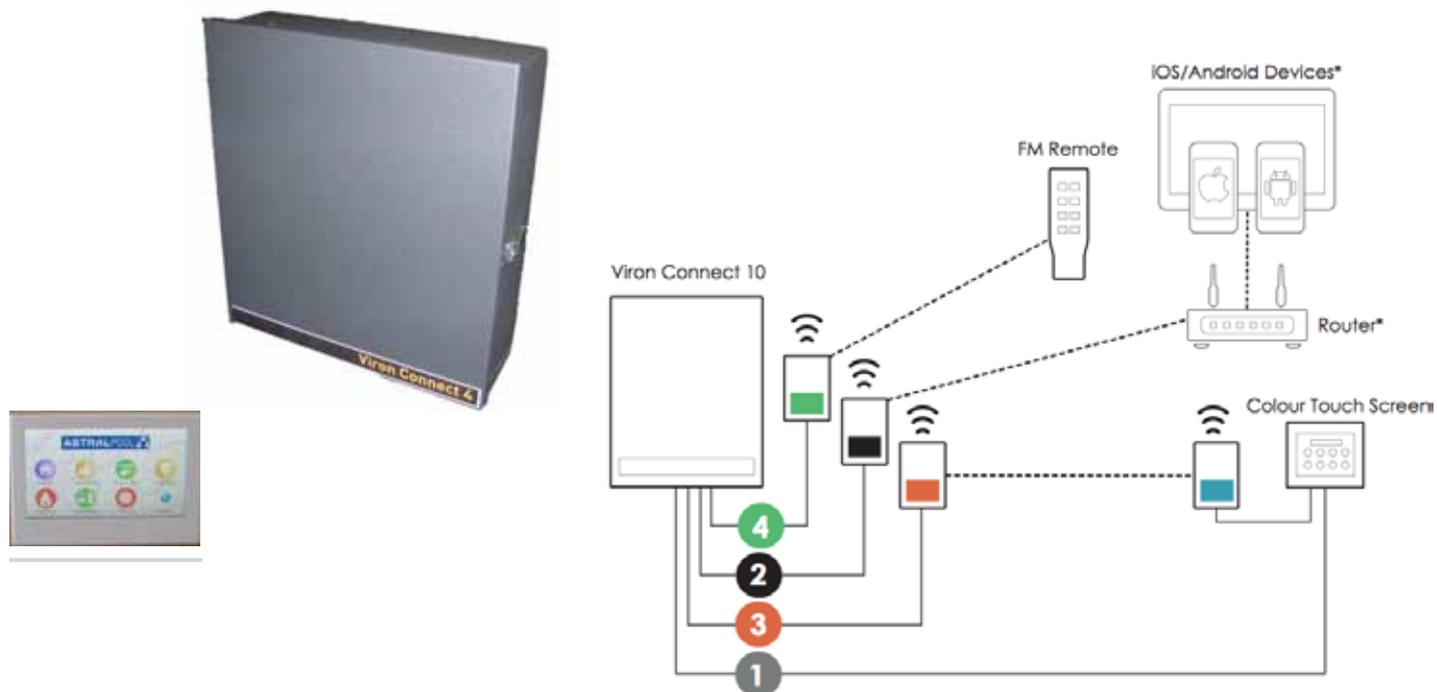




# Viron Connect 10 Pool and Spa Controller



## INSTALLATION AND OPERATING INSTRUCTIONS



CONNECT 10 IOM INST 314



### Rainbow Pool Products

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A division of

Congratulations on the purchase of your AstralPool Viron Connect 10 controller. Correct installation and set up by a qualified and/or licensed technician will ensure you have many years of trouble free enjoyment from your swimming pool.

- The Power Supply Module must be hard wired by a licensed electrician. To avoid a safety hazard, the supply cord if damaged, must only be replaced by AstralPool, its service agent or a suitably qualified person.
- This controller is not intended for use by young children or infirm persons without supervision. Please ensure that young children are supervised to ensure that they do not interfere with the Pool and Spa Equipment Centre.



## **WARNING**

FOR YOUR SAFETY – This product must only be installed and serviced by an electrician or professional pool technician. The information and processes in this manual must be followed exactly. Failure to follow warning notices and instructions may result in property damage, serious injury or death. Improper installation and/or operation may void your warranty.

Table of Contents	
<b>Section 1 Overview</b>	<b>5</b>
Components	5
Basic Operation	5
<b>Section 2 Equipment Operation</b>	<b>6</b>
Pool & Spa	6
Lighting	6
Heating	7
Solar	7
Favourites	8
<b>Section 3 Setting the Clock</b>	<b>9</b>
Clock setting	9
<b>Section 4 Timer Programming</b>	<b>10</b>
Setting timers	10
<b>Section 5 Favourite Programming</b>	<b>16</b>
Setting favourites	17
<b>Section 6 Equipment Installation</b>	<b>18</b>
Control box installation	19
Touchscreen installation	19
Equipment connection - electrical	20
Equipment connection – data/communications	21
<b>Section 7 Installation Setup</b>	<b>22</b>
Touchscreen Setup	22
<b>Section 8 Wireless Configuration</b>	<b>33</b>
Wireless Transceiver installation	35
RF Remote installation	36
<b>Section 9 External Heater Control</b>	<b>37</b>
<b>Section 10 Solar Control via motorised valve</b>	<b>37</b>
<b>Section 11 Touch Screen Installation</b>	<b>38</b>
<b>Section 12 Customisable Switching from an external Source</b>	<b>47</b>
<b>Section 13 Service Mode Operation</b>	<b>48</b>
<b>Section 14 Functionality Tips</b>	<b>49</b>
<b>Section 15 Troubleshooting</b>	<b>50</b>
<b>Section 16 Assigning outlets/channels</b>	<b>51</b>
<b>Warranty - Terms and Conditions</b>	<b>52</b>
<b>Warranty - Exclusions</b>	<b>53</b>
 <b>Table of Contents Part Two: Internet Gateway and Smart Phone App Installation</b>	
<b>Installing the Internet Gateway and Smart Phone/Tablet App</b>	<b>54</b>

**Installing Internet Gateway hardware to the Connect 10.....55**

**Configuring home Wi-Fi.....58**

**Registering 'Pool Owner' and authorized 'Users' .....59**

**Internet Serial Number and Password.....61**

**Download connectmypool app to your SmartPhone or Tablet.....62**

**Internet Gateway and App trouble shooting.....69**

## Section 1. Overview

The information contained within this manual will provide instructions on the operation and installation of your Viron Connect 10 Pool and Spa control system. These instructions should be followed exactly to ensure correct and safe operation of the controller. It is important that these instructions be read completely prior to installation or operation of the controller. These instructions are current for touchscreen version 1.7 onwards.

### 1.1 Components

- a. Viron Connect 10 Pool and Spa Controller equipment center (supplied)
- b. Touchscreen Controller (supplied)
- c. RF handheld remote (optional)
- d. Wireless Transceiver module (optional)
- e. Temperature sensors for gas, electric and solar heating systems (optional)
- f. RJ12 data cables for auxiliary equipment connection (optional)
- g. Internet Gateway (optional)

### 1.2 Basic Operation

- a. Ability to control 8 appliances through ON/OFF/AUTO selection
- b. Service mode operation available from equipment center control panel for manual override
- c. Customizable 'Favorites' programs to allow for single touch operation of multiple appliances
- d. Use of up to 8 timer periods each day to automatically turn on equipment
- e. Fully automate entire pool system through product integration and programming

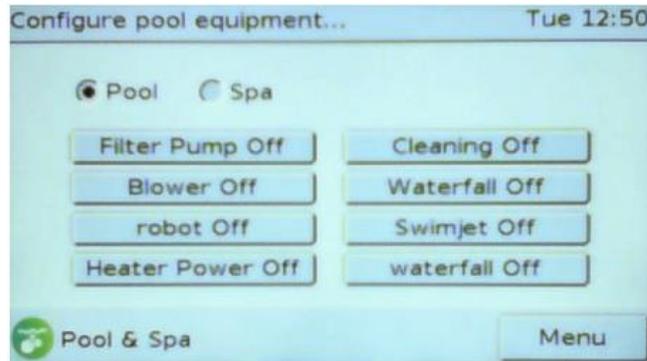


## Section 2. Equipment Operation

All appliances on your Viron Connect controller can be easily operated through the specific product screens.

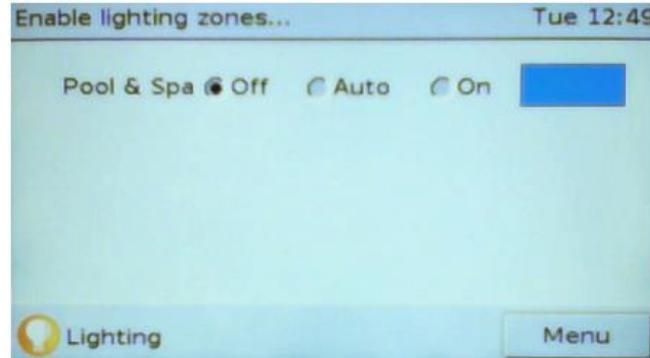
### 2.1 Pool & Spa Option

- Select Pool & Spa Icon from the menu screen
- All equipment not allocated to a specific category (ie Lighting, Heating, etc) will be located in the Pool & Spa menu.
- Select the piece of equipment you want to turn on or off. Depending on configuration of timers you will be able to toggle between ON / OFF / AUTO
- If installed and configured, your heater (gas or electric) can also be turned on and off from this menu option. For temperature adjustment, please see Heating option (2.3)
- Operation of motorized valves for pool / spa combinations can be selected by choosing either the POOL or SPA icon.
- Separately allocated and named valves (valve 1 & valve 2) can be operated from this Icon also



### 2.2 Lighting

- Select Lighting Icon from the menu screen
- All lighting channels which have been allocated to a zone will be displayed in the lighting section
- Select between ON/OFF or AUTO (auto will also be shown if another product has a timer allocated to it)
- For AstralPool Delta multi-colour lighting systems, you can also change the colour setting of your light by tapping on the colour chip at right of screen to expose the full color palette



### 2.3 Heating (if applicable)

- Select Heating from the menu screen
- The current water temperature and the set temperature will be shown on the screen. If using pool and spa mode, different water temperature set points can be chosen for both.
- To adjust the set temperature, first select either pool or spa. Then using the up and down arrows to the right of the set temperature adjust to desired setting.
- Use the Heater ON / OFF button to operate your heater (water flow must be present before heater will function).



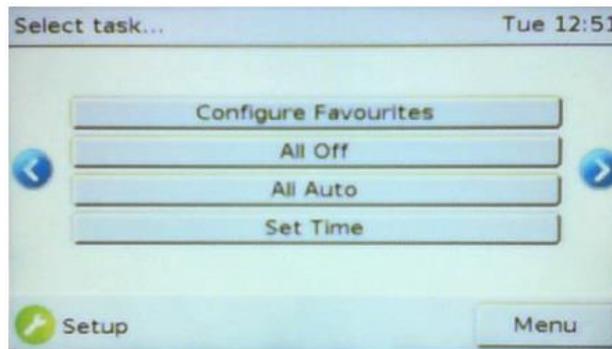
## 2.4 Solar (if applicable)

- a. Select Solar from the menu screen
- b. Adjust set temperature to desired setting.
- c. Select Solar On / Off / Auto
  - i. Off – turns solar manually off
  - ii. On – turns solar manually on
  - iii. Auto – turns solar to automatic operation. If sufficient heat difference between pool water and collector temperature solar will operate. Differential is set at initial installation set-up stage.
- d. Select Summer / Winter
  - i. Summer – normal operation of solar
  - ii. Winter – solar pump will operate for 5 minutes per day to flush collector (only if AUTO is selected)



## 2.5 Favorites

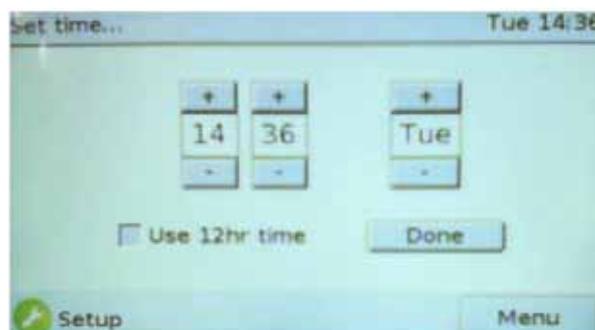
- a. Select Favorite option from the menu screen
- b. Activate one of the preset favorites by selecting from the list (to program favorites see Section 5)
- c. Once finished with a Favorite setting, you can return system to programmed settings by selecting “All Auto” from the home screen. A favourite option initiated will override all other timers



**Note:** It is recommended that the system always be set to the ‘AUTOMATIC RETURN TO POOL MODE’, which can be found in the initial set up and installation menu

## Section 3. Setting the Time

- 3.1 To set the current time on the Viron Connect touchscreen, select the Setup Icon from the main menu then select Set Time.
- 3.2 Using the up and down arrows, set the current hour , minutes and day (the clock default setting is using the 24 hour clock format, but 12 hour can be selected is desired)



3.3 Select done when

completed.

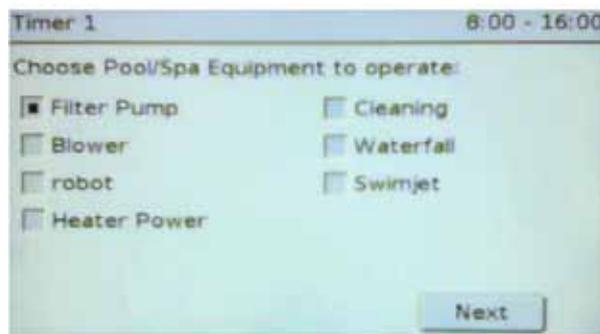
## Section 4. Timer Programming

**4.1** Your Viron Connect controller has 8 programmable timers that can be set to operate at any time during the day. You can choose to run your timers on an 'Everyday', 'Weekend', or 'Other' setting. On selection of your chosen daily timers, the corresponding starting letter of that selection will appear next to the timer (i.e. 'E', 'W', or 'O'). **When setting your timers, it is essential that you do not allow any timer period, or day selection, to cross over into another. Crossing over timers, or days, can cause conflict within the software of the controller and result in erratic operation of equipment.**

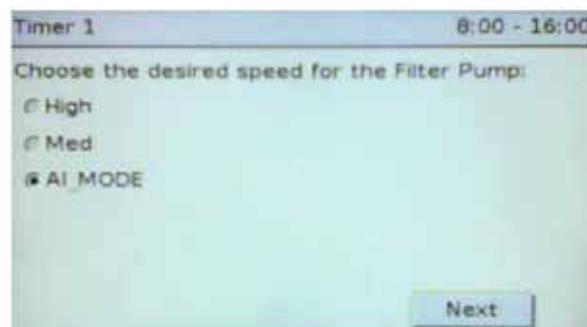
- a. Select Timers from the menu screen
- b. Starting with Timer 1, select 'Setup'
- c. If configured, select if timer is to operate in Pool or Spa mode, then select Next



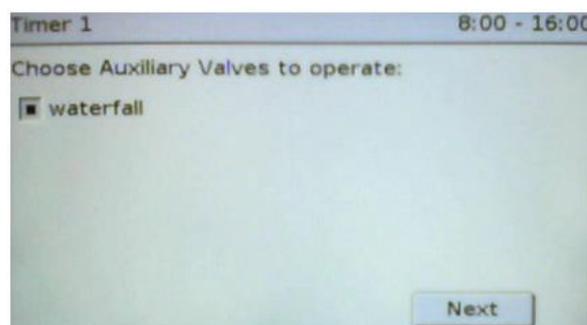
- d. Select the check box next to each appliance you require to operate during the timer period then select Next.



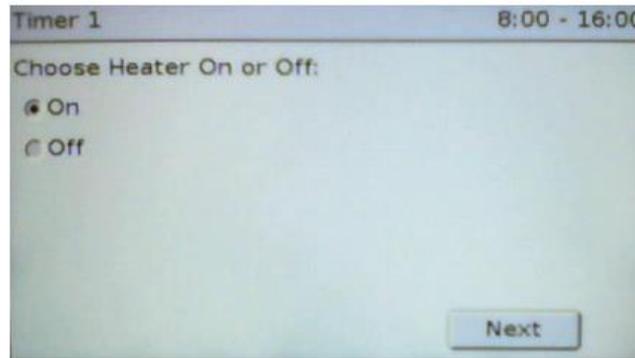
- e. If system is configured with a variable (multi) speed AstralPool pump, you will be prompted to select the desired speed for the Filter Pump from Low, Med or High (function only accessible with use of RJ12 Data cable). If you are also using an Astralpool chlorinator with ORP and PH control and have enabled AI mode, this will then be a selectable speed option, (AI mode would have been previously selected in initial set-up mode). If AI mode has been programmed you will not have the option to select low speed. Select next.



