Manuals+ — User Manuals Simplified.

PENTAIR UG 523491 Home Intellisync Control And Monitoring System User Guide

Contents [**hide**]

PENTAIR UG 523491 Home Intellisync Control And Monitoring System

Welcome to Pentair Home

Pentair Home is the perfect solution for you to remotely monitor and control your pool and spa equipment in your home or business. Stay connected wherever you go. Download the Pentair Home app onto your mobile device. Pentair Home is a free app is available for Apple® iPhone®, iPad®, and iPod touch® devices at iTunes® or at Google Play® for all Android™ devices.

Note Minimum OS requirements: Apple (version IOS 11), Android (version 6).
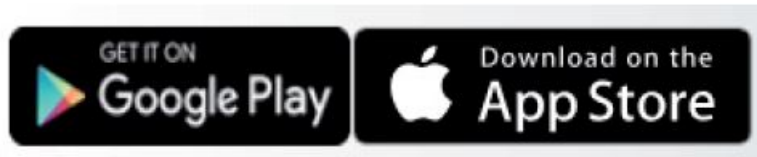
Android mobile device: Scan the bar code or go to the Goggle Play to download the Pentair Home app.

iOS mobile device: Scan the bar code or go to the Apple Store to download the Pentair Home app.

Pentair Home App Installation Summary (start on page 4)

1. Download the Pentair Home app on to your mobile or desktop device.

2. FIRST TIME USER: Tap Sign Up from the login page. See page 6.

3. Connect Intellisync via WiFi to your home network. See page 7.

4. Setup your DASHBOARD page to monitor and control your

   pool and spa equipment. See pages 3 and 22. Continue to page 4.

   Note: Please refer to the Intellisync Installation Guide (P/N 523414) and your equipment manufacturer

   installation guide for your equipment installation instructions.

CUSTOMER SERVICE / TECHNICAL SUPPORT

Customer Service and Technical Support, USA
(8 AM – 5:00 PM — Eastern/Pacific Times)
Phone: (800) 831-7133
Fax: (800) 284-4151
www.pentair.com

Sanford, North Carolina
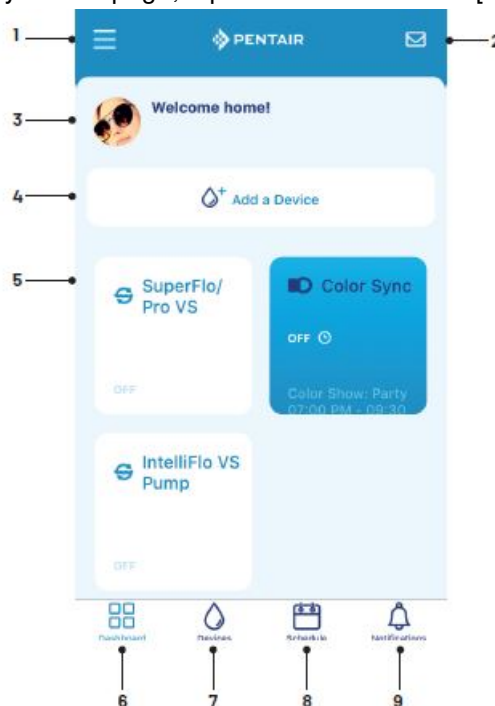(8 AM – 5.00 PM ET) Phone: (919) 566-8000
Fax: (919) 566-8920
Moorpark, California
(8 AM – 5.30 PM PT) Phone: (805) 553-5000 (Ext. 5591) Fax: (805) 553-5515

Pentair Dashboard

From the Pentair Dashboard, you can remotely monitor and control your pool and equipment. Tap the device to display the device controls. From any device page, tap the Dashboard icon [6] to return to the Dashboard.

1. Edit Dashboard: Tap 3-bars (top left) to display: Edit Profile, Pool Info, Notifications, Contact a Professional,

   Warranties, Legal, Contact Pentair, Edit Dashboard, Log Out.

   Pentair Dashboard Overview

2. Email: If you need help, contact Pentair: Send an email for General Support, Device Support or Report a bug.

   You can also contact a pool service professional: From a pump main page, tap the Device Settings icon (see

   page 20).

3. Alert Status: Displays the device's current notification status. Select Notifications (page 23) to select which notifications to display on the Dashboard. Tap on the Account icon [10] to display the Account items (page 23).

4. Add a Device: Displays the Add a Device page (see page 8). Select a new device (pumps and sensors) to connect. Tap the water icon [7] to view the connected devices (My Devices). Tap the Return (left arrow) to return to the Dashboard.

5. Displayed Device Settings and Schedules: Tap a connected pump on the Dashboard to display the pump settings and schedules page. Sensors: Displays the current water and air temperature. Tap to display the Sensors settings page (page 18). This page displays the current water, air temperatures and daily, weekly and monthly history graphs. From this page your can remove the device or view the product items. Tap the Settings icon (top right) to view the selected device to remove from the app. See page 20.

6. Dashboard: Tap this icon from a page to return to the Dashboard.

7. Devices (My Devices): Displays the My Devices page which list the connected devices, see page 9. View connected devices. Select a device to display the device controls and features. Tap + icon (top right) to add a new device.

8. Schedules: Displays the current schedules for a device. From this page, you can add or delete schedules. See page 10.

9. Notifications: Displays the device's current notification status. See page 22. Notifications: Select IntelliSync or a connected device. Choose which notifications to display on the Dashboard: All Notifications, Push Notifications, Email Notifications and Text (SMS) Notifications.
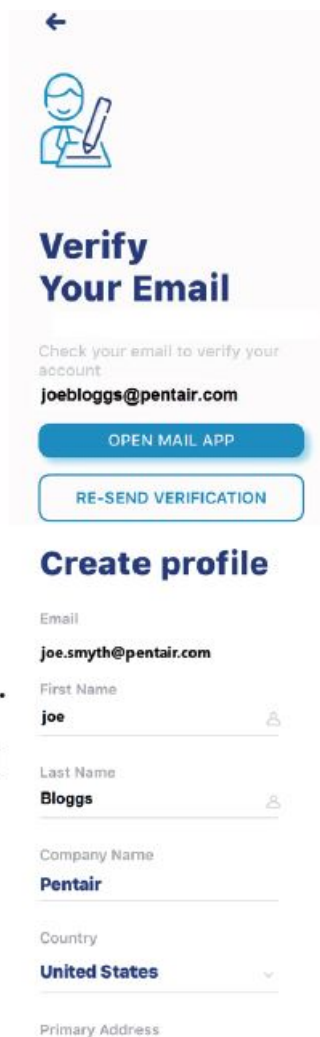
Sign Up, Create an Account, and Login

1. Open the Pentair Home app icon on your mobile device.
2. From the login page, tap Sign Up to create a new account. If you have already registered: Enter your Email address and password.
3. On the SIGNUP page

   enter your Email address and a strong password.

