How to connect and activate your Wi-Fi enabled water softener

EN

BWT PerlaMAXX

10, 20

BWT
BEST WATER TECHNOLOGY

EN-PS WI-FI SETUP ©BWT UK Limited. Changes of technical specifications reserved

PerlaMAXX Registration

Thank you for purchasing your PerlaMAXX Wi-Fi softener. The following instructions will help enable you to connect to your new Wi-Fi device. (*Please note that images used in this instruction for smartphone screens are representative only and may differ depending on the type of smartphone used).*

1) Turn on the power supply to the PerlaMAXX. After a short time, the Wi-Fi module will start operating as a local access point – commonly referred to as a Wi-Fi hotspot.

Using a smartphone, you must search for and connect to the local access point by following this procedure.

2) On the smartphone go to 'Settings' and search for local Wi-Fi networks. If necessary, switch off the Wi-Fi on the smartphone and switch it back on in order to initiate a new search. (Fig 1)

3) From the list of networks found select 'PerlaMAXX_XXXX- XXXX' where XXXX-XXXX represents the product code for your PerlaMAXX. (Fig2)

4. If the local access point 'PerlaMAXX' cannot be found, it may have been timed out so simply switch off the softener. After approximately 10 seconds restart the softener to initiate the local access point again.

You may get a notification that the internet is not available on 'PerlaMAXX'. 'Press OK' to accept and dismiss this message. You may also get a choice to 'connect only this time','always connect' or 'disconnect', select 'always connect'.

The PerlaMAXX is now connected to your smartphone

5) Open a browser (e.g. Chrome or Safari) on your smartphone. This should automatically display the PerlaMAXX home page. (Fig 3) Alternatively go to '6' below.

6) If the PerlaMAXX home screen is not displayed, then in the address/search bar enter '192.168.4.1' and press the enter/search button. The PerlaMAXX home screen will be displayed.

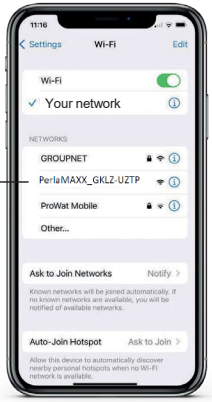

Fig 1

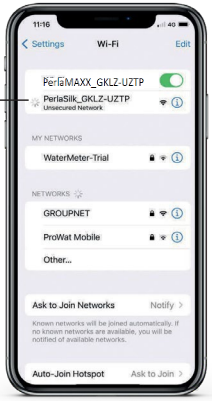

Fig 2

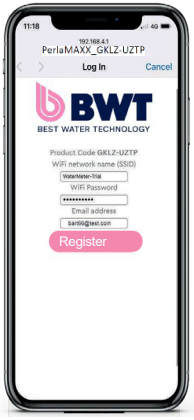

Fig 3

7) Select the most appropriate language then press the Next button. The PerlaMAXX will search for available networks and list them as shown. (Fig 4)

8) Select the desired Wi-Fi network from the list or you may type the network name, if necessary, then press the Next button and the following page will be shown. (Fig 5)

9) Next enter your 'network' password into the password field and enter your e-mail address to be used for the registration. PLEASE NOTE: This email will be required to complete activation of your product. Please ensure that you use the correct email address, with no typing errors. (Fig 6)

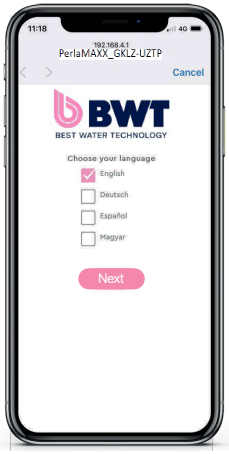

Fig 4

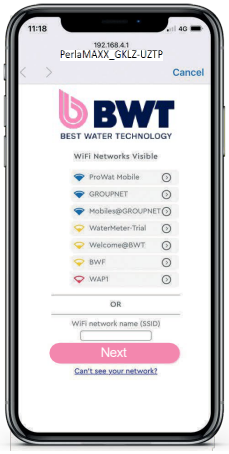

Fig 5

Fig 6

10) ‘PRESS’ the Register device button to begin the connection process. (Fig7)

11) If for any reason the password entered was not correct, or the Wi-Fi network has an issue, you may receive a Failure message as shown. (Fig 8)

12) If this occurs, please double check the Wi-Fi password and re-try using the ‘Register device’s button. (Fig 8)

13) The PerlaMAXX will automatically send your registration request to BWT please press ‘Close configuration’.

