CAS IQ HUB

OPERATING INSTRUCTIONS FOR WI-FI AND APP

CAS Wi-Fi and CAS IQ Hub

The Wi-Fi-enabled unit is a Salt and Mineral Chlorinator that offers the convenience of remote control. You can easily manage it from anywhere using the CAS IQ HUB app on your smartphone or tablet.

1. **Installation**
   - Follow the installation instructions in the Salt and Mineral Chlorinator on pages 8 through 11.
   - Complete the initial start-up process for the Salt Chlorinator found on pages 12 and 13 of the manual.

2. **Download the app**
   - Using your smartphone or tablet, go to the Apple App Store or Google Play store.
   - Download the CAS IQ HUB application and open it.
   - Register your email address and create a password.
   - Search for your device or enter the MAC address to connect it to the App. You'll need to be close to your unit.
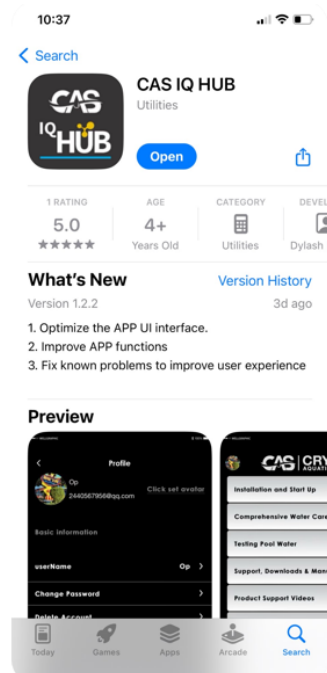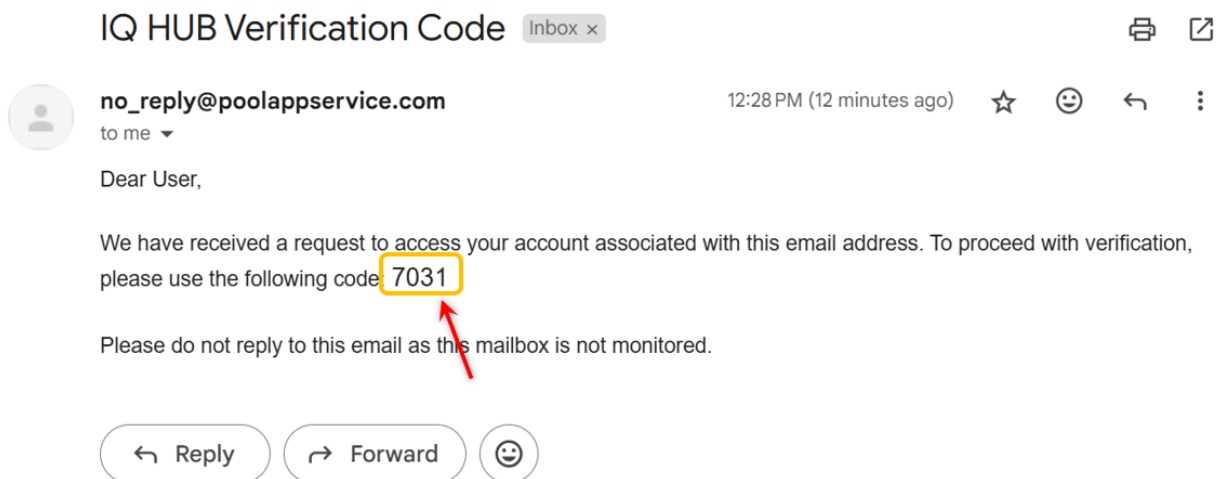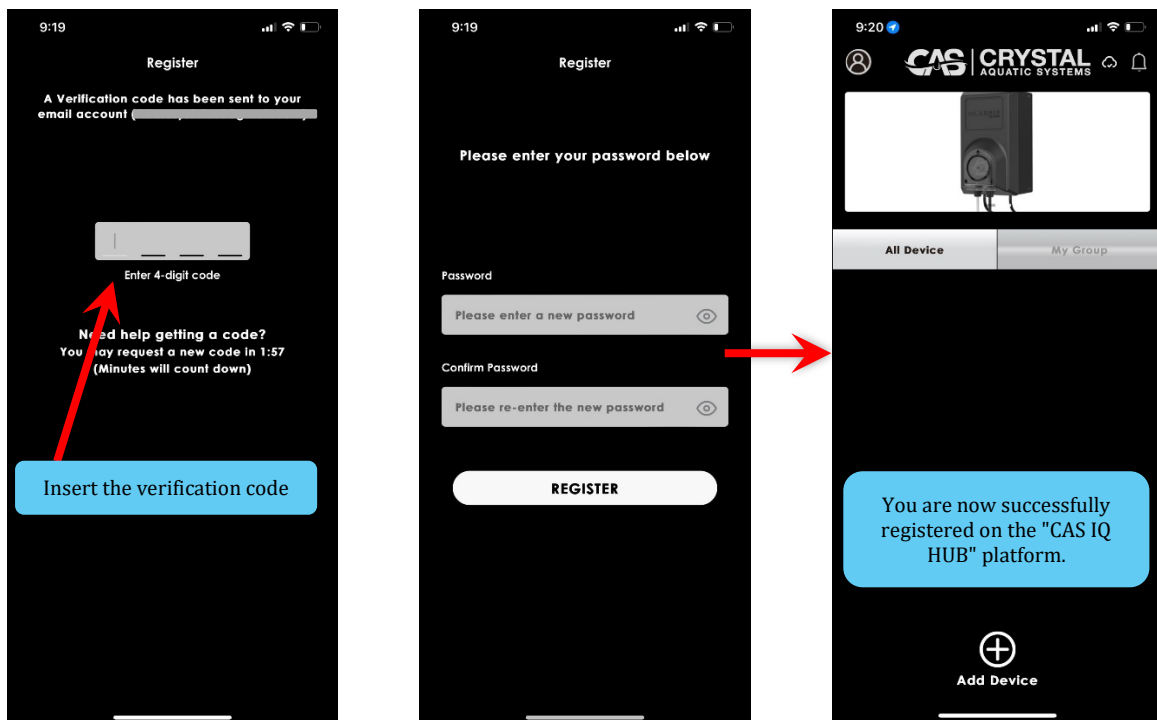

