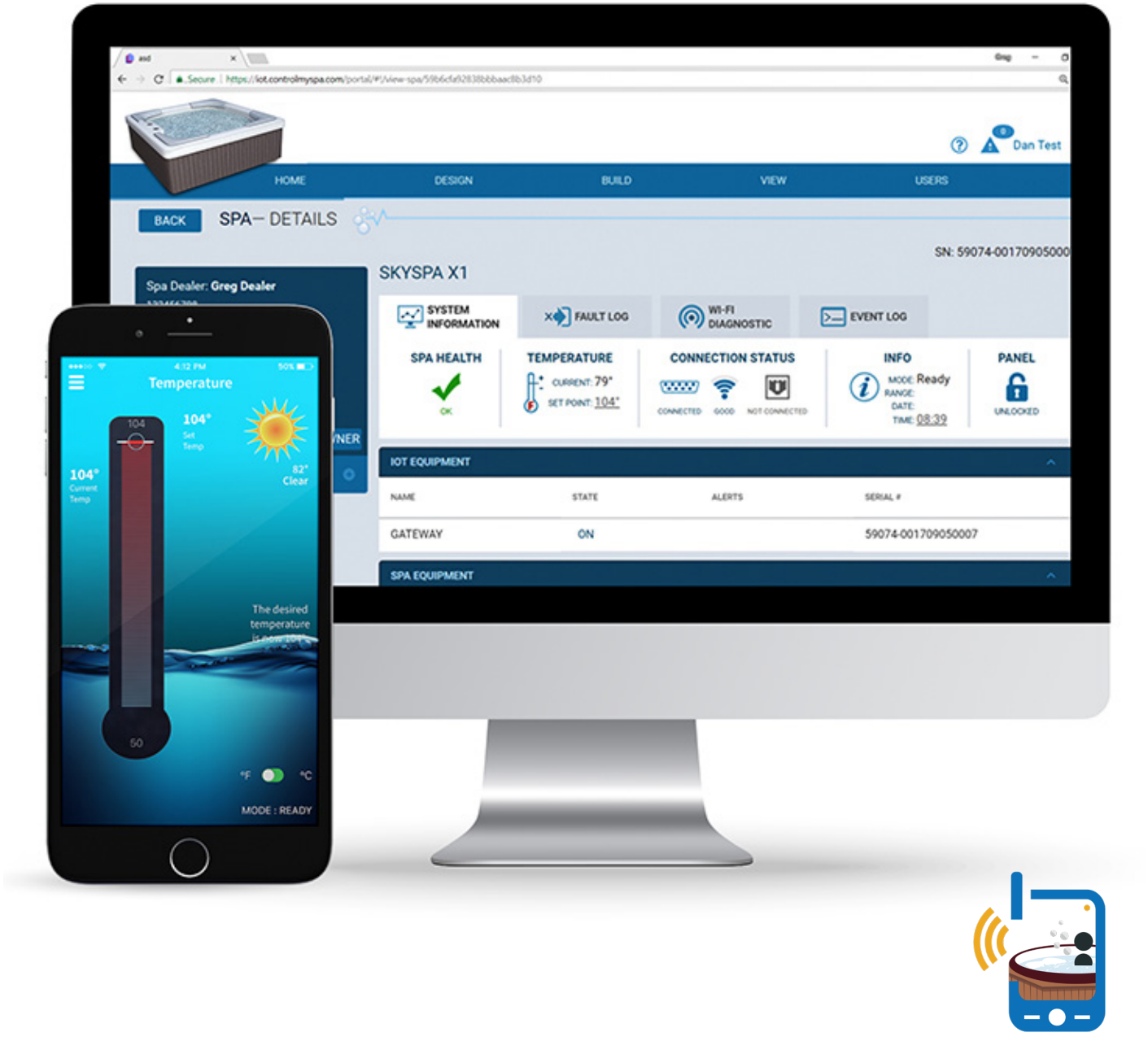
ControlMySpa™

OEM User Guide



www.balboawater.com/controlmyspa

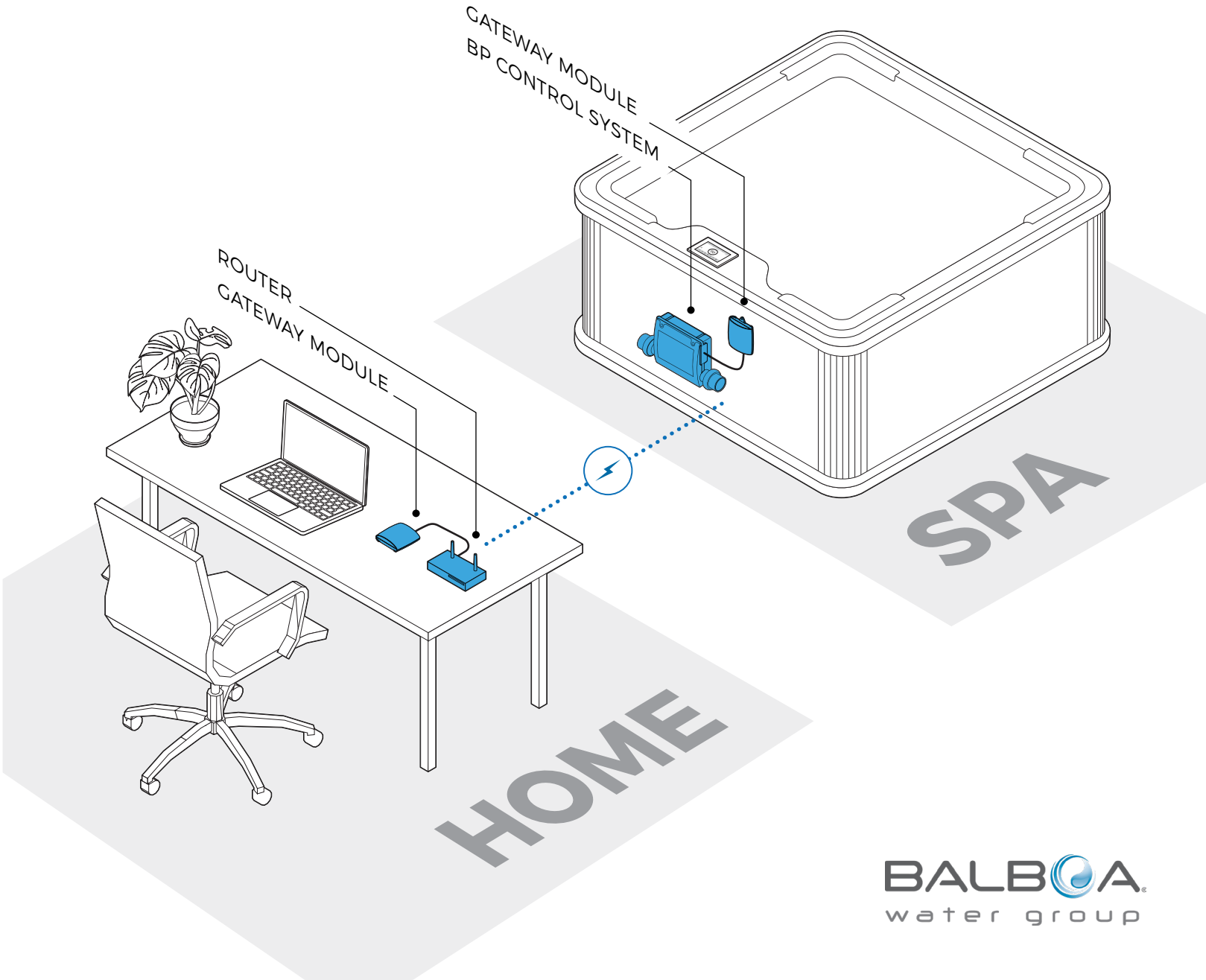
TABLE OF CONTENTS

CONTROLMYSPA™ SYSTEM OVERVIEW | 01	3
CONTROLMYSPA™ ESSENTIAL OEM INFO | 02	5
GATEWAY ULTRA HARDWARE CONNECTIONS | 03	8
CMS™ CODE OVERVIEW | 03	10
CONTROLMYSPA™ INSTALLATION ON THE SPA | 04	11
CONTROL MY SPA™ WEBSITE – OEM OVERVIEW | 05	14
APP SPLASH SCREENS | 06	42
CMS™ SHOWROOM DEMOS | 07	43
SETTING UP THE CONTROLMYSPA™ APP | 08	44
INFORMATION MENU | 11	52

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



BALBOA water group

ControlMySpa™

CMS™ SYSTEM CONSISTS OF:

GATEWAY ULTRA Modules



Showroom Module

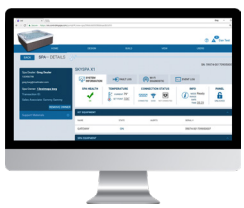
Spa Module

SMARTPHONE |TABLET



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

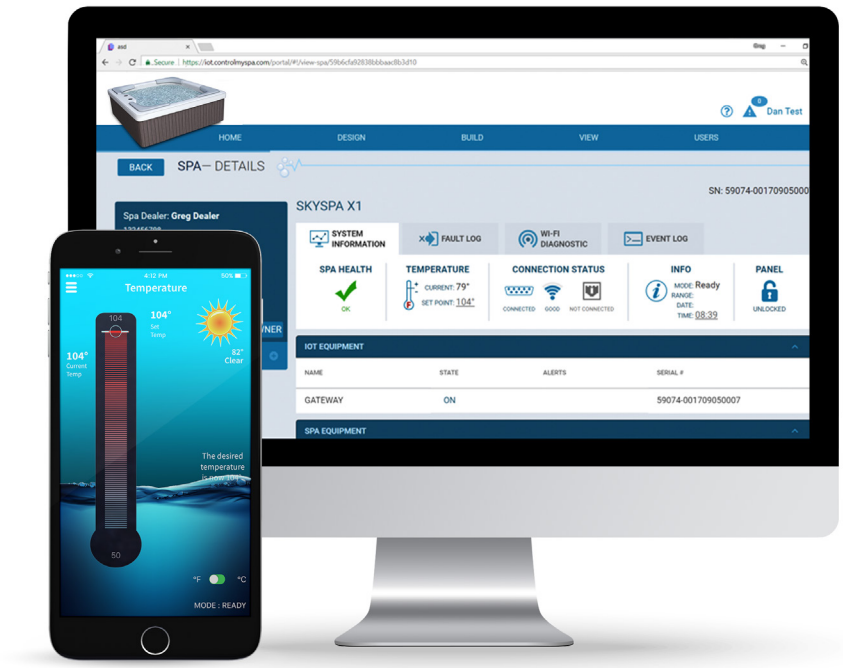
WEBSITE



ControlMySpa™ website with Login and access to spas

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



Essential OEM Information

To equip a Spa with the ControlMySpa™ system, OEM's only need to install the CMS™ GATEWAY ULTRA on the Spa. Additionally, OEM's need to setup each dealer in the web portal (one time only).



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.



SHOWROOM SPAS

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



LOGO

Dealers and OEM's 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 Spa Owners Only

FOR IPHONE® OR IPAD® (IOS/APPLE)

Search the Apple iOS App Store for

“controlmyspa”

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

Available on the iPhone App Store

FOR ANDROID® PHONES/TABLETS

Search Google Play App Store for

“controlmyspa”

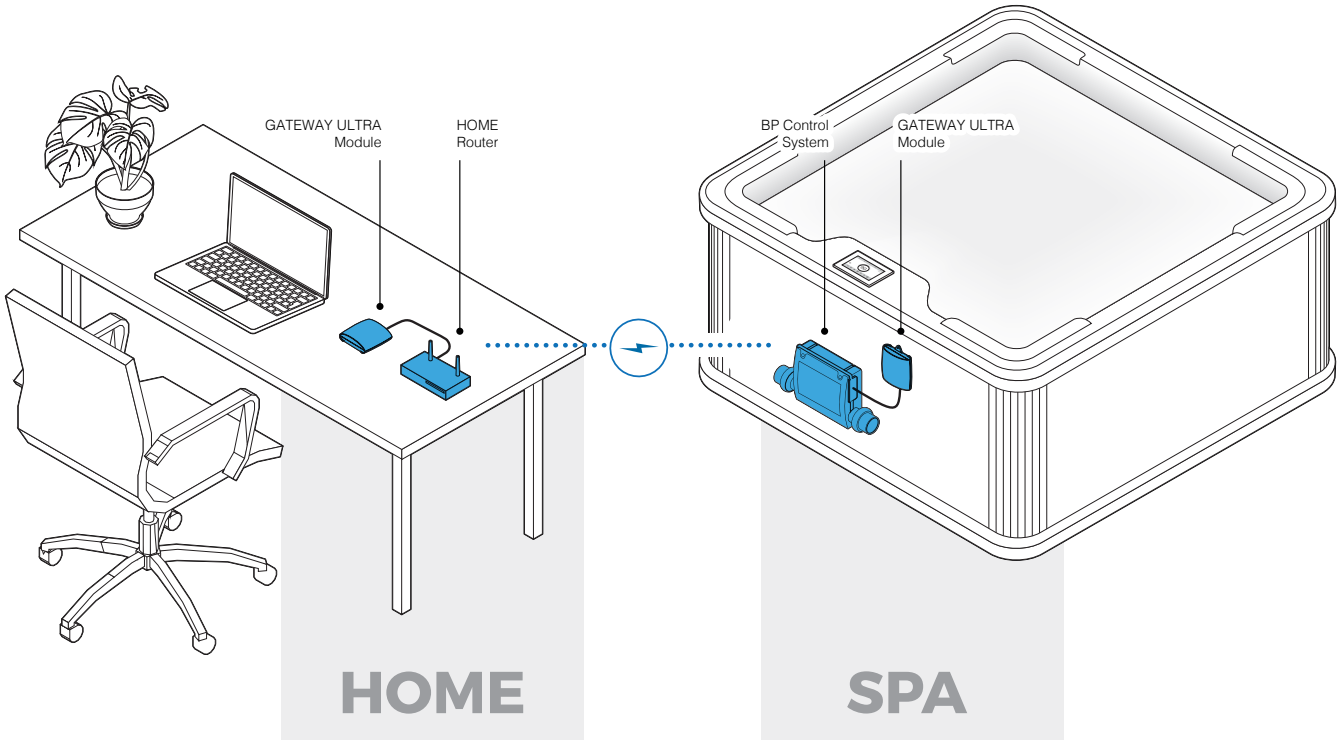
Or Use this link: https://goo.gl/CG4Yci

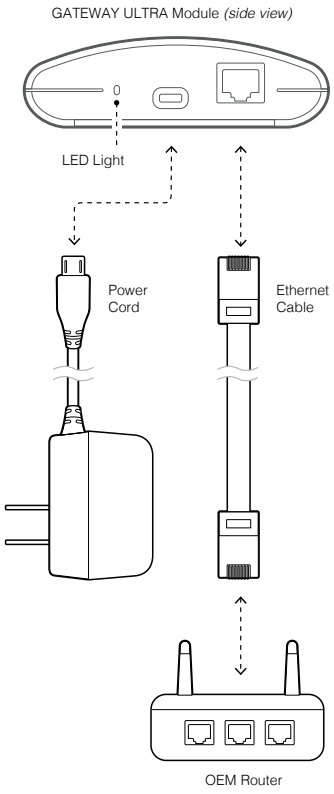
ANDROID APP ON Google play

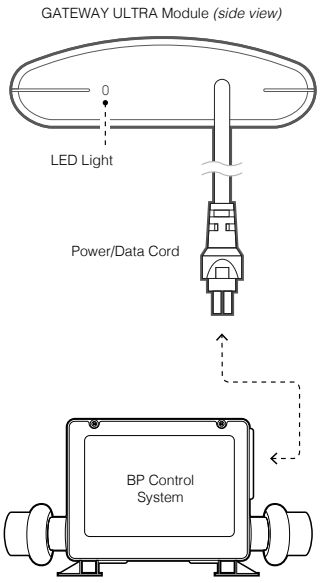
Control your tub from your smart device.

ControlMySpa™

GATEWAY ULTRA Hardware Connections

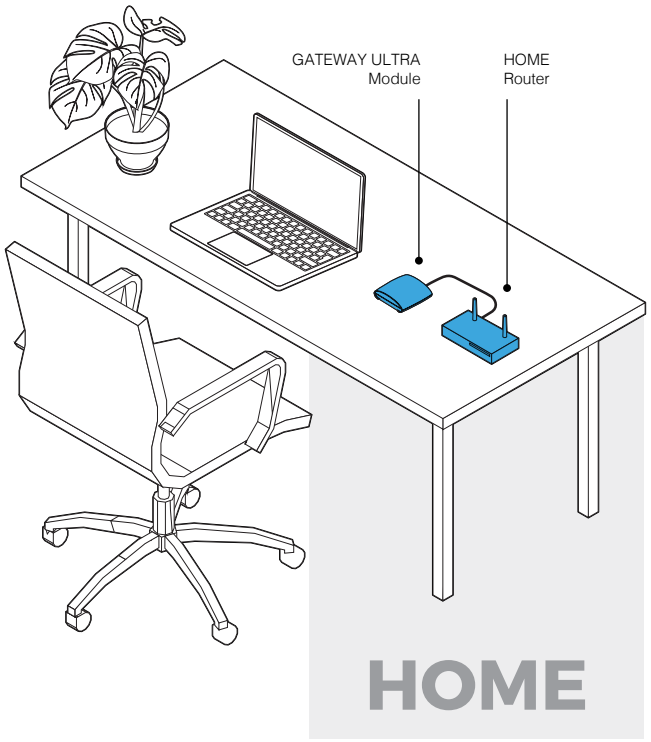






ControlMySpa™

Connect GATEWAY ULTRA Hardware



Step 1

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

Step 2

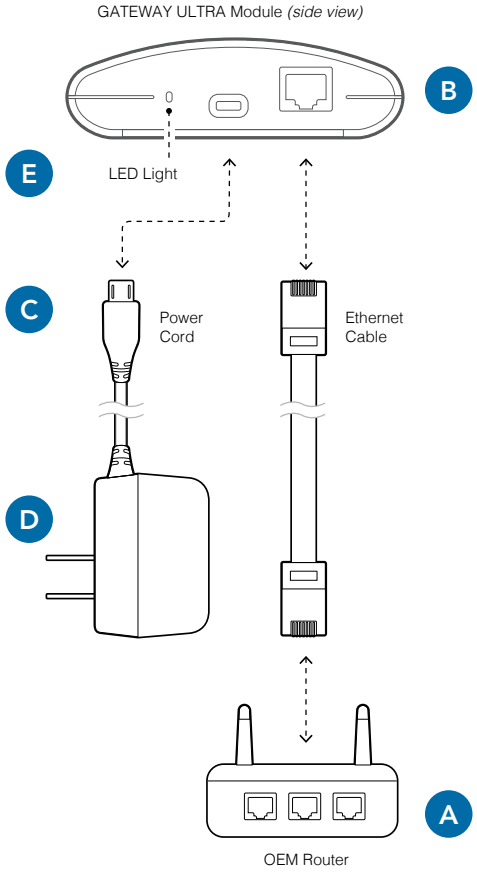
Plug the other end of the ethernet cable into the GATEWAY ULTRA module (B).