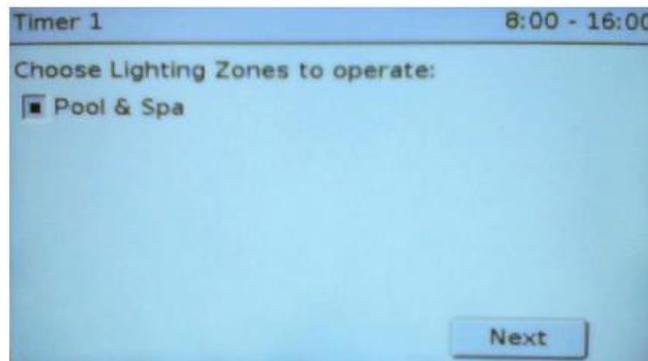
- f. Any auxiliary valves which have been installed can be set to on or off. If valve is to be operating, select check box. Select next.



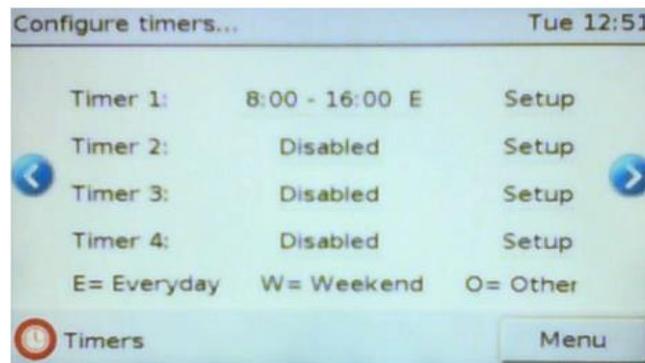
- g. Choose heater status (if installed). Select next.



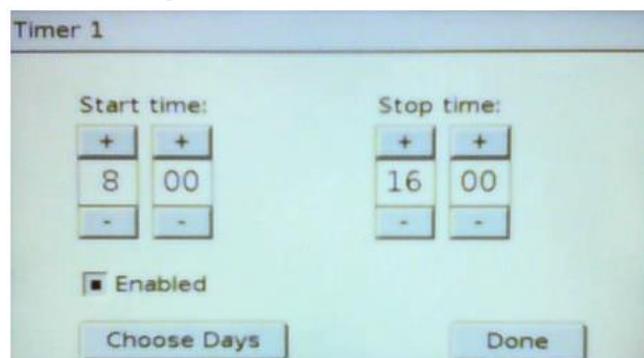
- h. Choose to activate lighting zones (if installed). Select next.



- i. Select the 'Disabled' option next to the timer you wish to set- This will then allow you to add a timer for this period.

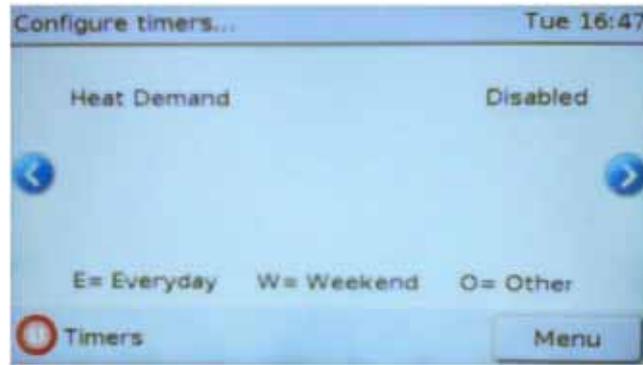


- j. Using the arrows adjust the starting and finishing time for the timer period. Once setting the timer has begun, the 'enabled' square automatically becomes activated as a default. To deactivate this timer, simply press the enabled square so that it no longer has a black center. Press done button when finished.



- k. Repeat above process for each additional timer period required.
- l. The final timer period (if configured in your setup) is for 'Heat Demand'. This feature allows you to bring your filtration or heating pump on at the top of each hour to sample the water temperature of your pool or spa. If the temperature is below the set point, the pump will continue to operate until the desired temperature is achieved then it will switch off. To program heat demand;

- i. Go to the bottom of the timer list and find Heat Demand, (note this timer will not appear unless previously configured), touch on the word 'Disabled'.



- ii. Program start and stop period using the arrows beside the times. Select if system should be operating in the pool or the spa mode.



**NOTE : ONCE ALL TIMERS HAVE BEEN PROGRAMMED, ENSURE NO TIMER PERIODS OR DAYS ARE OVERLAPPING BEFORE CONTINUING.**

- m. When finished with setting timers, select the 'Menu' button to return to the main screen. Next, select the 'Home' option which will display a screen giving you 3 options.
  - i. All Off
  - ii. All Auto
  - iii. Menu
- n. Select the 'All Auto' option. Your Viron Connect controller will now operate as per the automatic programming you have just entered.
- o. In your 'Home' Icon you will now see a rolling display, in a number of different windows, of what products you have configured and the current state in which they are in.

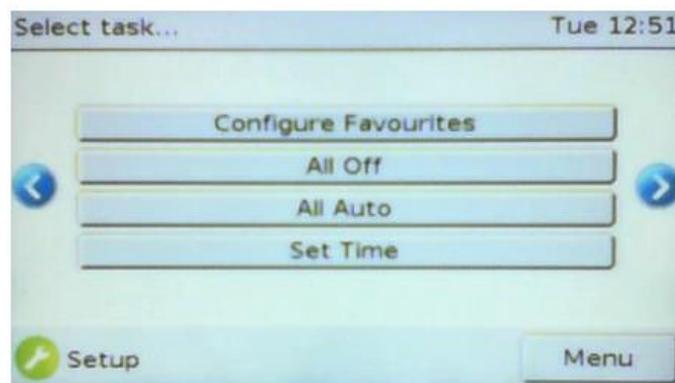


## Section 5. Favorite Programming

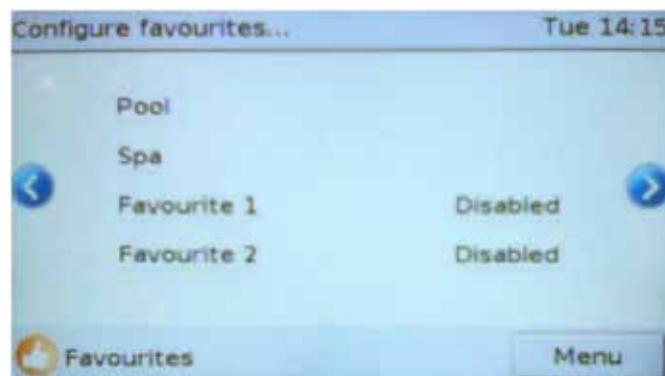
- 5.1 The AstralPool Viron Connect 10 control system allows you to program 'One Touch' Favorite settings so you can operate numerous products at the same time for specific purposes. A total of 8 favorite settings can be programmed, allowing you to have things such as 'Night Swim', 'Spa party', 'waterfall feature' etc.
- 5.2 To program a new favorite setting (or to modify an existing one),
- Select the 'Setup' option from the main menu screen. If it does not appear in this first window, scroll right with the 'more' button.



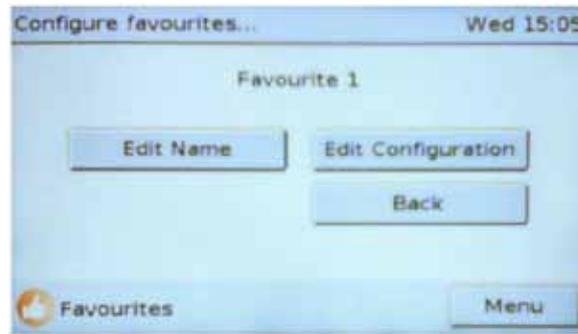
- From the Setup menu, select 'Configure Favorites'.



- The Viron Connect 10 controller comes with 8 programmable favorites. 2 pre-configured for your convenience 'Pool' & 'Spa', which can also be modified, and 6 additional favorite allocations that can be programmed to your specific requirements.



- Select 'Favorite 1' from the list. You will then be given 3 options on the next page.
- Select edit name. This is where you will be able to re-name the favorite, (first delete the name 'Favorite'), then add your customized name,
- Next select 'Edit Configuration', this is where you choose what products you want to come on in that favorite. After selecting all of the products that you want, you will then be taken back to the 'Edit' window.



- g. At this stage, select the 'Back' button. This will take you back to the newly named favorite, where you will see the word 'Disable' still appear next to the newly named favorite. Press this so that the name changes to 'Enable'. Selecting this will then allow the newly configured favorite to be accessible from the 'Favorites' icon.

## Section 6. Equipment Installation



### **WARNING**

**FOR YOUR SAFETY –** This product must only be installed and serviced by an electrician or professional pool technician. The information and processes in this manual must be followed exactly. Failure to follow warning notices and instructions may result in property damage, serious injury or death. Improper installation and/or operation may void your warranty.

This appliance must be installed in accordance with AS/NZS 3000:2007 and any other local regulations.

All equipment to be operated from the Viron controller should be connected prior to establishing power to the control box. This includes both power cables and RJ12 data cables. All RJ12 data cables used in AstralPool communication systems are a straight through configuration. The use of cross over cables may cause damage to your system and void warranty.

The combined total load all equipment connected to the Viron controller must not exceed 40 amps.

An approved isolation switch must be installed in the electrical line to the Viron Connect controller. This switch must be positioned in close proximity to the control box.

The Viron Connect control system is not intended for use by young children or infirm persons without supervision. Please ensure that young children are supervised to ensure they do not play with the controller.

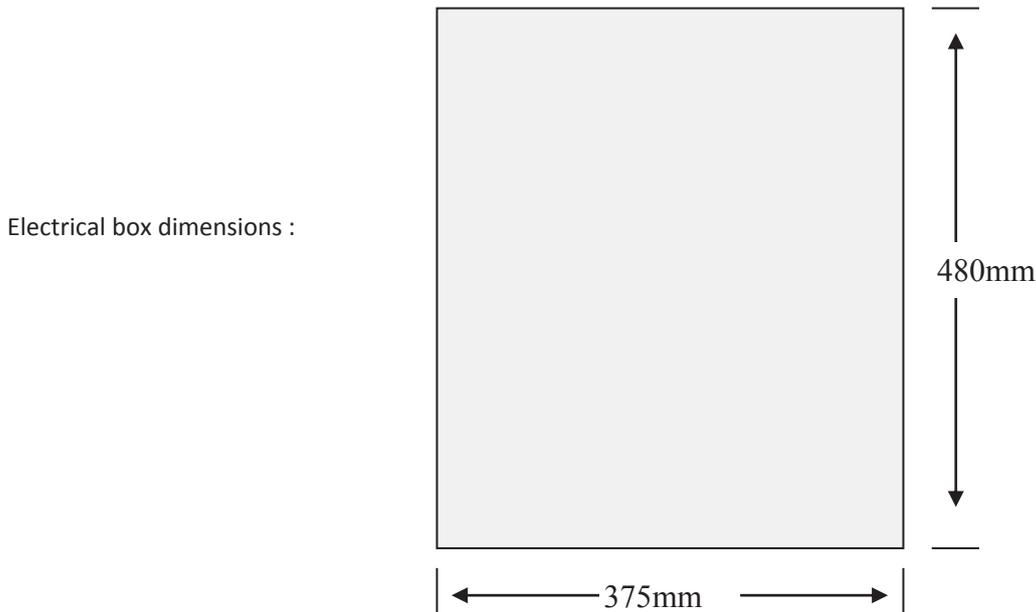
The control box must be hard wired by a licensed electrician to a minimum 32amp circuit – 40 amp circuit is recommended. To avoid a safety hazard, the supply cord if damaged must only be replaced by AstralPool, its service agent or a suitably qualified person.

Power to the control box should be supplied by an isolating transformer or through a residual current device (RCD) with a rated residual operating current not exceeding 30mA.

The Touchscreen control may be removed on its extendable lead for programming purposes and refitted inside the Relay box. Alternatively, with the purchase of a longer RJ 12 six wire flat cable the touch screen may be moved inside the house or under a balcony and mounted for regular use. Warning: Do not mount touch screen in direct sunlight or with direct exposure to the elements.will void warranty.

## 6.1 Control Box Installation

- The Viron Connect 10 electrical box has an IPX3 rating enabling it to be installed outside. Regulations within AS/NZS 3000:2007 require that the electrical box be installed outside of the pool zone. This pool zone extends 3.5m from the edge of the swimming pool.
- The electrical box should be installed in a well ventilated position, away from direct sunlight and out of the direct weather where possible. Ensure the unit is not located near pool chemicals as fumes may damage the sensitive electrical components.
- The electrical box is supplied with masonry plugs and screws. When mounting onto a solid wall, ensure the lowest part of the controller is a minimum of 1600mm above ground level. If being mounted onto a post, a flat weatherproof panel must be used behind the equipment box. This panel must extend 150mm past each side and top/bottom of the controller.

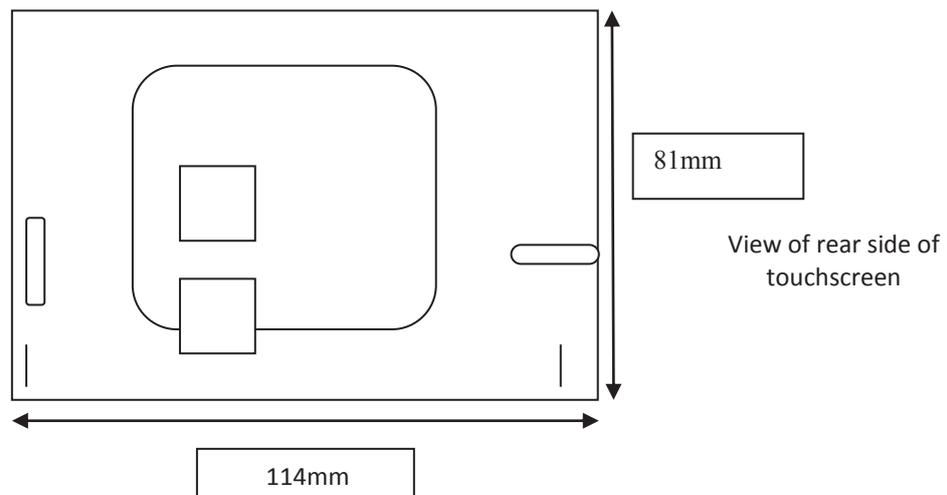


## 6.2 Touchscreen Installation

**\*NOTE- FOR FULL AND DETAILED TOUCHSCREEN INSTALLATION DETAILS REFER TO SECTION 11.**

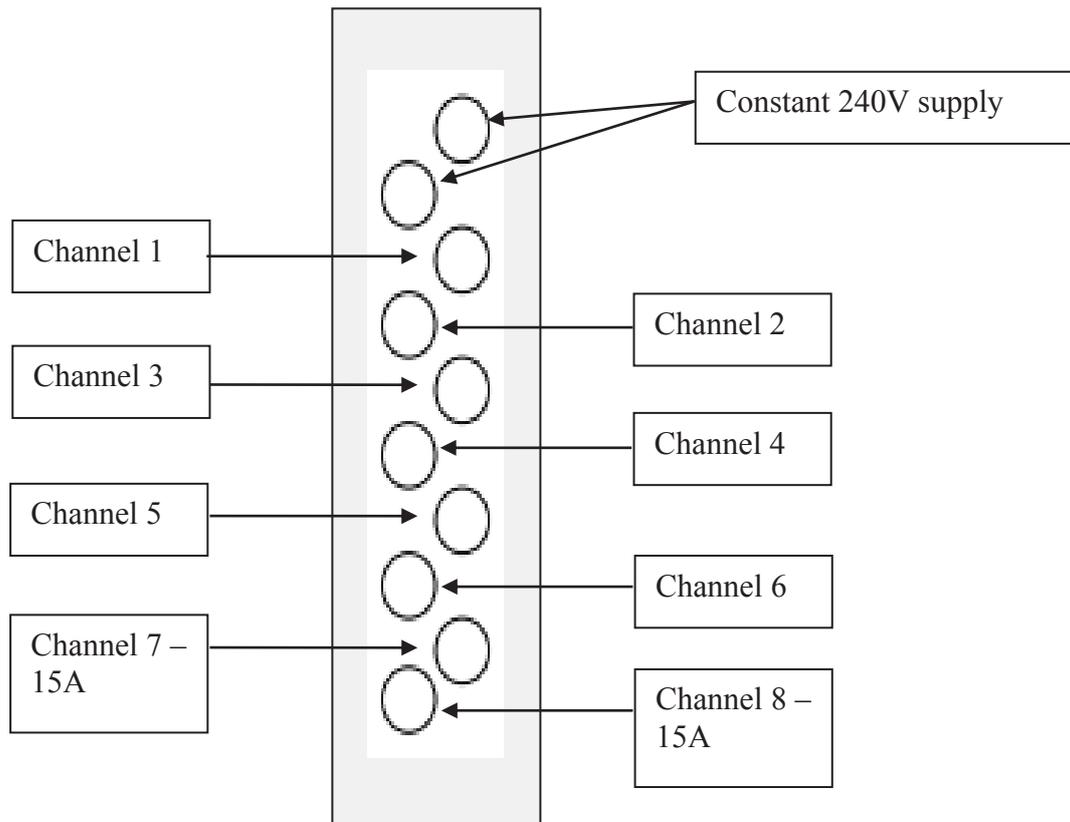
**THE TOUCHSCREEN SUPPLIED WITH THE VIRON CONNECT CONTROLLER SYSTEM IS DESIGNED FOR INDOOR INSTALLATION ONLY.**

- Connection of the touchscreen to the electrical control box is made by a 6 wire RJ12 straight through cable. If cable connection back to the electrical box is not possible, wireless Transceiver modules can be purchased from AstralPool.



