ControlMySpa™

Dealer User Guide
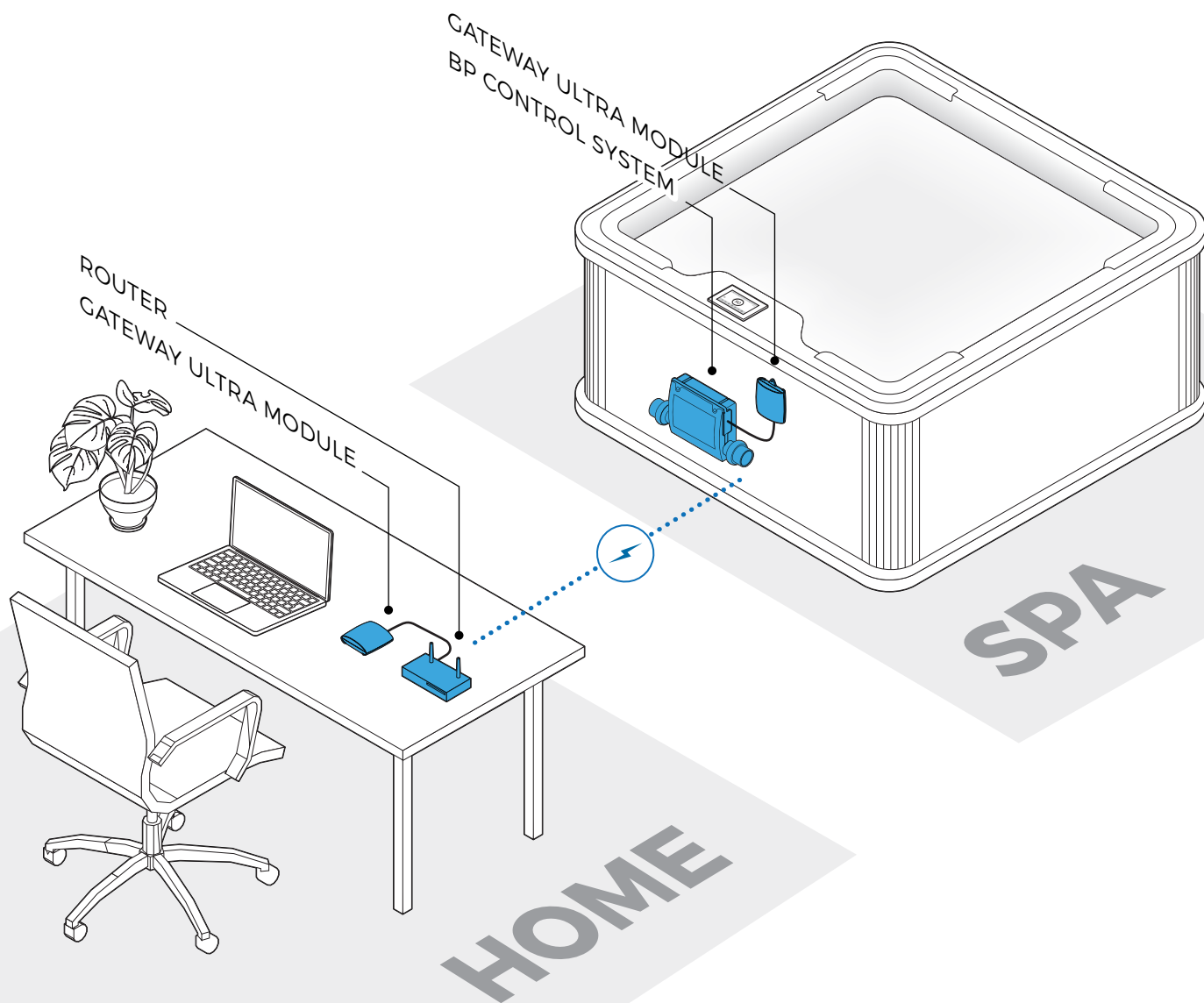

www.balboawater.com/controlmyspa

TABLE OF **CONTENTS**

ControlMySpa™ was built to provide the Spa Professionals with real-time access to the tub so you will think you are actually standing next to it. And, for your Customer, peace of mind, new app features, the ability to schedule events and equip smart heating so your spa is ready to go when you are.

WELCOME TO
CONTROLMYSPA™

Overview

GATEWAY ULTRA MODULE
BP CONTROL SYSTEM

ROUTER
GATEWAY ULTRA MODULE

SPA

HOME

BALB○A.
w a t e r   g r o u p

ControlMySpa™

Connect GATEWAY ULTRA hardware in your showroom

Step 1

Plug the supplied ethernet cable into the showroom router (A).

Step 2

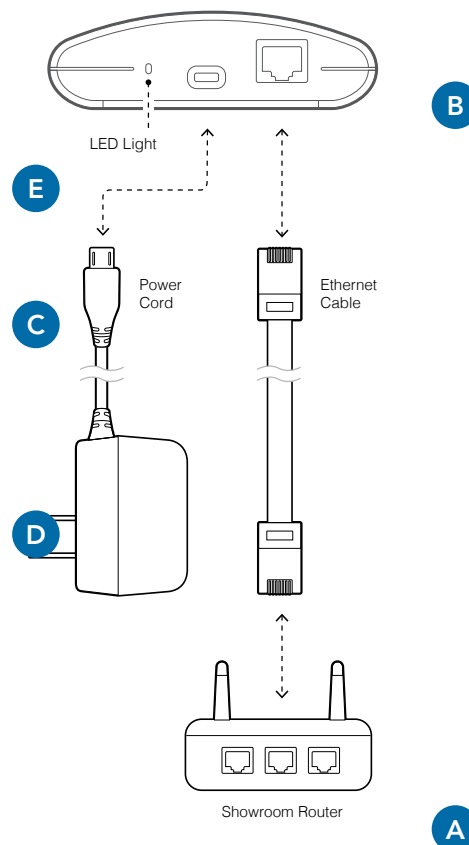Plug the other end of the ethernet cable into the GATEWAY ULTRA module (B).

Step 3

Plug the supplied power cord into the GATEWAY ULTRA module (C).

Step 4

Plug the other end of the supplied power cord into wall power (D).

LED Light Chart (E)

This chart applies to the home and spa GATEWAY ULTRA modules.

🔴 Red - Solid: The GATEWAY ULTRA and the spa are not connected.

🔴 Red - Blinking: Home and spa GATEWAY ULTRA modules are connected, but no connection to the spa controller.

🔵 Blue - Blinking: Remote software update is underway. Do not unplug power.

🟢 Green - Blinking: CMS™ GATEWAY ULTRA spa and home modules RF is connected, but no connection to internet.

🟢 Green - Solid: Spa successfully connected to internet. No errors.

GATEWAY ULTRA Module   Home Router

HOME

GATEWAY ULTRA Module *(side view)*

B

LED Light

E

Power Cord   Ethernet Cable

C

D

Showroom Router

A

ControlMySpa™

CMS™ SYSTEM CONSISTS OF:

WEBSITE

ControlMySpa™ website with
Login and access to spas

CMS™ GATEWAY ULTRA Modules

Showroom Module   Spa Module
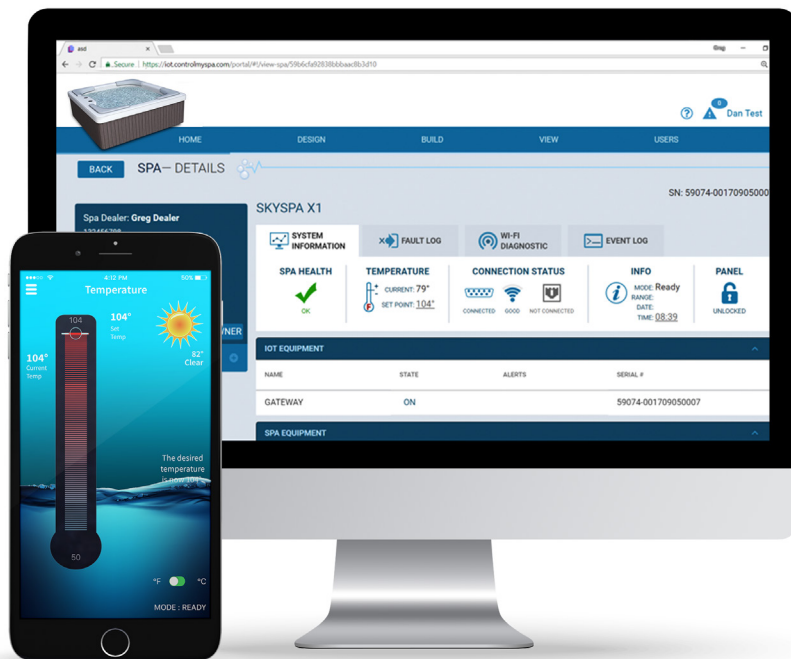
www.balboawater.com/GatewayUltra

SMARTPHONE |TABLET

iOS (Apple) ControlMySpa™ mobile app and/or Android ControlMySpa™ Mobile app

The ControlMySpa™ system consists of:

· ControlMySpa™ GATEWAY ULTRA installed on a spa/Hot Tub

· iOS (Apple) ControlMySpa™ mobile app or Android ControlMySpa™ mobile app

· ControlMySpa™ website with log-in and access to spas

The ControlMySpa™ Logins:

· The iOS or Android ControlMySpa™ apps can only be accessed with a owner log-in

· The ControlMySpa™ website can be accessed with a owner log-in, dealer log-in or a OEM log-in

ControlMySpa™

Essential Dealer Information

For Spas Equipped with the ControlMySpa™ system, Dealers do not need to do anything other than give all new Spa owners their CMS™ code.

SPA OWNERS

Spa owners, using the CMS™ Code, will setup the spas in the ControlMySpa™ database. After the owners complete the setup, the spa dealer can access the spas in the ControlMySpa™ website. Dealers can monitor and control all spas equipped with ControlMySpa™ that they have sold.
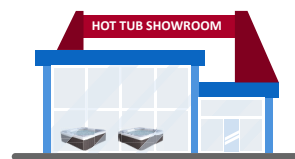
DEALERS

Dealers can also temporarily setup Showroom spas with a User that enables the spa to be controlled with the app in a showroom until it is sold.

LOGO

Dealers can add their logo that will be shown on all user logins and on the splash screen of the iOS and Android apps.

4 Types of User Account

OEM USER ACCOUNTS

- Initial OEM Account created by BWG. After 1 OEM user is created, that user then can created unlimited other OEM Users in the OEM Account
- Login to the WEB Portal and view/troubleshoot all OEM's Spas connected to the CMS™ System
- View historical log data on each spa, what buttons are being pushed, what components are being used and how often

DEALER USER ACCOUNTS

- Initial DEALER Account created by OEM. After 1 DEALER user is created, that user then can created unlimited other DEALER Users in the DEALER Account
- Login to the WEB Portal and view/troubleshoot all OEM's Spas connected to the CMS System
- View historical log data on each spa, what buttons are being pushed, what components are being used and how often

OWNER USER ACCOUNTS

- OWNER Account created during OWNER Spa Sign Up in the App using the CMS™ Code.
- OWNER can use Login to the both the iOS/Android Apps or the WEB Portal and the view and control the Spa.

SHOWROOM SPAS USER ACCOUNTS

- Temporary OWNER User Accounts created by Dealers or OEMs to Demo ControlMySpa in a Showroom or Trade Show.

NOTE

ONLY OWNER AND SHOWROOM SPAS USER ACCOUNTS CAN LOGIN TO THE IOS/ANDROID MOBILE DEVICE APPS!

ControlMySpa™ App for the smart device

FOR IPHONE® OR IPAD® (IOS/APPLE)

Search the Apple iOS App Store for

"controlmyspa"

Or Use this link: https://goo.gl/j31t1V

FOR ANDROID® PHONES/TABLETS

Search Google Play App Store for

"controlmyspa"

Or Use this link: https://goo.gl/CG4Yci

Control your tub from your smart device.

ControlMySpa™

CMS™ Code Information

WHAT IS A CMS™ CODE?

- CMS™ Code is an 8 digit letter/number combination that must be given to all Spa owners when they buy spas equipped with the ControlMySpa™ system

- Spa owners will need this CMS™ code to setup and connect their spas in the ControlMySpa™ database.