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.

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

Example CMS™ Code: ABC-12345

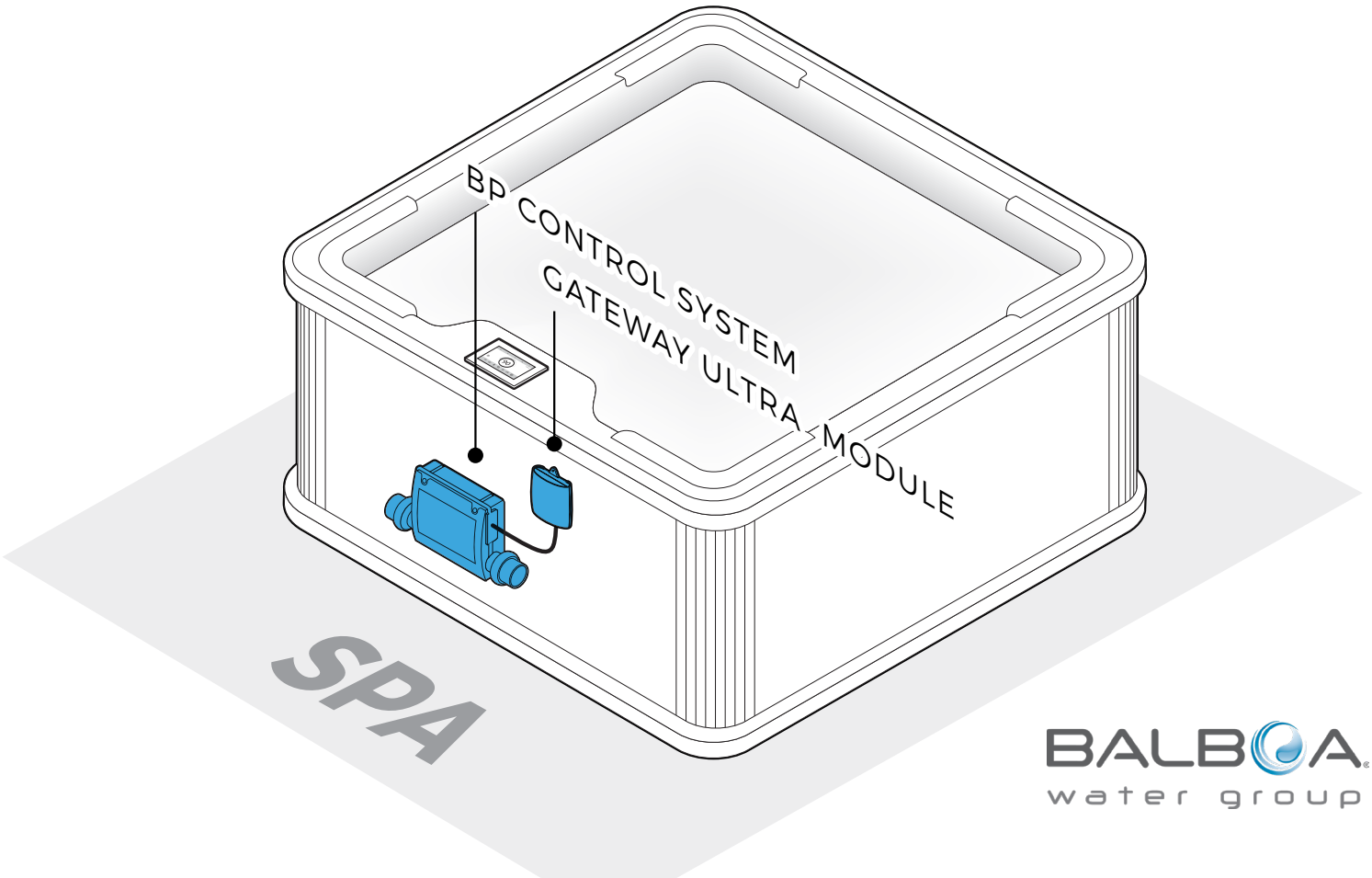
ABC = 3 letter code unique to each spa Manufacturer or OEM

12345 = 5 number code unique to each spa Dealer or Distributor

CONTROLMYSPA™ OEM GATEWAY ULTRA INSTALLATION ON SPA

PLAN FOR SET-UP:

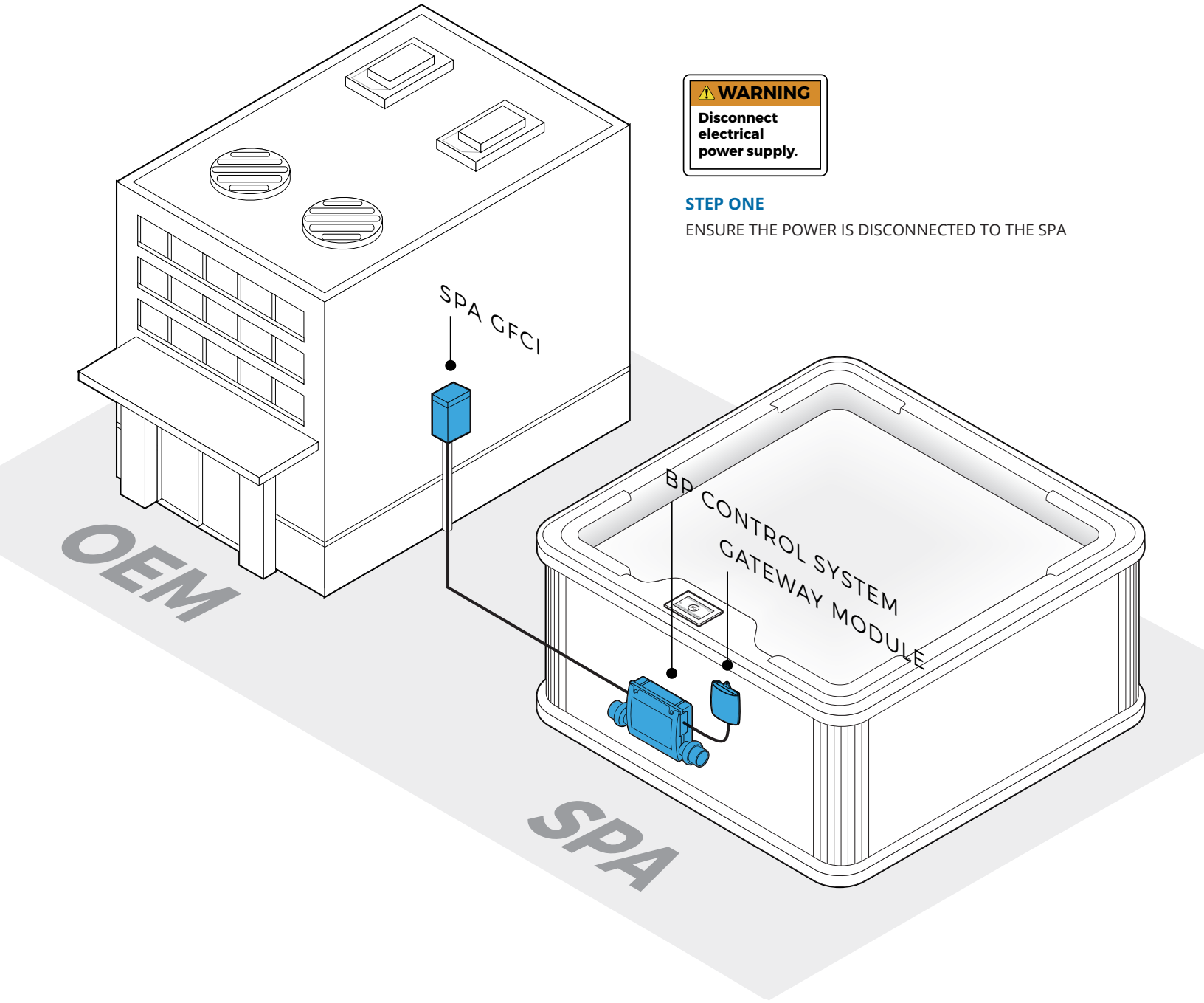
Although the GATEWAY ULTRA can be mounted anywhere in the spa and function properly, for best possible reception and range, the GATEWAY ULTRA should be mounted in the spa as high up in the spa as is reasonable.



BALBOA water group

ControlMySpa™

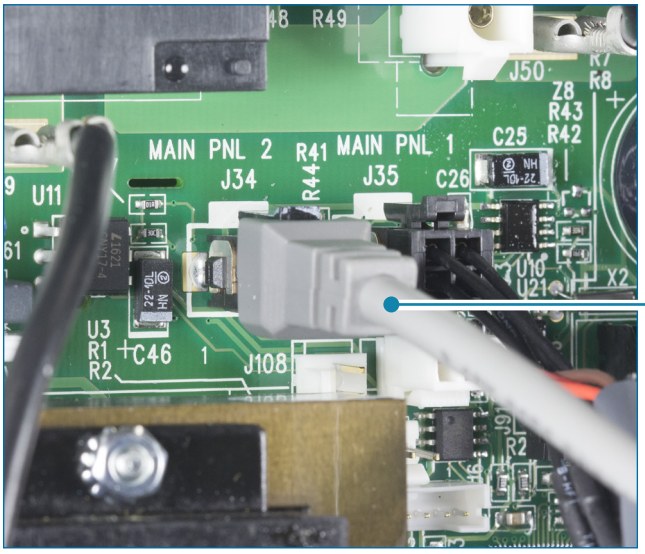
OEM GATEWAY ULTRA Installation on Spa

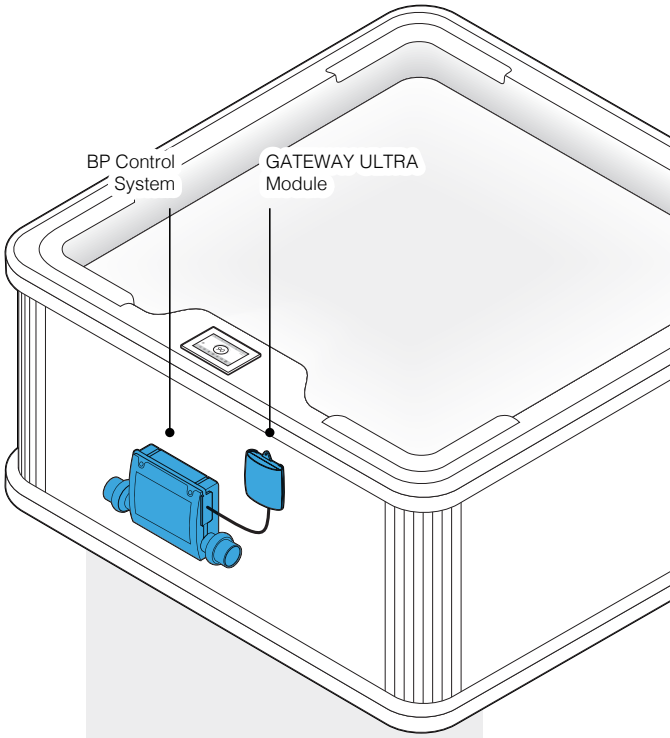


⚠ WARNING
Disconnect electrical power supply.

STEP ONE

ENSURE THE POWER IS DISCONNECTED TO THE SPA

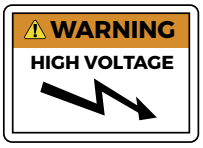




STEP TWO

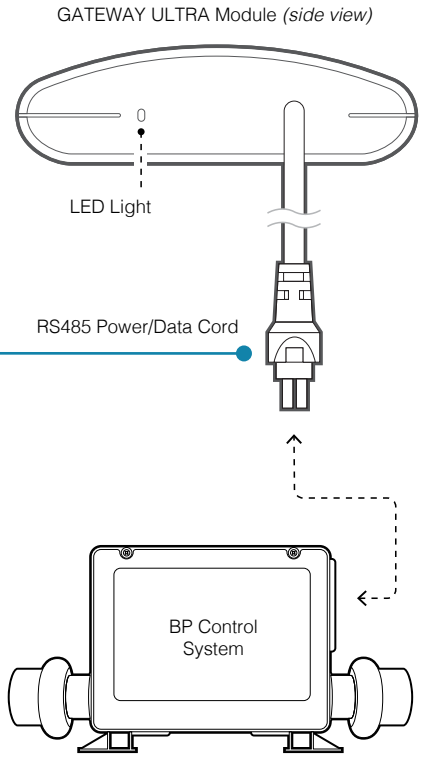
CONNECT LOW VOLTAGE CABLE FROM GATEWAY ULTRA TO BP SPA CONTROLLER

Connect the low voltage RS485 cable to the spa power/data cord. The 4-pin connector connects to any available panel port, or to a splitter already connected to a panel port. Please make sure you connect in the correct plug orientation.



STEP THREE

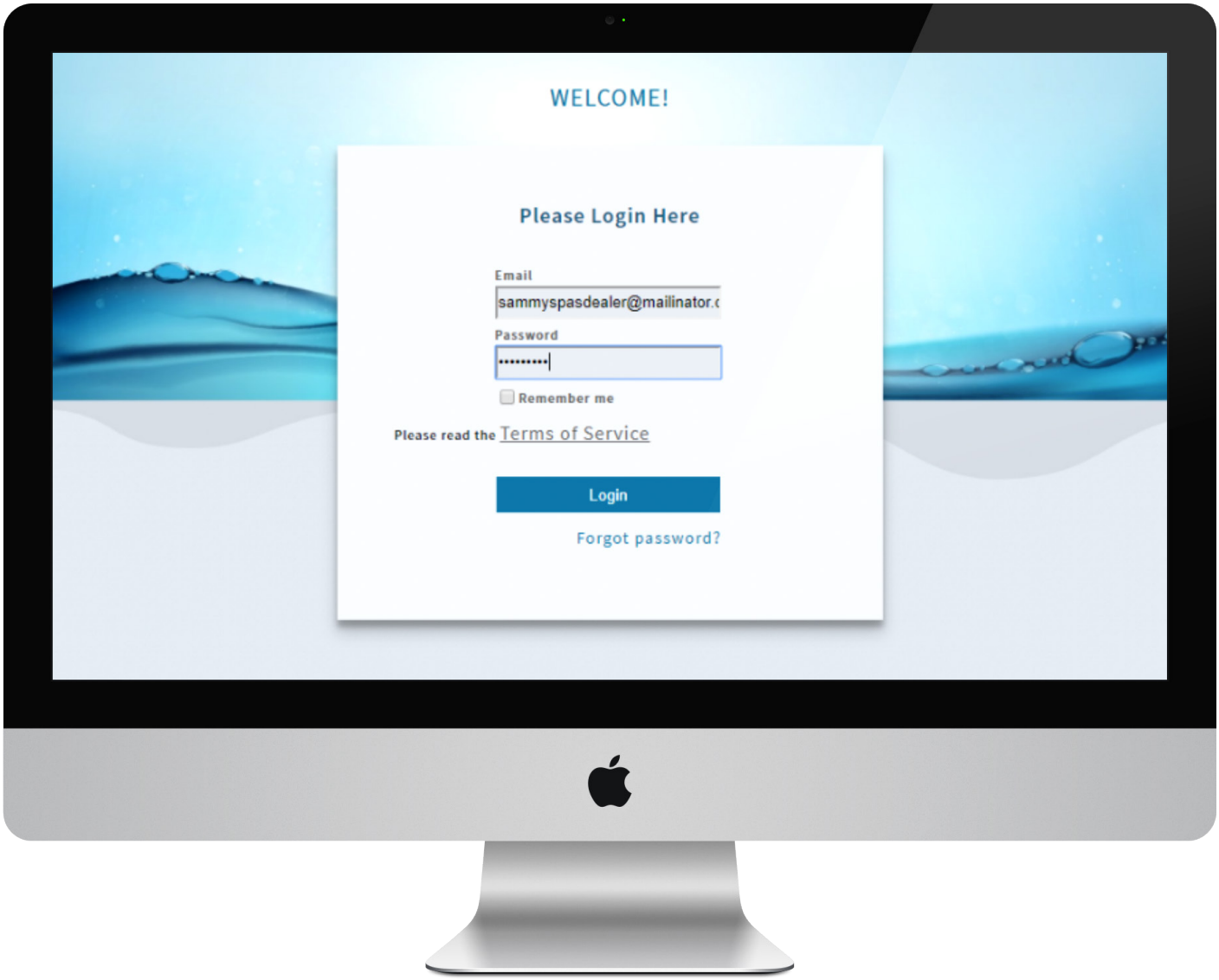
TURN ON POWER TO THE SPA



ControlMySpa™ Website OEM Overview

- *Initial OEM ControlMySpa™ log-in and password is obtained from Balboa Water Group.*

- *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

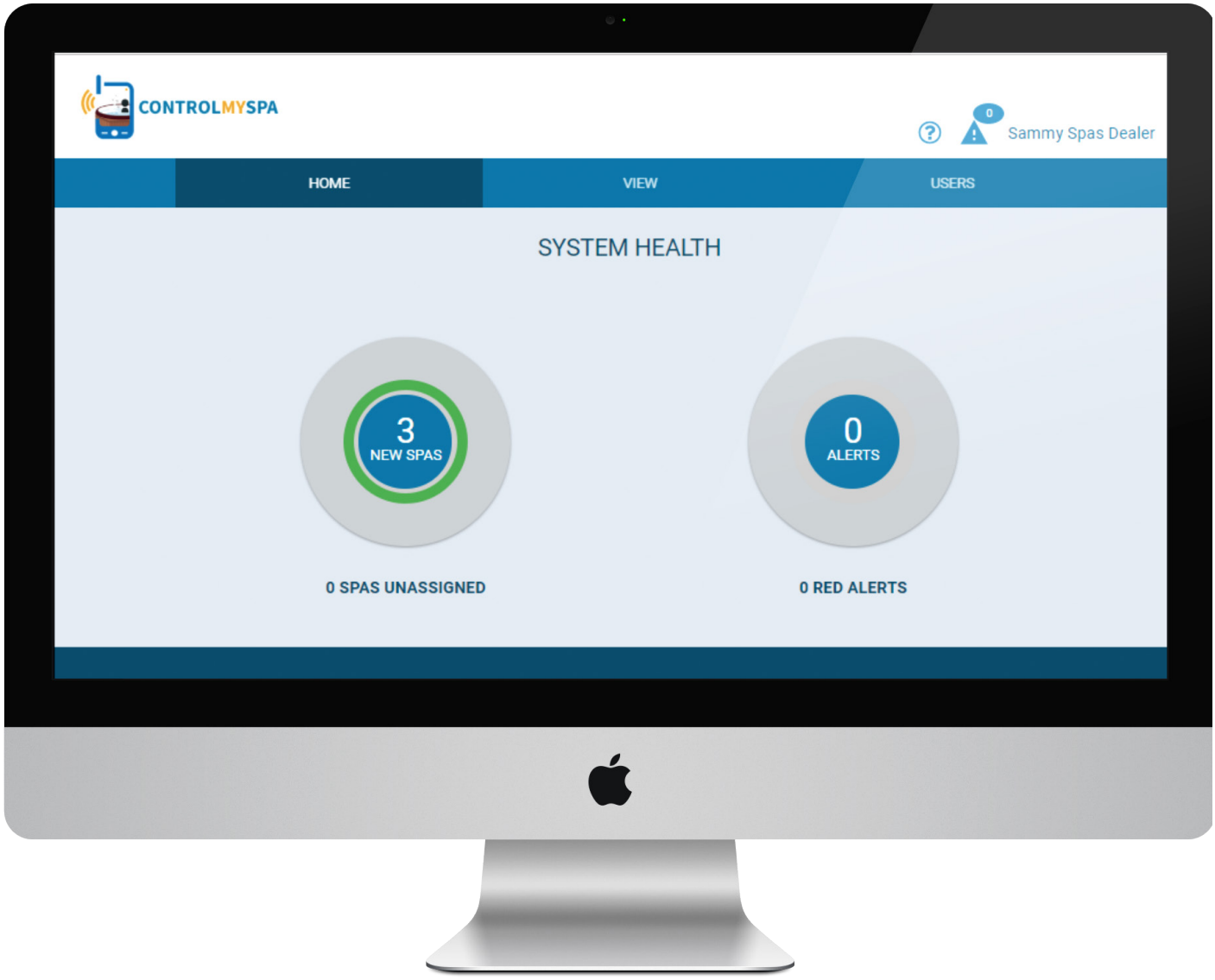
Initial Dealer login and password is obtained from the Spa OEM