   All Green checkmarks meets the strong password requirements. On the

   SIGN UP page enter your Email address and a strong password. All Green checkmarks meet the strong password requirements (!

   # $ & ' ( ) * + comma ? : = ? @ [ ] space are acceptable password special characters).
4. Tap the check box next to "I have read the Privacy Policy and agree to the Terms and Services". To view the online agreements, tap the Settings icon (top right) to access the ACCOUNTS (page 23).Tap Legal to view the

   Tip: You can edit your profile from the ACCOUNTS > EDIT PROFILE page. See page 23. agreements.
5. T ap CREATE AN ACCOUNT. Tap SEND VERIFICATION to send a verification email to your registered email account. You will receive an Email from no-reply@verificationemail.com. Select Verify Email Address to confirm your account. A message is displayed indicating your registration has been confirmed.
6. CREATE PROFILE: Enter your name, country, primary address, city, and phone number. Add your location on the map shown. Tap SAVE to save your profile.

   Edit a Photo: Upload a profile photo: Tap the + sign (top right), upload or take a photo with your mobile or

desktop device.

It will appear in the circle. Note: If needed, you can enter multiple pools, spa, and map locations.

Login

7. Tap CREATE AN ACCOUNT. Tap SEND VERIFICATION to send a verification email to your registered email account. You will receive an email from **no-reply@verificationemail.com**. Select Verify Email Address to confirm your account. A message is displayed indicating your registration has been confirmed.

8. CREATE PROFILE: Enter your name, country, primary address, city, and phone number. Add your location on the map shown. Tap SAVE to save your profile. Note: If needed, you can enter multiple pools, spa, map locations.

9. Tap SAVE after entering your profile information.

10. Add Device page: To add devices, tap Dashboard (lower left icon) to return to the Dashboard. Continue to the back page.

Connecting your Mobile Device to your home network
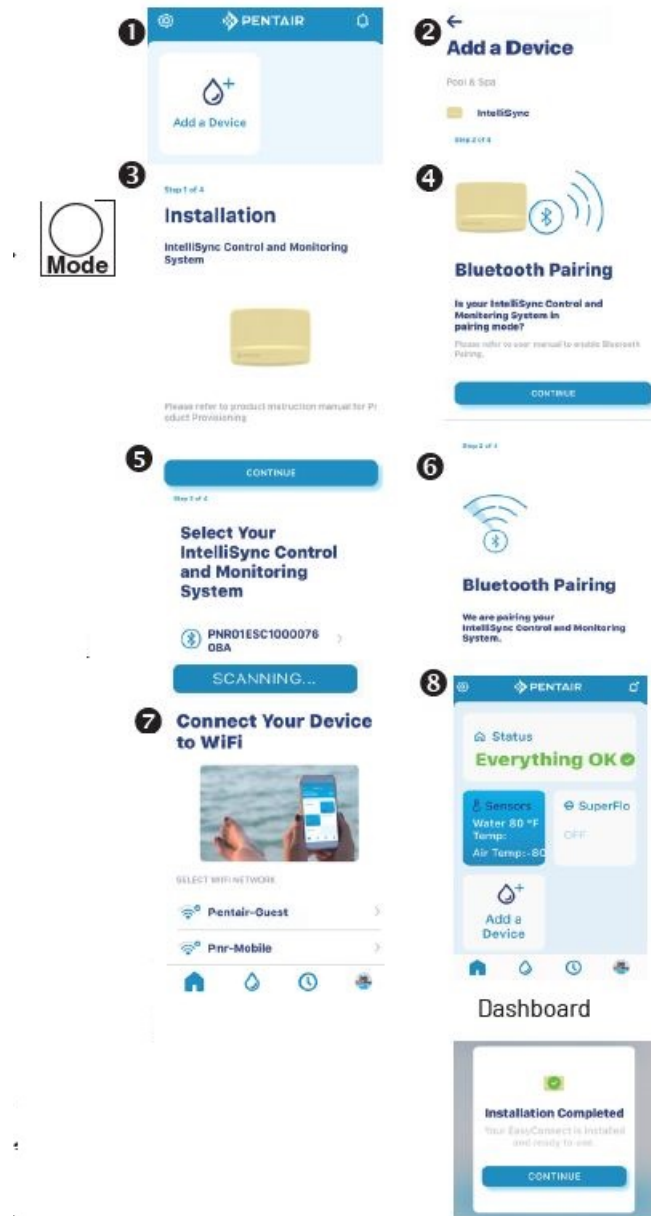
1. Dashboard: After login: Tap Add a Device (water drop icon) then tap Intellisync Control and Monitor System to add this device to your mobile device.

2. Intellisync unit: Slide the control pad cover upward. Press and hold the MODE button for 3-seconds until the CONNECTION LED starts to blink. The unit is ready for Bluetooth Paring.

3. Turn on Bluetooth on your mobile device: On the Add a Device page, tap Intellisync. The Installation (Intellisync) page displays.

4. Tap CONTINUE. Bluetooth Paring page displays. Tap CONTINUE. SCANNING… is displayed. Tap PNRXXXXXX

5. Connect Your Device to WiFi: Tap on
   the name of your home network and enter the password. Tap CONTINUE to connect to your home network. WiFi Data Sent is displayed. Enter your home network password, then tap CONNECT. Installation Completed displays. Tap CONTINUE. The profile page displays. Tap the location of your pool then tap SAVE.

6. Tap CONTINUE when "Installation Completed" is displayed. The Intellisync Control and Monitoring System profile and location page is displayed. Intellisync: Select the street Address where your Intellisync Control and Monitoring System is located. You can also add another location on the displayed map. MY DEVICES page displays. Continue to Add a Device.

The MY DEVICES page displays. Continue to page 8 to Add a Device.

