

KEGSMARTS TROUBLESHOOTING

What seems to be the trouble?

I'm having trouble updating my firmware -> **Go To 'I'm having trouble updating my firmware'**

My KegSmarts won't connect to WiFi -> **Go To 'Firmware Version Check'**

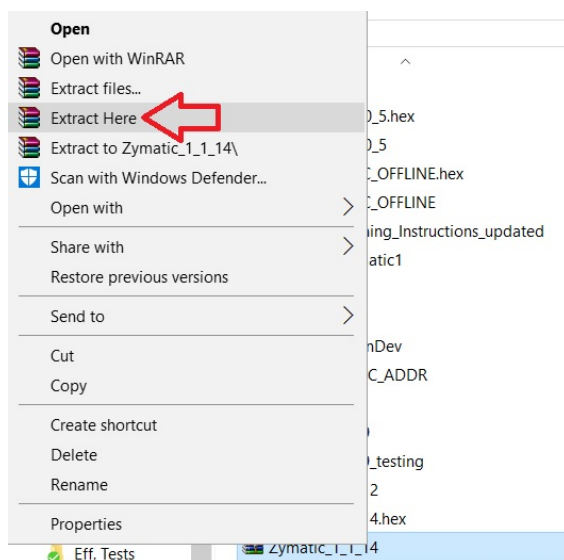
I'm having trouble with my keg plate -> **Go To 'I'm having trouble with my keg plate'**

I purchased or am selling a used KegSmarts -> **Go To 'Used Equipment'**

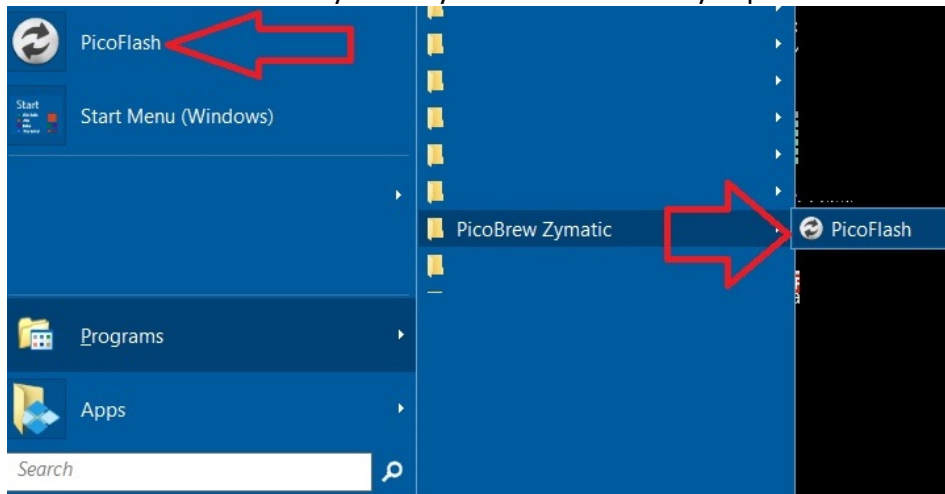
I'm having a different issue -> **Go To 'PicoBrew Support'**