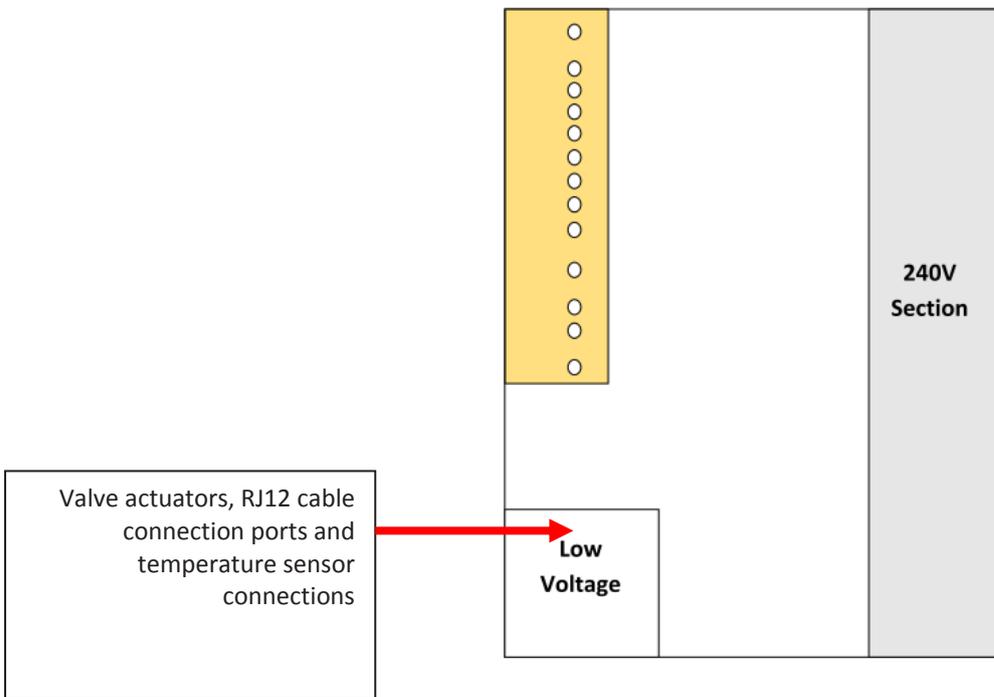
## Appliance Installation / Connection - Power

- b. The Viron Connect controller comes with 8 x 10A GPOs and 2 x 15A GPOs. Two of the 10A outlets supply a constant 240V output for connection of appliances which require active power such as gas pool heaters. The other eight outlets are all switchable from the controller.
- c. When connecting appliances to the outlets of the controller, attempt where possible to start at channel 1 and use sequential channels from there. This will ensure the easiest operation of the controller.



## 6.3 Appliance Installation / Connection – Communications

- a. The Viron Connect controller communicates with other compatible AstralPool equipment through the use of sophisticated software and RJ12 data cables. All appliances with communication ability should be linked back to the controller via data cable. AstralPool products capable of this connection include;
  - i. Viron eVo series pool and spa heaters
  - ii. Viron eVo series variable speed pumps
  - iii. Viron series salt chlorinators
  - iv. Delta lighting systems
  - v. RolaChem dosing systems
  - vi. VX series salt chlorinators
  - vii. HX and JX series pool heaters
  - viii. HiNRG pool heaters
- b. When connecting any appliance via data cable to the electrical box, it is important to only use straight through cable. Many off the shelf data/phone cables are cross over configuration and cannot be used with the Viron control system. RJ12 cables of varying lengths are available from your local AstralPool Australia distributor.
- c. There are 6 x RJ12 sockets located inside the Viron controller. Any appliance can connect to any socket.
- d. There are 4 x valve actuator sockets located inside the Viron controller. Actuators must be 24VAC and have a maximum current draw of 0.75A. For pool/spa operation, use actuator ports labeled inlet and outlet. For the 2 auxiliary valves (which can be used for water features, solar, etc) use ports labeled Valve 1 or Valve 2.



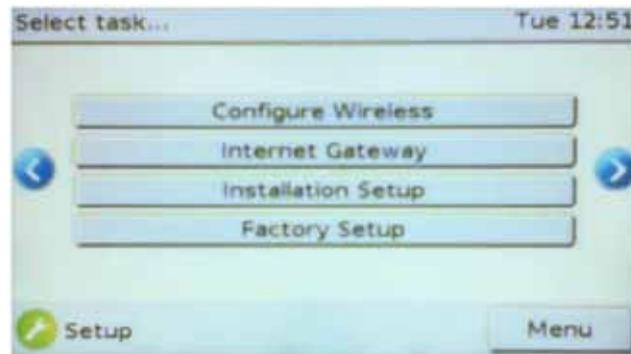
## Section 7. Installation Setup

### 7.1 Touchscreen Controller Setup

- 1) From the main screen, select the 'Setup' Icon. Scroll to next page if not displayed on main page.

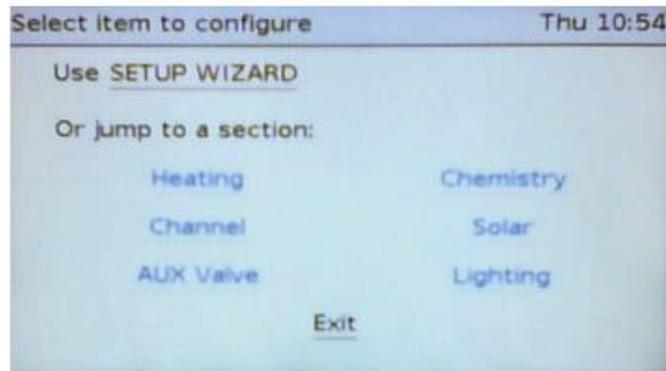


- 2) Scroll down through the screen to select the 'Installation Setup' icon.

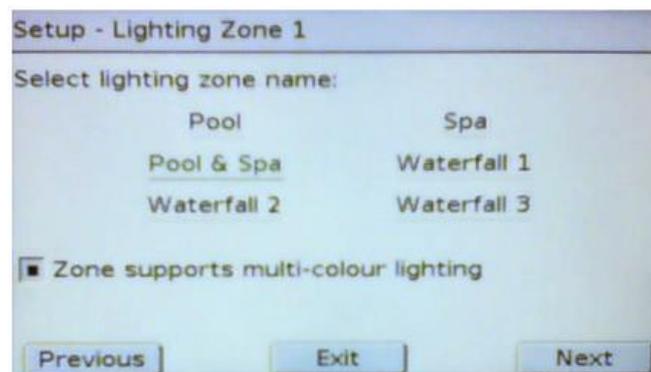
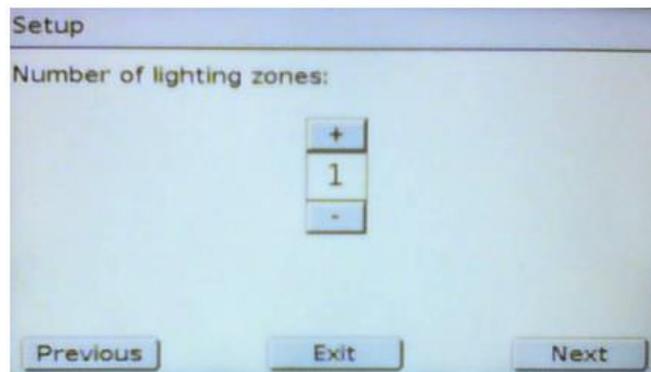


- 3) Enter in the password of **1 2 3 4**
- 4) A summary of the current equipment configuration will be shown on the screen - it will be a generic default factory setting. Select the 'Change' Icon to continue with the setup.
- 5) The next screen will then prompt you to use either the 'SET UP WIZARD' or the 'JUMP TO' section. For the initial set-up, the 'SET UP WIZARD' will need to be used to enable full and complete programming of the connect 10. If at any other stage after the initial set-up other programming has to be changed, then the use of the 'JUMP TO' section could be used.

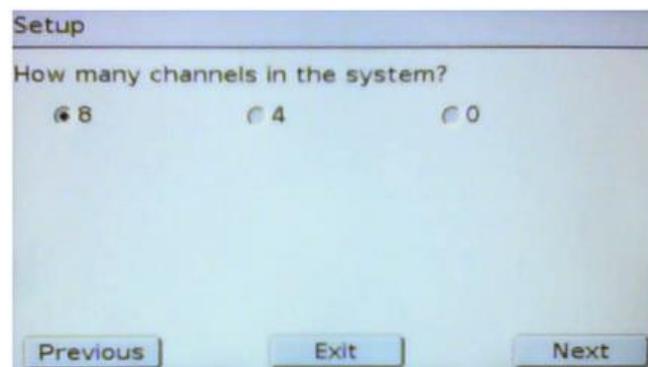
- 6) The next screen is the number of lighting zones that you want to select, or allocate, to the 'Lighting' Icon. A zone is any area of the pool and surrounds with lighting that you want to turn on separately. After selection press next.



- 7) You will need to nominate the name of each lighting zone from the provided list and select if the zone supports multi-colour lighting. Only select the multi-colour check box if you are using an AstralPool Delta controller.



- 8) Select the number of channels being used in the system. For Connect 10 controllers, select 8 channels.



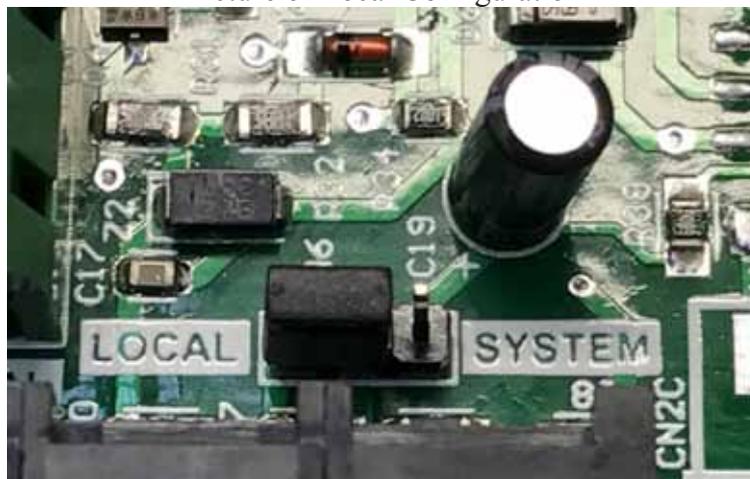
- 9) Select if a Genus heater is installed. 'Genus' heaters include all gas heaters manufactured by AstralPool Australia including the Viron eVo range, HiNRG range, HX range and JX range.



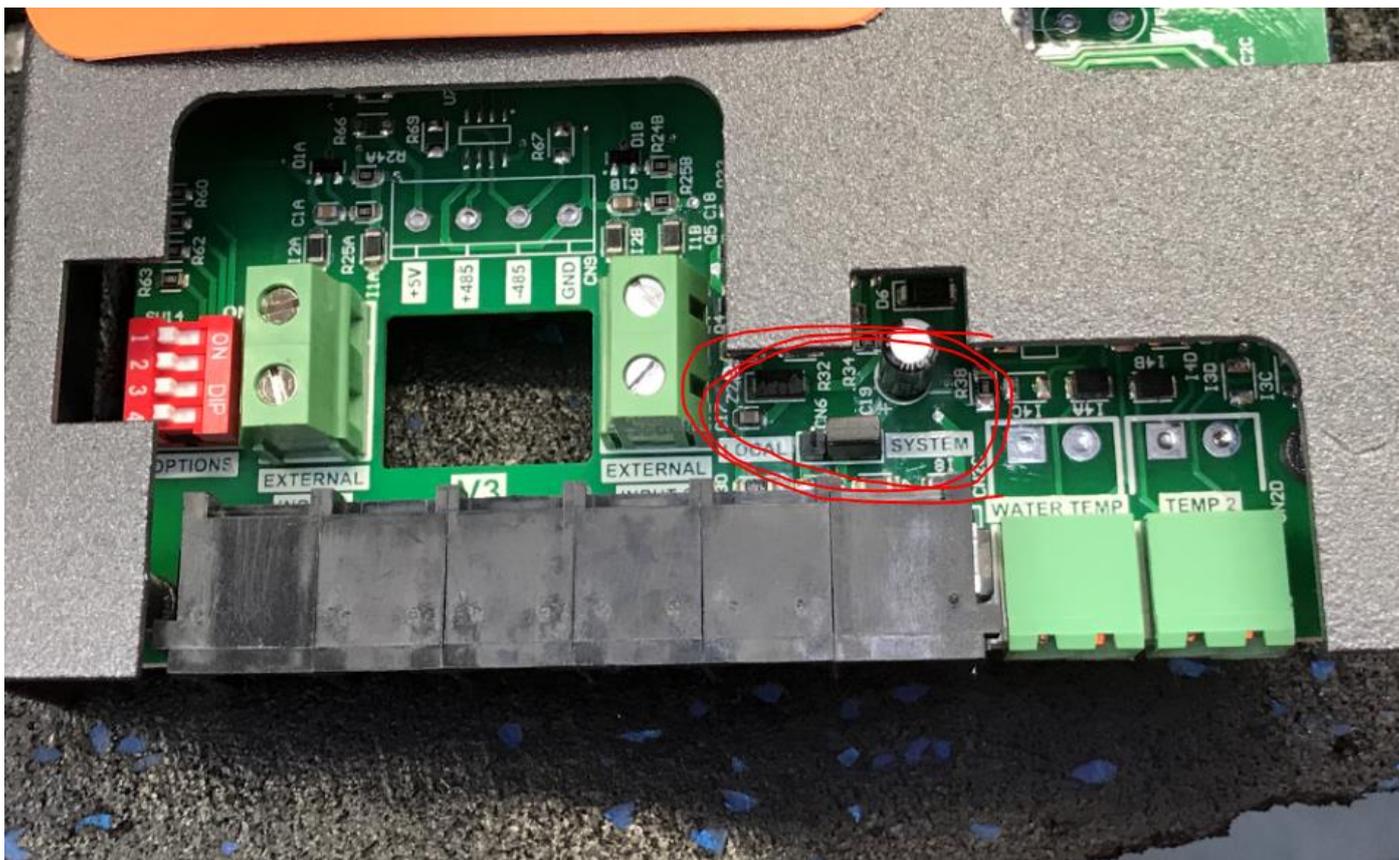
- i. If **YES** go forward to **step 10**;
- ii. If **NO**, you will be given the option of using the relay board within the controller to monitor the water temperature. If you have a non AstralPool heater attached, select YES to relay board temperature sensing;
- iii. **NOTE-** THE CONNECT 10 COMES CONFIGURED TO COMMUNICATE WITH A GENUS HEATER, THE UNIT MUST BE MANUALLY RE-CONFIGURED IF NO IS SELECTED. THIS PROCEDURE IS DONE BY FIRST TURNING POWER OFF TO UNIT, THEN TAKE OFF THE ELECTRICAL COVER PANEL TO EXPOSE ALL WIRING.
- iv. **AT THIS STAGE LOCATE SYSTEM/LOCAL PIN CONFIGURATION AS SHOWN BELOW, SLIDE PLASTIC BRIDGING PIN FROM MIDDLE/RIGHT POSITION, TO MIDDLE/LEFT POSITION SO THIS INDICATES LOCAL MODE.**
- v. **Picture of SYSTEM configuration**



