

# BLACK+DECKER™

WI-FI ENABLED 6 QUART SLOW COOKER – Call Flow



## SCW3000S

How can I help you today?

# Content

Application Setup

Application Setup (Overview)

Home Screen Features

 Connection / Setup Error (Consumer is Unable to Connect)

5G Network Notice

Consumer is Connected to Wi-Fi – Receiving “No Wi-Fi” Error

B+D\_e\_XXXX is Invalid

\* Anything in **orange** print can be read to the consumer. All other text is for your information or in some instances (i.e.. instructions) can be put in your own words to the consumer.

# Application Setup

**I would be happy to assist you with the setup.  
I just need to ask you a few questions so we can get the  
slow cooker connected.**

**Next**



# Do you have an Apple or an Android Smart Device?



**Document operating system in your agent notes.**

**Remember agent notes must include:**

- Device type -
- Operating system
- Operating system version
- Home router (brand and model) -- *Only need to ask if relevant to the call.*
- Home router security type (WEP, WPA, WPA2, etc. if able to identify) -- *Only need to ask if relevant to the call.*
- Slow cooker serial number
- Consumer's login/registration email

**Next**





## What is the smart devices name or model number?

Click the next button if the consumers device is not listed on the incompatible list below. If the consumer has a device that is not compatible, another device would be needed.

### Known Incompatible Phones

- Samsung - Note 7
- Apple - iPhone 4



**Document operating system in your agent notes.**

#### **Remember agent notes must include:**

- Device type -
- Operating system -
- Operating system version
- Home router (brand and model) -- *Only need to ask if relevant to the call.*
- Home router security type (WEP, WPA, WPA2, etc. if able to identify) -- *Only need to ask if relevant to the call.*
- Slow cooker serial number
- Consumer's login/registration email

**Next**



## What is the operating systems version for the smart device?

- The version of an Android device can be found under Settings > About device.
- The version of an Apple device can be found under: Settings > General > About.
- The app will only work with Android versions 4.4 and higher or Apple devices using iOS 7.0 or higher. If the consumer does not have a version 4.4 or higher they will need to update the device in order to use the app.

**Click the “Next Button” if the consumer is using Android version 4.4 or higher OR Apple 7.0 or higher.**



**Document operating system in your agent notes.**

### **Remember agent notes must include:**

- Device type -
- Operating system -
- Operating system version -
- Home router (brand and model) -- *Only need to ask if relevant to the call.*
- Home router security type (WEP, WPA, WPA2, etc. if able to identify) -- *Only need to ask if relevant to the call.*
- Slow cooker serial number
- Consumer's login/registration email

**Next**



**Are you in the home where you will be using the slow cooker?**

**Yes**

**No**



**In order to connect the slow cooker to the network, you would need to be at the location where the slow cooker is going to be used.**

**Until the connection is established it is important that the Wi-Fi Slow Cooker, your smart device, and wireless router are at the location you are using the slow cooker.**



*The consumer is in the home where they want to set up the unit.*

**Do you have the smart device you will be using to connect the appliance?**

**Yes**

**No**



# Consumer Does Not Have Smart Device

**A smart device is needed to connect the appliance.**

**Until the connection is established it is important that the Wi-Fi Slow Cooker, your smart device, and wireless router are at the location you are using the slow cooker.**

## **To get started you will need:**

- + The Wifi Enabled Slow Cooker
- + Apple® device using iOS 7.0 or higher **OR** Android™ Device using version 4.4 or higher
- + Wifi Router\*
- + Internet connection



*The consumer does have a smart device needed to connect the unit.*

**Does your home have secure wireless internet that uses a password?**

**Yes**

**No**



**A secure wireless internet is needed to connect the slow cooker to your home network.**

**If you do not have wireless internet, the Wi-Fi Enabled Slow Cooker can be used as a traditional digital slow cooker without the app.**

**Simply program on the control panel and press start to cook without an internet connection.**



*The consumer does have a secure Wi-Fi network that uses a password.*



**Is this the first time setting up the unit?**

**Yes**

**No**

**Do you have the app installed on your smart device?**



**Yes**

**No - Android App**

**No - Apple App**

OK, there is more than one Black and Decker app. Can you verify that the app you installed has a picture of a gray slow cooker with words Black + Decker under it.

DOWNLOAD  
THE APP



Download the free app from the Apple® App Store® or the Google Play™ store by searching the key words ***"Black and Decker Wifi Enabled Slow Cooker"***

Yes

Wrong Android App

Wrong Apple App

# Locating the App (Android)



To locate the app, please go to the Google Play store and search for the words “Black and Decker Wi-Fi Slow Cooker.

There may be more than one Black and Decker app that comes up so please make sure that the app you are installing has a picture of a gray slow cooker with Black + Decker under it.

Once you find the app please install it and make sure you accept the permissions.



Wi-Fi Slow Cooker  
Spectrum Brands, Inc.



NEXT

App Not Found

# Locating the App (Apple)

To locate the app, please go to the Apple App store and search for the words “Black and Decker Wi-Fi Slow Cooker. The app should show a picture of a slow cooker with Black + Decker under it. Once you find it please install it and make sure you accept the permissions.

## Wi-Fi Slow Cooker

By Spectrum Brands, Inc

Open iTunes to buy and download apps.



[View in iTunes](#)

### Description

Adjust at home or on the go, for food ready when you are!

The BLACK+DECKER Wifi Enabled Slow cooker App allows you to control your BLACK+DECKER WIFI Enabled Slow Cooker at home or remotely.

Once the BLACK+DECKER WIFI Enabled Slow Cooker and App are connected to your home wifi network, you can use the app to program or adjust your slow cooker anywhere with an internet connection. At the office late? The kids' game went into overtime? Bad traffic? No problem! Simply adjust cook program as needed right from your phone.