Add a Device

The My Device page displays after the initial Pentair Home app installation (see page 9). To display the My Device page from the Dashboard (after the Pentair Home app installation), tap the Water icon (bottom of page) on the Dashboard (My Devices, Intellisync Control and Monitor System page display).
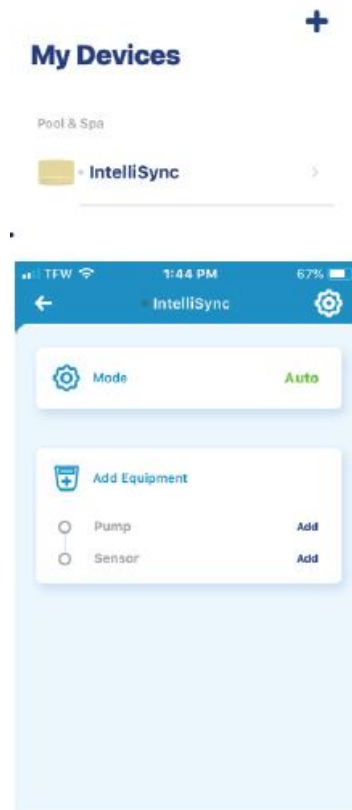
1. My Devices (IntelliSync™): Tap the product device name (Intellisync) to display the Add Devices page.
2. My Devices: This page Add Devices: Tap the device name to connect the selected device. Supported Devices: For one body of water, one Intellisync unit supports pumps, and two temperature sensors (water and air). See supported devices below. Note: Add another Intellisync unit: Tap the + sign (top right). The Add Devices page is displayed. See page 6 and 7 for device connection information.
3. Mode: Tap the Intellisync Mode button to display the Mode description. The three displayed modes (Service, Timeout and Auto) are selected using the Mode button on the Intellisync control pad. Press the MODE button to cycle through the three modes: Auto: (automation), normal pool/spa operating mode. Service: Manual control of pool/spa equipment (service pool equipment). Schedules are disabled during this mode. Timeout: Similar to Service mode, except the system will automatically return to normal operation (Auto) after three hours. Note: When changing between modes, it may take up to 6-10 secs.

Supported Devices:

- **Pumps**: IntelliFlo® (IntelliPro®), SuperFlo®
  VST (SuperMax® VS), or WhisperFloXF® VS (Max-E-ProXF® VS) Pump Hayward® Digital Control, Jandy® Digital Control. See page 11.
- **Sensors:** Water Temperature, Air Temperature. See page 18.

My Devices

My Devices   ✛

Pool & Spa

▭ • IntelliSync   ›

▪ TFW 🛜   1:44 PM   67% ▬
←   IntelliSync   ⚙

⚙ Mode   **Auto**

⊞ Add Equipment

○ Pump   **Add**
○ Sensor   **Add**
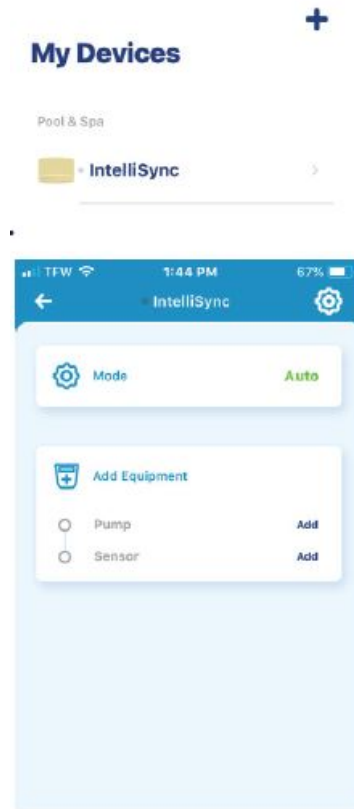
The My Devices page displays the connected devices. To access the My Device page, tap the Water icon (bottom of page) on the Dashboard. See page 2.

- My Devices: This page displays the connected devices.
- View Connected Devices: Tap the product name to view the connected devices. Tap on the connected device to access the device controls.
  Note: Recent Alerts and Mode status (Service, Timeout and Auto) are also displayed.
- Add another Intellisync unit: Tap the + sign to access Add a Device page. Tap on the device name (Intellisync) to connect the unit. Each unit supports one body of water. From the Installation page tap CONTINUE. Follow the screen prompts to connect the device to your home network.
- Access the Device Controls: Tap the device name to view the connected device controls and settings. Device Product page and Delete device: Tap the Settings icon (top right). For the Intellisync device page, see page 20.

Schedules

- Tap the Schedules icon on the Dashboard to access the Schedules page.
- Schedules: The Schedules viewing page displays the current assigned pump schedules. Tap on the day and date of the month to display the pump schedules.
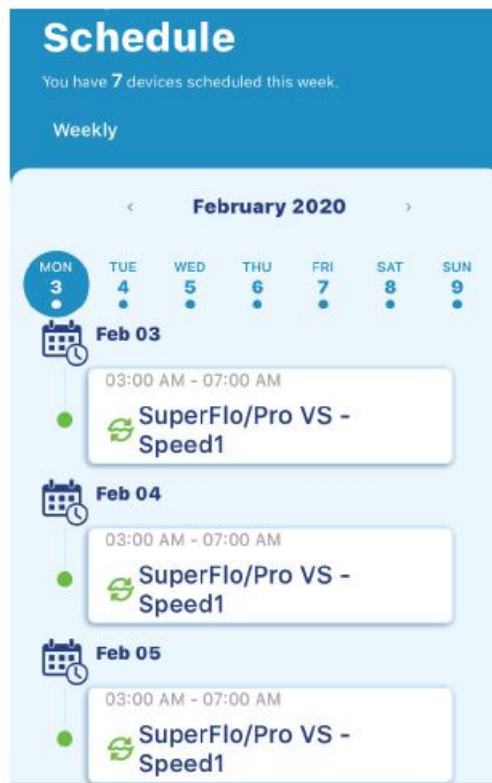
Pump Speed Settings (Manual)

- Manual Pump Speed Settings: To configure each of the four pump speeds, tap Manual, then position the slide bar under Speed 1. Use the slide bar to set the speed (RPM) for Speed 1. Repeat for each Speed (1-4). Tap Save.
  When finished setting up the pumps manual speeds, timer and schedule, tap Save to display the Connected Devices, or tap Dashboard to display the Dashboard.
  Tap the Return arrow to display the Add Devices page. See page 8.
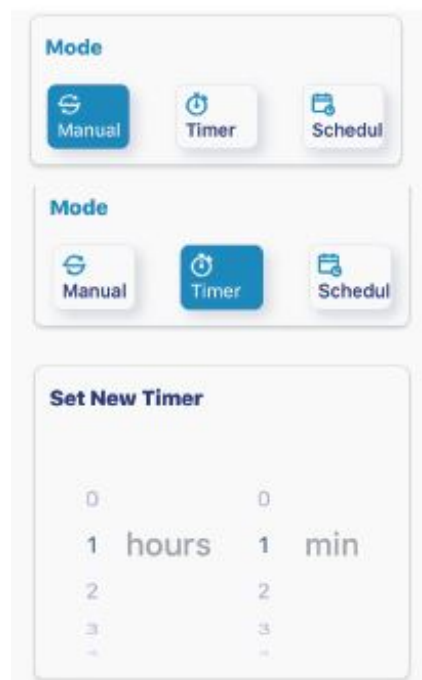
Pump Settings (Timer)
- Mode [Timer]: Slide the Speed slide bar to Speed 1, then tap Timer.

