

Product Support:

Should you have any questions about your Char-Broil Electric Smoker with SmartChef Technology, or require assistance with setup or error messaging, please contact our SmartChef help team directly at (800-241-7548) and select option 3. The Help Team is available Monday thru Friday from 8am till 6pm EST, and Saturdays from 10am till 3pm EST. Or, for immediate assistance, 24-hours a day, please visit our interactive SmartChef help center at: <http://www.charbroil.com/help/smartchef>.

Compatibility

The Char-Broil SmartChef app is compatible with iOS device models 4s and above and Android phones running 4.4 and higher

Hotspot Mode

If you're not in range of a Wi-Fi network, you can still connect your SmartChef appliance to the cloud by setting up a Personal Hotspot. A Personal Hotspot lets you share the cellular data connection of your mobile device (Wi-Fi + Cellular). Note, a firmware update is required on a brand new smoker to enable hotspot mode.

Hotspot Mode Set up

When setting up a hot spot for the first time, you'll need two devices:

- one with Wi-Fi **and** cellular data capability – we'll refer to this as the Phone
- one with at least Wi-Fi capability – we'll refer to this as the Tablet
- both with the Char-Broil app installed.

Follow these steps to connect your SmartChef appliance to the cloud via hot spot:

Enable a hotspot network on the Phone. Note the network name and password of the hotspot network. The network name is typically the name of the Phone.

- iOS -- Settings -> Personal Hotspot -> Turn on "Personal Hotspot"
- Android – Settings -> Tethering and Mobile hotspot -> Turn on "Mobile Hotspot". "Tethering and Mobile hotspot" may be found within "More networks" on some Android versions.

Connect the Tablet to the Wi-Fi hotspot you just created.

- iOS – Settings -> Wi-Fi -> Select the hotspot network.
- Android – Setting -> Wi-Fi -> Select the hotspot network.

Connect a new SmartChef appliance to the hotspot network.

1. Open the Char-Broil app on the Tablet.
2. On the dashboard screen tap "Setup Appliance". Go through the standard Setup process.
3. When asked for network information, enter the network name and password for your hotspot.
4. You will be taken to the Dashboard when the setup process is complete. You will see a yellow icon for the newly set up SmartChef appliance. The yellow color indicates the appliance is online and communicating with the cloud.

Connect an existing SmartChef appliance to the hotspot network.

1. Open the Char-Broil app on the Tablet.
2. On the dashboard screen tap the appliance you'd like to switch to the hotspot.
3. Display the left menu by tapping on the icon on the top left of the screen and select Settings.
4. Select Network Setup.
5. When asked for network information, enter the network name and password for your hotspot.
6. You will be taken to the Dashboard when the setup process is complete. The yellow color of the appliance icon indicates that it is online and communicating with the cloud.

Operating in Hotspot Mode

You can now monitor and control your SmartChef appliance using Char-Broil app installed on either the Phone or Tablet. Keep in mind that for the SmartChef appliance to remain connected to the cloud, the Hotspot will need to remain operational and within range to the appliance. However, once a cook has been set up, operation will continue even when disconnected from the cloud.

Notes

- Hotspot mode utilizes the cellular connection, so data usage and restrictions of your cellular plan will apply.
- When disconnected from the hotspot, the light ring on the SmartChef appliance will blink red/green and the DADO button will flash. This will discontinue when a connection with the hotspot is reestablished.