In addition, the BLACK+DECKER Wifi Enabled Slow Cooker app allows you to look up recipes online, share your creation on multiple social media outlets, and use advanced multi-function cook programming for more finicky recipes.

For more information on the BLACK+DECKER Wifi Enabled Slow Cooker and other BLACK+DECKER home products, please visit [blackanddeckerappliances.com](http://blackanddeckerappliances.com).

\*BLACK & DECKER, BLACK+DECKER, the BLACK & DECKER and BLACK+DECKER logos and product names are trademarks of The Black & Decker Corporation, used under license. All rights reserved.

[Wi-Fi Slow Cooker Support](#)

### What's New in Version 1.2.4

Fix some known bug.

NEXT

App Not Found



# App Not Found

If the app can not be found:

- Ensure the correct app store is being used. The app is only available from Apple App Store and Google Play Store.
  - It is not available thru the Amazon App Store or Mobogenie.
- Check for known incompatibilities . If the device does not meet the minimum requirements the app will not appear in the store.
  - iOS version 7 and higher or Android 4.4 and higher.
  - Smart device, wireless router (temporarily not supported by 5G wireless networks), and internet connection are needed for use..

*Incompatible Phones*

\* Note 7

\* iPhone4



Google play



Android – Locating the App

Apple – Locating the App

# Opening the App

After installing, click the Black + Decker Icon to open the App.



After pressing the icon you will see the application loading. If you have never signed in or if your device did not store your password you will be prompted to sign in.



BLACK+DECKER



NEXT

## Have you created a login?

- If the consumer has created a login make sure they are signed in and then press “yes”.

A blue rectangular button with a slight gradient and a shadow, containing the word "Yes" in white text.

Yes

A blue rectangular button with a slight gradient and a shadow, containing the word "No" in white text.

No



# Can you give me the email that you used for the login?



**Document operating system in your agent notes.**

**Remember agent notes must include:**

- Device type -
- Operating system -
- Operating system version
- Home router (brand and model) -- *Only need to ask if relevant to the call.*
- Home router security type (WEP, WPA, WPA2, etc. if able to identify) -- *Only need to ask if relevant to the call.*
- Slow cooker serial number
- Consumer's login/registration email

**Next**



# Sign In

The user must set up a password by clicking “First time user?”.

Click submit after entering the email and password information.

 **Document email in agent notes.**

If the consumer is creating the login while you are assisting them, please ask them for the email they are using to set up the unit and document in your notes.



**NEXT**

**BLACK+DECKER**

**SIGN IN**

[First time user? Register](#)

Email

Password

*At least 6 characters, no spaces*

☐ show password

**SUBMIT**

[Forgot password?](#)

**If you are logged in, the first screen you should see should say “Begin”. Is this the screen that you are on?**

**Yes**

**No**

# Setting Up the Appliance

**Please press the begin button.**

Once signed in press “Begin” to set up the Appliance.

Please Note: If a user moves too fast through the process, they might experience errors.



You are now ready to set up your first appliance.

**BEGIN**



**NEXT**

# Activate the Wi-Fi Signal

**Now, plug in and turn on the appliance. Then press and hold the “Start and Stop” buttons at the same time. You should hear a beep and the Wi-Fi light should start to blink.**

\* The Wi-Fi icon on the control panel will blink indicating the slow cooker is looking for a Wi-Fi connection.



NEXT



# Connect Your Device

You should now see a screen that says “Home Wi-Fi”. If your smart device is already connected to the home wireless network, the name of the network should appear.

Does the screen show that you are connected to the home wireless network?



You are connected to:  
**Xiami\_F9A9**

If this is the network  
you wish to use tap next.

**NEXT**

or

Select Wi-Fi network



\*Not yet compatible with 5G networks.

Yes

Not Home Network

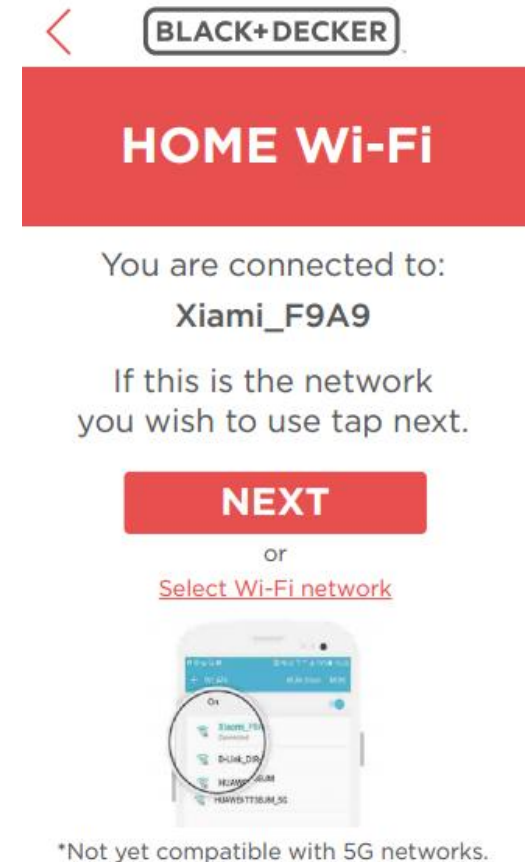
No Wi-Fi Detected

# Not the Home Network

OK, no problem. Please go to your Wi-Fi settings and choose the home Wi-Fi network that you want to connect the slow cooker.

Make sure that the network shows the status as connected and then go back into the app.

The consumer will manually need to switch back to the app using the **“Back to Black + Decker”** on the iOS or the **back button on Android** (some Android devices need to use the physical back button on the phone/device).