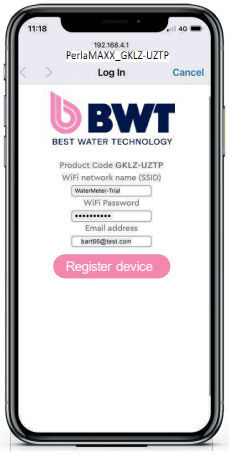

Fig 7

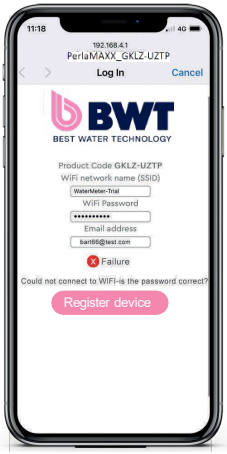

Fig 8

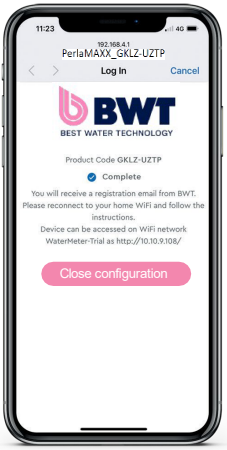

Fig 9

14) You should receive an activation email from BWT very quickly (Fig 10). Please be aware because of the way our systems are integrated during busy periods your activation email may be delayed.

15) If for any reason you do not receive your activation email after 12 days, please repeat all the steps above from 1 -13

16) If you still fail to receive an activation email from BWT within 3 days of the second attempt, please contact BWT Customer Service 01494 838100

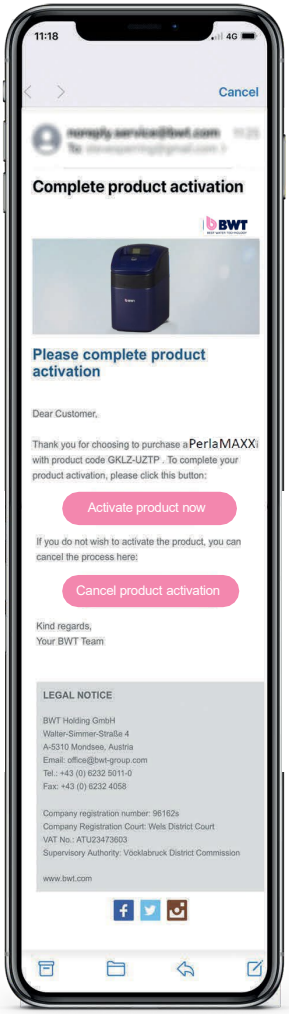

Fig 10

17) Once you receive your activation email, please follow the instructions in the email and this will direct you to our online activation process. This can be done on any web-enabled device, such as a smartphone, tablet or PC. (Fig 11)

A Select or change the device name as needed

B Type your address into the boxes provided and click next

C Ensure that you select the country from the drop-down list. *Typing in the country will not work*

D Select the tick boxes if you accept the transfer of data to BWT and/or your BWT professional partner / installer

E Click complete registration and this will direct you to the BWT Cloud to set up a BWT Account

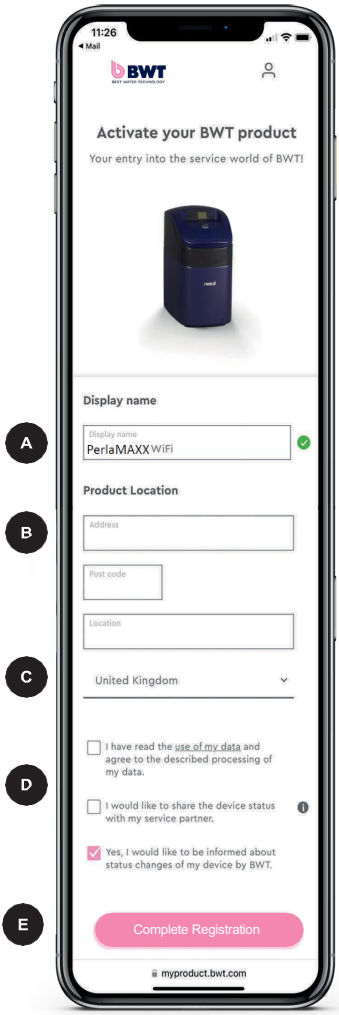

Fig 11

18) Setting up a BWT Account

If you have an existing account, please login using your registered email address and password and then press 'Next'. (Fig 12) Now please turn to page 10.

