



## Apple App Connection for Memphis IntelliBurn Technology ITC 3 Grills

Memphis Grills has been in the design process for our new grills and updated app for more than a year. During this process, changes were made to Apple iOS connection authentication that were not communicated during our work with the design firm in the build process. As such, for the initial run of grills manufactured, and for iPhone users only, the following process will need to be implemented for **the initial app set-up only** to use the Memphis 3 iOS App. This affects grills with the serial numbers listed below. This is not required for Android App users.

### Affected Models:

VG0001S- 30,001->30,267

VGB0001S- 30,001->30,297

VG0002S- 30,001->30,186

VGB0002S- 30,001-> 30,216

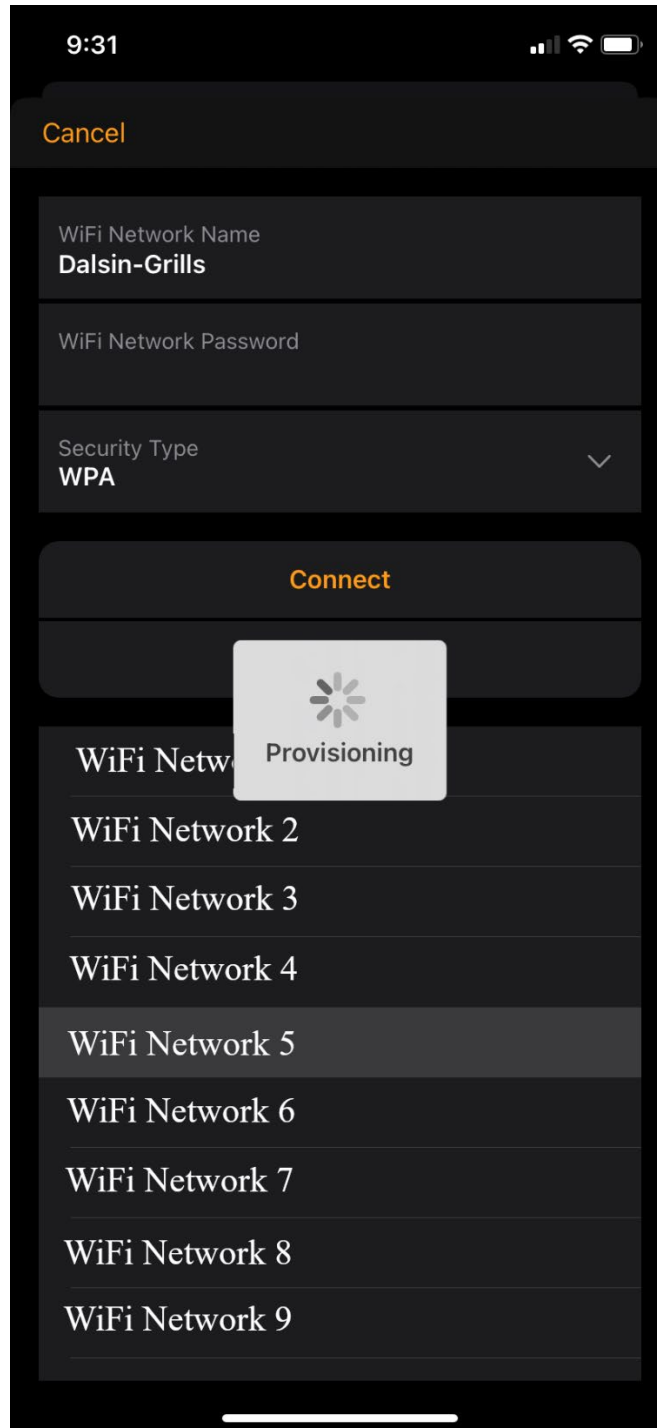
The serial number can be verified on the label underneath the hopper lid.

User Device: Apple devices running iOS 13 or above.