I'm having trouble updating my firmware

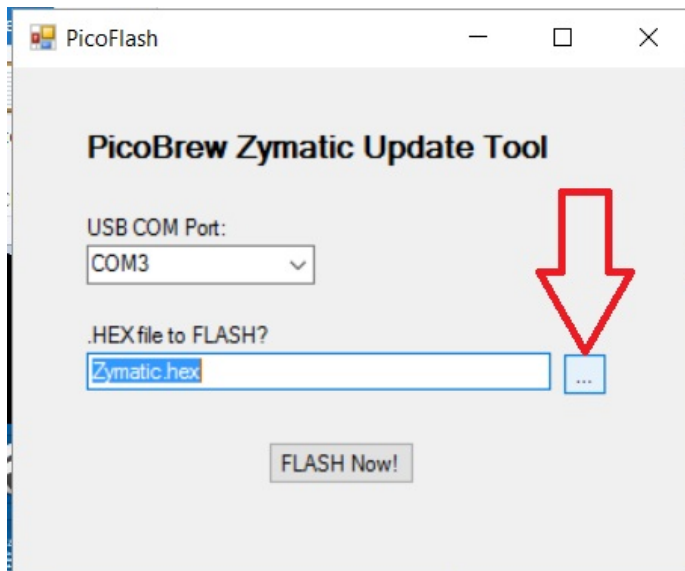
- Make sure that your KegSmarts is plugged into power and is not actively fermenting
 - Try moving your USB cable to a different port on your computer.
 - Make sure that you have unzipped the .hex file, and that is the file which you are selecting.
 - Zymatic.hex in the field on the updating program is a placeholder. Make sure that you are clicking [...] and navigating to and selecting the correct file.
1. Download the latest firmware update and Updater if you haven't already. You will need a program to uncompress the firmware such as WinZip or WinRAR. Right click on the file containing the firmware and unzip or extract it.



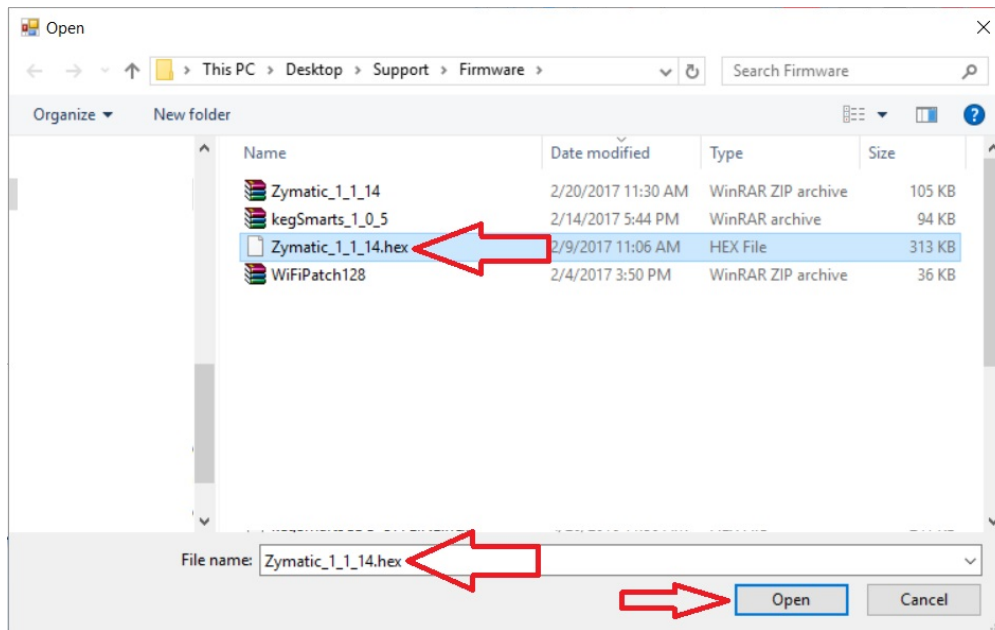
2. Install the PicoFlash utility tool if you have not already. Open the PicoFlash Utility.