If you do not already have a BWT Account, select 'Create new BWT account'

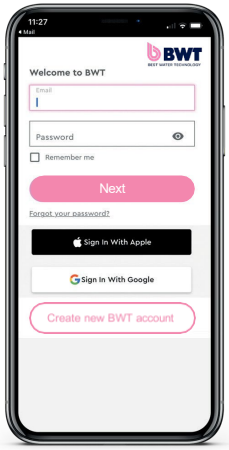

Fig 12

To create a 'New Account', follow the advice on screen (Fig 13), complete the email address and password fields you wish to use for your account and select 'Next'.

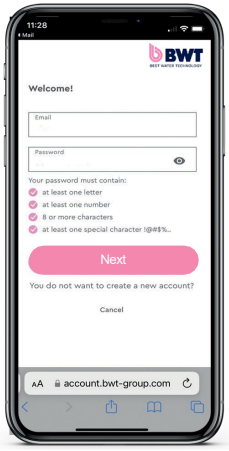

Fig 13

19) Create your BWT Account

Insert your personal details and select the country from the drop-down list – *typing in the country will not work.* Complete the form in full. (Fig 14)

Select the tick box to accept our terms and conditions and proceed.

Select 'Create account' to complete your BWT Account setup.

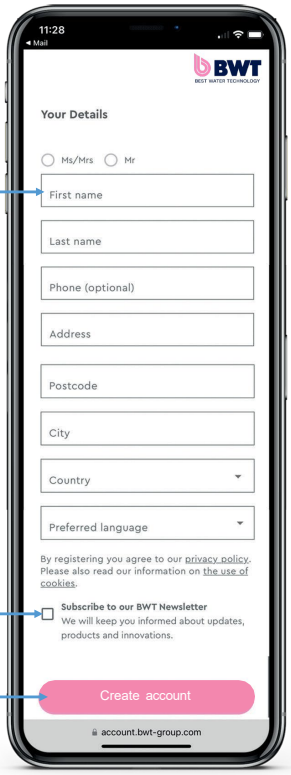

Fig 14

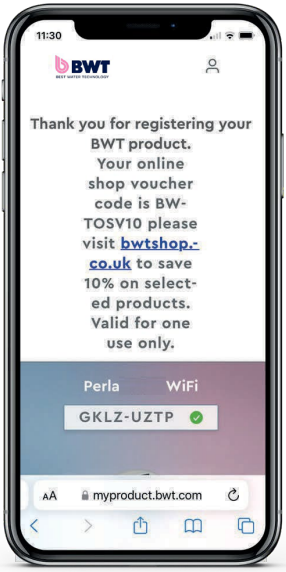

Fig 15

20) On your smartphone, download the BWT Best Water Home App from your preferred App Store for your device. (Fig 16)

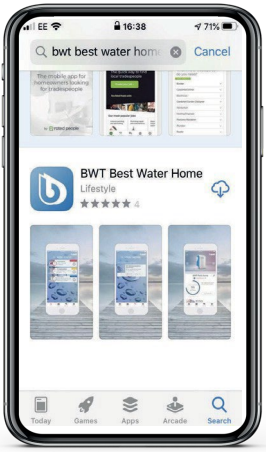

Fig 16

The PerlaMAXX data and functionality is displayed here on the right as an example

