

Wi-Fi App Problem Troubleshooting

1. **Problem:** Found no jet and sanitation function in app after pairing up a combo spa. This problem happens on both Android system and IOS system.

Solution: Go to App Store and upgrade the App to latest version.

2. **Problem:** App crashes during account registration or password resetting.

Solution: Go to App Store and upgrade the App to latest version.

3. **Problem:** App crashes when user tries to edit a saved schedule. Problem happens on IOS system.

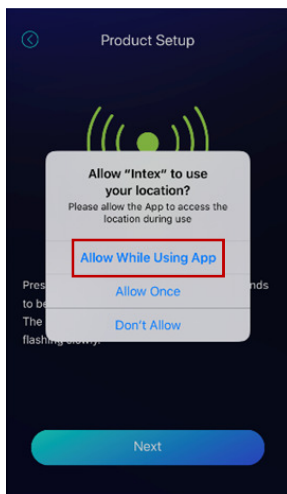
Solution: Go to App Store and upgrade the App to latest version.

4. **Problem:** Some consumers may complain that it is difficult to pair up the spa with their home Wi-Fi, especially for iPhone user.

Solution: It may require few attempts to successfully pair up the spa with their home Wi-Fi. Please follow the below steps to pair up the spa.

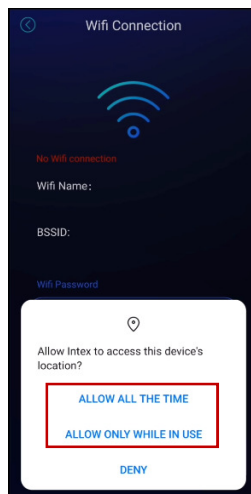
- a. Place the wireless panel on the spa base for charging and make sure the spa is installed within your Wi-Fi coverage range.
- b. Please turn off mobile data (2G, 3G, 4G and LTE) and connect your phone with 2.4GHz Wi-Fi. If consumers use dual-band Wi-Fi, when consumer uses phone to connect with Wi-Fi, there're two signals with 2.4GHz and 5GHz suffix. Please connect to the Wi-Fi with 2.4GHz suffix. (Do not connect to the Wi-Fi with 5GHz suffix)
- c. Please make sure your mobile phone can access the Internet after connecting Wi-Fi.
- d. When connecting to the Wi-Fi, you must turn on the GPS and allow the app to use your location – “Allow While Using App (IOS)” ; “ALLOW ALL THE TIME or ALLOW ONLY WHILE USE (Android)”. The message usually pops out during pairing stage. If you did not receive the pop out information, please change the settings as below.

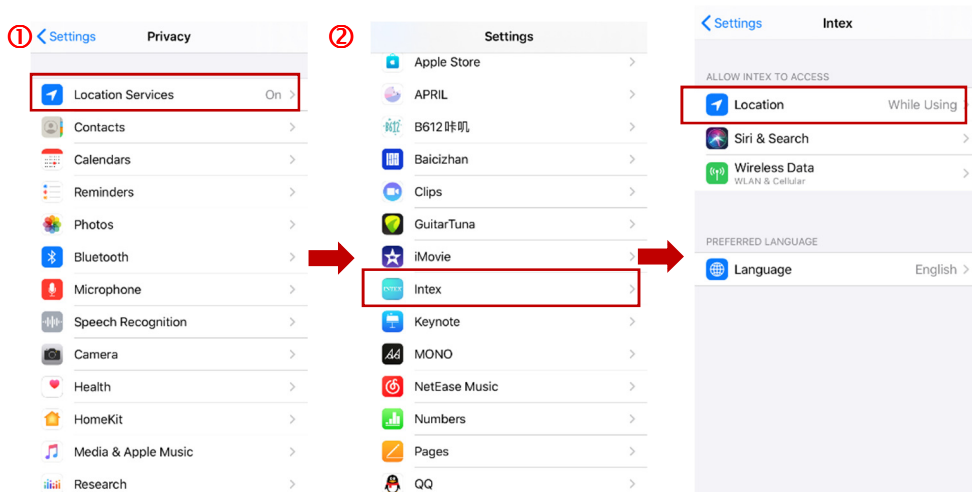
IOS:



IOS setting:

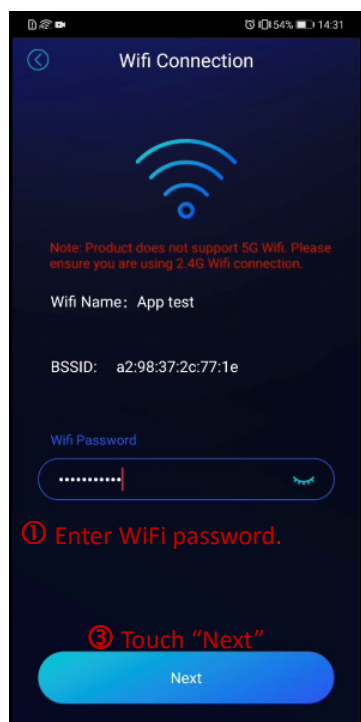
Android:





- e. Try different pairing sequence as below.

After entering the Wi-Fi password to pair the spa, do not touch “Next” as below picture. Instead touch the pairing button on the control panel first and make sure the panel pairing button is on pairing stage (Light flashing slowly with manufactured date after Dec. 4th, 2020. Light stays on with manufactured date before Dec. 4th, 2020), then back to the mobile device touch “Next” to pair the App to the Spa. The interval between touching the panel pairing button and the App “Next” button should be short/less than 3 seconds, which is easier to pair up successfully.



- ② Power on and touch the toggle for about 5 seconds until the WiFi indicator starts Flashing Slowly, then spa begins WiFi binding with your phone.

- f. If above steps did not fix the issue, please turn off the panel, exit the app on the mobile device and then repeat the pairing steps.

If the spa still cannot connect with WiFi successfully, please collect the picture of the sticker on the back of the panel and feedback to XM service support team.

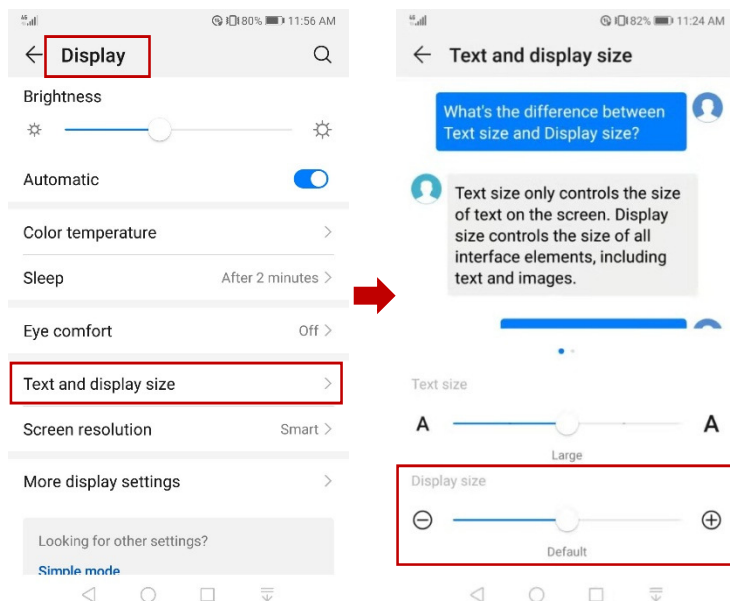
- g. XM service support team will check the MCU ID through the sticker of control panel, if the MCU ID is checked with no problem, please replace the control panel and ask consumer to send the faulty control

panel to your office.