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

Each Dealer can have unlimited users

ControlMySpa™

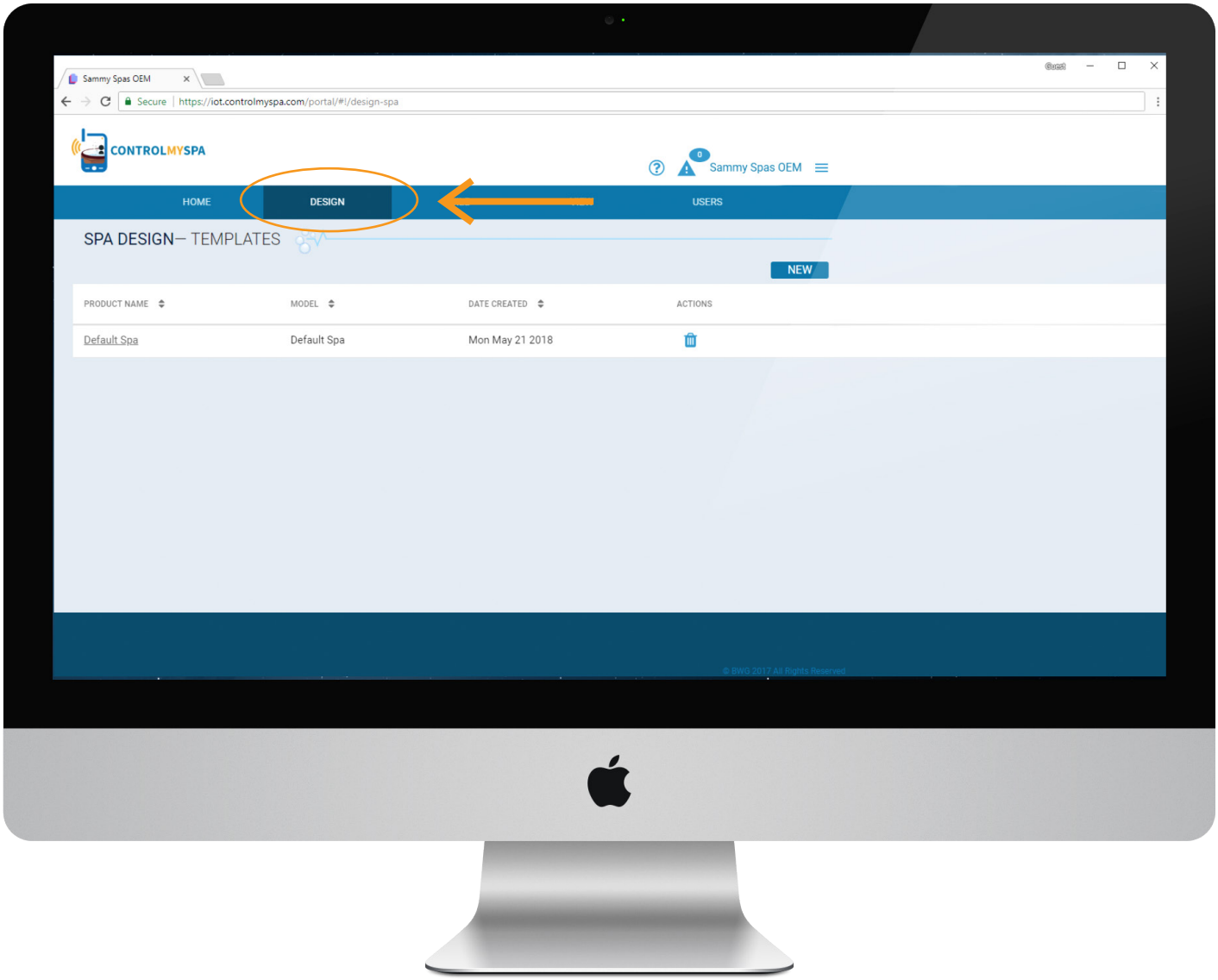
Website OEM Overview



WEB PORTAL HOME SCREEN

ControlMySpa™

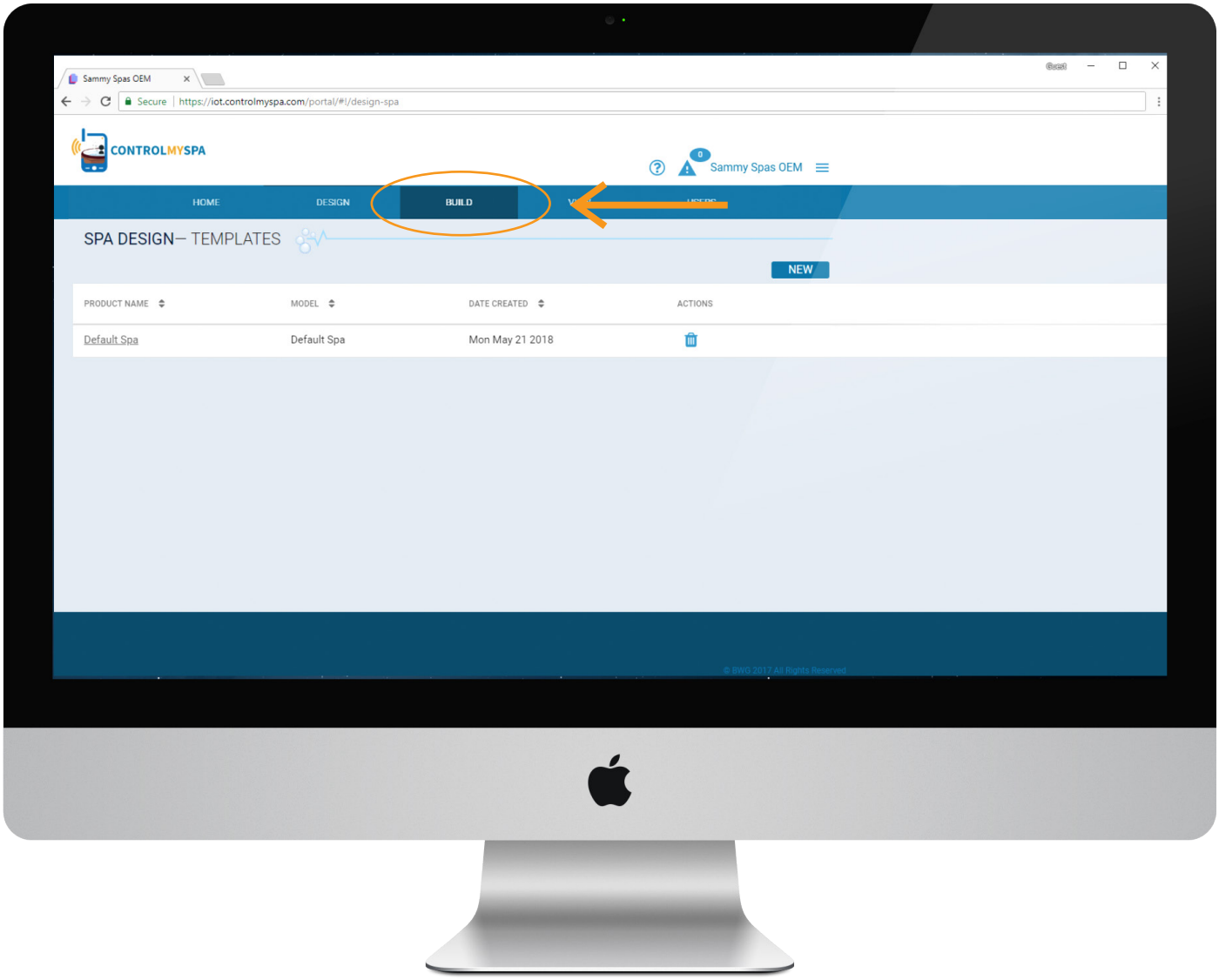
Website OEM Overview



OEM DESIGN PAGE

ControlMySpa™

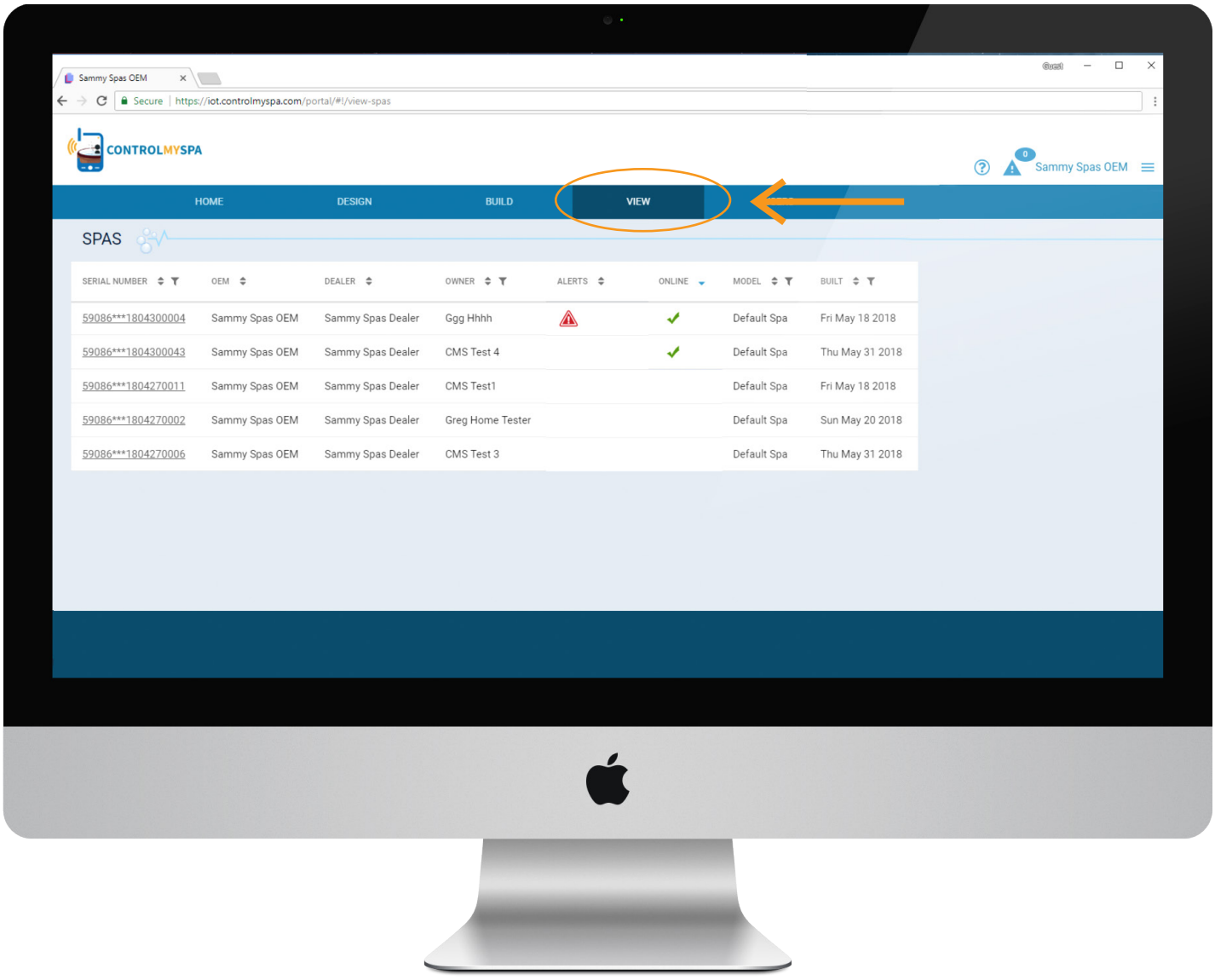
Website OEM Overview



OEM BUILD PAGE

ControlMySpa™

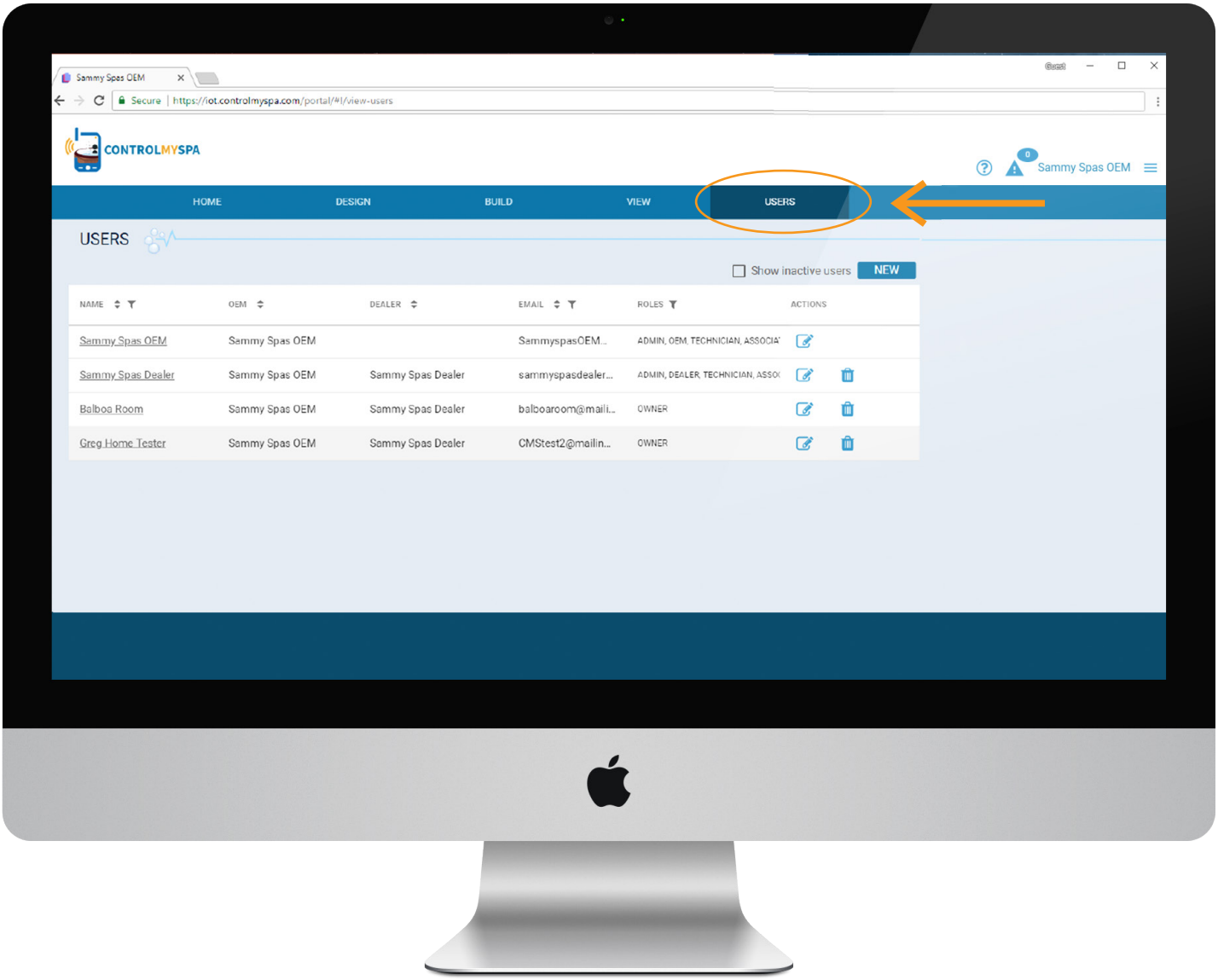
Website OEM Overview



OEM SPAS PAGE

ControlMySpa™

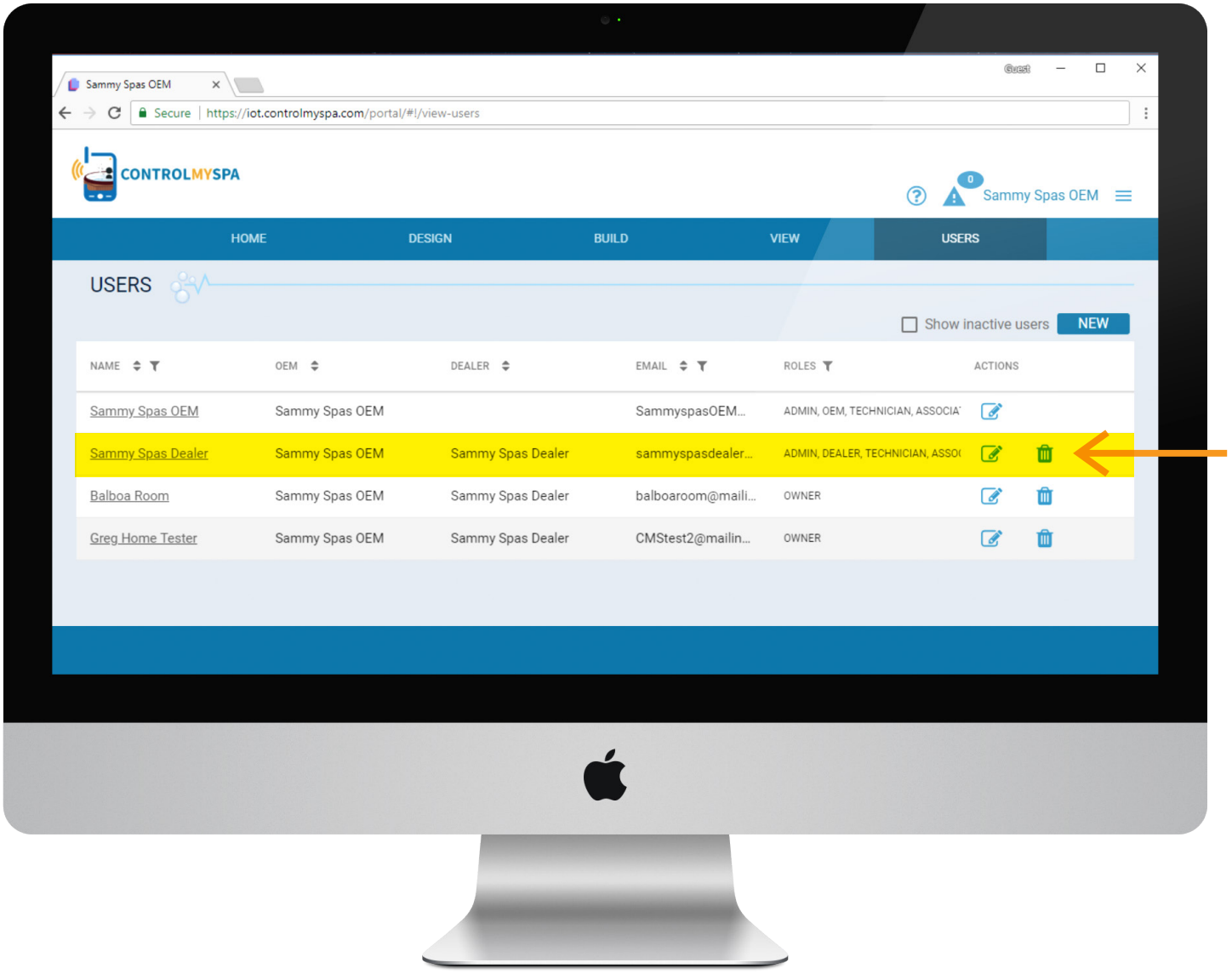
Website OEM Overview



OEM USERS PAGE

ControlMySpa™

