TechBook

in.touch™

you're always in touch with your relaxation

**A cool new app
for spas**

GECKO®

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Avertissements

⚠️ WARNINGS
Before installing or connecting the unit, please read the following

* FOR OPTIMUM PERFORMANCE PLEASE CAREFULLY READ THE MANUAL BEFORE INSTALLATION.

* INSTALL THE MODULE AT LEAST 12" (30 CM) AWAY FROM ANY METAL PART OR ANY METAL FOIL.

* THE MODULE SHOULD BE INSTALLED SO IT CAN BE RELOCATED UNDER THE SPA TO OBTAIN
  THE OPTIMUM RECEPTION AFTER FINAL INSTALLATION OF THE SPA IN THE YARD.

* TO SATISFY FCC RF EXPOSURE REQUIREMENTS FOR MOBILE AND BASE STATION TRANSMISSION
  DEVICES, A SEPARATION DISTANCE OF 8" (20 CM) OR MORE SHOULD BE MAINTANED BETWEEN
  THE IN.TOUCH MODULE AND PERSONS DURING OPERATION. TO ENSURE COMPLIANCE, OPERATI
  ON AT CLOSER THAN THIS DISTANCE IS NOT RECOMMENDED.

* THE ANTENNA(S) USED FOR THIS TRANSMITTER MUST NOT BE CO-LOCATED OR OPERATING
  IN CONJUNCTION WITH ANY OTHER ANTENNA OR TRANSMITTER.

Compatibility requirements

in.touch module:
Model : 0608-521012   IN.TR-IT-P1-P2-P3-P4-CO
Model : 0608-521011   IN.TR-IT-P1-P2-P3-P4-P5

Compatible spa packs:
in.xm2, in.xe, in.ye, in.yj and in.yt with compatible software revision

in.touch application:

Compatible with:
iPod touch (3rd generation and later)
iPhone (3GS and later)
iPad
Requires iOS 5.0 or higher
Android 2.2 or higher,
compatible with Google Play

Minimum requirements for PC Setup software:
-Windows Vista or later

Minimum requirements for Mac Setup software:
- Mac OS 10.7 or later

Router compatibility :
Should not filter broadcast messages and should not use WEP encryption.
Here is the list of routers that have been tested :

- Apple Extreme A1354   - Buffalo WZR-HP-G300NH
- Apple Express A1264   - Linksys EA2500
- Linksys WRT54G2   - Linksys EA4500
- Linksys WRT160N   - TP Link TL-WR740N
- D-Link WBR-1310

Overview

Model: 0608-521012
IN.TR-IT-P1-P2-P3-P4-CO

Model: 0608-521011
IN.TR-IT-P1-P2-P3-P4-P5

AC enclosure keyings

CO enclusure keyings

Fastening bracket

Antenna area

To spa pack

AC enclosure keyings

Fastening bracket

Antenna area

To spa pack
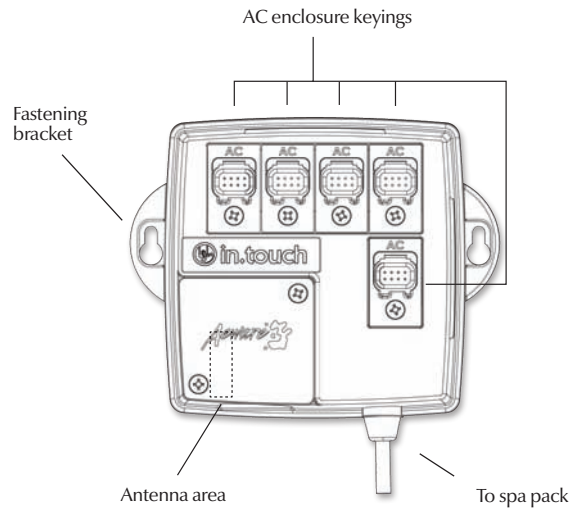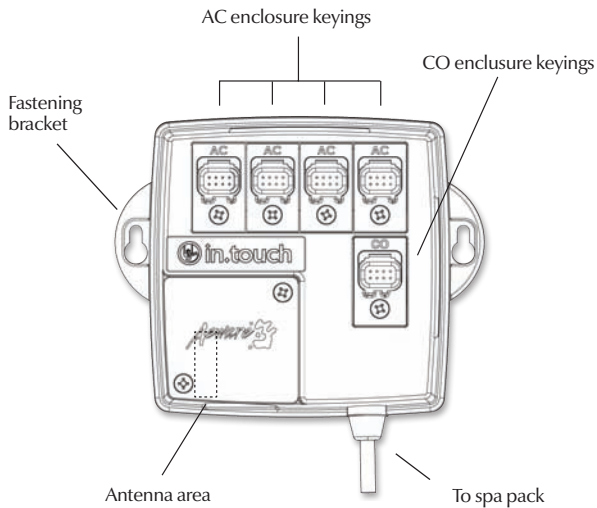
OEM installation

The unit must be installed under the skirt, at least 12" (30 cm) away from any metal component or structure. This is necessary to ensure the proper transmission. In some cases, it will be necessary to relocate the unit once the spa is installed in the yard, to ensure the proper signal transmission and distance.

Install the in.touch so the module can be repositioned to optimize the signal strength in the yard. We recommend that you install the unit with #8 pan head screws.

Here are suggestions for a successful installation:

• Install the unit as high as possible in the spa skirt, but keep it away from the spa frame if it's metal.

• Route the cable and leave some loose, so the in.touch can be moved in case of reception problems.

• Install the in.touch in a corner of the spa to help avoid metallic components and pipes in proximity of the in.touch.

• The in.touch module should be installed as close as possible to the house to optimize the signal strength. It is recommended to install the side of the spa with the in.touch module facing the house, to increase the signal. Water between the in.touch module and the router could drastically reduce the signal.
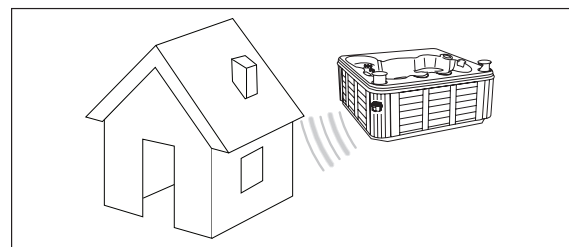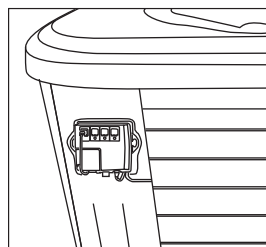
Connections

There are two different models of the in.touch module; one model has 5 ports to connect auxiliary keys "AC" and the other has 4 ports for auxiliary keys plus a communication port "CO". Those switches will turn the corresponding accessories on and off.

