



You will always be one tap away from your barbecue

## Tappecue AirProbe User Manual

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By



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# *Tappecue AirProbe User Manual*

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Congratulations on your purchase of the Tappecue temperature monitoring system! Now, no matter where you are you will always be **one tap away from your barbecue**.

- Wireless (no cables)
- Waterproof, can use in sous vide and soak in water, easy cleaning.
- Dual Sensor (food and chamber readings)
- No internal battery
- Fast Charging (5-10 minutes)
- 4-10 hour cycle based on the environment.
- Color coded
- BLE, easy setup
- Internet Enabled Apps for Cloud Based Monitoring and Alerting
- Alexa or Google Home
- Apple Watch
- Can be used with a Tappecue Touch or StandAlone.
  - Upgrading to a Tappecue Touch will also allow wired and control options.
- j. USA supported
- k. 1 year warranty

Contact [Support@innovating-solutions.com](mailto:Support@innovating-solutions.com) or +1(417)213-5870 for any additional questions.

Our support portal web address is <https://tappecue.freshdesk.com>



## **Requirements**

You are required to have the following for proper use of the Tappecue AirProbe:

- An Apple iOS or Android mobile device
  - Requires iOS 10.0 and watchOS 2.0 or later. Compatible with iPhone, iPad, and iPod touch.
  - Requires Android 5.0 and up.(Permissions include Location for Bluetooth pairing, Bluetooth must be turned on, Push Notifications are optional, in-app billing optional for saving over 5 sessions a month (using is unlimited 24/7 every day))
- 1 AAA Battery
- Optional Tappecue Touch or additional iOS/Android mobile device repeater for cloud / anywhere alerts and monitoring

## **Safety Information**

- Do not touch probes with bare hands while they are being used or after use in the grill/smoker/oven.
- Tappecue AirProbe is water rated IP67 (can be submerged up to 30 minutes)
- The stainless steel probe unto the insertion line has a max temperature of 212°F. Please insert in food if put into an oven that will go above 212°F
- The oven or ambient reading will go to 572°F
- Do not consume raw or undercooked meat. Consuming raw or undercooked meat leads to potential foodborne illnesses and even death.
- Probe temperatures vary  $\pm 2^{\circ}\text{F}$  from actual temperature.
- Clean before using.
- You can test probe accuracy against ice water, room temperature and boiling water.
- The probe does not have an internal battery, but does have electronics in the probe for temperature sensing and BLE communication.

## **Tappecue AirProbe Specs**

Food Measuring (point)	0 - 100°C / 32° - 212°F
Ambient Measuring (flat top)	0 - 300°C / 32° - 572°F
Accuracy (accuracy is better in the food point for the smaller diameter and material than the ambient measurement)	±1°C / 1.8°F
Transmission Distance BLE 4.2	30m / 98ft
Configuration	1 to 4 Probes (must be unique colors to read <b>simultaneously</b> ) For example, you don't want 4 green probes, make them green, red, black and blue to read at the same time.
Duration	4 to 10+ hours based on environment. For example room temperature/open air gives the longest life. An air-tight insulated smoker where the BLE struggles to get out is a shorter duration than open air room temperature. Average cooking is 6-8 hours.
Charge Time/ AAA battery needed for charging	5-10 minutes
Waterproof Level	IP67
Dimensions	D 6mm x L 95mm / D 1/4in x 3-3/4in



## **Pairing the Tappecue AirProbe and creating an account**

### **Step 1. Insert 1 AAA battery and charge the AirProbe**

- Open the battery cover of the charger and load the AAA battery
- Take the probe out of the charger and you can test the battery by pressing the tester button on the charger. A green light indicates the battery is good.
- Put the Probe back in the charger (press down completely and make sure the metal portion of the probe is connected to the metal portion of the charger. The stainless steel portion should be in the open air part of the charger) Press the tester button, no light means no charge, flashing light means charging, solid green light means charged. It can take up to 10 minutes to fully charge the probe.

### **Step 2. Download and install the Tappecue App**

**iOS** -If you are using an iPhone, iPod Touch, iPad you will be able to download the app from the App Store for free. Please remember that you will be required to have the software version iOS 10.0 or above to be able to use the Tappecue mobile app. You will be allowed to download the app to as many devices as you would like in case your friends and family would like to view your temperatures and receive alerts as well. They will just have to login as a guest user (default password guest1)

**You should allow push notifications for the Tappecue mobile app to be as effective. To do this on an iOS device when you first open the mobile app it will ask you if you would like to allow push notifications. Just click yes!**

When you first login to the app you will automatically receive an alert saying your device has been added. This means that your phone will now be able to receive Tappecue temperature alerts.