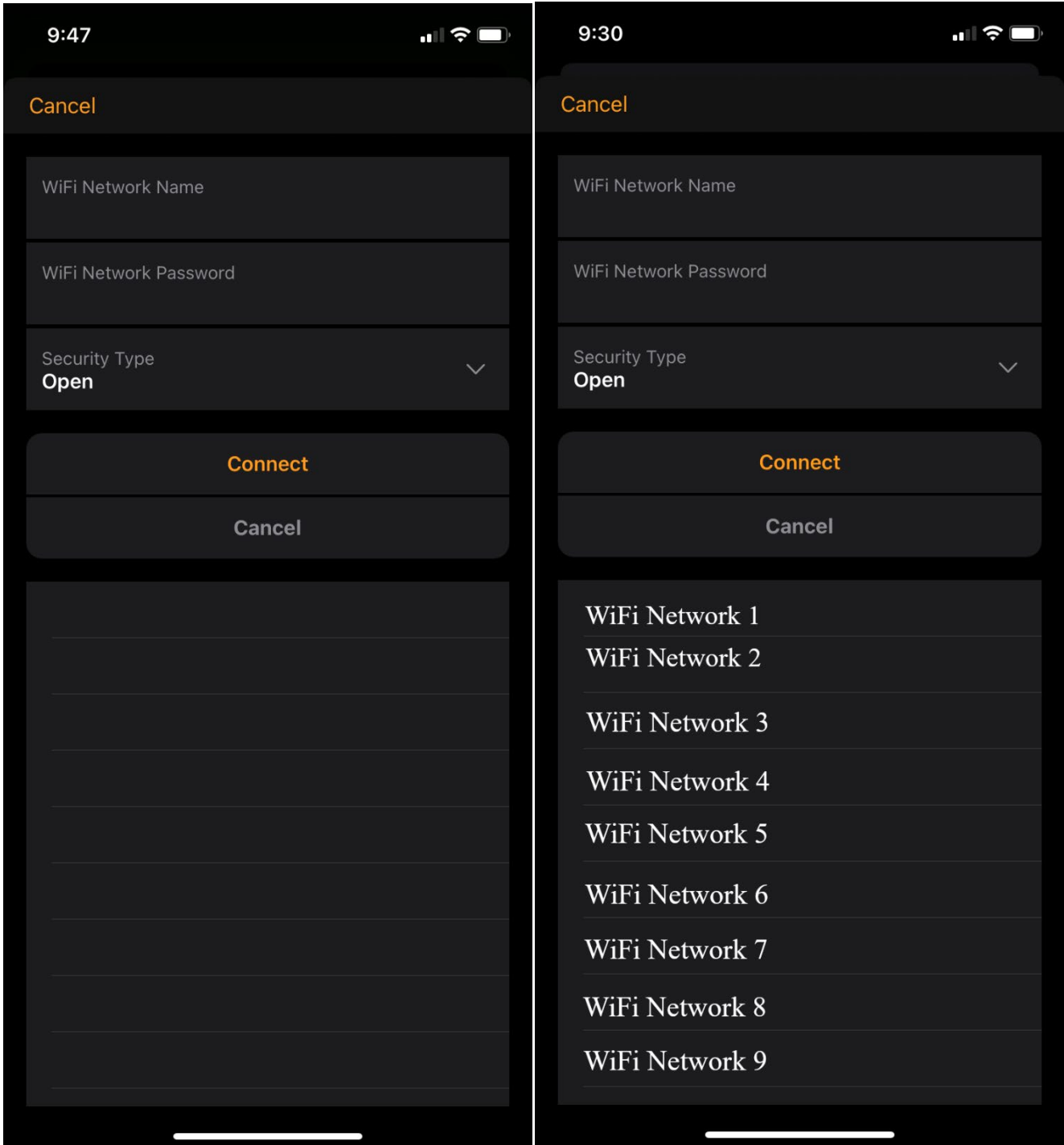
**Details:** When setting up the WiFi with iOS devices, there are two ways the symptom can display itself.

1. **Memphis 3 App Stuck After Provisioning:** The user submits their network credentials using the “Provision” button and submits the BLE code. Once the code has been submitted, the app will show a loading circle, but the app becomes frozen. This is a known issue and is currently being addressed.





2. **Empty Network List:** If a user has provisioned their grill once and try to provision their grill again (say if provisioning failed the first time or they are changing to a different network), the Memphis 3 app will not display any networks and fail provisioning. After a minute or two, an error message will display.

