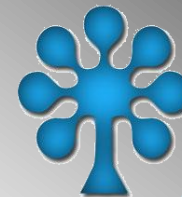# TAPPECUE

You will always be one tap away from your barbecue

Tappecue User Manual

www.tappecue.com

support@innovating-solutions.com

By

Innovating
Solutions

Table of Contents

Tappecue User Manual

Congratulations on your purchase of the Tappecue temperature monitoring system! Now, no matter where you are you will always be **one tap away from your barbecue**.

- Monitor from Anywhere
- Receive Temperature Alerts
- Be an Expert BBQ Chef
- NEW OFFLINE MODE when Internet is not available.

Contact Support@innovating-solutions.com or +1(417)213-5870for any additional questions.

Our support portal web address is https://tappecue.freshdesk.com

System Requirements

You are required to have the following for proper use of the Tappecue Temperature Monitoring System:

- An Internet enabled smart device – iPhone/iPod Touch with software iOS 6.x or above or an Android Phone with Version 3.0 or above (although you may still look at the temperatures on the actual device LCD Panel),
- Wi-Fi Router or Mobile Hotspot (2.4g network with 802.11 b/g)
- Grill/Smoker/Oven
- Access to a desktop/laptop with Windows XP or above or a MAC 10.9 or above to set up the Wi-Fi on the Tappecue (this is only required during initial set up and/or when you wish to change the router, more info on pg.9).

Safety Information

- Do not touch probes with bare hands while they are being used or after use in the grill/smoker/oven.
- Tappecue probes are not meant to be submerged in any liquid, being careful especially at the junction of the cables and stainless-steel meeting. Clean with a damp cloth and soap or running water on the stainless-steel probe portion only.
- Do not consume raw or undercooked meat. Consuming raw or undercooked meat leads to potential foodborne illnesses and even death.
- Probe temperatures can vary 5°F from actual temperature.
- This device is intended to be operated in such case that a 20cm distance is between its antenna and all persons.
- Avoid direct contact with flame and heat of grill.
- Wipe probes off before using.
- Periodically ensure probe accuracy by testing each probe against ice water, room temperature, and boiling water.

Government Compliances

Product Name: Tappecue 2
Model Number: T-V0.0
Tested to comply
With FCC Standards
FOR HOME OR OFFICE USE

Tappecue complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible Party: Innovating Solutions, LLC

Address: 6505 Trott Rd. Belton, MO 64012

Telephone Number: 913-709-2540

Our assembly contains Transmitter Module

FCC ID: T9J-RN171

IC: 6514A-RN171

The removal of the end cap is required to access FCC identifier of the transmitter module.

To comply with FCC RF exposure compliance requirements, the antenna used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

CAUTION: Changes or modifications not expressly approved by Innovating Solutions LLC could void the user's authority to operate Tappecue.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful

interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult Innovating Solutions LLC or an experienced radio/TV technician for help.

Canada Compliances:

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

French version of above:

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Installing using the USB Port for the PC/MAC

The Tappecue Setup program for Windows and MAC has diagnostics and can also be used for setup in place of the mobile app setup. For a video showing how to install on our support site. https://tappecue.freshdesk.com under solutions and then videos.

Installing Software

Windows

1. Download TappecueSetup.zip from www.tappecue.com and downloads.
   NOTE: This program will only run on a **windows operating system (i.e. XP, Vista, Windows 7, Windows 8, Windows 10)**
2. Unzip (extract) the file to a familiar place on your laptop or desktop by right-clicking on setup.zip and selecting extract.
3. Navigate by double-clicking on the Setup folder, then the Tappecue Setup folder, then Double click the setup.exe program (type application) to install and follow the instructions.
   NOTE: This program runs on Windows .net platform 4.0 and this is included with most Windows operating systems. If it is not on your computer, then the setup.exe will install it)
4. Unplug any other USB devices you may have plugged in and then plug the Tappecue with the USB cable into your USB port of your Windows computer. You should see a message that your operating system is installing new hardware. If for some reason your computer does not locate the drivers we have included them in a zip file (usbdrivers.zip) and will be in the same location you installed the program in (the default location is C:/Program Files/Innovating Solutions LLC/Tappecue).
   a. For 32-bit operating systems browse to the CDM v2.08.28 Certified folder inside the usbdriver32.
   b. For 64-bit operating systems browse to the CDM v2.08.28 Certified folder inside the usbdriver64.
   c. The drivers can also be found at the following URL: http://www.ftdichip.com/Drivers/VCP.htm

i. There are also instructions for installing.USB_InstallationGuides in the unzipped folder. The installation guides can also be found at http://www.ftdichip.com/Support/Documents/InstallGuides.htm

ii. There is also a video to show you how to install the drivers on our support portal https://tappecue.freshdesk.com under solutions and videos.