Next

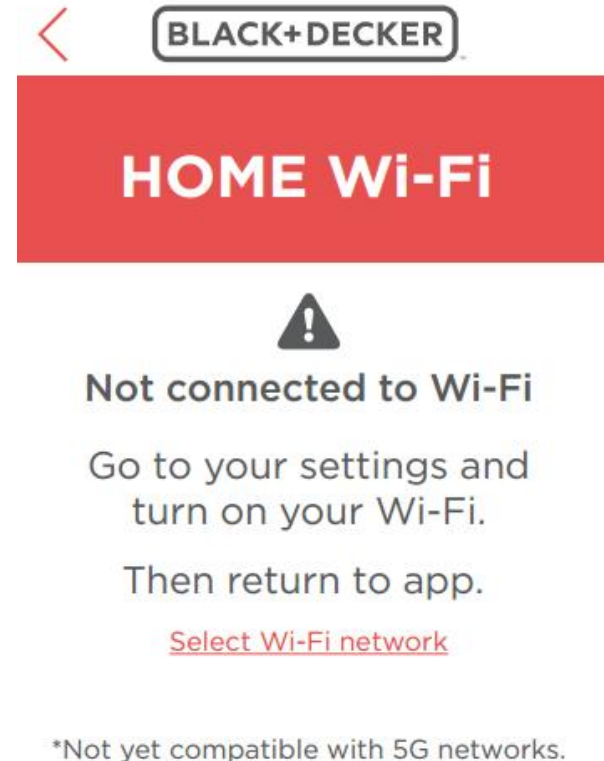


# No Wi-Fi Detected

Go to your Wi-Fi settings and select your home wireless network. Make sure you wait a couple of seconds until the Wi-Fi shows connected and then return to the app.

## What screen are you getting now?

\* “Select Wi-Fi network” will launch the phone/device network connection panel, and after the network is selected the consumer will manually need to switch back to the app using the **“Back to Black + Decker” on the iOS** or the **back button on Android** (some Android devices need to use the physical back button on the phone/device).



NEXT

Consumer is Connected to Wi-Fi, but still getting Error



# Found Wi-Fi Network Confirmed

Once you have selected the network you wish to use, enter in your home's Wi-Fi password to confirm the network.

After you type in the password press next to continue.

- The appliance needs a password to connect to the Wi-Fi network. Non-secure Wi-Fi networks without a password are not supported by the slow cooker.

\* If the consumer wants to use the appliance they will need to activate the security password (refer the consumer to their wireless router documentation).



< BLACK+DECKER

**HOME Wi-Fi**

Enter password for:  
**Xiami\_F9A9**

PASSWORD [Why?](#)

☐ [show password](#)

**NEXT**

**Show password is recommended to ensure password is correct.**

**NEXT**

# Add Appliance to Wi-Fi

You should now have a screen that says “Appliance Wi-Fi”. Please go to your Wi-Fi settings and select the network name that starts with B+D followed by some letters and numbers.

Type in the password 12345678, wait for it to say connected, and then return to the app.

- The consumer will manually need to switch back to the app using the **“Back to Black + Decker” on the iOS** or the **back button on Android** (some Android devices need to use the physical back button on the phone/device).

\*Make sure that the B+D\_E8\_xxxx shows in range. If the consumer is next to the appliance and it indicates out of range press and hold the start and stop button again to resend the signal.



Go to your Wifi settings and connect to:

**B+D\_e8\_xxxx**

default password:

**12345678**

Then return to app.

Select Wi-Fi network



NEXT

Error – Wi-Fi Network No Internet Access

# Wi-Fi Network does not have Internet Access

It's OK some devices may give this error because the slow cooker is not set up yet. We are going to just ignore this error for now and proceed anyway.



Go to your Wifi settings and connect to:

B+D\_e8\_xxxx

default password:

12345678

Then return to app.

[Select Wi-Fi network](#)



Error: Wi-Fi network does not have internet access.

Proceed

Return to – Add Appliance to Wi-Fi

# Appliance Added

You should get something stating that you are connected to B+D appliance network. Press the “Next” button after you see this message and you will get a load screen.



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APPLIANCE Wi-Fi

You have now connected to:

B+D\_e8\_xxxx

NEXT

NEXT

# Working

## What screen are you on now?

If the process fails during troubleshooting and goes to the “Connection Error” screen, please document the last percentage the phone/device displayed before the error was displayed.



Set Up Successful

Connection Error

Invalid Wi-Fi



# Successful Set Up

That's great!  
Please press the "NEXT"  
button.



NEXT



Appliance Wi-Fi setup  
Successful

NEXT





# Connection Error

If the device is unable to connect to the appliance an error message will occur.

- Check the appliance and Wi-Fi are still turned on , working, and the passwords entered are correct.
- Make sure the B+D\_E8\_xxxx shows in range. If you are next to the appliance and it indicates out of range press and hold the start and stop button again to resend the signal
- Check that you are connecting to 2.4GHz signal and not the 5GHz signal.
- Make sure your smart device is connected to your home wireless network. It is important to follow each screen in order to have the initial setup work properly
- Return to setup and try again - please note that whenever the consumer is instructed to "Return to setup and try again", the process has to be started over completely - exit/force close the app and reset the slow cooker by pressing Start and Stop, otherwise the app and/or slow cooker will still have information saved from the failed setup and will likely fail again.



BLACK+DECKER



## Unable to connect to appliance

Check your appliance is still turned on.  
Check your home Wi-Fi is still connected to the internet.

Check password on your Wi-Fi network.

[Return to setup to try again](#)

[Troubleshoot online](#)

Contact Customer Support

[Call: 800-231-9786](#)

(Monday-Friday, 8:30 a.m. - 7:00 p.m. EST)

\*Not yet compatible with 5G networks.