3. **Connect the Wi-Fi-enabled Salt Chlorinator to your Wi-Fi**
   - Choose your Wi-Fi network and enter your password
   - Your device will appear on the App home page.
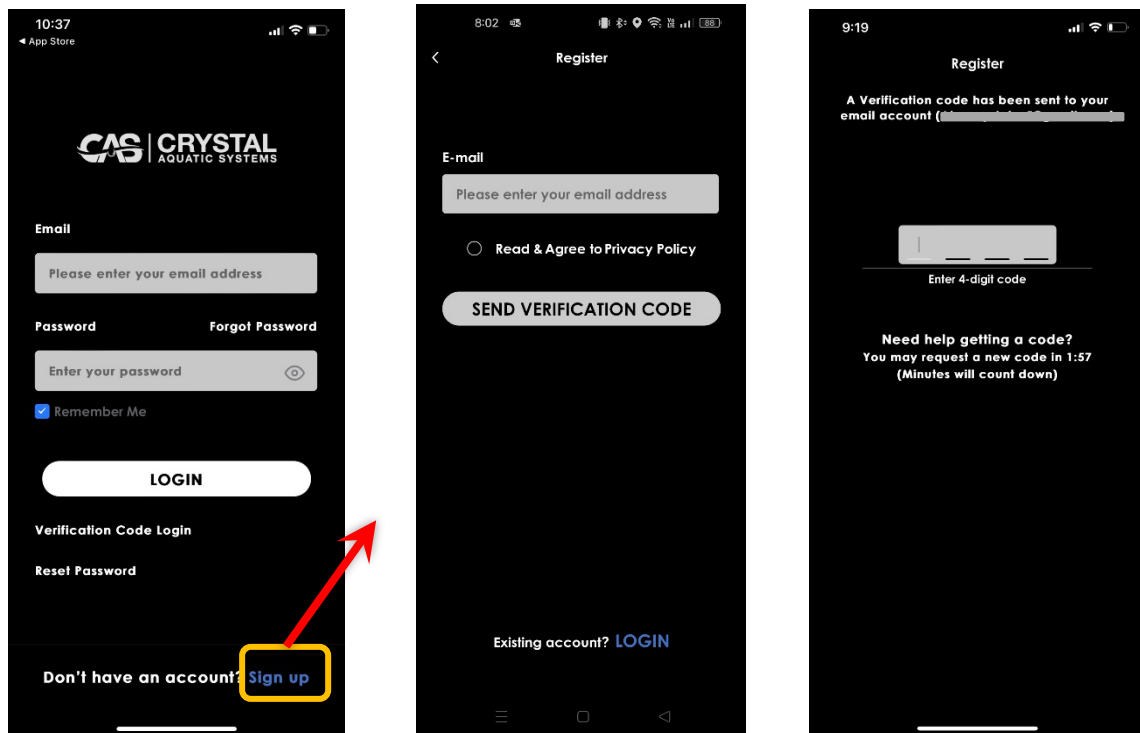
Open the App and sign up, registering your email; a verification code will be sent to your registered email address.

