

Select which category the support case is related to:

1. Connectivity
2. Wi-Fi configuration
3. Hardware
4. Temperature measurement

1) Connectivity.

Normal connection procedure:

- When sensor have been charged for more than 8 hours and Docking station 2hours then follow these steps:
 1. Remove sensor from the charger
 - Green WiFi LED will shortly flash
 - Blue LED flashes and within 30 seconds the blue LED is solid blue (first time it can take longer time as Sensor ID is stored in the Docking station).
 2. Pairing to CookPerfect Wireless must done by opening the App and Bluetooth enabled
 3. Open the CookPerfect App and a screen shows CookPerfect Wireless is found.
 4. Select you preferred connection type - Wi-Fi or Bluetooth
 - If the App don't display a temperature go to "Sensor to Docking station".
 - If the App don't display a screen that shows CookPerfect Wireless is found (screen, were you can choose Wi-Fi or Bluetooth) go to "Sensor to Docking station".

Sensor to Docking station:

Step 1:

- When the sensor is placed on the Dock, the green Wi-Fi LED and blue Bluetooth LED are off?

Step 2:

- When sensor removed from Docking station the blue LED is solid blue after a while (in up to 30 sec. the Blue LED will be flashing)?
 - Make sure latest firmware is installed on the Docking station, must be higher 0.37 or higher. Can be checked in upper bar under settings when Docking station is connected to the App.
 - If the Blue LED is solid Blue but no temperature is Displayed, then restart the App and select Bluetooth and see if that helps.
 - If the Blue LED is flashing, go to step 3

Step 3:

- Docking station is placed too far away from the sensor. Range of the Wireless sensor will vary depending on the environment – especially when placed inside a BBQ with Lid made of Iron – some BBQ are even double plated reducing the range of the sensor a lot.
 - Move the Docking station close to the BBQ or Oven as much as possible
 - If that did not fix the problem - go to step 4

Step 4:

- Sensor have not been charged (also make sure that Docking station is charged) due one of below points:
 1. Sensor have not placed properly onto the magnets on the Docking station, especially make sure the needle end is properly placed between the magnets.
 2. Sensor is not properly cleaned after a cooking session causing poor electrical contact between ring/needle and magnets. Residues from cooks can even be transparent and difficult to see. Use the rough side of a sponge and scrub the needle and metal ring with detergent in hot water
 3. Connect CookPerfect Wireless to the App and make sure that Docking station is charged more than 25% would and charge sensor for additional 8 hours after the above 2 points have been checked
 - If that did not fix the problem - go to step 5

Step 5:

- System needs to be reset. Follow these steps:
 1. Place the sensor/s back on the Docking station until all lights are out.
 2. Close the App – remove the App from background.
 3. The pull out the sensor from the Docking station
 4. Wait until the Blue LED gets Solid Blue before opening the App

If that did not fix the problem – contact support@cookperfect.com

Docking station to App:

Step 1:

- Make sure latest App version is installed on device and the device operating system is updated to latest version.

Step 2:

- Bluetooth (and location services for Android) needs to be enabled for the App to connect.
 - **iOS/Android:** From the Settings menu on your device, navigate to Privacy > Bluetooth and ensure that CookPerfect is switched on.
 - **Android:** From the Settings menu on your device, navigate to Apps > CookPerfect > Permissions:
 - Running Android 11 or older, make sure that "Location" is allowed.
 - Running Android 12, make sure that "Nearby Devices" are allowed

Step 3:

- If the CookPerfect App is installed on another device remove it from this devices Background to avoid any unintended connection to this device.

Step 4:

- Try to uninstall the App and reset Docking station (place sensor back on Docking station) and then reinstall the App and connect again.

Step 5

- Try to connect to CookPerfect Wireless with another device

If none of the above did not fix the problem – contact support@cookperfect.com

2) Wi-Fi configuration.

In general, if there are troubles setting up the Wi-Fi connection – then go settings menu within the CookPerfect App and “reset Wi-Fi” that will solve the problem in most cases.

If the mobile has issue running the Auto setup procedure within the App, manual configuration always works – see our instructional video for easy connecting manually to your Wi-Fi.

Otherwise check out the below troubleshooting-list:

❖ I get a message -> Unable to join the Network “CookPerfect AP”.

- Sometimes iOS devices will not detect external network first time (iOS bug), go back and try again. Or reset Wi-Fi under the settings in the App and try again.
- If Wi-Fi connection has been configured before - Check if the Green Wi-Fi LED is solid green -> If yes, the Docking station is already connected to your network -> restart the App. Next time wait to open the App until the Green Wi-Fi LED is solid green.

❖ The App won't let me configure my Wi-Fi connection?

- Try to reset your Wi-Fi. Go to the CookPerfect App settings menu and press “Reset Wi-Fi” and start configuration from start.
 - If the Auto setup procedure doesn't work, you can always configure Wi-Fi manually – check out our instructional video for easy guidance. Before running manual configuration Reset your Wi-Fi.

❖ Sometimes I can make Wi-Fi connection, sometimes I can't.

- Configuration of Wi-Fi should only be made one-time. Remove Sensor from Docking station and wait to open App until the Green Wi-Fi LED is solid green. When the Green LED is solid Green the Docking station is successfully connected to your Wi-Fi.