- The CMS™ code for each OEM/Dealer combination will never change

- CMS Codes are random numbers assigned automatically in the ControlMySpa Website when OEM and Dealer Accounts are first created

- CMS™ code enables the spas to be viewed in the ControlMySpa™ database by the Dealer and OEM

- When a dealer buys spas from multiple OEMs, the dealer will have different CMS™ codes from each OEM

- When an OEM sells direct to a Spa Owner (e.g. in a factory store) the OEM will have a 3 letter code as the OEM and a 5 digit number as the dealer

ControlMySpa™ Showroom Spas

Showroom Demos

Showroom Spas are temporary User Accounts in the ControlMySpa™ system for Dealers or OEMs to use as spa showroom demo or a tradeshow demo.

The Spas can be sold to a spa owner with no other setup necessary in the ControlMySpa™ system.

The Showroom Spa account does not need to be deleted and can be automatically overwritten by the new spa owner.

— EQUIPMENT NEEDED:

BP SYSTEM

Balboa Water Group BP System connect to power

CMS™ GATEWAY ULTRA Modules

Showroom Module   Spa Module

SMARTPHONE |TABLET

Android or iOS (Apple) smart-phone or tablet
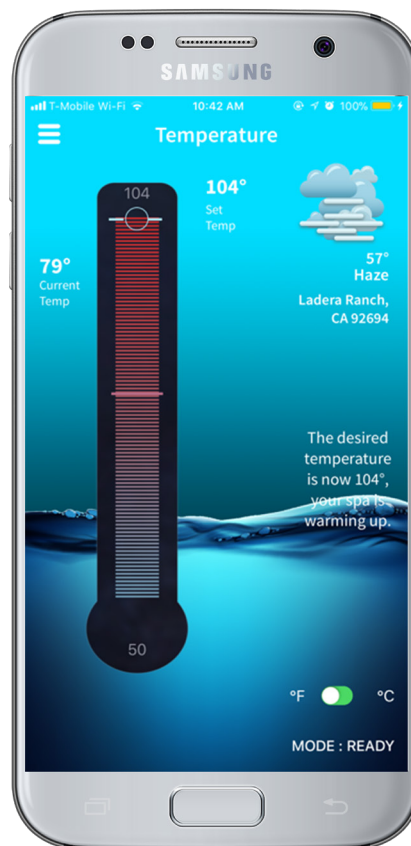
ControlMySpa™

Setup Spa Dealer User Account
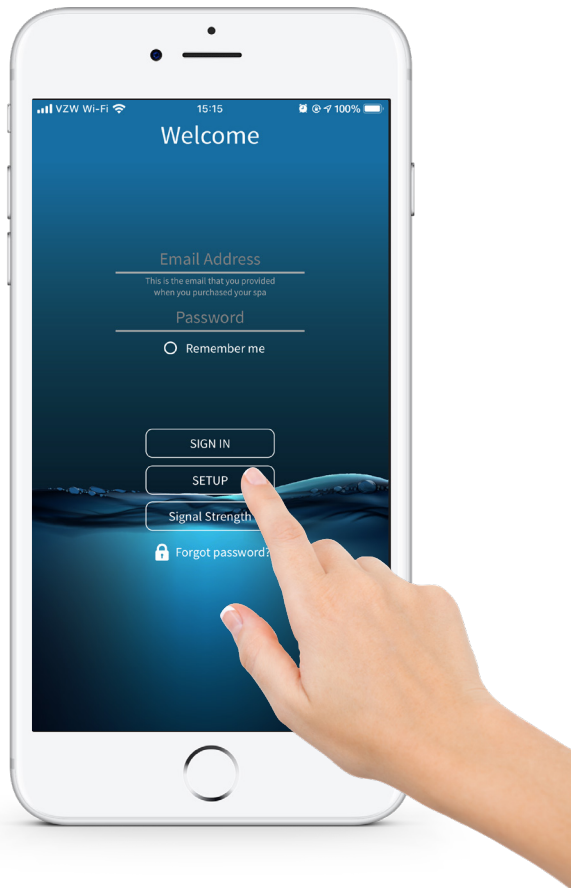
1.

Open the app on your smart device

Press "SETUP" on the app.

2.

Press "Next"

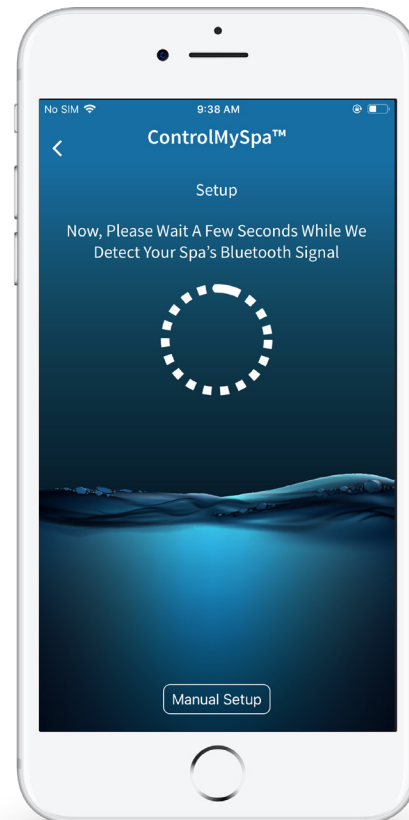Confirm Bluetooth is ON in the iOS Settings.

ControlMySpa™

Setup Spa Dealer User Account
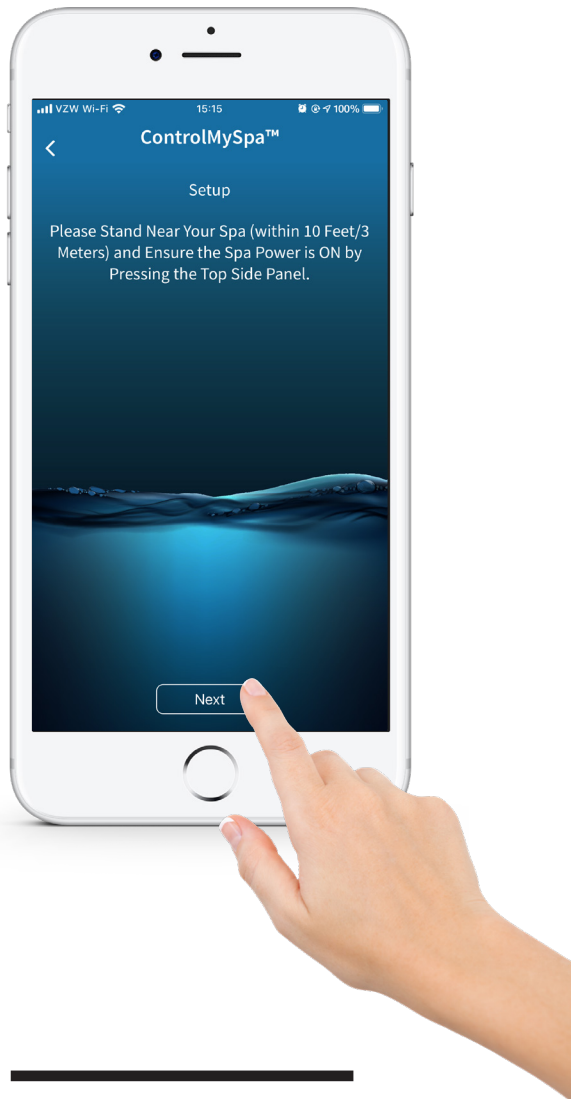
3.

Press "Next"

Stand near your spa (within 10 feet/3 meters) and ensure the spa power in ON by pressing the topside panel. If the spa is powered ON, press "Next".

4.

Detect Bluetooth

ControlMySpa™

Setup Spa Dealer User Account

Spa Module

5.

Press "I am a spa dealer or sales person"

The serial number in the app should match the serial number on the back of the spa module.

6.

Press "Next"

The CMS code is provided by your OEM and a unique number for each OEM/ Dealer pair. The CMS code can also be obtained via the Dealer login on the CotrolMySpa™ website.

Press "Next".

ControlMySpa™
Setup Spa Dealer User Account
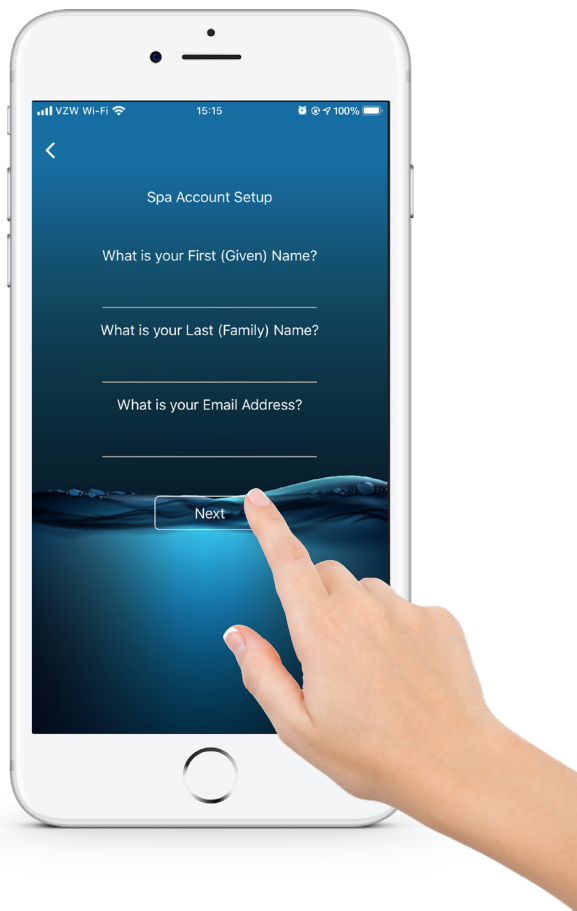
7.

Press "Next"

Input information and press "Next".

8.

Press "Next"

Input information and press "Next".

ControlMySpa™
Setup Spa Dealer User Account
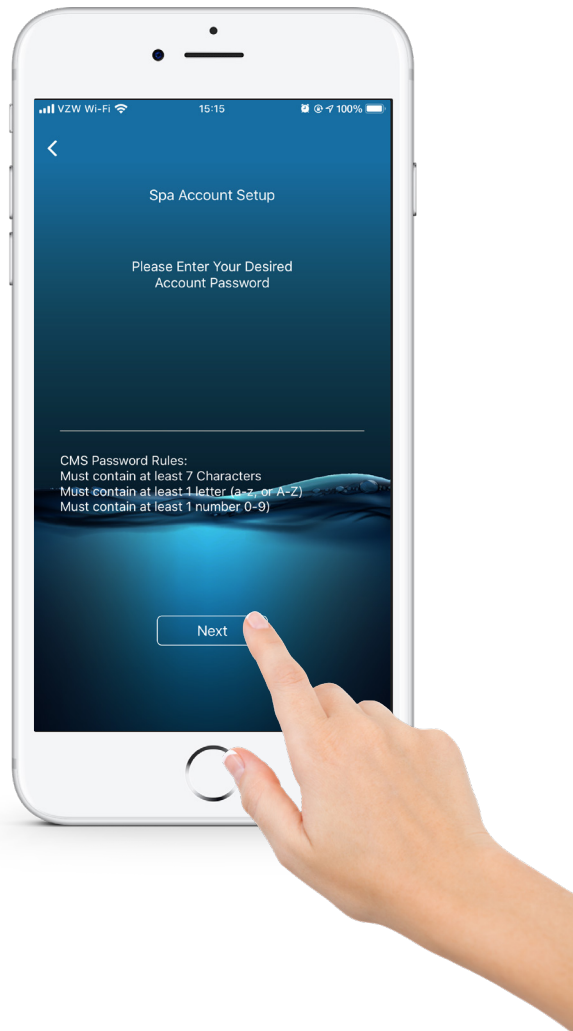
9.

Press "Next"

Input information and press "Next".

10.

Press "Next"

Your UserID and password will appear. Press "Next".