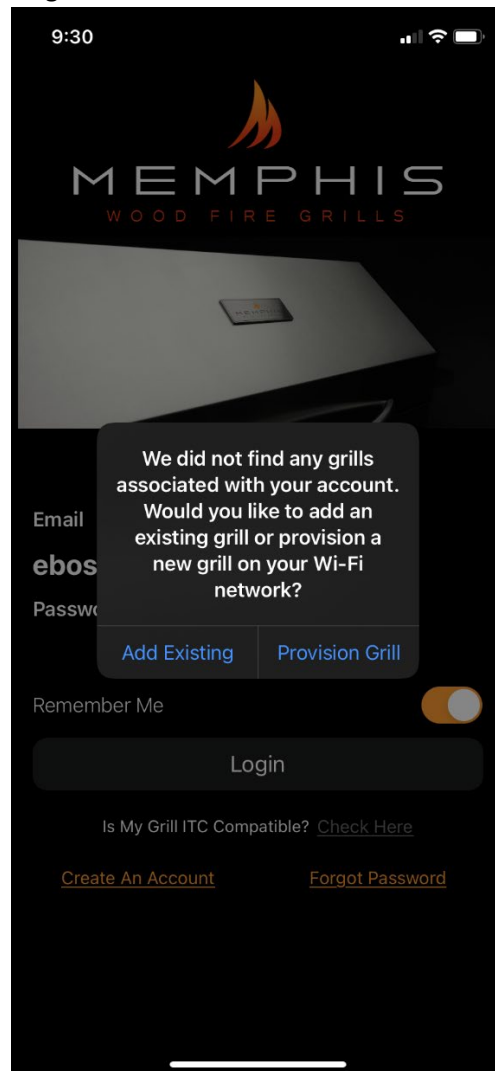




## Solution Procedure:

### 1. Memphis 3 App Frozen

- a. The Memphis Grill should still provision properly after about 15-30 seconds. See the display on the Memphis Grill to verify.
  - i. Once connected, the WiFi screen should display the nickname and MAC ID. The upper right corner will also display the wifi connection bars.
- b. Once the grill is connected, close the Memphis 3 app completely.
- c. Re-open the Memphis 3 app and login to their account. This time select “Add Existing” to add the grill to the user’s account after it is connected to wifi.

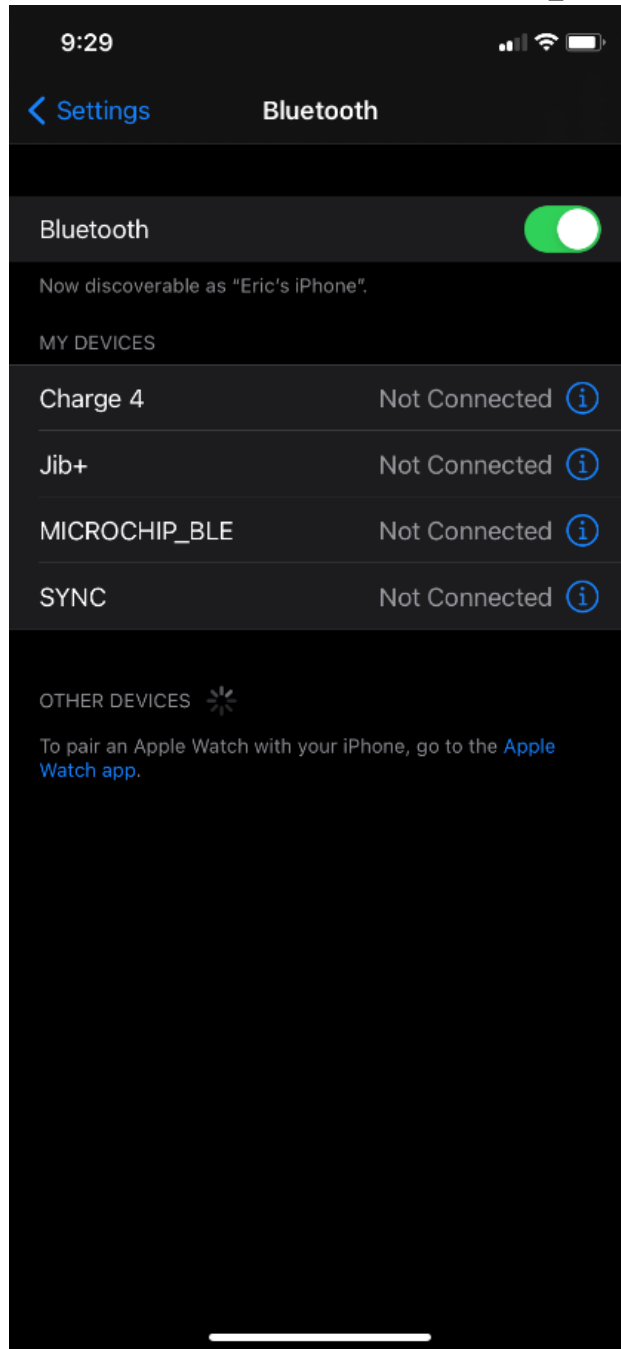


- i.
- d. If the user already has other grills connected to their account, navigate to the settings screen to add this grill to the account.