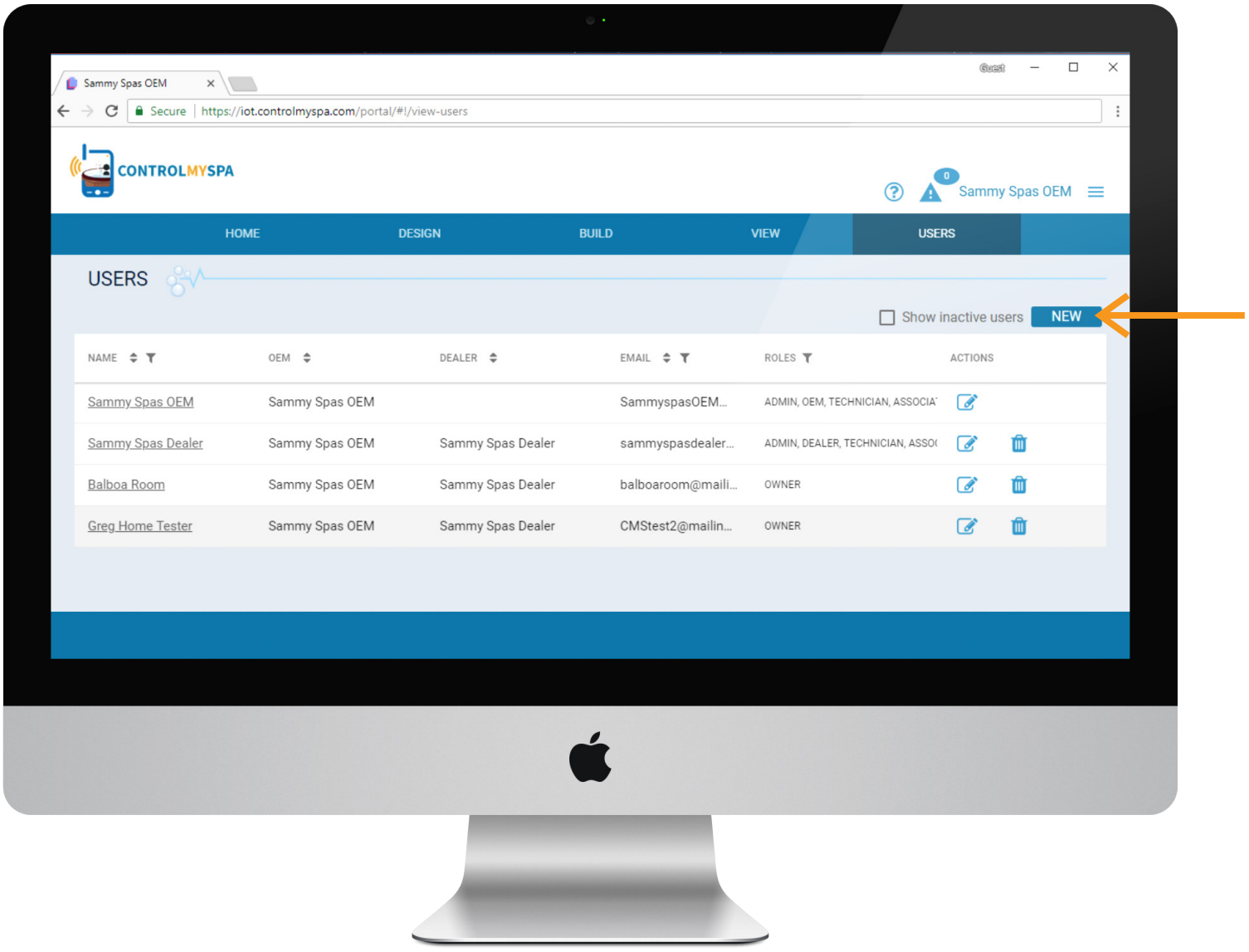
Website OEM Overview



OEM USERS PAGE

ControlMySpa™

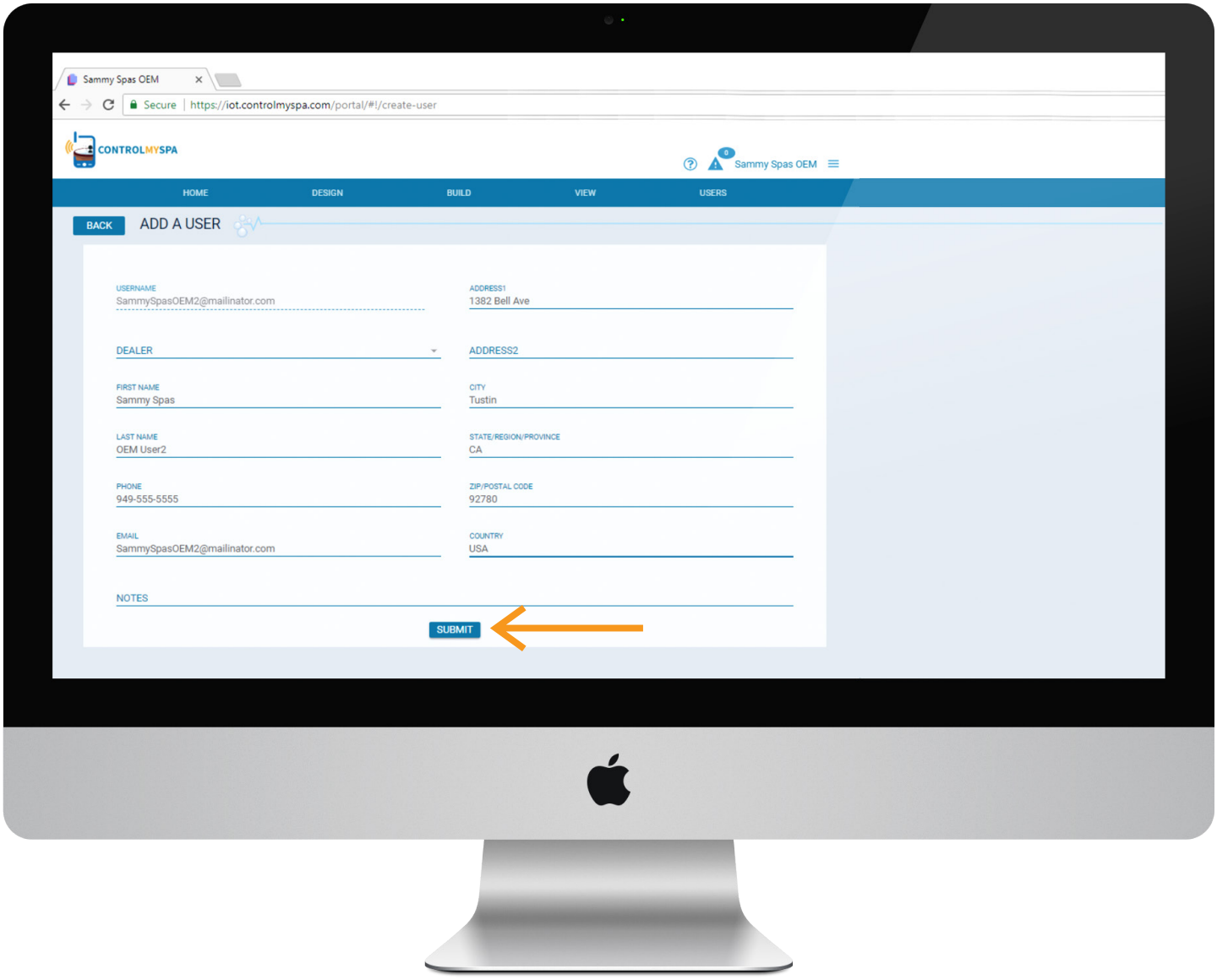
Website OEM Overview



OEM USERS PAGE

ControlMySpa™

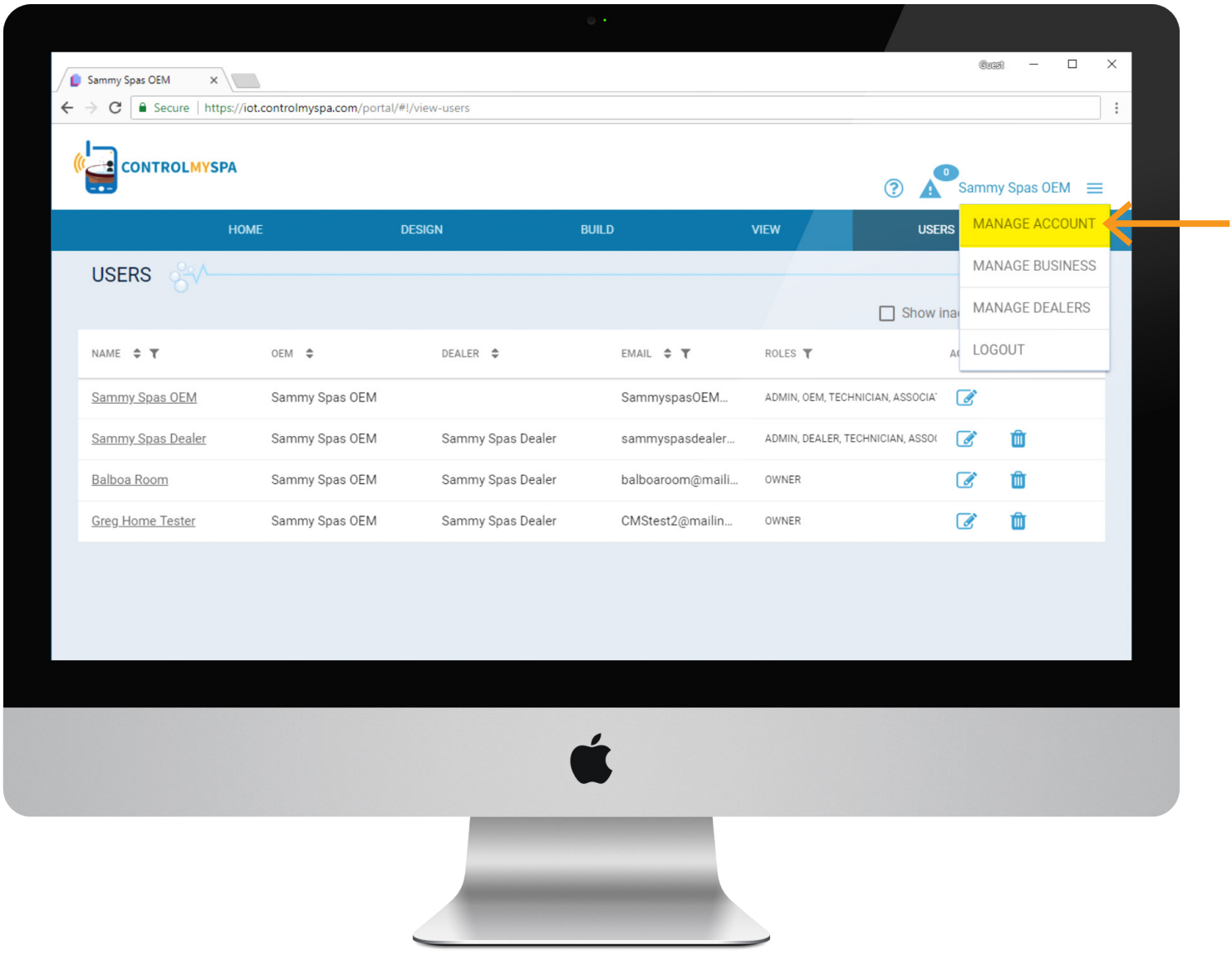
Website OEM Overview



OEM ADD A USER

ControlMySpa™

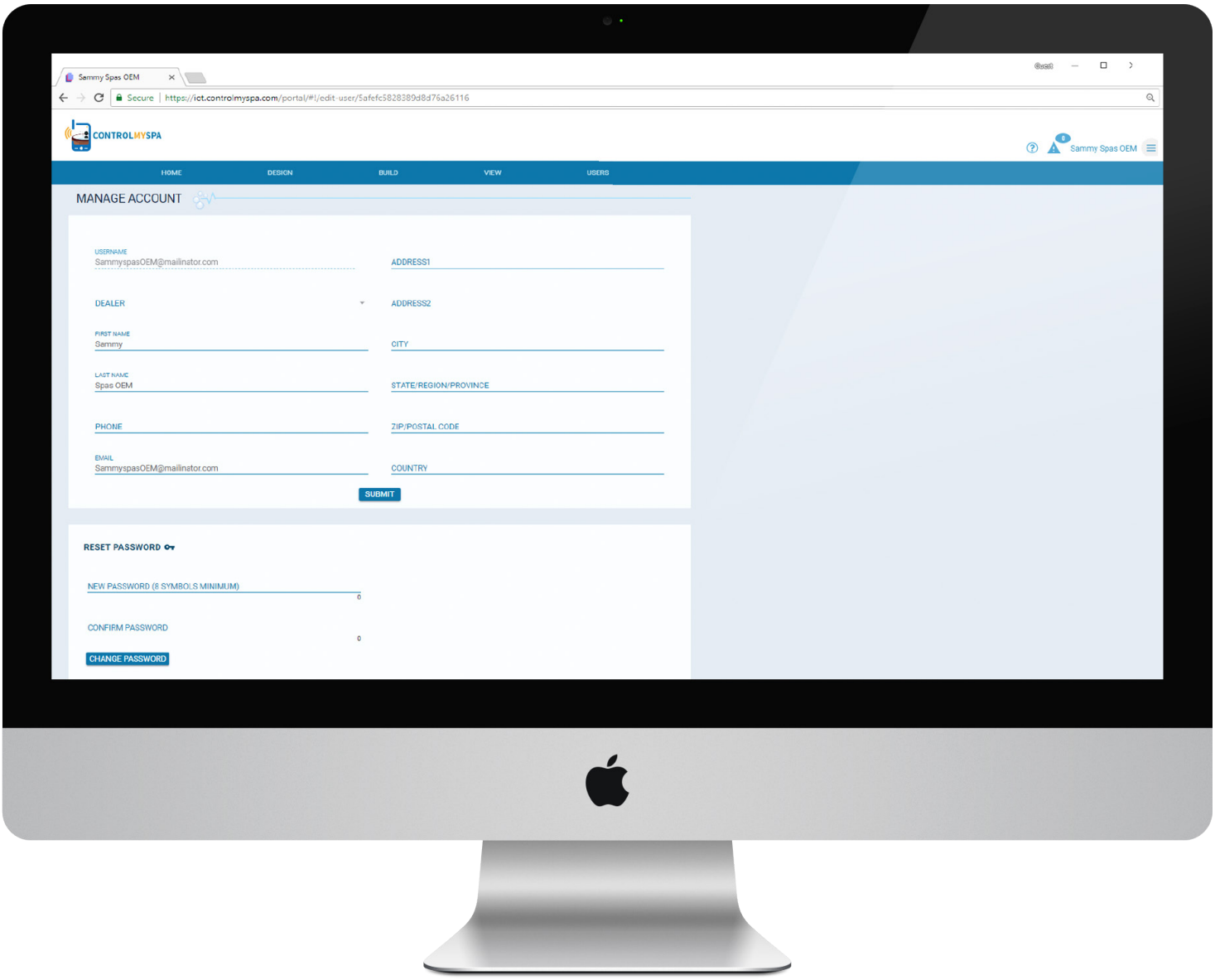
Website OEM Overview



OEM: MANAGE ACCOUNT

ControlMySpa™

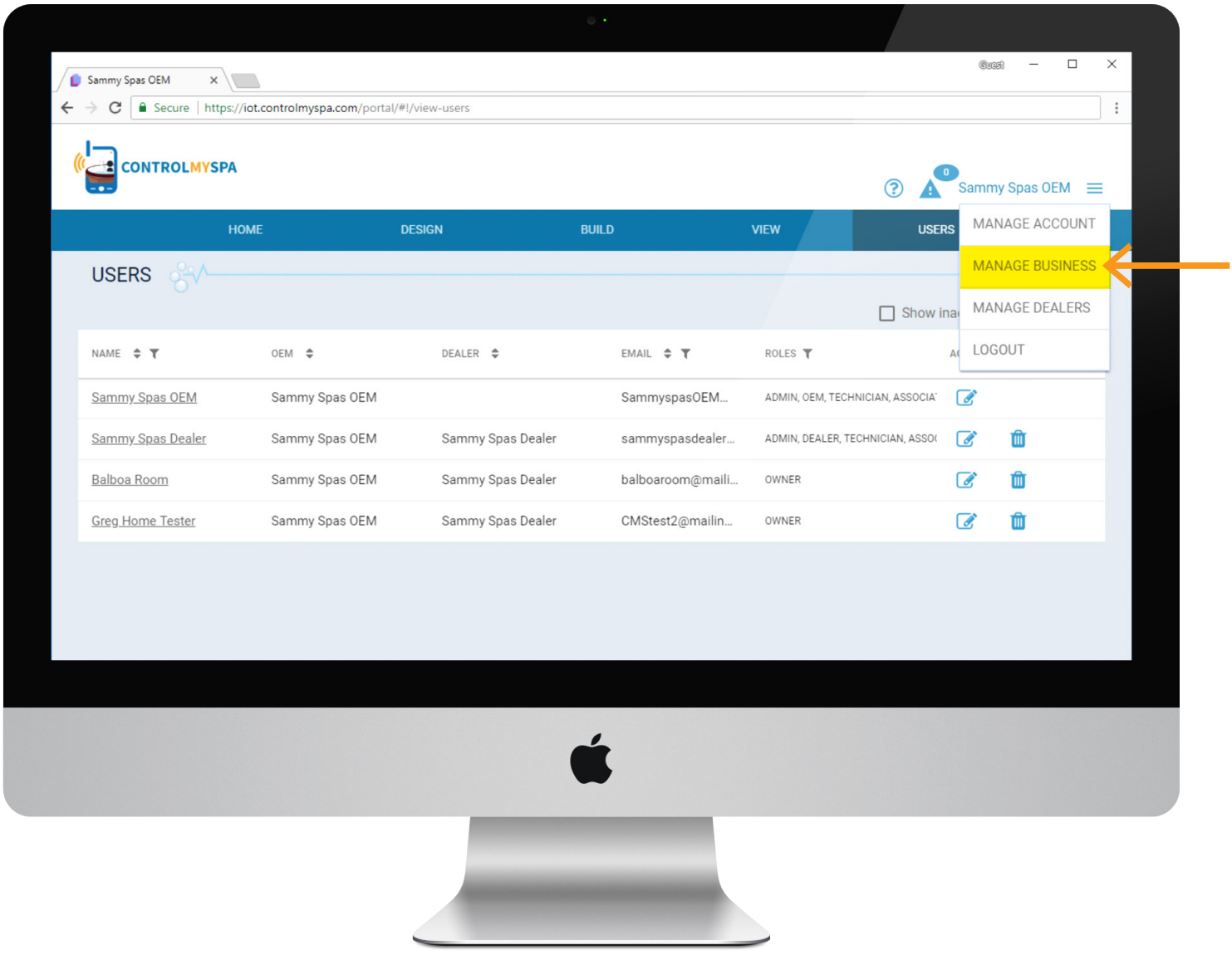
Website OEM Overview



OEM: MANAGE ACCOUNT

ControlMySpa™

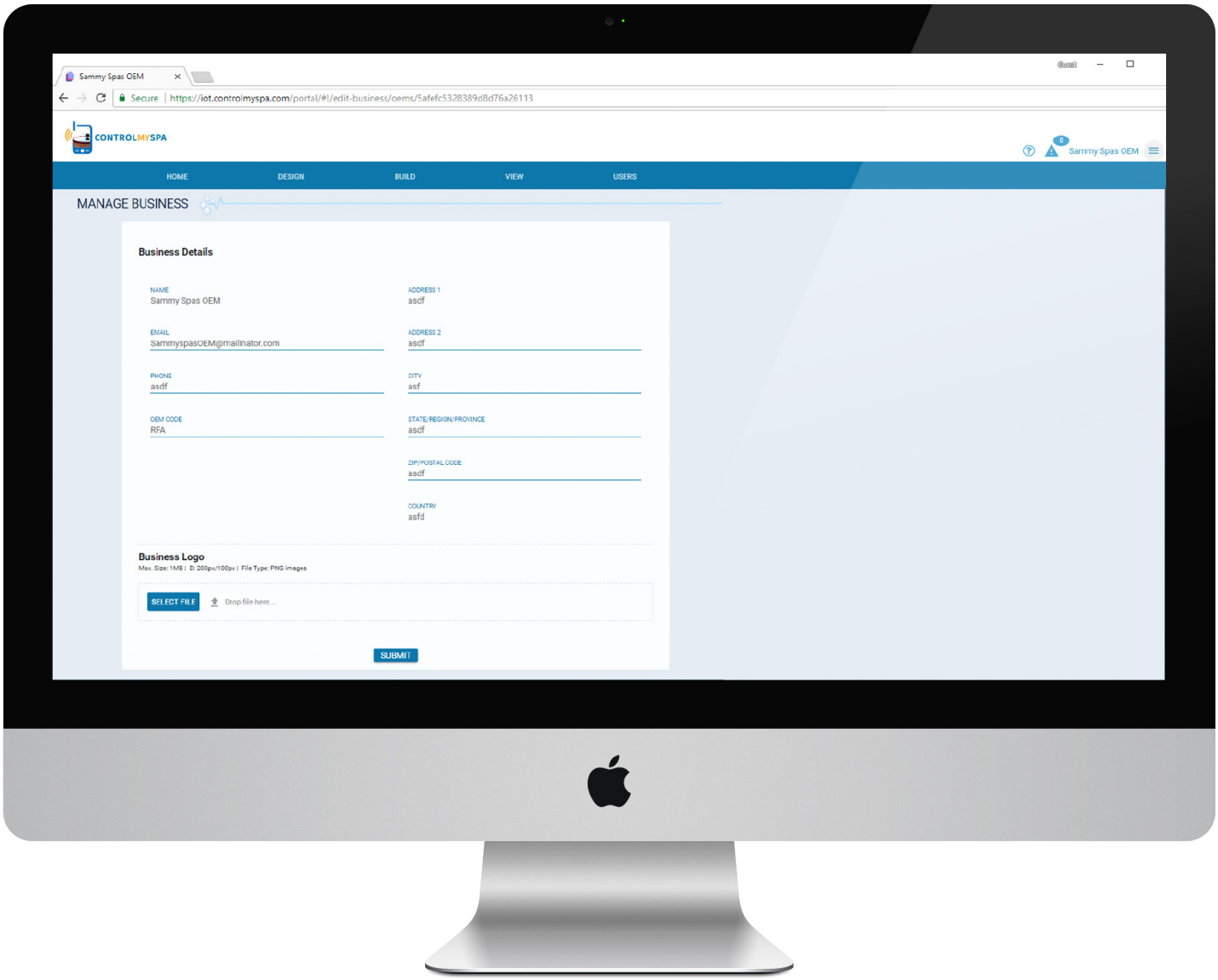
Website OEM Overview



OEM: MANAGE BUSINESS

ControlMySpa™

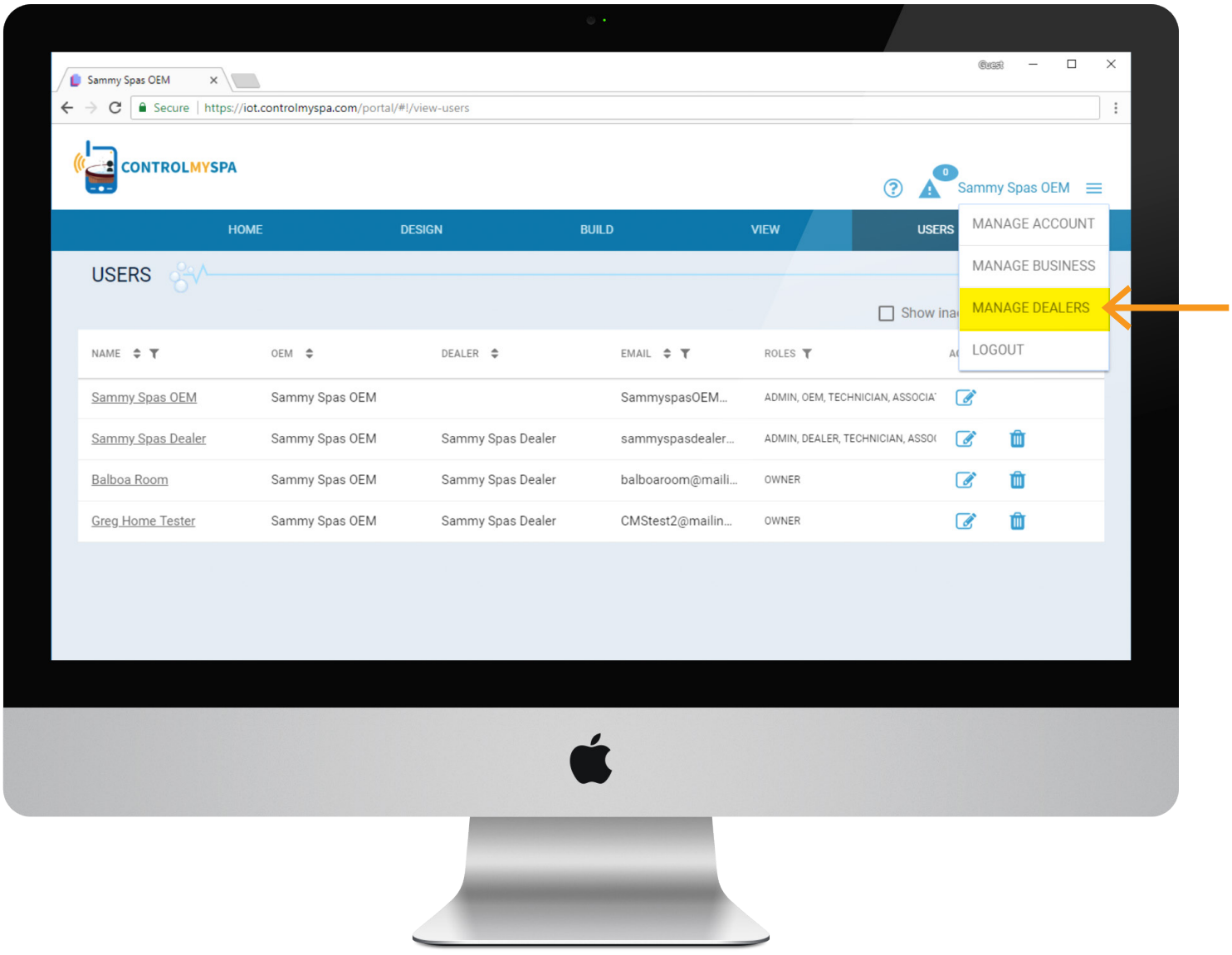