"AC" Auxiliary switch ports

PI   P2   P3   P4

P5/Blower

or communication port
(CO) expansion

Compatible Aeware
spa pack
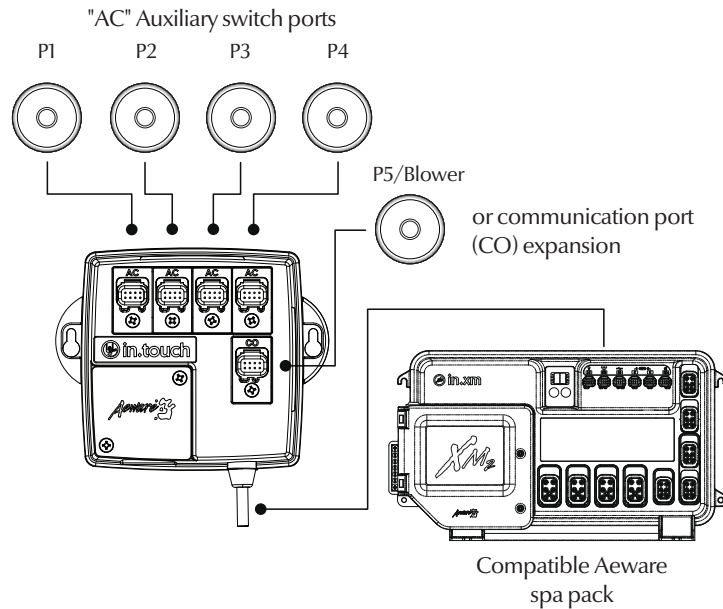
Connect the in.touch system

Turn off the power before connecting the in.touch to the Aeware spa pack.
Simply connect the in.touch to the Aeware spa pack (see the illustration).
The cable of the in.touch module shoud be connected to the CO port
of the spa pack.
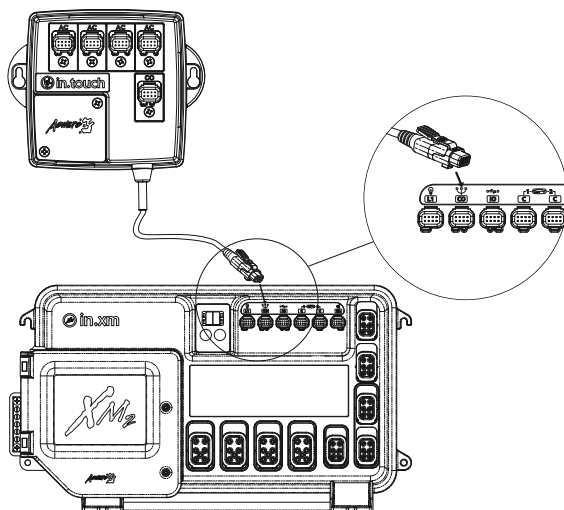
Note: Before powering the Aeware spa pack, make sure all accessories are linked to the bonding connector and connected to the spa pack. Make sure that the spa pack door is closed, then turn on the breaker.

For more details, please refer to the techbook for your Aeware spa pack.

Installation

The in.touch module has a built-in WiFi transceiver that allows you to communicate with your favorite iOS and Android devices. The connection can be point-to-point (ad hoc mode) or with your home WiFi (infrastructure mode). In infrastructure mode you have the option of using a shared network (home WiFi) or the Internet. The following steps will show you how to connect with your spa. Note that the first time you install the in.touch, you have to set the connection point-to-point, using either an iOS device or the PCSetup/Mac Setup software that can be downloaded from www.geckoalliance.com/intouch.

Download application

The in.touch app is available in two versions: in.touch home allows you to control your spa using your home network; in.touch world allows you to use the Internet anywhere in the world to control your spa. Both versions of the app are waiting for you at the App Store for iOS devices and the Google Play Store for Android devices— search for "in.touch gecko" then click on the version you want to install.

Set the point-to-point connection (ad hoc mode)

For the first use, you must connect directly to the in.touch. After the connection has been established you can use your home WiFi network if you wish.

1. WiFi configuration for iOS devices

Note: If you have an Android device see Annex A (PC) or B (Mac).

On your iDevice, go to the WiFi section of Settings. The network named in.touch should appear on the list. Press on it to select the in.touch network. Once you've selected it, wait until the WiFi icon appears on the top left corner of the screen. This icon shows that your iDevice is now connected to the network.

Please note that with some iDevices and different versions of the iOS, the icon may not appear as connected even if it is connected. If it does not appear after 30 seconds, make sure that the in.touch network is selected and proceed to step 2.

2. Start the in.touch application

Find the icon for the in.touch application, then tap on it to open it.

The first time you use the app a message will tell you to add a spa to your list. You must add your spa to the list in order to configure it and use it with the application.

Once you tap Ok, you will see a list of visible spas. Tap on yours.

If there is a message about firmware updates, please see the section titled "Updating in.touch firmware" for more details.
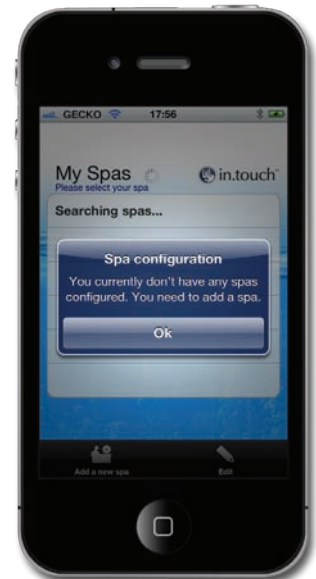
3. Naming and editing your spa

When adding your spa to your list, enter the name you want to give it (e.g. Home) and tap Ok.

To edit the name of a spa, or to remove it from the list, tap the My Spas icon. On the My Spas page, tap Edit. A red circle with a minus sign will appear beside the names of the spas. If you want to remove the spa from the list, tap the minus sign, and then tap Delete. A confirmation message will appear – tap YES. If you want to change the name of the spa, tap on the name, enter the new name when prompted, and then select Save. To exit from My Spas, tap the name of the spa you want to use.
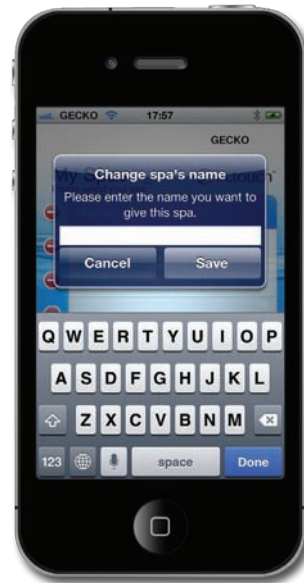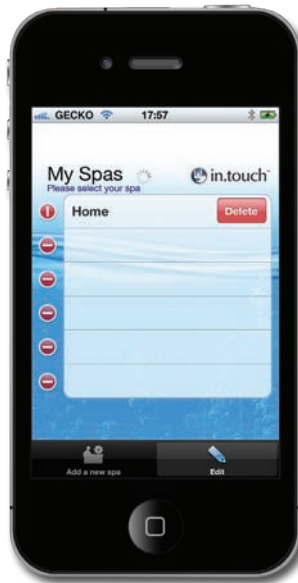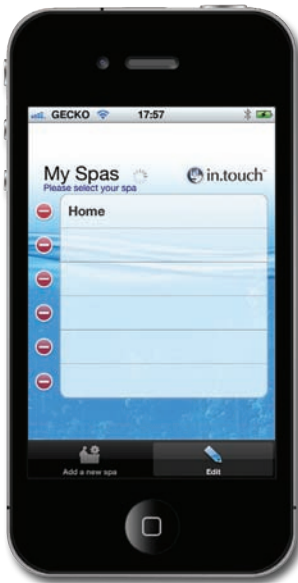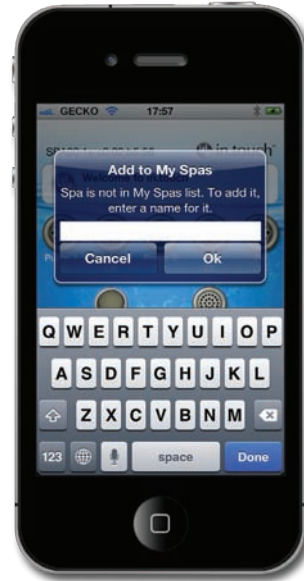
4. Set the connection using home WiFi or Internet (infrastructure mode)

For iOS users only. If you are using an Android device, skip this step.