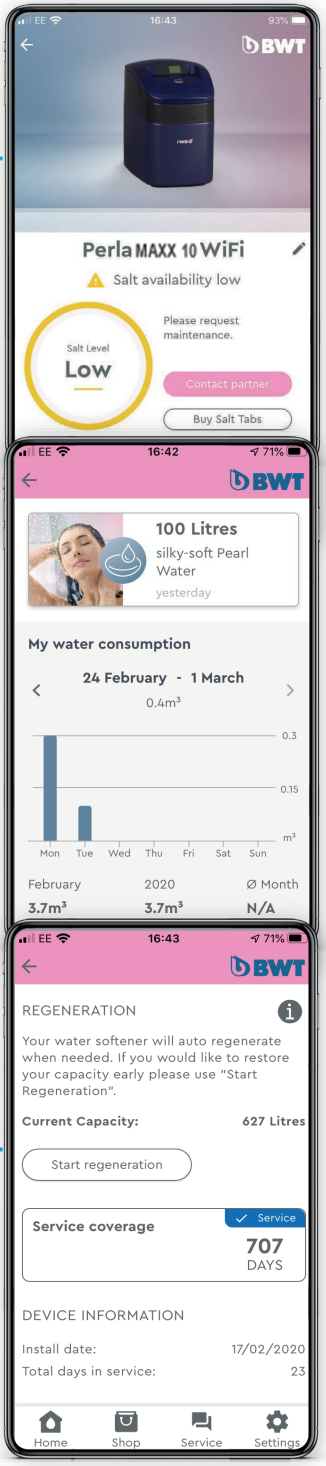

Fig 18

Once you open the App, login using your BWT Account credentials used in BWT Account setup. Your registered device (s) will appear listed on the home page. (Fig 17)

Select the device you wish to access with the App, and you will now have full functionality an information for your device – this will differ depending on the product.

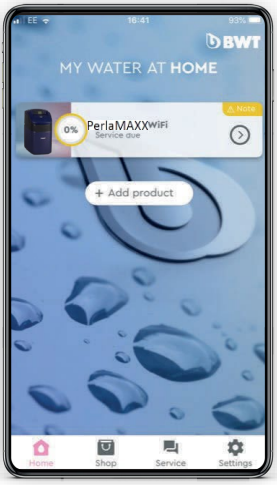

Fig 17

21) Troubleshooting Guide

During the product registration process over the PerlaMAXX local access point several status indications and warnings may appear during the process. The table below provides a summary of the status and actions possible

Status Display	State	Possible actions
Network not validated. Press Connect	Device has never been connected to Wi -Fi or registered	Press Connect to enter Wi-Fi credentials
Not registered. Press Register.	Not currently connected to Wi-Fi but has been connected previously Registration has never been started.	Press Reconnect to re-enter Wi-Fi credentials
Connected. Press Register to proceed	Connected to Wi-Fi but registration not started	Press Register Press Reconnect to re-enter Wi-Fi credentials (in case of access point time out)
Registration pending	1st registration request has been sent, waiting for message acceptance from BWT Cloud	Wait for activation email from BWT Press Reconnect to re-enter Wi-Fi credentials (should you wish to change any details or re-submit registration request)
Registration pending (x) days remaining	1st registration request has been accepted waiting for activation from BWT Cloud	Wait for activation email from BWT Press Reconnect to re-enter Wi-Fi credentials (should you wish to change any details or re-submit registration request)
Registration pending (2nd attempt)	2nd registration request has been sent, waiting for message acceptance from BWT Cloud	Wait for activation email from BWT Press Reconnect to re-enter Wi-Fi credentials
Registration pending (2nd attempt) x days remaining	2nd registration request has been accepted waiting for activation from BWT Cloud	Wait for activation email from BWT Contact BWT Customer Service
Unregistered. Reset to restart	Registration has expired or been declined by user	Press Connect to enter Wi-Fi credentials
Registered	Registration successful everything OK	No action needed. Open or setup BWT Account Press Reconnect to re-enter Wi-Fi credentials (should you wish to change any details)

BWT Holding GmbH
Walter-Simmer-Straße 4
A-5310 Mondsee
Phone: +43 / 6232 / 5011 0
Mail: office@bwt.at

BWT UK Ltd.
Suite G, Artisan,
Hillbottom Road, High Wycombe,
Buckinghamshire, HP12 4HJ
Phone: +44 / 1494 / 838 100 Fax:
+44 / 1494 / 838 101
E-mail: enquiries@bwt-uk.co.uk

bwt.com

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