Website OEM Overview



OEM: MANAGE BUSINESS

ControlMySpa™

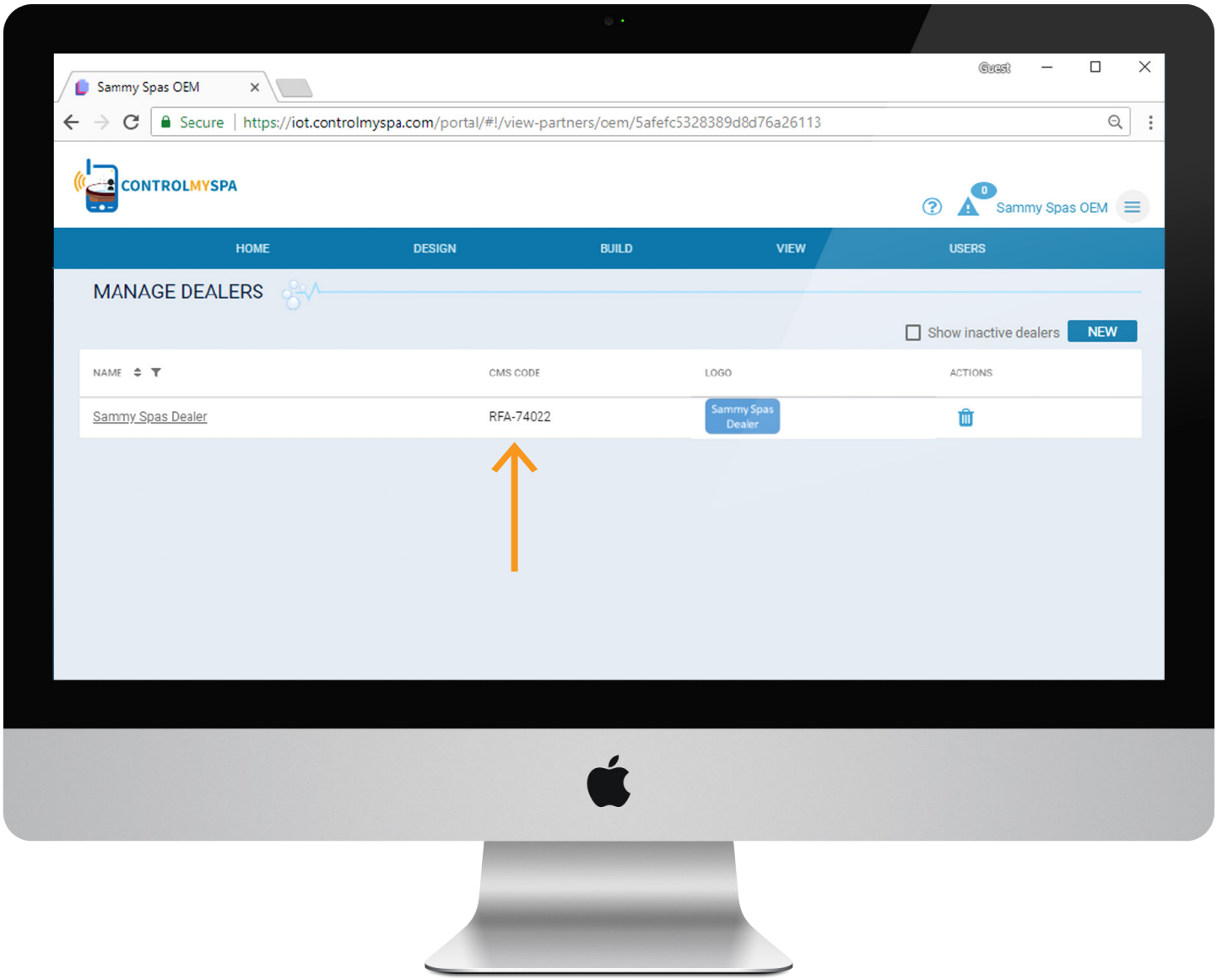
Website OEM Overview



OEM: MANAGE DEALERS

ControlMySpa™

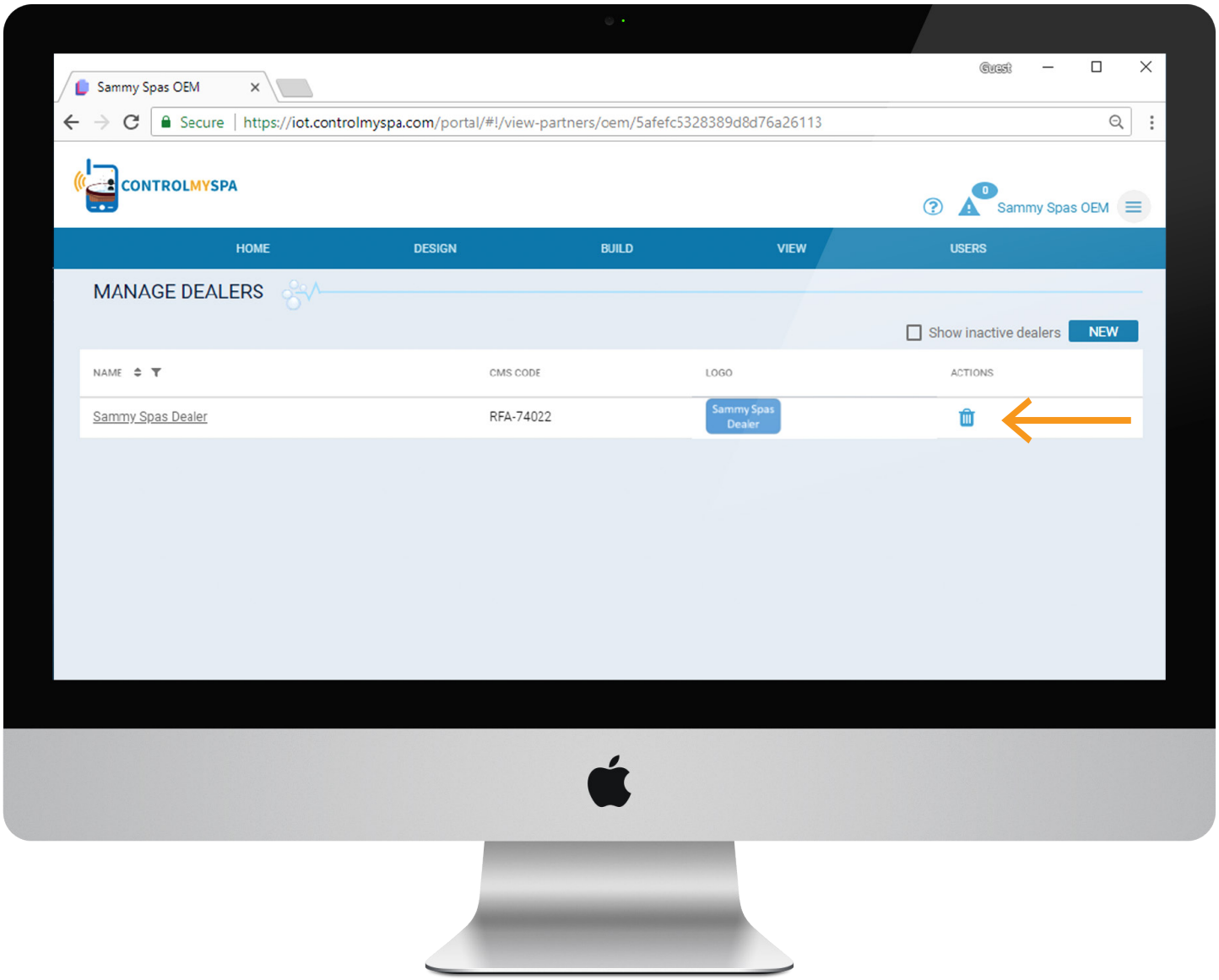
Website OEM Overview



OEM: MANAGE DEALERS

ControlMySpa™

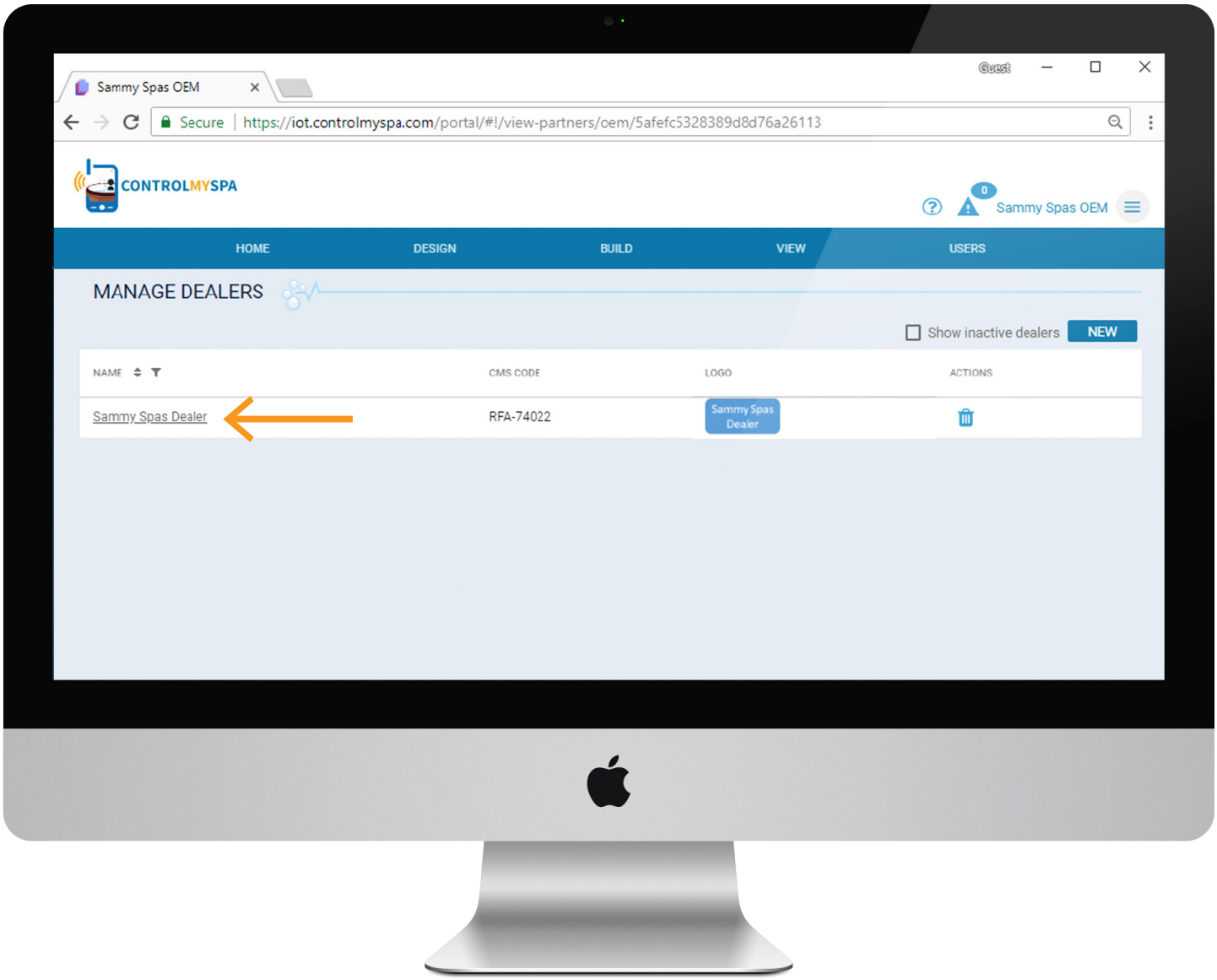
Website OEM Overview



OEM: MANAGE DEALERS

ControlMySpa™

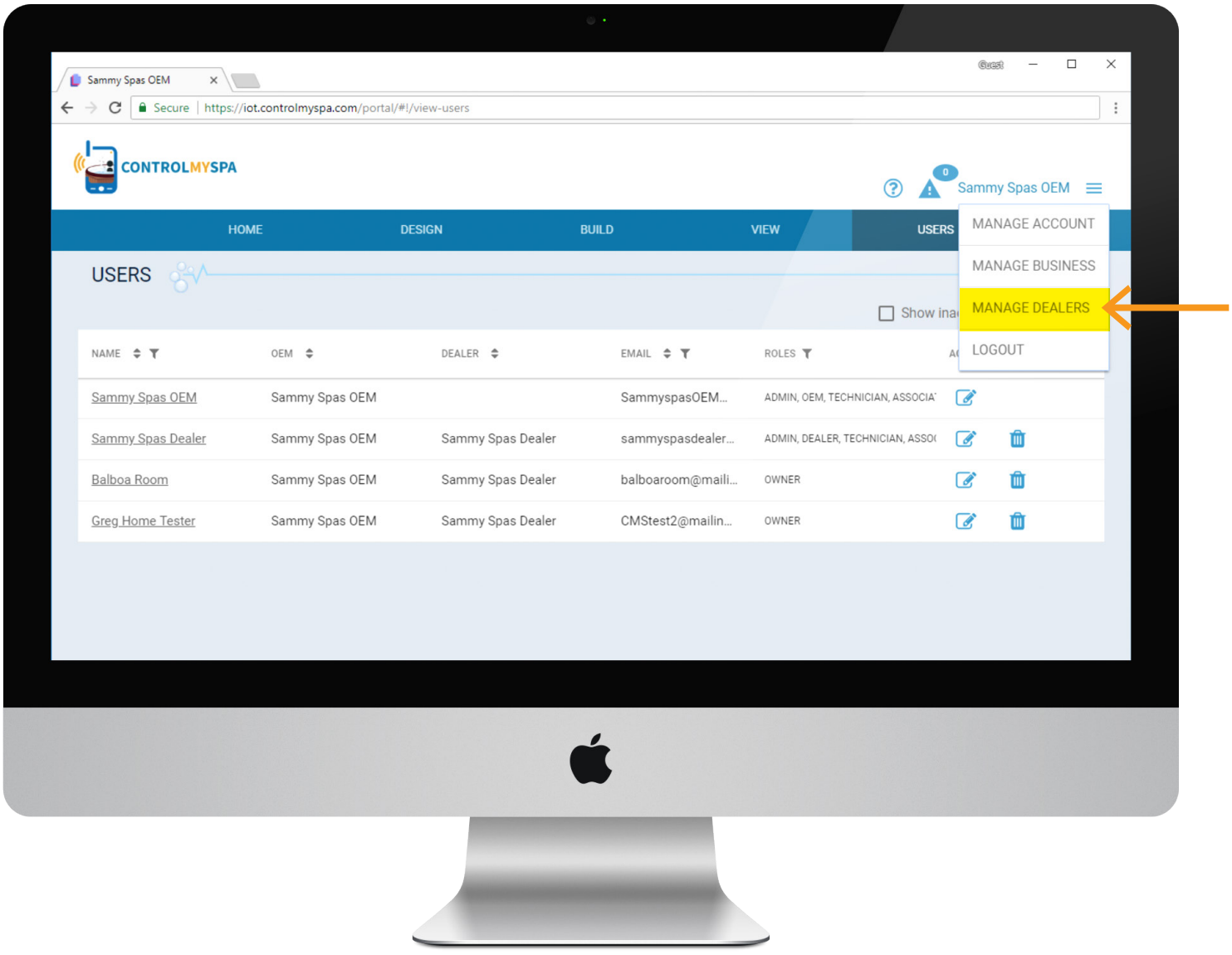
Website OEM Overview



OEM: MANAGE DEALERS

ControlMySpa™

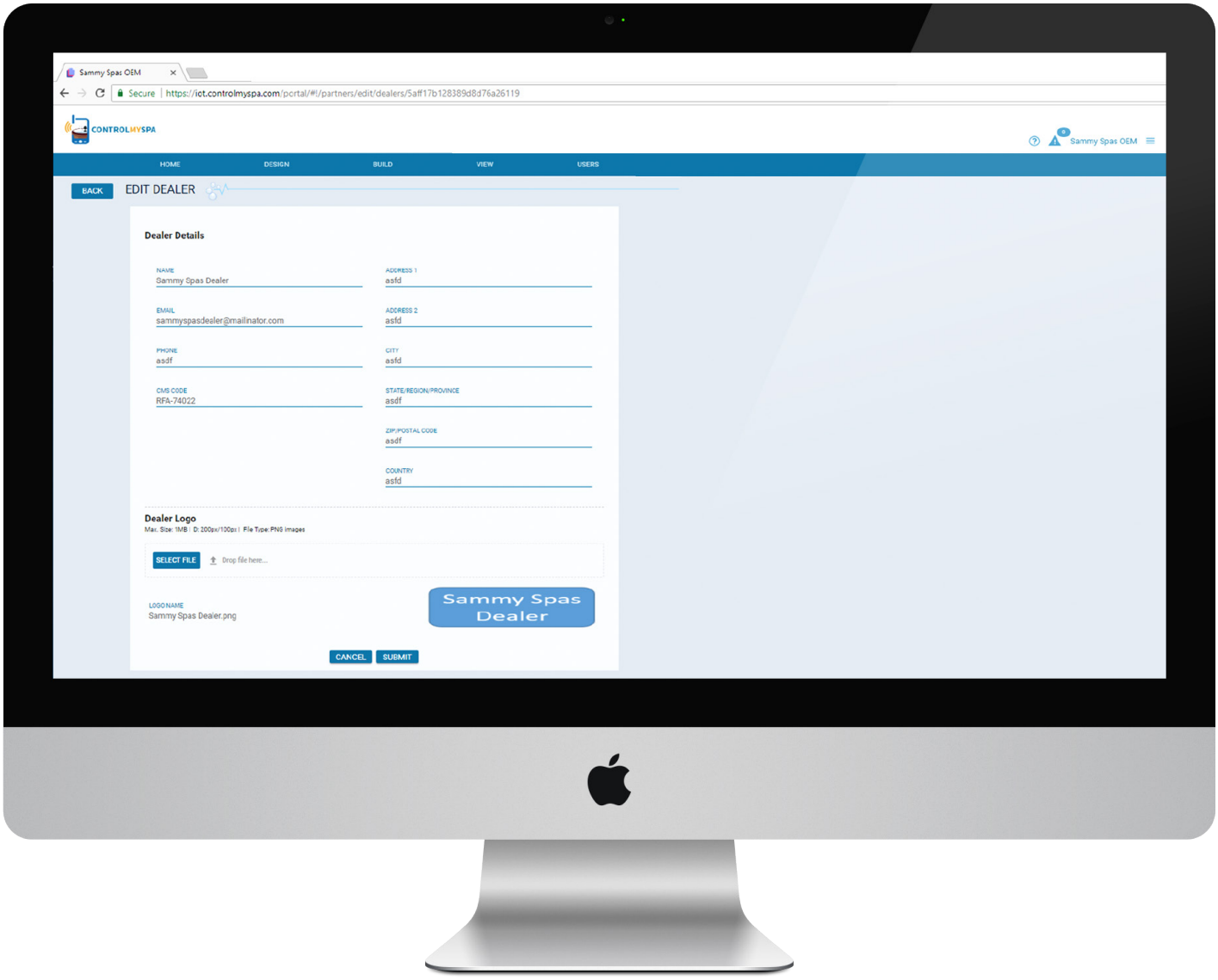
Website OEM Overview



OEM: MANAGE DEALERS

ControlMySpa™

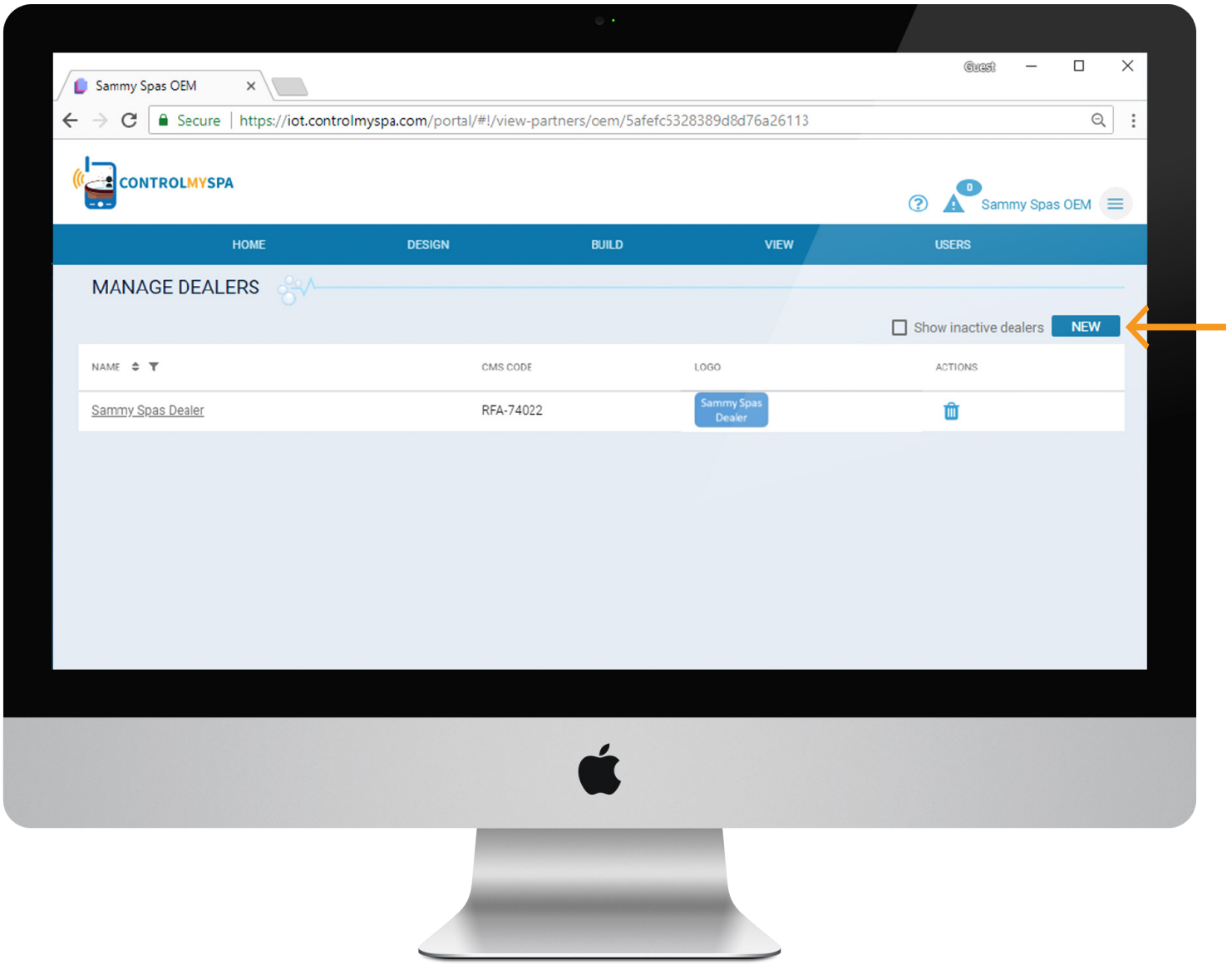
