Illuminated? — **NO** → Try another WIFI Extender

Illuminated? — **YES** → (back to Using your smart phone or tablet go to Settings/WIFI)

Do you see the WIFI Extender? — **YES** ↓

Doyou have an IP address? — **YES** → Scroll through the Tubs Low Level Programming (LLP) check to ensure the Tubs Internet Protocol (IP) address. → Access the Tubs Low Level Programming (LLP) through the Topside Controller by holding the FILTER button down until LLP is displayed. →

- Scroll through the LLP settings by pressing the FILTER button, each time you press the filter button you move to the next LLP setting, scroll through until IP is displayed.
- St or dy will be displayed, if St is displayed press the Up Arrow button to change to dy Dynamic.
- Press the FILTER button again to display the Tubs IP address (Last Octec should appear).
- Continue to press the FILTER button until you have exited the LLP settings. At this time the Pack will save the settings.

Doyou have an IP address? — **NO** → Remove the Tubs PAK cover, locate the WIFI Extender check and confirm:
- Power light on WIFI extender is illuminated.
- Ethernet cable is plugged into the RJ45 plug on the WIFI Extender and light is illuminated.
- Ethernet cable is plugged into the RJ45 plug on the Processor Card and light directly under the RJ45 plug is illuminated.

↓

Are all lights illuminated? — **NO** → If WIFI light is Orange home WIFI signal may be weak, try the following:
- Relocate WIFI Extender.
- Relocate home router.

Note: If the above does not correct the problem, contact your Dealer for assistance.

Are all lights illuminated? — **YES** → Try the following one at a time in the bellow order:
- Different Ethernet cable.
- Reset the WIFI Extender by holding down the factory reset button for 10 seconds with a pen.
- New WIFI Extender.
- New Processor Card.

Note: If the above does not correct the problem, contact your Dealer for assistance.

Open the Arctic Tubs App on your device such as your Smart Phone or tablet.

↓

Connect to the Tub Usingthe LAN bbutton on the App.
Note: It can take up to 6-8 times for the App to find the Tub on your Network, if need be keep pressing the reconnect button.

↓

Connected? — **YES** → Your Tub is now connected to your Network and you can control your Tub through the App.

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

↓

Blocked? — **NO** → Try connecting to the Tub with another device.

Blocked? — **YES** → Unblock router settings.

↓

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

↓

Connected? — **YES** → Your Tub is now connected to your Network and you can control your Tub through the App.

Connected? — **NO** → Contact your Dealer for assistance.

↓

Your Tub is now connected to your Network and you can control your Tub through the App.

