

Troubleshooting Pod connection for Mac users

We don't recommend upgrading to El Capitan at the moment as it's still in the development stage.

However if you installed the PoolMateLink software on El Capitan it should work without issues. If you are having issues with the USB pod not being recognised please try the following steps:

1. Quit MyPoolMateLink if running and remove the USB pod from your computer.
 3. Reboot your computer
 5. Plug the USB pod back in (make sure you're not plugging into a hub but directly into a port on the computer) and run MyPoolMateLink from your Applications directory.
- If you still have problems, you can also try other USB ports on your computer. It is a good idea to reboot between each USB port change.

If you have another USB cable from another device such as a printer, try swapping the cable.

You may experience issues connecting to the pod after your computer has gone into sleep mode, this is a known issue with Apple. You will need to restart your computer to reset the USB ports.

Note: If you have an older PoolMatePro with no version number on the back of your pod this will not work with this software, sorry.