



TechBook

in.touch ic

remote supervision
of your spa and hot tub installed base



Installation Coverage

Instant Connection

Immediate Contribution





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Introduction



in.touch ic

More than a new pro app,
a smarter way to work for spa
and hot tub professionals!

In just a few clicks on your smartphone, scan all connected spas and hot tubs of your installed base on your in.touch ic app dashboard. Color status codes and signal strength icons give you a real-time info on the status of each of them, helping you giving a proactive customer service.

Detect and correct customer problems even before they notice or immediately access all pertinent info about their spa when customers call, wherever you may be for a real professional and proactive technical service.

From your smartphone (with in.touch ic) to theirs (with in.touch 2), you can ask customers permission to access their spa and quickly get the info you need to remotely identify, troubleshoot and resolve problems on their spas.



Application

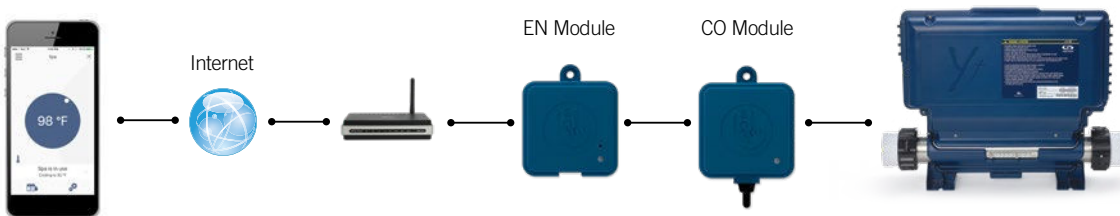
Download the application



The in.touch ic app allows you to control spas using an Internet connection anywhere in the world. The in.touch ic app is waiting for you in the App Store or Google Play — search for «in.touch ic», then click on it to install.

Using the app

To be able to add and see the spas of your customers on your in.touch ic, it's important to point them the proper installation process. Here's a quick reminder to do so:



in.touch 2 comes with a state-of-the-art app and 2 pre-paired radio frequency transmitters.

One transmitter is part of the spa system and the second one, is connected to the Internet router. Both RF transmitters are pre-linked to one another, enabling an immediate and perfect communication between your customer and his spa.

With in.touch 2, your customer can access his spa through the internet. The in.touch 2 home transmitter and his iOS or Android smartphone or tablet must be connected to the same router. The in.touch 2 home transmitter and his iOS or Android smartphone or tablet must be connected to a router that accesses the internet.

Before using the in.touch 2 app, your customer must simply go to the Wi-Fi section of his device's settings. He must be sure he's connected to his home network through the same router he has connected his home transmitter to.

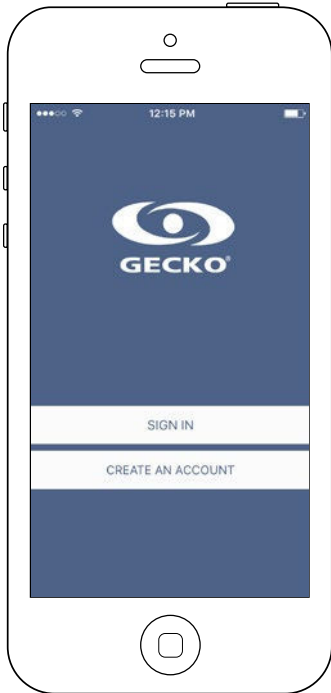
To have access to your customers' spas anywhere in the world, you will need to have previously invited all customers by e-mail. [See p. 6](#) to know how.

If your customer needs more details about the installation and the functionality of his in.touch 2 app, please refer to the techbook or go to www.geckointouch.com.



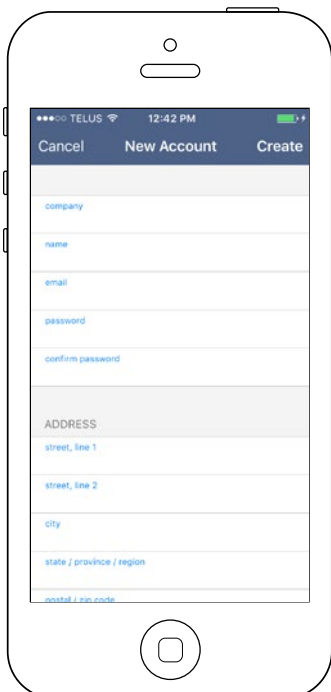
Application

Login page



Find the icon for the in.touch ic application, then tap on it to open.