Website Dealer Overview



OEM: MANAGE DEALERS

ControlMySpa™

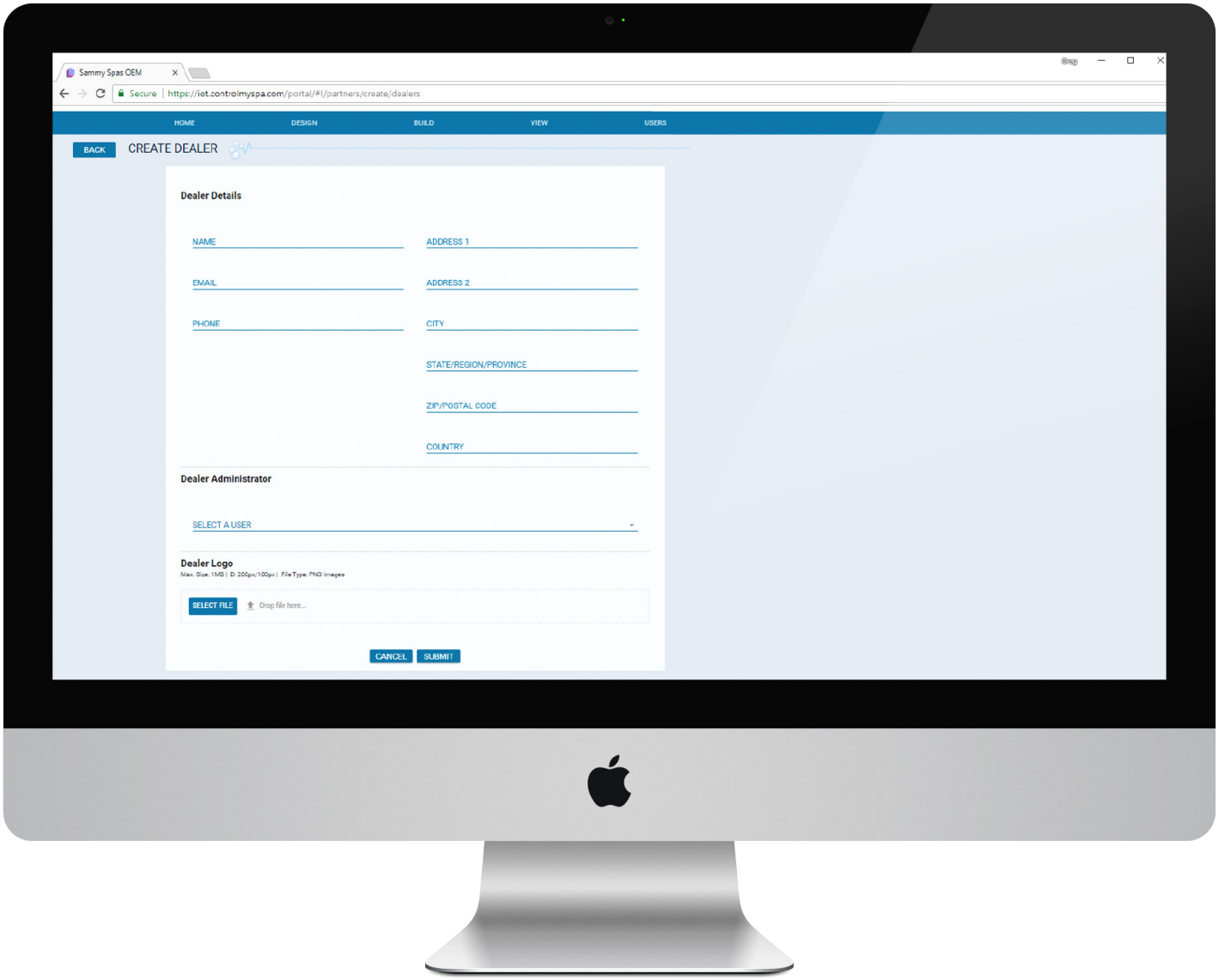
Website OEM Overview



OEM: MANAGE DEALERS

ControlMySpa™

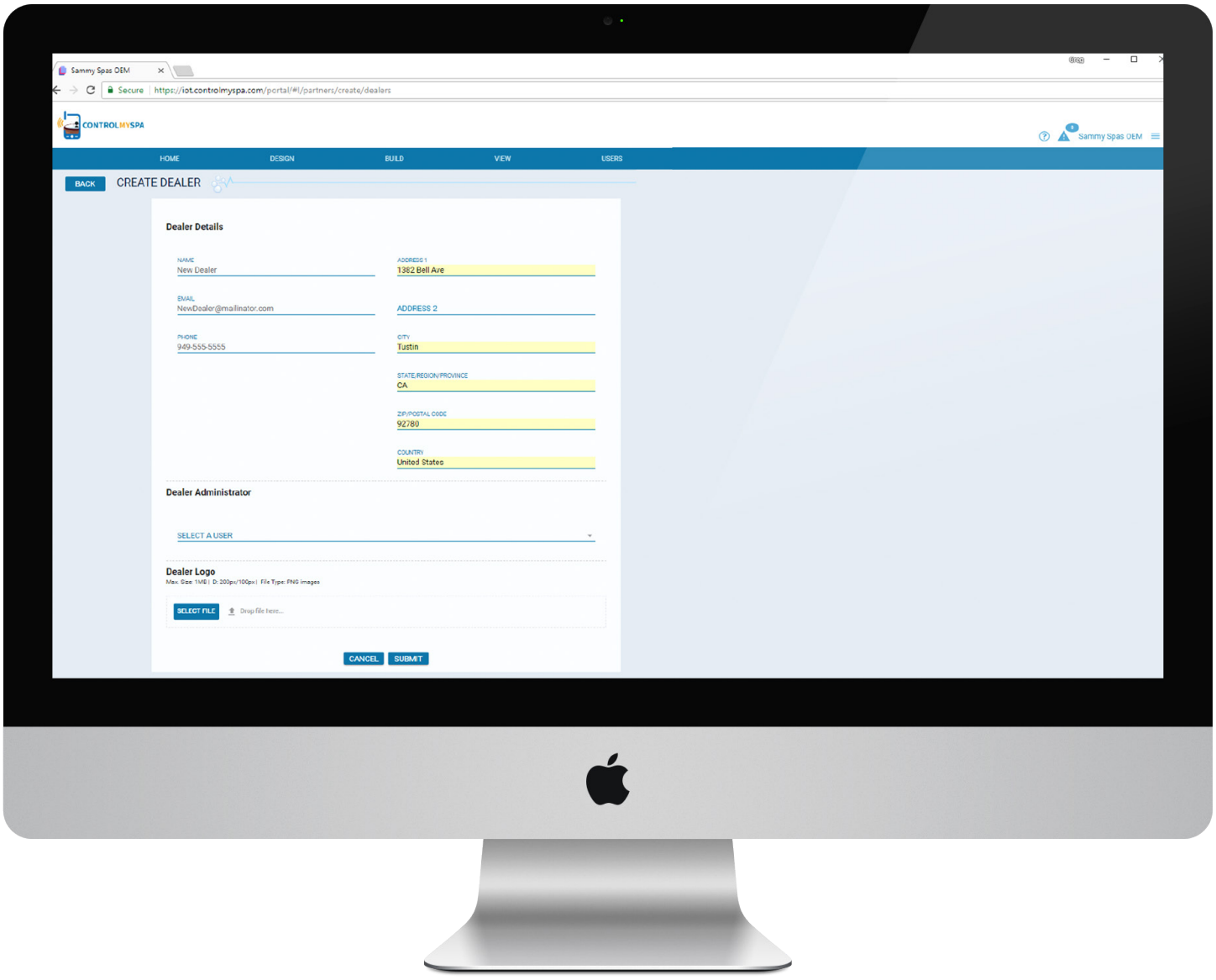
Website OEM Overview



OEM: MANAGE DEALERS

ControlMySpa™

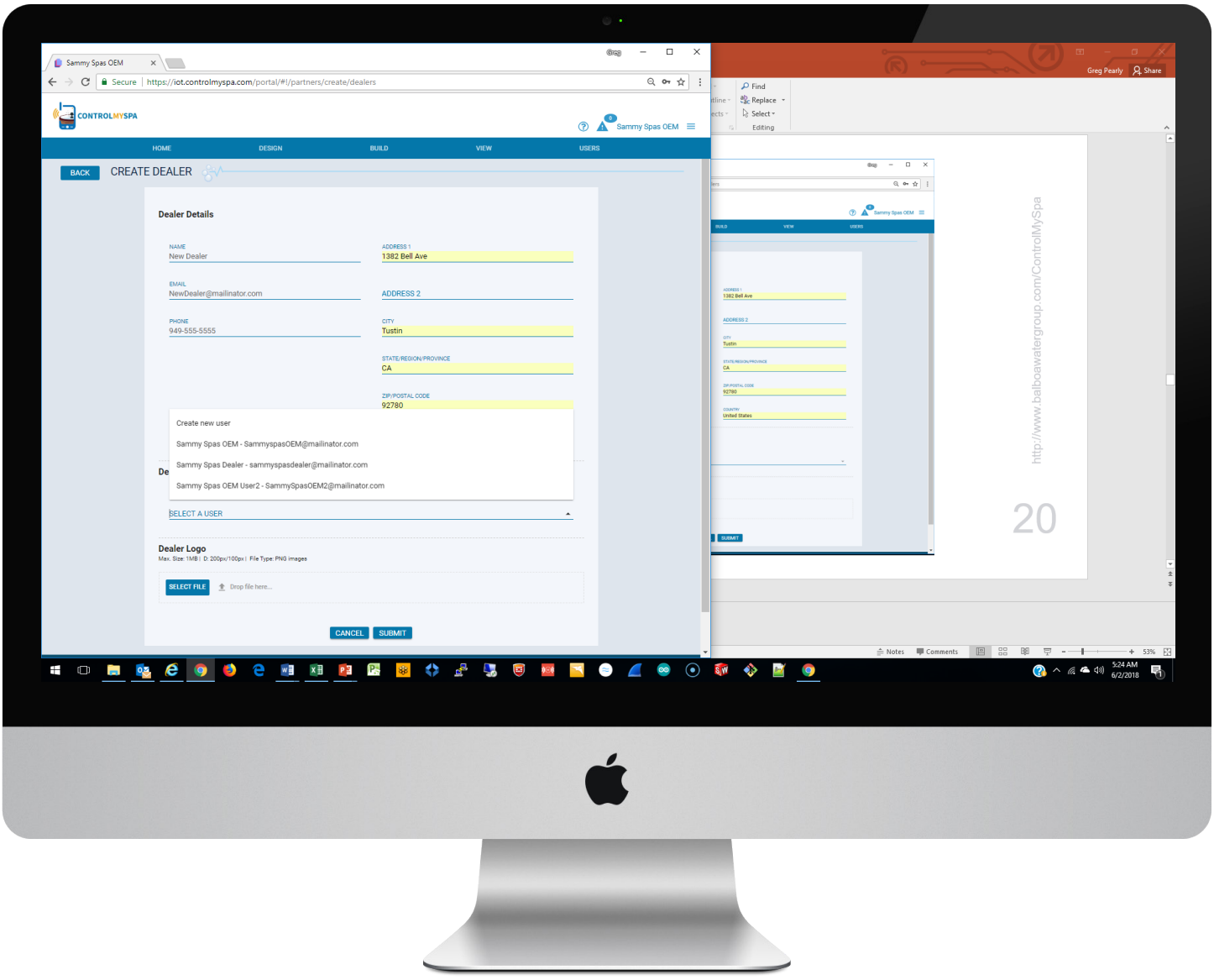
Website OEM Overview



OEM: MANAGE DEALERS

ControlMySpa™

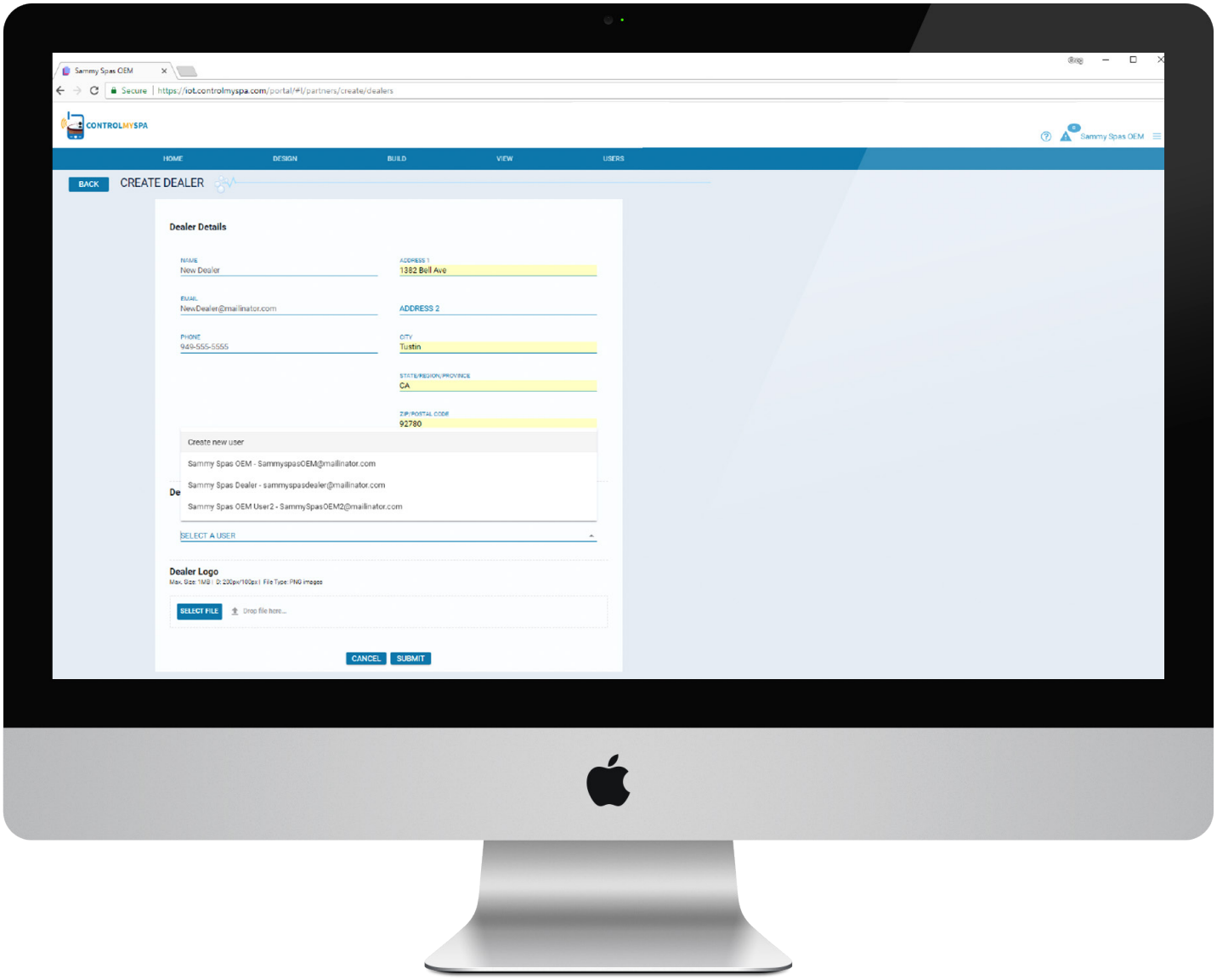
Website OEM Overview



OEM: MANAGE DEALERS

ControlMySpa™

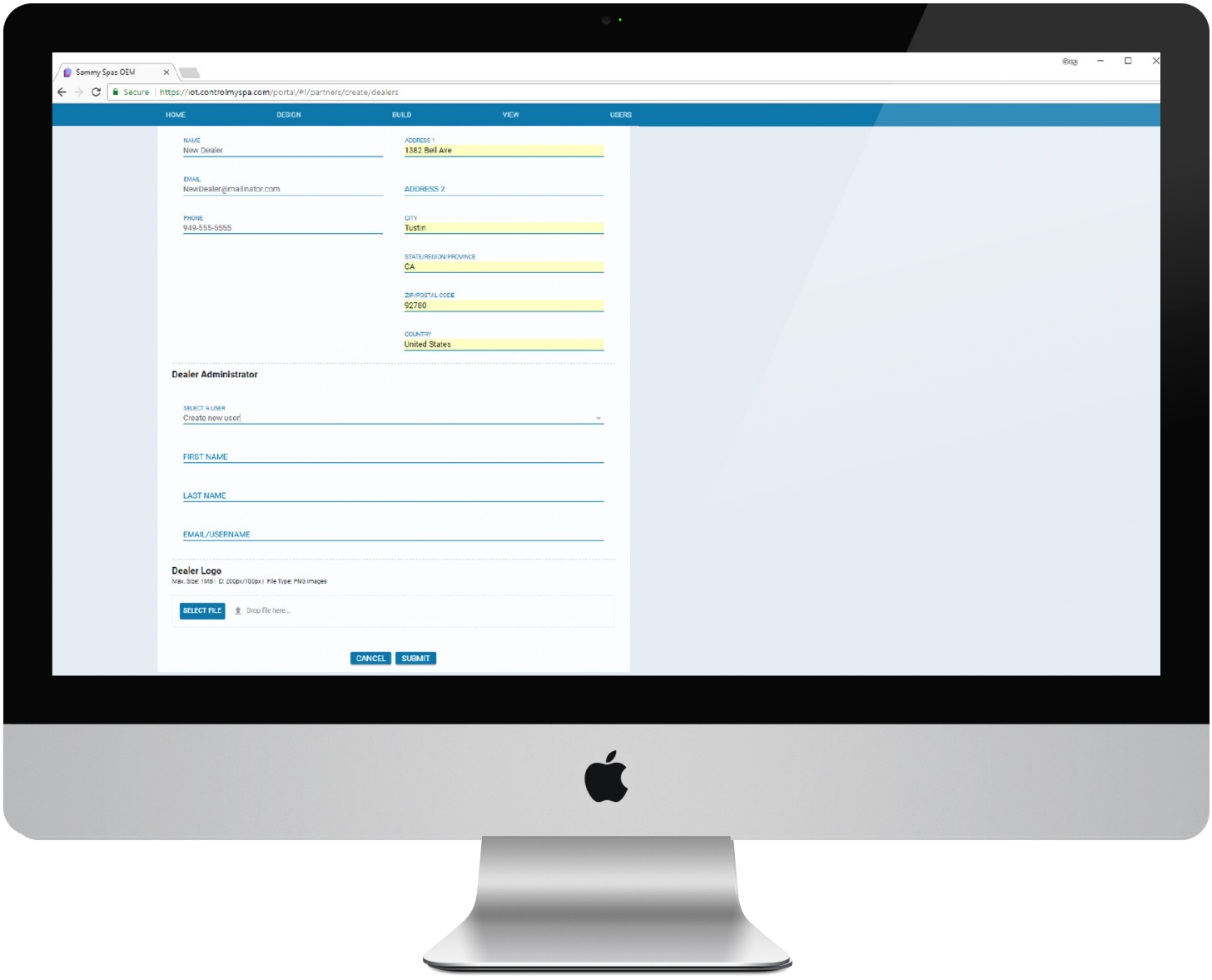
Website OEM Overview



OEM: MANAGE DEALERS

ControlMySpa™

Website OEM Overview



