| Fit@Home App – General Troubleshooting |
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Problem	Probable Causes	Solutions
The EPController Wi-Fi network is not appearing as an available network in the mobile devices Wi-Fi settings	• The Wi-Fi card has not been installed. • The Wi-Fi card was not installed properly (pins on the Wi-Fi card may not be lining up with holes in Wi-Fi card receptacle or card installed upside down). • The app was previously configured through the home network (EPController network will no longer appear in Wi-Fi settings b/c it integrates with the home network).	• Shut power off to the pool equipment and install the Wi-Fi card on the receiver board. Restore power to the pool equipment and allow 2-3 minutes for the pool controller to reboot. • Shut power off to the pool equipment, remove the Wi-Fi card from the receiver board, and reinstall the Wi-Fi card making sure ALL pins on the Wi-Fi card are aligned with the holes in the Wi-Fi card receptacle. Restore power to the pool equipment and allow 2-3 minutes for the pool controller to reboot. • Perform a Wi-Fi Reset (see procedure on page 3) • Perform a Factory Reset (see procedure on page 3)
Difficulty "Finding" the swim current or treadmill within the Fit@Home App **DURING the initial setup**	• The mobile device was connected to the EPController network **AFTER** the app was already opened. • The mobile device is not connected to the EPController network. • The pool/treadmill switch is in the incorrect position on the receiver board. • The app was not setup correctly when configuring the equipment in the "Quick-Setup Utility."	• Force quit the app and reopen the app. • Force quit the app and select the Wi-Fi network named EPController in the mobile devices Wi-Fi settings using the default password "swimcurrent." Reopen the app. • Set the pool/treadmill switch on the receiver board **towards** the SW3 for a swim current and **away** from the SW3 for a treadmill (see page 3 for reference). Press the RESET button on the receiver board and allow 2-3 minutes for the controller to reboot (see page 3 for reference). • In the app settings menu, press "Run Quick-Setup Utility" to reconfigure the pool equipment. Make sure the selections match the equipment purchased.
Difficulty "Finding" the swim current or treadmill within the Fit@Home App **AFTER the initial setup**	• The mobile device is not connected to the appropriate Wi-Fi network.	• **If using the pool controller network:** Force quit the app and select the Wi-Fi network named EPController in the mobile devices Wi-Fi settings using the default password "swimcurrent." Reopen the app. • **If using home network:** Verify the home Wi-Fi network that was configured through the Fit@Home app is the selected network in the Wi-Fi settings of the mobile device. The app will only connect to the home network that was specified when modifying the Wi-Fi settings within the app.

	Fit@Home App – General Troubleshooting	

Problem	Probable Causes	Solutions
The app is unable to connect through Home Wi-Fi network	• The incorrect network name or password was used when "Modifying Wi-Fi settings" in the app. • Incorrect router hardware settings	• The home Wi-Fi network name and password are spelling and case sensitive. If these fields are not exact, the app will not be able to connect to the network. Verify network name and password are correct and attempt to reconnect. • The routers IP address MUST be **192.168**.X.X. in order for the Wi-Fi module to connect. In addition, **Fit@Home can only connect to a 2.4 GHz network.**
Swim Current turns on automatically when starting treadmill	• The Swim Current "Resistance" is turned on	**When using manual control:** • Press the "Resistance" setting • Set the resistance to 0:00 and press "Save." This will prevent the swim current from turning on when starting the treadmill. **When in a programmed workout:** • Press "Edit" (to edit the workout settings) • Press the "Resistance" setting • Set the resistance to 0:00. This will prevent the swim current from turning on when starting the treadmill workout.
Intermittent Wi-Fi connectivity issues **OR** Intermittent issues with the swim current / treadmill operation	• Pool controller or mobile app malfunction • Weak Wi-Fi signal strength	1. Delete the app from mobile device. 2. Turn off power to the pool controller(s). 3. Remove the Wi-Fi card from the receiver board. If a swim current and treadmill OR tandem power unit are present, remove the board to board communication cable. 4. Restore power to the pool controller(s). Allow 2-3 minutes for the controller(s) to reboot. 5. Perform a factory reset of the receiver board(s) (see procedure on page 3). Allow 2-3 minutes for the controller(s) to reboot. 6. Turn off power to the controller(s). 7. Reinstall the Wi-Fi card and board to board communication cable (if applicable). 8. Restore power to the pool controller(s). Allow 2-3 minutes for the controller(s) to reboot. 9. Reinstall the Fit@Home app on the mobile device (Do not open the app at this time). 10. Connect the mobile device to the "EPController" Wi-Fi network. 11. Open the app and re-configure the equipment. 12. Connect app through home network