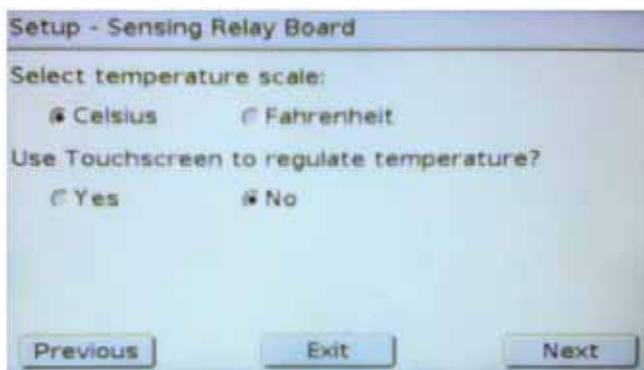
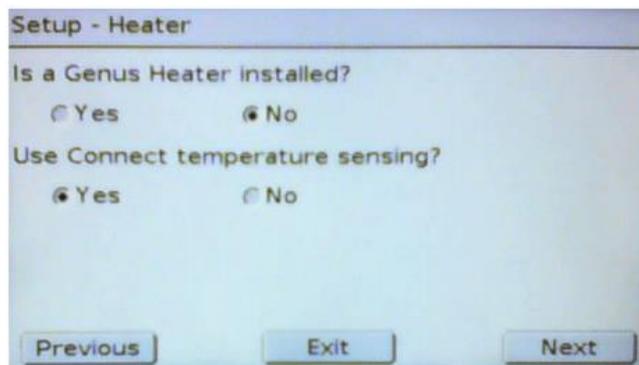
Picture of Local Configuration



SHOWING LOCATION OF LOCAL/SYSTEM PLUG

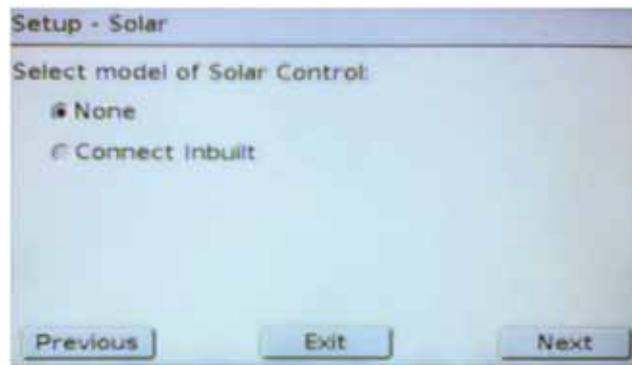


- vi. If you select to use the relay board for temperature sensing, you can then choose if the display is in Celsius or Fahrenheit and if you want to use the touchscreen to regulate temperature. If you have an external heater (not manufactured by AstralPool) and you want to control your pool temperature from the Connect controller, select YES. To operate temperature control from the touchscreen you will need to install a temperature sensor kit available from AstralPool.



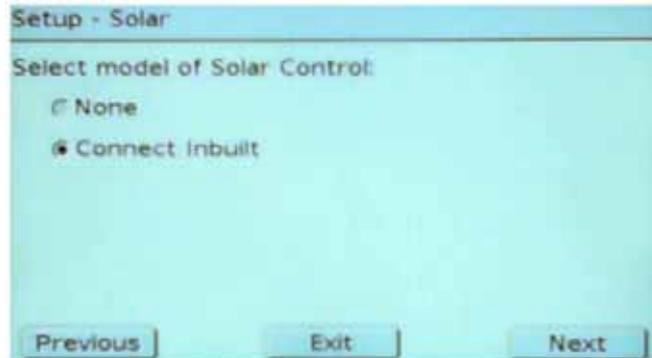
10) Select if Solar Control feature is being used from the Viron Connect.

i. If **NONE** go forward to **step 11**

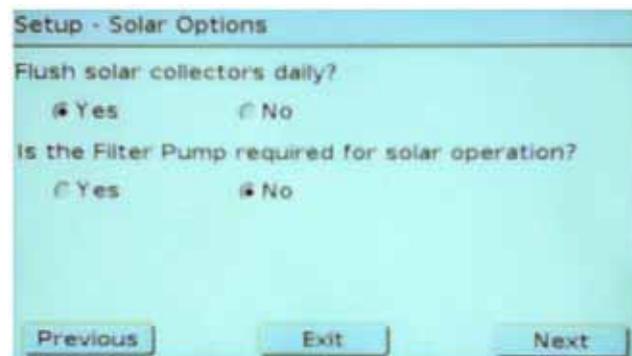


ii. Select 'Connect Inbuilt' if using connect 10 solar control, then press next

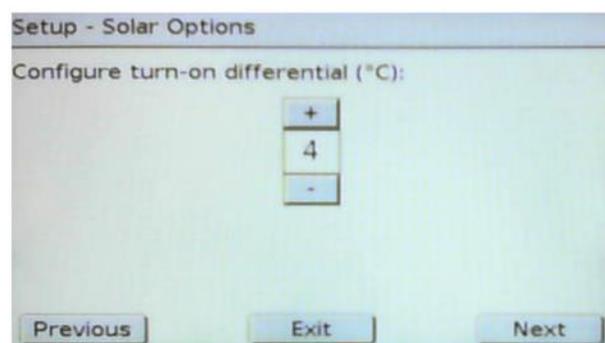
iii. **If NONE go forward to step 11**



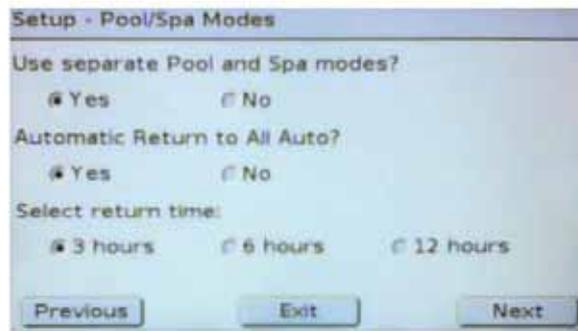
iv. Select if you require the collector to flush daily. AstralPool recommend activating this feature to ensure water does not stagnate within the collector. Also select if you are operating the solar from the filtration pump. If a separate pump has been installed for solar, select No.



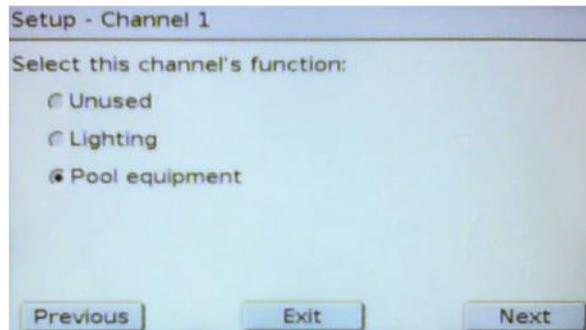
v. Select the turn-on differential for the solar. You can select between 4 degrees and 10 degrees. This setting is for how much higher the temperature on the roof sensor needs to be before the solar will commence operating.



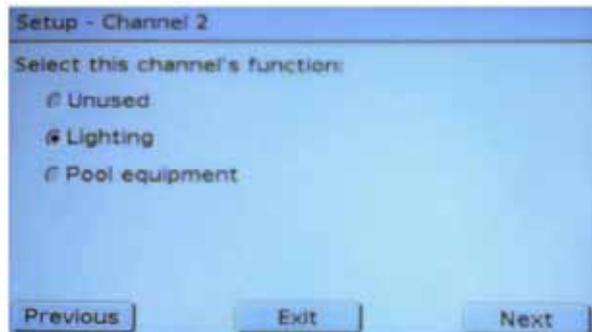
11) If you are operating automatic valves (motorized) to change between your swimming pool and spa, select YES. You will then be asked to set your 'AUTOMATIC RETURN TO AUTO' function, we recommend that this feature be set to 'YES'. You are then able to set the return time and choose between 3 , 6 , or 12 hours. This function will enable the system to automatically revert back to the preset timers if a product has been left in the manually on position.



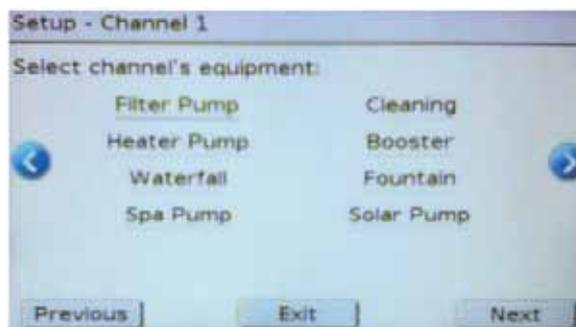
12) Next you must configure the appliances on each channel of the controller. Start with channel 1 where you will be given the options of Unused, Lighting (if configured), Pool Equipment, Controlled Heater Power (if configured) and Solar (if configured). Select which function applies to the equipment connected to the power outlet labeled channel 1.



- i. **UNUSED** – select this option if channel is not being made active.
- ii. **LIGHTING OPTION** – select which lighting zone this channel's lights belong to. If this option is not available, return to step 5. All lighting zone names that have been previously programmed will appear for selection in this window.

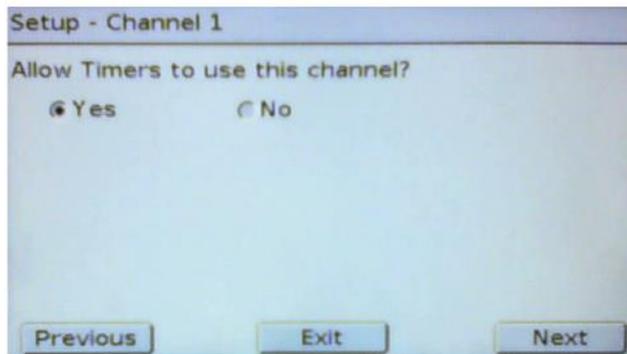
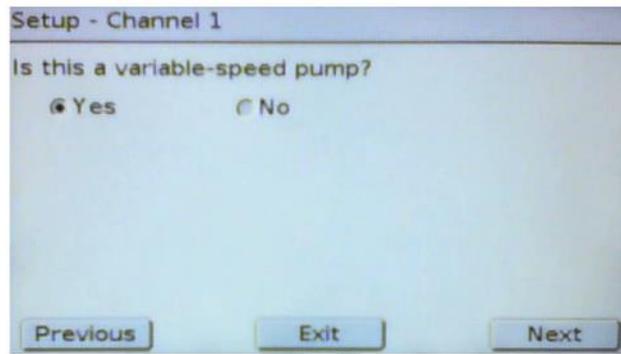


- iii. **POOL EQUIPMENT** – select the name/purpose of the equipment connected to this channel. If an appropriate name cannot be found there is the ability to select 'Custom' where you can create your own name for the channel.

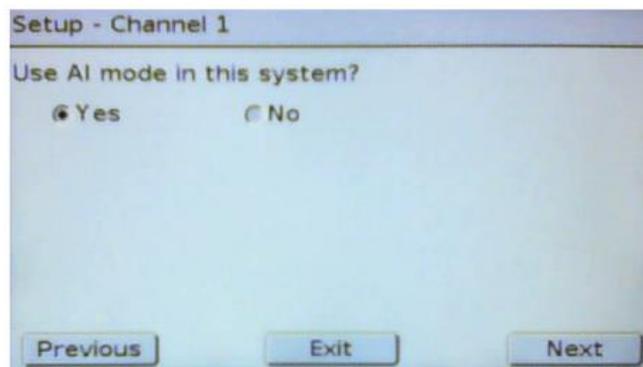


If Filter Pump is selected, you will be given the option of selecting if a variable speed pump is installed. Only select Yes if the variable speed pump fitted is an AstralPool eVo range pump and it is connected via an RJ12 data cable. Variable speed pumps from other manufacturers are **not** compatible with the Viron Connect controllers.

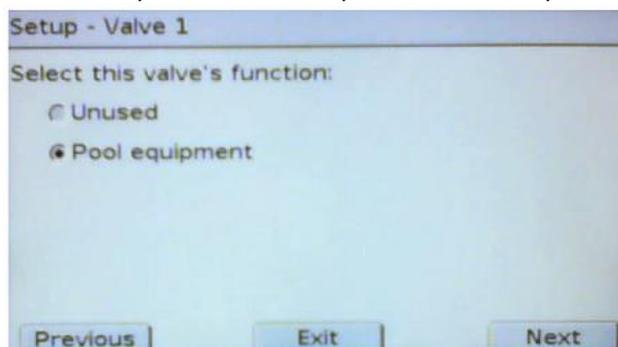
- iv. **CONTROLLED HEATER POWER OPTION** – select this option if you are operating a non AstralPool gas heater or a heat pump. This function will allow you to turn power on and off to your heater through the heating menu.
- v. **SOLAR OPTION** – if you have configured the controller to operate solar with an independent pump, select this option.



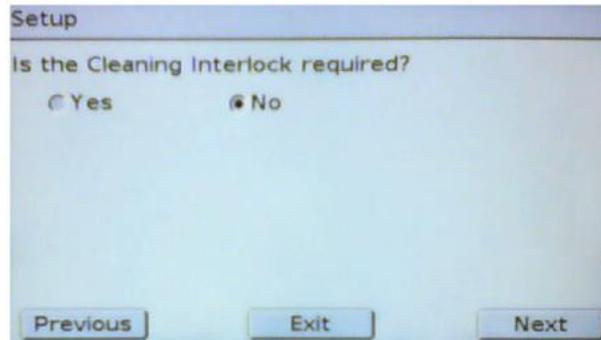
- 13) Once you have selected the function of the channel, you need to advise if you would like to control this channel via a timer. When using a channel for filter pump utilizing an Astralpool chlorinator in AI mode configuration, you will now be asked if you want to activate this functionality for this timer.
- 14) Repeat step 12 for each additional channel you want to allocate a product to.
- 15) If you have selected a Genus gas heater and variable speed pump, you will be asked for a minimum 'Heater On' speed. This setting will dictate the speed your pump will operate on when the heater is in the 'ON' setting (this is different to when the heater is actually running). This speed should be set to ensure your gas heater is receiving sufficient water to activate the pressure switch.



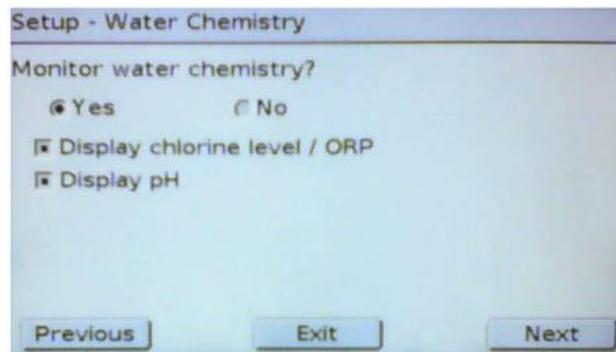
- 16) Once you have completed the channel allocations you can program the operation of the 2 auxiliary valves. These valves operate independent of all other controls and can be used for solar, water features, draining your pool or any other use that you would normally have to control by a manual valve.



- 17) Depending on prior settings you may be asked if Cleaning Interlock and Heat Demand are required. Cleaning interlock prevents your Infloor cleaning system activating without the filtration pump operating and also prevents it operating when the system is in Spa mode. The Heat Demand will, if activated, sample the temperature of the water each hour during a programmed period. If the water temperature is below the set point, the heater will be activated and will continue to operate until temperature is achieved.



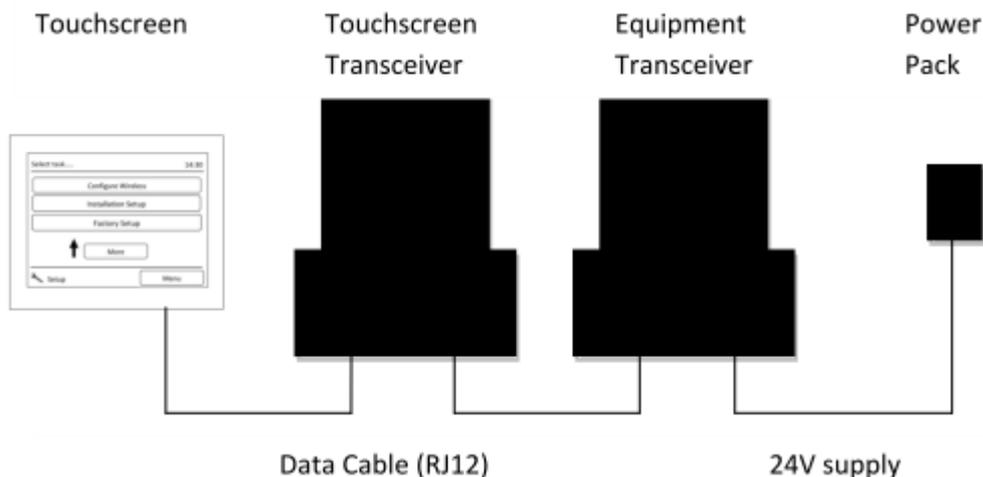
- 18) If you have a compatible AstralPool salt chlorinator or ORP/PH controller, you can use the touchscreen of your Viron Connect to view the set points and the actual readings (readings on ORP and pH only). Note: You can select either Chlorine or ORP – you cannot select both. Use Chlorine setting for salt chlorinators and ORP for systems using an ORP probe.
- 19) You will now be asked if customisable switches are required. This function allows automation such as 'C-Bus' systems to control two functions of the connect system only – A 'Favorite' and 'All Auto', via I/O signal. The default setting for this function is set to 'No'.