1<sup>st</sup> Attempt

2<sup>nd</sup> Attempt

3<sup>rd</sup> Attempt

Android - More  
than 3 Attempts

# Reconnect to Home Wi-Fi

Ok we need to complete the setup. You should see a message telling you to go to your Wi-Fi settings. Please go back to your Wi-Fi settings and reconnect to your home wireless network. Wait for it to say connected and then return to the app.



Reconnect the Smart Device to the Home Wi-Fi Network to complete the setup. If the consumer does not reconnect the smart device to the network the setup will fail.



NEXT



BLACK+DECKER

HOME WI-FI

Go to your Wi-Fi settings and reconnect to:

**Xiami\_F9A9**

This is your preferred network for this appliance.

Then return to app.

Select Wi-Fi network





# Reconnected

The screen should show you are successfully reconnected to your home network.

Please click next and you will see the load screen.



BLACK+DECKER

HOME Wi-Fi

Successfully reconnected to:

Xiami\_F9A9

NEXT

NEXT

# Working

## What is on your screen now?

The load screen will appear again while configuring the network.

- If the process fails during troubleshooting and goes to the “Connection Error” screen, please document the last percentage the phone/device displayed before the error was displayed.



Set Up Complete

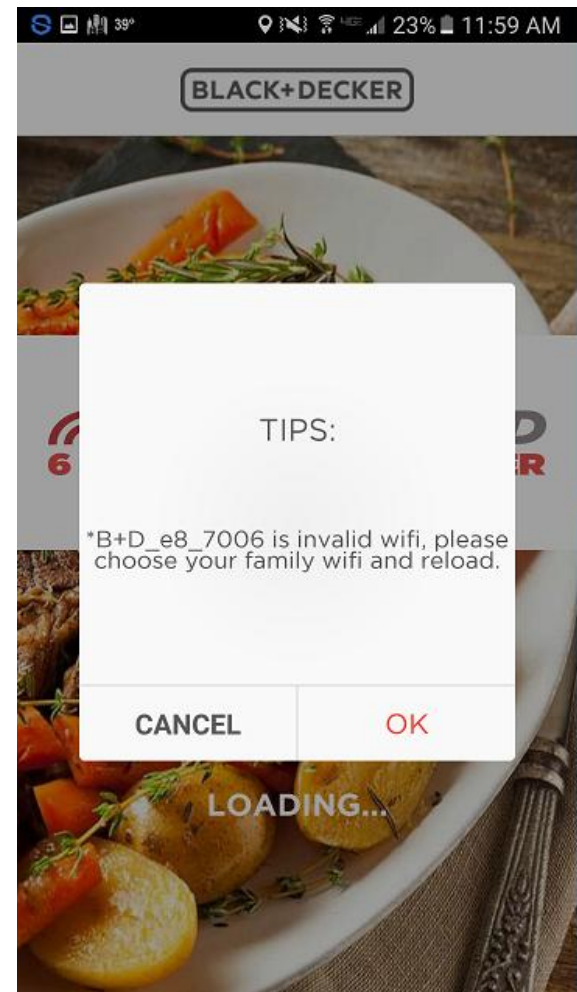
Set Up Error

Invalid Wi-Fi



# Invalid Wi-Fi Error

If the consumer is getting this screen and they have turned off their mobile assist and you have walked through and verified setup, please recommend using a different device to setup the unit.



Turn off Wi-Fi assist

Return to Main Menu

# Setup Complete

**Good, please press the next button.**

Press the “NEXT” button once the appliance Wi-Fi setup has been completed.



**NEXT**



Appliance Wi-Fi setup  
Complete!

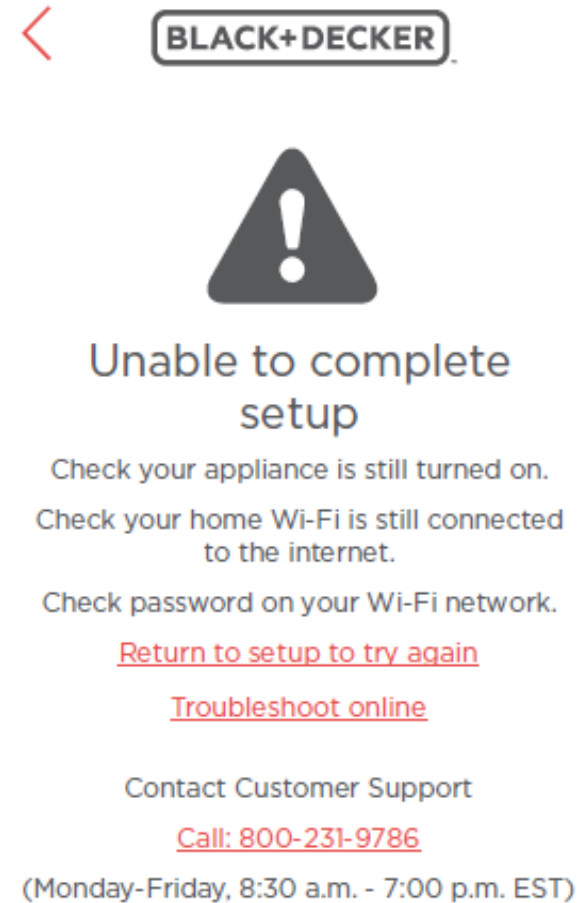
**NEXT**



# Setup Error

## If the error message “Unable to complete setup” occurs:

- Check the appliance and Wi-Fi are still turned on , working, and the passwords entered are correct.
- Make sure the B+D\_E8\_xxxx shows in range. If you are next to the appliance and it indicates out of range press and hold the start and stop button again to resend the signal
- Check that you are connecting to 2.4GHz signal and not the 5GHz signal.
- Make sure the consumers SSID does not contain any special characters, such as Chinese symbols.
- Make sure your smart device is connected to your home wireless network. It is important to follow each screen in order to have the initial setup work properly
- **Return to setup and try again** - please note that whenever the consumer is instructed to "Return to setup and try again", the process has to be started over completely - exit/force close the app and reset the slow cooker by pressing Start and Stop, otherwise the app and/or slow cooker will still have information saved from the failed setup and will likely fail again.