ControlMySpa™
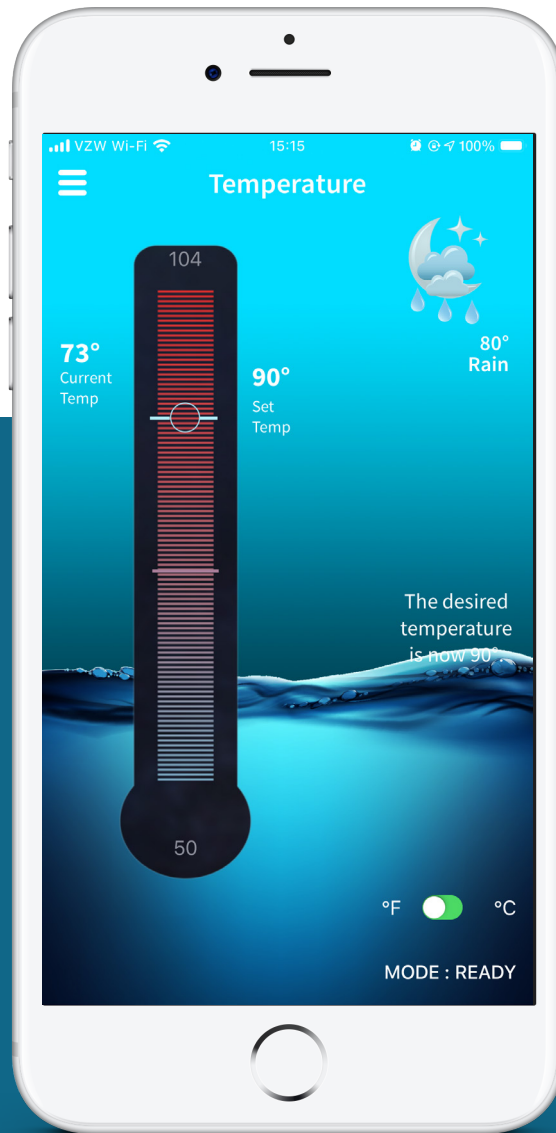
Setup Spa Dealer User Account

11.

Press "Close"

12.

Press "SIGN IN"

Input your email address, password and press "SIGN IN".

ControlMySpa™

Setup Spa Dealer User Account

SUCCESS! YOUR ACCOUNT IS SETUP, AND YOU CAN CONTROL YOUR SPA WITH THE CMS APP.

ControlMySpa™ Showroom Spa Password

THE USER ACCOUNT EMAIL WILL RECEIVE AN AUTOMATED EMAIL:

At the e-mail address provided in the set-up, this email provides the new user their **LOG-IN** and **PASSWORD**.
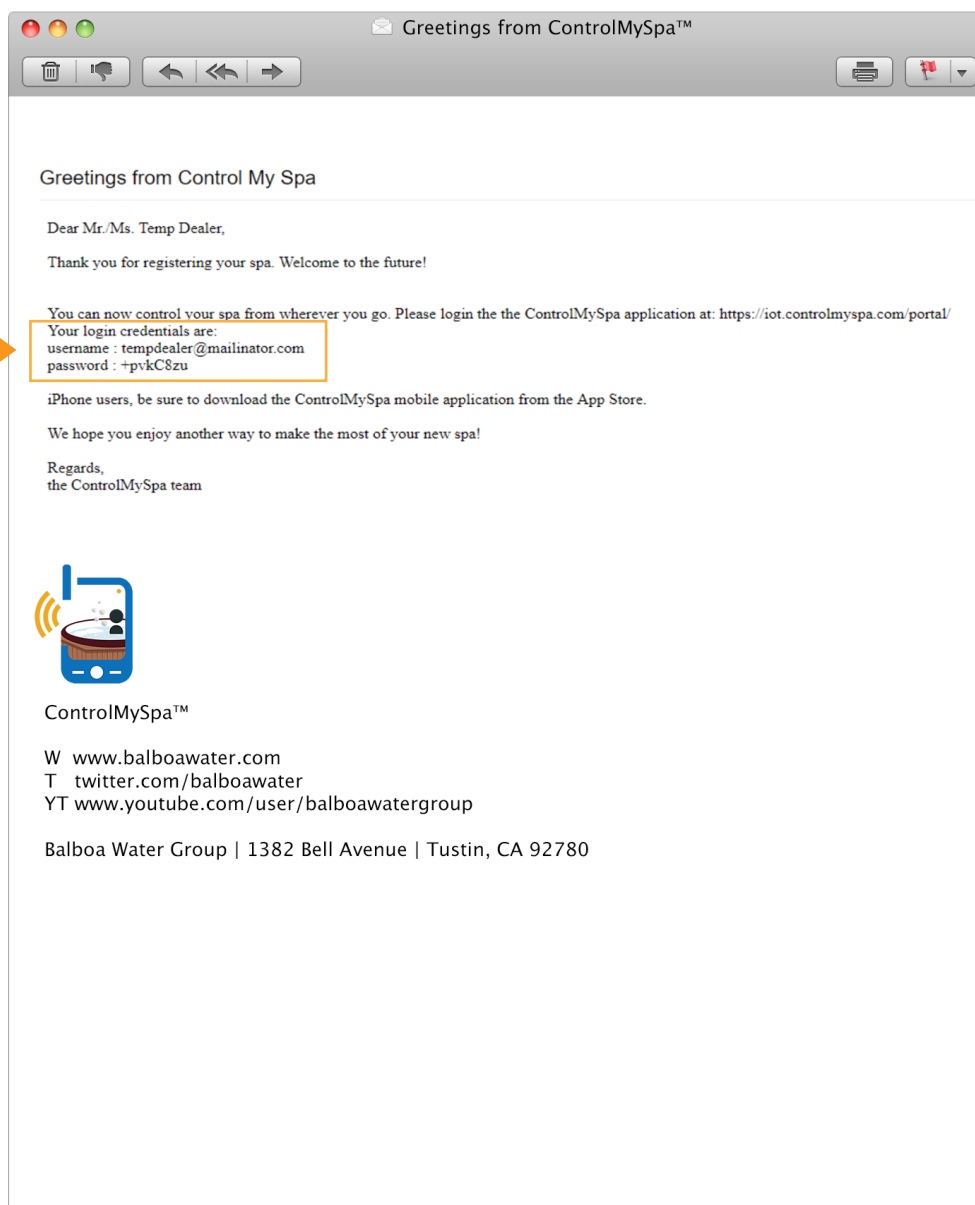
ControlMySpa™ Website Dealer Overview

- *Initial Dealer ControlMySpa™ log-in and password is obtained from the Spa OEM.*

- *If a dealer buys spas from multiple OEMs, the Dealer will have different ControlMySpa™ logins and accounts from each OEM.*
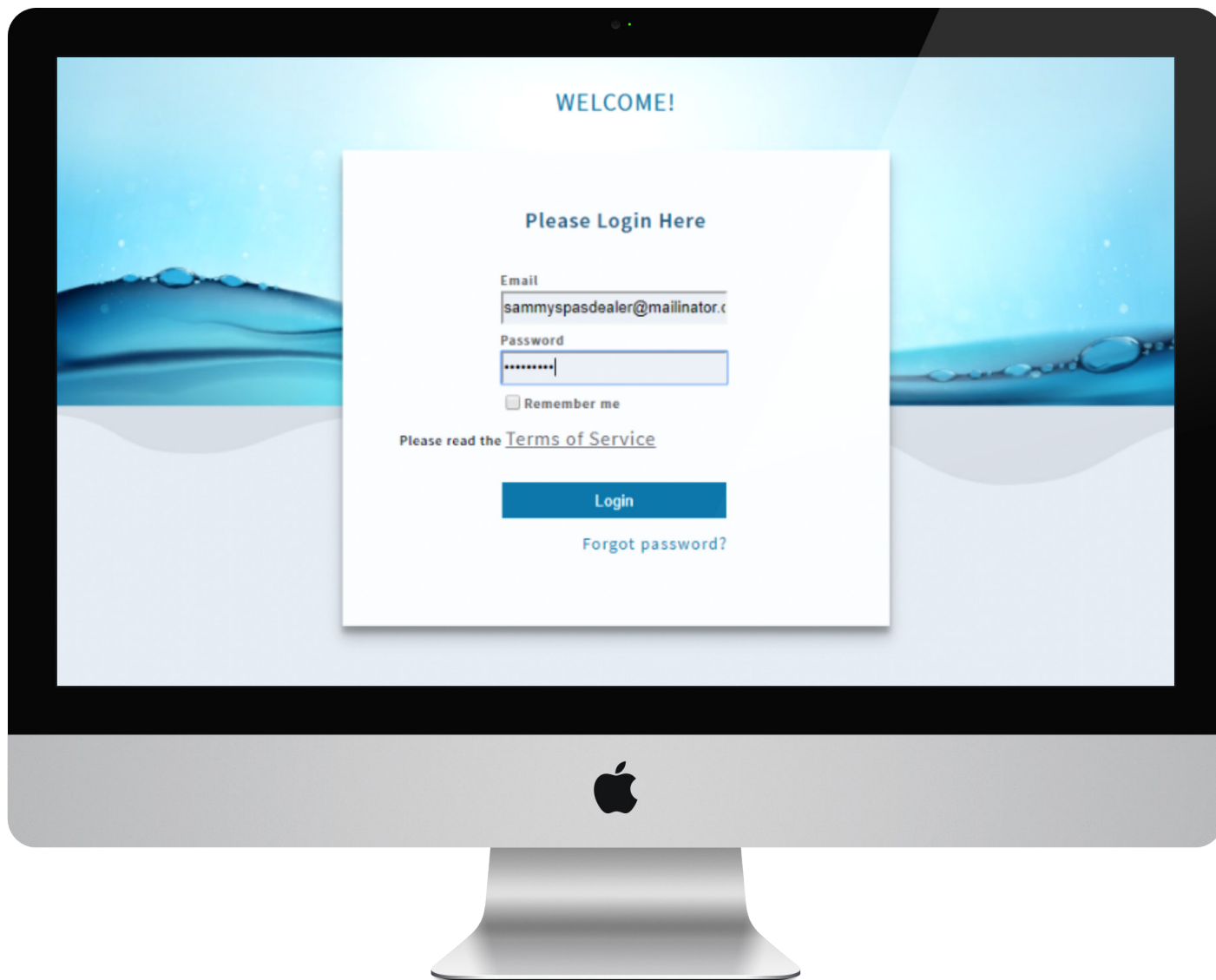
01.
Web Portal Login