IQ HUB Verification Code Inbox ×

no_reply@poolappservice.com   12:28 PM (12 minutes ago)
to me ▾

Dear User,

We have received a request to access your account associated with this email address. To proceed with verification, please use the following code: 7031

Please do not reply to this email as this mailbox is not monitored.

↩ Reply   → Forward   ☺

Insert the verification code

You are now successfully registered on the "CAS IQ HUB" platform.

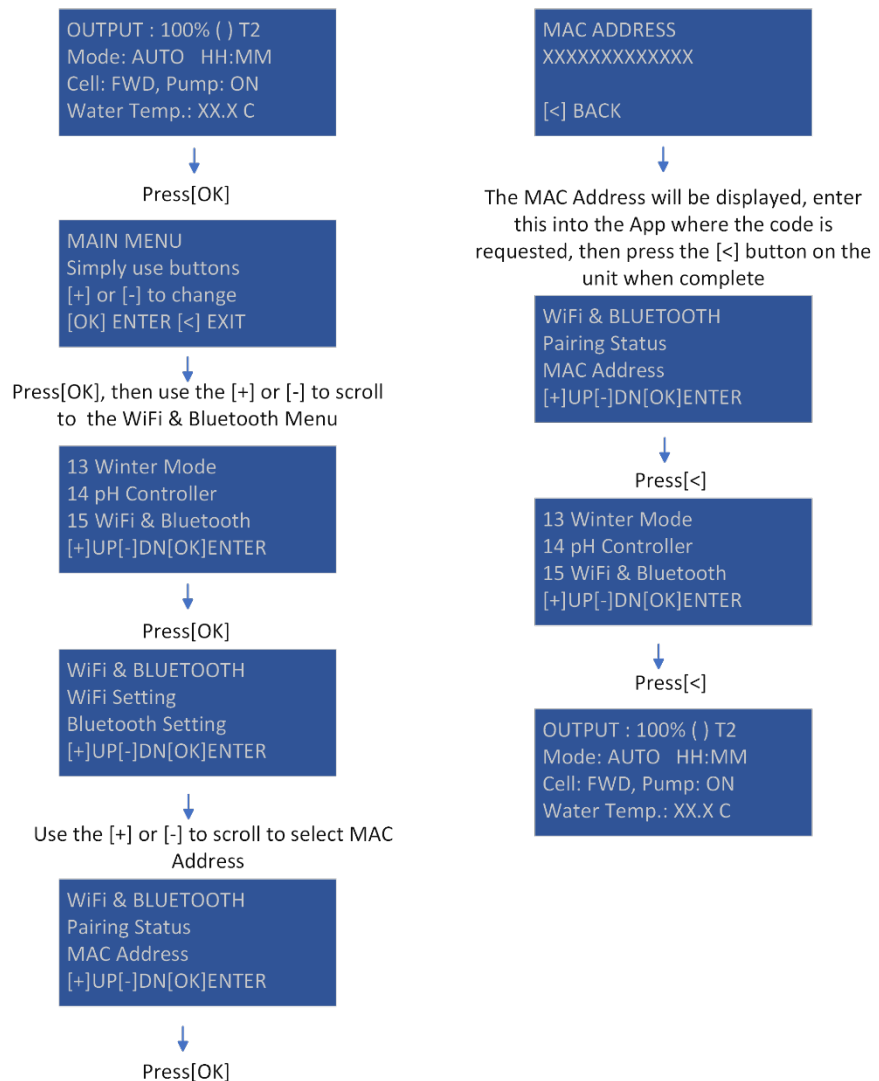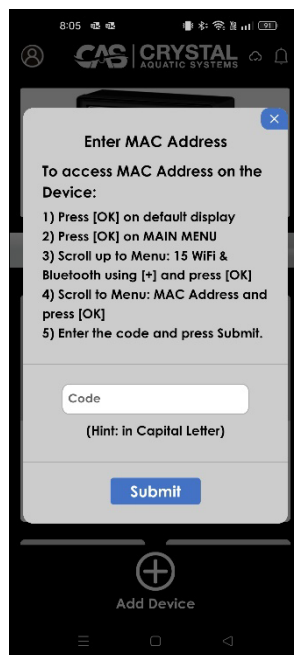Enter the verification code and then create a password for your account. Once registered, you can add your new device by pressing the add device button and clicking on the "Auto Search" prompt on the app. If you can't search for the device, you can manually add the MAC Address. The instructions are on the following page.
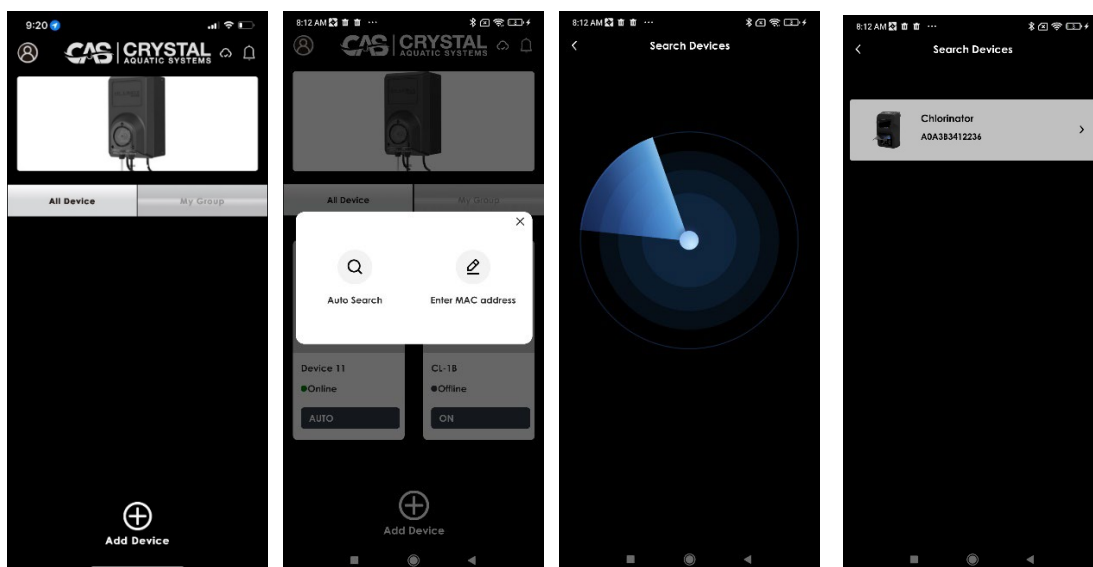
To access the MAC Address from the Salt and Mineral Chlorinator, press [OK] to access the Main Menu, and follow the instructions below:

Phone App Screen:

8:05

CAS | CRYSTAL AQUATIC SYSTEMS

× Enter MAC Address

To access MAC Address on the Device:

1) Press [OK] on default display
2) Press [OK] on MAIN MENU
3) Scroll up to Menu: 15 WiFi & Bluetooth using [+] and press [OK]
4) Scroll to Menu: MAC Address and press [OK]
5) Enter the code and press Submit.

Code

(Hint: in Capital Letter)

Submit

⊕ Add Device

Flowchart Column 2:

OUTPUT : 100% ( ) T2
Mode: AUTO   HH:MM
Cell: FWD, Pump: ON
Water Temp.: XX.X C

↓ Press[OK]

MAIN MENU
Simply use buttons
[+] or [-] to change
[OK] ENTER [<] EXIT

↓ Press[OK], then use the [+] or [-] to scroll to the WiFi & Bluetooth Menu

13 Winter Mode
14 pH Controller
15 WiFi & Bluetooth
[+]UP[-]DN[OK]ENTER

↓ Press[OK]

WiFi & BLUETOOTH
WiFi Setting
Bluetooth Setting
[+]UP[-]DN[OK]ENTER

↓ Use the [+] or [-] to scroll to select MAC Address

WiFi & BLUETOOTH
Pairing Status
MAC Address
[+]UP[-]DN[OK]ENTER

↓ Press[OK]