Account creation

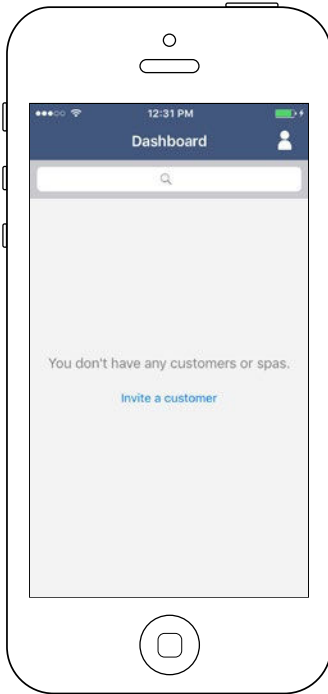


When you choose to create a new account, you agree at the same time our Terms of Service and our Privacy Policy. You can read them at any time through this link: <https://geckointouch.com/legal>



Application

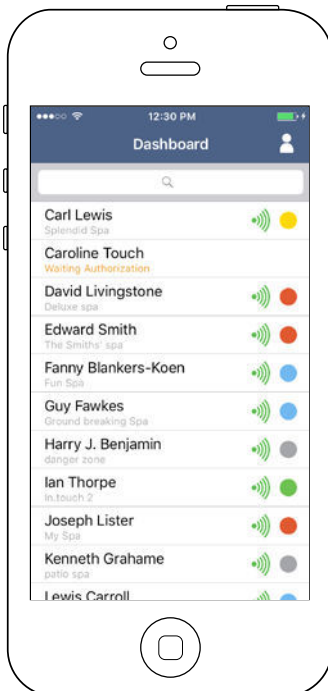
Initial use











The first time you will open your app, your list will be empty. There are two ways to add spas to your dashboard:

- *Invite a customer by sending an e-mail*
- *Add a spa with your local network*

Dashboard



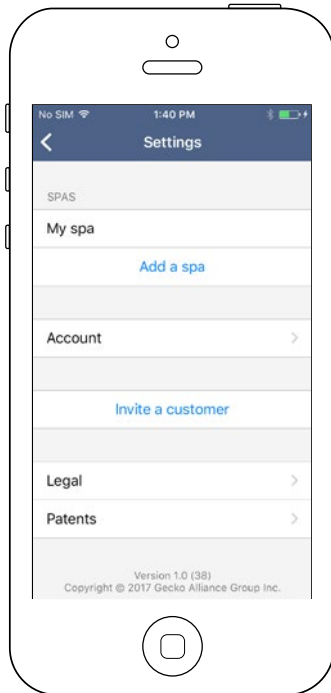
This page displays all the active states of your customers' spas. Below, you have a short description of each state you may encounter on the spas you follow. Each state is associated to a priority and every color has its own meaning to help you on how you can support your customers.

-  There is an error on the spa.
-  There is presently an active user demand on the spa (i.e. pump, blower or light is on).
-  The spa is now heating to the set point requested.
-  The spa is now in a filtering cycle.
-  The spa is now in economy mode.
-  The spa is running normally (there is no user demand, heating, no filtration or economy active).
-  The Spa Transmitter is not available.
-  The Home Transmitter is not available.



Application

Settings



You have access to your "Settings" page by touching the little man on the top right corner. In the "Settings" page you can access the following:

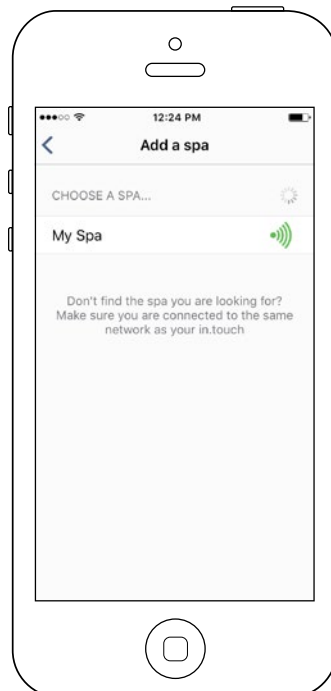
- *Add a spa from local network*
- *Account*
- *Invite a customer*
- **Legal*

To select an item, tap on the arrow next to it. It will open the selected menu.

* The button "**Legal**" will open this web site page:

<https://geckointouch.com/legal>






Add a spa



This page displays all the spas detected by your application.

Once you have made a connection with your customer's spa, its name will be saved on this page to allow you to connect to this spa from anywhere.

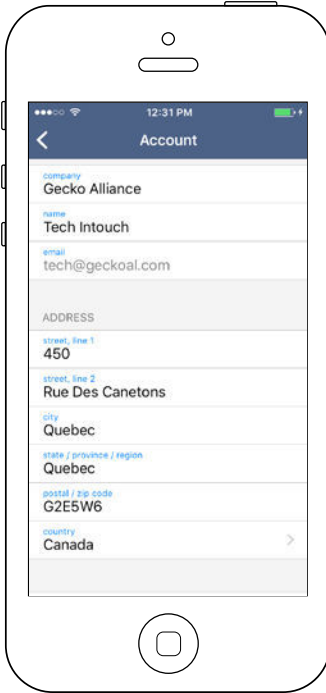
There are 5 possible states for the RF signal strength of your customers (communication between the two in.touch 2 transmitters). You can see the signal of each spa on your dashboard, at the left of the state color circle.

