



HAYWARD®

Quick Reference Guide

OmniLogic®

Technical FAQ's



- **Is Pool/Spa combo considered one body of water or two?**

Pool and spa combo, even when sharing equipment, is considered two bodies of water.

- **Does the MSP ID change if a board or display is replaced?**

It only changes when the MSP display is replaced. The MSP contains the ID of OmniLogic, so if it's changed you would need to register the new ID on the web. Contact Tech Service to delete old MSP from Omni Account.

- **Why won't my heater turn on when I raise the temperature on the slide bar?**

The heater requires you to confirm your decision by pressing the check mark in the lower right corner.

- **Where is the HUA located in the EcoStar®/TriStar ND?**

If you go to the EcoStar's diagnostic menu and scroll to the right, you will find the HUA. TriStar ND, the HUA is located on the bar code of each pump.

- **If pH Extend is enabled and the settings are not reached by the timeout, will an alarm trigger?**

Yes. pH Extend will only be active for a maximum of two hours, and if pH timeout expires an alarm will be generated. This can be the result of an empty acid tank.

- **Can you interlock one high voltage relay to another, even if the second is not the main pump?**

Yes. You can interlock any feature to the filter pump, or any feature to a second feature.

- **When I try to open the new firmware on the Hayward website, it opens a strange file that doesn't work?**

The firmware on the website needs to be saved to a destination. If you have a USB key, you should right click on the firmware and save it to the USB. This will keep it in the correct format and you can use it to upload new software to the OmniLogic base unit. NOTE: Internet Explorer and Google Chrome will automatically download as a .txt file, so check this before clicking 'Save'. Using Firefox does not download as .TXT and does not have to be changed. Configuration files can not be opened and read.



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Connectivity FAQ's



- **What is a Network Name or SSID?**

This is the name you give your wireless network so that a computer using a wireless adapter can see the network. Most wireless routers will display a factory default SSID. The SSID can be a maximum length of 32 alphanumeric characters. Also, with many routers, the SSID field is case-sensitive. The network name for the OmniLogic is always case-sensitive. For example, NETWORK is not the same as NeTwork.

- **What are the advantages to using an ethernet cable for the OmniLogic's internet connection?**

An ethernet cable provides a very stable internet connection that is not vulnerable to wireless interference. It also eliminates the additional cost of a wireless antenna.

- **What causes wireless interference for routers?**

We recommend using a router with a wireless N signal. Most wireless complications are caused by a weak wireless signal from an outdated router. There are a few other possibilities as well. Any other wireless device that is using the same 2.4GHz frequency can cause interferences with a wireless signal. Most items in your home with an antenna are using 2.4GHz. This includes baby monitors, wireless speakers, wireless security and your neighbor's router. If your router or receiver is behind metal, this will cause interference. If your router or receiver is below ground level, this may cause issues as well.

- **What is a hidden wireless network?**

It is possible to set up your router as a non-broadcast network. This hides the network name (SSID) from being shown when devices search for nearby wireless networks. This feature can be adjusted in your router settings. It is not common for a homeowner to have the router set up this way, but you may encounter it. Microsoft CTS Network Support states, "We recommend that customers do not use non-broadcast or hidden SSID's. It is a bad idea from both functionality and security standpoints."

- **What do I do if I see this on my App?**



This image is usually telling you that you have a lost link between your OmniLogic and your router. This can be caused by wireless interference, a weak wireless signal from your router, or the OmniLogic lost the router's IP address and needs to be rebooted from the display. It can also be caused by server malfunction.