Mac

After you receive your Tappecue you will need to:

1. Download TappecueMAC.zip from www.tappecue.com.
   NOTE: This program will only run on a MAC with 10.9 (Mavericks) or above
2. Unzip (extract) the file to a familiar place on your laptop or desktop.
3. Unplug any other USB devices you might have plugged in to your MAC and then plug the Tappecue into the wall with the AC Power Supply and with the USB cable into your USB port of your MAC computer.
   (The MAC should have drivers for the Tappecue, but if not you can find them here.
   a. The drivers can also be found at the following URL: http://www.ftdichip.com/Drivers/VCP.htm
   b. There is also a video to show you how to install the drivers on our support portal https://tappecue.freshdesk.com under solutions and videos.

Registering a new account after you install the software

Account Information

After you have successfully installed the Tappecue software, you will have to launch the Tappecue application by clicking the Tappecue Icon on your desktop and register as a new account. As a new account, there are seven required fields in the Account Information tab:

10

1. First is the Account ID, otherwise known as a Username. Create it as something simple yet memorable as you will need this to sign into the Mobile App.
2. Next you will have to create a password.
3. You will need to confirm your password.
4. Create a guest password. This function is explained later on pg. 19. You must create a password that is different from your Account ID yet just as strong. If you use the same password as your Account ID, then you will not be able to log into the Mobile App.
5. Confirm your guest password.
6. Set up an email account you want to receive session date on. More info on pg. 18.
7. Lastly, give us the remaining contact information.

After you have filled in all the required fields you have the option of giving us your address to receive newsletters and special offers. If you do not want to fill out your address, then simply click the save button at the bottom and wait until you receive a message. Once you receive the message you have successfully register as a new user. The next step would then be to register your new Tappecue.

*Privacy Policy

We are collecting your email address and physical address for communications between the company (Innovating Solutions LLC- Makers of Tappecue) and you to give you upcoming information about firmware updates, new software functionality, new accessories, and other communications pertaining to Tappecue. This information may be used in the mailing newsletter software of our choice (MailChimp, constant contacts, etc) but will not be given or sold to another third party for any use except for our use in communicating to you about Tappecue. At any time, you may opt out of the newsletters as they are sent to you with an unsubscribe button.

Registering Your Tappecue

Next, at the top of the page, you will select the tab to the right of Account Information labeled Register New Tappecue. Simply name your Tappecue whatever you would like and click save. You will have to wait a minute until you receive a confirmation message saying your Tappecue has successfully registered. Then proceed to setting up your Wi-Fi connection.

DO NOT PROCEED WITH ANY STEPS UNTIL YOU HAVE RECEIVED AN "OK" CONFIRMATION MESSAGE AFTER SAVING, IF YOU ARE NOT RECEIVEING MESSAGES REFER TO **Not Receiving Messages on Installation Program** ON PG 28 for most likely the USB drivers did not install correctly and will need to be loaded for the PC or MAC.

Setting Up Wi-Fi Connection

At the top of the page, continue to the next tab called Wi-Fi Setup. In this page you will connect your Tappecue device to your Wi-Fi router. In the first field labeled Wi-Fi Network, if you are on a computer that has Wi-Fi access clicking the drop-down arrow will show on networks and you can select yours (it must be the 2.4G and NOT the 5G network if you have a dual band router). If you are installing on your desktop without Wi-Fi, you may have to manually type it in (you may find the name on the back of the router). Once you have the correct name of your router selected or keyed in, then hit the save button directly to the right (1. Save Wi-Fi Network).

Continue to selecting your security type. Tappecue works with multiple security types however it performs the best when your security type is WPA2. If you know how to change this, you may change it now. If you don't know how to change it then you can contact your router's manufacturer for instructions on how to do so. It is not necessary to change your router's security type to WPA2 for Tappecue to perform well. If you are unsure of your security type you can follow these directions on pg. 26. Once you have determined your router's security type, you must then select it in the drop-down and then select the save button directly to the right (2. Save Type). Wait for the confirmation message and then proceed to entering your security password or key. There are a limited number of authentication types in which the Tappecue System supports. Please refer to the Specifications section of the manual on pg. 31.