-  • Signal superior to 80%
-  • Signal between 80% and 51%
-  • Signal between 50% and 31%
-  • Signal below 30%
-  • The Spa Transmitter is not available



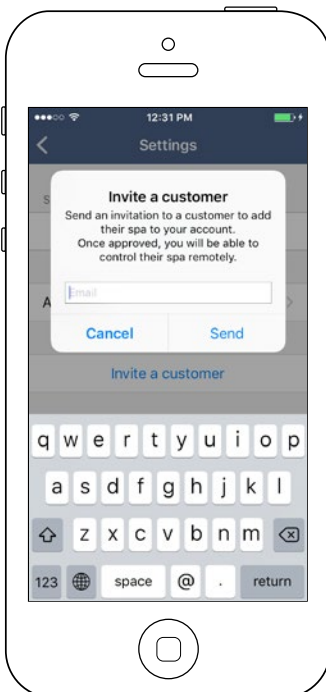
Application

Account



This section gives you access to your account information.

Invite a customer



This section gives you the possibility to invite a customer to better help him with a possible spa problem.*

To do so, you need to send a permission request to your customer to the same e-mail he used to initialize his own in.touch 2.

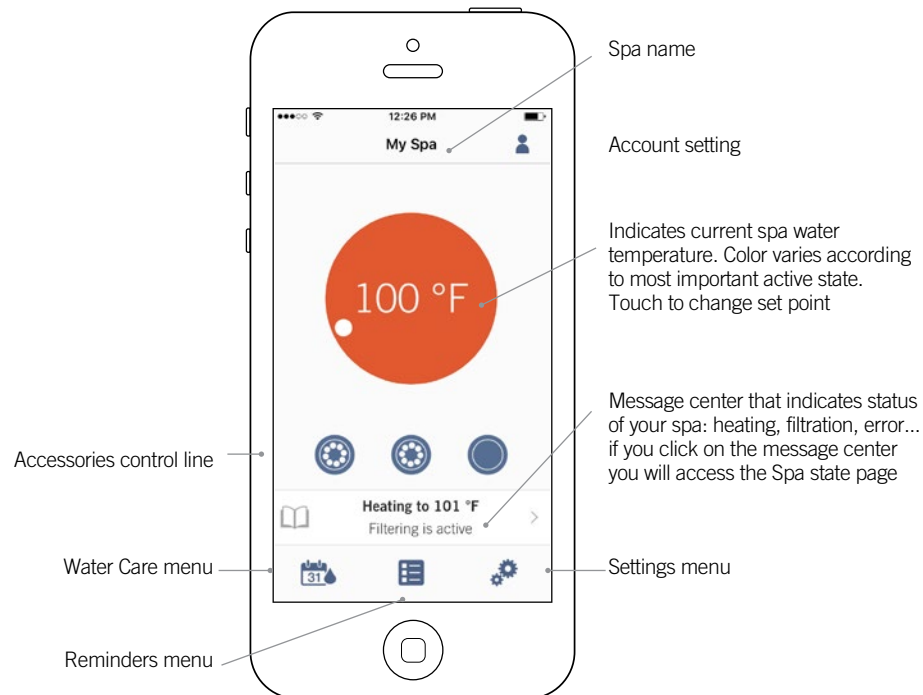
*The customer will need to accept your invitation on his application before you get access to his spa information.



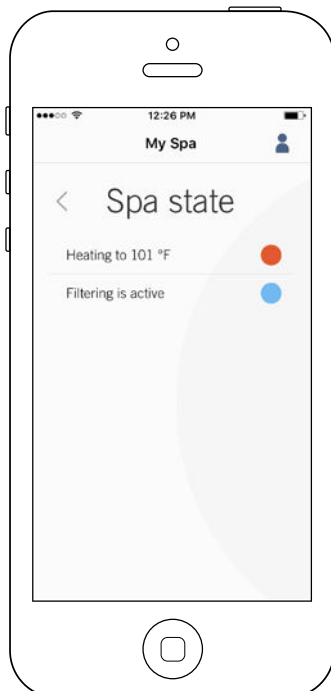
Application

Your customers' home page







Once you've click on your customer's name, you have access to its spa home page



Spa state



This page displays all the active states of your customer's spa. Below is a quick description of each state you may encounter. Each state is associated to a priority and color that determines the color of the widget on the home page.

-  (Yellow) Indicates that there is an error on the spa.
-  (Dark blue) Indicates that there is presently an active user demand on the spa (e.g. pump, blower or light is on).
-  (Red) Indicates that the spa is now heating to set point.
-  (Blue) Indicates that the spa is now in a filtering cycle.
-  (Green) Indicates that the spa is now in economy mode.
-  (Gray) Indicates that the spa is running normally (there is no user demand, heating, no filtration or economy active).

The widget on the home page displays a single color at a time. The color displayed is decided by priority of state.



