

SCREENLOGIC2® INTERFACE TROUBLESHOOTING GUIDE

FOR EASYTOUCH® AND INTELLITOUCH® POOL CONTROL SYSTEMS

Connecting the app to the system.

Having trouble Connecting to the ScreenLogic2 Connect app? This guide provides a few tips to help you get connected to your pool and back to enjoying it.

SCENARIO 1: I can't get logged in to the Screenlogic2 Connect app.

STEP 1: Check for a red power light on the front of the ScreenLogic2 Protocol Adapter, this is the small white metal box that will be located near your WiFi router or modem.

- ◆ If there is no red power light, make sure all connections are secure on the back of the protocol adapter. Also, make sure that the ScreenLogic2 Interface Wireless Link antenna is plugged into a working outlet.



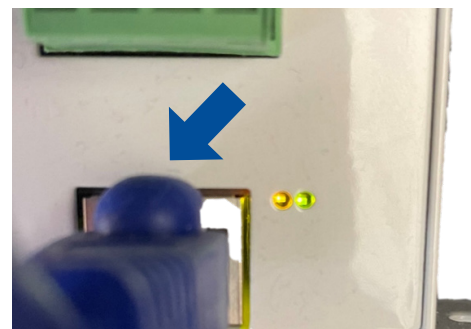
STEP 2: Verify that the correct 6-digit login is being used to login to the ScreenLogic2 Connect app. The 6-digit login can be found on the lower right corner of the ScreenLogic2 Protocol Adapter, it will be in the format "XX-XX-XX".

- ◆ Please note that there is no letter O in the 6-digit login, any O will be the number 0.
- ◆ By default, there is no password so it can be left blank unless one was created.



STEP 3: Verify that a working ethernet cable is plugged into the back of the ScreenLogic2 Protocol Adapter. The other end of this ethernet cable should be plugged into a working ethernet port on the back of the WiFi router or modem.

- ◆ You can verify that there is proper data flowing on the ethernet port by looking for the green and amber lights located on the port itself. If no lights are present and the ethernet cable is plugged in, try plugging the cable into a different port on the router or modem.
- ◆ Please note that it is normal to see a flickering/ flashing amber light.



STEP 4: You can unplug the power connector to the ScreenLogic2 Interface Wireless Link for 30 seconds to power cycle the entire ScreenLogic2 system. After 30 seconds you can plug the power connector back into your power outlet and allow the system about one (1) minute to boot up.

- ◀ If the system still does not allow you to log in then follow step 5 below.

STEP 5: You can press the Reset button three (3) times in a row in rapid succession (about .5 seconds between each click). This will put the protocol adapter into dynamic (DHCP) mode to retrieve new address information from the router or modem. You will need use a paperclip or toothpick to depress the button.

- ◀ Please note that you will not see any change in the lights when this reset has been done.
- ◀ If the system still does not allow you to log in to the ScreenLogic2 Connect app then please contact your local pool professional or Pentair Technical Support at 1.800.831.7133 for further assistance.

SCENARIO 2: I am logged in to the ScreenLogic2 Connect app but my equipment is not responding to commands from the app.

STEP 1: Verify that there is a solid power light and flickering Rx and Tx lights on the indoor ScreenLogic2 Interface Wireless Link antenna.

- ◀ If the Rx and Tx lights are not flickering, the inside and outside antennas may not be communicating with each other properly. Please make sure that the indoor antenna is AT LEAST one (1) to two (2) feet AWAY from your WiFi router, as that can cause communication interference.
- ◀ If this does not resolve the communication issue and the Rx and Tx lights are still not flickering, then the outside antenna may be experiencing an issue. Please contact your local pool professional to inspect the wiring of your outdoor antenna or contact Pentair Technical Support at 1.800.831.7133 for further assistance.



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