Warning: Routers blocking broadcast messages and/or using WEP encryption are not compatible with the in.touch.

To set the connection using home WiFi or Internet, you need to have already set your point-to-point connection (see point-to-point connection instructions).

First Use

1. In the in.touch application, go to Settings and select WiFi Connection. The list of networks in your area should appear on the screen; be patient, as it may take a minute.

2. Choose the network that your device will be connected to (i.e. your home WiFi). If the network has a security key, enter it when prompted. You are now set to run in infrastructure mode.

   As long as all hardware (router etc) and security keys remain unchanged you will not have to repeat this process.

WiFi icon

Using the app

Home network

The in.touch home and world editions can be used with your home WiFi network. Both the in.touch module and your device will connect to the same router (WiFi network) and transfer information that way.

Go to the WiFi settings section of your device and choose the same network that your spa is connected to (i.e. Home). Once you've selected it, wait until your device confirms the connection.

Internet (world edition only)

The in.touch world allows you to use the Internet to control your spa from anywhere in the world. In order for them to communicate, both the in.touch module and your device must be connected to a network that allows access to the Internet.

Once your spa is connected to the Internet, you can use your in.touch world edition any time your device is also connected to the Internet (wireless or cellular network), even if you are away from home.

A green icon with the word "Linked" beside it will appear at the top right hand corner of the My Spas page to confirm your connection.
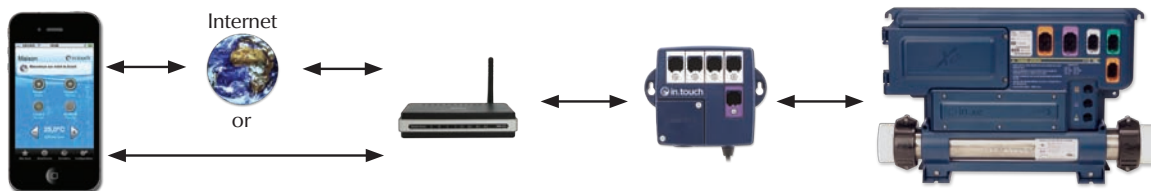
Home page

Once you have named your spa and added it to your favorites you will see the home screen.

At the top of the screen you will see the name of your spa. Just underneath that is a section that will show maintenance and water care information, along with any system errors. Below that you have access to all of your spa accessories, and water temperature. At the bottom of the screen you can edit your *My Spas* list, select from the spa *Experiences*, open *Maintenance*, and adjust the *Settings* for your spa.

Start or stop accessories

To start or stop an accessory, tap on the icon. Icons will become animated when their accessory is turned on , and inanimate when turned off. Icons on the in.touch screen will reflect the speed or state of the devices running on your spa.

When an accessory has more than two states, toggle the icon until it reaches the desired state.

Water temperature

The temperature shown at the bottom of the screen gives the actual water temperature. Use the + and - buttons to set the desired temperature. The value will appear in blue, with Set Temperature written beneath. After 3 seconds without any change to the set temperature value, the actual water temperature will appear.

When the set value is equal to the current one, Temperature will be indicated under the number. When the set value is lower than the current temperature Cooling to xx.x will appear below. When the set value is higher than the current temperature, Heating to xx.x will be indicated under the value. Normally there is a delay before the heating starts, during which Heating Suspended is indicated under the value.

Settings

From the home page you can access your *Settings*, where you can find access:

- *About this spa* (Mac Address, hardware and firmware versions)
- *WiFi Connection* settings
- *Water Care* settings
- *Maintenance* settings and alerts
- *Temperature Unit* settings
- *Time display* settings

Water care

The Water Care section will help you set up your filtration and heating settings. Choose from *Away from Home*, *Beginner*, *Energy Savings*, *Super Energy Savings*, and *Weekender*, depending on your need. A checkmark will appear on the icon to indicate the selected setting.

To modify a Water Care setting just tap on the blue arrow. It will open the selected Water Care menu.

In Energy Savings mode, the set point will be reduced by 20°F*, which means that the heating system will not be engaged unless the temperature falls to 20°F below the spa's set temperature.

The filtration schedule shown on the screen will apply to the main filtration pump, most likely pump 1. If your spa uses a circulation pump configured to run 24 hours, the screen will show you the purge setting instead of filtration. The purges are pre-programmed for a fixed number of minutes, therefore the duration time will be set to N/A on the screen, and only the start time can be modified.

You can add schedules by tapping Add Economy or Add Filtration buttons.

*Default pack value

You can modify or delete the programmed schedules by selecting one and adjusting the schedule using the scroll wheel that appears or pressing on the *Delete* button.

You have several possibilities to set the schedule (Mon-Fri, weekend, every day, or single days). The schedules are recurrent and will be repeated every week. The time and duration are set in 30 minute increments. Once you have set the schedule, press *Ok*.

Pressing the Factory Settings button will restore settings to their original default values.

The *Close* key returns you to the Water Care menu.

Maintenance

The in.touch will remind you to perform required maintenance tasks on your spa, such as rinse filter or clean filter. Each task has its own reminder duration based on normal usage. The period can be changed by the owner. The owner can also add a reminder to the device calendar by selecting Calendar.

Once the task is completed, press *Done* to reset the countdown.
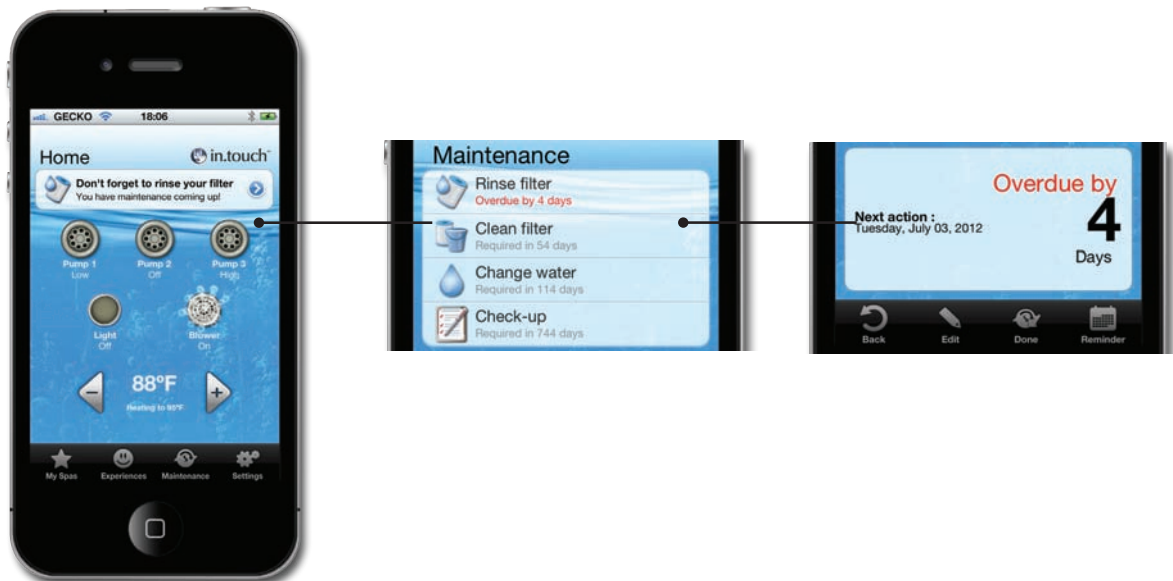
Temperature unit

