



## General Information: Wi-Fi hotspot

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The router may be preventing the spa from connecting to the mobile app. To see if the problem might be in the router, you can connect to the spa using a Wi-Fi hotspot. You will need an additional mobile phone to do this. To create a connection to the Wi-Fi hotspot, please follow the steps below:

**Step 1:** Create a Wi-Fi hotspot on the first phone

- Creating a Wi-Fi hotspot differs per phone. To create a hotspot for your phone, please refer to the phone's user manual

**Step 2:** Connect the second mobile phone to the Wi-Fi hotspot of the first mobile phone.

**Step 3:** Now follow the Wi-Fi spa connection steps to connect the second mobile phone to the first one over the Wi-Fi hotspot.

**Step 4:** Follow the pairing steps with the second mobile phone to connect the spa

If the pairing does work, it means that your router may be blocking the connection between the spa and the mobile app. You may want to contact your internet service provider to check the settings.

If the problem has not been solved, please [contact local service centre for further assistance](#).