

# SKOPE-connect™

## Quick Start Guide

1. Getting the app and creating an account
2. Adding the fridge
3. Setting up the fridge
4. Letting others connect to your fridge
5. Troubleshooting/FAQ



# Quick Start Guide



## Getting the app and creating an account

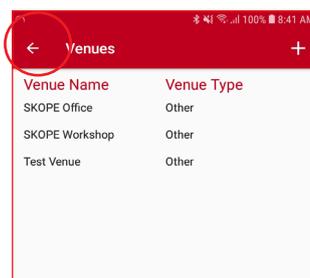
1. Download the SKOPE-connect app using the following QR code, or by searching "SKOPE" in the Apple App Store or Google Play Store.



2. When opening the app for the first time you will be prompted to select "I'm a fridge owner" or "I'm a fridge user". If you own or are directly responsible for your fridges, select "I'm a fridge owner".



3. Create a new account. Enter your name, phone number, and email address.
4. If the phone does not have a security PIN set for the lock screen the app will prompt for a PIN. Enter a 4 digit PIN to be used for unlocking the app.
5. Create a "Venue" and select a type. You'll need to add at least one. Additional venues can be added later.
6. Tap the back arrow in the top left-hand corner to go to the Fridges page.



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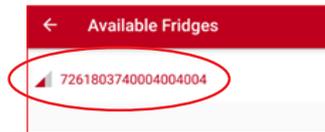


## Adding a fridge

1. Stand within 3 m of the fridge you wish to connect to.
2. Tap the “+” button at the top right of the “Fridges” screen to open the “Available Fridges” screen



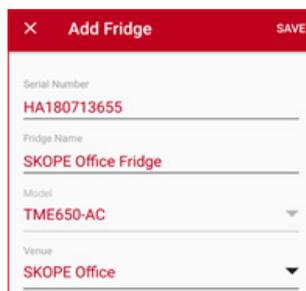
3. Touch the fridge at the top of the list with the highest connection strength. This will open the “Add Fridge” screen.



4. Use your phone’s camera to scan the serial barcode inside the fridge, or alternatively, enter the serial number manually in the provided field.



5. Enter the following details: fridge name, venue, and fridge model.



6. Tap Save to add the fridge to your account.
7. When the fridge has been added successfully, it will appear on the Fridges page. You may have to wait several minutes to access the fridge while the data is being uploaded.



# Quick Start Guide

## Setting up your fridge

Once connected to a fridge you can easily customise settings to suit your application.

### Product Type

Accessed on the Temp page, select the product type that best suits your application. If your requirement isn't there, use the manual option. For perishable products, always select Food Safe.

### Temperature alerts

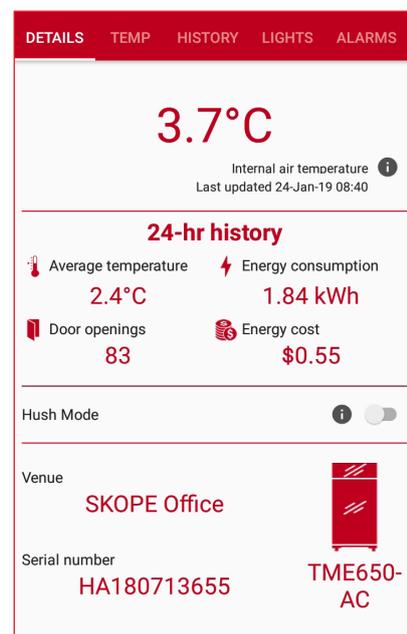
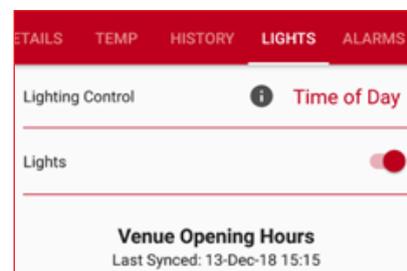
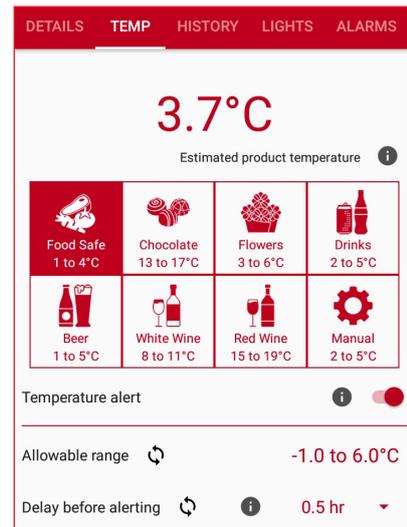
Accessed on the Temp page, turn temperature alerts on or off. These are recommended to be used if you're storing temperature sensitive product. The temperature thresholds and delay before alerting can be customised.