Application

Change temperature

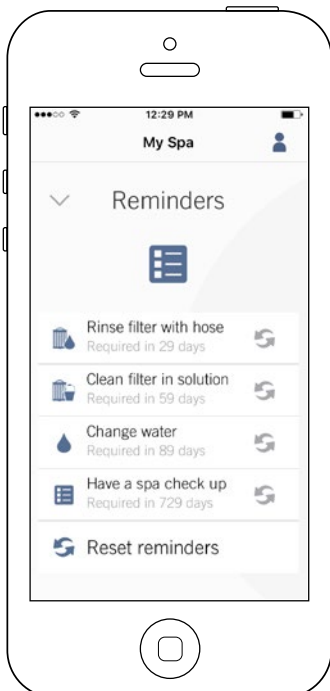


Touch the centered widget to reveal the temperature control bar.

Use the slider on the control bar to change your customer spa's temperature* set point.

** If you are in economy mode your spa temperature will be 20°F below your set point.*

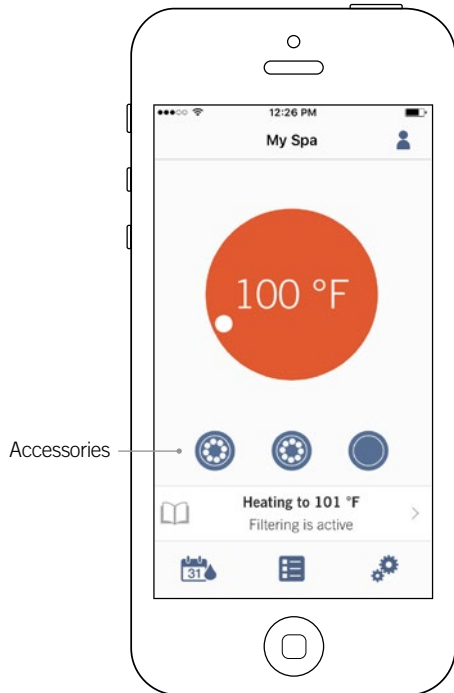
Reminders



Reminders page will help you to make a follow-up of your customer's maintenance. The in.touch 2 will remember your customers to perform required maintenance tasks on their spa, such as rinse filter or clean filter. Each task has its own reminder duration based on normal use. The owner can reset his reminders after the spa maintenance or you can do it for him if required with your in.touch ic.


Application

Turn on/off accessories

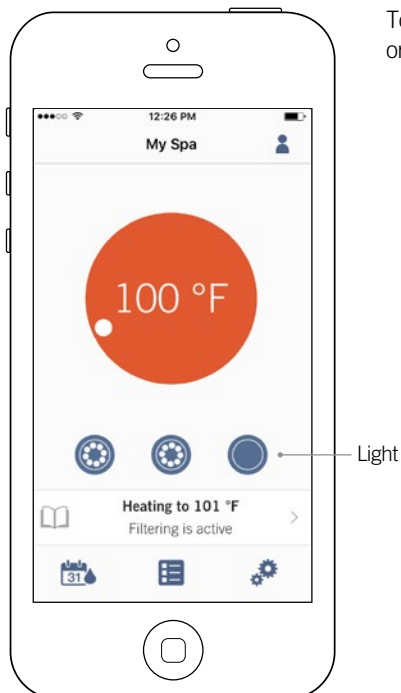


According to your customer's spa control system configuration, you can start or stop an accessory by simply touching the associated icon. The icon will become animated when the accessory is on. Simply press on the icon to start or stop the accessory. If the accessory has more than one speed, press the button until the desired speed is reached.

The icon designs are customized according to your customer's spa control system configuration:

-  Pump
-  Waterfall
-  Blower

Turn on/off the lights



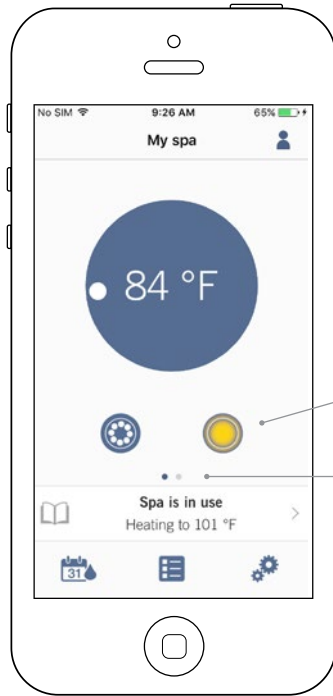
To control your customer's spa lights, simply press the button to turn it on or off.