↓

Go to the myarctictubs.com webpage to create an account for your Tub and to register you Tub. Refer Flowchart How to Connect Your Tub to the Myarctic Tubs Server.
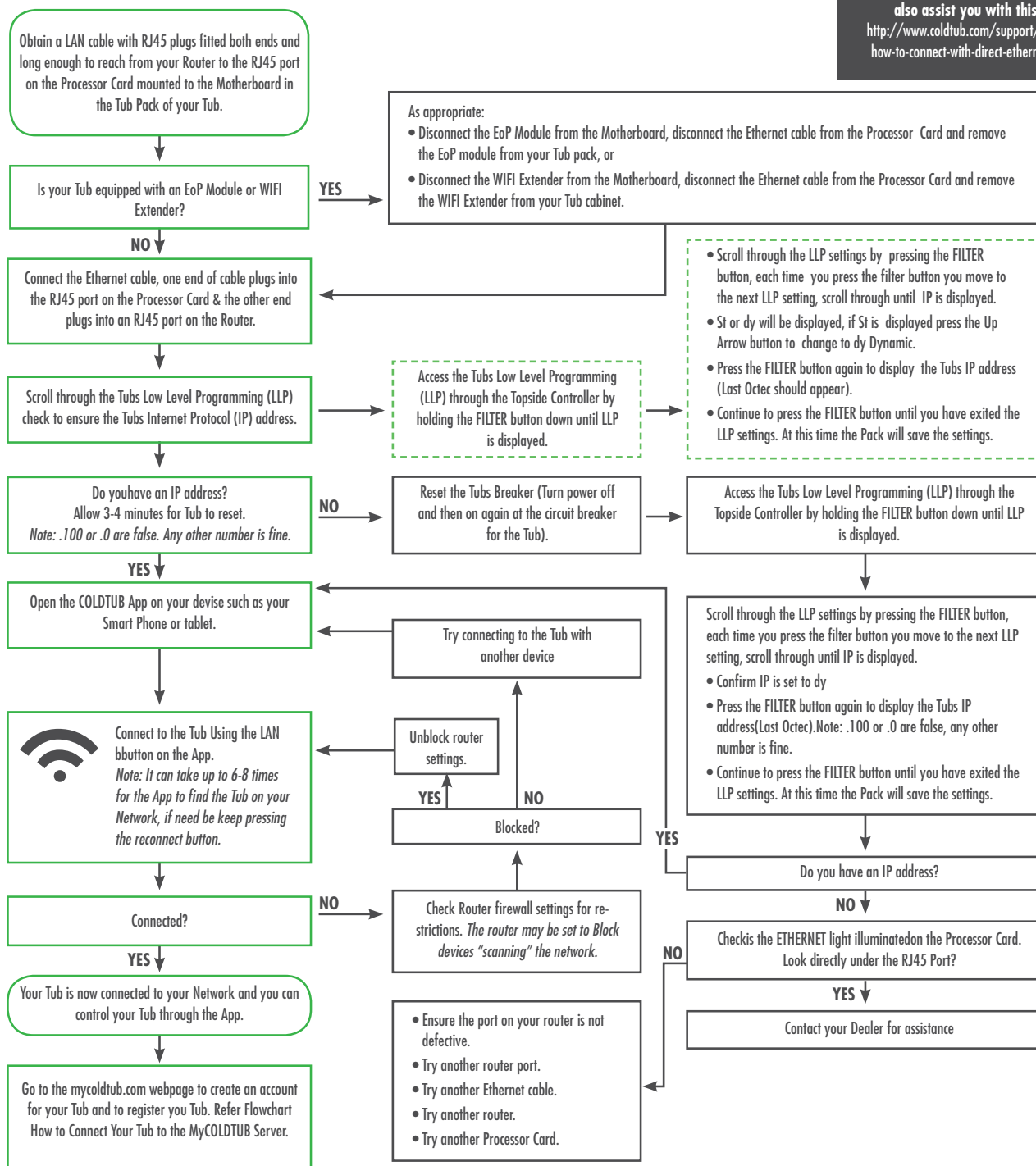
1.10 COLDTUB App QRC Through LAN Cable Flowchart

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

Obtain a LAN cable with RJ45 plugs fitted both ends and long enough to reach from your Router to the RJ45 port on the Processor Card mounted to the Motherboard in the Tub Pack of your Tub.

↓

Is your Tub equipped with an EoP Module or WIFI Extender?

YES →

As appropriate:
- Disconnect the EoP Module from the Motherboard, disconnect the Ethernet cable from the Processor Card and remove the EoP module from your Tub pack, or
- Disconnect the WIFI Extender from the Motherboard, disconnect the Ethernet cable from the Processor Card and remove the WIFI Extender from your Tub cabinet.

NO ↓

Connect the Ethernet cable, one end of cable plugs into the RJ45 port on the Processor Card & the other end plugs into an RJ45 port on the Router.

↓

Scroll through the Tubs Low Level Programming (LLP) check to ensure the Tubs Internet Protocol (IP) address.

