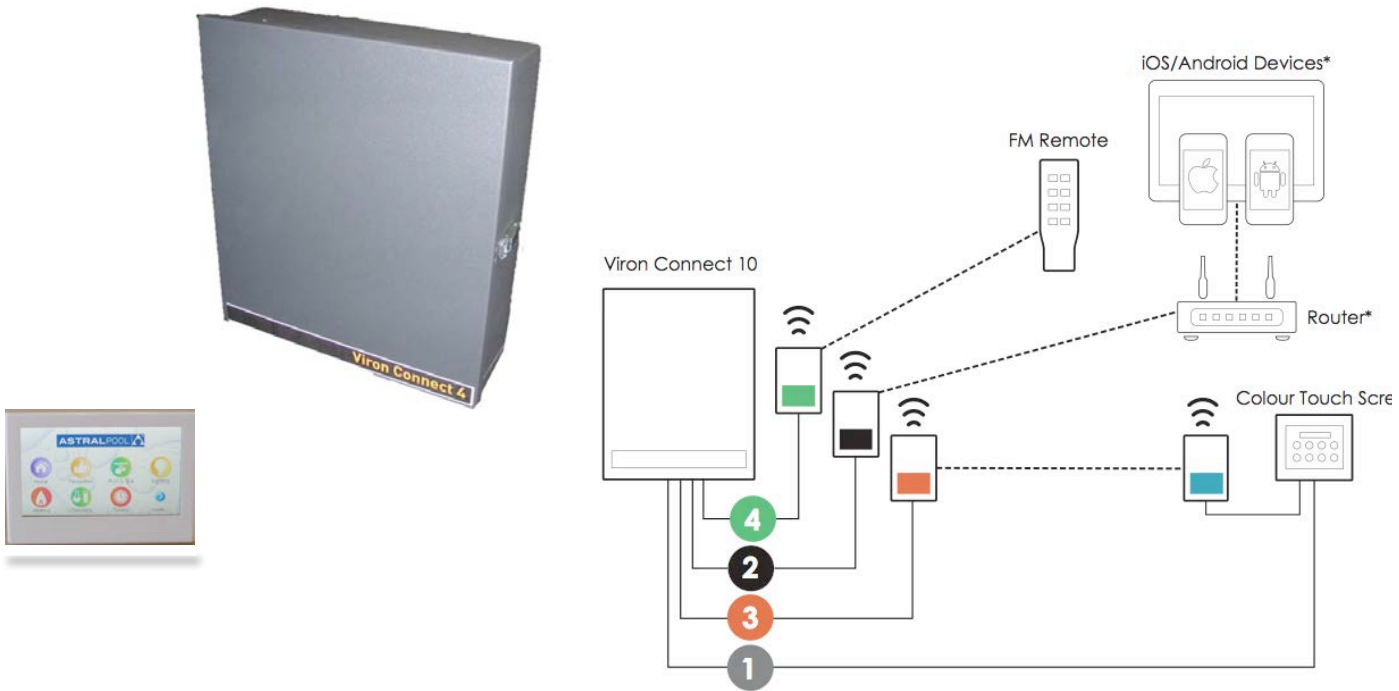




Viron Connect 10 Pool and Spa Controller



TROUBLE SHOOTING CONNECTMYPPOOL INTERNET GATEWAY AND APP



CONNECT 10 IOM INST 314

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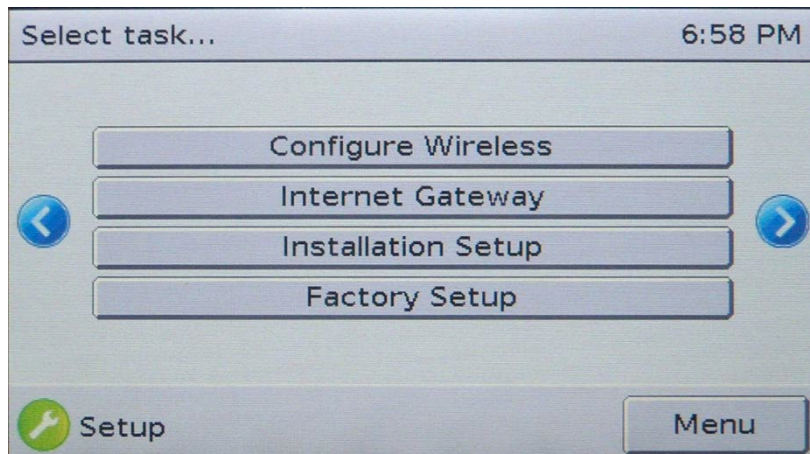
Troubleshooting

To confirm that the Internet Gateway is able to connect to the myPool Remote servers, follow these steps.