EP3 Receiver Board
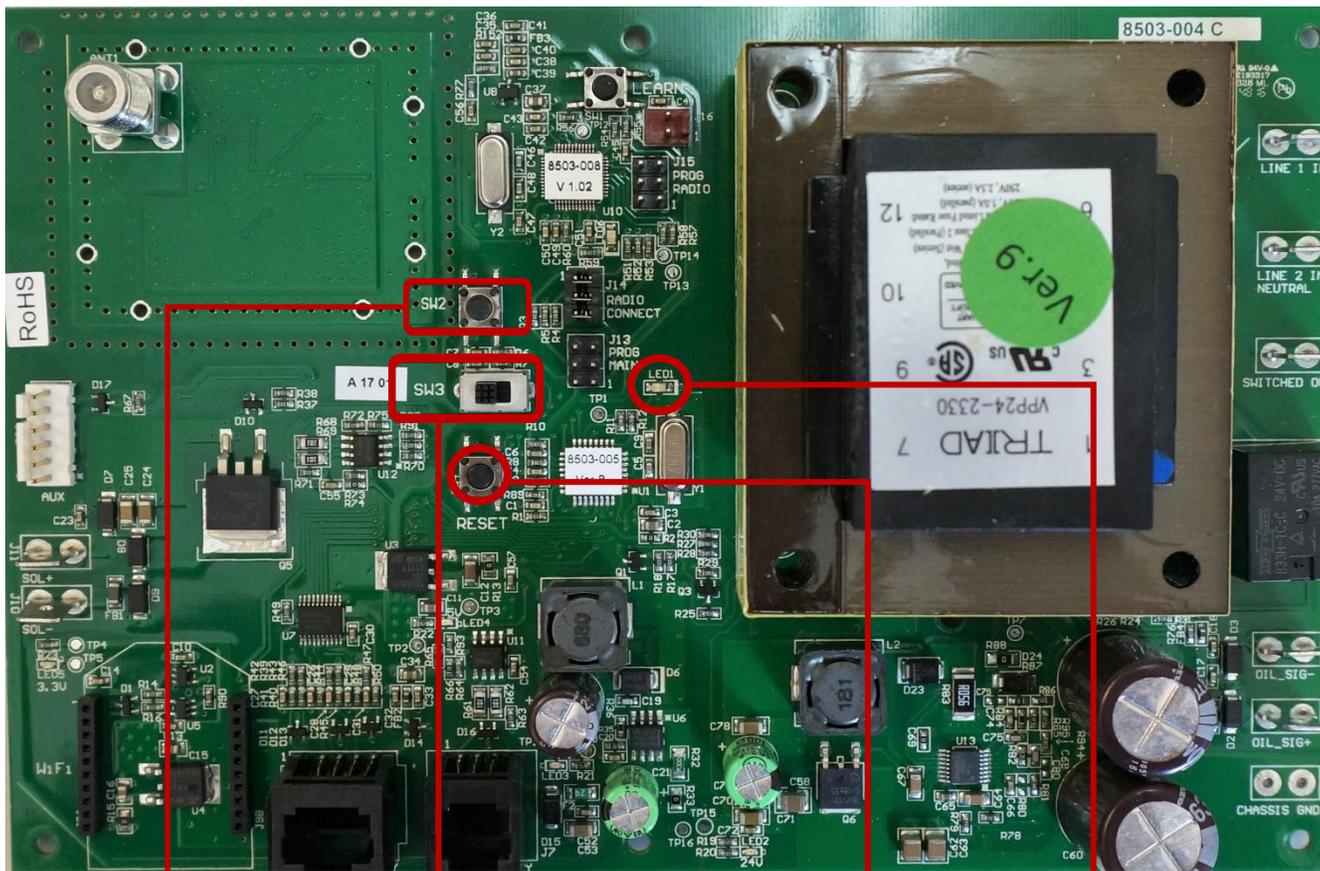
| **Wi-Fi/Factory Reset Button (SW2)** | **Pool/Treadmill Switch** | **Power Reset Button** | **Heartbeat LED Light** |

Wi-Fi Reset	1. Press and hold the "SW2" button on the receiver board. After holding the button in for approximately 5-10 seconds the heartbeat light will start to blink slowly. Remove your finger from the button immediately after the heartbeat light starts blinking. 2. Allow 3-5 minutes for the controller to reboot. During this time, the receiver board will create a Wi-Fi network which will temporarily appear as "**xbee.**" <u>DO NOT</u> connect to this network. Allow enough time for the network named "**EPController**" to appear as an available Wi-Fi network. Connect to the EPController network and enter in the default password "swimcurrent." Open the app and configure the pool equipment if not done so already.
Factory Reset of Receiver Board	1. Press and hold the "SW2" button on the receiver board for about 30 seconds. When holding the SW2 button the heartbeat light will start blinking slowly. Continue to hold the SW2 button until the heartbeat light starts blinking rapidly before removing finger from the button. 2. Allow 2-3 minutes for the controller to reboot. When the reboot cycle is complete, the heartbeat light should blink on and off steadily every 2 seconds. A factory reset will reset the receiver board to its factory setting.