1<sup>st</sup> Attempt

2nd Attempt

3<sup>rd</sup> Attempt

Android - More  
than 3 Attempts

# Connection/Setup Error

**Before you received the error message, do you remember what the percentage stopped at on the load screen?**


**Next**



**Document percentage in your agent notes.**

**Example:**

- The consumer received a connection/setup error. The load screen stopped at 78 percent.

 Connection Error

 Setup Error

## Please force close the app and reset the slow cooker by pressing Start and Stop

\*otherwise the app and/or slow cooker will still have information saved from the failed setup and will likely fail again.

How to force App  
Closed (Apple)

How to force App  
Closed (Android)

Next

# Force App Closed



- View your open apps - Double-click the Home button to see your most recently used apps.
- Find the app to close - Swipe right or left to find the app that you want to close.
- Swipe up to close - Swipe up on the app's preview to close the app.

**Next**

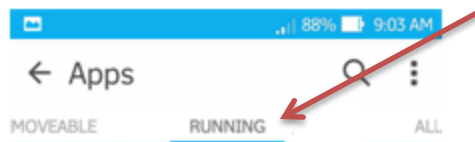




# Force App Closed



- Open Settings
- Choose Apps - On some Samsung phones, touch the General tab above the Settings app screen, and then choose the Application Manager item.
- Touch the to view only active or running apps. Or you can swipe the screen to the left until the Running tab appears.



- Choose the app that you want to close and touch the Stop or Force Stop button.



Next

# Network

**Do you know if your network is a 2.4 GHz or a 5 GHz wireless network?**

2.4 G Wireless Network

5 GHz Wireless Network

Unknown

# Look at the Router

Depending on the Wi-Fi router model, there are a couple of different ways to see if you have a 2.4 or 5 GHz network.

The easiest way to check is to look on the router itself and see if the information is written anywhere on it. If it's not on the router it may also be on the router's packaging .

2.4 G Wireless Network

5 GHz Wireless Network

Unknown

# Router SSID

OK, another way to check is to look at your Wi-Fi network's name (SSID). If you go into your Wi-Fi settings and you show two home networks, indicating a 2.4GHz and 5GHz network, you would need to make sure you select the 2.4 GHZ network.

Each router will name the 2.4 GHz and 5GHz bands differently, but you can generally tell just by looking.

For example: If you've named your Wi-Fi network "Home", you might see Home5 and Home2 in the list of available wireless networks.

2.4 G Wireless Network

5 GHz Wireless Network

Unknown

# Unknown

If you still can't locate this information, we can try to run through the setup to see if we can get the appliance to connect.

If we are unable to connect the appliance you would need to look up your router's model on the manufacturer's website or look in the routers instruction manual to determine the Wi-Fi band of the router.

A blue rectangular button with a slight gradient and a shadow, containing the word "Next" in white text.

Next

# Password

**Your home wireless password doesn't use any special characters or symbols in the password, does it?**

# Special Characters

**I apologize, if your password for your home Wi-Fi uses special characters the app will not be able to recognize the network.**

\*Special characters would include accented characters, Chinese characters, or Unicode symbols.

[Back to the Main Menu](#)



**OK, Let's try again. Please unplug the slow cooker and open up the app again on your device.**



**Next**



# 5 GHz Network

**The appliance will not work with a 5 GHz network. In order to set up the appliance your home would need a 2.4 wireless network.**

- If the consumer has a dual band router they would need to switch the signal to 2.4 GHZ for the slow cooker to connect.

## 5G Network Notice

---

You are currently connected to a 5G Wi-Fi network. This may not be supported by the slow cooker setup.

Fix this by choosing a another available Wi-Fi network. For assistance, please contact customer support.

OK

Consumer has 2.4 GHZ

# Connect/Setup Error

**Did the load screen stop at the same percentage as the last time?**


**Next**



**Document percentage in your agent notes.**

**Example:**

- The consumer received a connection/setup error. The load screen stopped at 78 percent.

 Connection Error

 Setup Error

OK, what I want you to do is please uninstall the app from your device. Then go into your Wi-Fi settings and forget the passwords for the Black+Decker appliance as well as your home network.

After you have cleared all the password data please reinstall and open the app.

**\* We are attempting to clear any possible cache from the device. Normally forcing the app closed clears the cache, but this will make sure that it is clear.**



Next

# Home Screen

Once your appliance is connected you will see the home screen.