The current temperature unit is displayed, and can be set to Celcius or Farenheit by tapping and toggling the button.

Time display settings

Time display applies to water care only, and can be set to 24 hour or AM/PM mode by tapping the button to toggle between options.

Spa management errors

If an error occurs in the spa, the warning message will appear in the second section of the main screen. Tap on the warning message to see the list of errors.

The next screen shows you the list of errors that are present in your spa. Note that more than one error can occur at the same time and some errors can be linked together. Solving one may resolve another.

Start at the top of the list, if there is more than one, and tap the error to get details about how to troubleshoot it.

Once you tap the error, a screen will show you the detailed explanation of how to solve the problem.

Spa Experiences

Access preset programs by tapping on the *Experiences* button on the Home page. Choose one of the experiences by tapping on it: *Beach Party*, *Gentle Movement*, *Kids, His, Hers,* or *Relaxation*. To customize your program, adjust the settings to your needs by tapping each accessory icon on the Home page. Once you have your settings picked, select the Experiences button and save the program by tapping the Save Experience button and selecting a name to save it under. All experiences except for *Relaxation* can be customized.

Each accessory will start as it is configured in the spa experience that is selected. For safety reasons, all accessories start with a delay to prevent from overcharging the system. You will see the accessory icons turn on one after another.

Experiences can be stopped at any point by tapping on the experience name in the message section of the Home page, or by modifying any of the accessories (pump, light etc).

While in *Relaxation* mode, only modifications to the pump or blower will stop the experience; changing the temperature will start the pump, but the experience will remain active.

Updating in.touch internal software

Updating your in.touch internal software will provide you with the latest features for controlling and using your spa. Updates can only be done using the same WiFi as your in.touch module, or using point-to-point connection (not on cellular network).

The latest version of in.touch will directly update the in.touch system. Follow instructions on the display to complete the download.

Upon opening, the app will alert you if your spa needs to be updated.

You can select *Yes* for an immediate start, or select *No*. If you choose not to update, the app will remind you each time you open the in.touch, until it is up-to-date.
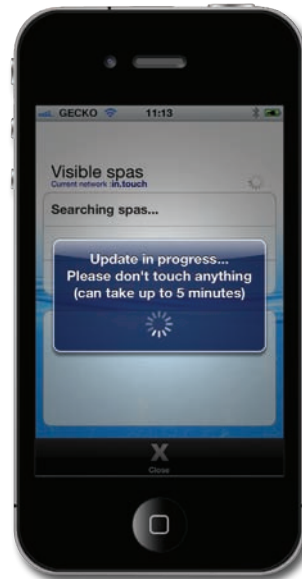
Note: Only Android devices with software version 10.00 or later are capable of direct updates. If your software is 9.00 or older you must use PC Setup or Mac Setup software (see Annex A or B).
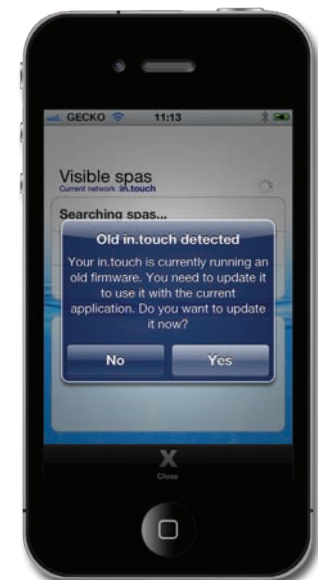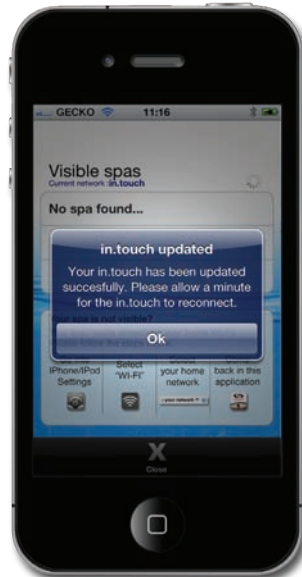
For a successful update, keep your in.touch app connected to your spa during the entire process download cycle.

The update could take several minutes.

Please let the update run with the app open until the in.touch Updated alert appears.

Tapping on *Ok* will complete the update process and the app will return to the spa control page. Your spa is now ready to use.

If the update fails the in.touch Update Failed message will appear. Close the app and reopen to restart the update.

See the Update Failure chart in the Troubleshooting section for more information.
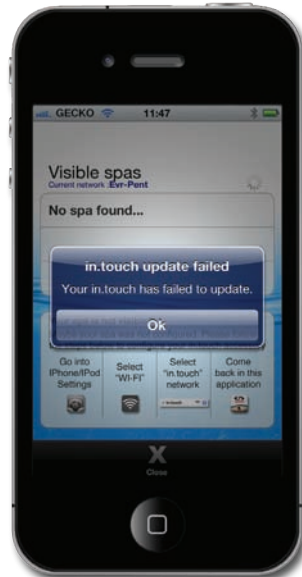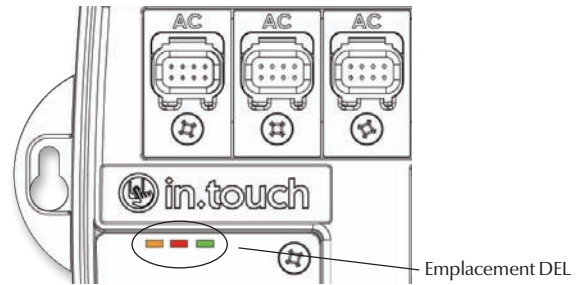
Troubleshooting

LED

The in.touch module has three LEDs that can be used for troubleshooting purposes. The LEDs are located behind the accessible cover on the front of the unit. The cover must removed in order to see the LEDs.

Emplacement DEL

The following table shows the different states of the in.touch module and the LED states for each condition.

