Anova Precision Cooker WI-FI Connectivity Troubleshooting Guide

First things first, confirm you have a WI-FI + Bluetooth device. See device label sticker for model number A3.2-120V-US.

To connect to WI-FI you will need to download the Anova app.

Android - Downloadable on Google Play Store

Apple - Downloadable on the Apple App Store

Before You try to connect make sure you:

1. You are using the latest version of the app.
2. Move your Precision Cooker WI-FI to within 5 feet/ 1.5 meters of your router (not a wireless repeater) - This will speed up the connection process. Don't worry - Once you successfully connect, you can unplug your Precision Cooker WI-FI and move it anywhere you'd like!
3. Connect your Phone to your 2.4GHz WI-FI network - If you have two network names with the same name - For example "My WIFI Name" and "My WIFI Name-5G" - choose "My WIFI". The Precision Cooker WI-FI works best with a 2.4GHz connection.
4. Make sure your WI-FI password is between 8 and 18 characters and doesn't have any special characters:! @ # $ % ^ & * ( ) { } [ ] ", . = + ~ ` _ < > : ; | / ? \

5. Then, you can proceed to open the Anova app and follow the steps listed in the app to connect to WI-FI.

Were you able to connect on the first try? If not, please follow the steps listed below:

1. Delete the Anova WI-FI app - this will clear any existing settings on your app and smooth out the connection process
2. Unplug and then re-plug in your Precision Cooker WI-FI and wait for one minute while the device restarts.
3. Press and hold the WI-FI icon on the Precision Cooker WI-FI until it beeps once (approximately 4 seconds) - This will clear any existing settings and will help connect you faster. The WI-FI restarting process can take upwards of one minute to complete.
4. Reinstall the Anova app and follow the connection process
5. If you are still unable to connect, please contact us via support@anovaculinary.com and we'll get you connected!

Advanced Router Settings / Advanced Configurations:

- "Enterprise" authentication is not supported. The Anova Precision Cooker can not join any WI-FI networks that require both a username and password.
- WPA2PSK and WPAPSK authentication with AES or TKIP encryption are the recommended WI-FI network configurations.
- WEP is supported, but not recommended.
- Make sure your router is visible (visible SSID) in your settings.

- AP Isolation - If you have this setting enabled in your router settings or WI-FI extender, you will need to have this option disabled in order to connect your Anova Precision Cooker WI-FI. This may also be known as 'Client Isolation' or 'Guest Mode' on your router. Please refer to your router documentation to learn how to disable AP isolation.
- If you do not have access to your router settings, or if you are attempting to connect through a guest, hotel or public network with AP/client isolation, you will be unable to set up your Anova Precision Cooker WI-FI.

If you are still unable to connect, you can always contact us at support@anovaculinary.com