**Android** -If you use an Android device you can download the app from the Google Play Store for free. You will be required to have an Android device running at least Software version 6.0. You will be allowed to download the app to as many devices as you would like in case your friends and family would like to view your temperatures and receive alerts as well. They will just have to login as a guest user (default password guest1)

### ***Registering Other Smartphones and Tablets***

Registering other Smartphones and Tablets is as easy as downloading the Tappecue iOS or Android app and logging into the Tappecue Mobile App with the device you want to register using either the admin password you have created or, if you are a guest using the guest password. In this case you would use the login vs create account on the welcome page of the app.

### **Step 3. Register and Pair the probes** (NOTE Pairing Probes is only when there is NOT a Tappecue Touch)

- Create Account: Enter your email address and create a password. Read the Privacy Policy and check the checkbox and create your account. Android hit DONE to see the create your account button. Note: This email address is where your data will be emailed if you chose to send it at the end of your session.
- For Android, you will have to name your device. This is the name of the mobile device for alerts/push notifications. Multiple devices can be used. For example, if you have a tablet and a phone. To differentiate them you would give them a name. My phone, My tablet, etc..Done and then the Next button. Apple will use the name in the setting of the device, so this screen is not shown for apple devices.
- Choose your temperature unit and select next.
- If you do **NOT** have a Tappecue Touch you will pair your probes to your mobile device. (With a Tappecue Touch, the probes are paired to the Touch automatically when the Tappecue turns on and they





are not paired to your phone.) Make sure the probes are charged (green light on) and take them out of the charger. Make sure you have Bluetooth on your phone and you might have to disconnect any earpieces if you find that it is not finding your AirProbes. Select Start and the app will attempt to find your AirProbes. It will tell you that you must have location services on to find the probes. Turn them on (you can select only when in the app) and try again.

- AirProbes Found – Register

(If you have to close the app and it didn't register the probes. No problem, log in to the app with the account you created. When you go to the AirProbe monitoring, it will ask you to pair your probes again)

#### \*Privacy Policy

We are collecting your email address and physical address for communications between the company (Innovating Solutions LLC- Makers of Tappecue) and you to give you upcoming information about firmware updates, new software functionality, new accessories, and other communications pertaining to Tappecue. This information may be used in the mailing newsletter software of our choice (MailChimp, constant contacts, etc) but will not be given or sold to another third party for any use except for our use in communicating to you about Tappecue. At any time, you may opt out of the newsletters as they are sent to you with an unsubscribe button.

## **AirProbe Monitoring**

Now it's time to start cooking. Make sure your probe(s) are charged and take them out of the charge.

The AirProbes may only be paired directly to one mobile device. On the device you will be pairing, make sure Bluetooth is on and select the AirProbe Direct button. It will begin scanning and find your probes. You will see colors on the left representing the colors of your probes.

As long as you have WiFi or Cellular Internet Service, the mobile device will send the temperatures to the cloud. It creates a session that can then be viewed from other mobile devices. Select the Session Details button.

To set alerts, you will go to the Temperatures button. This view is swipe able from left to right, right to left. The first view is for the green probe labeled 1 and 1b. 1 is for the food, 1b is for the chamber. Swipe for red, black, blue probes. Find the probe(s) you are using, then where the word None is, you can select a preset (Beef Done for example). It will change the min and max and the red bell will turn to a green bell. You can change the min and max to whatever alert setting you want.

Swipe over and change the b (air/ambient) alert. Select None and chose a chamber preset (Beef Chamber for example) You can change the min and max to whatever setting you want for alerts.

The difference between a food alert and a chamber alert are as follows. A food will alert you when it hits the min and the max. (only 2 times) A chamber will alert you when it goes in or out of range. If you have an oven temperature of 250 and you want the alert to let you know if it goes below 200 or above 300 you could change your min and max accordingly.

There is a hide icon in the works. An eye that you can close or open to be able to only see your currently active probes. Currently active probes are ones that have a green bell alert on.

Now you are setup for alerts. You can also look at the Devices button and turn off or on mobile devices for alerts.

You can also look at the graph, log notes, etc..

If you want to monitor and get alerts from another mobile device, you would login and then View Session instead of AirProbe Direct on the main menu.



## **Ending a Session**

Once you are finished with your session always remember to end the session. You can do this at any given time by tapping on the View Current Session or Session Details → (AirProbes) → End Session Button. Once you have ended your session you will be asked if you would like a CSV file of your session to be emailed to you. Either select yes, no, or cancel. We have an excel graph with built in macros to graph the file automatically on [www.tappecue.com/data](http://www.tappecue.com/data) page. There is now an option to save your Session on our cloud. This is called SessionBook and is an option for those of you who need offsite storage and logging for business as well as those who don't want to keep the files themselves or purchase excel. As a consumer customer there are 5 free saves per month to save on the app and our cloud.