Application

Control the in.mix 300

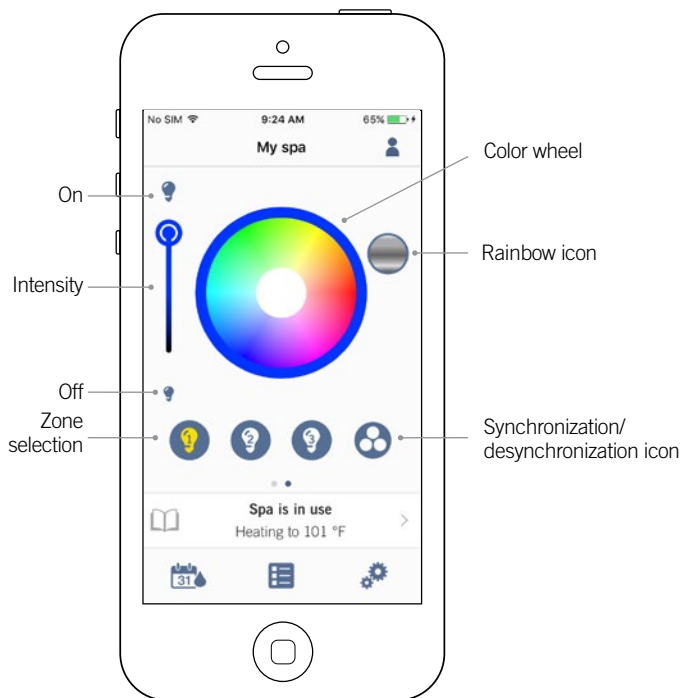
This menu is only available if an in.mix 300 is detected in your customer's spa accessories.



Turn on/off in.mix 300

Swap to in.mix 300

To turn on or off the in.mix 300, you can use, if you want, the light icon on your home page. To go to the in.mix 300 page, simply swap to the left.



The in.mix 300 page allows you to customize your customer's color zones in or around the spa.

The light bulb icons allow you to turn on and off the in.mix 300.

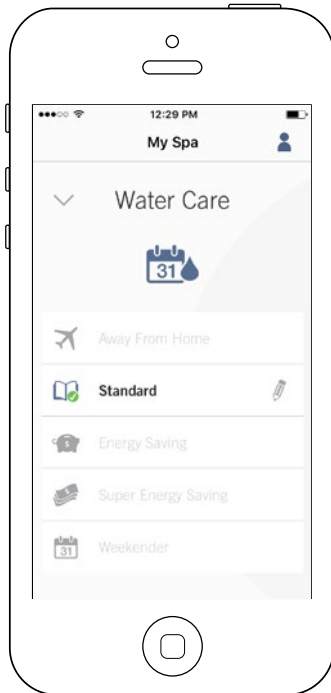
To select a zone, click on the wanted one in the "zone selection" stripe. To change the color, use the color wheel to choose the one you want. On the left side, the intensity slider allows you to modify the brightness of your lights. Use the rainbow icon to get color gradation.

The synchronization / desynchronization icon gives you the possibility to match the color of the selected zone with the other zones.



Application

Water Care



The Water Care page will help you set up the ideal filtration and heating settings for your customer. Choose between *Away from Home*, *Beginner*, *Energy Savings*, *Super Energy* and *Weekender*, depending on their need. Touch the Water Care name you would like to activate, a green checkmark will appear on the icon, indicating you have selected it.

By default, each Water Care mode has pre-configured schedules of economy and filtration. To modify Water Care options, touch the pencil icon at the right end of the desired Water Care to open its menu.

Below you have a short description of each Water Care at default state:



Away From Home:

In this mode the spa will always be in economy; the set point will be reduced by 20° F.



Beginner / Standard:

The spa will never be in economy mode and will be filtering according to the pack's low level configuration.



Energy Savings:

The spa will be in economy mode during the peak hours of the day and resume normal mode on the weekend.



Super Energy Savings:

The spa will always be in economy mode during peak hours, every day of the week.



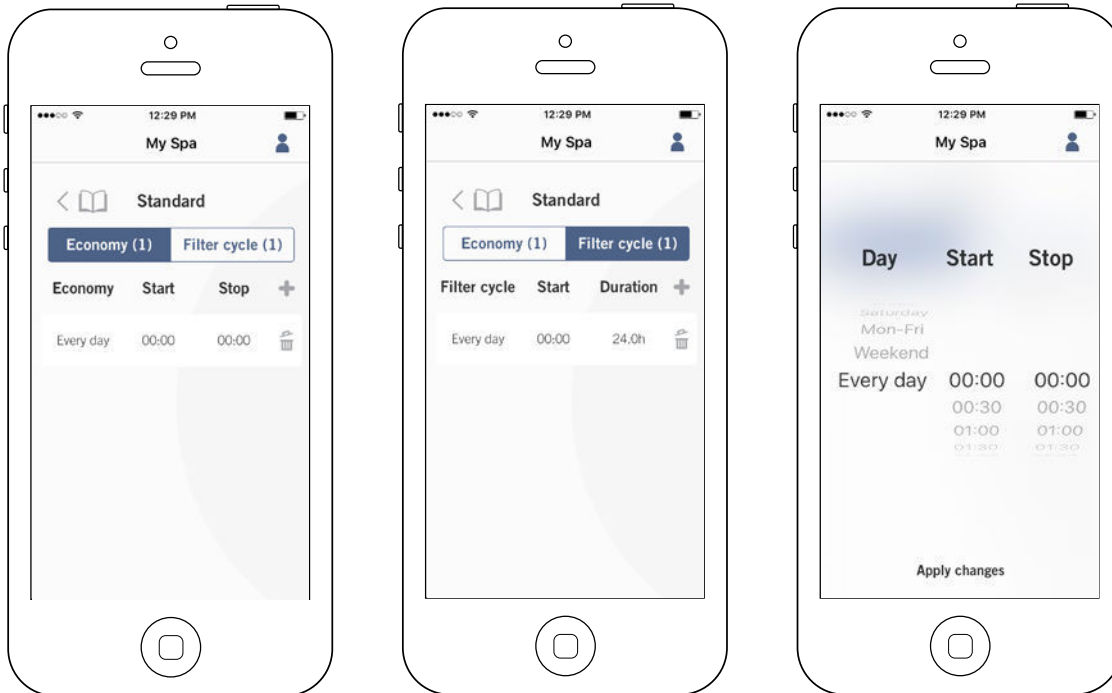
Weekender:

The spa will be in economy mode from Monday to Friday, and will run normally on the weekend.