Open

If your security type is Open, then you will not need to enter a security key or password, however, you will still have to **press the button: 4. Save Password Finish Setup.**

WEP

12

If you have a WEP security type, you will need to **type your 10 or 26-digit key into the step 3. text box**. You will have to contact your router's manufacturer if you do not know this or have it written down somewhere. After keying in the key you will have to select the save button to the right labeled **3. Save Key**.

WPA/WPA2/WPA Mixed

As for the WPA/WPA3/WPA Mixed you will need to **key in your password** and **select the 4. Save Password Finish Setup**. If you are unable to locate or remember your password, contact your router's manufacturer to reset it.

Verify Connection

Look over to the Tappecue after saving your Wi-Fi information and see if the red light has gone out. If it has, you are setup. If it hasn't, use the buttons to Verify Wi-Fi Network, Verify Password to make sure they saved correctly. The success message box on MAC is confusing to some, it means that the Tappecue and PC/MAC are communicating, you have to look in the text box and verify that it is the correct Wi-Fi network and correct Wi-Fi password. These are the most likely causes of the Tappecue not connecting to the Wi-Fi network.

Set Temperature Display

For those wanting to display the temperatures in Celsius, go to the next tab over called utilities and select Celsius the push the button, Set Temp Display.

Finally, you have successfully registered as a new user, registered your new Tappecue, and set it up to work on your Wi-Fi router. You have finished the installation of your new Tappecue temperature monitoring system and now can continue to the last step - downloading the Tappecue mobile app.

Downloading the Tappecue Mobile Application

iOS devices

If you are using an iPhone, iPod Touch, iPAD you will be able to download the app from the App Store for free. Please remember that you will be required to have the software version iOS 6.0 or above to be able to use the Tappecue mobile app. You will be allowed to download the app to as many devices as you would like in case your friends and family would like to view your temperatures and receive alerts as well. They will just have to login as a guest user (more information on pg 19).

Android devices

If you use an Android device you can download the app from the Google Play Store for free. You will be required to have an Android device running at least Software version 3.0. You will be allowed to download the app to as many devices as you would like in case your friends and family would like to view your temperatures and receive alerts as well. They will just have to login as a guest user (more information on pg 19).

After you've installed the Tappecue and downloaded the app, it is time for you to begin a smoking session! Brine your meat, marinade it, inject it, apply your rub and begin your Tappecue smoking session to get the best flavored and juiciest meat you will ever cook. Start your session on your mobile phone so Tappecue can alert you when your temperatures have gone out of range and when your meat is done, ready to pull out of the smoker and let rest.

Beginning a Session

Using the Tappecue Mobile App for the First Time

Setting up your Settings Preferences

On Your Phone

You must allow push notifications for the Tappecue mobile app to be as effective. To do this on an iOS device when you first open the mobile app it will ask you if you would like to allow push notifications. You must click yes!

On the App

When you first login to the app you will automatically receive an alert saying your device has been added. This means that your phone will now be able to receive Tappecue temperature alerts.

Registering Other Smartphones and Tablets

Registering other Smartphones and Tablets is as easy as logging into the Tappecue Mobile App with the device you want to register using either the admin password you have created or, if you are a guest (discussed on pg 19), using the guest password.

Starting a Session

Our team has worked countless hours to perfect the ease of use of our Tappecue mobile app and has come up with a simple eight step process to starting a new smoking session.

8 Simple steps to start a Session:

1) Open the Tappecue app on your Android or iOS device.

2) Login in to the App and tap on Start New Session.

3) Enter Session Name and select the Tappecue that you will be using for that Session, hit next.

4) Select the appropriate meats/ chamber for your probes (We recommend that you actually stick in the probes you have selected in the appropriate meats/chamber at this time), hit next.

5) Review your temperatures and make any changes you wish in the Minimum and Maximum text box. If you don't wish to, the default temperatures from your settings will be used (we also recommend doing your research on the USDA recommended meat temperatures for safe eating before making any changes to the default meat temperatures list), hit next.

6) Now you will select what user devices you wish to alert. Make sure that you are alerting at least one.

