

General information about Wi-Fi and the Intex App

When using Wi-Fi devices, it may happen that an error occurs or that the device cannot be connected to an app. Below some general information about the use of Wi-Fi and the Intex App.

2,4GHz and 5 GHz

Most routers have Dual-band. This means that they transmit both 2.4GHz and 5GHz. The differences between 2.4GHz and 5GHz are as follows:

- ✓ 2.4GHz: is for stable networks. Most electrical devices that go over the Wi-Fi network use 2.4GHz for stable connection. Think of wireless speakers, refrigerator, Hoover, Intex Spa etc.
- ✓ 5GHz: This is for devices that need fast internet. Think of mobile phone, iPad, laptop, PC, PlayStation, etc.

Use of boosters or access points

A booster only amplifies the signal on the spot where the booster is placed. When you place a booster in a place where the signal is weak, this means you have a super strong, weak signal. Usually several boosters are included so that you can place them at the location where the signal is weak or between that location and the router. Using boosters may prevent the spa from connecting to the app. The use of a wired access point is preferred. These connect by wire to a wired router and send a Wi-Fi signal to a specific area. This provides a better signal.

Signal strength

Phones that are 2 years old or newer usually support both 2.4GHz and 5GHz. If the signal of 5GHz is stronger, the phone will automatically connect to 5GHz. The Intex PureSpa and the app can only connect to 2.4GHz. Therefore, once your phone is connected to 5GHz, it will not be able to connect to the spa.



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Your phone must be connected to Wi-Fi before you can connect the spa to the app. Make sure your mobile data is turned off to prevent your phone from automatically connecting to mobile data if the Wi-Fi signal is not strong enough.

It may be the case that the mobile phone can connect to the Internet but it only has 1 or 2 bars, for example. The app is then unable to connect because the signal is too weak.

Connecting the spa to the app

Make sure you connect the app and the spa to a 2.4GHz network. The spa cannot connect to a 5GHz network. Make sure the spa is close to the router and that you enter the correct Wi-Fi network password. If you are using a hidden Wi-Fi network, make sure it is no longer hidden. The spa will not be able to connect to hidden networks.

Rebooting the router

There may be a problem with the router, even if other devices are still working. Rebooting the router may solve this problem. Most routers only need to be rebooted by unplugging the power cord and plugging it back in again. Check the router's manual for the exact ways to reboot the router.

Advanced Router Settings

The spa can only connect via the Wi-Fi network using 2.4GHz. Most routers have Dual-Band which allows both networks to be transmitted. Most phones will automatically select 5GHz network. Not every phone can control which frequency it is connected to. To ensure that the spa can be paired, a number of options can be done.



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Option 1: Disable 5GHz

The router's settings can be adjusted. In the router's advanced settings, you can specify that only 2.4GHz will be transmitted. The mobile phone will then also connect to your Wi-Fi network at 2.4GHz. To adjust these settings, please contact your provider. 2.4 GHz is only required for the spa to be paired with the mobile phone and Wi-Fi. Once the spa is paired and visible in the app, the router is allowed to broadcast 5 GHz again.

Option 2: Renaming Wi-Fi frequencies

You can give the Wi-Fi 2 names in the router's settings. One for 2.4GHz and one for 5GHz. This way you can force the mobile phone to only connect to 2.4GHz.



For more information on the Wi-Fi settings and how to change them, please contact your service provider.



For more information, visit the INTEX customer support portal
www.intexsupport.com