Set New Timer: Selected pump can be set to run up to 9 hrs. 59 mins. The one time count down egg timer will stop after the Timer has reached it's stop time.

Tap SAVE to save the pump speed settings.

Pump Settings (Schedule)

- **Schedule:** Tap Schedule to set a schedule for the each of the pumps.

   Set New Schedule: Use the slide bar to select each of the pump Speeds.

   Select Time: Set the Start and End time (Hours/Minutes) for the selected pump speed.

   When finished tap ADD TO SCHEDULE. Repeat the scheduled time for each pump speed.

Pump Speed Settings via RS-485
(Pentair VS/VSF/VS + SVRS)
To access the Pump Settings page from the Dashboard, tap the name of the pump. Tap the Settings icon (top right) to display the pump's features and other information. See page 17. Set the pump speeds:

- Tap on Speed 1, 2 ,3, or 4, then use the speed slide bar to adjust the selected pump speed (RPM). Repeat for each of the pump speeds (1-4). Note: SuperFlo and XFVS pumps using RS485 need to be designated as an"IntelliFlo VS" pump. The highest assigned pump speed In the Pentair Home app will always take priority over the lowest speed.
- Tap Save when finished. The Speed Settings page displays.
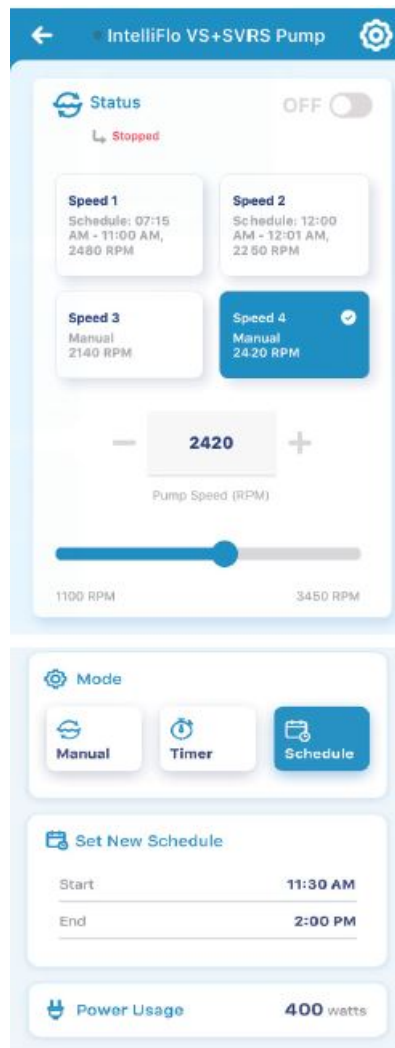
Turn the pump ON or OFF (Enable):

Status (OFF/ENABLED – ON): Tap Speed (1, 2, 3 or 4), then tap the Status button

(Enabled) to turn the pump ON or OFF. OFF: Turn pump OFF. ENABLED (ON): Turn pump on.

Status Stopped: Pump has stopped. Indicates the pump is set to Schedule mode. The pump will turn on at the next scheduled time, after the current Schedule has finished.
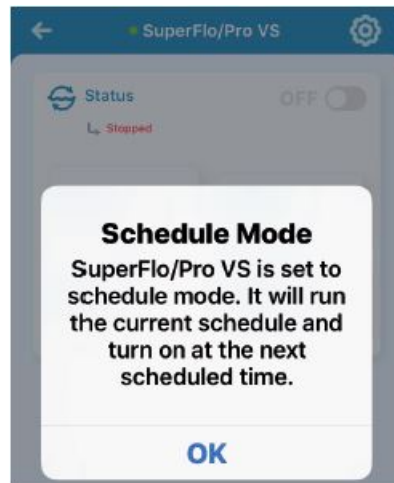
Power Usage: Displays the current power usage in Watts for the selected pump. MODE (Manual – Timer – Schedule):

- **Manual:** Tap on Speed 1, then tap Manual. The pump is in manual mode. Use Status (Enabled (On) /Off) to turn the pump on or off. Tap Dashboard to save the setting and return to the Dashboard.

- **Timer:** Selected pump can be set to run up to 9 Hrs. 59 mins. The one time count down egg timer will stop after the Timer has reached it's stop time. Tap Dashboard to save the setting and return to the Dashboard.

- **Schedule**: Tap on Speed 1, then tap Schedule. Tap the Start time and End time to run the schedule, then tap Add to Schedule to save the schedule. Tap Dashboard to save the setting and return to the Dashboard.

Pump Speed Setting s via Digital Inputs

(SuperFlo/Pro® VS and XFVS)
Note: XFVS pumps using digital inputs need to be designated as a "SuperFlo/Pro VS" pump. To access the SuperFlo/Pro VS pump settings page, from the Dashboard, tap SuperFlo/Pro VS. Tap the Settings icon (top right) to display the pump's features and other information. See page 17. The pump speeds (RPM) are assigned on the pump's control pad:

- Tap on Speed 1, 2 , or 3 , then assign the pump Mode (Manual, Timer and Schedule). Repeat for each of the pump speeds (1-3). Note: Verify speed hierarchy in pump user manual.(e.g. SuperFlo speed priority via Digital Inputs…) The lowest speed (RPM) assigned on the pump will always take priority over the highest speed.

  Turn the pump ON or OFF (Enable):

  Status (OFF/ENABLED – ON): Tap Speed (1, 2, or 3), then tap the Status button (Enabled) to turn the pump ON or OFF. OFF: Turn pump OFF. ENABLED (ON): Turn pump on.