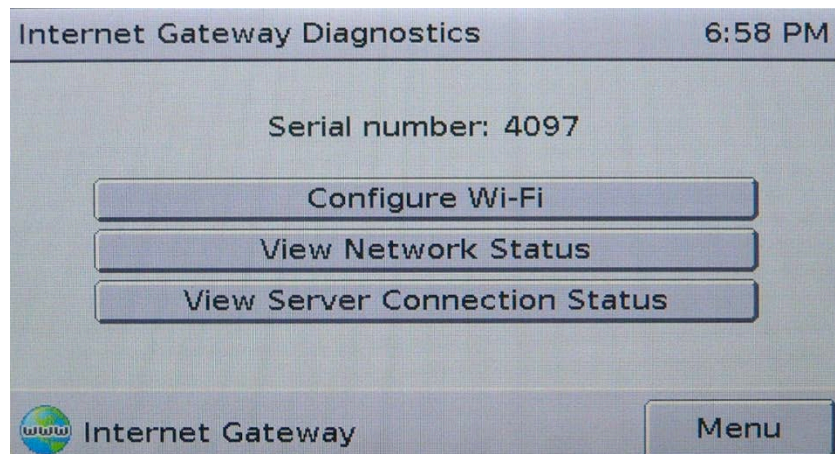
1. On the Touchscreen, go to 'Setup'.



2. Use the arrows to scroll pages, and then press on the 'Internet Gateway' button.



3. You are now shown the main Internet Gateway Diagnostics page. This page shows you the serial number of the Internet Gateway, as well as allowing you to perform further configuration or diagnostics.



If the serial number is shown as '???', then the Touchscreen cannot communicate with the Internet Gateway. Check that the Internet Gateway is plugged in to the pool system, using normal flat-cable RJ12 connection, and that the plugs of the RJ12 cable have the correct orientation.

4. Press the 'View Network Status' button. This page shows you the status of the two network connections of which the Internet Gateway can make use. The information can be refreshed with the 'Refresh' button.

The screenshot shows a 'Network Status' window with a timestamp of 6:59 PM. It contains a table with the following data:

	Ethernet	Wireless
Enabled:	Yes	Yes
Initialised:	Yes	No
Linked:	Yes (local)	No
IP Address:	192.168.0.114	0.0.0.0
Strength:	N/A	0

At the bottom of the window, there is a logo for 'Internet Gateway' and two buttons: 'Refresh' and 'Back'.

The Internet Gateway can use either wired (Ethernet) or wireless (Wi-Fi) connection. The status of each is shown in the table.

If the table is filled with '?', then the Touchscreen cannot communicate with the Internet Gateway. Check that the Internet Gateway is plugged in to the pool system, using normal flat-cable RJ12 connection, and that the plugs of the RJ12 cable have the correct orientation.

In most cases, the Internet Gateway will only be using one of the two connection methods. To confirm that the Internet Gateway has a proper network connection, the following is required for either the Ethernet or Wireless connection:

- The 'Linked' field for the appropriate connection method must be 'Yes'; and,
- The IP address must NOT be '0.0.0.0'.

In the image shown above, the Ethernet connection indicates that it is operating correctly, whilst the Wireless connection shows that it is not operating.

The screenshot shows a 'Network Status' window with a timestamp of 7:00 PM. It contains a table with the following data:

	Ethernet	Wireless
Enabled:	Yes	Yes
Initialised:	Yes	No
Linked:	No	No
IP Address:	192.168.1.1	0.0.0.0
Strength:	N/A	0

At the bottom of the window, there is a logo for 'Internet Gateway' and two buttons: 'Refresh' and 'Back'.

In the image above, the Ethernet connection is no longer operating correctly, as the 'Linked' field shows 'No'.

Troubleshooting The Ethernet Connection

'Initialised' shows 'No'

The Internet Gateway was unable to initialise the Ethernet connection. Cycle power to the Internet Gateway and wait 1 minute to allow for re-initialisation. If the problem persists, call AstralPool for support.