→ Access the Tubs Low Level Programming (LLP) through the Topside Controller by holding the FILTER button down until LLP is displayed. →

- Scroll through the LLP settings by pressing the FILTER button, each time you press the filter button you move to the next LLP setting, scroll through until IP is displayed.
- St or dy will be displayed, if St is displayed press the Up Arrow button to change to dy Dynamic.
- Press the FILTER button again to display the Tubs IP address (Last Octec should appear).
- Continue to press the FILTER button until you have exited the LLP settings. At this time the Pack will save the settings.

↓

Do you have an IP address?
Allow 3-4 minutes for Tub to reset.
Note: .100 or .0 are false. Any other number is fine.

NO → Reset the Tubs Breaker (Turn power off and then on again at the circuit breaker for the Tub). →

Access the Tubs Low Level Programming (LLP) through the Topside Controller by holding the FILTER button down until LLP is displayed.

YES ↓

Open the COLDTUB App on your devise such as your Smart Phone or tablet.

Try connecting to the Tub with another device

Scroll through the LLP settings by pressing the FILTER button, each time you press the filter button you move to the next LLP setting, scroll through until IP is displayed.
- Confirm IP is set to dy
- Press the FILTER button again to display the Tubs IP address(Last Octec).Note: .100 or .0 are false, any other number is fine.
- Continue to press the FILTER button until you have exited the LLP settings. At this time the Pack will save the settings.

↓

Connect to the Tub Using the LAN bbutton on the App.
Note: It can take up to 6-8 times for the App to find the Tub on your Network, if need be keep pressing the reconnect button.

Unblock router settings.

YES | **NO**

Blocked?

YES →

Do you have an IP address?

NO ↓

↓

Connected?

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

NO →

Checkis the ETHERNET light illuminatedon the Processor Card. Look directly under the RJ45 Port?

YES ↓

YES ↓

Your Tub is now connected to your Network and you can control your Tub through the App.

- Ensure the port on your router is not defective.
- Try another router port.
- Try another Ethernet cable.
- Try another router.
- Try another Processor Card.

Contact your Dealer for assistance

↓

Go to the mycoldtub.com webpage to create an account for your Tub and to register you Tub. Refer Flowchart How to Connect Your Tub to the MyCOLDTUB Server.

1.11 How to Connect Your COLDTUB to the My COLDTUB Server (Web Connect) Flowchart

The following flowchart shows how to open a free account with mycoldtub.com and register your COLDTUB on the server linked to the mycoldtub.com webpage.

Once completed, your COLDTUB with be fully functional through Web Connect

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

↓

To access the My COLDTUB Home page enter the following web address into your browser **www.mycoldtub.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@mycoldtub.com.**
Complete the registration process by clicking on the **Confirm my Mycoldtub.com account: link** in the Email received.

You will be directed to the **Account Activation** screen on the **mycoldtub.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 Tub details.

↓

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

↓

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

The **Tub Registration Confirmation** pop up box will be displayed advising you to press a button on your Tubs Topside Controller to confirm the Tub registration.
Note: You have 3 minutes to press a button on your Tubs Topside Controller otherwise you will need to press the search button again.

↓

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

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

↓

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

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

↓

Your Tub is now connected to The My COLDTUBs Server.

NOTE: Once you have logged in for the first time and registered your Tub details within mycoldtub.com, logging into mycoldtub.com is achieved from accessing the My COLDTUB 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 COLDTUB will automatically open your personal My COLDTUB page.

NOTE: You will receive a prompt to reflect that your Tub must be connected to the Internet (Your Network). **You must have first connected your Tub to your 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 Tubs Serial No. can be located on the **Metal Compliance Plate** mounted to your Tub just above the Bottom Rail and between two doors.You only need and register the number portion of the complete Serial No.Eg Tub Serial No. AX16KX178910, **17890** is the portion of the Serial No. required to be recorded.

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

1.12 My COLDTUB

The following is a brief outline of My COLDTUB.