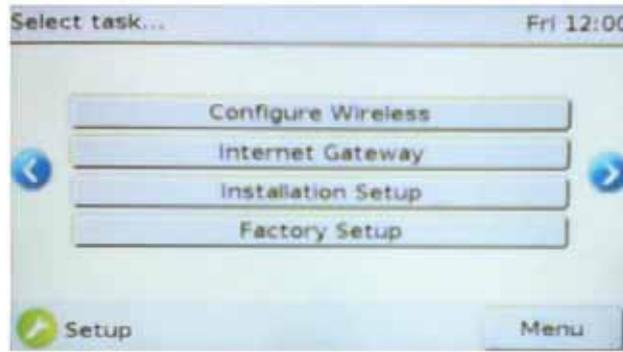
- 20) A final summary screen will show the current settings for the controller. If correct, select Exit, otherwise select 'SET UP WIZARD' to start the process again or utilize the 'JUMP TO' function for specific sections.

## Section 8. Wireless Configuration / Setup

- 8.1 If a wireless link system is to be installed, you will need to complete the configuration below with all components at the same point. **Note: Linking of the 2 transceivers by cable is only required during the configuration process and allows the user to manually assign a new security passcode to their system.**
- 8.2 Connect your wireless transceivers (2 of), your touchscreen controller, and the touchscreen power adaptor together as shown in diagram below.

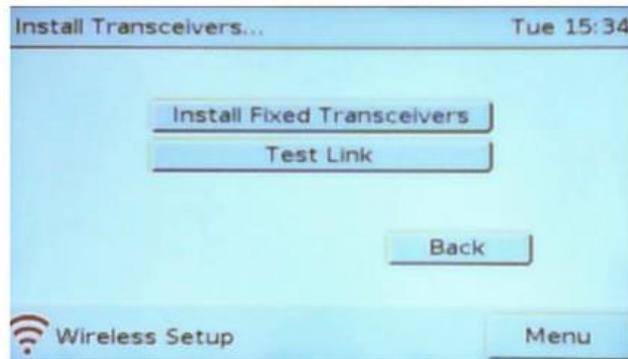


8.3 Go to the 'Setup' option from the main menu then select 'Configure Wireless'



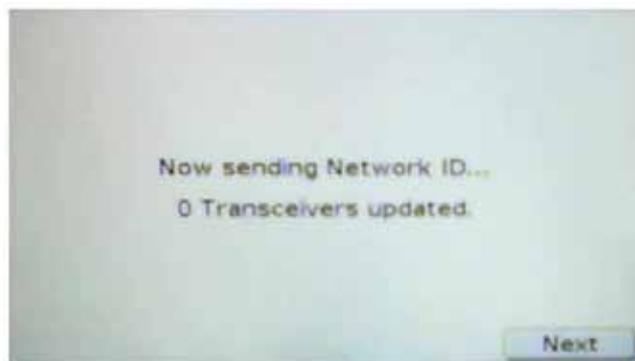
8.4 Use the password '1234' to enter the wireless configuration menu. The current Network ID will be shown on the screen along with the option to 'Install Transceivers' and 'Configure Handheld'. Select 'Install Transceivers'

8.5 Select 'Install Fixed Transceivers'

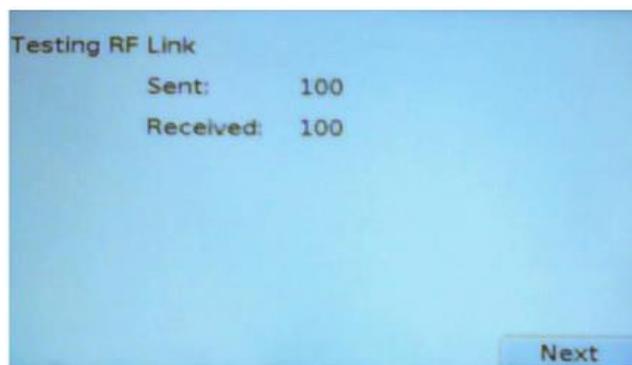


8.6 Enter in a Network ID number. This number is a unique code that your wireless link will operate on. Use a code such as the last 4 digits of your phone number to try and avoid conflict with other wireless systems in your area. To enter the new code, first select 'Clear' then enter the number.

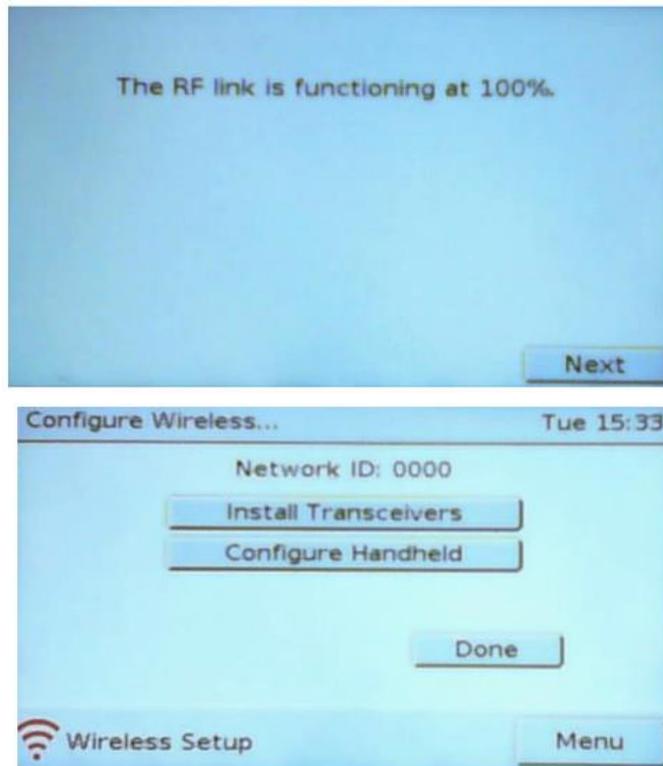
8.7 Once equipment is linked as shown above, touch select on the screen. The touchscreen will now send the new ID number out to your transceivers. Once 2 Transceivers have been updated, select the next option from the screen.



8.8 Position transceivers in the approximate position they are to be installed. From the menu, select 'Test Link' to test the strength of the wireless link between transceivers. 100 packets of data will be sent, if less than 100 are received, reposition the transceivers to achieve a 100% result. **The system will not work without receiving a 100% sent and 100% received link.**



8.9 If you are connecting a handheld (RF) remote to the system also, use the 'Configure Handheld' option.



8.10 Your RF remote control has 8 outputs which can be programmed to operate any function of the Viron Connect controller. Possible programming options are;

- 1) Favourite settings;
  - i. You can program any of the 8 channels to activate a Favourite setting. This will allow you to have channel 1 as 'Dad's Spa' where the water is at 35, spa jets running and blower on and then have channel 2 as 'Mum's Spa' where the water is at 38, only gentle water flow and the garden waterfall is trickling in the background.
- 2) Control of pool/spa equipment;
  - i. You can assign different channels to each of the 3 speeds of your Viron eVo series pump.
  - ii. Allocate a specific piece of equipment such as a blower or waterfall to come on.
- 3) All ON/OFF/AUTO function;
  - i. Nominate a channel to switch all equipment back to Auto. With one button push all manual changes you have made will be put back to the pre-programmed automatic position and the timer settings will take over your system again.
- 4) Auxillary valve control;
  - i. Turn your auxillary valves on/off or Auto.
- 5) Lighting control;
  - i. With a Delta lighting system installed, you can use your remote to toggle between on and off or cycle between colours.
  - ii. With any brand of lighting you can program lights on or assign lights to a favourite setting.
- 6) Heater control;
  - i. Toggle between On/Off on your heater.

## Section 9. External Heater Control (non-Genus)

- 9.1 If a non AstralPool heater is installed or a non Genus compliant heater (such as AstralPool heat pumps), the Viron Connect system can be configured to operate and control the heater from the touchscreen. If you have an AstralPool compliant gas heater installed, **do not** proceed with the following steps.
- 9.2 One channel of the Viron Connect controller must be allocated to **Controlled Heater Power**. This can be any of the channels 1 through 8. This channel will now be activated and controlled thermostatically and will only turn on when the set temperature is higher than the water temp.
- 9.3 To operate this feature, you must purchase a **Viron Connect Temperature Sensor Kit**. This can be purchased through any AstralPool dealer.
- 9.4 To install and operate an external heater;
- i. Proceed through Touchscreen installation setup (Section 7 of this manual) and at point 8, select No to Genus heater and Yes to use relay board for temperature sensing.
  - ii. Continue through setup until you are asked to set up the channel you are using for controlling the heater. For the channel function, select 'Controlled Heater Power'.
  - iii. Continue through remaining installation setup.
  - iv. The temperature sensor for the controller must be installed in the system plumbing prior to the heater. The sensor kit is supplied with a 50mm PVC connections to allow easy installation. The sensor probe must be plugged into the Viron Connect controller in the entry port labelled water temperature, located directly next to the RJ12 data ports. **Note: If the solar feature of the Viron Connect system is being used, you cannot operate the external heater function. Please contact AstralPool for further advice if this situation arises.**
  - v. For heaters supplied with a 10A cable, plug the appliance into the corresponding channel of the Viron Connect (channel that was nominated 'Heater Power'). For appliances rated at 15A use channels 7 & 8. For appliances rated in excess of 15A (such as heat pumps), an electrician will be required to configure a relay/contactor setup to allow correct operation.
  - vi. Set the temperature on the heater thermostat to its maximum setting. Once configured the Viron Connect will control the temperature making the thermostat on the heater redundant.
  - vii. On the Viron Connect touchscreen, select the 'Heating' icon from the main menu. You can now select heater On or Off and adjust the temperature up and down. Once temperature is achieved, the Connect controller will cut power to the heater to prevent any further rise in temperature.

## Section 10. Standard Solar control – operating a motorized valve

- 10.1 During Installation select connect inbuilt, the Connect 10 will ask if the Filter pump is required to run when the solar is on. If you want to use valves to divert water to the solar collector (instead of a separate pump) you need to answer Yes to this.
- 10.2 Later in the set up menus you are asked what function you wish to assign to the motorised valves: 'Nothing, Pool Equipment or Solar'. Select solar for one of the valves will map that valve to the solar controller.
- 10.3 If the filter pump isn't running and the solar calls for heat, the filter pump will start and the motorized valve will turn to divert water to the solar collector.
- 10.4 If the filter pump is already running just the valve will turn.
- 10.5 As previously outlined, if you answered no to using filter pump for solar, then a channel will be available for allocation. You will then be given the option to activate this channel as solar when programming channels 1 – 8. This basic solar function then turns the channel on/off when solar gain is called for.

## Section 11. Touch Screen Installation Instructions

Plasterboard Recessed Installation

### CONTENTS

The touch screen is supplied as a complete unit with a mounting base for Solid Walls and mounting arms for Plasterboard/Drywall hollow walls. The accessory plastic bag holds 2 mounting arms, 2 screws for the mounting arms and 4 screws for mounting to the solid wall base.



The casings can be disassembled using a screwdriver as shown:

Figure 1

### Section 11. Touch Screen Installation Instructions cont.

To remove the touchscreen from the touchscreen backing panel, use a flat blade screwdriver in the slot as shown. Whilst holding the front of the screen, lift the tab with screwdriver and angle away until a gap is created and a small 'click' is heard. You will then be able to simply pull the backing panel away from the screen



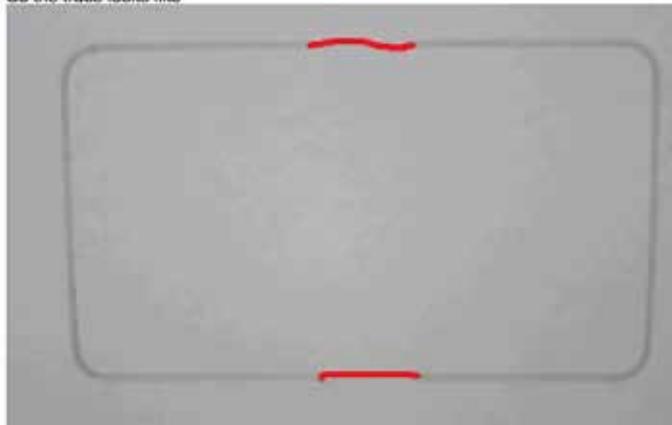
## Section 11. Touch Screen Installation Instructions cont. For Flush Mounting on a Plasterboard or Drywall type wall

The first step is to trace the hole shape onto the wall. To do this you can use the Solid wall Mounting Base as a template.

Trace around the inside as shown except where the circled cut outs are. Just go straight across these cut-outs.



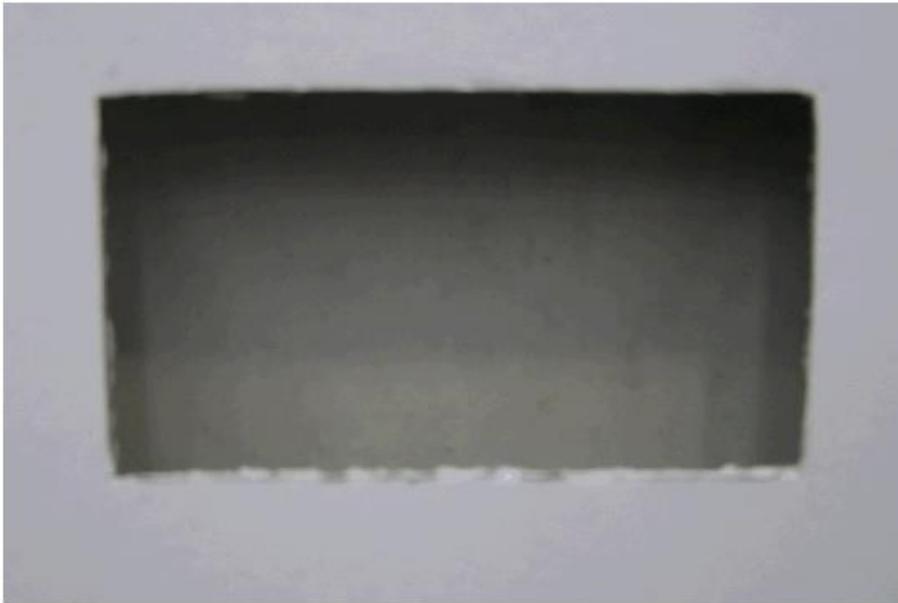
So the trace looks like



## Section 11. Touch Screen Installation Instructions cont.

Cut out the shape. NB the corners can be cut out square.





Now the Mounting arms need to be fitted to the screen back.



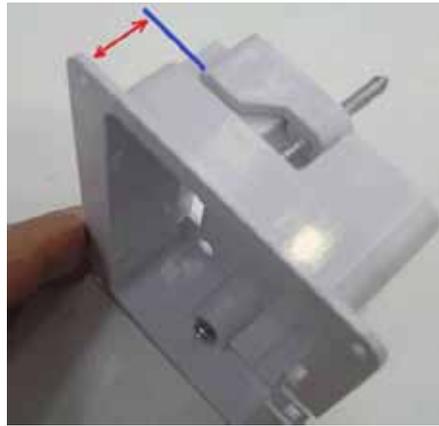
For a standard thickness wall the mounting arms are fitted as shown:

## Section 11. Touch Screen Installation Instructions cont.



For a thick wall, turn the mounting arms around as shown:

Continue to screw the mounting arms down until the clamp distance is slightly bigger than the wall thickness.



Turn the screw anti clockwise so that the mounting arms fold into the Screen Back to enable it to fit into the wall cut-out.

## Section 11. Touch Screen Installation Instructions cont.

When the screws are tightened, they will swing out to mount to the wall.



Feed the communications cable through the rear hole, fit the Screen Backing panel into the wall (Note that the TOP marking should be at the top), then tighten the screws



Clip the screen back in to finish installation.



## Section 11. Touch Screen Installation Instructions cont.

### Surface Wall Mounting

To mount on a solid wall where it is too difficult to recess the screen into the wall, use the Surface Mount base plate provided. Fit the Screen Backing panel to the solid Wall Mounting Base, and screw into each corner using the 4 small screws provided.