7) Select Start Session!

8) Finally, just plug in probes and then the Tappecue and you are all set! You can now view this session by tapping on the View Current Session at any given time during the session.

NOTE: The Quick Temperature View will automatically refresh every minute while on the view. The current Temperatures button does not auto-refresh, there is a refresh button in the header to push to refresh the temperatures manually. The Tappecue unit sends temperatures every 30 seconds or so. You can see the updated date/time at the top of the view. Please give it a couple of minutes after the session is started to see the first temperature reading.

View Current Temperatures and Alerts

As an admin, within the mobile app you are allowed to view (and make changes to) the current temperatures and alerts pages. As a guest (discussed on pg. 19) you may only view current temperatures and receive alerts. To view the live temperatures, you will have to log into the app → View Current Session → Select the Tappecue you are using → Current Temperatures. You will then see Probes 1's current temperature. You can scroll through Probe 1-4 to view each temperature individually.

Making Changes to the Temperatures Alerts after the Session Has Been Started

You can make changes in the min and max temperatures after the session has been started. You can do this by selecting the specific probe you want to make a change in, select the temperature and then make the change, then and simply tap on the Save Button. This will save your changes.

16

Ending a Session

Once you are finished with your session always remember to end the session. You can do this at any given time by tapping on the View Current Session → (Your Tappecue Name) → End Session Button. Once you have ended your session you will be asked if you would like a CSV file of your session to be emailed to you. Either select yes, no, or cancel (more info on pg. 18). We have an excel graph with built in macros to graph the file automatically on our downloads page. There is now an option to save your Session on our cloud. This is called SessionBook and is an option for those of you who need offsite storage and logging for business as well as those who don't want to keep the files themselves or purchase excel (more info on pg. 24).

Additional Features

Adding a New Meat Type in the App

You can add a new meat type in the app from settings menu and tapping on the Meat Temperatures. There is no limit on how many meat types you can add.

Take a scenario where you want to simmer a soup on the stove top and this is not present on your Meat list in the app. You can add this new meat type by:

1) Going within the App's Settings tab and clicking meat temperatures.

2) Click the Add button on the top right-hand side of the page.

2) Enter the appropriate name. In this case enter "Simmering Soup".

3) Enter the Minimum and Maximum Temperatures of 180°F to 200°F (We highly suggest you abide by USDA recommended temperatures as to prevent as much foodborne illnesses as possible).

4) Select the appropriate option for this Meat Type. (Food Probe/ Chamber Probe) In this case we would recommend using chamber probe alerts because you will want your soup temperature to remain in between 180°F and 200°F.

5) Hit Save.

Deleting a Meat Type

You can also delete a meat type from the list if needed. In the Meat Temp page, iOS users can simply swipe from right to left to delete a meat type from the list. From the same page, Android users can tap on the meat type on the list and then hit the delete button on the next screen.

Food and Chamber Probes Alert Behave Differently

When you are using your temperature probes as a "food" probe, your alerts are received only once when your meat has reached its minimum temperature and once again when it has reached its maximum temperature. If you have already received an alert for your "food" probe, you will not receive that same alert twice (although there is a work around in the FAQ section on pg. 28). When you are using a temperature probe as a "chamber" probe, you will receive multiple alerts as your chamber temperature goes in and out of that set min/max range.

Stop Probe Alerts

There are times when one meat is done and one is not. The End Probe functionality gives you the ability to end a specific probe. This can be done by selecting the specific probe and tapping on the End Probe Button.

Email Session Data

As an Admin, once you have ended your session, you will be asked if you would like to receive an email of your results. This email comes in CSV format and can be imported into excel using the Import Wizard functionality. Your data can then easily be graphed. If you do not know how to do this, check out our online tutorial at www.tappecue.com or download the instructions and excel graph at http://www.tappecue.com/downloads

18

Guest Mode Functionality

Adding Guest Users

As a guest user you are allowed to view current temperatures and receive alerts, so let's say you are smoking a 10lb. brisket overnight and you fall asleep. You chamber temperature is falling below the minimum limit or, in other words, your fire is dying! You receive an alert except it doesn't wake you up; luckily your guest users received alerts as well, so Uncle Joe does wake up and gives you a call. Uncle Joe saves the brisket and saves you from losing that $50 brisket.

1) The guest user will have to download the Tappecue app on their Android or iOS device if they already don't have it.