## **Additional Features**

### ***Adding a New Meat Type in the App***

You can add a new meat type in the app from settings menu and tapping on the Probe Settings. There is no limit on how many meat types you can add.

Take a scenario where you want to simmer a soup on the stove top and this is not present on your preset list in the app. You can add this new meat type by:

- 1) Going within the App's Settings tab and clicking probe settings. Android hamburger menu in the top left, iOS settings tab at the bottom.
- 2) Click the Add button on the top right-hand side of the page.
- 2) Enter the appropriate name. In this case enter "Simmering Soup".
- 3) Enter the Minimum and Maximum Temperatures of 180°F to 200°F (We highly suggest you abide by USDA recommended temperatures as to prevent as much foodborne illnesses as possible).

4) Select the appropriate option for this Meat Type. (Food Probe/ Chamber Probe) In this case we would recommend using chamber probe alerts because you will want your soup temperature to remain in between 180°F and 200°F.

5) Hit Save.

### ***Deleting a Meat Type***

You can also delete a meat type from the list if needed. In the Meat Temp page, iOS users can simply swipe from right to left to delete a meat type from the list. From the same page, Android users can tap or long press on the meat type on the list and then hit the delete button on the next screen.

### ***Food and Chamber Probes Alert Behave Differently***

When you are using your temperature probes as a "food" probe, your alerts are received only once when your meat has reached its minimum temperature and once again when it has reached its maximum temperature. If you have already received an alert for your "food" probe, you will not receive that same alert twice. When you are using a temperature probe as a "chamber" probe, you will receive multiple alerts as your chamber temperature goes in and out of that set min/max range.

### ***Stop Probe Alerts***

There are times when one meat is done and one is not. The End Probe functionality gives you the ability to end a specific probe. This can be done by selecting the specific probe under the Temperatures view and tapping on the green bell turning it red.

### ***Email Session Data***

As an Admin, once you have ended your session, you will be asked if you would like to receive an email of your results. This email comes in CSV format and can be imported into excel using the Import Wizard functionality. Your data can then easily be graphed. If you do not know how to do this, check out our online tutorial at [www.tappecue.com](http://www.tappecue.com) or download the instructions and excel graph at <http://www.tappecue.com/data>



## ***Guest Mode Functionality***

### ***Adding Guest Users***

As a guest user you are allowed to view current temperatures and receive alerts, so let's say you are smoking a 10lb. brisket overnight and you fall asleep. Your chamber temperature is falling below the minimum limit or, in other words, your fire is dying! You receive an alert except it doesn't wake you up; luckily your guest users received alerts as well, so Uncle Joe does wake up and gives you a call. Uncle Joe saves the brisket and saves you from losing that \$50 brisket.

- 1) The guest user will have to download the Tappetue app on their Android or iOS device if they already don't have it.
- 2) You will need to provide the guest user with the Account ID and Guest Password (default is guest1, change this in settings). Please do not provide them with your main Account Password.
- 3) Once they login they will be able to view your session.

The guest mode will restrict them from changing any information on your Account but they can continue to monitor the temperatures and receive alerts. We highly recommend you do this so that the guest does not make any changes to your session settings.

**IMPORTANT:** Please add this guest user before you start your session if you want them to receive alerts. If you add a guest user during an ongoing session they will be able to view the temperatures but will not get alerts.

### ***Removing Guest Users***

To remove a guest user, you must login to the Tappetue Mobile App and select the Settings Tab at the bottom right. Next select Device Management → View Mobile Devices → then swipe the name of the phone you want removed from left to right and then select delete.

## **Managing Your Account**

### ***Tappetue Mobile Application Settings***

### ***Temperature Unit***

You can view your temperatures in Degree Fahrenheit or Degree Celsius. You can change this setting anytime from here by either selecting F or C.

### ***Changing Account Information***

You can change your account information such as Password, Guest Password, Email, Name and Address. Once you are finished making your changes hit the Done Button to save the changes. You will have to login again with the new information to continue using the application.

### ***Device Management***

The Device Manager gives you the convenience of viewing and managing the Tappecues and Mobile Devices associated with your account. The Manage Tappecues gives you the ability to view the Tappecues associated with your account. You can change the name of your Tappecue device here. Note, leave AirProbes Tappecue alone. If you upgrade to a Tappecue Touch unit, you can rename it here.

