Why Is My Device Being Disabled?

A **Disabled** device means it has **run out of quota** and is prevented from sending data. In the **MyFridgeOnline portal**, a disabled device is shown on the device page with a check box.

This typically happens when:

- Your account has **no active subscription**, or
- The account has **used up its allotted quota**.

> **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.
    - Current quota usage or expiry.

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](https://shop.myfridgeonline.com)
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**.

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  You will receive an email confirmation. The subscription will be applied
automatically.
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b) Redeem a Subscription Voucher

1. Return to the **MyFridgeOnline portal**.

2. Click **Account > Redeem**.
3. Enter your **voucher code** and submit.
4. Your new quota will be applied to your account.

3. Re-enable the Device

Once a new subscription or quota is active:

1. Allow a few moments for the system to sync.
2. Go to **Devices** page.
3. The device status should change from **(Disabled)** to **(Enabled)** when it checks in again.

From:
https://docs.myfridgeonline.com/ - **MyFridgeOnline**

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Last update: **2025/06/06 09:45**