'Linked' shows 'No'

Check that the Ethernet cable is correctly connected to both the Internet Gateway and the pool owner's home network hub (router).

Check the orange light beside the Internet Gateway's Ethernet connection; if it is illuminated, the Ethernet connection is present and there must be an internal issue with the Internet Gateway. Try cycling power to the IG. If the problem persists, call AstralPool for support.

Troubleshooting The Wireless Connection

'Initialised' shows 'No'

The Internet Gateway was unable to initialise the Wireless connection. Cycle power to the Internet Gateway and wait 1 minute to allow for re-initialisation. If the problem persists, call AstralPool for support.

'Linked' shows 'No'

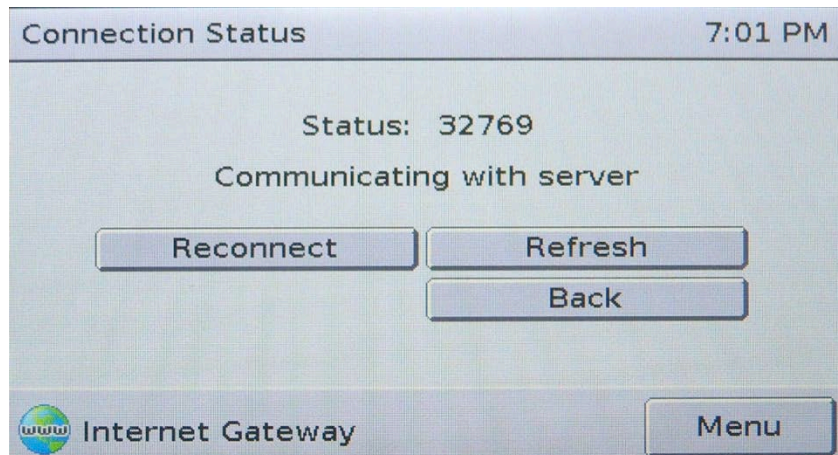
The Internet Gateway was unable to connect to the pool owner's wireless network. Verify that the network name and passphrase have been correctly configured by re-entering them into the Touchscreen. Allow the Internet Gateway 30 seconds to attempt connection to the home network before proceeding.

Cycle power to the Internet Gateway and wait 1 minute to allow for re-initialisation. If the problem persists, call AstralPool for support.

IP Address shows '0.0.0.0'

The most common cause is that the Internet Gateway is right on the fringe of wireless range. Try moving the Internet Gateway closer to the pool owner's wireless router, then cycle power to the Internet Gateway to cause re-initialisation. Ideally, the strength should be shown as 25 or greater. If the problem persists, consider changing from Wireless to Ethernet connection types.

5. Return to the main Internet Gateway Diagnostics screen by pressing 'Back'.
6. Press the 'View Server Connection Status' button. This page shows you that status of the connection between the Internet Gateway and the myPool Remote server.



If the status is shown as '?', then the Touchscreen cannot communicate with the Internet Gateway. Check that the Internet Gateway is plugged in to the pool system, using normal flat-cable RJ12 connection, and that the plugs of the RJ12 cable have the correct orientation.

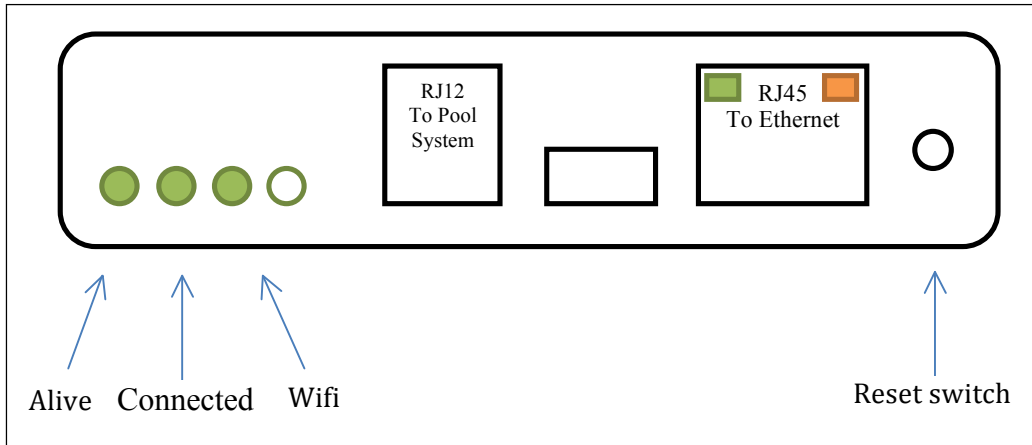
The 'status' field will show a numerical code and a text explanation. See the table below for more information. The two most common codes you will see are 32769 and 61440. These codes indicate that the connection to the server is open/closed normally. Other codes may indicate a fault condition, or be "connection in progress" codes.