Mycoldtub.com is a Web based after sales support system designed and built by COLDTUBs especially for COLDTUBs owners allowing owners access to the full benefits of owning an COLDTUBs COLDTUB.

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

My COLDTUB has been designed to:

- Receive data from your COLDTUB over the Internet through your network which has been connected to your COLDTUB. The data is logged and saved on the My COLDTUB Server on a continual basis.

- If COLDTUB Pal is equipped in your COLDTUB, send automated email notifications to the COLDTUB owner when the pH level of the COLDTUBs water is outside the required range (out of balance).

The following pages make up the My COLDTUB Web site:

- Home.

- Register.

- Login.

- Settings.

- Documentation.

- Error Codes.

- About.

- Profile.

- Diagnostics.

- Logout.

As you can see from the above, My COLDTUB clearly places COLDTUBs owners another milestone ahead of owners of other brand COLDTUBs.

Register and enjoy the experience.

1.12.1 Home Page

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

www.mycoldtub.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.**

1.12.2 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.

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.

You will then receive an Account Confirmation Email from My COLDTUB.

Once you receive the email complete the registration through confirming your email address by clicking on the LINK in the email received.
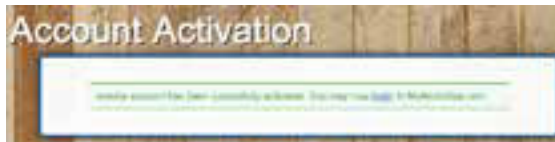
You will be directed to the Account Activation screen on the mycoldtub.com Web page, and the confirmation will be displayed.

1.12.3 Login First Time

Before you login for the first time you should first ensure your COLDTUB has already been connect your 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 COLDTUB details.

Note: Once you have logged in for the first time and registered your COLDTUB details within mycoldtub. com, logging into mycoldtub.com is achieved from accessing the My COLDTUB 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 COLDTUB will automatically open your personal My COLDTUB Page.

1.12.4 Register a COLDTUB

To register your COLDTUB details click the **Register a COLDTUB** link in the **Profile and Preferences** box.

You will receive a prompt to reflect that your COLDTUB must be connected to the Internet (Your Network). Click the Search button to find your COLDTUB. The **COLDTUB Registration Confirmation** pop up box will be displayed advising you to press a button on your COLDTUBs Topside Controller to confirm the COLDTUB registration.

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

'rEG" will be displayed on the Topside Controller. When you press any button on your COLDTUBs Topside Controller **"Conf"** will be displayed, reflecting that your COLDTUB is being confirmed for registration.

On the **Register a COLDTUB** page you will now be able to see your COLDTUB.

Press the **Register** button.

Then enter a nickname for your COLDTUB and the Serial Number of your COLDTUB in the **Nickname** and **COLDTUB Registration** fields on the **Register a COLDTUB** Page.

Press the Register button to complete the registration process.

Your COLDTUB will now be connected to the My COLDTUB server

1.12.5 Login

Once you have logged in for the first time and registered your COLDTUB details within My COLDTUB, logging into My COLDTUB is achieved from accessing the My COLDTUB 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 COLDTUB will automatically open your personal **My COLDTUB** 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
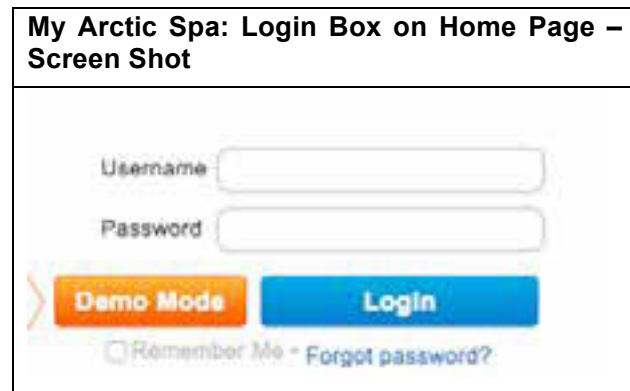
1.12.6 My COLDTUB

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

If your COLDTUB is connected to the internet through your network you can see if your COLDTUB is in use, adjust the temperature and turn on and off components if desired

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

1.13.1 Settings

Click on this tab to access the Settings page.

