

PicoFerm Troubleshooting

Welcome

What is the issue?

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'Product Information is Invalid' -> **Go To "Product Information is Invalid"**

I am buying or selling a used PicoFerm -> **Go To 'Used Equipment'**

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

My PicoFerm will not connect to my network

Remove and reinsert the batteries. Upon powering up, are all three lights solid?

Yes -> **Go To 'All three lights on my PicoFerm are solid'**

No -> **Go To 'Network Troubleshooting'**

Network Troubleshooting

Perform a factory reset.

To reset your PicoFerm to its original settings, follow the steps below.

1. Press the ON/STATUS button and wait for any indicator light to appear, then press and hold the ON button until you see all three lights blinking (may take between 4 and 20 sec).
2. Keep the ON/STATUS button pressed until all the indicator lights go out and come back on.

3. Using a Wi-Fi connected smart phone or similar device, browse to picobrew.com/setup/picoferm and follow the on-screen instructions

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

All three lights on my PicoFerm are solid

If all three lights are solid, your PicoFerm is in AP mode. It does not have the information needed to connect to your WiFi network.

Your PicoFerm will not perform a factory reset while in this state.

Follow the steps to connect your PicoFerm to your WiFi network at <https://picobrew.com/Setup/PicoFerm>.

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

My PicoFerm will not perform a Factory Reset

If all three lights are solid, your PicoFerm is in AP mode and will not perform a Factory Reset.

Follow the steps to connect your PicoFerm to your WiFi network at <https://picobrew.com/Setup/PicoFerm>.

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

I cannot click the 'Submit' button on the SSID entry page

If you are using Safari or a mobile browser, try using another browser such as Chrome or Firefox.

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

My PicoFerm will not power on

Try using another set of fresh batteries, or try plugging a MicroUSB power cable into the port on the side of the PicoFerm

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

'Product Information is Invalid'

This PicoFerm serial number has already been associated to your account, because it is already associated it is coming up as 'Invalid.'

If this PicoFerm has already been associated to a different user account, **Go To 'Used Equipment'**.

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.