Application

Modifying schedules



In this menu it is possible to add, remove or edit schedules of economy or filtration.

To have access to this menu, simply touch the tabs:
Water Care menu - the little pen at the right of the wanted water care

Touch the Economy tab to modify the economy schedules and Filter cycle tab for the filtration schedules.
You can add economy or filtration schedules by touching the « + » symbol.

To delete a schedule, touch the garbage can icon at the right end of the desired line.

You can modify the programmed schedules by selecting one and adjusting the schedule.

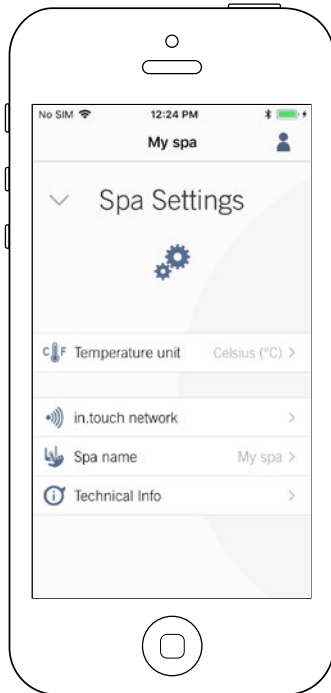
You have several possibilities for the schedule (Mon-Fri, weekend, every day, or single days). The schedules will be repeated weekly. The time and duration are set in 30 minute increments. Once you have set the schedule, use the arrow at the top of the page to go back. Ensure that you have selected the desired Water Care mode in the main Water Care menu.

When an economy schedule is active, the set point will be reduced by 20°F, which means that the heating system will not be engaged unless the temperature falls to 20°F below the spa's set temperature.

The filtration schedule is applied to the main filtration pump, most likely pump 1. If your spa uses a circulation pump configured to run 24 hours, the screen will show purge schedules instead of filtration. The purges are pre-programmed for a fixed number of minutes, therefore the duration will be set to N/A on the screen and only the start time can be modified.

Application

Spa Settings

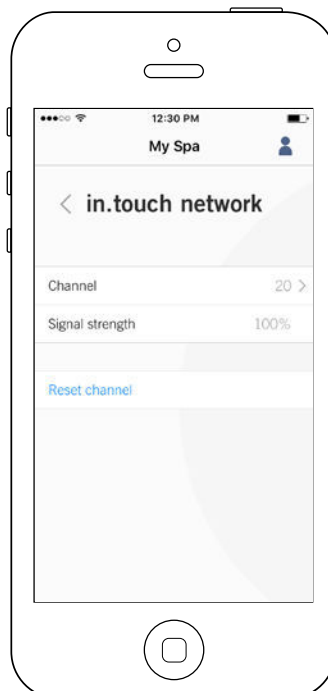
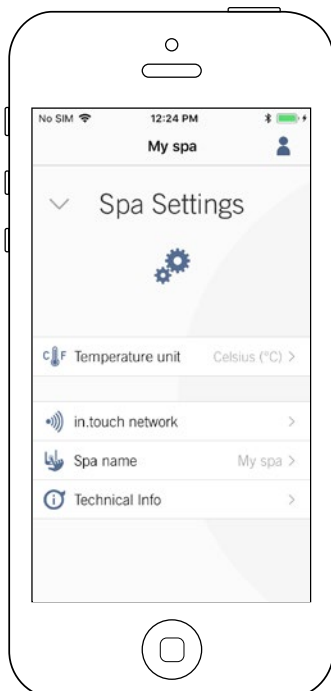


In your customer's Settings page you can access the following:

- *in.touch network*
- *Temperature units*
- *Change spa name*
- *Technical info*

To select an item, tap on the arrow next to it. It will open the selected menu.

in.touch network



The in.touch network menu allows you to have access to information concerning the RF connection parameters between the Home Transmitter and the Spa Transmitter. This menu gives you access to:

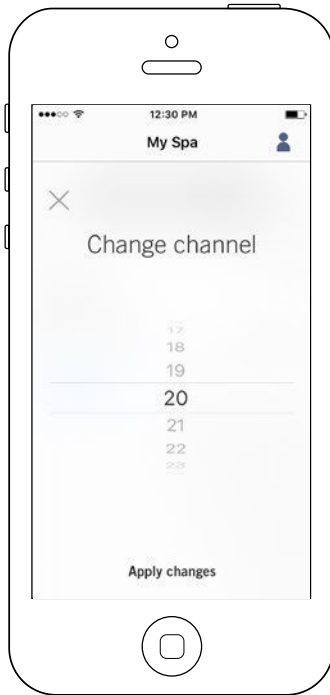
- *Channel*
- *Signal strength*
- *Reset channel (reset channel to default)*

To change channels, press on the Channel line.