https://controlmyspa.com

Login & Password

- Initial Dealer login and password is obtained from OEM
- Go to https://controlmyspa.com on a computer or tablet web browser. You can also use a phone web browser, but works best on a computer or tablet
- Google Chrome browser is recommended, but works with most other browsers
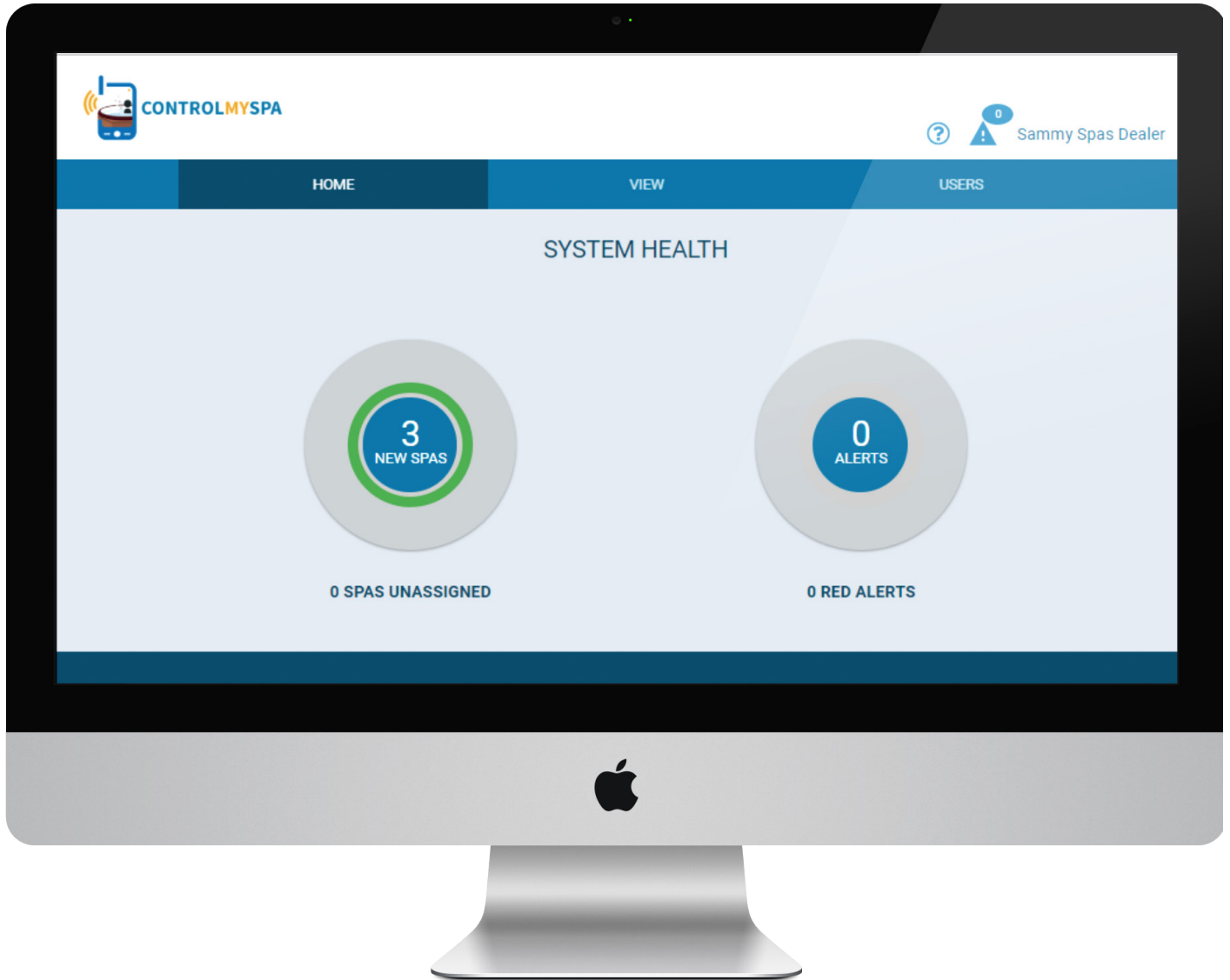
Enter Dealer Login and Password

Initial Dealer login and password is obtained from the Spa OEM

After first Dealer login/password is obtained from the OEM, the Dealer can add additional Dealer users