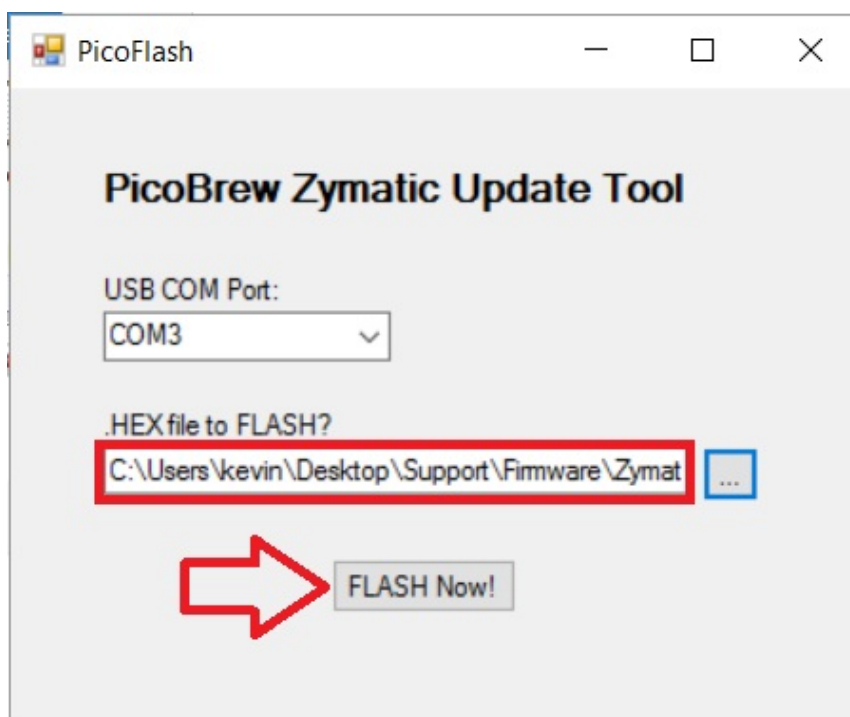
3. Click the [...] button. Do not click Flash Now! yet.