If you need to update the information on the screen, press 'Refresh'. If you wish to force the Internet Gateway to recommence the connection sequence, press 'Reconnect'. Note that the internet Gateway will periodically attempt reconnection automatically (typically 30 seconds, but the pool owner can adjust this through the myPool Remote website).

Code	Text	Meaning
0	Idle	The IG has not yet attempted to connect to the server. Wait for the IG to automatically connect, or press 'Reconnect' to force a connection attempt.
32768	Connection open	The connection to the server is open, but no communication has yet been received. If this state persists for more than 30 seconds, please call AstralPool for support.
32769	Communicating with server	The connection is open and the Internet Gateway is communicating normally with the myPool Remote server. This is not a fault state; this is normal operation.
61440	Connection closed	The connection to the myPool Remote server was closed as part of normal operation. This is not a fault state; the IG will automatically reconnect shortly.
256	No suitable interfaces ready	The Internet Gateway is unable to connect to the internet because none of its interfaces (Ethernet or Wireless) are operating correctly. Return to the receding troubleshooting steps to confirm that at least one of the network interfaces is operating correctly.
513	DNS resolve error	The Internet Gateway was unable to determine the IP address (internet address) of the myPool Remote server. The most likely cause is that the pool owner's internet connection has failed. Verify that the home internet connection is still operating.
769	Internal error creating local socket	The Internet Gateway has suffered an internal error. Cycle power to the Internet Gateway; if the problem persists, call AstralPool for support.
1024	Connecting to server	The Internet Gateway is trying to connect. If this state persists for more than 30 seconds, call AstralPool for support.
1025	Failed to connect	The Internet Gateway was unable to connect to the myPool Remote server. The most likely cause is that the pool owner's internet connection has failed. Try to verify that the home internet connection is still operating. If the problem persists, cycle power to the Internet Gateway. Call AstralPool for further support if required.
61441, 61442, 61443, 61444		The connection to the myPool Remote server has been closed due to various errors. One cause is the loss of the pool owner's internet connection. Try to verify that the home internet connection is still operating. Press 'Reconnect', and wait for the IG to attempt to reconnect to the myPool Remote server. If you continue to get these error codes, call AstralPool for support.
Others		There are other status codes that won't be detailed here. If the Internet Gateway gets "stuck" on one of them, call AstralPool for more details.

Internet Gateway Status Lights

The image below shows the bottom view of the Internet Gateway module.



The Internet Gateway has three main status lights.

The 'Alive' status light flashes once every two seconds to indicate that the module is powered and operating correctly. The 'Connected' status light provides information about whether the Internet Gateway is/was able to connect to the myPool Remote servers.

- When this light is off, the Internet Gateway has not yet attempted to connect to the myPool Remote servers (such as just after powering up).
- When this light is solidly illuminated (not flashing), then the Internet Gateway is currently connected to the myPool Remote servers.
- When this light is flashing, the Internet Gateway is no longer connected to the myPool Remote servers. If it is giving a single flash, then the connection to the servers was closed normally. If it is giving a double-flash, then the connection to the servers was terminated due to an error.

The 'Wi-Fi' light indicates the status of the wireless connection. When this light is off, there is no wireless connection. When this light is lit, it means that the Internet Gateway is properly connected to the pool owner's wifi network. It will blink briefly when the Internet Gateway is sending or receiving information over the wireless network. Please note that this indicator is only giving the status of the local connection to the wireless network. The status for the connection to the myPool Remote servers is still given by the 'Connected' indicator.

The Ethernet connector has two in-built indicators. The orange indicator is illuminated when the Ethernet connection is properly connected to the pool owner's Ethernet network. Please note that this indicator is only giving the status of the local connection to the Ethernet network. The status for the connection to the myPool Remote servers is still given by the 'Connected' indicator. The green indicator blinks when there is data being sent or received on the Ethernet network.

Available from:



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