2) You will need to provide the guest user with the Account ID and Guest Password. Please do not provide them with your main Account Password.

3) Once they login they will be able to view your session.

The guest mode will restrict them from changing any information on your Account but they can continue to monitor the temperatures and receive alerts. We highly recommend you do this so that the guest does not make any changes to your session settings.

IMPORTANT: Please add this guest user before you start your session if you want them to receive alerts. If you add a guest user during an ongoing session they will be able to view the temperatures but will not get alerts.

Removing Guest Users

To remove a guest user, you must login to the Tappecue Mobile App and select the Settings Tab at the bottom right. Next select Device Management → View Mobile Devices → then swipe the name of the phone you want removed from left to right and then select delete.

Managing Your Account

Tappecue Mobile Application Settings

Temperature Unit

You can view your temperatures in Degree Fahrenheit or Degree Celsius. You can change this setting anytime from here by either selecting F or C.

Changing Account Information

You can change your account information such as Password, Guest Password, Email, Name and Address. Once you are finished making your changes hit the Done Button to save the changes. You will have to login again with the new information to continue using the application.

Device Management

The Device Manager gives you the convenience of viewing and managing the Tappecues and Mobile Devices associated with your account. The Manage Tappecues gives you the ability to view the Tappecues associated with your account. You can change the name of your Tappecue device here.

 Manage Mobile devices section will give you the ability to view the Mobile devices registered with your account. You can delete the devices you no longer want to receive alerts or view your Tappecue Session Temperatures from here. Simply swipe from Right to Left to delete a mobile device from the list from iOS device or Long Press to delete a device from the list if you are using an Android Phone.

Probe Settings

You will be provided with default meat temperatures and meat types List. This feature gives you the ability to customize this list. You can add new meat types and the minimum and maximum temperatures associated with it (referenced on pg 17). You can also specify the type of probe you will be using on this meat type (referenced on pg 18).

Tappecue.com

Visit our website anytime to check out the latest news about Tappecue.

Tell Others

We would appreciate if you could spread the word about Tappecue. Thanks for using Tappecue anyways!

Send Feedback

Send us your thoughts or suggestions on how we can work to make Tappecue even more awesome!

Offline Mode

Please contact us at support@innovating-solutions.com for a firmware update if you are not on V4.xx and you would like OFFLINE mode.

No access to the Internet, no problem. Your Tappecue will now talk directly with your phone.

1. Plug in the power to the Tappecue without probes plugged in. You should see the version of the Tappecue on the LCD face of the Tappecue and then LOW readings across all four probes and an * in the right-hand corner. This signifies the Tappecue is in OFFLINE mode.

2. From the Tappecue mobile app, click the button that says OFFLINE MODE. You will see a menu with Instructions, Connect to Tappecue, Set Alerts, Quick Temperature View.

3. Connect to Tappecue. The Tappecue has become its own Wi-Fi network. The network name is the last network name that was saved to the Tappecue (your Wi-Fi network) with an underscore and the Tappecue Mac address (serial number). Each Tappecue has its own unique address and you can find yours in the Tappecue app under Settings->Device Management->View Tappecues->Select your Tappecue.

   For example, a network name is LinksysHome, the MACID of a Tappecue is 00:1e:30:69:7c:5b would become LinksysHome_00:1e:30:63:7c:5b. This would be the Wi-Fi network you would choose on your mobile device. The password is your Wi-Fi network password.

   We did it this way in case many Tappecue customers are in the same range (for example at a BBQ competition). The security would be unique to your Tappecue and no one can get into it unless you give them your password.

   Android has what is called a Smart Network Switch that if turned on will allow the Internet to work.

4. Set alerts. These 4 probe alerts are for OFFLINE mode. You would set the MIN/MAX and the alerts will have the default Tappecue ringtone for when the MIN/MAX is out of range. You can turn the alerts ON/OFF on this view.