4. Navigate to and select the .hex firmware file.

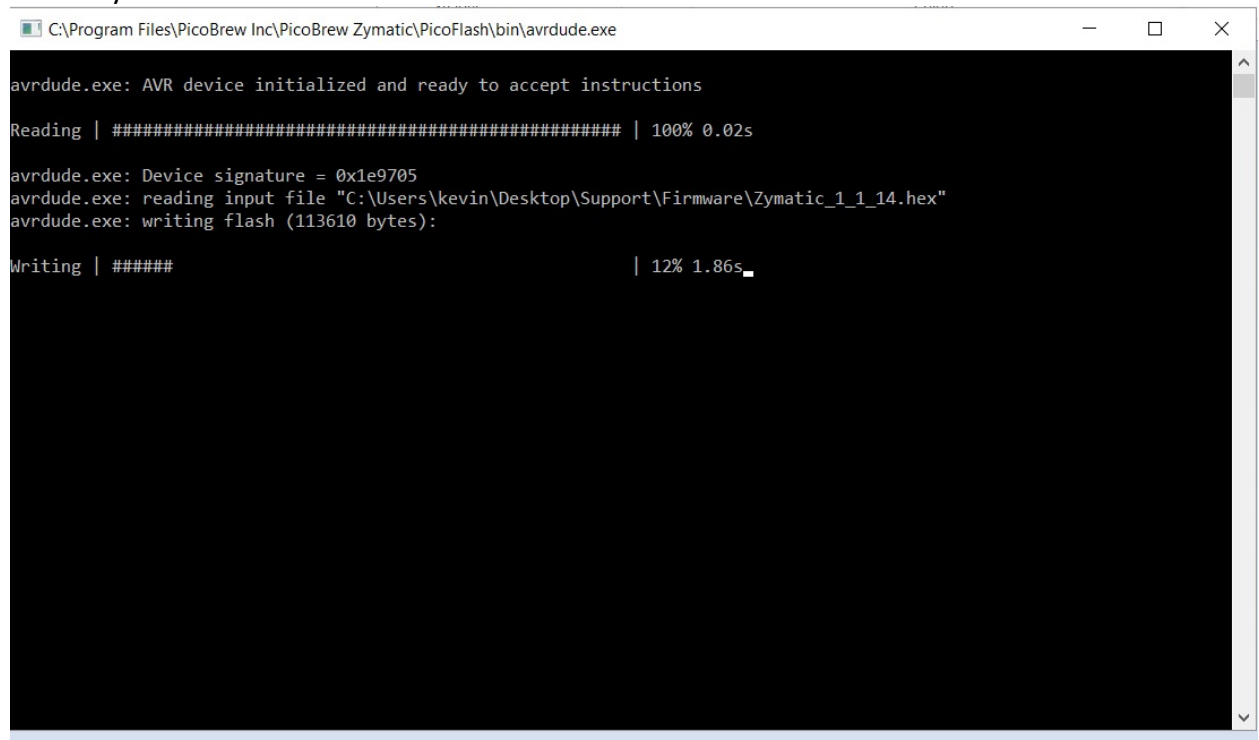


5. Make sure that the field now shows the file pathway, not the Zymatic.hex placeholder.



6. Your Zymatic should begin updating. If your update fails, re-check the points on this page to make sure that you are doing everything

correctly.



```
C:\Program Files\PicoBrew Inc\PicoBrew Zymatic\PicoFlash\bin\avrdude.exe

avrdude.exe: AVR device initialized and ready to accept instructions

Reading | ##### | 100% 0.02s

avrdude.exe: Device signature = 0x1e9705
avrdude.exe: reading input file "C:\Users\kevin\Desktop\Support\Firmware\Zymatic_1_1_14.hex"
avrdude.exe: writing flash (113610 bytes):

Writing | ##### | 12% 1.86s
```

If you still cannot update your firmware, **Go To ‘KegSmarts Factory Reset’** and then try again.

KegSmarts Factory Reset

1. Unplug the power cable of your KegSmarts from its power outlet.
2. Wait about 30 seconds so that any residual power from the system has been drained.
3. Make certain that you do not have a USB cable plugged into your KegSmarts head.
4. Hold in the selection knob while plugging it back in, upon booting it will load the service menu.
5. Select Factory Reset
6. Upon rebooting, reconnect to your WiFi.

If this did not fix your issue, **Go To ‘PicoBrew Support’**.

Firmware Version Check

Does your KegSmarts have firmware version 1.0.6 or higher?

Yes -> **Go To ‘KegSmarts Factory Reset’**

No -> **Go To ‘I’m having trouble updating my firmware’** and perform the firmware update.

I'm having trouble with my keg plate

What seems to be the trouble?

My Keg Plate isn't reading weights correctly -> **Go To 'My Keg Plate isn't reading weights correctly'**

My KegSmarts isn't recognizing the plate -> **Go To 'My KegSmarts isn't recognizing the plate'**

I'm having a different issue -> **Go To 'PicoBrew Support'**

My Keg Plate isn't reading weights correctly

- Check to make sure that the top of the Keg Plate is seated correctly onto the base. The holes in the feet on the bottom should lock onto the silver Allen screws.
- Recalibrate your Keg Plate by going to Configure>Keg Plate>Calibrate. Make sure that nothing is on your keg.

If this did not resolve your issue, **Go To 'PicoBrew Support'**.

My KegSmarts isn't recognizing the plate

- Make sure that the small switches on the side of the plate are configured correctly.
- Check the small black plastic box that mates the two green cables, if there is corrosion or moisture on the connections it can cause some trouble.
- Disconnect the Keg Plates, perform a Factory Reset, then reinstall them. Make sure that you are only connecting one a time.

If this did not resolve your issue, **Go To 'KegSmarts Factory Reset'**.

Used Equipment

Please send an email to pbfg.deregister@outlook.com with the product's serial number from the email account currently associated with the device. We will attempt to deregister the device so it can be used again by a new user. Please allow 7-10 business days and understand that no replies or support will be provided at this email address.

PicoBrew Support

Unfortunately PicoBrew is unable to provide additional support at this time. Your problem exceeds the scope of this basic troubleshooting guide which has been provided as a courtesy. PicoBrew users have several active communities on Facebook and other sites that may be able to answer your questions. Please do not continue to operate a machine that was not repairable under this guide.