Menu Option

Slow Cooker Icon Meaning



BLACK+DECKER  
Slow Cooker\_0563



Standard Cook

Advanced Cook



BLACK+DECKER



HOME

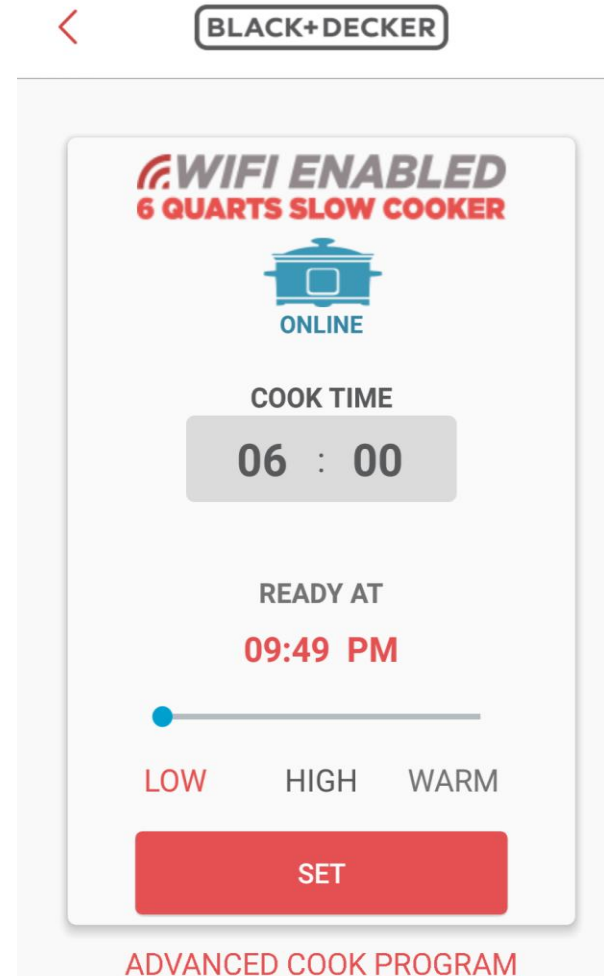
# Standard Cook Program

The Standard Cooking Program screen allows you to change the temperature and time by selecting the temperature and time. Once desired cook program is selected, press “Set” and the program will be sent to the slow cooker to start cooking.



Home Screen

Advanced Cook



# Advanced Cook Program

The Advanced Cooking Program screen allows you to create a more complex cooking program, with three steps instead of just two.

\* Toggle back and forth between Advanced cook or Standard cook by pressing the program name at the bottom of the screen.



Home Screen

Standard Cook



BLACK+DECKER

**WIFI ENABLED**  
**6 QUARTS SLOW COOKER**



LOW ▼

02 : 00

HIGH ▼

02 : 00

WARM ▼

02 : 00

READY AT  
**09:49 PM**

**START**

COOK PROGRAM

# Connection/ Setup Error

I'm sorry you are having difficulties. I would be happy to assist you. I just need to ask you a few questions so we can get the slow cooker connected.



Next

# Connection / Setup Error

**Before you received the error message, do you remember what the percentage stopped at on the load screen?**


**Next**



**Document percentage in your agent notes.**

**Example:**

- The consumer received a connection/setup error. The load screen stopped at 78 percent.

 Connection Error

 Setup Error



**Ok let's see if we can resolve this issue. Please force close the app and reset the slow cooker by pressing Start and Stop.**

\*otherwise the app and/or slow cooker will still have information saved from the failed setup and will likely fail again.

**How to force App  
Closed (Apple)**

**How to force App  
Closed (Android)**

**Next**

# Force App Closed



- View your open apps - **Double-click the Home button to see your most recently used apps.**
- Find the app to close - **Swipe right or left to find the app that you want to close.**
- Swipe up to close - **Swipe up on the app's preview to close the app.**

Next



# Force App Closed



- **Open Settings**
- **Choose Apps** - On some Samsung phones, touch the General tab above the Settings app screen, and then choose the Application Manager item.
- **Select or go to your “running apps” or “view only active apps” section.** On some devices you need to swipe the screen to the left until the Running tab appears.



- **Choose the app that you want to close and touch the Stop or Force Stop button.**



Next

**Then go into your Wi-Fi Settings and forget or clear the passwords for your home Wi-Fi network and the appliance.**



**Next**

**Please unplug the slow cooker and open up the app again on your device.**



**Next**

# 5 GHz Network

**The appliance will not work with a 5 GHz network. In order to set up the appliance your home would need a 2.4 wireless network.**

- If the consumer has a dual band router they would need to switch the signal to 2.4 GHZ for the slow cooker to connect.

## 5G Network Notice

---

You are currently connected to a 5G Wi-Fi network. This may not be supported by the slow cooker setup.

Fix this by choosing a another available Wi-Fi network. For assistance, please contact customer support.

OK

Consumer has 2.4 GHZ

# 5 GHz Network Error

**Unfortunately, the appliance will not work with a 5 GHz network. In order to set up the appliance your home would need a 2.4 wireless network.**

- If the consumer has a dual band router they would need to switch the signal to 2.4 GHZ for the slow cooker to connect.

## 5G Network Notice

---

You are currently connected to a 5G Wi-Fi network. This may not be supported by the slow cooker setup.

Fix this by choosing a another available Wi-Fi network. For assistance, please contact customer support.

OK

**Consumer has 2.4 GHZ – Back to Content**



# Android Device Settings

**Do not read the following to consumers using Apple devices. This applies to Android consumers ONLY.**

**Let's check a few settings on your phone to make sure that it is ready to connect.**

**Please go to your phone settings screen and then navigate to Apps.**

**In the Apps section locate the Wi-Fi slow cooker app and make sure that you check allow permissions.**

**Next**





# Android After 3 Failed Attempts

Do not read the following to consumers using Apple devices.

**“I’m so sorry you’re experiencing these issues. We are very committed to our Android customers and we have developers working on fixing this issue. We’re hoping to have these updates available soon. Until then, several of our customers have been able to complete setup by trying to reconnect several times. If you try tapping Next a few more times it is possible setup will complete. The initial setup seems to be the problem area. After the initial setup is complete most times connecting and controlling the slow cooker works well.**

**We’ve also been able to setup the slow cooker using an Apple iOS device. Once the slow cooker is set up, you can connect and control the slow cooker using your Android device. Do you have an Apple iOS device we could temporarily use, just to get through the setup?”**

**\* The consumer can keep trying to connect with their android device. You can recommend uninstalling and then reinstalling the app and or trying a different device to set up the slow cooker.**



# Setup Overview

## DOWNLOAD THE APP



Download the free app from the Apple® App Store® or the Google Play™ store by searching the key words ***"Black and Decker Wifi Enabled Slow Cooker"***

## OPEN THE APP



- 1 Open the app, and the registration page will open up.
- 2 Enter your email and password that you wish to use for all future log-ins. Please save this information in a safe location.
- 3 Read & agree to the terms and conditions and press GO.