5. Quick Temperature View- This view must be left on for the alerts to ring. It will refresh periodically on its own, or you can use the refresh arrow in the upper right menu. Since at this time, we don't have graphs or history, there is a screenshot icon in the upper righthand corner that will save a photo of the temperature screen

Offline FAQs

- **How do I get Offline Mode on my Tappecue?**
  Please contact us at support@innovating-solutions.com for a firmware update if you are not on V4.xx and you would like OFFLINE mode.
- **How far away can I get from the Tappecue in Offline Mode?**
  The range of the antennae is about 180 feet.
- **Can more than 1 person be connected?**
  Yes
- **Can I use the Tappecue Wi-Fi Network for Internet?**
  No, when you connect to the Tappecue Wi-Fi network there will not be Internet.
- **Can I use my cellular while on the Tappecue Wi-Fi Network?**
  With iOS the cellular needs to be turned off, with Android you can use what's called Smart Network Switch if your Android phone allows it.
- **Can I use my computer instead of my phone for OFFLINE mode?**
  We don't have an app for it, but if you are technical we can get you the IP address and port and you can setup your own software to use. Send us an email at support@innovating-solutions.com

Session Book

What is Tappecue SessionBook?

Tappecue SessionBook is a paid, web-based feature that works in conjunction with your Tappecue device by storing the historical log of time/temps of your Tappecue session(s) onto the Tappecue Cloud for ease of access, giving the consumer a "Book" to store data, notes, recipes, images, etc. thus creating a wealth of BBQ data to improve their processes and, as such, their final results. SessionBook allows its subscribers the freedom to save all their smoking sessions in one convenient location: www.tappecue.net. Access these sessions any time. Add images, notes, recipes, etc. to the saved session for later viewing. Make your adjustments (or don't make any if your BBQ turned out perfect already). Explore, create, tweak new and/or old recipes. Most importantly, record what you've done and improve upon it. Chances are your BBQ will improve or at least stay consistent.

How does it work?

When a session is ended, the consumer will receive a pop-up alert asking if they would like to save the session. If it is marked to save, then the saved session will be stored in the consumer's Tappecue SessionBook account (which is the same as your Tappecue account). To access the stored date, the consumer will need to log in with their Tappecue account ID and password at www.tappecue.net. Each saved session will have time/temp data points at a time interval of 2 minutes and each saved session will be visible at any time in your Tappecue SessionBook.

Why is Tappecue SessionBook a Paid-Feature and what are the charges likely to be?

The Tappecue SessionBook stores all historical data on the Tappecue Cloud so that you can come back to it and access it whenever. The Tappecue cloud servers cost money to maintain high levels of stored data and when there is a buildup of data, the fees increase as well. Each customer is responsible for their share of data usage and stored data. Fortunately, for the end consumer the fees aren't too bad. A customer can choose to save unlimited sessions for a monthly charge of $9.95 with no long term commitments, or save a single session for $1.99/each.

Those who opt for the monthly subscription will need to wait 1 business day for their subscription-level access to become available. So, it's best to sign up for the monthly subscription a couple days before you know you want to end a session that you'll want to save, otherwise you will have to purchase it at $1.99.

Can I try it before I buy it?

Yes, you may save 5 sessions for free a month. After the 5 sessions, you will be prompted to purchase each saved session after the five for $1.99 per session. If you like session book you can purchase a monthly plan for $9.95 that grants unlimited saves to session book.

Can data be exported?

When a session is ended, the consumer may still choose to send the csv file to his/her email. Tappecue Session Book will only have pdf printouts available. It may be beneficial for restaurants/food processors and health inspectors to have a non-modifiable log of time and temps.

Can images be uploaded from my phone?

Yes, use the browser app on the phone and navigate to tappecue.net. From there you can navigate to images and upload them from your phone. There is, however, a restriction on the size of the image of 4 MB.

Can notes show up in the graph?

Yes, however, as of now there is no way of adding notes directly to the graph. In order to see notes on your graph you will need to add them in the Temperature link instead of the Graph link. First, you will need navigate to the graph and find the time/temperature point in which you want to add the note. *Hint:* Clicking on the legend of probes turns graph line off and on for viewing one probe at a time. Remember the time point you want to add the note at. Notes can only be added on the view of all the temps. Once you're in the table view of all temps, you can filter for the probe wanted and navigate to the time you remembered and next add your note. They will then show up in the hints of your graph.

Where do I get to my SessionBook?

You will need access to your Tappecue AccountID and your Password to login to. You may access this from any browser on your PC/MAC laptop, desktop, tablet or mobile device.

As this is the first release of SessionBook, we expect additions coming in the future with much added functionality both in the Browser and on the Mobile Devices to bring continued value to you, our Tappecue customers. Feel free to continue to give feedback on our Tappecue SessionBook Forum. We are so excited about the future and offering more to you to make your interest in Tappecue of even greater value. Thank you for being great customers and making BBQ the best industry to be in.