Status Stopped: Pump has stopped. Indicates the pump is set to Schedule mode. The pump will turn on at the next scheduled time, after the current Schedule has finished.
Power Usage: Displays the current power usage in Watts for the selected pump.
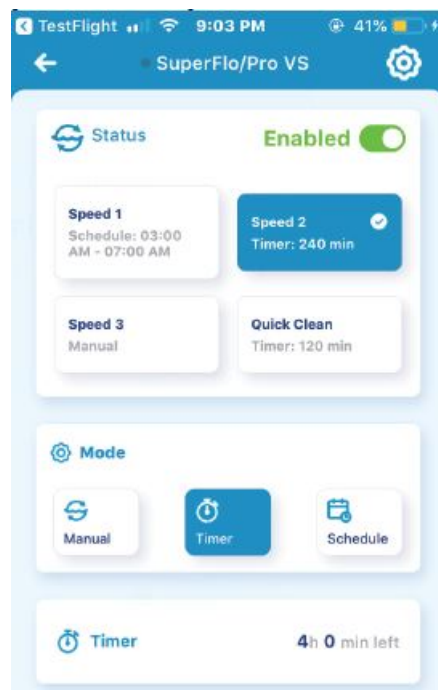
MODE (Manual – Timer – Schedule):

- **Manual:** Tap on Speed 1, then tap Manual. The pump is in manual mode. Use Status (Enabled (On) /Off) to turn the pump on or off. Tap Dashboard to save the setting and return to the Dashboard.
- **Timer:** Selected pump can be set to run up to ten (10) hours maximum (from 23 Hrs. 59 mins). The one time count down egg timer will stop after the Timer has reached it's stop time.Tap Dashboard to save the setting and return to the Dashboard.
- **Schedule:** Tap on Speed 1, then tap Schedule. Tap the Start time and End time to run the schedule, then tap Add to Schedule to save the schedule. Tap Home to save the setting and return to the Dashboard.

RECORDING PUMP SPEEDS:

Use the slide bar to set each of the four pump speeds as configured on the pump. Pentair Home app provides a visual display of the selected pump speed when turned on using the Status button (ON/OFF), see page 12. Tap Skip
(top right) to skip this page and display the Speed Set- tings page

Note: Quick Clean (RS-485):

This feature assigns Speed 4 (1100 – 3450 RPM) to run the pump on demand for a set time.


- Record Your Speeds: Use the pump speed Slide bar to match each of the four pump speeds (1100 -3450 RPM) configured on the pump.
  Note: Speed Configurations: To access this page from the Dashboard, tap the pump name, tap Settings (top right), then tap Speed Configurations on the pump product page. Also see page 21.
- **Note:** Tap Skip (top right) to skip this page and display the Speed Settings page. From there you can configure each of the pump's speeds and Modes: Manual, Timer (one time 12-hour egg timer) or Schedule (see page 11). Tap Save to display the Connected Devices page (See page 9). Tap Dashboard to display the Dashboard.
- Tap the Return Arrow (top left) to display the previous page.
- Set the pump TIMER, and SCHEDULE, see page 11.
- **Note:** QUICK CLEAN: The SuperFlo VS pump Quick Clean feature is assigned to SPEED 4. While the pump is running in Quick Clean mode it will act as a temporary override. It will run the speed and duration that is programmed for SPEED 4 on the pump. When finished, the pump will return to the scheduled program. If the speed is adjusted while the pump is running the schedule, it will run the adjusted speed for the rest of the current duration, but will not

Freeze Protection
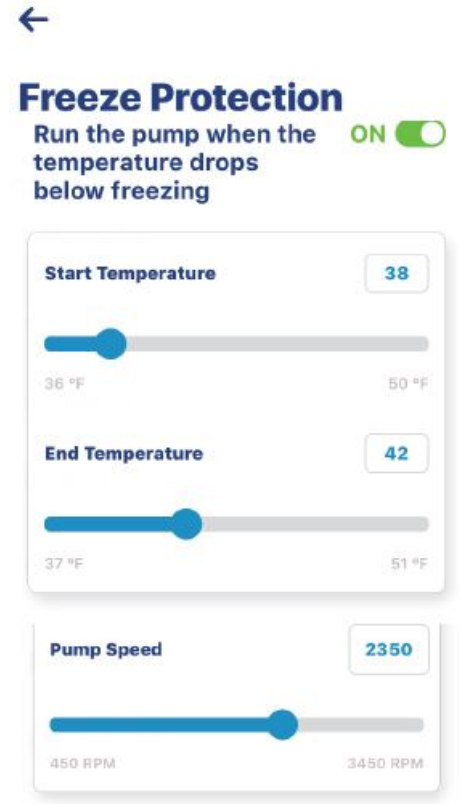
(Set Temperature and Pump Speed)

To access the Freeze Protection page from the Dashboard, tap the pump name (or the water, or air sensor), then tap the Settings icon (top right). Tap Freeze Protection. See page 18.
Freeze protection (Pentair RS-485 pump, water and air sensor): Select ON to enable freeze protection and Off to disable freeze protection.

- **Start Temperature:** Use the slide to set the start temperature at which freeze protection will start the pool pump.
- **End Temperature:** Use the slide to set the end temperature to stop the pool pump and freeze protection.
- **Pump Speed:** Set the pump speed to circulate the pool/spa water during freeze conditions.

Note:

- The main pool filter circulation pump is freeze protected as long as FREEZE PROTECTION is set to ON. The heater will not activate during a Freeze Protection period unless it is manually turned on.
- If the pool pump is running a schedule, it can be manually turned on to override the Freeze protection during a freeze condition, if the outdoor air temperature sensor detects the temperature is getting close to freez-ing (36°F). The system detects all devices that have Freeze Protection ON, and activates the device to stop the pipes from freezing. If freeze protection is only applied to one body of water.
- If the pool or spa is running a schedule or operated manually, this will override freeze protection.

Alerts (IntelliSync™)
To access the Alerts page from the Dashboard, tap the bell icon (top right).

- Recent: Display recent device alerts.