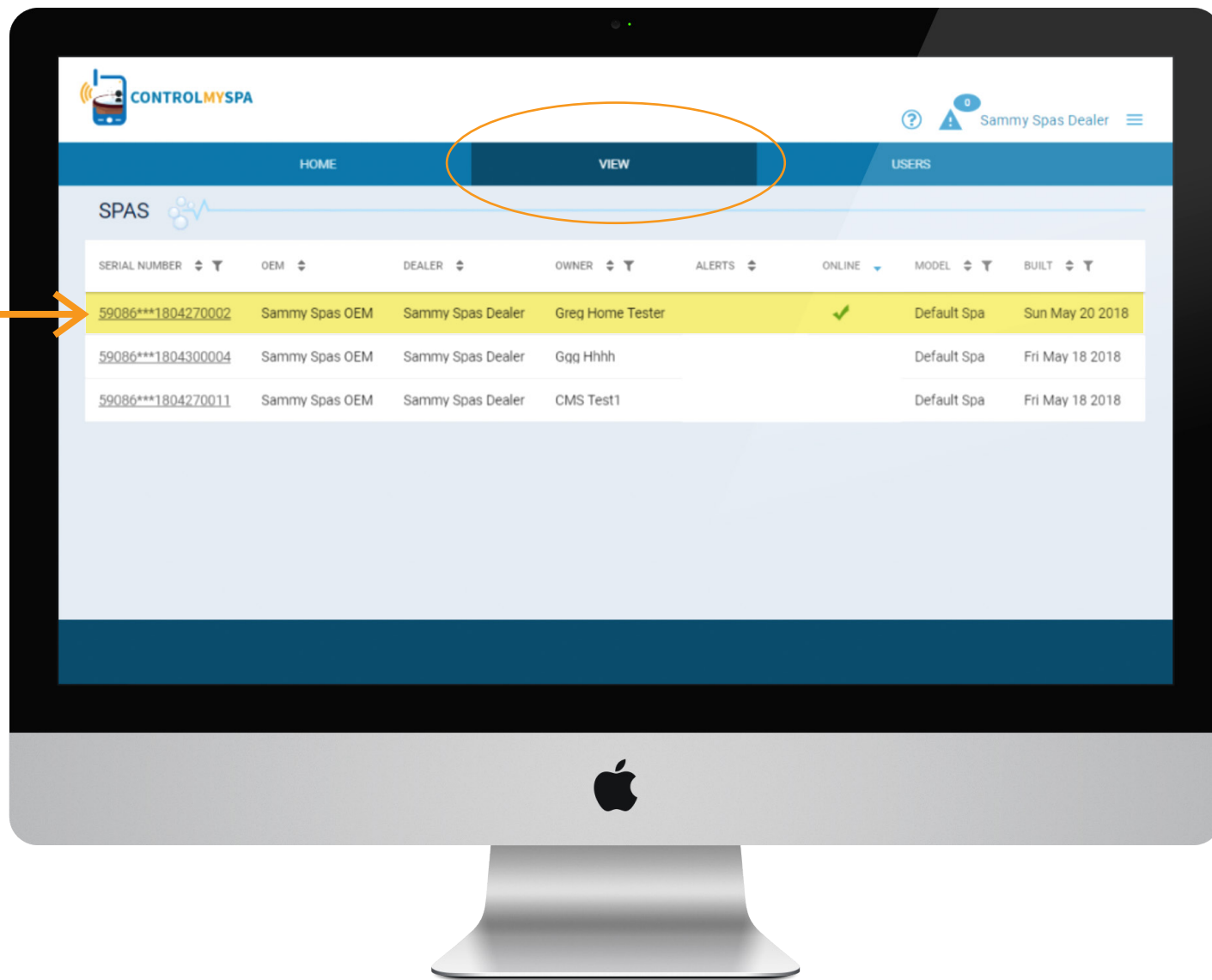Each Dealer can have unlimited users

ControlMySpa™
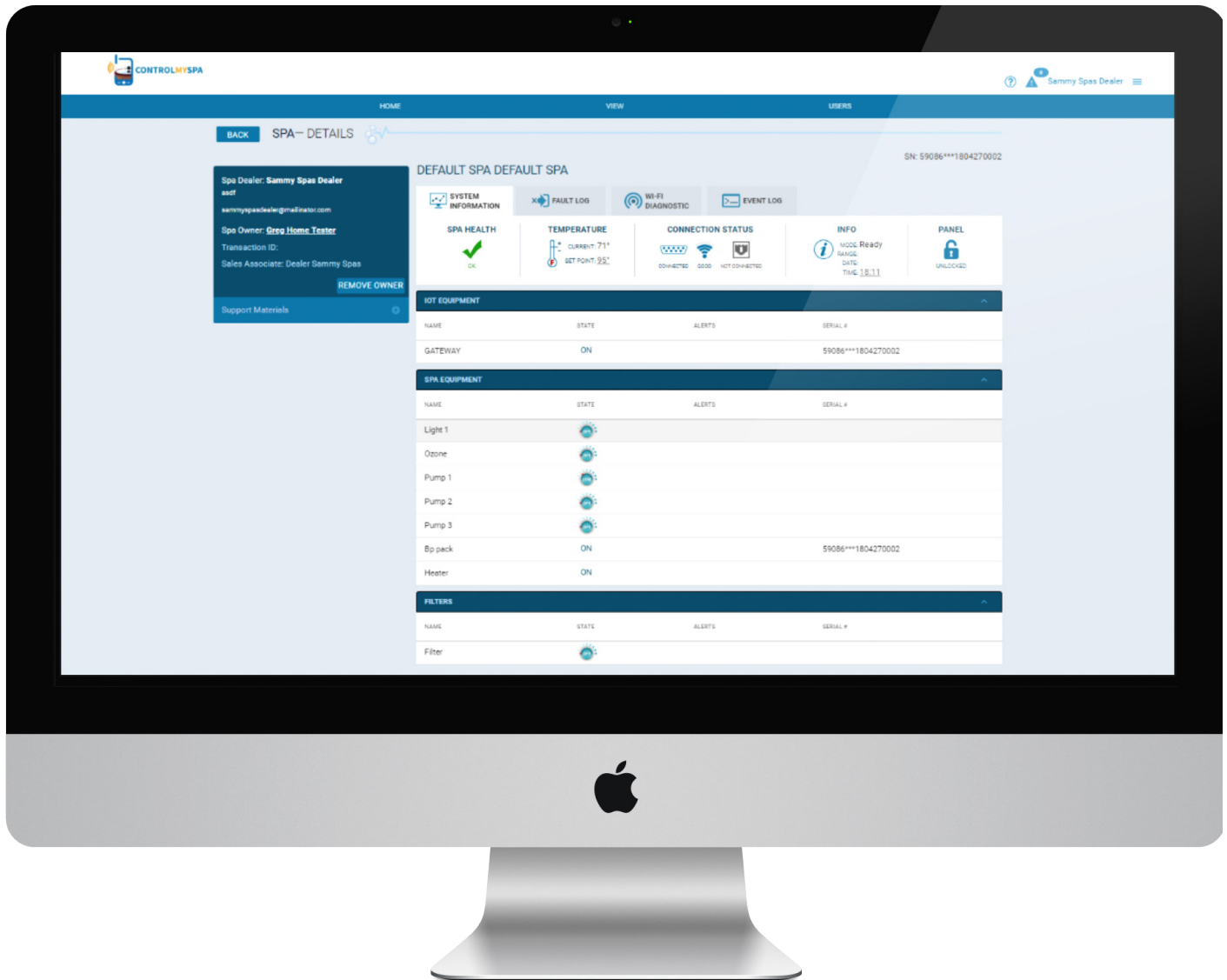
Website Dealer Overview

WEB PORTAL HOME SCREEN

ControlMySpa™

Website Dealer Overview

DEALER VIEW PAGE

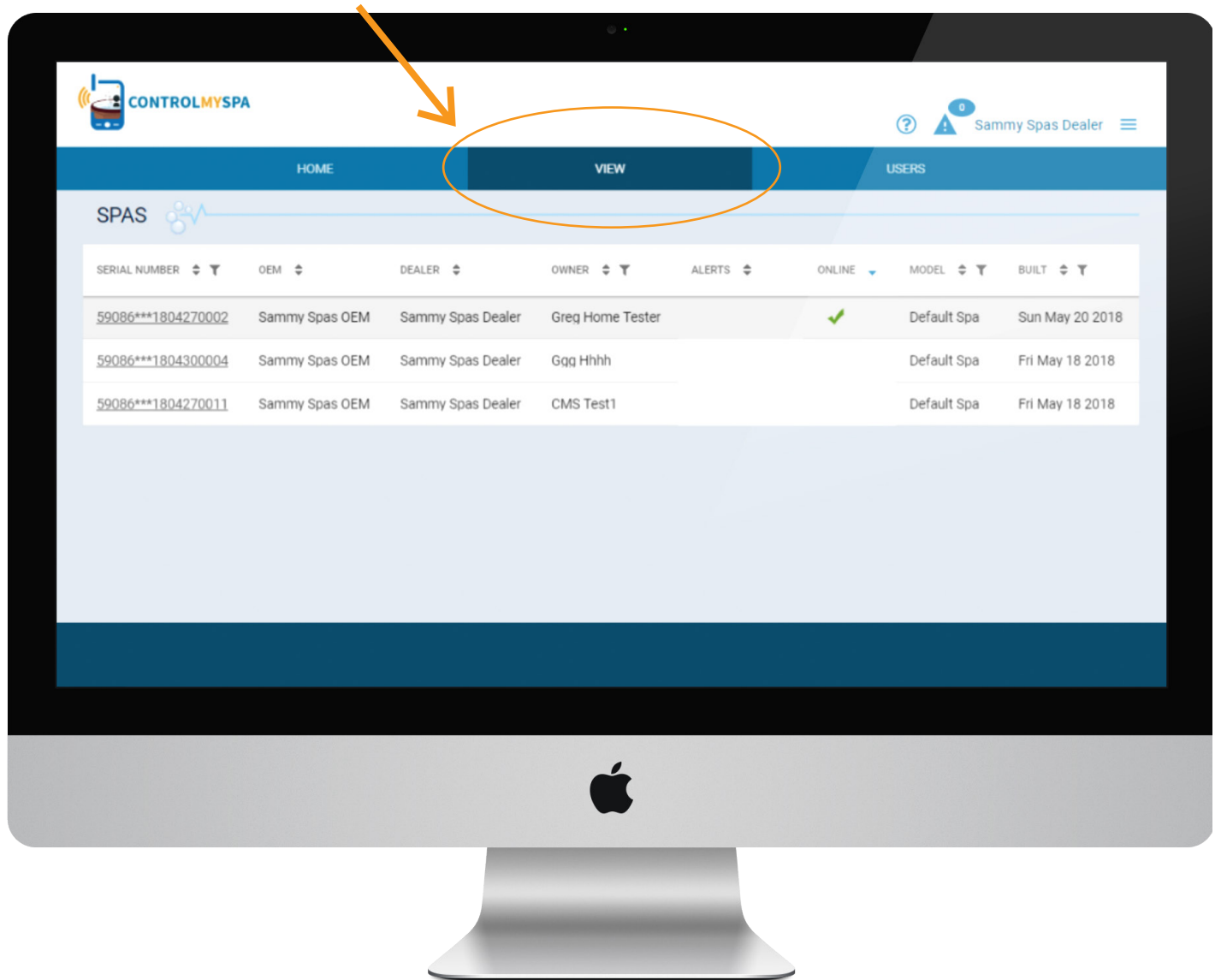# ControlMySpa™

Website Dealer Overview

DEALER VIEW PAGE

• Each individual spa has a spa page on the website with detailed information on the Spa.
• Each Dealer login can also control the spa from this page.
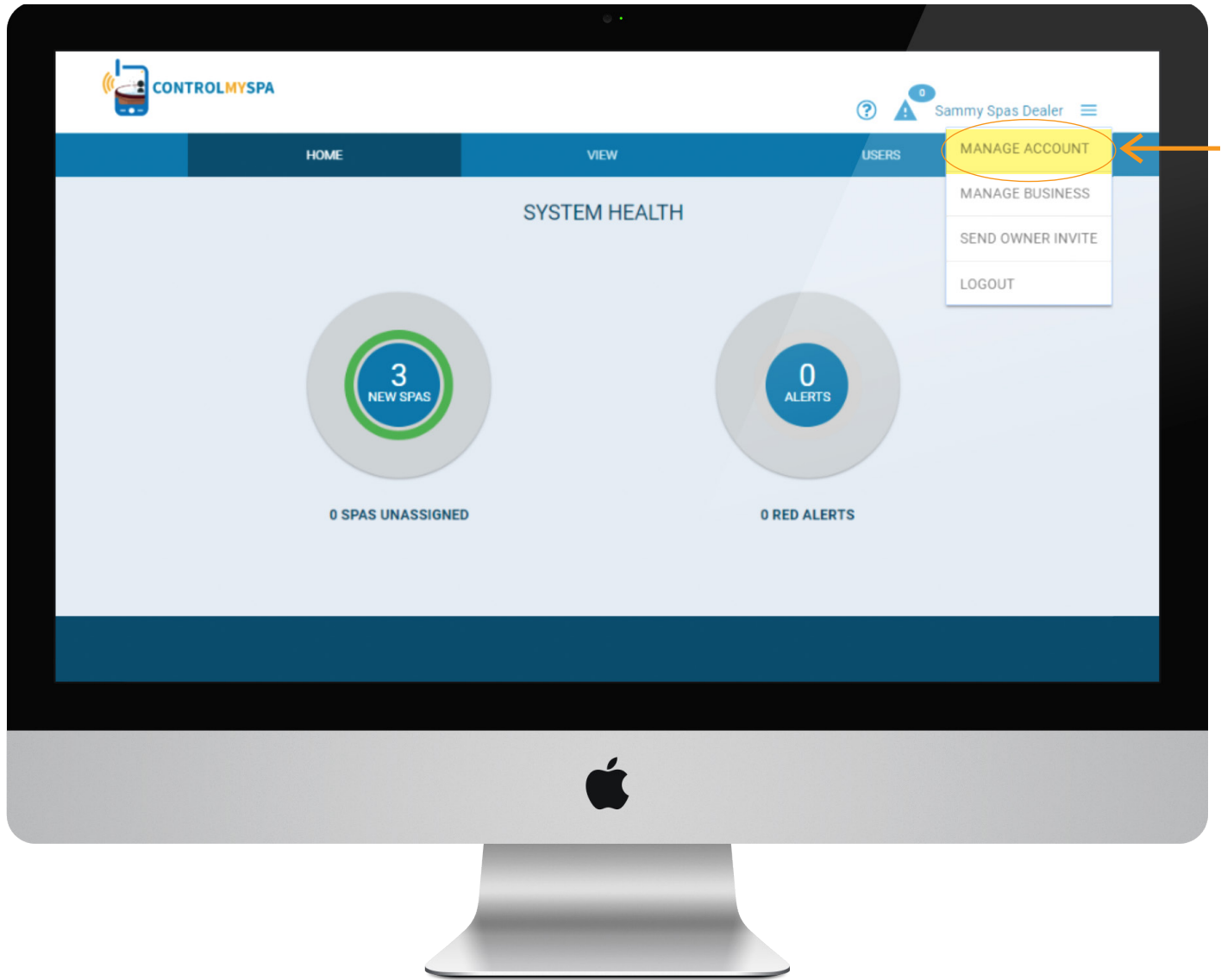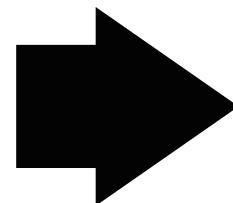
ControlMySpa™

Website Dealer Overview

DEALER USERS PAGE

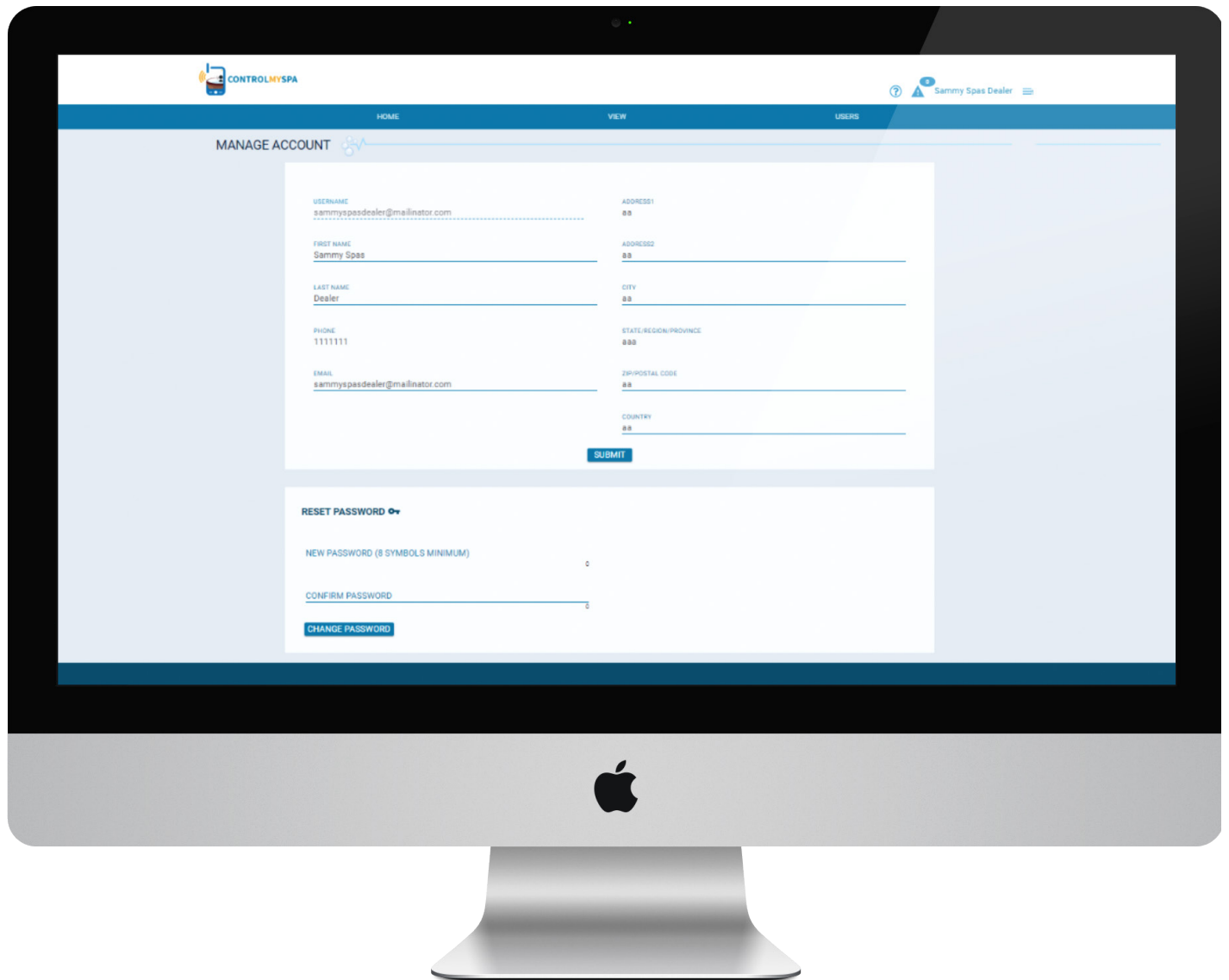# ControlMySpa™

Website Dealer Overview

DEALER MANAGE ACCOUNT

ControlMySpa™

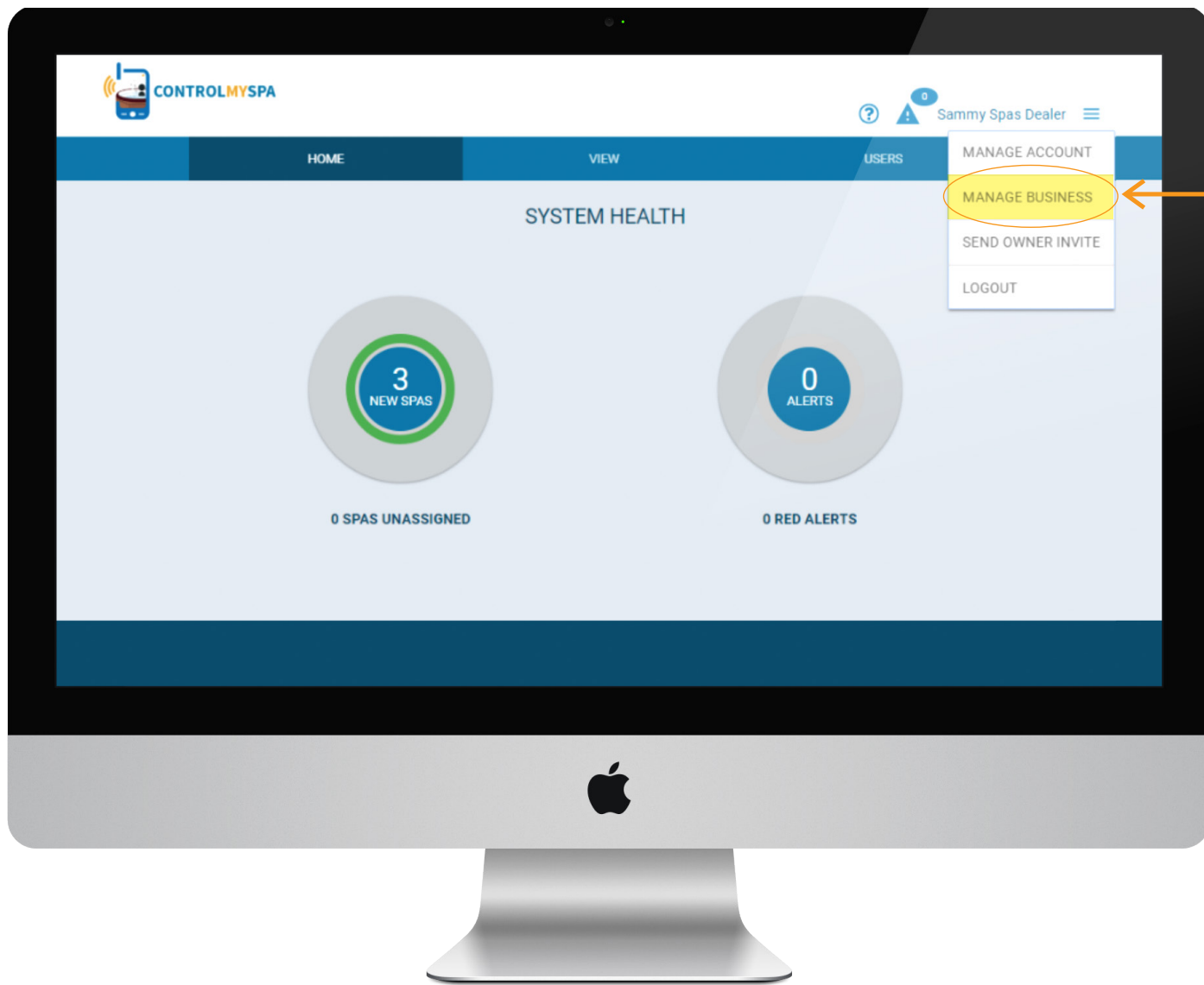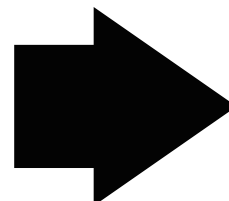## Website Dealer Overview