The top assembly can then be screwed to the wall using the 2 holes shown below. (Note the orientation of the TOP as shown in large circle).



## Section 11. Touch Screen Installation Instructions cont.

Once this is mounted and all screws fastened, the Touchscreen can be clipped on in the same manner as the flush mount. The finished unit:



## Section 12. Custom Switching (from external source)

- 10.1 The Viron Connect controller has the ability to accept two external switching inputs that allow for the operation of a 'Favorite' setting. The switching is controlled through a momentary pulse signal which will turn the selected 'Favorite' on. A repeat pulse will re-confirm the favorite is to be on, it does not turn the 'favorite' off. To return the system back to normal, the second custom switch needs to be set as 'All Auto'.
- 10.2 For most installations using this feature the set up will be;  
CUSTOM SWITCH 1 - This will be programmed as one of the owner's 'FAVOURITE' functions.  
CUSTOM SWITCH 2 - This will be programmed as 'ALL AUTO'.

**You cannot use CBUS to operate all features of the Connect 10. Temperature control, timers etc must still be operated through the touchscreen.**

- 10.3 To connect to the custom switches;
  - i. A 2 wire cable (low voltage) needs to be run from the named terminals on the Viron Connect back to the external controller (CBUS or other home automation system)
  - ii. The switching terminals require a momentary pulse of an open/close contact. **Note: the external controller must not supply any voltage back to the Viron Connect.**
  - iii. In the Touchscreen installation setup (Section 7) when prompted select Yes to activate the use of external custom switches.

# Customisable Switches

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This document applies to all versions of the Connect 8 and Connect 10.



Installation of the wiring for this feature should only be performed by a licensed electrician or professional pool technician. Installation will require the removal of protective covers, creating a risk of electrocution. Installation should only take place with the power removed and isolated from the device.

The information and processes in this manual must be followed exactly. Failure to follow warning notices and instructions may result in property damage, serious injury or death. Improper installation and/or operation may void your warranty.

## Overview

The Customisable Switches are a feature of the Connect system that allows an external device to interact with and control the Connect system. The external device might simply be a manual switch, or could even be a home automation system.

Two inputs are provided in this feature. The first input is used to activate a Favourite of your choosing; the second input is used to return the system to either 'All Auto' or 'All Off' at your discretion.

## Physical Specification

Each of the two customisable switch inputs is provided by one of two 2-way screw terminals on the Connect. The terminals are located above the bank of RJ12 communications terminals, beneath the main protective cover.



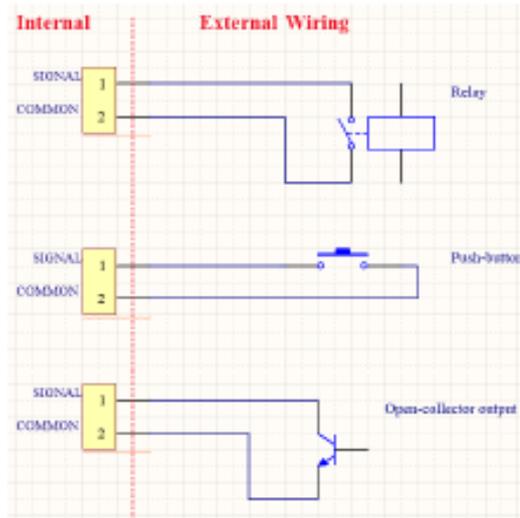
Ensure that mains power is disconnected and isolated from the device before removing any covers.

The inputs are "voltage free contact" type, meaning they are expecting to be wired to the contacts of a switch or relay. Wire 1 of the terminal is the "signal" wire, and has a weak pull-up to 5V. Wire 2 of the terminal is the "common" or "ground". When the external contacts make, they short the signal wire to the common wire.

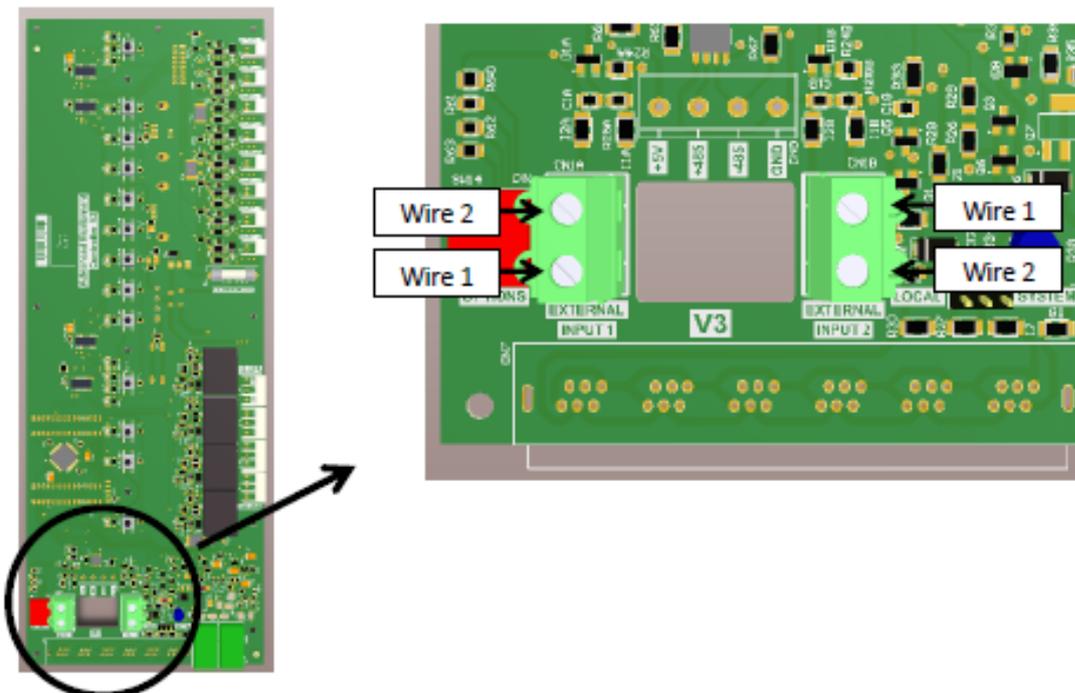
At no time should any external voltage be applied to either wire of the terminals.

It is possible to use an "open collector" switch, provided attention is paid to the polarity of the wiring.

Acceptable connection methods are shown in the following diagram.



When the external contact closes and the two wires are shorted together, the input is considered “active”. When the contacts open, the input is considered “inactive”. Debouncing of the input state is provided internally; in order to correctly register as active or inactive, the contacts should stay open or closed for at least 0.5 seconds.



### Configuration

Please consult the Colour Touchscreen manual for information about how to configure the Custom Switches. This manual is available online from AstralPool.

## Section 13. Service Mode Operation

- 9.1 If control of the Connect system is required from outside the house, all equipment can be operated from the service panel inside the main electrical control box. This function would be used when wanting to manually operate any channel via a simple ON/OFF button press, for example performing a backwash or manually vacuuming the pool. Select 'Service Mode' using the top button on the service panel, the green light will now be illuminated next to 'Service'. All auxiliary functions can now be controlled from the box while the internal touchpad is temporarily disabled.

If you want the manual operation selected to run for a period then revert back to the touchscreen operation, place the control panel into the 'Time Out' function. The 'Time out' function will now run for one hour.

Selecting Auto mode will place the touchscreen back into 'All Auto' status.

If your pool has experienced heavy use or has been dirtied by storms, you can activate a special cleaning cycle from the Viron Connect service panel (if system is configured with cleaning – see section 7). Ensure the system mode is in Auto then press the button allocated to Cleaning. Your system will now operate the cleaning and filtration pumps for 1 hour then revert back to normal operation.



## Section 14. Viron Connect 10 Functionality

2 x 10A constant power outlets. Can be used for AstralPool gas heaters, lighting systems and Chlorinators which rely on constant power for operation (usually controlled via data cable). Items which require turning ON/OFF or TIMER functionality should not be connected to these outlets.

6 x 10A switchable outlets. These are channels 1 - 6 as programmed from the Viron Connect touchscreen.

2 x 15A switchable outlets. These are channels 7 - 8 as programmed from the Viron Connect touchscreen.

4 x Valve actuator sockets. Two actuators are allocated to the pool/spa function of the controller and turn simultaneously. The 2 additional actuator valve sockets can be programmed to run any function required.

Touchscreen controller and 1 x 20m RJ12 cable.

2 x momentary input contacts. These contacts can be used for connection to external home automation systems. The function of the switches can be programmed by the operator but these are an ON switch only. A second signal will not switch the function off, it must be turned off at the touchscreen or have the second switch programmed to an 'All Auto' setting.

Connect In-built solar function. Basic solar function that can be programmed to operate its own pump or drive an actuator to divert water. Service mode. From the external control box the Connect 10 can be put into 'Service Mode' which provides operation of all 8 channels plus 'Pool/Spa', 'Valve' and 'Cleaning' features.

### Optional accessories:

- Touchscreen wireless transceiver (10016) and Equipment side transceiver (10017) allow for retrofit installations into houses without needing to run a cable between the Connect Controller and the touchscreen. The Equipment side Transceiver links directly to the connect controller box and can be installed in the equipment room or externally to achieve the best RF signal. The transceiver at the touchscreen end has a 24VDC powerpack which needs to be connected to mains power and linked directly to the touchscreen via an RJ12 cable.
- Waterproof RF Handheld remote (15205). Must be used in conjunction with a 10019.
- The RF remote can be configured or programmed to allow the 8 buttons to operate any 8 features of the Connect system. It may also be programmed to operate 'favorite' menu settings, turn a valve or return system to 'All Auto'.
- Viron Connect 10 Temperature and solar sensor kit (520146) can be used when operating an AstralPool heat pump or another manufacturer's heater. This is also needed when operating the solar heating option from the controller.
- Viron Connect 10 Solar modulator lead (15211- 3mtr), (15212- 20mtr), (15213- 50mtr) to be used in conjunction with solar heating option. These are to be installed as roof temperature sensors.
- Valve actuator (10945) must be used in conjunction with a Permaseal valve.
- Internet Gateway (10030) – To enable mobile control over pool and spa controller via internet or mobile APP.
- RJ12 data cable (10910-3mtr), (10925-10mtr), (10926-20mtr), (10927-50mtr).

## Section 15. Troubleshooting

SYMPTOM	RESOLUTION
Equipment not activating on time clock	<ul style="list-style-type: none"> <li>• Check All Auto selected from Home menu</li> <li>• Check timer programming</li> <li>• Check for timer periods/days crossing over</li> </ul>
No power to touchscreen	<ul style="list-style-type: none"> <li>• Check isolation switch is on</li> <li>• Check safety switch</li> <li>• Check RJ12 cable connections</li> </ul>
Touchscreen not activating channels	<ul style="list-style-type: none"> <li>• Check "Service Mode" not enabled</li> <li>• Check SYSTEM / LOCAL connection</li> <li>• Reset power to control system</li> <li>• Check RJ12 cable connections</li> </ul>
Wireless link not responding	<ul style="list-style-type: none"> <li>• Reset wireless configuration</li> <li>• Check power is available to adaptor</li> <li>• Move wireless transceivers to a new location</li> </ul>

## Section 16. Equipment Outlet Names

Record what equipment is plugged into the Equipment Centre. This will enable you to name each channel when you set up the touch screen control

*Example:*

*Channel 1 Viron 3 speed Pump*

*Channel 2 Arc underwater Light*

Channel 1

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Channel 2

---

Channel 3

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Channel 4

---

Channel 5

---

Channel 6

---

Channel 7

---

Channel 8

---

Motorised Valve 3

---

Motorised Valve 4

---

## Part Two: Installing the Internet Gateway and Smart Phone/Tablet App

The Internet Gateway is an optional purchase that allows the Connect 10 Pool and Spa Controller to connect to the internet, via a Wi-Fi or Ethernet connection, to a home Router. Downloading the free App 'connectmypool' and correctly setting up all equipment will allow the pool owner to control the pool and spa from their Smart Phone or Tablet.

The installation of the Connect 10 Internet Gateway is a simple three stage process. Follow these instructions carefully and you will have instant access to control your pool and spa every time, no matter where you are: in your house, on the way home from work, or on the way to your holiday home.

Stage 1: install the hardware and connect to your home Wi-Fi or internet Router.

Stage 2: register your pool owner's details and any other authorised users at [www.connectmypool.com](http://www.connectmypool.com)

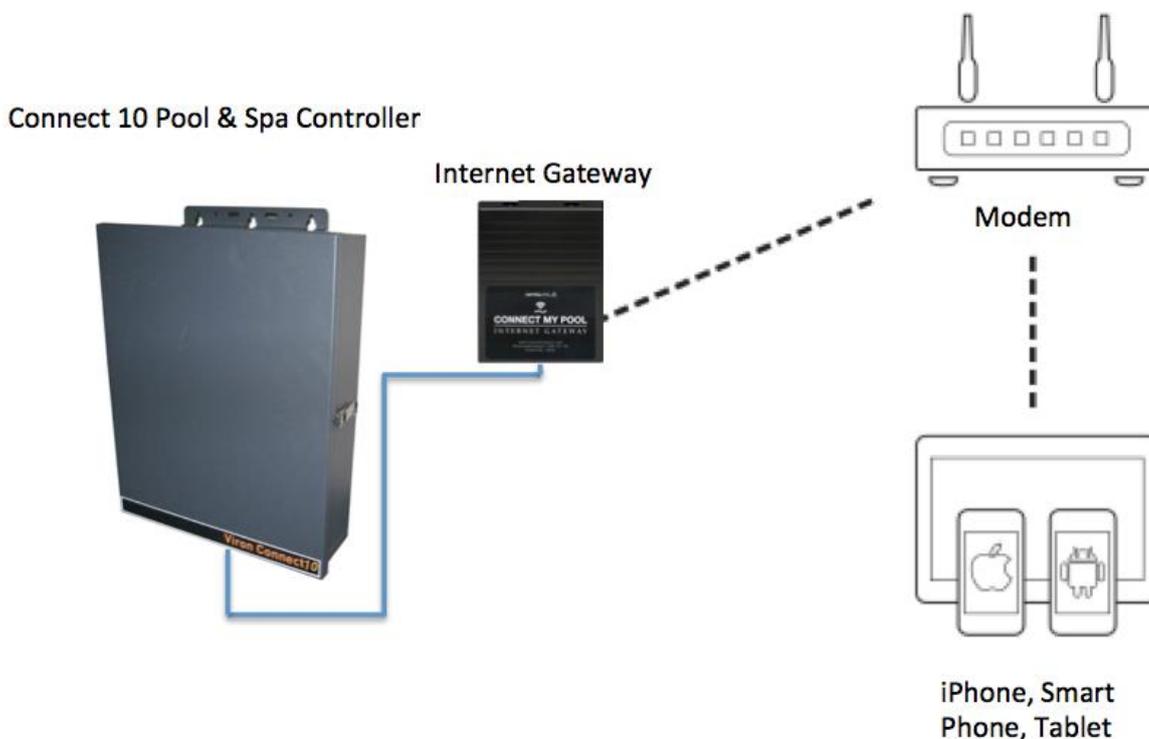
Stage 3: Download the Connectmypool App from the App store or Android Store

### Stage 1 – installing the hardware and connecting to your home Wi-Fi or Internet Router.

The most common way of connecting the 'Internet Gateway' (Part # 10030) to the internet via a home Wi-Fi connection is shown below. Wherever possible though, it is always recommended to connect via Ethernet cable as seen in option 2. Use of options 1 & 3 are recommended for retrofitting control system to existing pool system, or where cable installation is impossible. **If area is known to have poor Wi-Fi or reception quality, then cable installation is highly recommended.**

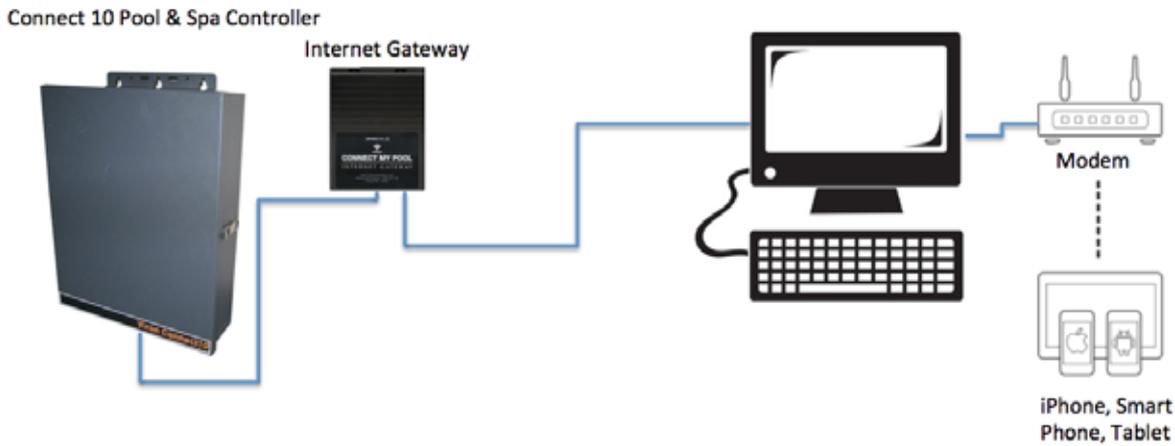
#### **Option 1** – Wi-Fi to Home Modem connected to Broadband Internet Connection.