❖ After configuration of Wi-Fi the App shows no sensor connected?

- If you see the Wi-Fi icon after “No sensor connected” and the Green LED is solid, CookPerfect Wireless is successfully connected to your network.
 - Close the App and open it again. This is mainly Android related - as internet connection must be broken and reestablished, and some Android devices do not automatically do this, why you need to close the App and open it again.
 - Sensor has not been placed properly onto the magnets on the Docking station for charging.
 - Sensor is not properly cleaned after a cooking session causing poor electrical contact between ring/needle and magnets. Residues from cooks can even be transparent and difficult to see. Use the rough side of a sponge and scrub the needle and metal ring with detergent in hot water.

- ❖ **After successfully configured W-Fi next time the App asks me to configure Wi-Fi connection again?**
 - When removing the Sensor from Docking station wait to open App until the Green Wi-Fi LED is solid green. When Green LED is solid Green the Docking station is successfully connected to your Wi-Fi.

- ❖ **The Wi-Fi setup page does not appear.**
 - First reset Wi-Fi in the CookPerfect App. Then follow the Manual setup procedure and make sure your browser allows pop-ups and check your device security settings.
 - Disable mobile data (3G/4G etc.) before entering the IP address. After Wi-Fi is configured enable mobile data again

- ❖ **My Docking station won't connect to my local network. Make sure your router supports:**
 - Frequency band: 2.4GHz
 - Standards: 802.11 b / g / n, 802.11 n MCS0-7 in 20 MHz bandwidth
 - Data rate: Up to 72.2 Mbps data rate
 - Security: WPA / WPA2
 - Encryption: WEP / TKIP / AES

If none of the above did not fix the problem – contact support@cookperfect.com

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Wi-Fi network restrictions:

- Location of your router is crucial - often it is the location of the router that is root cause for poor coverage. Keep the router away from windows and concrete walls
- Other wireless networks will cause disruption. This can be a big problem in apartment's as especially many will use the 2.4 GHz band causing a lot of traffic. For example. bells, baby monitors and microwaves.
- Iron-reinforced concrete walls also act as a wall for wireless signals, as most of the signals will be reflected. This is most often a problem in apartments.

3) Hardware.

Sensor unit:

The Battery time of the Sensor and Dock depends on the environment.

- At room temperature the running time is between 16 to 24 hours.
For a cooking session in worst case scenario which is Pulled Pork, Brisket and such styles - the running time will be app. 8-12hours as the majority of the time, the temperature is above 70degrees.

Docking station:

The Battery time of the Dock station depends on which mode your are running Bluetooth or Wi-Fi.

- Fully charge Docking station can run for months in Bluetooth mode before charging.
- In Wi-Fi mode the running time is 11-12hours.

The Green Wi-Fi LED is ON when sensor is mounted for charging?

1. Try to pull it out and back again a few times or rotate sensor while its placed on the Docking station
2. Make sure the metal ring at the sensor head is clean
3. If GREEN LED is still flashing, please check in the App if “2 sensors” is activated – if YES, turn it Off (only relevant for CookPerfect Wireless single version).
 - If Docking station still flashes Green while sensor is placed, **Customer need a replacement.**

The RED LED over the USB-C connector is flashing?

- The Docking station must be recharged - charge with the USB-C cable found in the box – a GREEN LED will light, and the RED LED will go off when fully charged.

The Green USB-C LED is not lightning when USB-C cable is place into the Docking station?

Charge current is app. 210mA, why some USB adapters won't work. Follow these steps:

1. Charge from a Laptop
2. Use adapter suitable for higher current
3. Try with another USB-C cable

If none of the above did not fix the problem – contact support@cookperfect.com

4) Temperature measurement.

Accuracy of the core temperature is +/- 0,5degrees

Accuracy of the Ambient temperature is +/- 1,0degrees

1. Place sensor in room temperature to check if temperatures are displayed precisely.
As the Core temperature is coldest spot along the Needle and due to tolerances – the temperature difference between Core and ambient can be a few degrees.
 - **If temperature difference is higher** – contact support@cookperfect.com
2. If core temperature doesn't look right below tests of the Wireless Sensor for accuracy can be performed. Before performing test, all internal probes must be cover in the water bath – this is secured by having water level above the safety mark on the needle.
 - **Ice Bath Test**
Fill a glass with cold water and some ice cubes. Stir well for 2 minutes to ensure a consistent temperature throughout. Insert the probe in the ice water up to the safety mark; you should see a reading close to 0 degrees C once the temperature stabilizes.
 - **Hot Water Test**
You will need a reference thermometer, but this test is slightly more difficult as the CookPerfect Wireless Sensor measure the coldest from Top to bottom of the Water, so you can't make sure the reference thermometer is at the exact positioning. Fill a glass with hot (but not boiling) water. Stir well for 2 minutes to ensure a consistent temperature throughout. Along with your reference thermometer, insert the Wireless sensor in the hot water up to the safety mark and compare the temperatures.
 - When performing temperature test few degrees between CookPerfect and reference thermometer must be accepted – due to tolerances and how temperatures are measured – is temperature difference is measured to high – contact support@cookperfect.com