



# WiFi & Web-App Setup and Troubleshooting Guide


## Setup

### Requirements:

- Internet connection that uses a 2.4 GHz WiFi router (5 GHz Networks won't work).
- Walk-In Cooler within WiFi range. Under 30 ft is optimal.
- °CoolBot Pro with Jumper and all cables (sensors, heater, data and power) plugged in for setup.
- A wireless device with internet browser (smartphone, tablet, laptop or desktop with WiFi)

*Recommend doing WiFi setup with CoolBot and Jumper near the router, then moving to the cooler.*

### WiFi configuration and web-app setup

1. On your device's Internet Browser (Safari, Firefox, Edge, Chrome, etc.) go to <https://cb.storeitcold.com>.
2. If you don't have an account yet, select "**CREATE NEW ACCOUNT**" then fill in your email address and password you want, and in the confirm password spot. Then select "**CREATE NEW ACCOUNT**".  
If you already have an account, enter your email and password and click "**LOGIN**".
3. With your Jumper connected to your °CoolBot Pro via the provided data cable you should see **E0** flashing on the display. If it is not flashing **E0** then do a [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** WiFi network by selecting "**Devices**" in the app. Then go to the "**Hardware Setup**" section and click "**Reconfigure WiFi**" then select "**Start**".
4. **New users:** When asked if you have a newer or older Jumper, select older unless yours Jumper has a UL sticker next to the data port with 2022 - Q2 or later on it, then select newer. **Existing users:** Select newer if it was connected last with 2023 or later.
5. When you reach the step prompting you to "Connect to your CoolBot"  **STOP**, before hitting next, change the WiFi network on your device (tablet, phone, etc.) to the network named "**CoolBot-####**".
6. On smartphones this is under Settings then WiFi, the same as when you want to connect your phone to a new WiFi network. On most PCs you click the WiFi status icon to bring up the list of nearby networks. Connect to the "**CoolBot-####**" network. Be sure **not** to select auto-join or remember this network option. Once connected, you should see **E1** on the °CoolBot Pro display. Your phone or device will probably warn you that it is an unsecure network with no Internet connection, which is correct. This is normal, since the CoolBot network is just a temporary network used one time for configuration.
7. Click the Configure button, it loads another tab, select **your WiFi network (station- ID)** from the drop down menu. Carefully enter the password for your WiFi network then press next. If no networks show, you can try to manually enter the name and password, then select next.
8. The CoolBot should cycle through **E2- E9** for a bit then go to just temperature if it connects to WiFi. If it goes back to flashing between the temp and **E0** it did not successfully connect. Double check your login credentials (you can test your credentials by forgetting the WiFi network on your device and reconnecting). If that looks good, it may be a signal strength issue. (See troubleshooting below)
9. Press the "**Refresh**" button on your browser screen. You should now see the temperature.



### Putting the app icon on your home screen

On most devices you can add a link to your home screen for the °CoolBot Pro web-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 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 to login the first time you access the web-app from the home screen icon.*

### App troubleshooting

If your web-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 “Putting the app icon on your home screen”.
4. If you continue to have the same issue please try logging in to your app using a different device (PC, phone, tablet, etc).

### Not ready, or no longer want to use the WiFi features and getting EE on screen. Follow these steps:

1. **Make sure the data cable is unplugged from the CoolBot (Always unplug power before disconnecting or reconnecting the data cable)**
2. Using either **arrow key** scroll over so the Program light is solid and the display reads 7.8, 7.9 or 7.A, then tap the checkmark 5 times until the 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 the checkmark once.** Your °CoolBot Pro should stop blinking **EE** and revert back to showing just the room temperature. It's now ready to use in “**No-WiFi mode**”

To use WiFi features in the future, unplug power, reconnect data cable and plug power back in, you should get E0 on the screen to start setup above. If not, repeat the above steps but on step 3 when you select **CE** and get the **Y**, hit the arrow over to **N** and press the check mark.

### Error Codes Meaning

**Er, Ef, or Eh:** Means either a cable is not plugged in or not working, needs to be resolved before you can set up WiFi. Please visit the [Troubleshooting](#) section on our website for more help.

**E0:** Is the starting code for WiFi setup, means your CoolBot is not connected and needs to be configured.

**E1:** The CoolBot is connected to your device (phone, tablet, laptop, etc..). Only should display this code during the WiFi setup process when it asks you to connect to the CoolBot network on your device.

**E2 - E9:** Your CoolBot is trying to establish a connection to your WiFi Network.

## Troubleshooting

### Problems after it was previously 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 cycling through Error codes (such as E2, E7 or E9) but not on **E0**, then your CoolBot is trying to connect back. **Do Not** do a "Factory Reset" or use the "Reconfigure WiFi" option of the app until you have checked the following:

- Using another device, **test your internet connection on the same WiFi** that the CoolBot will use.
- Reset your router by unplugging it for 30 seconds and test the internet connection afterward.
- Check for signal strength of your WiFi signal from Jumper's location with the assistance of another device (PC, phone, tablet) - you need at least 3 bars on the WiFi symbol.
- Try relocating the jumper or router slightly, to ensure good line-of-sight and reception.

### 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 the data cable connection is tight on both ends, leaving power unplugged. Unplug your WiFi router for 30 seconds to reset it. Once your network is back up on your device, and you are certain that there is a working internet connection, plug the power back into the °CoolBot Pro and retry. **If you continue to have the same issue please try using a different device (laptop, 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, check the location of your Jumper to make sure that you are getting a good signal from it to your device and the router. You need to be fairly close to the jumper to pick up that temporary network.
3. If you're not seeing any networks listed on the app when you click on "WiFi 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 WiFi extender between the router and jumper to increase WiFi range.
5. If you get to the point of selecting your network station name and putting in your password, but 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 the same issue please try using a different device (laptop, phone, tablet, etc).** If the second device does not connect to the CoolBot either please contact us.
6. When at the point to enter your network station name, if it is not in the drop down list to choose from, you can enter it manually. However be sure **NOT** to let **AUTOCOMPLETE** fill in the network name and password, in case the saved info has errors. Also make sure your device is not capitalizing the first letter of words (phones and tablets like to do that).
7. Ensure you know the credentials to log into your WiFi Network by disconnecting your device (phone, PC, tablet, etc) from the existing WiFi, selecting "forget network" and reconnecting your device to the WiFi network, which should force you to **manually re-enter the password for that network.**

Could't solve your issue? Please contact us at [support@storeitcold.com](mailto:support@storeitcold.com) or call us at 1-888-871-5723.