To subscribe to session book, go to http://www.tappecue.com/subscribe

Maintenance and Troubleshooting

Tappecue does not connect to the Wi-Fi.

Possible Scenarios:

Scenario 1   Your Internet connection may be down. Unplug the router, wait a minute, and plug it back in. Unplug the Tappecue, wait a minute, then plug it back in. If this doesn't fix it proceed to *scenario 2*.

Scenario 2   Have you changed your Wi-Fi settings on your router? Have you changed your Wi-Fi Name, Password, or connection Type? If so you will be required to run the installation program again on the Tappecue so that the Tappecue has your latest Wi-Fi Information. If neither *scenario 1* or *2* works, proceed to *scenario 3*.

Scenario 3   Is the Tappecue kept far away from the Router? Please try moving a little closer to the router and check again.

Scenario 4   Are you using a 2.4G wi-fi network with 802.11 b/g enabled? The Tappecue will not work with 5G 802.11N only networks. If a dual band network select the 2.4G one.

Scenario 5   Are you using the right encryption type for your router?

Tappecue Loses Connectivity

Tappecue may temporarily lose connection to your router. Most likely you won't notice and the Tappecue will re-connect on its own. If you receive an alert on your phone then you will have to manually unplug and plug the Tappecue back in.

Checking the Security Type of My Router

When you are unsure of the security type of your router you may easily check by looking into the properties of your router. You will be able to do this by going into your Network and Sharing Center located in your Control Panel. Once you are in the Network and Sharing Center find the task Connect to a Network and click on that. You

26

will then see a list view of the routers near you. Find your router and right-click on it. Scroll down to properties and select it. You should then see the Security Type of your router. IMPORTANT: Do not change the security type here.

Tappecue to Router Connectivity

Due to various kinds of traffic, based on the daily use of internet in the house, there can be a considerable amount of congestion on the Home Wi-Fi network i.e. streaming online movies, downloading songs/games and the normal internet browsing at the same time on different devices. Only opening a website sometimes has a rich media downloaded on your machine, like the advertisements, photos, videos, interactive forms, etc.

Now we are aware that any multimedia traffic, as in videos, voice calls, or any time sensitive data will have higher priority over any plain information (not time sensitive). In short, a plain file transfer (Tappecue temperature readings) gets less priority than an on-going voice call on IP network (Skype, Viber, etc) or a video being streamed (Netflix, YouTube, etc) in real time. So, we may have our Temperature data stay in the longer queues on the router, just waiting to get a chance after the higher priority traffic is serviced. Once the time out happens, some very old packets are actually discarded by the switch/router, so that the new traffic gets more space.

If cutting back on the unnecessary multimedia traffic is not an option or the Tappecue is still not connecting as well as it should, there is another way to create a stronger connection with your Tappecue and your router. In the utilities tab within the Tappecue Installation Program there is an option to changing the frequency of the Tappecue's throttle. This option allows you to choose the intervals in which Tappecue sends you temperatures. The default setting is at 30. You may have to change this several times until your desired result is achieved. For high usage internets try setting your throttle at 60 and changing your security type to WPA2. This should fix the connection problems. If your router uses a guest network, you may setup the Tappecue to the guest network where there is not as much traffic.

Tappecue Mobile Application Freezes

When the Tappecue Mobile App freezes do not worry about losing your data or temperatures because all of your session data and account information is stored on our Tappecue Cloud, so you can just close the application and enter it again. This will not affect your session or alter your alerts.

Not Receiving Messages on Installation Program

If you are not receiving the confirmation messages on the installation program try unplugging and plugging the Tappecue back in from the wall and the computer and closing the setup program and re-opening it. If that does not work you may have to re-install the correct drivers if on Windows. You will find them in the file you unzip for the installation program. The link to follow is in the Installing Software section of the User Manual on pg 9. Lastly, make sure no other USB devices are plugged in. If so, unplug them and reboot your PC/MAC and try again.

Cleaning the Tappecue and Probes

It is highly important that you do not submerge the Tappecue device in any liquid. For the optimal cleaning of Tappecue, you should use a damp rag and stay clear of the inputs and LCD panel. The temperature probes are best cleaned with a small amount of soap and coarse sponge or rag making sure not to soak the wires. Do not wash the Tappecue or probes in conventional dish washers.