DEALER MANAGE ACCOUNT

• The manage account page allows the user to update their individual account information
• Also, each user can reset their password to a new password
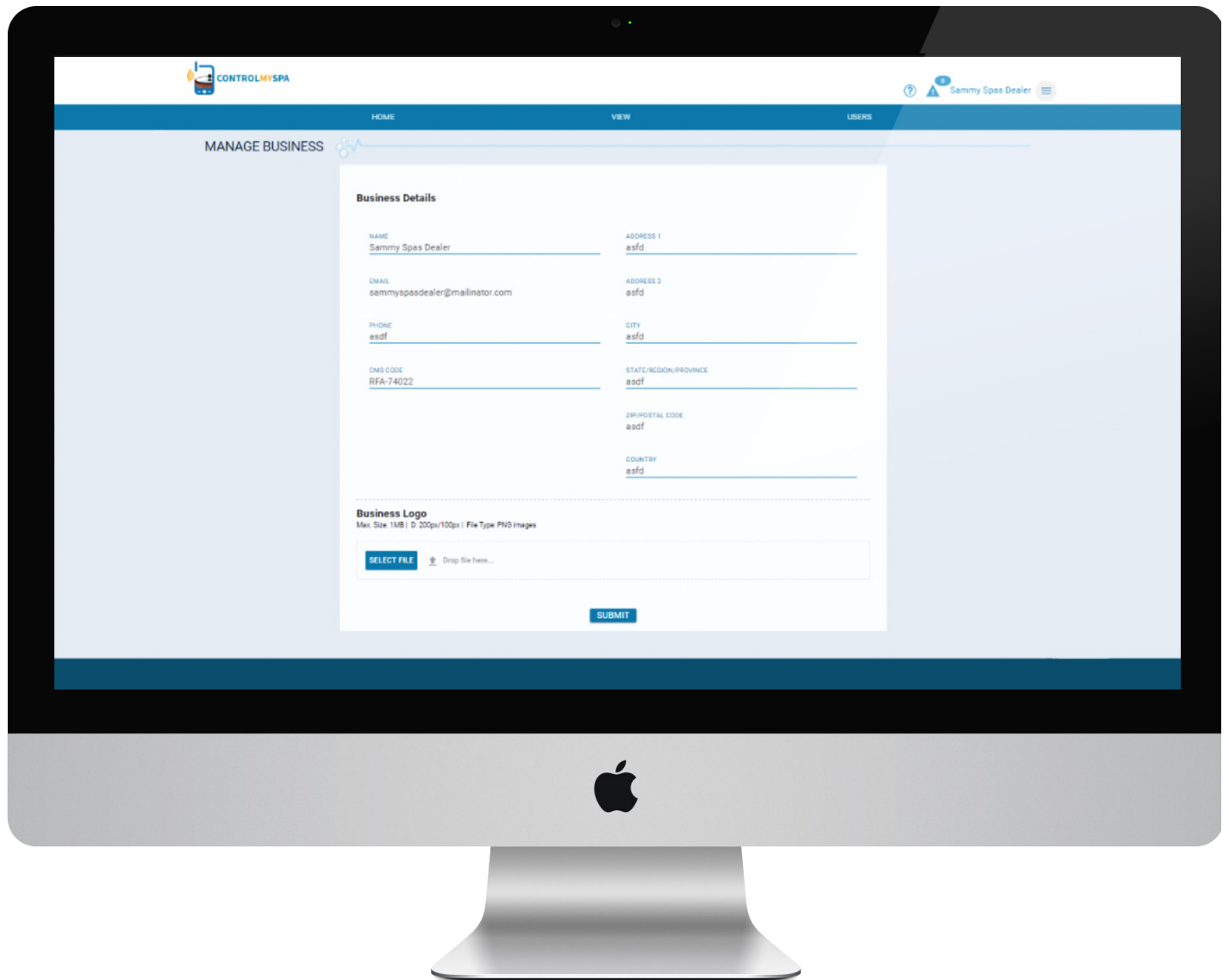
ControlMySpa™

Website Dealer Overview

DEALER MANAGE BUSINESS
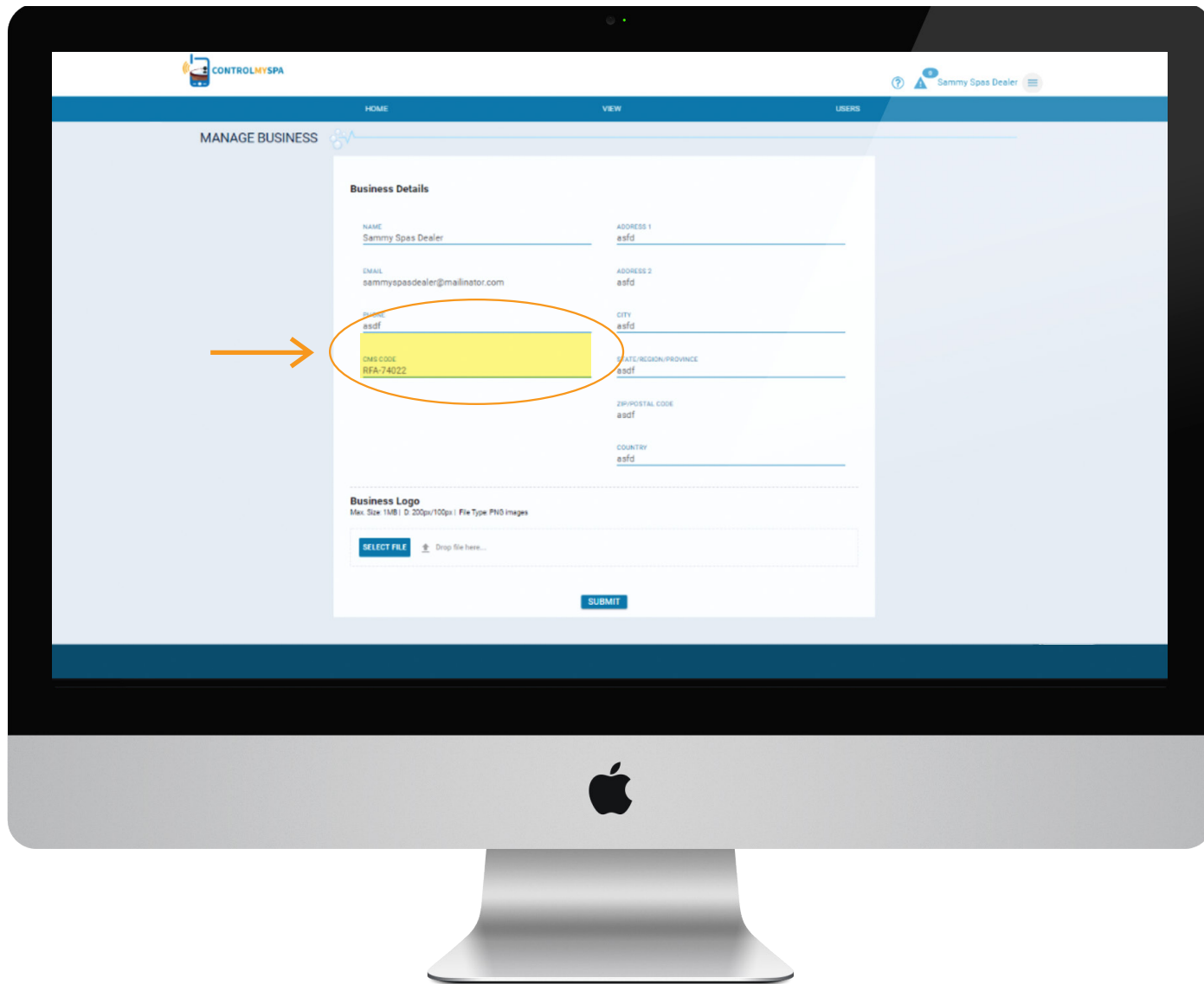
ControlMySpa™

Website Dealer Overview

DEALER MANAGE BUSINESS

- The manage business page allows the Dealer to update their individual account information
- Also, each Dealer can add a their custom logo to the website.

ControlMySpa™

Website Dealer Overview

DEALER: MANAGE BUSINESS
CMS™ CODE

This is where Dealers can get their CMS™ Codec

ControlMySpa™

Website Dealer Overview
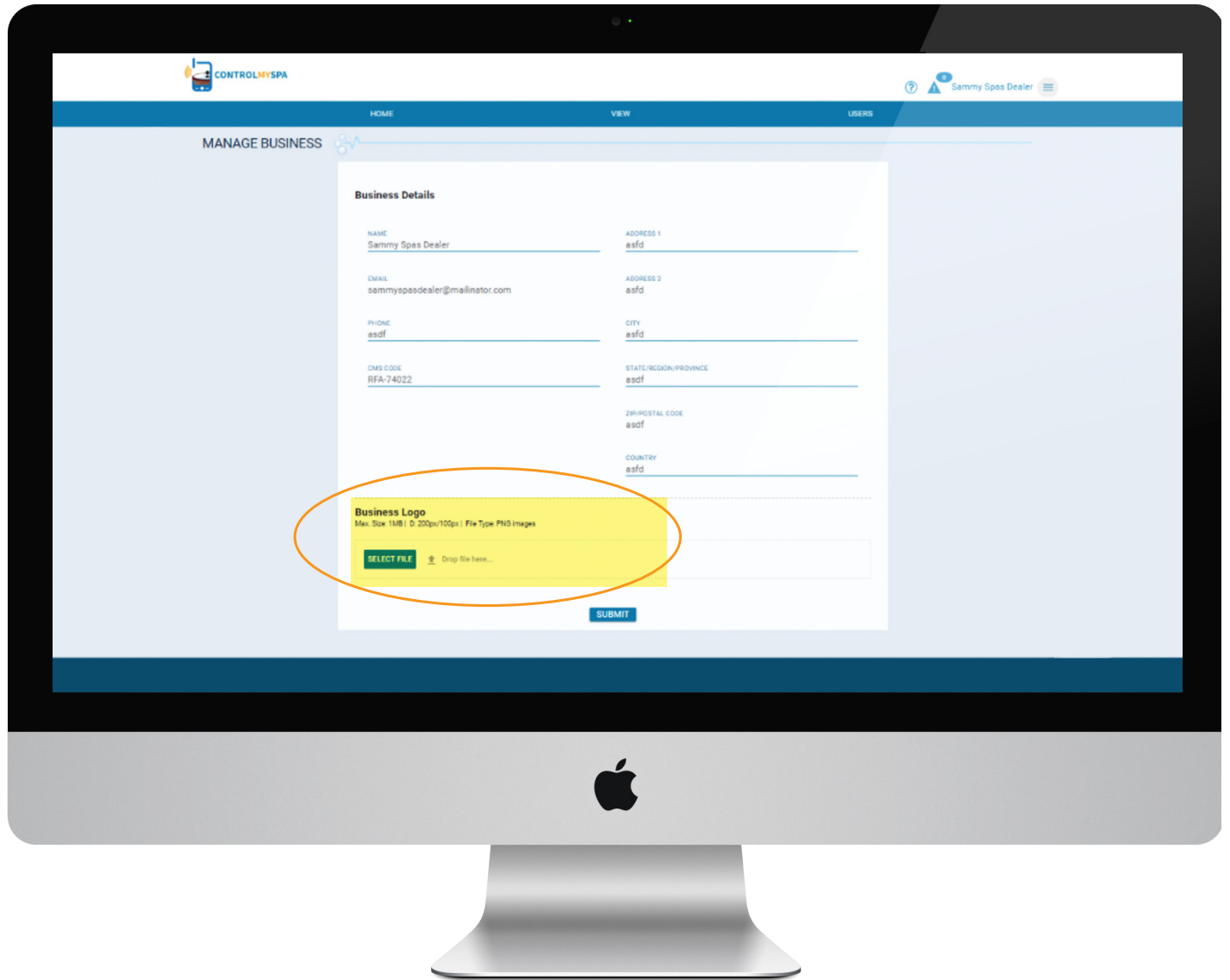
DEALER: MANAGE BUSINESS
DEALER LOGO

Dealers can upload their custom logo here. Logo must be in .png format

ControlMySpa™

Website Dealer Overview

**DEALER: MANAGE BUSINESS
DEALER LOGO**

Dealers can upload their custom Logo here. Logo must be in .png format.

