

### 1. Can I upgrade my existing DTV+ to work with KOHLER Konnect?

Yes, you can upgrade your current DTV+ system to work with KOHLER Konnect by purchasing the DTV+ KOHLER Konnect module (K-97999-NA). You must have a K-99693-P-NA digital interface. Software upgrades may be needed as well.

### 2. I have an older DTV® I/II system. Can I upgrade this to a DTV+ system with KOHLER Konnect?

Conversion kits are available for the most popular configurations. The conversion will require an upgrade to the DTV+ system with a KOHLER Konnect module.

### 3. How can I control my DTV+ with KOHLER Konnect shower?

You can control your DTV+ with KOHLER Konnect shower via the DTV+ interface, voice control (using Amazon Alexa or Google Assistant) or through the KOHLER Konnect app. Note that devices must be on the same Wi-Fi network as the DTV+ system in order to operate the shower using the KOHLER Konnect app.

### 4. What features of DTV+ can I activate through voice control?

You can use voice control for many of the features that you would normally control via the DTV+ interface.

- Water: control temperature and on/off activation (including presets and experiences)
  - Music: choose your playlist, volume and on/off controls
  - Steam: on/off operation, check temperature and remaining time
  - Lighting: turn lighting on/off and adjust dimming capabilities
- Please reference the Voice Command document for a more detailed list of voice commands.

### 5. What do I need to use voice control?

You need to have the DTV+ KOHLER Konnect module installed, the KOHLER Konnect app and a voice assistant.

### 6. What voice assistant platforms is DTV+ with KOHLER Konnect compatible with?

Currently, the DTV+ with KOHLER Konnect shower system is compatible with Amazon Alexa and Google Assistant.

### 7. What features of DTV+ can I control via the KOHLER Konnect app?

You can use the app to remotely operate your shower as well as adjust preferences.

- Water: select outlets, adjust temperature and on/off activation (including presets and experiences)
- Music: select input (Bluetooth, or auxiliary) and adjust volume
- Steam: set temperature and desired duration, on/off operation
- Lighting: turn lighting on/off and adjust dimming capabilities
- Experiences: create and save customized experiences

### 8. How do I set up my KOHLER Konnect app?

Download the KOHLER Konnect app from Google Play or the App Store and follow the on-screen instructions. You can add multiple KOHLER Konnect products to the same app. Please reference the DTV+ with KOHLER Konnect Setup video or the DTV+ with KOHLER Konnect setup guide for setup instructions.

### 9. What if I don't see my DTV code (DTV-XXXX) from the available Wi-Fi list when I'm setting up my system?

For security reasons, there is a 10-minute window between when the KOHLER Konnect module is plugged into the powered system controller and when the DTV+ system is "discoverable" for initial setup. After that window, you will need to re-enable the Wi-Fi setting via the DTV+ interface.

### 10. Can I operate multiple DTV+ with KOHLER Konnect showers from my KOHLER Konnect app?

Yes. You can operate unlimited DTV+ showering systems from the same app. Each system should have a unique name in order to identify it on the app (e.g., Master Shower, Vacation Home Shower, etc.). These are named during the initial setup through your KOHLER Konnect app.

### 11. How many user devices (e.g., smartphones and tablets) can be connected to one DTV+ with KOHLER Konnect?

An unlimited number of devices can be connected to DTV+ with KOHLER Konnect. Devices are connected by downloading the KOHLER Konnect app and following the on-screen instructions. Note that devices must be on the same Wi-Fi network as the DTV+ system in order to operate the shower using the KOHLER Konnect app.

### 12. Can I use the KOHLER Konnect app to complete the DTV+ shower system setup?

No, please reference the DTV+ User Guide for setup options using DTV+ Quick Start and the embedded Web pages.

### 13. Can I use the shower without connecting to the Kohler cloud?

Yes, the DTV+ system is not reliant on KOHLER Konnect in order to operate. You can operate your shower using the DTV+ interface.

### 14. Do I need a Wi-Fi connection to operate DTV+ with KOHLER Konnect?

Yes, the DTV+ KOHLER Konnect module needs to be connected to your local Wi-Fi network. Your DTV+ system may already have a hardwired Internet connection (recommended) to your home network in order to receive automatic system software updates.

### 15. Can I still use DTV+ with KOHLER Konnect if there is a power outage?

In the event of a power loss, you will not be able to use your DTV+ showering system or its KOHLER Konnect capabilities, unless connected to a backup power system. However, all shower settings will be saved. DTV+ with KOHLER Konnect requires a Wi-Fi connection and power to your DTV+ system.

### 16. Can I turn my shower on/off using my app if it was turned on/off using the DTV+ interface?

Yes, you are able to operate the shower via voice control, the KOHLER Konnect app or the DTV+ interface in any usage combination.

### 17. How do I get music to play through my SoundTile® speakers using voice control?

In order to have music play through your SoundTile speakers, you must pair your smart assistant device to the DTV+ amplifier module.

### 18. How do I use voice control to activate spa experiences?

You must save the spa experience sequence as a user preset on your DTV+ interface. Once activated via voice control, click the SPA icon on the DTV+ interface to view the sequence schedule.

### 19. What are the differences between user presets and experiences?

User presets are created and stored on the DTV+ interface (maximum of 6). These can be activated by the DTV+ interface, the KOHLER Konnect app or voice control. You can also create and save additional (unlimited) shower experiences through your KOHLER Konnect app. These can be activated by the KOHLER Konnect app or voice control.