Application

Change channel

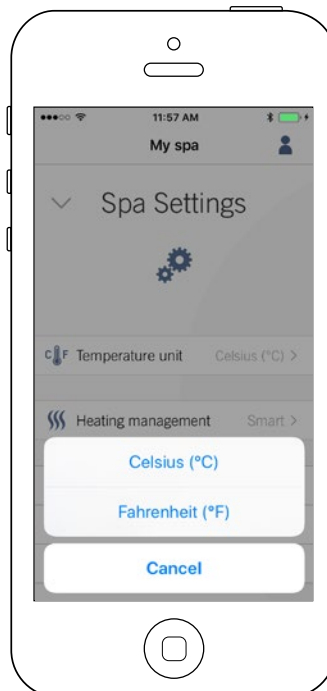
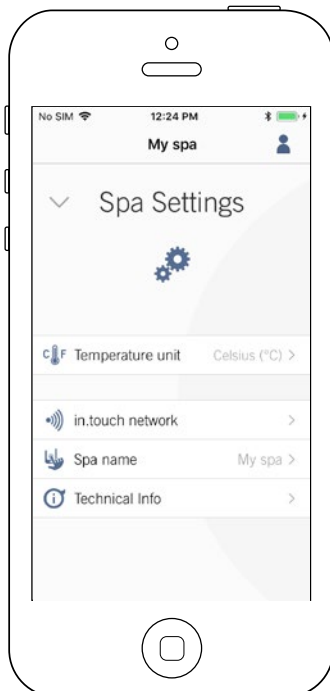


The Change channel page allows you to change the channel used by the two in.touch 2 modules.

In some cases, this can help your customer to have a stronger signal.

You can have access to this page by touching the following tabs:
Spa settings (at the bottom right) - in.touch network - channel

Temperature units



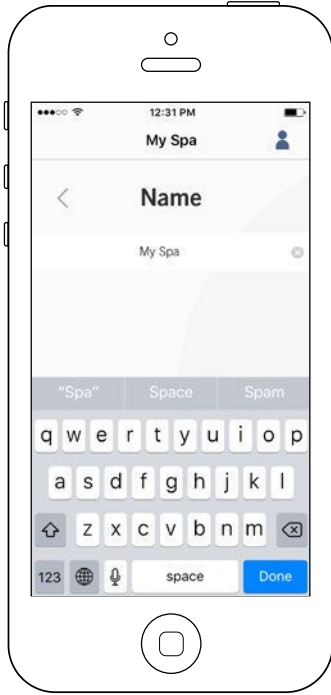
This menu lets you change the units used to display temperature.

You can have access to this page by touching the following tabs:
Spa settings (at the bottom right) - temperature units



Application

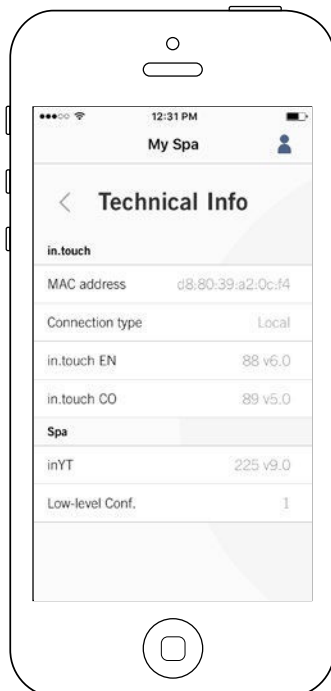
Name



This section allows you to edit the name of your customer's spa.

You can have access to this page by touching the following tabs:
Spa settings (at the bottom right) - Change spa name

Technical Info



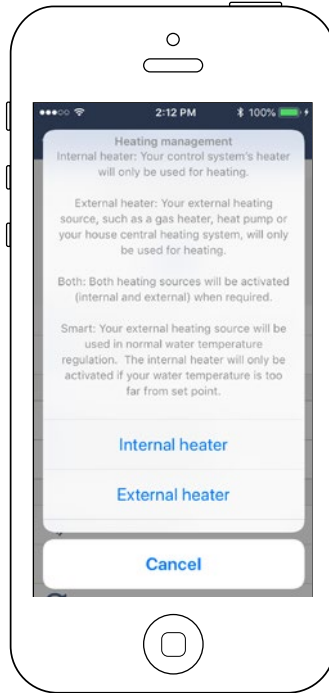
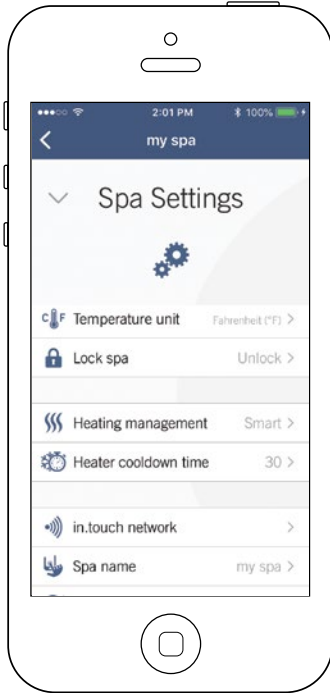
This section shows information about the in.touch 2 software number and the revision numbers of the different components of your customer's system.