OEM: MANAGE DEALERS

ControlMySpa™

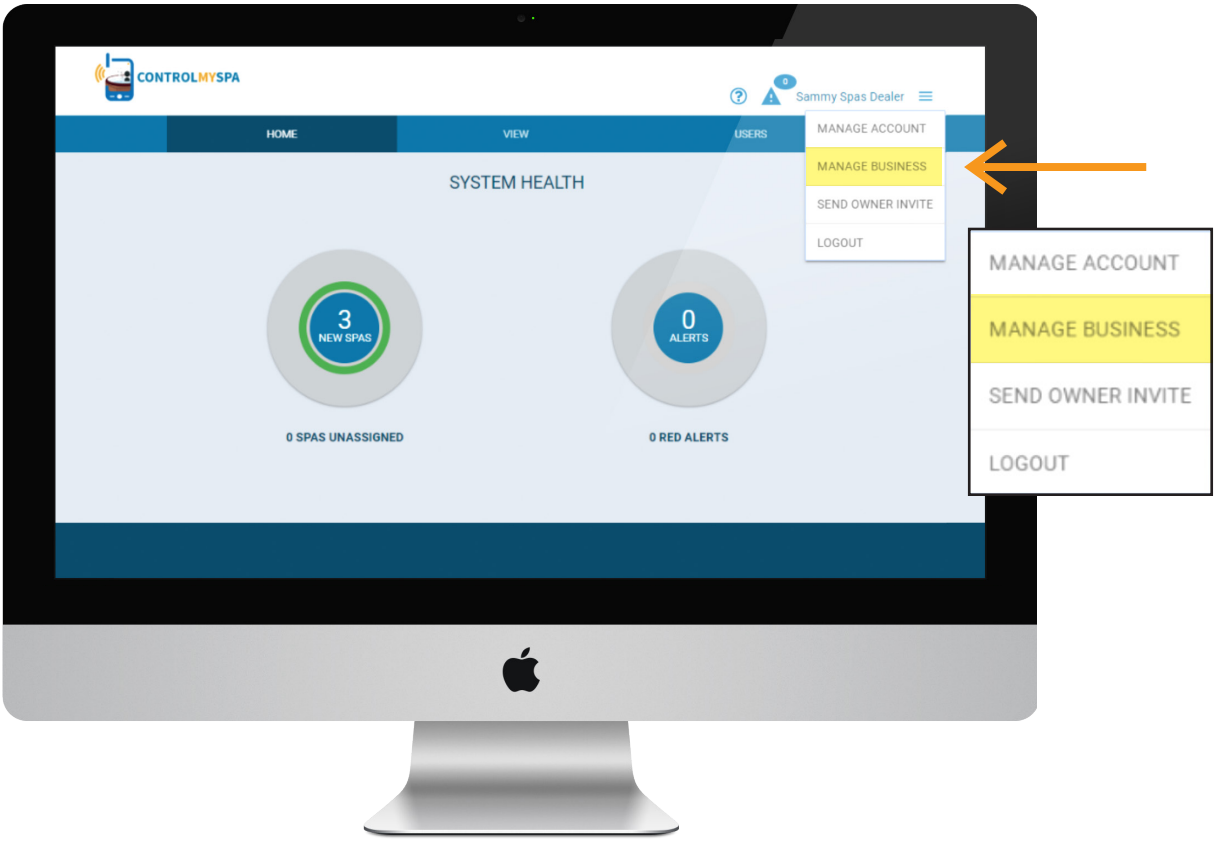
Website OEM Overview

LOGO EACH LOGIN WILL SEE

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

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

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

ControlMySpa™ Showroom Spas

EQUIPMENT NEEDED:

BP SYSTEM



Balboa Water Group BP System
connect to power

GATEWAY ULTRA Modules



Showroom Module



Spa Module

SMARTPHONE |TABLET



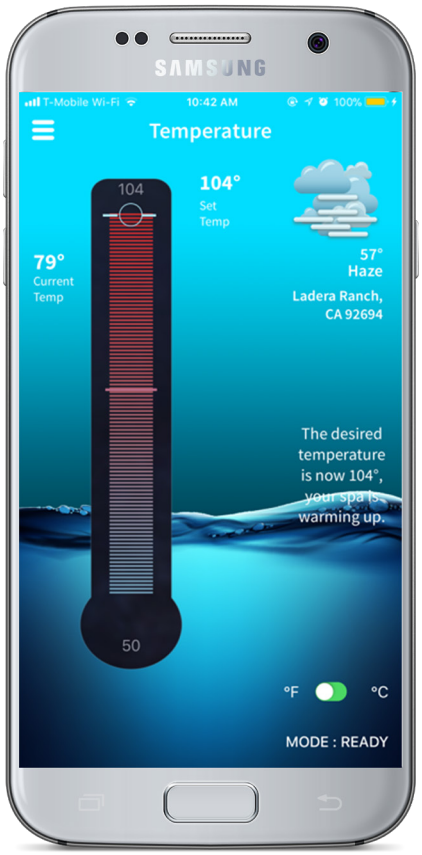
Android or iOS (Apple) smart-phone or tablet

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.