ControlMySpa™

Website Dealer Overview

DEALER: MANAGE BUSINESS
DEALER LOGO UPDATED

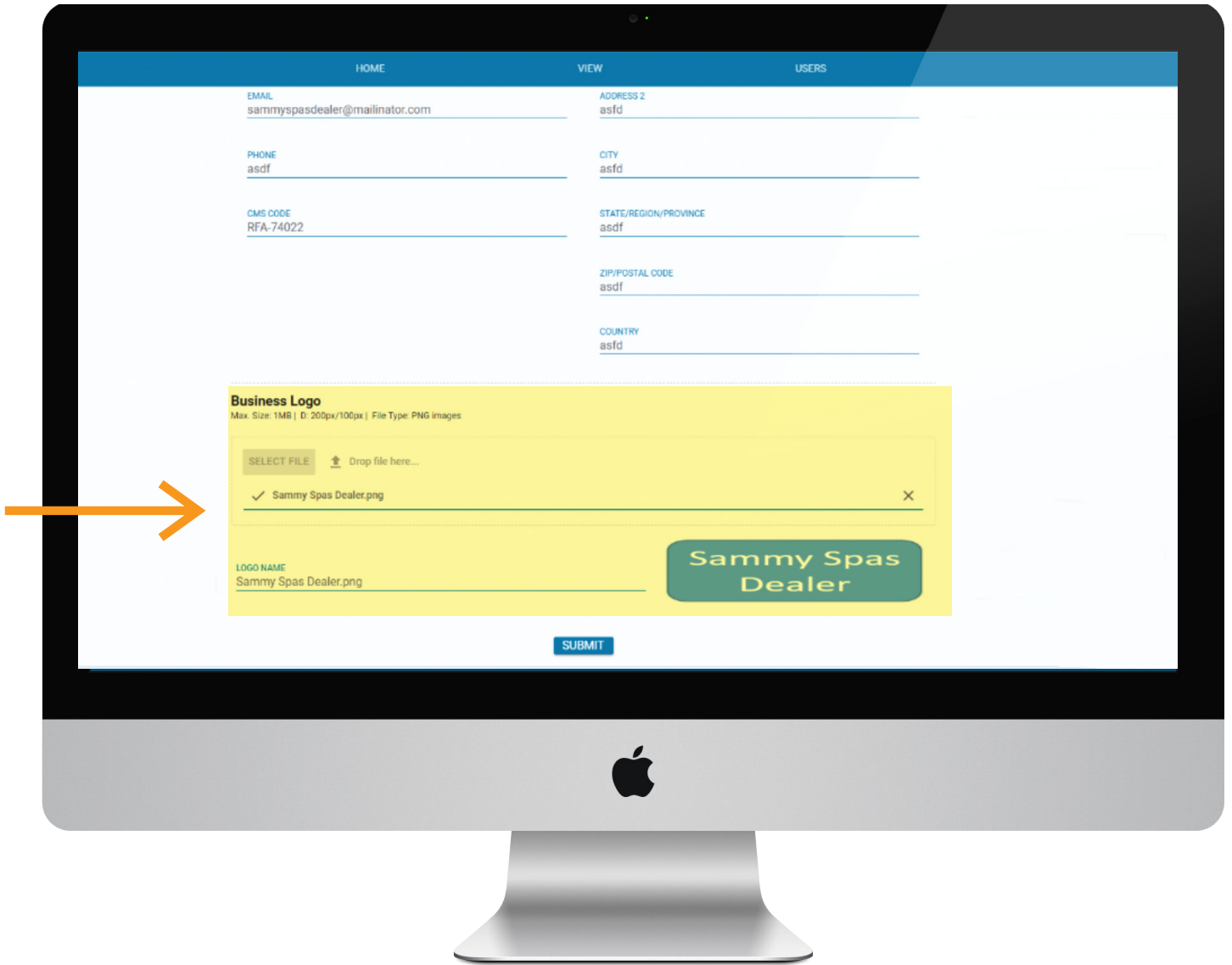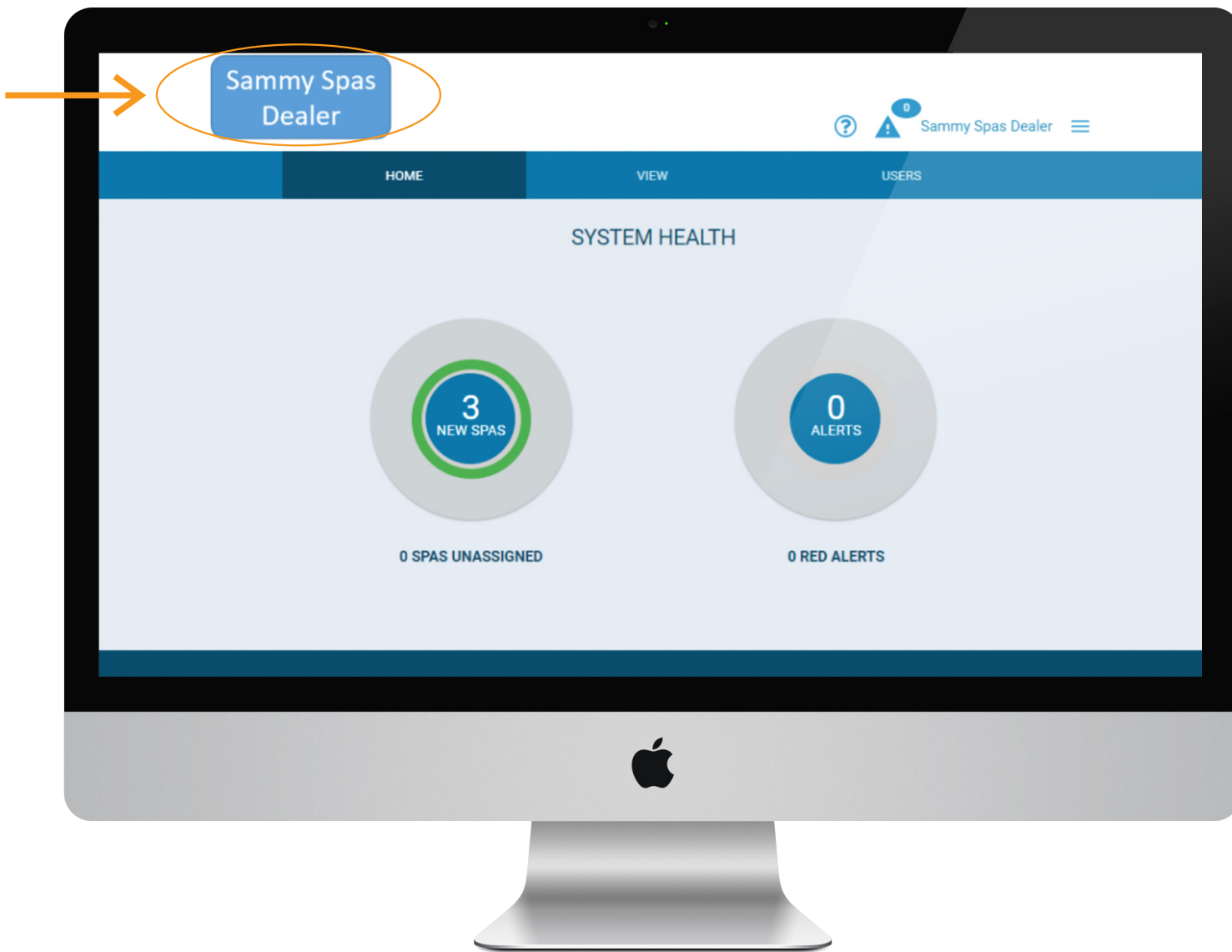# ControlMySpa™

Website Dealer Overview

Does the OEM Have a Logo uploaded to the website?	No	Yes	No	Yes
Does the Dealer Have a Logo uploaded to the website?	No	No	Yes	Yes
OEM Login will see on ControlMySpa Website	ControlMySpa Logo	OEM Logo	ControlMySpa Logo	OEM Logo
Dealer Login will see on ControlMySpa Website	ControlMySpa Logo	OEM Logo	Dealer Logo	Dealer Logo
Owner Login will see on ControlMySpa Website	ControlMySpa Logo	OEM Logo	Dealer Logo	Dealer Logo

DEALER: MANAGE BUSINESS (LOGO EACH LOGIN WILL SEE)

ControlMySpa™

CMS™ Code Overview
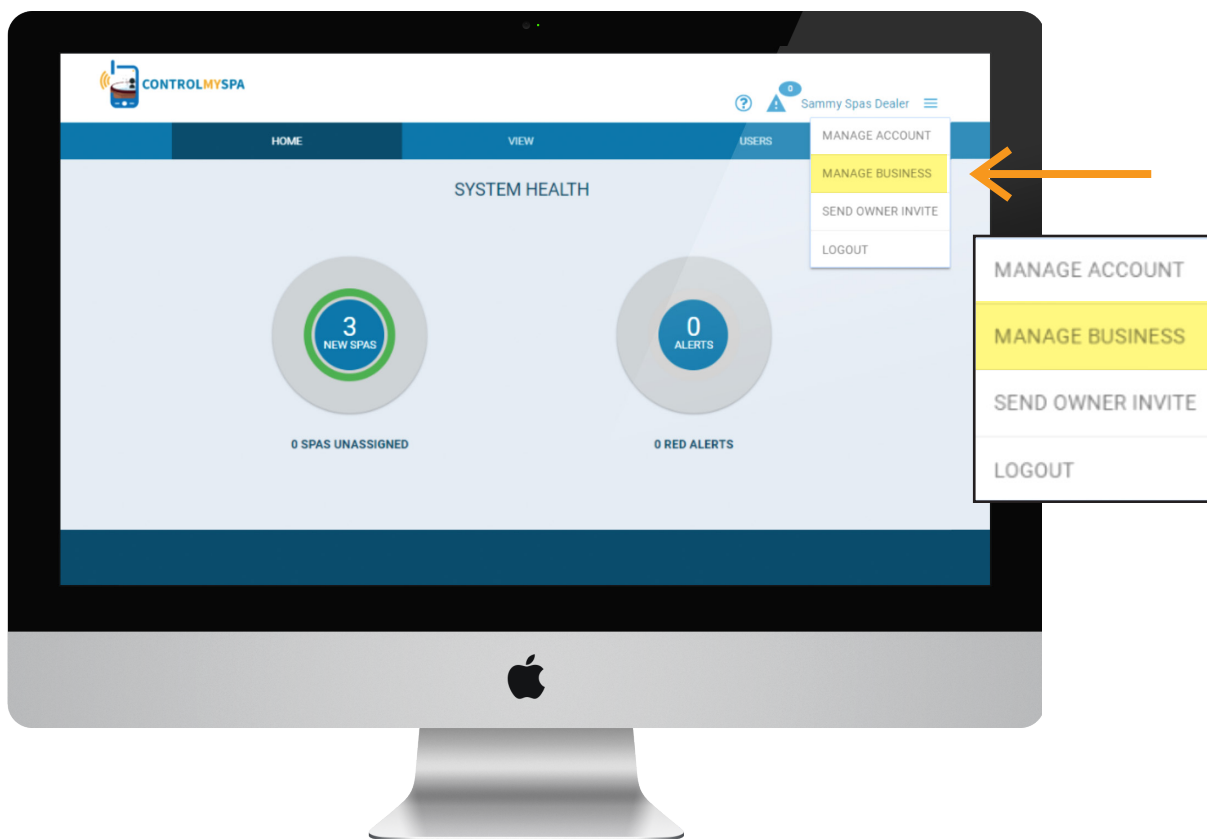
What is a CMS™ Code?