- Severity: Display severe device alerts.
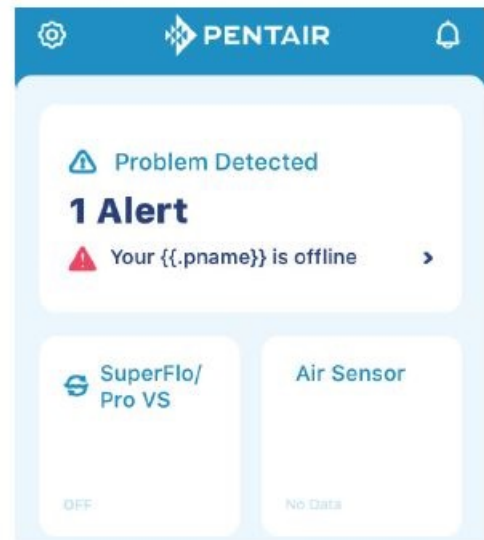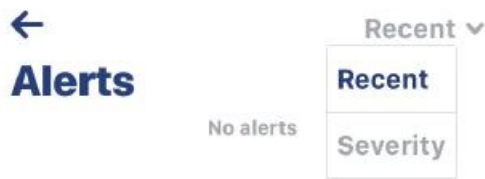
Pentair RS-485 Pumps (Alerts and Warnings)
To access the Alerts page from the Dashboard, tap the bell icon (top right).
The IntelliFlo® VSF Variable Speed and Flow Pump displays all alarms and warnings on the control panel display. When an alarm or warning condition exists, the corresponding light will be lit on the display. In the event of an alarm: The alarm light will illuminate and all control panel buttons will be disabled until the alarm is cleared. Pressing the Reset button will clear the alarm once the fault condition has been resolved. In the event of a warning: The warning light will illuminate, but the pump will continue to run. The speed, flow or pressure limit that is causing the warning must be adjusted in order to correct the warning.

Pentair RS-485 Pumps

- **Over-Voltage:** Indicates excessive supply voltage or an external water source is causing the pump and motor to rotate thereby generating an excessive voltage on the drives internal DC buss. The drive will restart 20 seconds after the overvoltage condition clears.
- **Internal Error:** Indicates that the self-monitoring motor control software has encountered an error. Clear the alarm and restart the pump.
- **Speed Limit (Warning):** The pump has detected that it has met the maxi-mum allowed speed set in the Min/Max menu. The pump will continue to run, but it will not achieve the desired speed.
Intellisync Control and Monitoring System User's Guide

IntelliFlo VSF Alerts and Warnings

- **Pressure Limit (Warning):** The pump has detected that it has met the maximum system pressure set in the Min/Max menu. The pump will continue to run, but it is not achieving the desired flow rate or speed because of the pressure limit. The feature is enabled by default while running a program at a constant flow rate, but must be enabled manually if the user wants the drive to monitor maximum pressure while running a constant speed program.
- **Flow Limit (Warning):** The pump has detected that it has met the maximum flow rate set in the Min/Max menu. The pump will continue to run, but it is not achieving the desired speed because it is running at the

maximum flow rate. The Maximum Flow can be set in the Max/Min menu. This feature must be enabled in the Min/Max menu to be active while running a speed

- **Power Out/OFF:** The incoming supply voltage is less than required. The drive faults to protect itself from overcurrent. The drive contains capacitors that keep it powered up long enough to save the current run parameters. If power is restored during this process, approximately 20 seconds, the drive will not restart until completed.

- **Priming Failure**: If the pump is not defined as primed within the "Max Prim-ing Duration" it will stop and generate a "Priming Alarm" for 10 minutes, then attempt to prime again. The "Max Priming Duration" is set by the user on the priming menu as discussed on page 19. If the pump cannot prime within five attempts it will generate a permanent alarm that must be manually reset.

- **Overheat:** If the drive temperature gets above 54.4° C (130° F) the pump will slowly reduce speed until the overtemperature condition clears.

- **Thermal Mode:** When active, the motor will run at the preset RPM until the drive internal temperature increases above the minimum. The pump's internal thermal protection is disabled when connected to an automation system. Thermal protection is provided by selecting YES at the ON WITH FREEZE portion of the circuit function menu in the IntelliTouch® Control System. To re-enable the internal thermal protection, the power to the drive must be cycled off then back on.

  Over Current: Indicated that the drive is overloaded or the motor has an electrical problem. The drive will restart 20 seconds after the over-current condition clears. S ensors Page

To access the Sensors page from the Dashboard, tap Sensors.

- Water Temperature: Tap on Water Temp to display the Daily, Weekly and Monthly history graph.
- Air Temperature: Tap on Air Temp to display the Daily, Weekly and Monthly history graph.
- Freeze Protection: Tap the Settings icon (top right) to display the freeze protection temperature and pump speed settings. See page 15. Set the Start and End freeze protection temperatures for the selected pump speed.

Sensors (Water or Air) Product Page
To access the Sensors page from the Dashboard, tap the Water or Air Sensor.
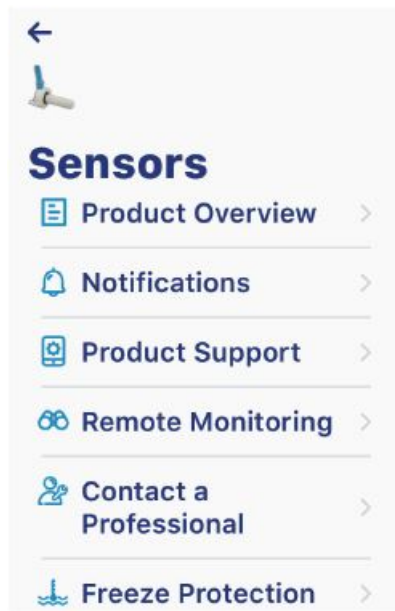
- Product Overview: Manufacture, Model, Device ID, Controller Software Version, IoT Software Version, Custom name. Custom name can be changed.
- Notifications: Pools and spa

  Notifications: Select Intellisync or a connected device then choose which alerts and notifications to display on the Dashboard: All Notifications, Push Notifications, Email Notifications and Text (SMS) Notifications. See page 23.
- Product Support: Customer support contact information.
- Remote Monitor: Pool professional service can monitor your pool/spa operations.
- Contact a Professional: Link to a pool professional service
- Freeze protection: Enable the pump when the temperature drops below freezing. Tap on Freeze Protection to display the Water or Air start and end temperature settings and Pump speed settings. Select On to enable freeze nmprotection and Off to disable freeze protection. For more information see page 15.
- Remove Device: Remove the device from the Pentair Home app.