Flowchart Column 3:

MAC ADDRESS
XXXXXXXXXXXXX

[<] BACK

↓

The MAC Address will be displayed, enter this into the App where the code is requested, then press the [<] button on the unit when complete

WiFi & BLUETOOTH
Pairing Status
MAC Address
[+]UP[-]DN[OK]ENTER

↓ Press[<]

13 Winter Mode
14 pH Controller
15 WiFi & Bluetooth
[+]UP[-]DN[OK]ENTER

↓ Press[<]

OUTPUT : 100% ( ) T2
Mode: AUTO   HH:MM
Cell: FWD, Pump: ON
Water Temp.: XX.X C

If the unit is unable to connect to the Wi-Fi network, please see the troubleshooting guide on page 8 of this manual.

Once the device has been detected, the following screen will display, allowing you to select your Wi-Fi Network. Please select the 2.4G Wi-Fi Network, as the device will not work on the 5gHz Wi-Fi Network and enter the password.
After successfully pairing your device with the app, you will be asked to name your device and, optionally, say whether you would like to have it in a group.
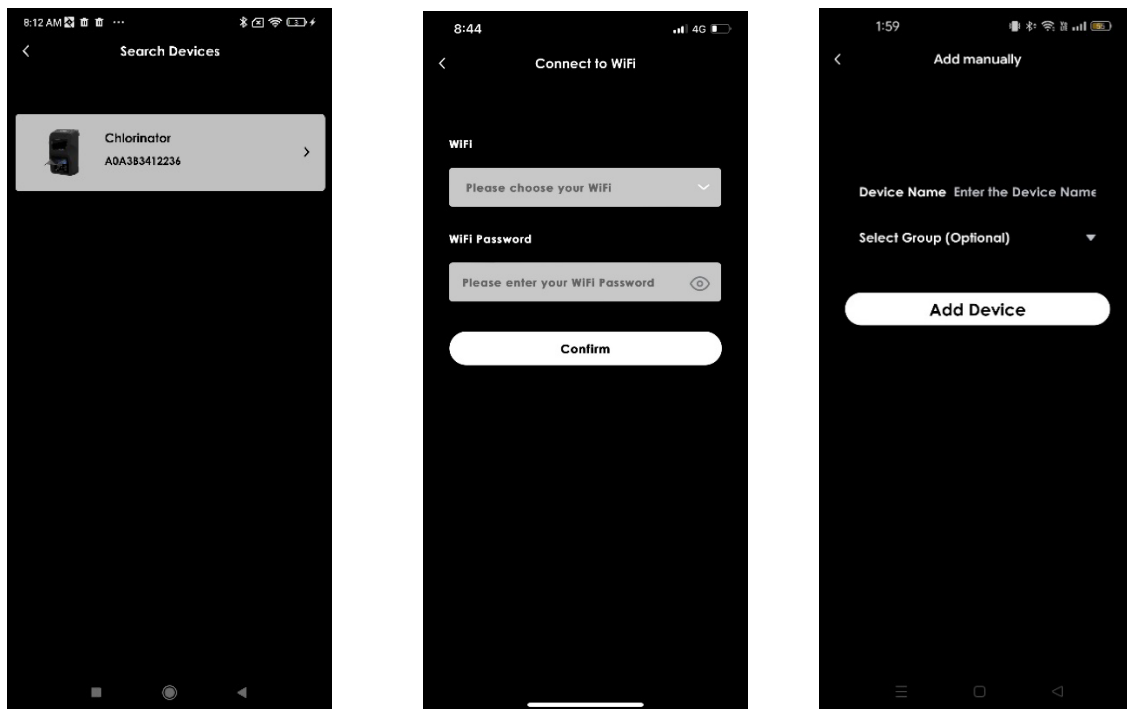