## SEARCH FOR CONNECTION



- 1 Plug in the appliance and press the Start and Stop button until the red Wifi light blinks.
- 2 Make sure the router is on and your smart device is connected to your home Wifi.

## FOLLOW ON-SCREEN PROMPTS



- 1 Select your home network and enter your home router password, then click next.
- 2 Select the Wifi slow cooker network and enter the password "12345678" and set. This password will always stay the same.
- 3 The slow cooker should now be synced to your smart device.

## PROGRAM, COOK & ENJOY



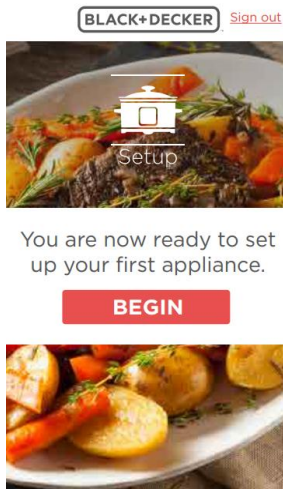
- 1 From the home screen open up the slow cooker to program.
- 2 Enter the desired temperature setting.
- 3 Enter the desired cook time.
- 4 Press start to cook!
- 5 Adjust or check progress anywhere where you have an internet connection.

[Return to Table of Contents](#)

# Screen

## Which Screen are you on?

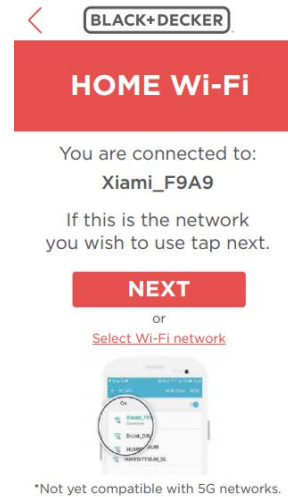
- This information is to assist you with the call and find out where the consumer is having issues.



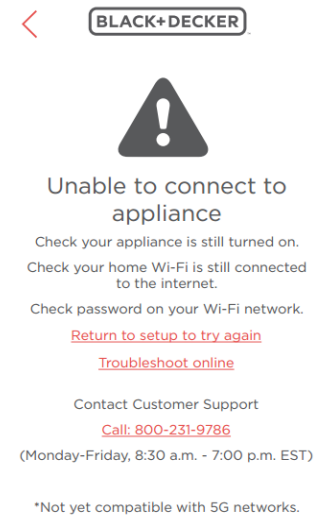
Begin Screen



Appliance Screen  
(Press Start/Stop)



Home Wi-Fi Screen



Connection Error/Setup  
Error Screen

# Screen

Connection/Setup Error

## Which Screen are you on?

- This information is to assist you with the call and find out where the consumer is having issues.



**Next**

# Do you have an Apple or an Android Smart Device?



**Document operating system in your agent notes.**

**Remember agent notes must include:**

- Device type -
- Operating system
- Operating system version
- Home router (brand and model) -- *Only need to ask if relevant to the call.*
- Home router security type (WEP, WPA, WPA2, etc. if able to identify) -- *Only need to ask if relevant to the call.*
- Slow cooker serial number
- Consumer's login/registration email

**Next**



# What is the smart devices name or model number?

Click the next button if the consumers device is not listed on the incompatible list below. If the consumer has a device that is not compatible, another device would be needed.

## Known Incompatible Phones

- Samsung - Note 7
- Apple - iPhone 4



**Document operating system in your agent notes.**

### **Remember agent notes must include:**

- Device type -
- Operating system -
- Operating system version
- Home router (brand and model) -- *Only need to ask if relevant to the call.*
- Home router security type (WEP, WPA, WPA2, etc. if able to identify) -- *Only need to ask if relevant to the call.*
- Slow cooker serial number
- Consumer's login/registration email

**Next**



# What is the operating systems version for the smart device?

- The version of an Android device can be found under settings and About device.
- The app will only work with Android versions 4.4 and higher. If the consumer does not have a version 4.4 or higher they will need to update there device in order to use the app.

**Click the “Next Button” if the consumer has an Android version 4.4 and higher.**



**Document operating system in your agent notes.**

## **Remember agent notes must include:**

- Device type -
- Operating system -
- Operating system version -
- Home router (brand and model) -- *Only need to ask if relevant to the call.*
- Home router security type (WEP, WPA, WPA2, etc. if able to identify) -- *Only need to ask if relevant to the call.*
- Slow cooker serial number
- Consumer's login/registration email

**Next**



# Can you give me the email that you used for the login?



**Document operating system in your agent notes.**

**Remember agent notes must include:**

- Device type -
- Operating system -
- Operating system version
- Home router (brand and model) -- *Only need to ask if relevant to the call.*
- Home router security type (WEP, WPA, WPA2, etc. if able to identify) -- *Only need to ask if relevant to the call.*
- Slow cooker serial number
- Consumer's login/registration email

**Next**





# Connection/ Setup Error

**Before you received the error message, do you remember what the percentage stopped at on the load screen?**

**Next**



**Document percentage in your agent notes.**

**Example:**

- The consumer received a connection error. The load screen stopped at 78 percent.



# Slow Cooker Icon Meaning

On the home screen & cook program screen the slow cooker will change color depending on the status.

OFFLINE



Please check Wifi and slow cooker connection

ONLINE/READY



Enter desired settings to cook!