Device Product Page (IntelliSync™)
To access the Intellisync Product page from the Dashboard, tap Intellisync, then tap the Settings (top right). See page 3.
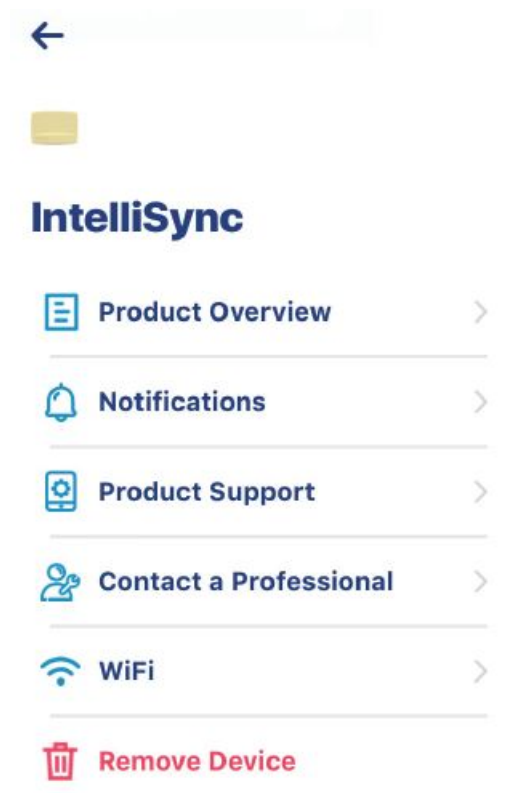
IntelliSync

- Product Overview: Manufacturer, Model, Device ID, Controller Software Version, IoT Software Version, Custom name (change the device name).
- Notifications: Select Intellisync or a connected device then choose which alerts and notifications to display on the Dashboard: All Notifications, Push Notifications, Email Notifications and Text (SMS) Notifications.
- Product Support: Customer support contact information.
- Contact a Professional: Link to a pool professional service.
- WiFi: Displays the Network Name, Signal Strength (Good, Fair and Poor and Change WiFi Network. To change the current network, tap Change WiFi Network. The Bluetooth® wireless technology Paring page displays. Follow the screen prompts. For more information see page 6.
- Remove Device: Remove the device from the Pentair Home app.

Pump Product Page (SuperFlo/Pro® VS Pump)
To access the SuperFlo VS product page from the Dashboard, tap the device name, then tap the Settings icon (top right).

SuperFlo/Pro VS
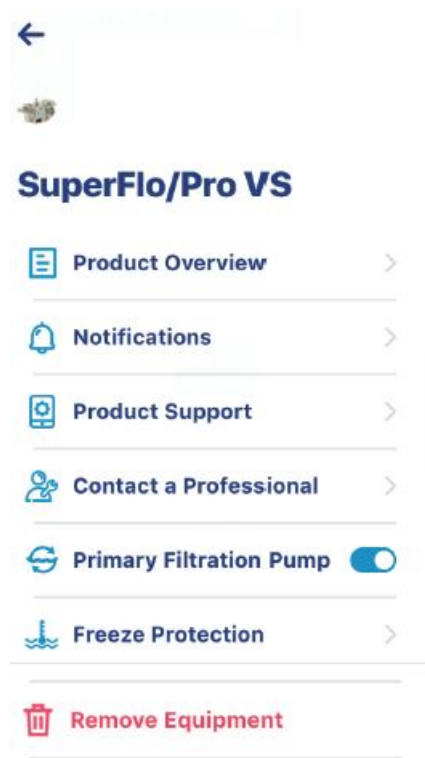
- Product Overview: Change the pump's name displayed in the Pentair Home app.
- Notifications: Select which alerts and notifications to display on the Dashboard. All Notifications, Push Notifications, Email Notifications and Text (SMS) Notifications.
- Product Support: Customer support contact information.
- Contact a Professional: Link to a pool professional service.
- Primary Filtration Pump:
  ON: Assign the pump as the main pool filter pump with Freeze Protection (tap Freeze Protection to access start/stop temperatures to run the pump when temperatures drop below freezing (see page 15).
  OFF: The pump is not assigned as the main pool filter pump and has no Freeze Protection.
- Freeze Protection: Run the pool filter pump during freeze conditions. Set the freeze to protect start and end temperature for the pump. See page 15.
- Speed Configurations (IntelliFlo Speed pumps): Match the pump's four speeds on this page as configured on the pump. Pentair Home app provides a visual display of the selected pump speed.
- Remove Equipment: Remove the connected equipment from Intellisync.

Edit Dashboard

To access the Edit Dashboard page, from the Dashboard, tap the Settings icon (top left). For more information see page 2.Edit Dashboard
To access the Edit Dashboard page, from the Dashboard, tap the Settings icon (top left). For more information see page 2.
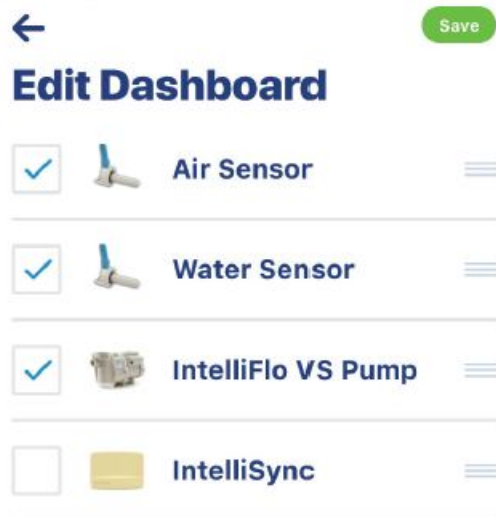
- The Edit Dashboard page displays the connected devices. Select
(check) which devices to display on the Dashboard.

  Tap Save and return to the Dashboard, or tap the Return arrow to return to the Dashboard without changing
  items.

Account

To access the Account page from the Dashboard, tap the pool picture icon (lower right side). See page 3.
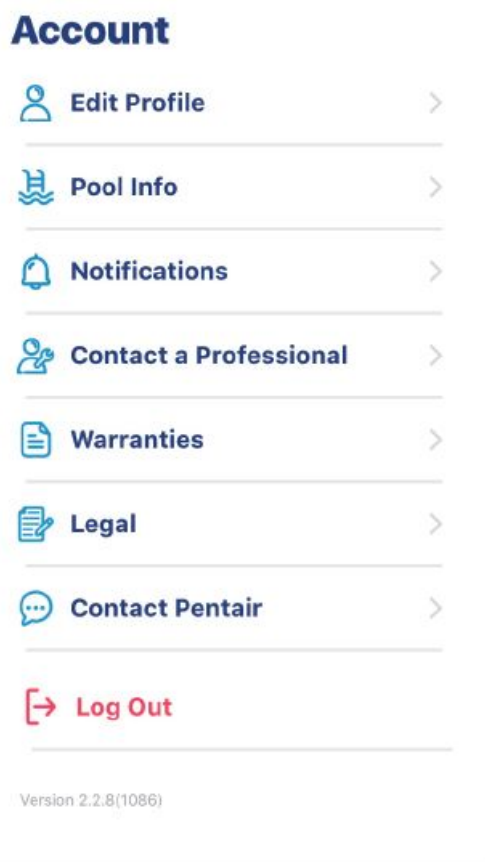
- Edit Profile: Edit an existing account profile: Name, Email, Password, Phone Number, Address, and Measure
  Units and Delete My Account.
- Pool Info: Measure Units: Select US Standard (°F, MPH, Inch) or Metric (°C, KPH, mm) Pool Volume: Tap
  Calculate Pool Volume and enter the required information. Pool Shape: Select Round, Rectangle or Oblong.