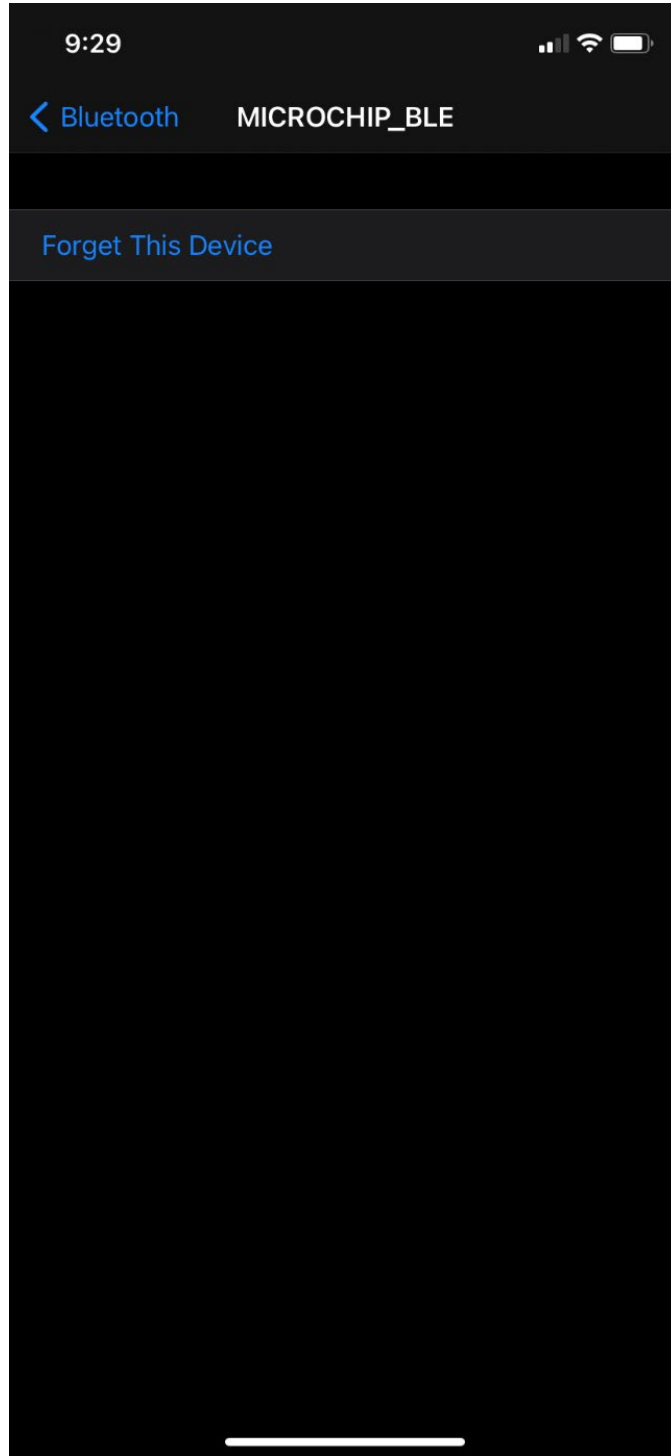
## 2. Empty Network List

- a. Close the Memphis 3 app completely.
- b. In the iOS settings, navigate to “Bluetooth”.
- c. There should be a device with the name “MICROCHIP\_BLE





d. Select “Forget device”



i.

e. Now power cycle the Memphis Grill (unplug for 30 seconds and plug back in).

f. Retry connecting the WiFi.

If either of these solutions does not correct the issue after a couple attempts, contact our Tech Service Team between the hours of 7am – 6pm CST M-T, 7am – 5 Fridays.