### Lighting

Accessed on the Lights page, select the lighting mode that best suits your application. Options include: Manual, Automatic, and Time-of-Day. Time-of-Day mode allows you to set a seven-day lighting schedule. Automatic mode will turn off the lights after a couple of hours of inactivity. Remember to tap save once you've entered your venue hours

### Hush Mode

Accessed on the Details page, Hush Mode allows you to make the fridge quieter. Turn this on if your fridge is in a noise-sensitive environment.

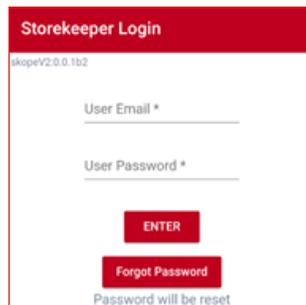


## Letting others connect to your fridge

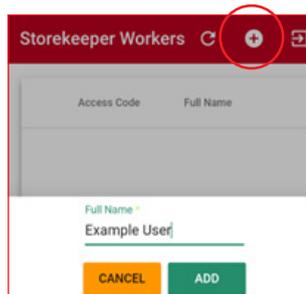
1. From the “Fridges” screen, open the app menu and touch the “Manage Users” button.



2. Enter your SKOPE-connect login details.



3. Touch the “+” button to add a new User account, and enter the user’s name.



4. An access code will be created for the new user. Each user requires their own code.



5. The user needs to download SKOPE-connect and, when opening the app for the first time, select “I’m a fridge user”.
6. The user must then enter the access code.

## What is a “Fridge User”

A “Fridge User” is an account created by a registered “Fridge Owner”. It allows store workers access without giving them administration rights of the fridge. Only “Fridge Owners” can connect to new fridges.

## Why can't I see my fridge in the “Available Fridge” list?

There are a number of reasons why a fridge may not show in the “Available” list:

1. The phone's Bluetooth must be ON
2. The phone's Bluetooth must be version 4.0 or later
3. The phone must be within 10m of the fridge
4. The phone must be connected to the internet
5. The fridge must be on
6. The fridge must be a supported model
7. The fridge has not been connected to by someone else.

## I've successfully added the fridge. Why can't I open its details?

The new fridge will not be immediately accessible as the phone needs to download the fridge history. This could take up to five minutes. Please leave Bluetooth on and the phone near the fridge while it downloads.

## How do I remove a fridge I've added?

To remove a fridge simply swipe right on the fridge to be removed on the “Fridge” list screen

## How do I let someone else connect to my fridge?

Create a “Fridge User” account through the “User Management” menu of the app. Creating “Users” will generate access codes that can be used by these individuals to login to the app and view your fridge. “User” accounts can be removed by touching the trash icon within the “User Management” menu.

## Why is the fridge data not updating live?

Fridge data is synced via Bluetooth from the fridge controller. Updates from the controller are periodic to avoid the heavy battery use that results from maintaining a constant connection.

## What can I do if I'm still having issues?

If this guide does not solve your issues with the app, please contact SKOPE using the following numbers:

Australia: 1800 121 535

New Zealand: 0800 947 5673

International: +64 3 983 3800