Wi-Fi & App Setup and Troubleshooting Guide

Wi-Fi & App Setup

Requirements to setup app:
- Internet connection that uses 2.4 GHz Wi-Fi Router (5 GHZ Networks won't work).
- Cooler within Wi-Fi range.
- °CoolBot Pro with Jumper.
- A wireless device with internet browser (smartphone, tablet, laptop or desktop with Wi-Fi)

NOT using Wi-Fi and you have an **EE** showing on the display? Please follow these steps:

1. **Make sure the data cable is unplugged from the CoolBot**
2. Using either **arrow key** scroll over so the Program light is solid and display reads 7.8 or 7.9, then tap the checkmark 5 times until display reads **P1**.
3. Using either **arrow key** scroll over until **CE** is on the display, press checkmark once, then press either arrow key once so you have a **Y** on the display**.**
4. **Press Checkmark once**. Your °CoolBot Pro should stop blinking and revert back to showing the Room Temperature (It's now ready to use in the "**No Wi-Fi Mode**")

Wi-Fi Configuration and Web app Set Up

1. On your device's Internet Browser (PC, tablet, phone, etc.) go to **https://cb.storeitcold.com**.
2. On the first screen, fill in your email and password and select "**Create New Account**" (Or "**Login**" if you already have created an account at our Coolbot Pro app web portal).
3. Your °CoolBot Pro should be flashing **E0** on the display. If not flashing **E0** then do a full **Factory Reset.**
   a. **New users:** Select "**Start**" on the app setup screen.
   b. **Existing users:** Can add additional °Coolbot Pros by going to "**Devices**" at the top of the screen then scrolling to the bottom and selecting "**Add Another CoolBot**" then selecting "**Start**".
   c. **Existing users:** Can reconfigure to a **new** Wi-Fi Network by selecting "**Devices**". Then "**Hardware Setup**" and then select"**Reconfigure WiFi**" then select the "**Start**".
4. When prompted, change the Wi-Fi Network on your device (PC, tablet, phone, etc.) to the Network called "**CoolBot**". On most smartphones use Settings > Wi-Fi, and on most PCs use the Network or Wi-Fi status icon. Once connected you should see **E1** on the °CoolBot Pro display.
5. When you continue you'll need to select **your Wi-Fi Network (Station)** from the drop down menu. Enter name and password for that Network then press Next. (If no Networks show, check Wi-Fi troubleshooting below on page 2).
6. Once the °CoolBot Pro is connected to your Network, you shouldn't see any codes (and no flashing) on the °CoolBot Pro display. If your device (PC, tablet, phone, etc.) did not automatically switch back to your usual Wi-Fi settings use the method outlined in Step **4** to switch back.
7. Press the "**Refresh**" button on your browser screen. You should now see temperatures on the app.

Putting the app icon on your home screen

On most devices you can add a link to your home screen for the °CoolBot Pro App so you can access it just like any other app. While in the °CoolBot Pro App on your browser do the following:
• In Chrome on Android: Open the menu at the upper right and choose "Add to Home Screen."
• In Safari on iOS: Tap the Share button at the bottom of the screen and choose "Add to Home Screen."
• In most desktop browsers, you can drag the icon at the left of the URL bar at the top of the browser and drop it onto your desktop to create a shortcut.
You may be asked for your user ID and password the first time you access the App from the home screen icon.

Wi-Fi Troubleshooting

Problems after CoolBot Pro has been connected to your WiFi and working correctly - **Disconnections**.

If your CoolBot Pro was previously connected to your WiFi and working well, and it got disconnected from the Network and now it's flashing Error codes (either E2, E7 or E9) but no **E0**, then your Coolbot is trying to connect back. **Do not** do a full "Factory Reset" or use the "Reconfigure WiFi" option of the app until you have checked the following:

- Using another device, **ensure there is an Internet connection available on your WiFi Network**.
- Reset your router and check for internet connection available.
- Check for signal strength of your WiFi router from the place where your Jumper is located with the assistance of another device (PC, phone, tablet) - at least 3 bars on the WiFi symbol.
- Try moving the Jumper to a different spot.

Problems during a new SetUp.

1. If you select the "**CoolBot…**" Network on your device (PC, tablet, phone, etc) during the setup and it tries to connect but then drops back to your original Network, try unplugging the power to the °CoolBot Pro and make sure data cable connection is tight on both ends. Unplug your internet Wi-Fi router for 30 seconds. Once your Network is back up on your device (PC, tablet, phone, etc) and you are certain that there is an Internet connection, plug the power back into °CoolBot Pro and retry. **If you continue to have the same issue please try using a different device (PC, phone, tablet, etc)**. If the second device does not connect to the CoolBot either please contact us.
2. If you don't have a "**CoolBot…**" Network option listed on your device's Wi-Fi (PC, tablet, phone, etc), check the location of your Jumper to make sure that you are getting a good signal from it to your device and the router.
3. If not seeing any Networks listed on the app when you click on Wi-Fi Station during setup, make sure you are seeing **E1** on the °CoolBot Pro display, if it's still **E0** please make sure your device (PC, tablet, phone, etc) is connected to the Network starting with "**CoolBot**..."

4. Try placing your router in a higher location with less objects or walls between it and the Jumper. Another option is placing a Wi-Fi extender between the router and Jumper to increase the range of your Wi-Fi.

5. If you get to the point of selecting your Network (Station) name and putting in your password, but the the CoolBot continues to cycle through E codes and does not connect (*it is connected when it stops flashing errors and shows just a temperature on the display*), then do a full **Factory Reset. If you continue to have same issue please try using a different device (PC, phone, tablet, etc)**. If the second device does not connect to the CoolBot either please contact us.

6. **DO NOT** let **AUTOCOMPLETE** fill in the information of the Network name and password for your Wi-Fi Network. Make sure you are entering all the information **manually.**

7. Ensure you know the credentials to log into your Wi-Fi Network by disconnecting your device (phone, PC, tablet, etc) from the existing Wi-Fi and logging in again to the Network by **manually typing the credentials for the Network.**

App Troubleshooting

If your app is not loading up properly or you can't log in, try these steps:

1. On either **PC** or **Phone,** clear your internet browser's cookies and cache.

2. On a **PC,** you can use Ctrl+Shift+R while at **https://cb.storeitcold.com** page to refresh it completely.

3. On a **Phone,** delete the app shortcut on your home screen. Open an internet browser screen and then go to **https://cb.storeitcold.com** and log in again. You can then **Put the app icon on your home screen** as described on page 2.

4. If you continue to have the same issue please try logging in to your app using a different device (PC, phone, tablet, etc)

Could't solve your issue? Please Contact us at: support@storeitcold.com or call us at 1-888-871-5723.