Why Is My Device Being Disabled?

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.

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b) Redeem a Subscription Voucher

- 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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