Enter the Deep End (Feet), Shallow End and Radius (Feet). Tap SAVE when finished.

- Notifications: News & Marketing, Intellisync (installed pumps and
  sensors): Select: All Notifications (On/Off), Push Notifications (On/ Off), Email Notifications (On/Off), Text
  (SMS) Notifications (On/Off), Note: By default, all notification are enabled. Choose which notifications you don't
  want. Notifications are displayed on the Dashboard (See page 3).
- Contact a Professional: Contact a pool professional service.
- Warranty: View product warranty information.
- Legal: View the Privacy Policy and Terms and Services agreement (see Sign Up on page 4).
- Contact Pentair: Technical Support contact information. 800.831.7133
- Log Out: Log out of the Pentair Home app.

Frequently Asked Questions

- How do I pair my device via Bluetooth® wireless technology: Turn on Bluetooth on your wireless device and
  press the Mode button on the IntelliSync unit. See page 7.
- How do I know what WiFi router I'm connected to? Check the Device Product page to verify that WiFi is
  connected. See page 22.
- How do I know if I have good Wifi signal strength? See page 28.
- Reset Network name, WiFi credentials on the device. See page 22.
- I can't connect to my home network: Be sure that your home router is 2.4 GHz. Also, check your home router
  SSID and password. See page 7.
- What do I do if my device is disconnected from WiFi? Check your WiFi connection with your home network
  router.
- Reset password. See Login Page, page 5.
- How do change my profile: See Accounts> Edit Profile on page 25.
- How do change the name of my pump: from the Dashboard, tap the pump name > tap the Gear icon (top right)
  and select Product Overview, tap Nickname to change the pump name. See page 21.
- How do I change the measurement units (US or Metric), see Accounts > on page 23.
- Freeze Protection feature: See the pump product page on page 23
- How do I turn a my pump ON/OFF?: On the Pump Speed Settings page, select the pump Speed, then tap the
  Status button to turn the pump ON or OFF. Stopped indicates that the pump is currently running a schedule.
- How to program pump speeds (manual/timer/schedule): See page 13.
- How do I add another Intellisync: See page 8 Add Device.
- How to enable/disable notifications: See page23.
- What is the difference between Notifications and Alerts? See page 16 and 23.
- What is the Dashboard? The main screen. See page 2, 22.

Testing Wireless Signal Strength

Before testing the wireless signal strength, be sure to Bluetooth® wireless technology pair with your wireless
mobile or desktop device. See page 6.

1. Follow the instructions given on page 4, Pairing to a Wireless Network.

2. The CONNECTION LED will temporarily blink green when power is applied to the Intellisync unit. After a few seconds the Connection LED will either be:

BLINKING GREEN: Indicates Intellisync is in access point mode and has not yet established a connection with the router.

SOLID GREEN: Indicates a successful wireless connection between Intellisync and the home router has been established. Proceed to Step 4.

BLINKING RED: Indicates an unsuccessful wireless connection to Intellisync and that access point mode has timed out. Power down the Intellisync unit for 10 seconds to reset access point mode and proceed to Step 2 for recommendations on improving the signal/connection strength.

Note: Ensure the router security key is entered. Tap the Connect button (see Step 6, page 4) continuing to Step 2. Entering an incorrect router security key will result in an unsuccessful connection.

Note: Intellisync drops a wireless connection, it may take up to 3 minutes before the Connection LED begins to blink red.

3. If the wireless signal from the router is not strong enough to successfully pair with the Intellisync unit, the signal strength may be improved by:

- Moving the router to an area that minimizes the distance and obstructions between it and the enclosure.
- Repositioning the enclosure so that the distance and obstructions between it and the home network wireless router are minimized.
- Purchasing and installing a wireless range extender to bridge the wireless signal between the home router and Intellisync unit.

4. Continue to test the signal strength until the CONNECTION LED turns solid green.

Note: Intellisync must be powered down for a minimum of 10 seconds before it will enter access point mode (blinking green CONNECTION LED).

Testing Wireless Signal Strength with a Smart Device
There are many apps and tools available on smartphones or other mobile devices that allow a user to check the strength of wireless signals.
Wireless router signal strength can vary over time and just because a signal is strong today does not guarantee a strong signal tomorrow. Signal strength can be affected by other users in close proximity accessing their routers. When using a Wireless Signal Monitoring app the lower the dBm reading the better. For example, a signal strength of -40dBm is good and signal strength of -80dBm is considered bad. A signal strength between -30dBm and -60dBm is considered very good. When the signal strength at the equipment pad is below -75dBm refer to corrective actions in the FAQ below.

Wireless Range Extender FAQ
What is a Wireless Range Extender?
A Wireless Range Extender is used to extend a wireless router's coverage area. A range extender needs to be installed within the existing router's coverage area so that it can receive a wireless signal from the router. It then rebroadcasts that signal to the areas around it. Range extenders have the same issues as wireless routers, so avoid obstacles like concrete, stucco or brick walls, metal objects and microwaves.

Which Wireless Range Extender Should I Purchase?
Pentair recommends the use of a 2.4 GHz extender. Since Intellisync does not require a high-speed connection, it is not necessary to purchase a high-speed range extender.
Note: If you install a range extender to improve the WiFi connection between Intellisync and the home router, be sure to connect Intellisync to the extender. A wireless extender's router name (SSID) will frequently end with the letters "EXT", indicating that it is the extender.

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Documents / Resources

PENTAIR UG 523491 Home Intellisync Control And Monitoring System [pdf] User Guide
UG 523491, Home Intellisync Control And Monitoring System, UG 523491 Home Intellisync Control And Monitoring System

References

- ◆ **Pentair**