Situation	Sequence	Orange	Red	Green
Normal use (infrastructure mode)	In.touch network available	OFF	OFF	Flashes
Normal use (point-to-point mode)	In.touch network available	Flashes	OFF	OFF
Update	Updating in.touch software (Phase 1)	Flashes very fast	OFF	OFF
	Updating in.touch software (Phase 2)	ON	OFF	Flashes very fast
Error	In.touch network not available, restart your in.touch[1].	OFF	OFF	OFF
	Failure of the in.touch, return unit for replacement	OFF	ON	OFF

Update failure

Update Failure reason	Action to resolve the issue
The device isn't connected to in.touch network (iOS devices only)	Leave the in.touch application and completely close your app. Go to the Settings of your device, WiFi menu, select the in.touch network and wait 30 seconds, then re-launch the in.touch application. If the in.touch network does not apear in the WiFi list, power down and power up the spa, wait 2 minutes[1] and check again. If problem persists contact your dealer for a replacement unit.
Your device closes due to low battery power	Close your app, recharge your device and try again.
You close or put your app in the background during the update	Completely close your app. Open it again. Do not close your app during an update.
You moved too far from the in.touch module, your device lost the in.touch connection (iOS devices only)	Return near your spa; when the spa name is available in the Visible Spas, select it.
An error occurs in file transfer and the maximum retry count is reached	Completely close your app and restart your spa before trying again.
The current to the in.touch was interrupted	When the in.touch experiences a power outage in infrastructure mode it will revert to ad hoc mode when power is restored. The update should be redone.

If the problem persists, please contact Gecko Alliance support for a unit replacement.

Note (1):   Please, wait 2 minutes to let the WiFi module re-establish the in.touch network.
   If the problem persists, please contact your spa dealer.

Factory default

It is possible to erase the in.touch memory and return to factory settings. To do this, open the front panel of the module and place a jumper between pins 3 and 4 of P7 on the PCB. The LED (orange or green) will stop blinking for a few seconds and the system will reset.

Warning: The jumper must be installed while the power is on. The reset will not work if it is placed when the pack starts up.

*A computer jumper can be used.

Connector P7

Pins #3 et #4
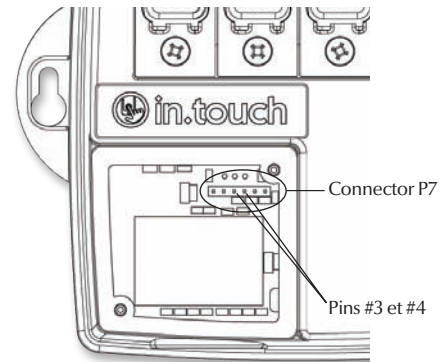
Troubleshooting

Please note that in order to properly troubleshoot the in.touch it is important to know if it is in point-to-point mode or connected to a network. The best way to tell is by looking at the color of the LED (see LED section).

Before starting the troubleshooting, restart the system by turning it off and back on. Close the app and wait 2 minutes.

Incompatible spa pack:

Your spa pack is not compatible with the in.touch module. In some cases it is possible to update the pack software to make it compatible. Please contact customer service to find out more.
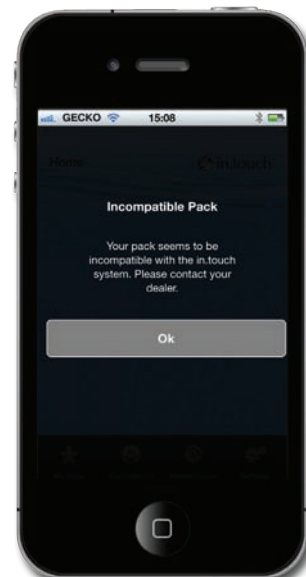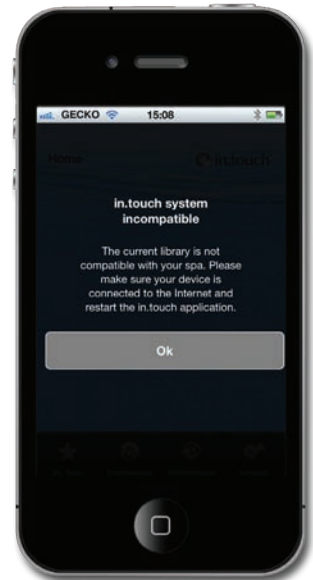
Incompatible in.touch:

The in.touch app requires additional data to communicate with
your spa pack.

1. Close the in.touch app.
2. Make sure your device is connected to the Internet.
3. Restart your in.touch app and wait 30 seconds.
4. Close the in.touch app again.
5. Reconnect to the same network to which your in.touch module
   is connected.

You can now use your in.touch app as usual.

Lost connection:

If your device has communication issues with your in.touch module,
the in.touch app will display a Lost Connection message.
Make sure you are within range of the in.touch system if you are in a
point-to-point connection.

When the in.touch app has difficulty communicating with your in.touch,
don't do anything. It will try to connect to your in.touch again.
If the alert does not disappear after 2 or 3 minutes, or if a WiFi Alert
appears during this delay, please close your in.touch app.
Open the app again.
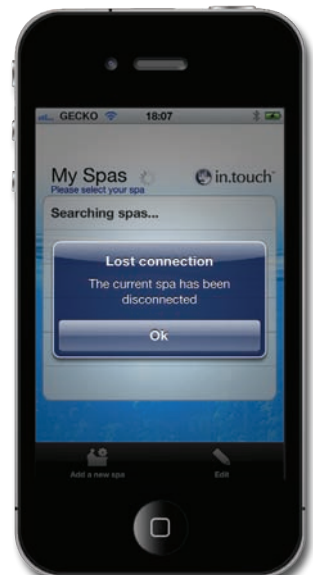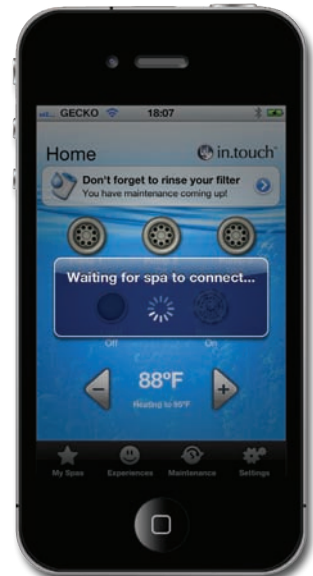
Slow or unstable communication:

If your in.touch module is having trouble receiving a signal from your routeur the communication might be slow or the in.touch module may disconnect from time to time.

In this case, move your in.touch module and/or router so that the reception is better. In some cases it may be necessary to add a WiFi repeater (such as the universal NETGEAR WiFi repeater) to amplify the signal between the router and the in.touch module.

To get an idea of the signal being received, go to the Settings page in the in.touch app and tap on WiFi Settings. For each network shown there will be an icon indicating the signal level (out of 4 bars) received by the in.touch module.

In order to troubleshoot, it is also possible to see the variation in signal strength in real time by touching the blue arrow beside your network. You will be taken to the Signal Quality page. By moving either your in.touch module or your router (and repeater, if present) you will see the change in signal strength and any other information available.
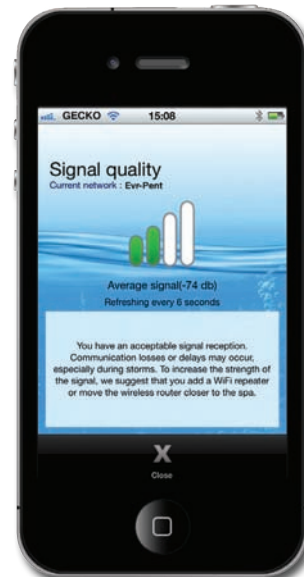
Spa does not appear after connecting to router:

After connecting the in.touch module to a network (either with an iOS device or the PC Setup/Mac Setup software), it is possible that the module will stay in point-to-point mode.