- h. Please help to pair up the collected control panel with both IOS mobile device and Android mobile device. If the control panel still cannot be paired up successfully, please send back the control panel to XM for further analysis.
5. **Problem:** Consumer complains that they didn't receive the verification code during account registration.
Solution: The verification code will be sent to consumer's email within 5mins. Depending on the user email account inbox setup, if there is a separate junk email folder or spam email folder, the verification code email may go to the junk or spam inbox folder. Please ask consumer to check junk or spam email folder if there is an email send from app@intexcorp.com.hk.
If the user already checked this, and there is nothing in the junk or spam inbox folder, then could be another technical issue and please feedback to XM service support team.
6. **Problem:** App formatting issue such as button missing from screen or overlapping with other text
Solution: Intex will keep improve the UI of the app. For temporary solution, please ask consumer to adjust the display setting of their phone. If it still doesn't work, please ask consumer to try different brands of phone or use tablet to use the app.

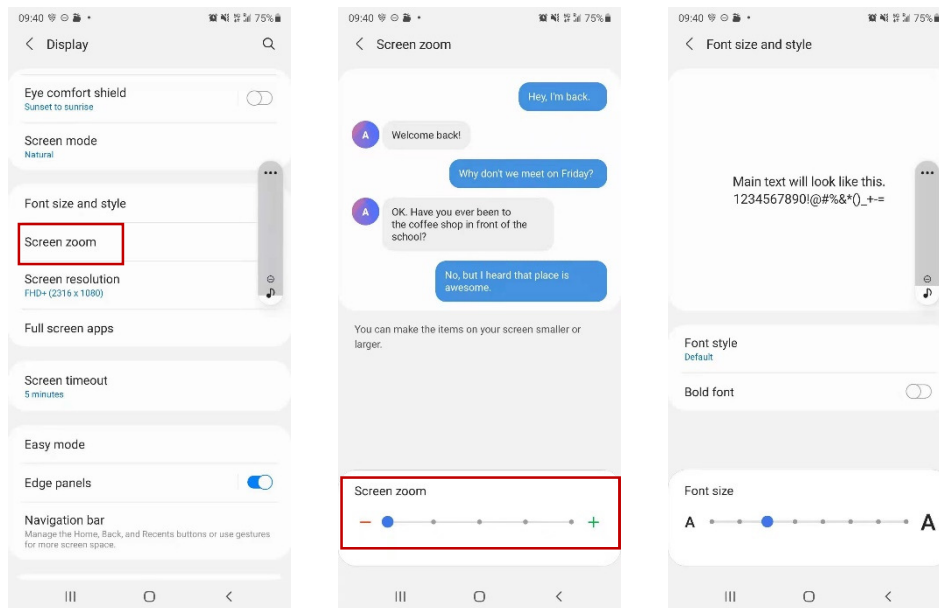
Android phone:

- (1) Go to settings – Display (depending on model of phone) – Text and display size – Display size
- (2) Reduce the display size



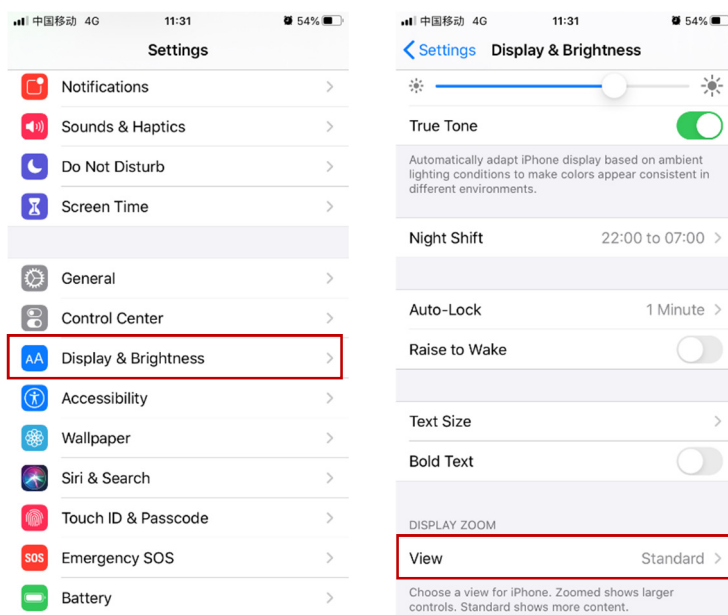
Samsung phone:

- (1) Go to settings – Display – Screen zoom
- (2) Adjust the screen zoom

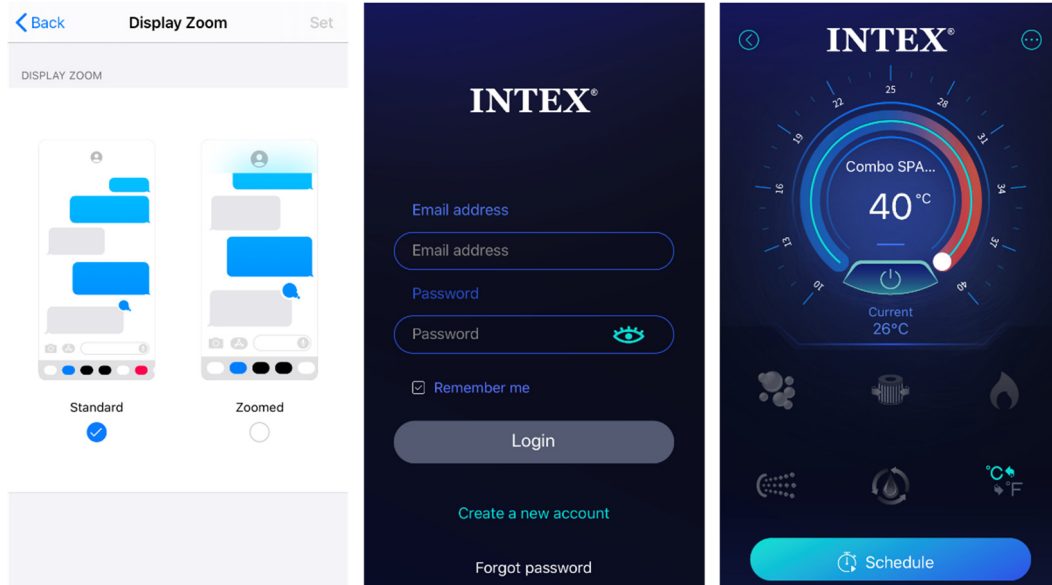


iPhone:

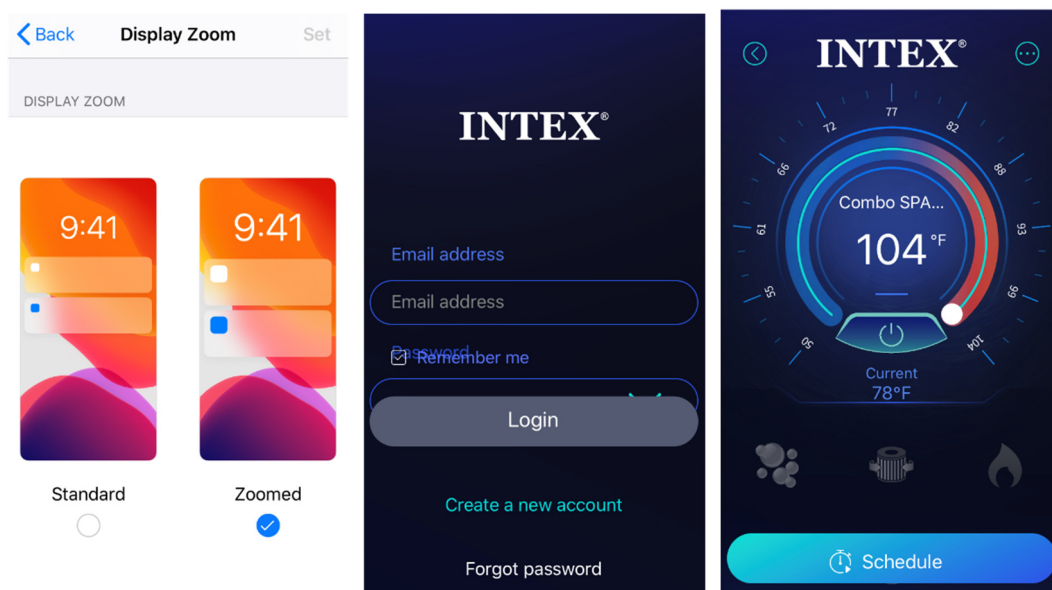
- (1) Go to settings – Display & Brightness – View
- (2) Change view of iPhone from “zoomed” to standard. (See below pictures.)