Connect RJ12 cable from controller to 'Internet gateway'. 'Internet gateway' will connect via Wi-Fi to home router when in signal range.



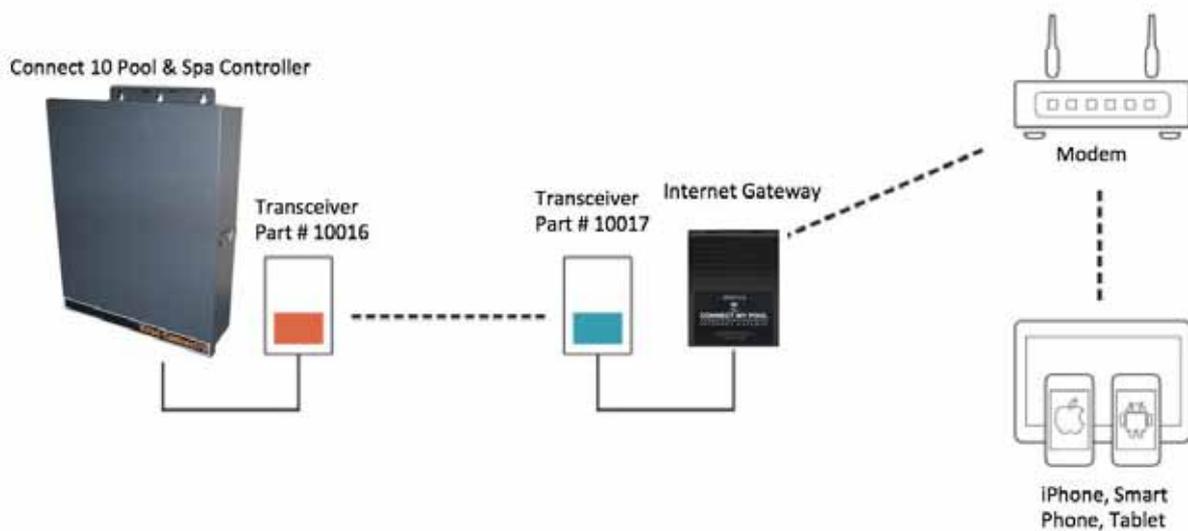
#### **Option 2** – 'Internet Gateway' to Home Computer via Ethernet cable to Home Model

Connect RJ12 cable from connect controller to 'Internet gateway', then Ethernet cable directly to router



**Option 3** – FM wireless transceiver to ‘Internet Gateway’ to Home Modem

Connect RJ12 cable from Connect controller to ‘Equipment side transceiver’. Connect ‘Touchscreen side transceiver’ via RJ12 cable to ‘Internet Gateway’ – This will establish a wireless link between transceivers and then communicate via Wi-Fi to the home router (when in range).



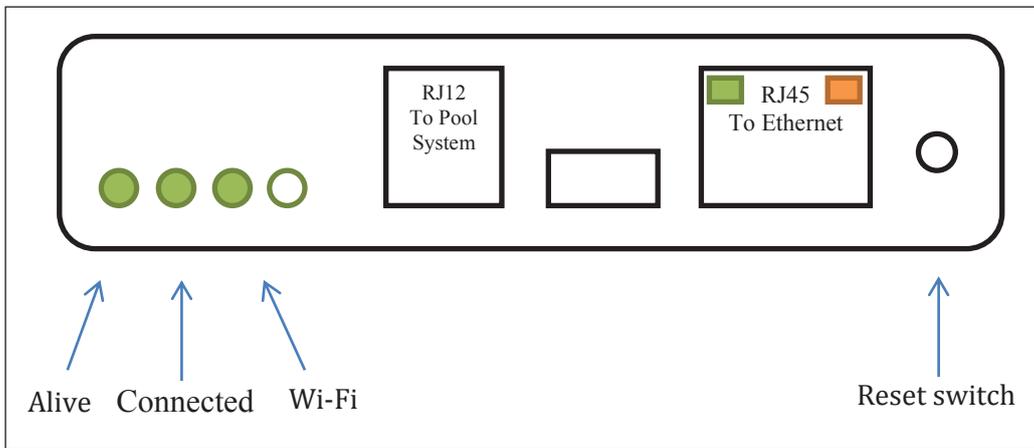
In all cases the internet connection must be permanently connected to a broadband internet service. (The Internet Gateway cannot be connected via a mobile ‘hotspot’ or similar).

Prior to commencing the installation, the location of the home Wi-Fi transmitter (or host computer if using an Ethernet connection) must be determined along with the Wi-Fi Network name and Wi-Fi Password or Passcode.

Each Internet Gateway is labelled with its own unique Internet Gateway Serial number. Also within the packaging of the Internet Gateway is the unique Internet Gateway Passcode. This label is located on the Internet Gateway itself, not on the packaging. **This label will be required to register the Internet Gateway onto the internet and needs to be retained by the pool owner.**

The home Wi-Fi signal strength can initially be observed using a mobile phone as a guide. As a reliable connection is essential, it is important to find a position that has a strong Wi-Fi signal. The Internet Gateway has a reset button in its base, as well as LEDs that will assist when determining the final position for installation. Once an approximate position is determined, the ‘Internet Gateway’ Can be connected to a loose RJ12 cable until the location with best signal strength is found.

Base (underneath) of Internet Gateway



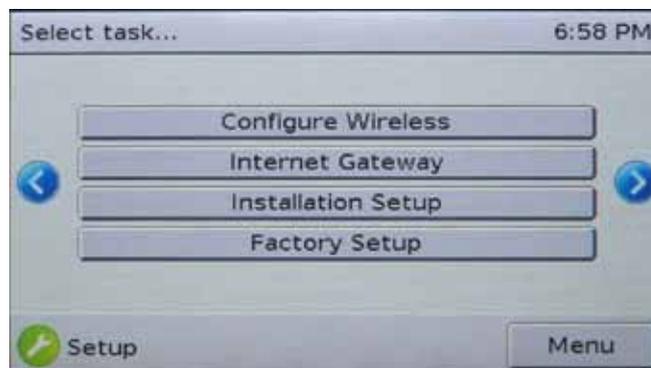
After connecting the Internet Gateway to the Pool System the Home Wi-Fi can be configured.

This is achieved using the Touch Screen

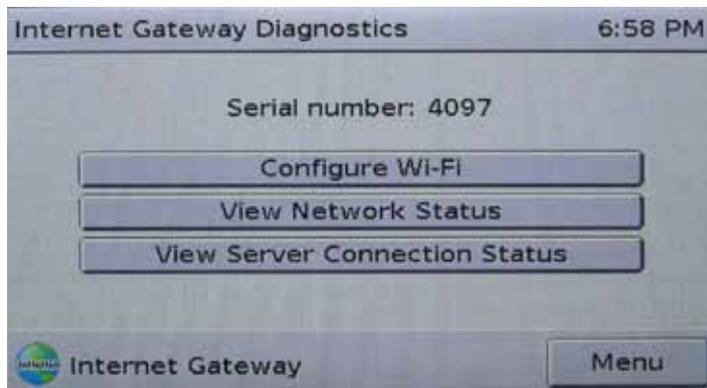
1. On the Touchscreen, go to 'Setup'.



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 allows you to configure the Wi-Fi settings. On this page the Internet Serial Number is also displayed. If the serial number is shown as '???' , then the Touchscreen cannot communicate with the Internet Gateway. (Refer to troubleshooting before continuing)



4. You are now shown the 'Configure Wi-Fi' page. This page allows you to configure the Wi-Fi settings.



5. From this screen, press 'Set network'. Use the Backspace button to remove the 'Your Name' text and then use the keyboard to enter the name of your home Wi-Fi connection. Similarly use the 'Set passphrase' key to set the passphrase/password of your home Wi-Fi connection. **Network names and Passphrases are case sensitive- make sure you enter them correctly and exactly otherwise system will not connect to network.**
6. From the 'Configure Wi-Fi' screen, press the 'Back' button to go back to the 'Internet Gateway Diagnosis' screen and then press the 'View Network Status' button to check the signal strength. It will take a few minutes to connect to the Wi-Fi, but at the end of the connection process the screen should show that the connection is Enabled, Initialized and Linked. It should also show the home IP address and the Wireless Signal strength. (Wi-Fi) **The Wi-Fi signal strength should be 29 or greater.** If it is less than 29 the Internet Gateway should be moved closer to the Home Wi-Fi source to ensure reliable and stable connection.

	Ethernet	Wireless
Enabled:	Yes	Yes
Initialised:	Yes	Yes
Linked:	No	Yes (local)
IP Address:	192.168.1.1	192.168.0.116
Strength:	N/A	41

If the Wi-Fi signal strength is 29 or greater, the Internet Gateway can be mounted in position.

## Stage 2: Registering 'Pool Owner' and authorised 'Users' of the Pool App

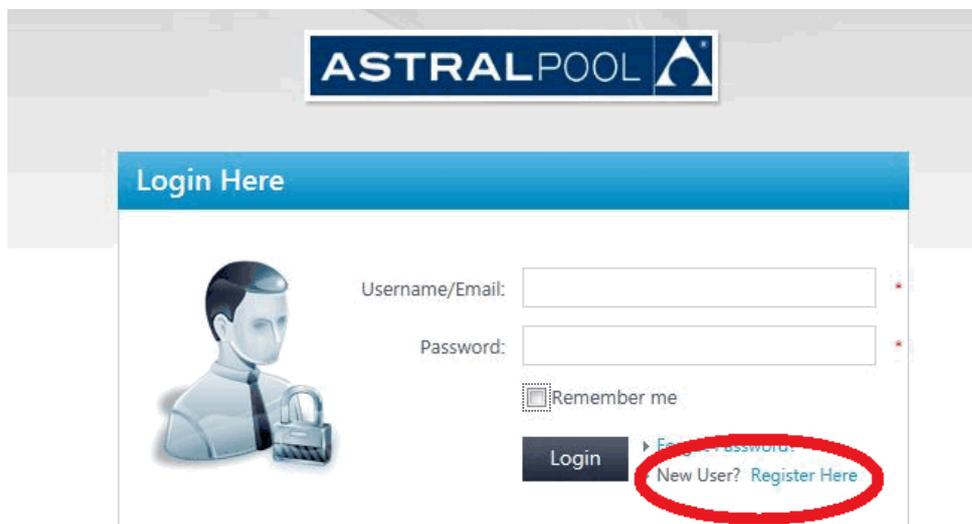
In order to activate the connectmypool App you must register the pool's owner. The Pool Owner will have authority to access applicable functions in the Viron Connect 10 Pool and Spa controller and also delegate access to other users – which may be other members of the family or your pool service technician.

It is important that the actual Pool Owner is the registered Pool Owner. This ensures that the Pool Owner and his family are given access to the connectmypool App and control of the pool and NOT the installer or service technician.

To register to be a Pool Owner and use the Pool App, owners need to have a valid email address and to have purchased an Internet Gateway (Part #10030) which comes with a unique serial number and passcode.

Registration needs to be done on a desktop or Laptop computer (ie not a mobile phone or tablet) and is initialized by visiting <http://connectmypool.com> in your website browser.

The following screen will then be visible:



The screenshot shows the Astral Pool login interface. At the top is the Astral Pool logo. Below it is a blue header with the text "Login Here". The main content area contains a login form with the following elements:

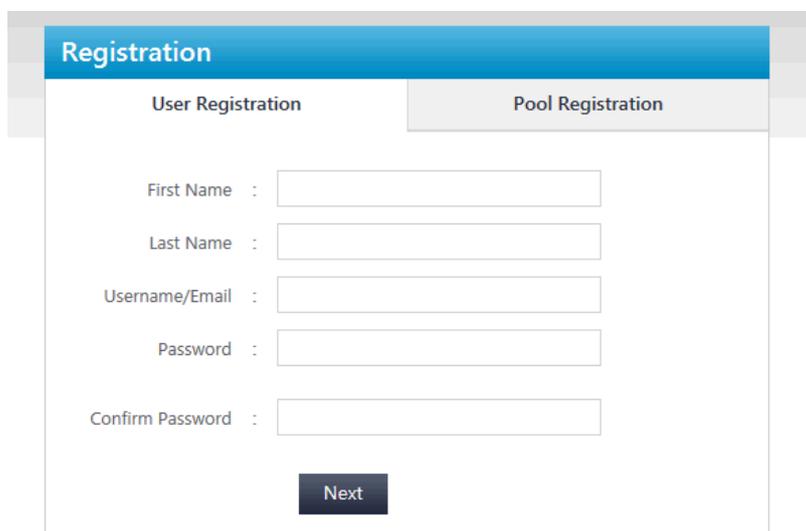
- A small illustration of a man in a suit holding a briefcase.
- Input fields for "Username/Email:" and "Password:".
- A "Remember me" checkbox.
- A "Login" button.
- A link "New User? Register Here" which is circled in red.

Clicking on 'Register Here' will then bring up the User Registration page:

All fields in the User Registration need to be filled out. The email address supplied must be a valid email address as an email with a link in it will be sent to this address.

The Password is used by the Pool Owner to access the App.

In a latter process, other users can be allocated access to this pool. They will be able to use their own password to access the App.



The screenshot shows the Astral Pool registration interface. At the top is a blue header with the text "Registration". Below the header are two tabs: "User Registration" (selected) and "Pool Registration". The "User Registration" tab contains the following input fields:

- First Name
- Last Name
- Username/Email
- Password
- Confirm Password

A "Next" button is located at the bottom of the form.

After this is filled in and 'Next' is pressed, the Pool Registration page is shown:

Registration

User Registration Pool Registration

Serial Number :

Passcode :

Pool Name :

Pool Street Address1 :

Pool Street Address2 :

Country : --- Select ---

State : --- Select ---

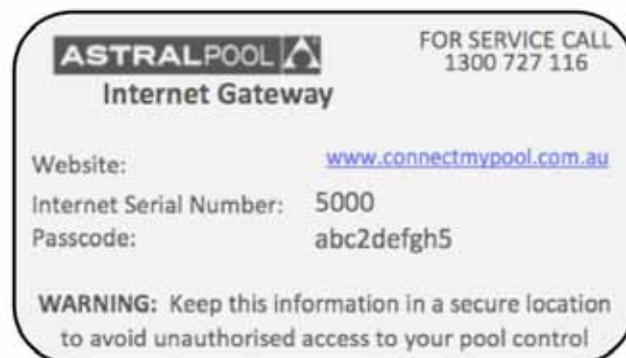
City :

Post Code :

Type text Shown Above :

Submit Cancel

The 'Internet Gateway's' unique Serial Number and Passcode must now be entered. This is found on the registration sticker inside the box and must be kept by the pool owner. This information has been included as an adhesive label for convenience to consumer and also for security reasons.



The Pool Name that is entered on this page will be displayed on the App. If you plan to be able to log into more than one pool, then the name should describe which pool you are wanting to control. e.g. For this registration you may name the pool 'Jones Home' and for a second Pool Registration it may be named 'Jones Beach'. Once your first Pool has been registered, the second pool can be entered later by logging onto your existing account, (using a desktop computer) through the 'Settings' tab. And 'Add Pool'. The Pool Street address and Post Code is used to identify the Pool Location and provide weather information for the area around the pool.