1. Retry the configuration. The connection request may not have been sent the first time.

2. Ensure that you have entered the right password for your router. It is important to enter the password precisely (pay attention to uppercase/lowercase letters, numbers etc).

3. Ensure that your router does not use WEP security, as this is not compatible with the in.touch.

If your module is connected to a router, ensure that:

1. Your network is not set to block broadcasts.
2. Your network is not set to block messages using UDP protocole.

It is possible that the the connection is unstable and will alternate between point-to-point and network modes. In this case, see the Slow or Unstable Communication section.

Specifications

Environmental ratings:

Humidity:	Up to 85% non condensing
Operating temp.:	-20°C (-4°F) to +60°C (140°F)
Storage temp.:	-30°C (-22°F) to + 85°C (185 °F)

Regulatory Compliance Information

United States

Contains FCC ID: W7OZG2100-ZG2101

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To satisfy FCC RF Exposure requirements for mobile and base station transmission devices, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during operation. To ensure compliance, operation at closer than this distance is not recommended. The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Canada

Contains IC: 8248A-G21ZEROG

Europe

The MRF24WB0MA/MRF24WB0MB module has been certified for use in European countries. The following testing has been completed:

Test standard ETSI EN 300 328 V1.7.1 (2006-10):
- Maximum Transmit Power
- Maximum EIRP Spectral Density
- Frequency Range
- Radiated Emissions

Test standards ETSI EN 301 489-1:2008 and ETSI EN 301 489-17:2008:
- Radiated Emissions
- Electro-Static Discharge
- Radiated RF Susceptibility

The modules are fully compliant with
- Radiated Emissions EN 55022
- Electrostatic Discharge EN 61000-4-2
- Radiated Immunity EN 61000-4-3
- EN 60950-1
- CE-Mark
- RoHS

Class 2 low-voltage Interface Box, Model in.TR, Option IT, File E182156.

The product must be disposed of separately in accordance with the local waste disposal legislation in force.

Specifications and design are subject to change without prior notice.

Annex A

**WiFi configuration for Android devices
(With a PC)**

Android devices do not have point-to-point capability, so you must use your computer to configure the connection of your in.touch module. Once the initial configuration is done, the app can be used on Android devices.

To complete the setup download the file in.touch_PC_Setup.exe from www.geckoalliance.com/intouch.

With your computer, move as close as possible to your spa and connect to the in.touch WiFi network. (No network other than WiFi should be active, to ensure functionality of the software.) Open in.touch_PC_Setup.exe and follow the instructions:

1- Click on English for instructions in English.

2- Move as close as possible to your spa with your computer and connect to the in.touch WiFi network. Click on Continue.
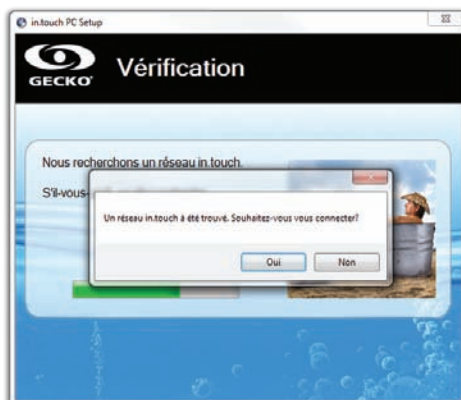
3- Click on Yes to confirm connection to the in.touch network.

4- The software will detect your spa. The above screen shows an example of the spa ID number (SPAxx:xx:xx:xx:xx:xx). Click on it.
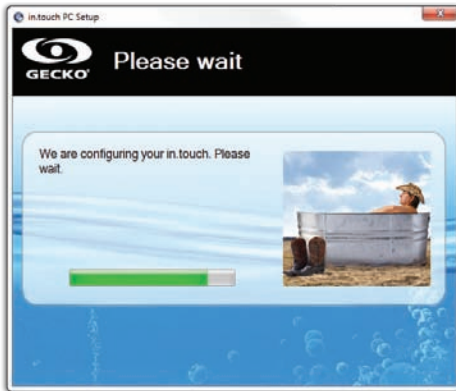

5- Click on Next. After a moment a list of available networks will appear. Choose the one to which you would like to connect.

Note: For each network there will be an icon with a number of bars representing the signal strength. For more information on signal strength, see Annex C.
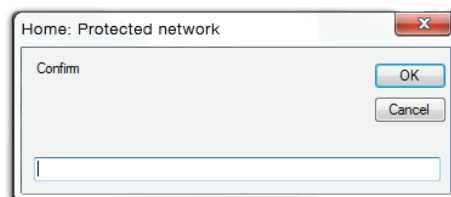

6-If the network is protected, enter the password. Enter it a second time to confirm.

7- Once you have entered the password your in.touch module will connect to the selected network. During this process (which takes about 1 minute), your computer will automatically connect to the same network selected. Ensure that your computer is properly connected, and manually connect it if necessary.

8- The program will verify the internal software of your in.touch, and will automatically update if necessary.
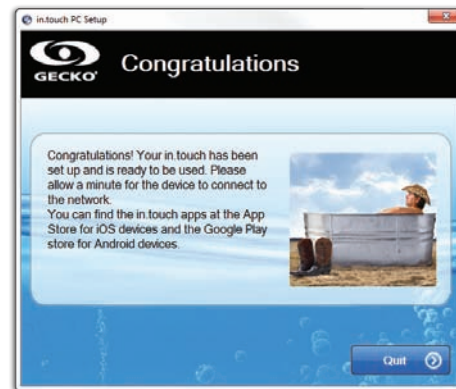
9- Click on Quit to close the program.

You will not need to repeat this process as long as the hardware or security keys do not change.

Choose the same network for your Android as you did for your in.touch.

Troubleshooting (PC Setup software)

1- The program displays the following message:
We recommend disconnecting the network
cable from your PC.

What to do:

The software has detected that a network cable is connected to your computer. To ensure functionality of the program, only the WiFi network should be active. Disconnect your network cable and proceed with configuration. Once you are finished you can reconnect your network cable.
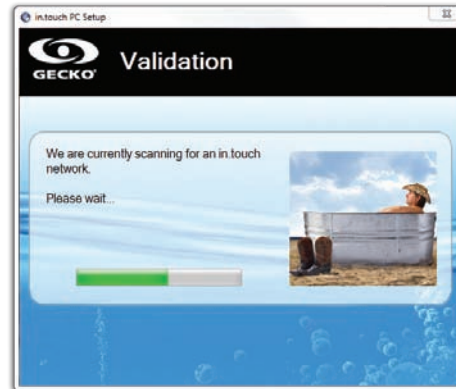

2- The software doesn't detect your in.touch after more than 2 minutes.

What to do:

There are a few reasons that can explain why your in.touch module is not being detected:

1- Multiple active networks on the computer: To ensure functionality of the program, only the WiFi network should be active. Make sure that only the WiFi network is active during the configuration process; you can reconnect other networks when the program has finished.