ERROR STATE



Please check Wifi and slow cooker connection

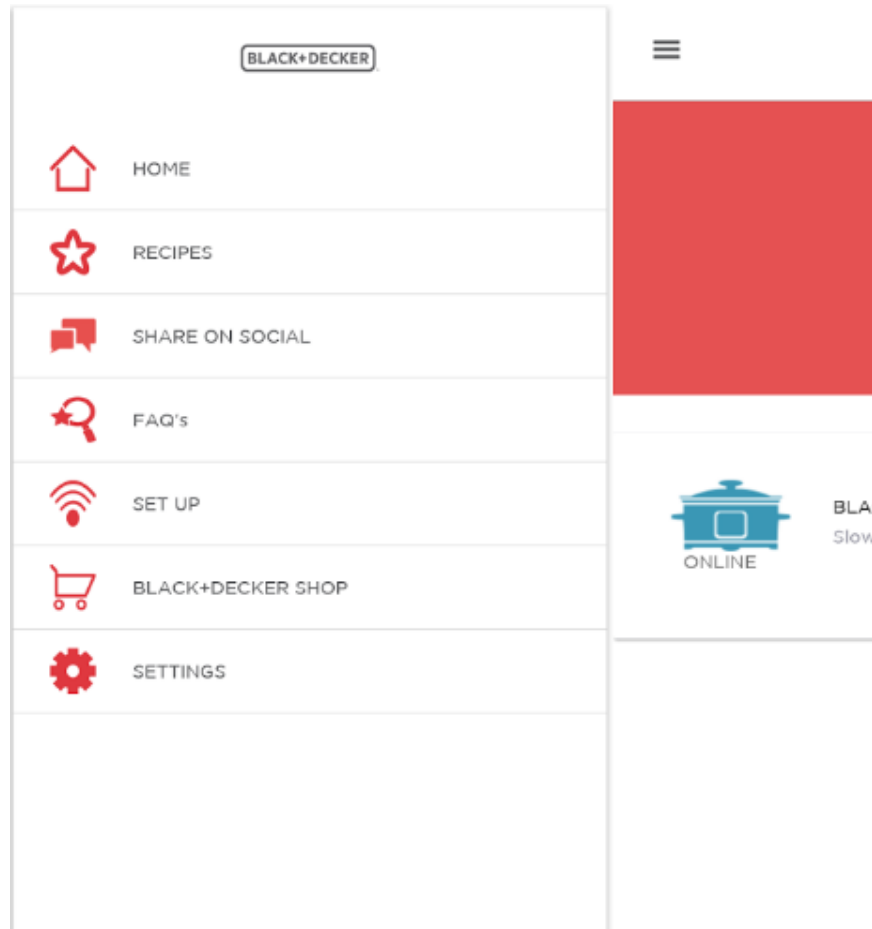
COOKING



Check status with the app or on the control panel

[Back to Home Screen](#)

# Home Menu



Back to Home Screen

# Connected to Wi-Fi with Error

**OK, let's check to see if your Wi-Fi assist or mobile data is turned on.**

If the consumer has their Wi-Fi assist or mobile data turned on, it is possible the device will give an error showing Wi-Fi not connected (even though it is showing that it is on).

This feature automatically switches the Wi-Fi network to a stronger signal if on.

\* Make sure that the consumer is physically going into Wi-Fi settings to manually select the needed network.

Turning Off Wi-Fi Assist (Apple)

Turning off mobile data (Android)

# Turning Off Mobile Data Connection



## General Instructions

- **Open Settings**
- **Scroll to and tap Data usage.**
- **To disable mobile data, tap the Mobile Data switch to OFF or by clearing a check box.**

\* Normally listed under Mobile Data or Cellular Data.

## LG Phones

- **From the home screen, tap Apps.**
- **From the Apps tab, tap Settings.**
- **In Wireless Networks section, tap More.**
- **Tap Mobile networks.**
- **Tap Mobile data to disable.**

\*If presented with Mobile data confirmation, tap OK.

•The consumer may need to look at their smart devices instructional brochure if the instructions do not correspond to the screens on their device.

\*Once the unit has been set up completely, the consumer can turn mobile connections back on.

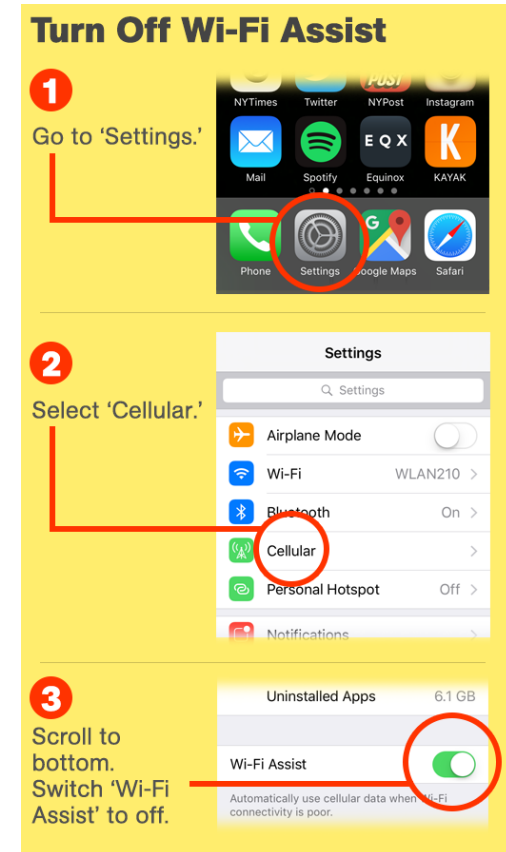


Next

# Turning Off Wi-Fi Assist



- Open iPhone settings.
- Click “Cellular.”
- Then scroll down and tap the slider for Wi-Fi Assist.
- Switch the toggle for the Wi-Fi Assist to the “off” position



Next

