# Why Is My Device Being Disabled?

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A **disabled** device means that the device is prevented from sending data to the server. In the **MyFridgeOnline portal**, a disabled device is shown on the **Devices** page on the checkbox in the **Enabled** column This typically happens when:

- Your account has no active subscription, or
- The account has more devices than the quota allows, for the device type.

**Note:** A new MyFridgeOnline account remains inactive until a subscription is purchased or redeemed.

## Step-by-Step: What To Do?

## 1. Verify Subscription and Quota

- 1. Log in to the **MyFridgeOnline portal**.
- 2. Click **Account** in the side navigation.
- 3. Under Account Information or Subscriptions, check for:
  - An active subscription plan.
  - Your current quota usage for that device type

### 2. Purchase or Redeem Additional Quota

If no valid quota is found, you need to either **purchase** a subscription or **redeem** a voucher.

#### a) Purchase from the Online Store

- 1. Go to the MyFridgeOnline Store
- 2. Choose the subscription or device/data package you need.
- 3. At checkout:
  - Enter your email address
  - Enter your **Company Code** (found under **Account > Account Information**) in the **Company** field.
  - Click Pay Now.

You will receive an email confirmation. The subscription will be applied automatically.

Or

#### b) Redeem a Subscription Voucher

- 1. Go to the MyFridgeOnline Store (If you already have a subscription voucher, skip ahead to point 5)
- 2. Choose the subscription package you need
- 3. Leave the Company field blank and enter your email.
- 4. You will receive a voucher code by email instead.
- 5. Return to the **MyFridgeOnline portal**.
- 6. Click **Account > Redeem**.
- 7. Enter your **voucher code** and submit.
- 8. Your new quota will be applied to your account.

#### 3. Re-enable the Device

Once a new subscription or quota is active:

- 1. Go to Devices page.
- 2. Click on the three dots icon, then click Edit.
- 3. Click the checkbox to re-enable your device.
- 4. The device status should change from Red (Offline) to Green (Online) when it checks in again.

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