2- The in.touch module is not on: Make sure that the in.touch module is properly connected to the CO port of your spa pack. See the installation section for more information. Restart the module by turning the power to your spa off, then back on. Wait 2 minutes and try the program again.

3- The computer is not connected to the in.touch network: Make sure that the computer is connected to the in.touch WiFi network. If it is not, manually connect and restart the program.

4- The computer doesn't see the in.touch connection in the list of WiFi networks: You are probably out of range of your in.touch module. Move closer to the spa and try again.

5- Other problems: See the Troubleshooting section for more information on the various states of the in.touch module.
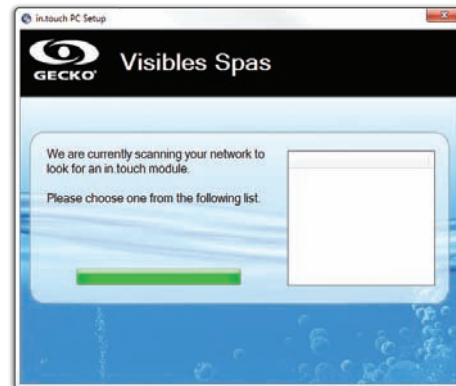
3- The software doesn't show your WiFi network.

What to do:

The in.touch module is not receiving a signal from your router because it is too weak. Move your router and/or in.touch module to improve reception. In some cases it may be necessary to add a WiFi repeater (such as the universal NETGEAR repeater) to amplify the signal between the router and the in.touch module.


4- The software is waiting indefinitely to connect to the selected network (at least 2 minutes of waiting).

What to do:

There are a few reasons that may explain this problem:

1- The computer is not connected to the WiFi network: To detect the in.touch module, your computer must be connected to the same network. Make sure that your computer is connected to the same network chosen for the in.touch module.

2- Incorrect password: The router password is incorrect. Ensure that you have entered the right password for your router. It is important to enter the password precisely (pay attention to uppercase/lowercase letters, numbers etc). Restart the program.

3- Unstable connection between the router and the in.touch module: If your in.touch module is having trouble receiving a signal from your routeur the communication might be slow or the in.touch module may disconnect from time to time. In this case, move your in.touch module and/or router so that the reception is better. In some cases it may be necessary to add a WiFi repeater (such as the universal NETGEAR WiFi repeater) to amplify the signal between the router and the in.touch module. See Annex C for more information on signal strength.
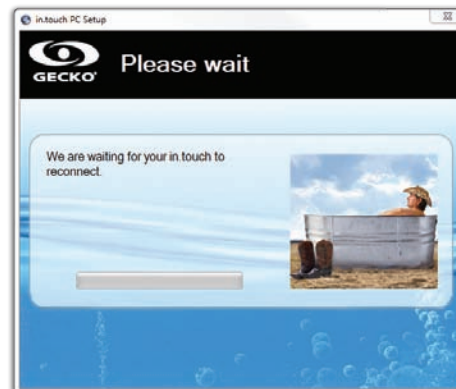
5- Error in updating the internal software.

What to do:

There are a few reasons for a failed update:

1- Power to the in.touch module was interrupted: In this case the in.touch data has been erased from its memory. Restart the configuration with the program.

2- Lost connection: Communication between your computer and the in.touch module was cut during the transferring of files. In this case, your in.touch module is connected to your WiFi network but couldn't complete the update. Restart the program, and keep your computer connected to the WiFi network for the whole process.

3- Unstable connection between the router and the in.touch module: Fix this problem and restart the program.

Move your in.touch module and/or router so that the reception is better. In some cases it may be necessary to add a WiFi repeater (such as the universal NETGEAR WiFi repeater) to amplify the signal between the router and the in.touch module. See Annex C for more information on signal strength.

4- Your software version is 6.00 or earlier: The software is incompatible with these versions. Contact your dealer for help with the update through an iOS device, or to have your module replaced.

5- Your Windows firewall doesn't allow file transfers: See the next problem.

6- Error in updating the internal software because of Windows firewall:

What to do:

Your Windows firewall does not allow file transfer from the in.touch module.

Go to the Windows' firewall settings and deactivate it. Restart the program.

Once configuration is finished you can reactivate the firewall.

Annex B

WiFi configuration for Android devices
(With a Mac)

Android devices do not have point-to-point capability, so you must use your computer to configure the connection of your in.touch module. Once the initial configuration is done, the app can be used on Android devices.

To complete the setup download the file intouch_MacSetup.zip from www.geckoalliance.com/intouch.

With your computer, move as close as possible to your spa and connect to the in.touch WiFi network. (No network other than WiFi should be active, to ensure functionality of the software.) Unzip intouch_MacSetup.zip, open intouch_MacSetup.app and follow the instructions:

1- Click on English for instructions in English.

2- Move as close as possible to your spa with your computer and connect to the in.touch WiFi network. Click on Continue.


3- The software will detect your spa. The above screen shows an example of the spa ID number (SPAxx:xx:xx:xx:xx:xx). Click on it.

4- The program will verify the internal software of your in.touch, and will automatically update if necessary when you click Next. If the software is up-to-date you will proceed to step 7 without seeing the above image.
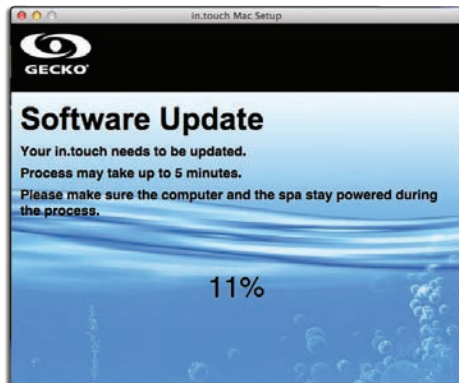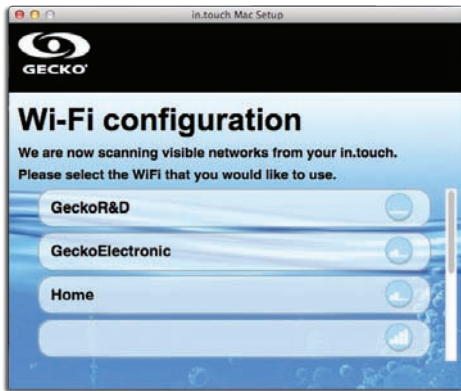

5- The update can take up to 5 minutes.
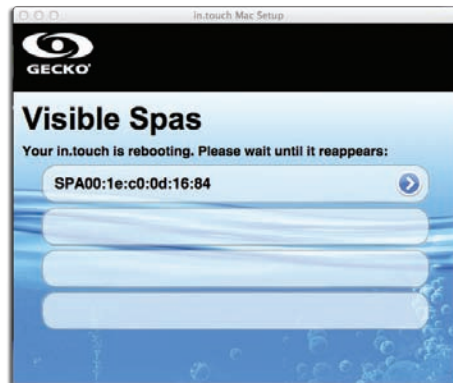
6- After the update, the in.touch must restart. Wait until it has restarted and choose it from the list again.