• CMS™ Code is an 8 digit letter/number combination that must be given to all Spa owners when they buy spas equipped with the ControlMySpa™ system

• Spa owners will need this CMS™ code to setup and connect their spas in the ControlMySpa™ database.

• The CMS™ code for each OEM/Dealer combination will never change

---

Example CMS™ Code   ABC-12345

ABC:
3 letter code unique to each spa Manufacturer or OEM
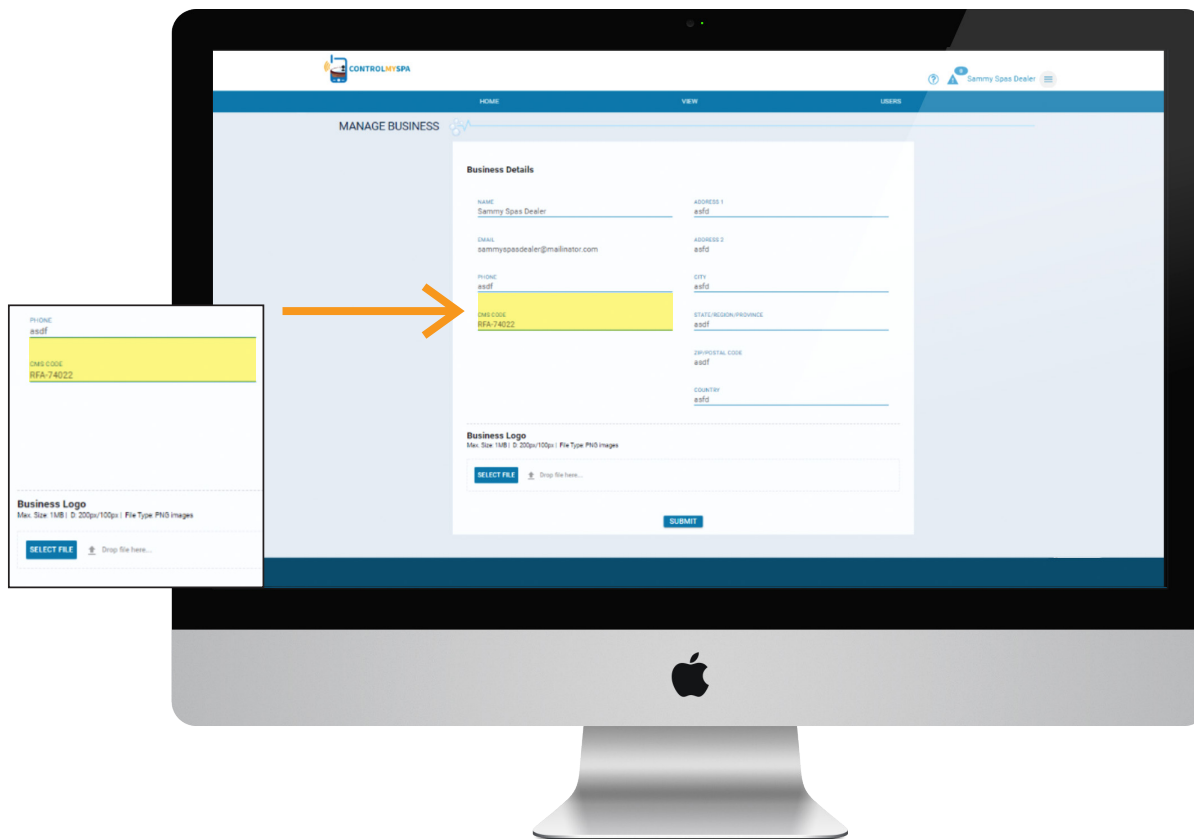
12345:
5 number code unique to each spa Dealer or Distributor

Where Does a Dealer Get their CMS™ Code?

Go To "Manage Business" in Website with Dealer Login

ControlMySpa™

Website Dealer Overview

DEALER: MANAGE BUSINESS
This is where Dealers can get their CMS™ Code

CMS™ Code Info

• For spas equipped with the ControlMySpa™ System, dealers do not need to do anything other than give all new Spa Owners their CMS™ Code.

• CMS™ Code enables the spas to be viewed in the ControlMySpa Database by the Dealer

• If a dealer buys spas from multiple OEMs, the Dealer will have different CMS™ Codes from each OEM

How can a Dealer send an E-mail with their CMS™ Code?
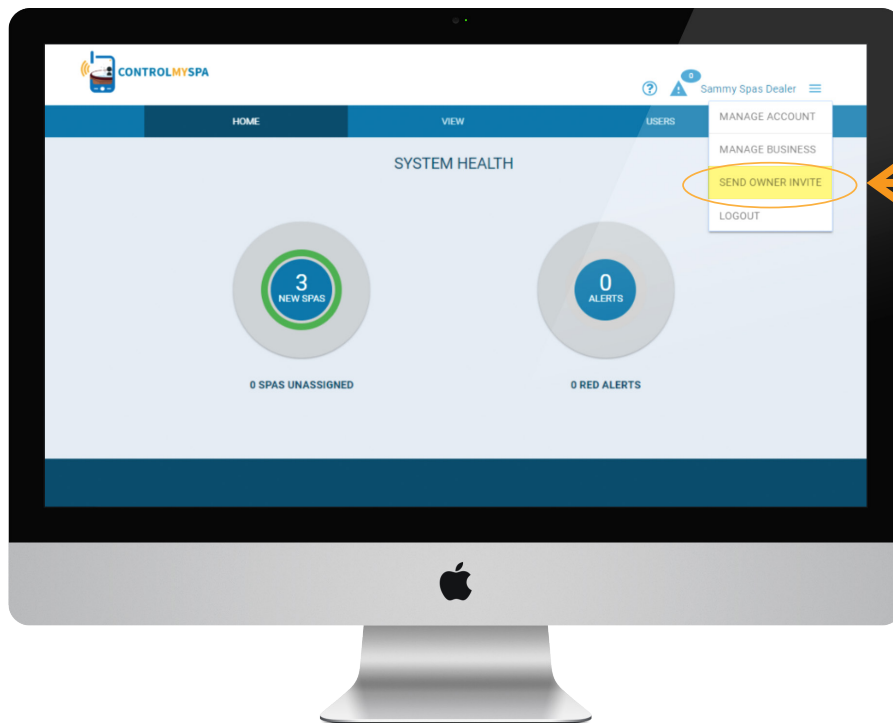
Step 1: Go To "Send Owner Invite" in Website with Dealer Login
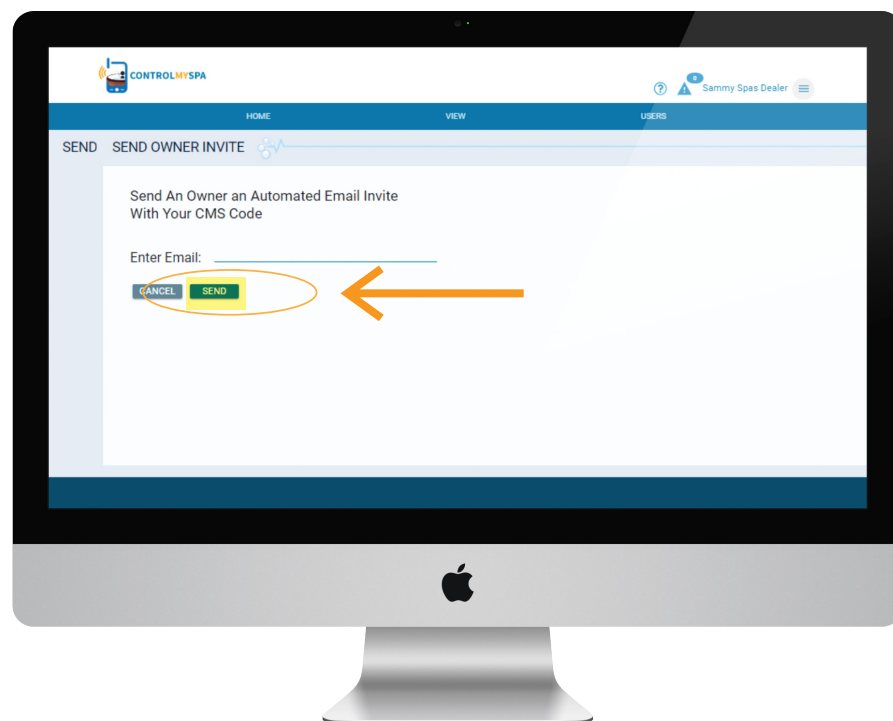
Step 2: Click send

CMS™ app splash screens

The ControlMySpa™ iOS and Android Mobile Apps default to a splash screen with the ControlMySpa™ Logo. The splash screen logo is displayed for 3 seconds every time the app opens. When a Dealer uploads a 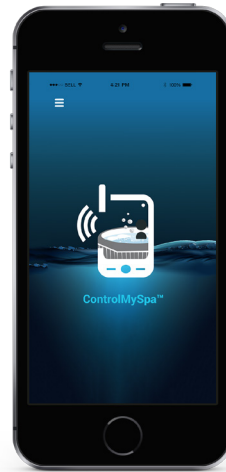logo to the ControlMySpa™ website under "Manage Business", that custom Dealer logo is automatically pushed to the apps of all spa owners that the Dealer sells to (built with the Dealer's CMS™ code) and is used as their splash screen.

Default app
ControlMySpa™
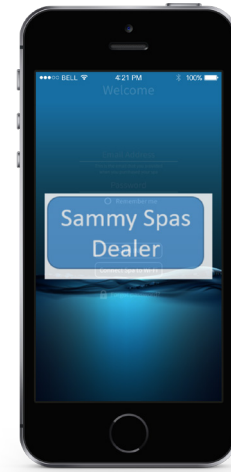
Example
of custom Dealer splash screen

Does the OEM Have a Logo uploaded to the website?	No	Yes	No	Yes
Does the Dealer Have a Logo uploaded to the website?	No	No	Yes	Yes
Splash Screen on ControlMySpa iOS and Android Apps	ControlMySpa Logo	OEM Logo	Dealer Logo	Dealer Logo

The Information Menu

CONTROLMYSPA™ SUPPORT

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Products are covered under one of more

of the following US Patents: 5332944, 5361215, 5550753, 5559720, 5,883,459, 6282370, 6590188, 7030343, 7, 417, 834 B2 & Canadian Pt 2342614 plus others. Other patents both foreign and domestic applied for and pending.

Compatibility

Apple iOS   The iOS® app version requires iOS 9.0 or later. Compatible with iPhone, iPad, and iPod touch.

Android   Requires Android 4.0 and up

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ControlMySpa™

✉ Email

info@balboawater.com

📞 Phone

P : + 714.384.0384
Customer Service is available:

M — T   7:30AM to 7:00PM
F —7:30AM to 5:00PM PT

📍 Corporate Office

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Costa Mesa, CA 92626

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Balboa Water Group
Aguila Azteca 6011
Baja Maq. El Aquila
Mexico 22221

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Balboa Water Group
Hydroair International
ApS Roustvej 50 DK-6800
Varde