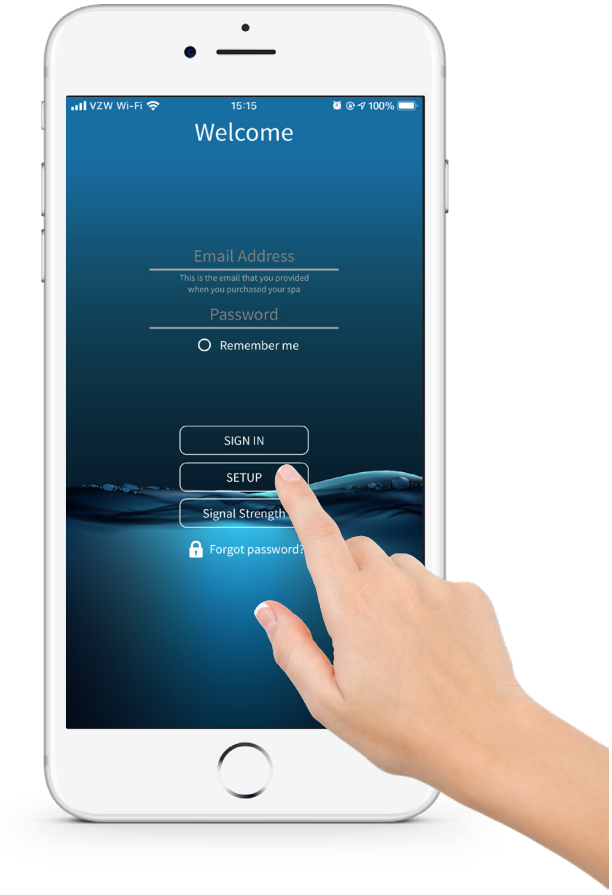
The Spas can be sold to a spa owner with no other setup necessary in the ControlMySpa™ system.

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



ControlMySpa™

Setup Dealer User Account



1.

Open the app on your smart device

Press “SETUP“ on the app.



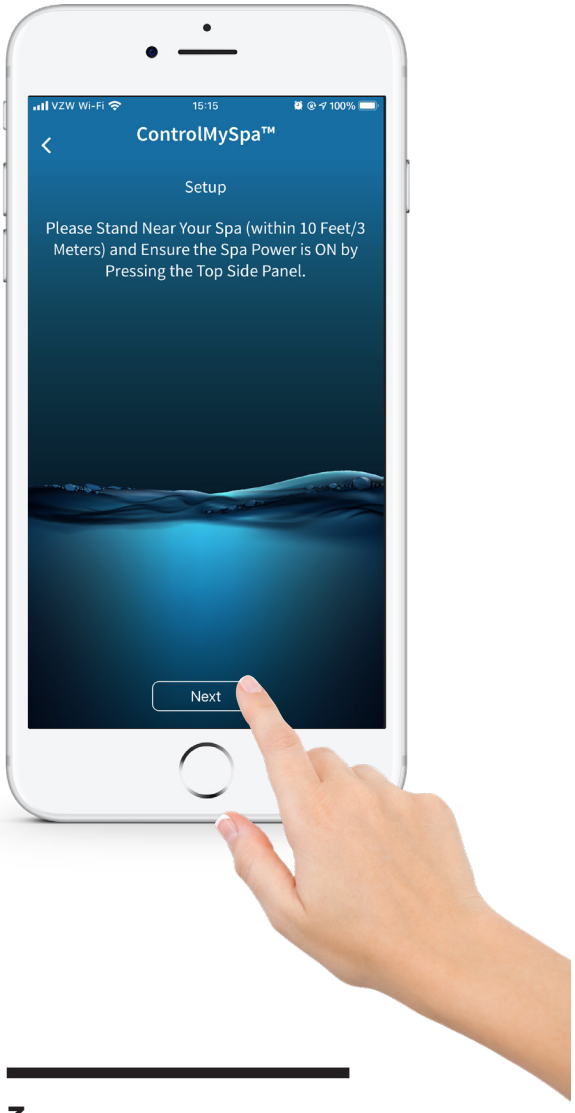
2.

Press “Next“

Confirm Bluetooth is ON in the iOS Settings.

ControlMySpa™

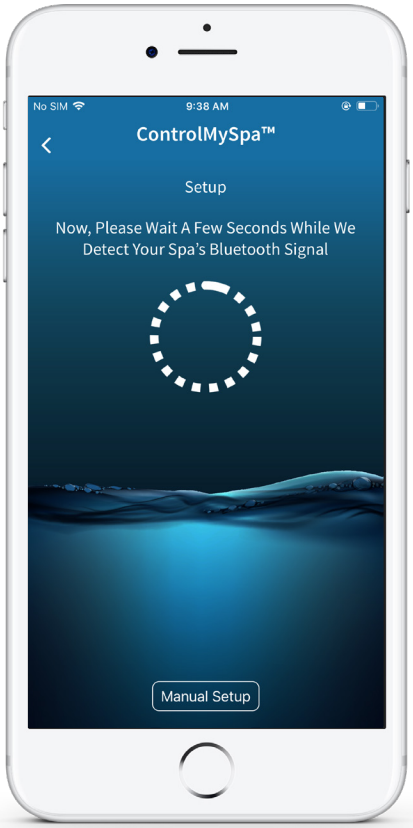
Setup Dealer User Account



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 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.

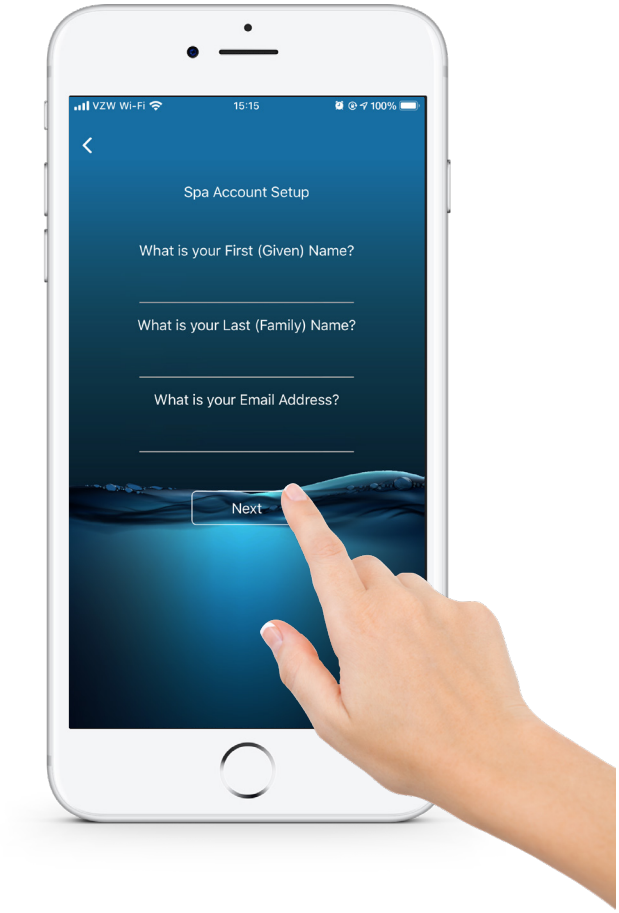
Press “Next“tt

The CMS code is 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™

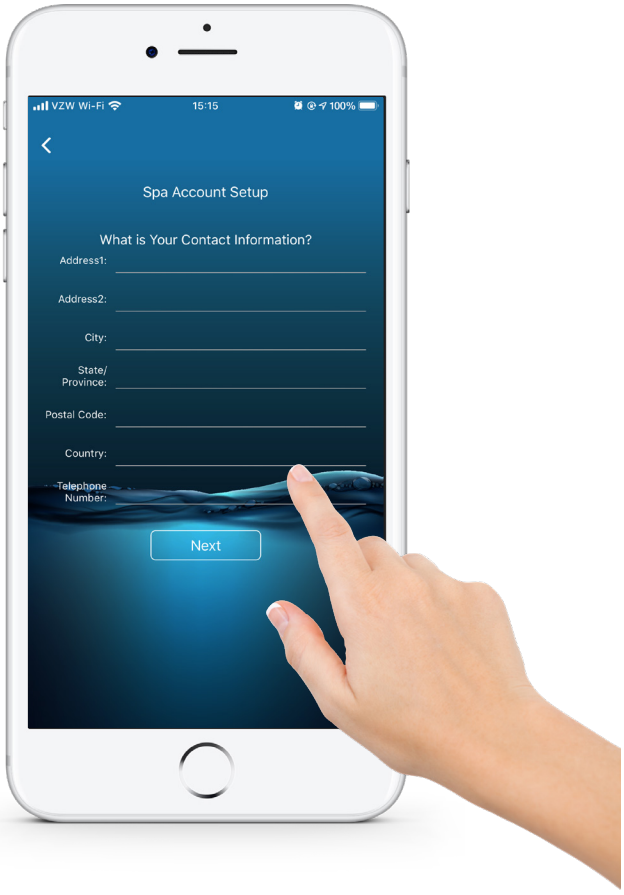
Setup Dealer User Account



7.

Press “Next“

Input information and press “Next“.



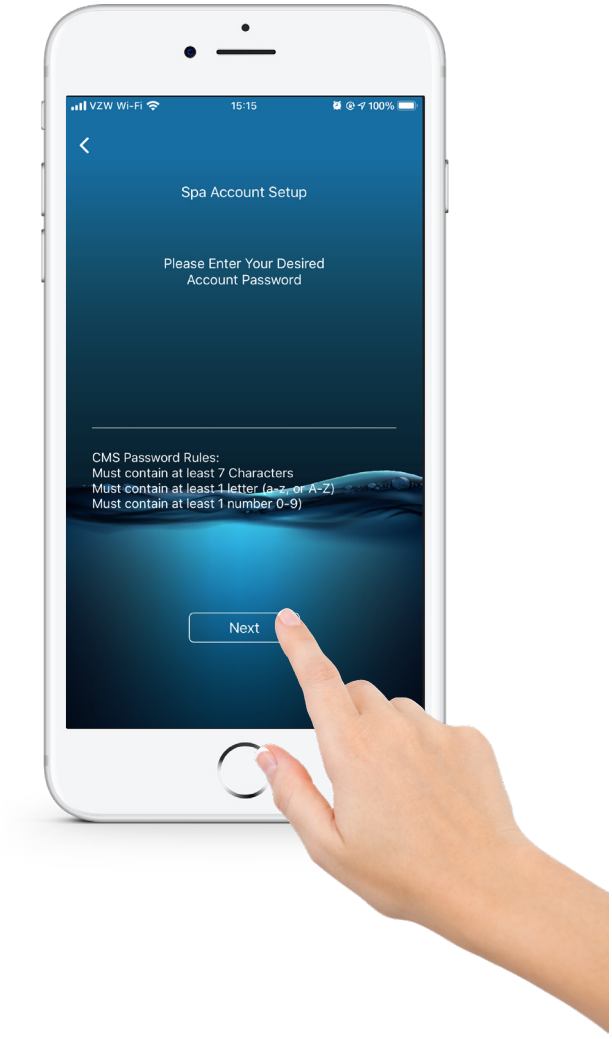
8.

Press “Next“

Input information and press “Next“.

ControlMySpa™

Setup Dealer User Account



9.

Press “Next“

Input information and press “Next“.



10.

Press “Next“

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

ControlMySpa™

Setup Dealer User Account



11.

Press “Close“



12.

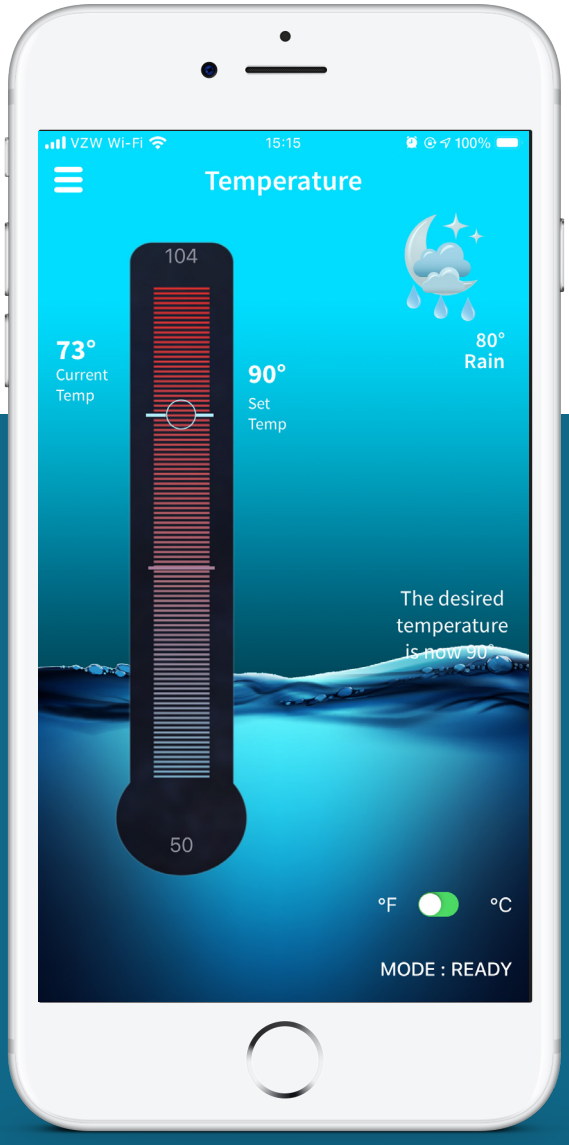
Press “SIGN IN“

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

ControlMySpa™

Setup Dealer User Account

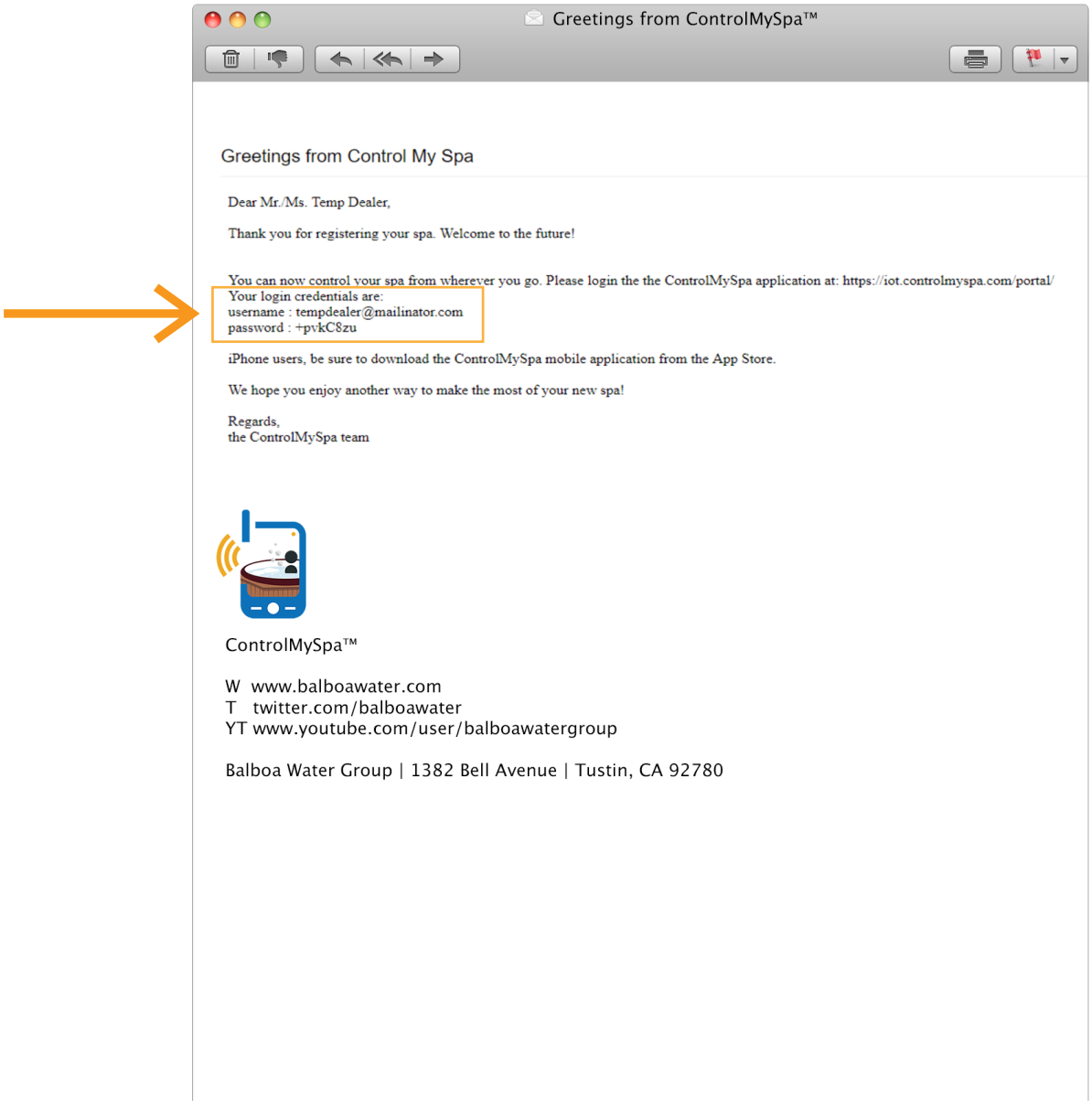
SUCCESS! YOUR ACCOUNT IS SETUP, AND YOU CAN CONTROL YOUR SPA WITH THE CMS APP.



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**.



The Information Menu

CONTROLMYSPA™ SUPPORT

Trademark | Patent Notices

The iPhone®, iOS®, iPod® and iPad® are a registered trademark of Apple Inc. The iPhone®, iOS®, iPod® touch and iPad® are a trademark of Apple Inc., registered in the U.S. and other countries.

©Samsung Telecommunications America, LLC (“Samsung”). Samsung, Galaxy S, Super AMOLED, and AllShare are all trademarks of Samsung Electronics Co., Ltd. and/or its related entities. Other company names, product names and marks mentioned herein are the property of their respective owners and may be trademarks or registered trademarks. Appearance of device may vary.

Wi-Fi®, the Wi-Fi CERTIFIED logo, and the Wi-Fi logo are registered trademarks of the Wi-Fi Alliance.

Google, Google Play and other marks are trademarks of Google, Inc.

CMS, ControlMySpa™, BALBOA WATER GROUP and the stylized logo are registered trademarks or applications applied for in the US Patent & Trademark Office. All rights reserved. All other product or service names are the property of their respective owners.

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

INTELLECTUAL PROPERTY ADVISEMENT

All Intellectual property, as defined below, owned by or which is otherwise the property of Balboa Water Group or its respective suppliers relating to the Balboa Water Group BP Spa Control Systems, including but not limited to, accessories, parts, or software relating to the “System”, is proprietary to Balboa Water Group and protected under federal laws, state laws, and international treaty provisions. Intellectual Property includes, but is not limited to, inventions (patentable or unpatentable), patents, trade secrets, copyrights, software, computer programs, and related documentation, and other works of authorship. You may not infringe or otherwise violate the rights secured by the Intellectual Property. Moreover, you agree that you will not (and will not attempt to) modify, prepare derivative works of, reverse engineer, decompile, disassemble, or otherwise attempt to create source code from the software. No title to or ownership in the Intellectual Property is transferred to you. All applicable rights of the Intellectual Property shall remain with Balboa Water Group and its suppliers.

1119 CMS™ USER GUIDE: OEM
©2019 Balboa Water Group. Single Source Solution. All rights reserved.
3030 Airway Avenue | Costa Mesa, CA 92626 | p 714.384.0384 | www.balboawater.com/controlmyspa Specifications subject to change without notice.

Rev. B | 11.19



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

Balboa Water Group
3030 Airway Avenue
Costa Mesa, CA 92626

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

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