7- The program will reverify the in.touch software and a checkmark will appear when it is successful. Click on Next.

8- Choose the network to which you would like to connect.

Note: For each network there will be an icon with a number of bars representing the signal strength. For more information on signal strength, see Annex C.

9- Once the password has been entered identically twice click on Next. At this point your in.touch will connect to the selected network.
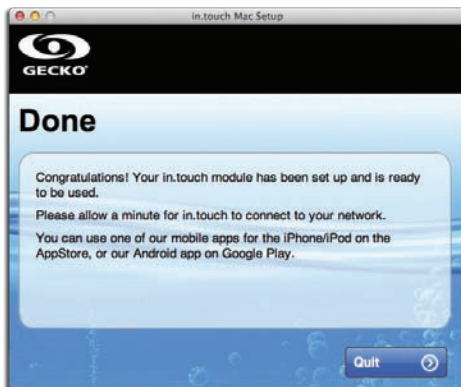
10- Click on Quit to close the program.

You will not need to repeat this process as long as the hardware or security keys do not change.

Choose the same network for your Android as you did for your in.touch.
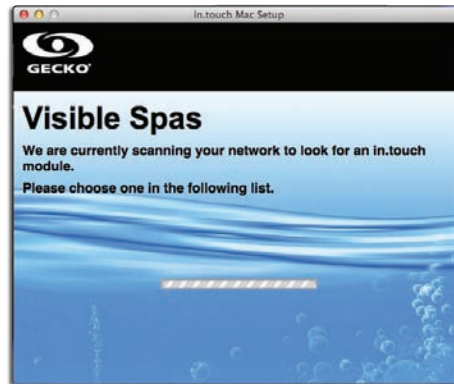
Troubleshooting (Mac Setup software)

1- The software doesn't detect your in.touch after more than 2 minutes.

What to do:

There are a few reasons that can explain why your in.touch module is not being detected:

1- Multiple active networks on the computer: To ensure functionality of the program, only the WiFi network should be active. Make sure that only the WiFi network is active during the configuration process; you can reconnect other networks when the program has finished.

2- The in.touch module is not on: Make sure that the in.touch module is properly connected to the CO port of your spa pack. See the installation section for more information. Restart the module by turning the power to your spa off, then back on. Wait 2 minutes and try he program again.

3- The computer is not connected to the in.touch network: Make sure that the computer is connected to the in.touch WiFi network. If it is not, manually connect and restart the program.

4- The computer doesn't see the in.touch connection in the list of WiFi networks: You are probably out of range of your in.touch module. Move closer to the spa and try again.

5- Other problems: See the Troubleshooting section for more information on the various states of the in.touch module.

2- Error during internal software update:

What to do:

This error is probably due to instable communication between the computer and the in.touch. Make sure to stay close to the spa during the process. Wait for the in.touch module to work again and restart the update.
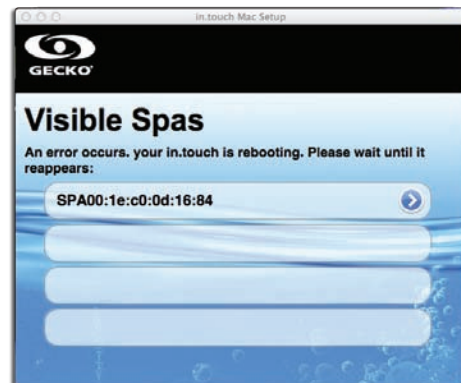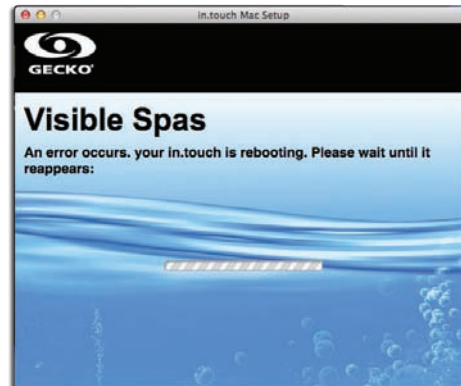
3- The software doesn't show your WiFi network.

What to do:

The in.touch module is not receiving a signal from your router because it is too weak. Move your router and/or in.touch module to improve reception. In some cases it may be necessary to add a WiFi repeater (such as the universal NETGEAR repeater) to amplify the signal between the router and the in.touch module.

Annex C

Information on router signal strength

Here you will find information regarding the signal strength received by the in.touch module.

4 vertical bars:

The signal strength is excellent.

3 vertical bars:

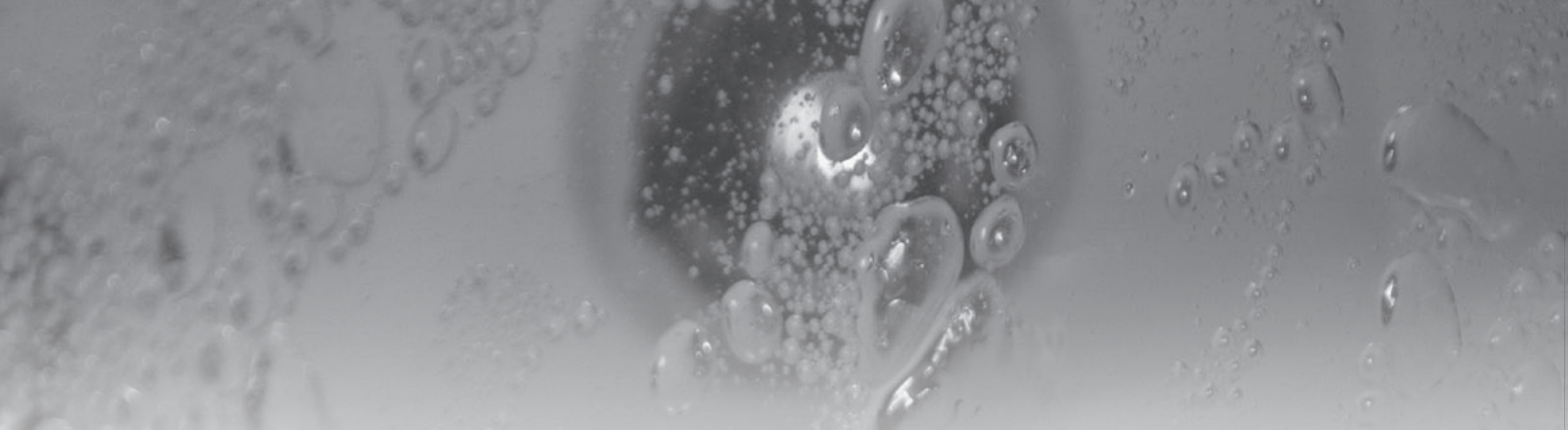The signal strength is adequate, and no modification is required.

2 vertical bars:

The signal strength is acceptable. Sporadic communication losses or delays are possible, particularly during storms. It is recommended that you move the router closer to the spa or use a WiFi repeater to improve the signal strength.

1 vertical bar:

The signal strength is weak but functional. Communication losses or delays are possible. It is strongly recommended that you add a WiFi repeater to improve the signal strength.

4 horizontal bars:

The signal strength is too weak for the in.touch to function. Move the router closer to your spa or add a WiFi receiver to improve signal strength.

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