FAQ

- **Is the Tappecue Mobile App Free?**
  Yes, the Tappecue Mobile app for both Android and IOS will always be free!

- **Will the Tappecue Mobile App work on my iPad, Android Tablet, or Windows phone?**
  The Tappecue Mobile App will work on an iPad and on an Android Tablet but not on a Windows phone.

- **How can my friends/ Family or BBQ team members to get Alerts while I am Smoking Meat?**

Yes, the Tappecue Mobile application lets you do this! Before you start your smoking session they will first need to download the Tappecue Mobile app on their iOS or Android Device. Once done they will need to log in to the app with the Account ID and Password you have provided. Once they have added their device, their device will appear in your Mobile Devices list in the app. You are then in control if you want them to monitor the session or not.   They can also log in at www.tappecue.net

- **I want my friends/ Family and BBQ Team members to View the Temperatures and get Alerts but I don't want them to change my settings or my current Session information.**
  Yes, you can do this with the Tappecue Guest Mode. You will need to provide them with the Account ID and Guest Password. Please do not provide them with your main Account Password. They will be logged in to the Guest Mode with the Account ID and Guest Password. This will restrict them from changing any information on your Account but they can continue to monitor the temperatures and receive alerts. We highly recommend you do this!!

- **How many people can receive my Session Alerts?**
  There is no restriction on the number of people who can receive your Smoking Session Alerts. We recommend that this is not a 3-digit number.

- **Where can I buy replacement probes?**
  Occasionally our probes malfunction and need to be replaced. This is usually because of too hot of temperatures or leaving them outside in the rain/snow/etc. You may order new probes online at http://www.tappecue.com/. If it is a manufacturing defect you have 90 days from the date of registration to claim a new probe(s).

- **Will I receive temperature alerts on my food probe if I accidentally placed the probe in the chamber and received an alert already?**
  No, you will not receive temperature alerts if you have already surpassed the probe alerting minimums and maximums in the food probe type except if you change your probe from a food probe to a chamber probe then back to food probe when the temperature is under the minimum limit.

- **Can I use the Tappecue outdoors in freezing temperatures or on the rain?**
  Yes, we have put gasketing and seals in Tappecue so it will be ok in a pop-up shower. We have also conformal coated the circuitry to give protection against condensation. If you are using outdoors all year round, we recommend our weather case that is nema rated on our purchase now page.

- **My probe is reading a high value, now what?**
  Water getting inside the probe into the tip may cause the probe to read a wrong value. Drying out in an oven might fix the issue. If you smoke with high humidity or water, we can offer you a higher cost probe that has sealant put around the entry point. Please email us for more information.

- **Where do I find the version number of my Tappecue?**
  The version number of any Tappecue device appears briefly on the LED screen of the device upon booting.

- **How do I reboot my Tappecue?**
  Reboot your Tappecue device by simply unplugging and plugging the device back in.

Specifications

Size:

- 4 1/2" x 4" x 2"

Range:

- Can send data for distances of up to 180 feet radii from routers with the antennae.

Display:

- 16x2 Character LCD display.

Connections:

- Four mono 2.5mm jacks for temperature probes.
- USB A/B connection for setup
- Power Supply (5Vdc/800mA)

Wireless:

- 802.11b/g Wi-Fi certified chip (2.4G networks).
- 1Mbps and 2Mbps throughput speeds.
- On-Board Antenna

Temperature Measurement:

- Measures temperature inputs in the range from 0 F to 572 F.

External Casing:

- Polycarbonate

Color:

- Black with white labeling

Wi-Fi Authentication Types Supported:

- WEP-64 and WEP-128 (open mode only, NOT shared mode)
- WPA2-PSK (AES only)
- WPA1-PSK (TKIP only)
- WPA-PSK mixed mode (some access points, not all are supported)

Warranty

There is a one-year limited warranty for any manufacturing defects of the Tappecue device and a 90-day warranty for probes and all of its accessories from the date of registration of the product as long as it has not been used inappropriately or is damaged by user. This is a replacement type warranty. Contact us at support@innovatingating-solutions.com . Most commonly the unit will be mailed it to us for examination and determination for replacement.

Return Policy

Contact Support@innovating-solutions.com for information on returning your Tappecue within 30 days purchase.