Standard shows more content:



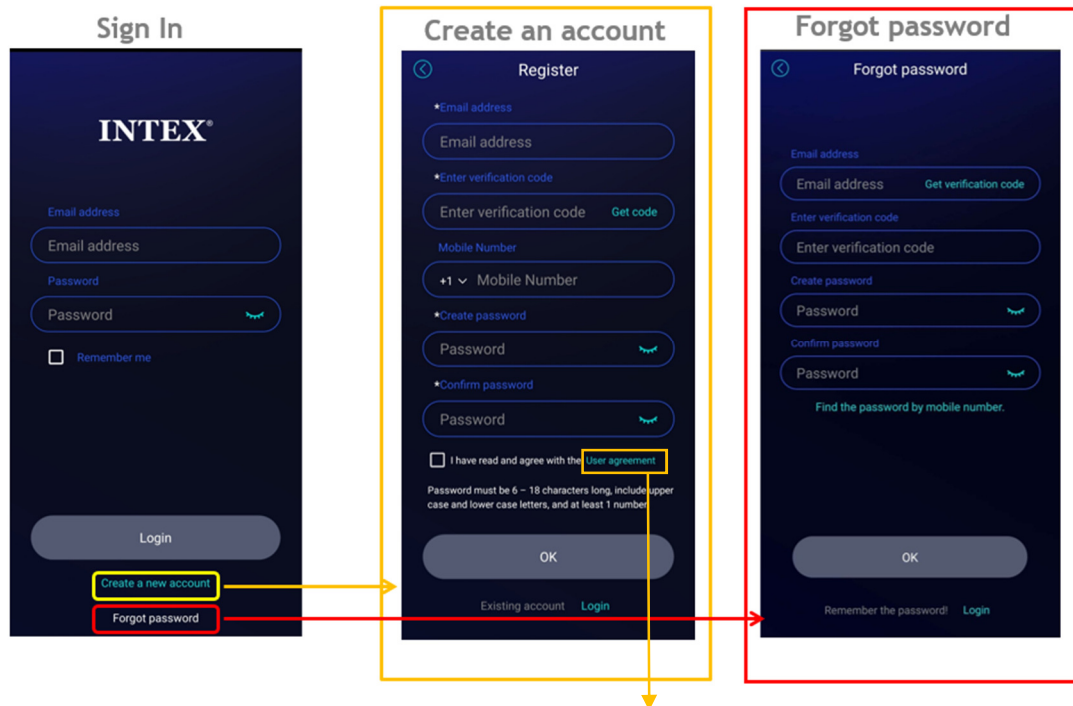
Zoomed shows larger controls/icons:



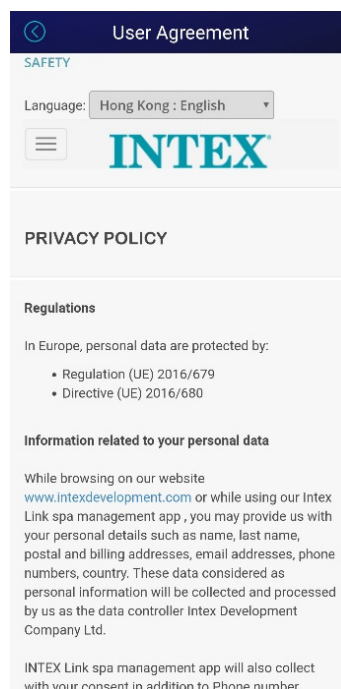
FAQ

1. How to create a new account?

- (1) Download Intex Link from Google Play (Android mobile device) or App Store (IOS mobile device).
- (2) Enter the App and touch "Create a new account" to create an account with your email address.
- (3) Enter your email address and touch "Get code", the verification code will be sent to your email address within 5mins. Enter verification code, mobile number (can be used to reset password if needed), password. Tick "I have read and agreed with the User Agreement" and touch OK.
- (4) Then the account will be created successfully and you can sign in the account to use the app.



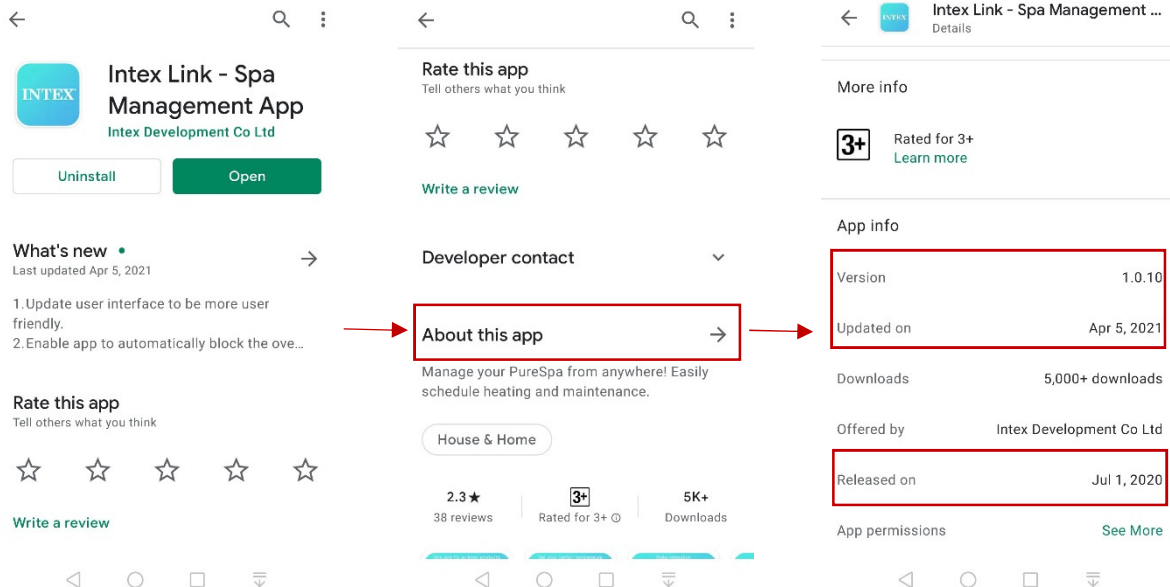
Touch “User agreement”, it will shift to Intex website to view privacy policy.



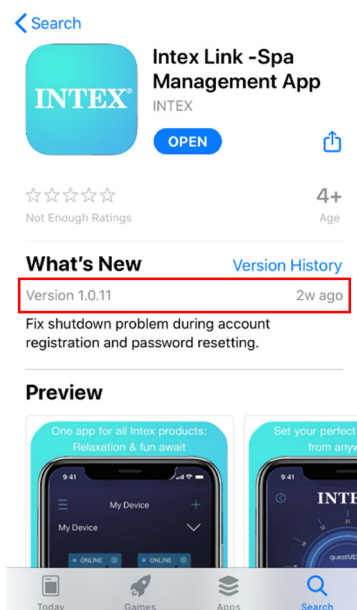
2. How to view the version of Intex Link?

The APP whether in Google Play Store or Apple Store, does include the version, edition of the APP, and it's always the latest edition. It even shows the released/published date.

In Google Play (Android mobile device):



In App Store (IOS mobile device):



If user has Intex Link account, he can log in to view the version of the app. See below as reference.