You can have access to this page by touching the following tabs:
Spa settings (at the bottom right) - Technical info



Application

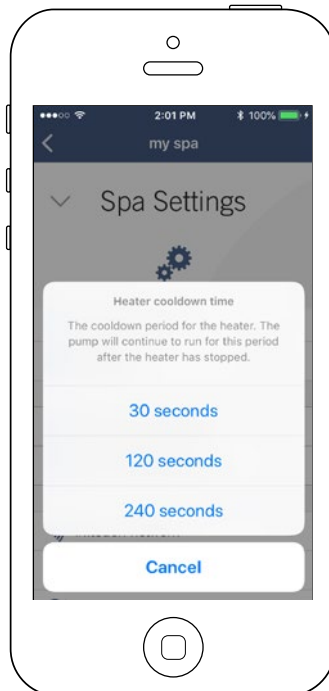
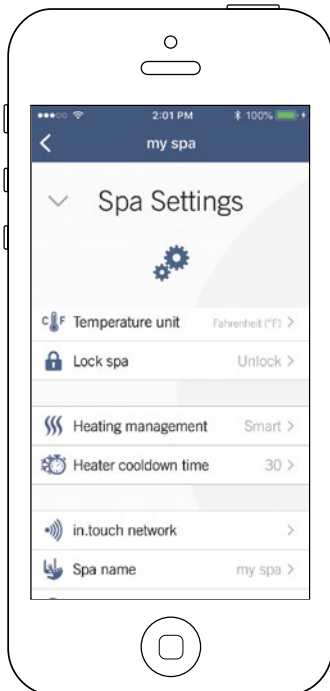
in.grid Heating Management



Heating management will appear when an in.grid is detected. You can change your in.grid heating management without the need to open the spa skirt to change the jumper.

You can choose between 4 modes:

- *Internal Heater*
- *External Heater*
- *Both*
- *Smart*



You can set a cooldown period for your customer's heater. Pump will continue to run for this period after the heater has stopped.

You can choose between 3 time periods:

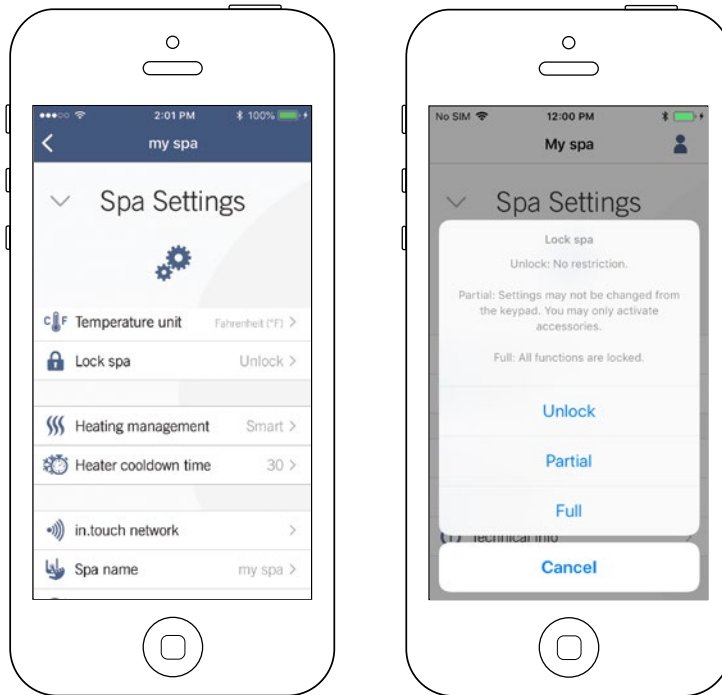
- *30 seconds*
- *120 seconds*
- *240 seconds*

*The app default option is set at 30 seconds



Application

Lock Mode



The lock mode menu will appear when the feature is enabled in the low level of your customer's spa control system. A compatible keypad must also be used.

Compatible keypads are:

- "Non-intelligent" keypad (Everything except in.k1000, in.k800 or in.k500)
- in.k1000 keypad version 25.00 or higher



Application

Troubleshooting

Refer to the in.touch 2 Techbook for more troubleshooting information.



[in.touch 2 techbook](#)



9919-101530-C
Rev. 03-2020

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Gecko Alliance
450 des Canetons, Québec (Qc), G2E 5W6 Canada, 1.800.78.GECKO
www.geckoalliance.com

Printed in Canada