From this page, you can see your COLDTUBs currently producing Sanitizer (Sanitizing) adjust the following settings of your COLDTUB:

- Filtration
- Firmware Upgrade
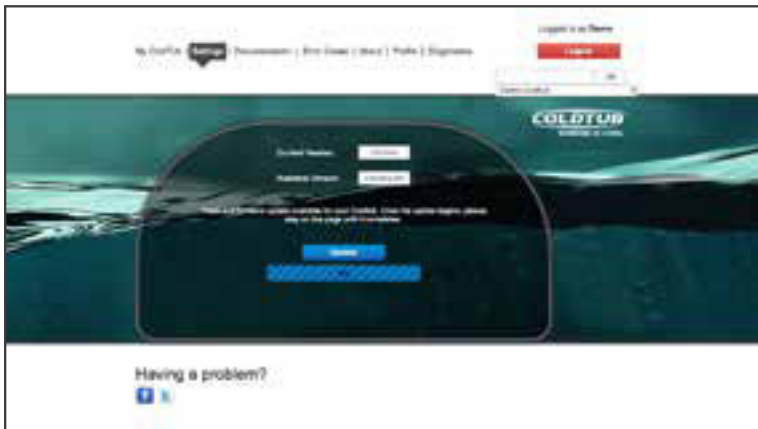
1.13.2 Documentation

Click on this tab to access the Documentation page.

This page provides you easy access to:

- Owners manual
- Networking guide
- COLDTUB App user guide
- Other cool stuff
- Quick Reference Cards
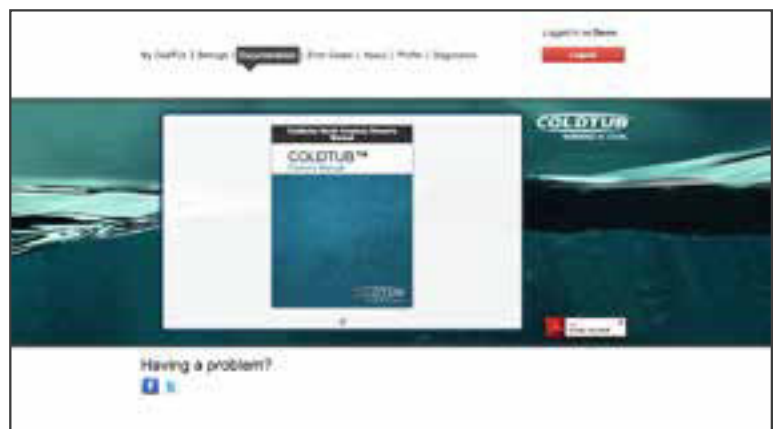
1.13.3 **Error Codes**

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 COLDTUBs topside controller, in the unlikely event of a system warning linked to a possible component fault, such as:

- Flow switch error - FLC.

  Or HPT
- Flow switch error - FLO.

- High limit error - HL.

- High limit temp probe error - HL.

- Temp probe error - PRR.
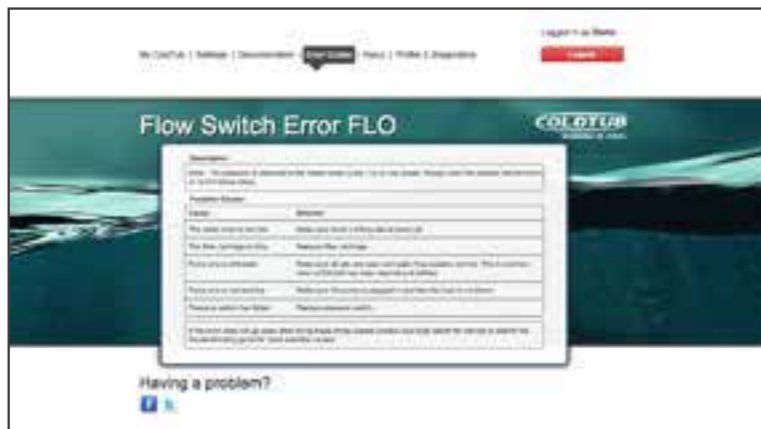
1.13.4 **About**

Click on this tab to access the About page.