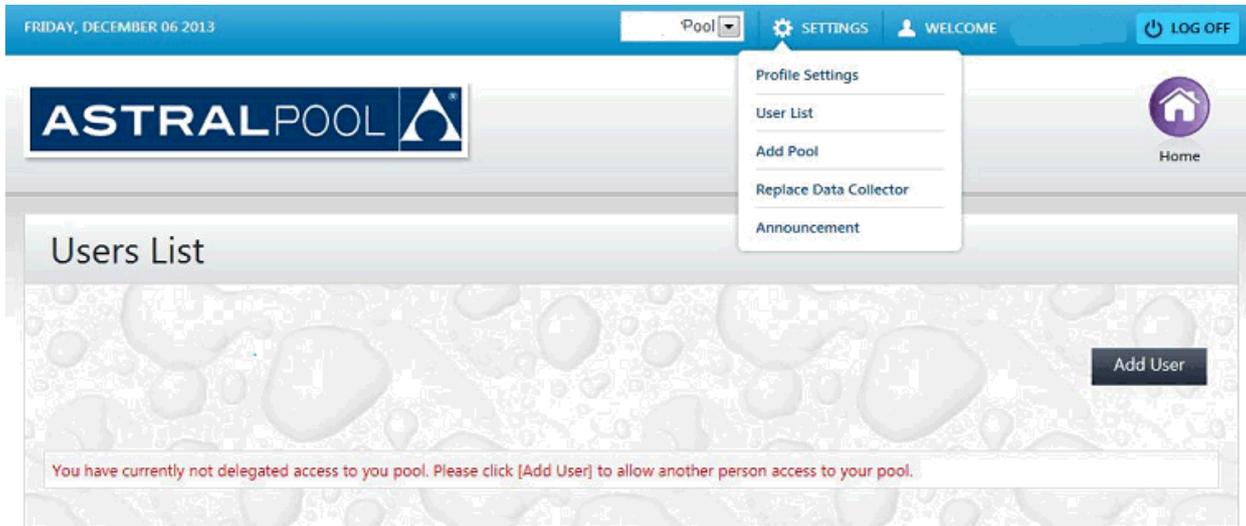
After pressing the 'Submit' button above, an email should be delivered to your Email Address. This email will contain a link that you need to press to confirm and complete the registration process.

NB. Some providers may interpret this email as Junk. If you don't receive an email within a few minutes please check your **Junk email folder**.

After completing registration, it is necessary to log out. Wait 10 minutes and log back in with the user name/email and password you created. The system should now have configured itself and you will have access to the programming that has already been completed on your Connect 10 touch screen.

After the system has configured itself you can proceed to add more users to your pool if required. This can allow all your family members with a Smart Phone or Tablet to also access the pool and control remotely, or possibly allow your pool technician to monitor your pool water chemistry.

To let additional people access your pool controller press 'SETTINGS', then 'User List', then 'Add User'.



After pressing 'Add User' you will be prompted to enter the new user's name and email address along with their password.

Once a User is added, their ability to access different features can be setup using the 'Screen Configuration' button. (On the 'User List' page).

This feature allows the Pool Owner to grant user access to specific features only. For example if the pool has heating, the pool owner can restrict a user from changing the temperature etc.

In addition, the new User once added, will receive an email which will require them to 'confirm' their link to your pool and then download the Connectmypool.com app.

In certain circumstances you may wish to give access to service people or guests. They can be added to the User list as above and their access can be deleted later if desired.

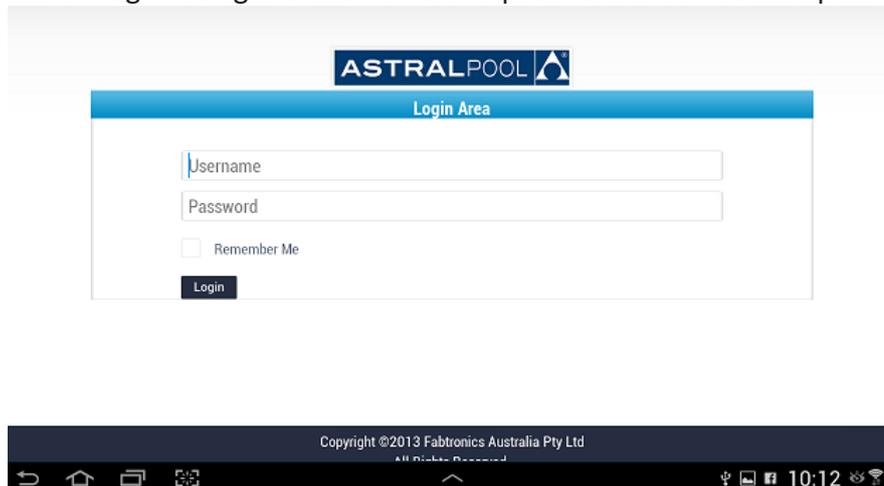
Other features on the 'Settings' page include the ability to add another pool to your App. To do this you need to purchase a separate Internet Gateway and connect it to the new pool. Remember to make the new pool name descriptive so that you can easily see which pool you are controlling. (On the App, tapping the pool name will bring up a list of your available pools if you have more than one).

### 5.0 Start Application and log in.

If the connectmypool isn't running, find the connectmypool icon on your desktop, and select it.



The application will start. Log in using the username and password that was set up during registration.



**NOTE: You must log out for 10 minutes, then log in using your newly created user name/email and password before the system will configure itself.**

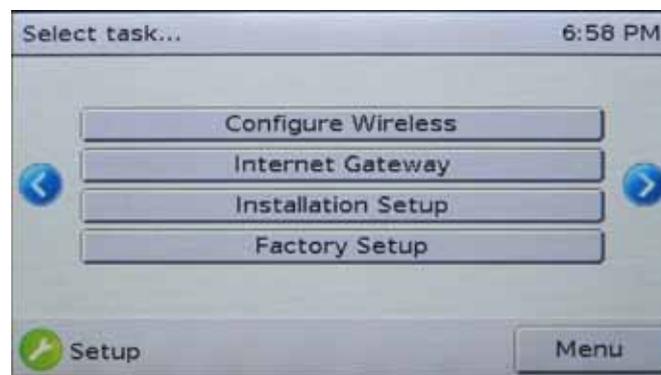
### Troubleshooting

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

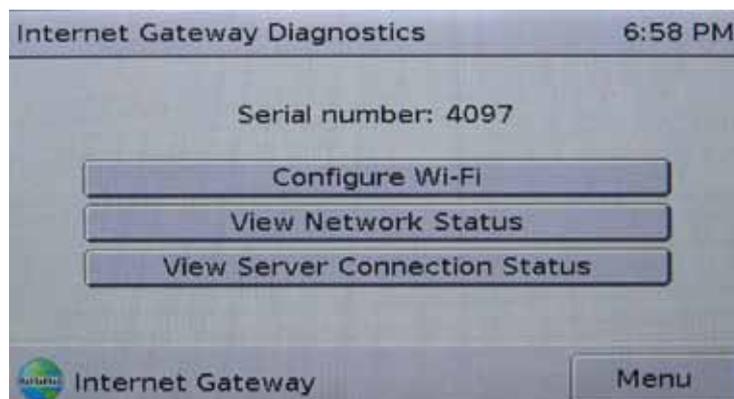
7. On the Touchscreen, go to 'Setup'.



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



9. 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.

10. 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.

	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

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.*

	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

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

#### **Troubleshooting The Ethernet Connection**

##### *'Initialized' shows 'No'*

The Internet Gateway was unable to initialize the Ethernet connection. Cycle power to the Internet Gateway and wait 1 minute to allow for re-initialization. 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 may be a problem with the router or internal security of the home network. Call network support to clarify issue. If network connection ok and the problem persists, call AstralPool for support on 1300 244 414

## Troubleshooting The Wireless Connection

### 'Initialized' shows 'No'

The Internet Gateway was unable to initialize the Wireless connection. Cycle power to the Internet Gateway and wait 1 minute to allow for re-initialization. Check all connections and signal strength ok. If the problem persists, call AstralPool for support.

### 'Linked' shows 'No'

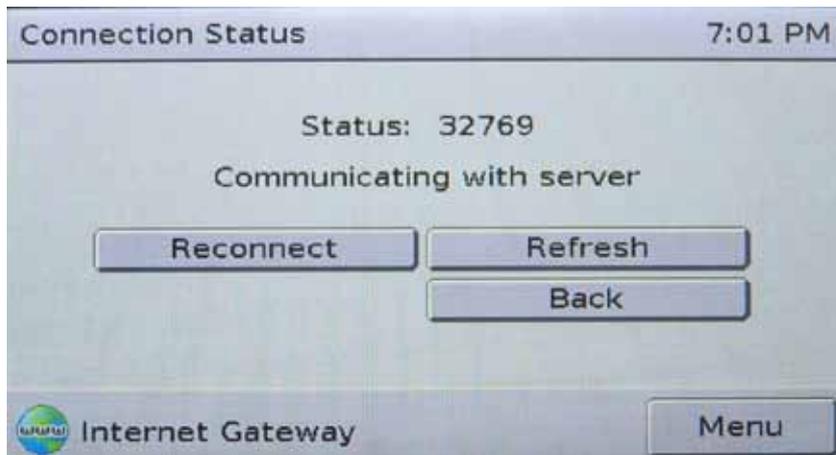
The Internet Gateway was unable to connect to the pool owner's wireless network. Verify that the network name and passphrase have been correctly configured by re-entering them into the Touchscreen. Allow the Internet Gateway 30 seconds to attempt connection to the home network before proceeding.

Cycle power to the Internet Gateway and wait 1 minute to allow for re-initialization. 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-initialization. Ideally, the strength should be shown as 29 or greater. If the problem persists, consider changing from Wireless to Ethernet connection types.

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



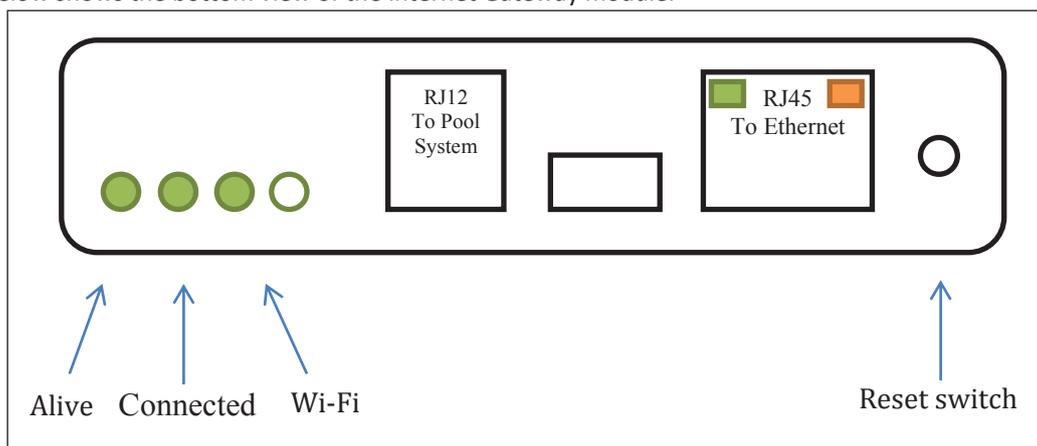
If the status is shown as '?', then the Touchscreen cannot communicate with the Internet Gateway. Check that the Internet Gateway is plugged in to the pool system, using normal flat-cable RJ12 connection, and that the plugs of the RJ12 cable have the correct orientation.

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 connectmypool 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 connectmypool server. <b>This is not a fault state; this is normal operation.</b>
61440	Connection closed	The connection to the connectmypool server was closed as part of normal operation. <b>This is not a fault state; the IG will automatically reconnect shortly.</b>
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 connectmypool 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 connectmypool 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 connectmypool 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 connectmypool 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 connectmyPool servers.

- When this connected light is off, the Internet Gateway has not yet attempted to connect to the connectmypool servers (such as just after powering up).
- When this light is solidly illuminated (not flashing), then the Internet Gateway is currently connected to the connectmypool servers.

- When this light is flashing, the Internet Gateway is no longer connected to the connectmypool 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 Wi-Fi 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 connectmypool 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 connectmyPool servers is still given by the 'Connected' indicator. The green indicator blinks when there is data being sent or received on the Ethernet network.

## Maintenance of your Controller

**Maintenance Schedule:** Your new product incorporates moving parts and withstands high velocity water with chemicals in it. Some of these parts will wear in the normal course of use and require regular checks and maintenance. Performing these checks and maintenance will identify parts that have worn and require repair/replacement before further serious damage is sustained. A small amount of regular care and attention to your pool equipment will help ensure long life and trouble free performance.

To protect against extremes of temperature, your unit is vented to allow expensive electronics to cool. Ants and some insects are often attracted to the warmer, dry environment inside the enclosure. We recommend that, with power turned off, you spray a surface insecticide on the surfaces surrounding the control to prevent ant and insect ingress. Repeat every three months or as necessary.

Timing	Maintenance Check	Service action (if required)
Three Monthly	Check for inserts/ants	Turn power off, Spray a surface insecticide on the surfaces around the unit to prevent ant and insect ingress.

**Important note:** Regular maintenance is important to ensure long life and trouble free performance of your pool equipment. If unable to perform the maintenance yourself, contact your local AstralPool office who will arrange a trained service technician to perform the maintenance for you.

Record your Equipment details here for quick reference:

Model No.: \_\_\_\_\_

Serial No.: \_\_\_\_\_

# WARRANTY

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AstralPool Australia Pty Ltd (ABN 97 007 284 504) ("AstralPool") provides the following warranty in relation to its Viron Connect 10 Pool & Spa controller. ("Product").

The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.

## WARRANTY

AstralPool warrants that, subject to the exclusions and limitations below, the Product will be free from defects in materials and workmanship during the warranty period. The warranty periods are set out below and commence 30 days after the date of purchase (to allow for installation). The warranty period may vary for different parts of the Product.

Parts	Warranty Period
All Components	12 Months

If a defect appears in the Product before the end of the warranty period and AstralPool finds the Product to be defective in materials or workmanship, AstralPool will, in its sole discretion, either:

- (a) Replace or repair the Product or the defective part of the Product free of charge; or
- (b) Cause the Product or the defective part of the Product to be replaced or repaired by an Authorised AstralPool Service Agent free of charge.

AstralPool reserves the right to replace defective parts of the Product with parts and components of similar quality, grade and composition where an identical part or component is not available.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## WARRANTY CLAIMS

1. If a fault covered by warranty occurs, the customer must first contact AstralPool at the contact address listed below, or an Authorised AstralPool Service Agent.
2. Any warranty claim must be accompanied by:
  - (a) Proof of purchase;
  - (b) Full details of the alleged defect; and
  - (c) Appropriate documentation (such as historical and maintenance records).
3. The customer must make the Product available to AstralPool or its Authorised AstralPool Service Agent for inspection and testing. AstralPool or its Authorised AstralPool Service Agent will attend the premises where the Product is installed for inspection and testing. If the Product is installed:
  - (a) Outside a capital city metropolitan area; and
  - (b) is not within a 20 km radius of an Authorised AstralPool Service Agent;Then the customer may have to pay a travel fee.
4. If such inspection and testing finds no defect in the Product, the customer must pay AstralPool's usual costs of service work and testing. If such inspection and testing finds a defect that is not covered by this warranty, the customer must pay AstralPool's usual costs of service work plus any parts and labour required to repair the Product, unless recoverable from AstralPool on the failure of any statutory guarantee under the ACL.

## Exclusions

The warranty will not apply where:

- (a) The customer is in breach of the Terms and Conditions of Sale;
- (b) The Product was used for a purpose other than one it was intended for;
- (c) The Product was repaired, modified or altered by any person other than AstralPool;
- (d) The Product has not been installed, maintained and/or operated in complete compliance with the installation and operating instructions and any instructions by AstralPool;
- (e) The Product has been subject to accident, negligence, alteration, abuse or misuse.

The warranty does not extend to:

- a) normal wear and tear;
- b) weather and other environmental conditions including but not limited to storm, flood, and/or heat wave damage; or
- c) Service and maintenance items.

Examples of exclusions include but are not limited to:

- Incorrect installation.
- External power spikes / surges.

## Commercial Installations

On commercial installations, such as health clubs, motels/hotels and hydrotherapy facilities, the warranty is limited to parts and in field labour (within capital city metropolitan areas or 20 km radius of Authorised AstralPool Service Agents) for a period of 12 months from the date of purchase plus 30 days to allow for installation.

**LIMITATIONS**

AstralPool makes no express warranties or representations other than set out in this warranty.

The repair or replacement of the Product or part of the Product is the absolute limit of AstralPool's liability under this express warranty.

*Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.*

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**INST314**

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**HELP DESK (FREECALL) – 1300 244 414** ASTRALPOOL INTEGRATED SYSTEMS

Available from:



**Rainbow Pool Products**

PO Box 2388, Mansfield Qld 4122  
Telephone STD 61-7-3849 5385  
Facsimile STD 61-7-3849 5384  
Email: [info@rainbowpoolproducts.com.au](mailto:info@rainbowpoolproducts.com.au)  
Web: [www.rainbowpoolproducts.com.au](http://www.rainbowpoolproducts.com.au)



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<b>Sydney Moorebank:</b>	02 8778 9500	<b>Adelaide:</b>	08 8152 7600
<b>Brisbane:</b>	07 3308 5400	<b>Perth:</b>	08 9350 2600

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