Once Successfully connected, you can select the device and then go to the Chlorinator home screen.
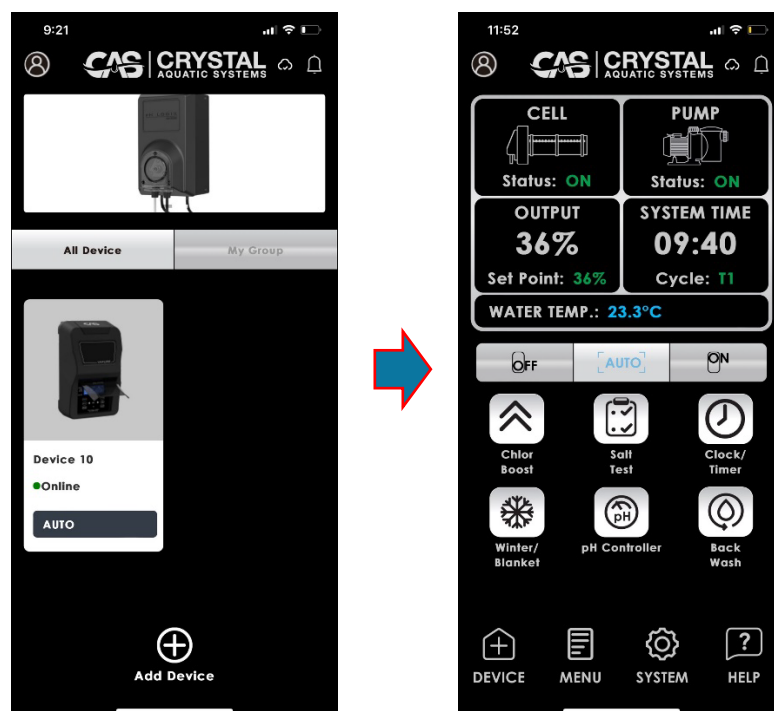
You can select the buttons from the home screen to change settings or enter the chlorinator's main menu. For information on the menus and functions of your chlorinator, please consult the Salt and Mineral Chlorinator Manual.
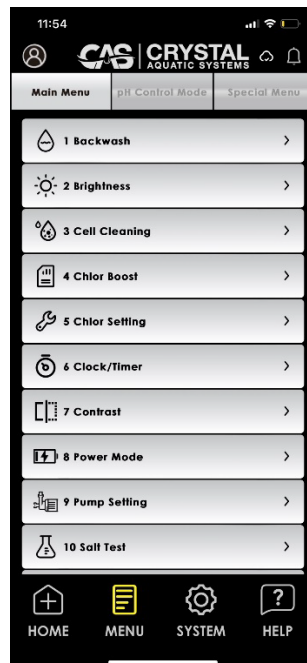
You can also select help from the main menu for helpful hints on caring for your pool and customer support.
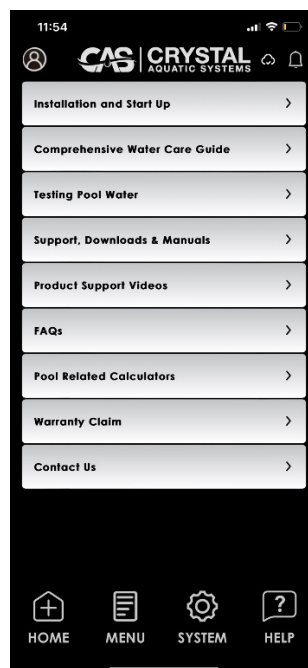
Troubleshooting Steps for First time connection:

Step 1: Check if the 2.4GHz Wi-Fi network has a strong and stable signal.

Step 2: Confirm the password for the 2.4GHz Wi-Fi network is correct.

Step 3: If the Wi-Fi network configuration fails, please move the chlorinator closer to the router, restart the chlorinator, and then reconnect it to the Wi-Fi network. If necessary, please reset the Chlorinators Wi-Fi by pressing and holding the "<" button for 20 seconds.

If Step 3 fails, it is recommended to check with your technician to see if they may have previously bound the device to their App. If this is the case, a transfer of the device may be necessary.

Troubleshooting Steps for Re-establishing a connection:

If a unit goes offline or loses connection to the app, try these steps:

Step 1: Restart the unit:
1. Turn the unit off at the wall.
2. Wait about 1 minute.
3. Turn it back on.
4. Check the display:
   - The Wi-Fi symbol (top right corner) should be solid.
   - The unit should show "online" on the app.
   - Allow 1–2 minutes for the app to reconnect.

Step 2: Reset the network (if Step 1 didn't work):
1. On the unit's membrane, press and hold the **[<]** button on the membrane for at least 5 seconds.
2. When the reset is complete, the Bluetooth symbol (top right corner) will start flashing.
3. Open the app and select **"Add Device"** to reconnect the unit.

Step 3: Update or contact support:
- If the above steps don't solve the issue, try updating the unit's software.
- If the problem continues, please contact our Service Department for help.