frio

Mobile App BlinkUp Troubleshooting Guide

Follow these instructions to connect your Frio device to the internet using BlinkUp on the Frio Mobile App

1. **Download the [Frio Mobile App for iOS](#) available on the Apple App Store.**
2. **Login to the Frio Mobile App using the email and password associated with your Frio account.**
   - If you do not have a Frio account, select *Request access,* or ask your organization administrator to add you to your organization's account.
3. **Once you are logged in, select *Connect a Device***
4. **Enter the 8-digit serial number located on the side of your Frio device.**
   - If you are configuring a device for the first time, you will see '*This is a new device*.' Select *Continue* to proceed with the BlinkUp.
   - If device has already been connected to the internet and associated with your organization, you will see '*This device is already configured*.' If you would like to reconfigure the network information or connect the device to a new network, select *Continue* to proceed with the BlinkUp.
   - If your account is not authorized to view the device, or you have entered an invalid serial number, you will receive an error. Please check that you entered the serial number correctly and try again or contact Frio if you believe you received this message by mistake.
5. **Select a connection method and follow the prompts in the Frio Mobile App to enter your network information.**
   - S1-A-0001 and S1-A-2001 models can connect via Wi-Fi or ethernet and are capable of using advanced network configurations with Static IP or Manual Proxy. You may save Wi-Fi network information if you plan to connect additional devices to the same network.
   - Frio Devices cannot connect to public Wi-Fi networks that require the user to enter information via a webpage. For more information on Network Compatibility, including firewall requirements, please review section 3.4.1 of the Frio S1 Operating Manual which can be found at www.frio.co/resources.
   - S1-C devices can only connect via cellular network and can take as long as 5-10 minutes to connect on the first attempt if the cellular service in your area is limited. If your cell service is poor, you may need multiple attempts to connect.
6. **Place your Frio Device in BlinkUp Mode by selecting *Rerun BlinkUp* from the Networking menu.**
   - To access the Networking menu, press any button to enter the Main menu, then select Networking -> Rerun BlinkUp -> YES.
   - When the device is in BlinkUp Mode, the BlinkUp LED will flash orange at a constant pace.
   - Disabling the heater by setting the control mode to 'Always Off' may help the BlinkUp process if the network connection is poor.
7. **Select start BlinkUp in the Frio Mobile App and place your phone with the screen towards the device covering the PHOTO sensor as shown in the image on this page.**
   - Your phone will count down 3 seconds, then the screen will begin blinking rapidly to transmit your network information to the Frio device.
   - Once the BlinkUp transmission is complete, your phone will vibrate and beep.
   - If the BlinkUp transmission was successful, the BLINKUP LED on your device will light up green for 3 seconds and the device will reboot.
   - If you are connecting to a mobile hotspot, it may be necessary to toggle the hotspot to get the Frio device to connect which will require exiting the Frio Mobile App prior to BlinkUp completion. This may cause an error message in the Frio Mobile App even though the connection is successful. If this happens, you can input device information from the Frio Dashboard.

> ⚠️ **NOTE: Leave the Frio Mobile App open on your phone while the device connects**

> ☑ **If the connection is successful, the device will say 'Network Connected' on the main screen and STATUS LED will light up green as long as there are no other Alarms present on the device. For failed BlinkUp, see the next page.**

> ⊠ **The BlinkUp up process will fail on the Frio Mobile App after a timeout of 90 seconds or if you close and reopen the app prior to the 90 second timeout. For failed BlinkUp review and try the steps below.**

- In some cases, connections may take longer than 90 seconds. If you believe the Network Information is correct and the BlinkUp transmission was successful, try waiting up to 5 minutes, checking to see if the Device Screen shows 'Network Connected' to indicate a successful connection even if the Frio Mobile App indicates a problem. If this happens, you can input device information from the Frio Dashboard.
- Check network credentials in the Frio Mobile App and try again.
- Make sure you are getting a successful BlinkUp transmission as indicated by the BLINKUP LED showing green for three seconds (see step 7). Make sure the phone is directly against the Frio Device and there are no bright light sources that could interfere with the transmission. Try to keep the phone still during the BlinkUp transmission.
- Check device BLINKUP LED on the Frio Device and review the BlinkUp Codes in section 3.4 of the Frio S1 Operating Manual which can be found at www.frio.co/resources.
- If the device has already been connected to the internet or configured with network information, it may help to clear the network credentials from the Networking Menu before starting a new BlinkUp.
- Disable the heater if not already disabled. To disable the heater, press any button on the Frio S1 to enter the Main Menu then go to Settings -> Control Mode -> Always Off.