This page displays the following details about your COLDTUB:

- Firmware version load.

- Hardware version.

- Product ID.

- COLDTUB serial number.
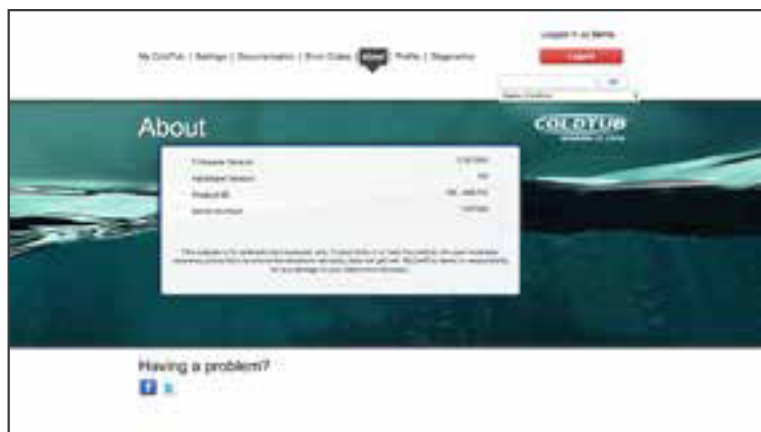
1.13.5 Profile

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 a COLDTUB from My COLDTUB.
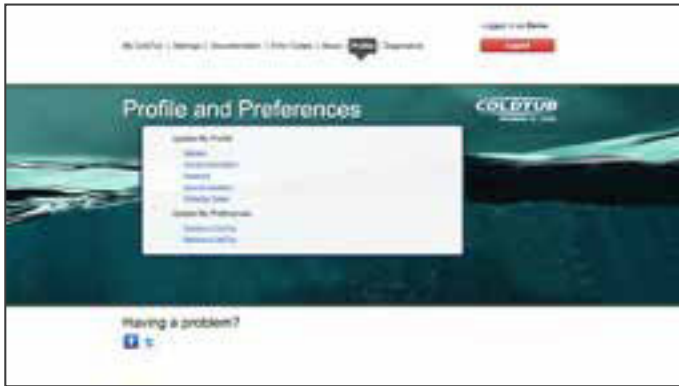
1.13.6 Diagnostics

Click on this tab to access the Diagnostics page.

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

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

1.13.7 Logout

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

Once out, enjoy your COLDTUB!

1.14 COLDTUB Wifi Extender Quick Reference

Instructional video can be found at : https://youtu.be/TfmmXDgDGQs

The computer you are using to connect to the wifi extender can not have a hard wired internet connection
(Ethernet cord attached from home router/network to computer)

• Find Tenda on in your WIFI search and connect to the TENDA unit

• Once connected to the TENDA open your web browser type re.tendacn.com
 (Your computer will say not connected to internet, this ok)

• Tenda log in page will appear. Password- admin

• This opens a wizard

• Press Scan

• Find your network, select it on the list and press OK to confirm.

• Type in your network password.

• Press Save

• The Tenda will preform a reboot.

• Once reboot is complete reset the tub breaker and wait for the tub to start up(about 3min)

• Connect your phone to your Network and open the app. select the wifi symbol to connect to theCOLDTUB

• Press CONNECT, It will search for the tub. This may take several attempts to connect the first time.