

Understanding the Wi-Fi and App Connection

Only the Sanctuary and Outdoor sauna models are fitted with a Wi-Fi circuit board with the main purpose of being able to operate the sauna remotely. This means the user can set the sauna to switch on at their desired temperature and time in advance, or adjust their experience directly from their smartphone/tablet, etc., without using the internal keypad.

A Wi-Fi circuit board can not be added at a later stage to our sauna models which do not have this fitted as standard. The Wi-Fi can be deactivated but this will not allow the sauna to be controlled remotely via the App.

The App connection is a common problem for customers as there are several parts of the process that can cause stumbling blocks. Here are the main ones:

1. Both your router and smartphone/tablet need to be connected to the 2.4GHz frequency for initial setup. A 5GHz frequency will not work. You can switch back to a 5GHz frequency once the App is installed and working. If you do not know how to do this on your own, you will need to get in touch with your ISP (Internet Service Provider) or consult your device documentation to learn how to temporarily change these settings. We recommend the following router if you want a dedicated 2.4GHz or interchangeable connection.

[Recommended Router for Clearlight Saunas](#)



2. The distance between your sauna and your router can cause a lack of connection to the App, or to have intermittent connectivity. Extending your router signal using a Wi-Fi extender is the best way to ensure your sauna can 'speak' to your Wi-Fi. Proximity can be a factor in cases where there are several walls and/or flights of stairs between the wireless router/access point and the sauna(s) or in the case of an outdoor unit being too far.
3. The location function needs to be activated when installing the App.
4. Android devices are generally more stable than iOS. This is mainly due to security settings.
5. Firewall issues - see below.
6. Privacy settings on your smartphone/tablet/etc. - see below.

Firewall issues with a router

If an app doesn't have a rule that allows it to access the internet, your Firewall blocks the application to protect your computer/tablet/device.

A lot of antivirus or internet security software tries to control which programs can access the internet. Often, these programs err on the side of caution and by default many programs are not allowed access. The easiest thing to try is just turning your internet firewall software off, to see if that allows you to join experiences. If it does, you can turn it back on and follow these steps to safely allow access to the internet.

If you have a firewall outside the system one, also try disabling that.

Check your firewall settings on your router - individual routers have different firewall settings.

Privacy settings on your phone - especially iPhone

Changing the privacy settings on your Apple device only changes how certain Apps can access your device. If you want to change the settings for a third-party App (apps created by companies other than Apple), you must sign in to the third-party account (through its App or through a browser) and update the settings from there.

[Change your privacy settings on Apple devices](#)

[Control app tracking permissions on iPhone](#)

[12 reasons iPhone won't download apps](#)

Connecting for the first time:

1. Check that device you are using to download the App has the latest software updates/app updates.
2. Both your router and phone need to be set to 2.4GHz (see above for frequency explanation). 5GHz will not work. Basically, your mobile phone and the app must be connected to the same network - 2.4GHz
3. How far away is the router from the sauna? Make sure the router is within a short distance from the sauna otherwise extending your router signal using an extender is recommended.

4. Be within a close proximity to the router/router extension when connecting to the App.
5. Download the Clearlight® Sauna Connect App from the App Store for iPhone, and Google Play for Android. Have you selected the **Clearlight App**?
6. Enable Location access permission - this must be set to "Allow always" or "Allow while using this app". If the permission is denied, the app will not find your sauna.
7. Follow the setup instructions on the App.

Checking the WiFi status of your sauna:

Press the POWER button for 5 seconds. This will start the WiFi Configuration Mode. This shows the WiFi strength in the TEMP area of the display and it shows the WiFi connection state status in the TIME area of the display. This will stay on for 2 minutes.

Wi-Fi state = 00-0: It cannot find Wi-Fi mode - WiFi circuit board in the sauna may be defective.

Wi-Fi state = 00-1: The Wi-Fi could not connect to the router - WiFi from the sauna is working.

Wi-Fi state = 00-2: The Wi-Fi is connected to the router but could not connect to the iCloud server.

Wi-Fi state = 00-3: The Wi-Fi is connected to both router and to the iCloud server successfully and all should be working correctly.

Recommendations from the manufacturer after an unsuccessful connection:

- Check your firewall settings on your router - individual routers have different firewall settings.
- Check your privacy settings on your iPhone. Changing the privacy settings on your Apple device only changes how certain Apps can access your device. If you want to change the settings for a third-party App (apps created by companies other than Apple), you must sign in to the third-party account (through its app or through a browser) and update the settings from there.

[Change your privacy settings on Apple devices](#)

[Control app tracking permissions on iPhone](#)

- Try connecting using another device. Android devices are generally more stable (less security) than iPhones.
- Check the device has the latest software updates/app updates.
- Reboot your router.

Reconnecting after unsuccessful connection:

1. Uninstall the App from your phone.
2. Pull the plug on the sauna for 60 seconds to reboot the sauna - this will drain all the residual electricity in the sauna effectively resetting the circuit boards. If the sauna is hardwired this can be done at the installed circuit breaking or at the fusebox.
3. Check again that both your router and phone need to be set to 2.4GHz (see above for frequency explanation). 5GHz will not work. Basically, your mobile phone and the app must be connected to the same network - 2.4GHz.
4. Be within a close proximity to the router/router extension when connecting to the App.
5. Reinstall the app - Download the Clearlight® Sauna Connect App from the App Store for iPhone, and Google Play for Android. Have you selected the Clearlight App? The Jacuzzi App will not work.
6. Create a new user account. Use an email address that has not been used before, and preferably not a gmail account. **Note:** this does not even need to be a real email address as it is only used for setup.
7. Ensure you are pressing and holding the power button until you hear the 'beep' prior to pressing 'setup' in the app. This initiates setup mode on the sauna and allows the app to communicate with the sauna.
8. Make sure you are logged into your user account within the app. Pressing the user icon on the app interface will take you to the log-in screen.
9. Enable *Location Access Permission* - this must be set to "Allow always" or "Allow while using this app". If the permission is denied, the app will not find your sauna.
10. If the setup does not complete successfully, try entering your Wi-fi name/password manually. Clear the box and manually enter it in if it is auto-populated, to ensure it is completely correct.
11. If you get stuck on the spinning wheel, let it continue for several minutes - it can take longer than expected.