Manage Mobile devices section will give you the ability to view the Mobile devices registered with your account. You can delete the devices you no longer want to receive alerts or view your Tappecue Session Temperatures from here. Simply swipe from Right to Left to delete a mobile device from the list from iOS device or Long Press to delete a device from the list if you are using an Android Phone.

### ***Probe Settings***

You will be provided with default meat temperatures and meat types List. This feature gives you the ability to customize this list. You can add new meat types and the minimum and maximum temperatures associated with it



### ***AirProbe Settings***

This option is to change the color of your AirProbe. Keep all AirProbes in their charger and remove the one you want to change color. It will locate the currently active probe and you can select what color you would like to change it to.

### ***Tell Others***

We would appreciate if you could spread the word about Tappecue. Thanks for using Tappecue anyways!

### ***Send Feedback***

Send us your thoughts or suggestions on how we can work to make Tappecue even more awesome!

## **Session Book**

### ***What is Tappecue SessionBook?***

Tappecue SessionBook is a diary that works in conjunction with your Tappecue device by storing the historical log of time/temps of your Tappecue session(s) onto the Tappecue Cloud for ease of access, giving the consumer a “Book” to store data, notes, recipes, images, etc. thus creating a wealth of BBQ data to improve their processes and, as such, their final results. SessionBook allows its subscribers the freedom to save all their smoking sessions in one convenient location: [www.tappecue.net](http://www.tappecue.net). Access these sessions any time. Add images, notes, recipes, etc. to the saved session for later viewing. Make your adjustments (or don't make any if your BBQ turned out perfect already). Explore, create, tweak new and/or old recipes. Most importantly, record what you've done and improve upon it. Chances are your BBQ will improve or at least stay consistent.

### ***How does it work?***

When a session is ended, the consumer will receive a pop-up alert asking if they would like to save the session. If it is marked to save, then the saved session will be stored in the consumer's Tappecue SessionBook account (which is the same as your Tappecue account). To access the stored data, the consumer will need to log in with their Tappecue account ID and password at [www.tappecue.net](http://www.tappecue.net) or view from the mobile app.. Each saved session will have time/temp data points at a time interval of 2 minutes and each saved session will be visible at any time in your Tappecue SessionBook.

### *Can data be exported?*

When a session is ended, you may choose to send the csv file to your email. We have a link on our webpage called Data that has excel and sheets macros for you to use to import and save your files in a graph format. Tappecue Session Book will only have pdf printouts available. It may be beneficial for restaurants/food processors and health inspectors to have a non-modifiable log of time and temps.

### *Can images be uploaded from my phone?*

Yes, use the browser app on the phone and navigate to tappecue.net. From there you can navigate to images and upload them from your phone. There is, however, a restriction on the size of the image of 4 MB.

### *Can notes show up in the graph?*

Yes, however, as of now there is no way of adding notes directly to the graph. In order to see notes on your graph you will need to add them in the Temperature link instead of the Graph link. First, you will need navigate to the graph and find the time/temperature point in which you want to add the note. *Hint:* Clicking on the legend of probes turns graph line off and on for viewing one probe at a time. Remember the time point you want to add the note at. Notes can only be added on the view of all the temps. Once you're in the table view of all temps, you can filter for the probe wanted and navigate to the time you remembered and next add your note. They will then show up in the hints of your graph.

### *Where do I get to my SessionBook?*





You will need access to your Tappecue AccountID and your Password to login to. You may access this from any browser on your PC/MAC laptop, desktop, tablet or mobile device or your mobile app..

As this is the first release of SessionBook, we expect additions coming in the future with much added functionality both in the Browser and on the Mobile Devices to bring continued value to you, our Tappecue customers. Feel free to continue to give feedback on our [Tappecue SessionBook Forum](#). We are so excited about the future and offering more to you to make your interest in Tappecue of even greater value. Thank you for being great customers and making BBQ the best industry to be in.

## **Maintenance and Troubleshooting**

### **Tappecue Mobile Application Freezes**

When the Tappecue Mobile App freezes do not worry about losing your data or temperatures because all of your session data and account information is stored on our Tappecue Cloud, so you can just close the application and enter it again. This will not affect your session or alter your alerts.

### **AirProbe Doesn't show up**

The AirProbe can only pair with one device. If you have a Tappecue Touch, the AirProbe will connect to it and you should not use the AirProbe Direct button. Close the app, turn off Bluetooth, See if the AirProbe is connected to the touch and then start a session and view a session.

Check that the probe is charged, pull the probe out of the charger and press the button and see if the green light comes on. If so it is charged, if no, replace the battery.

Put the probe back in the charger correctly, flat end of the probe against the flat end of the charger and pushed down completely. Press the button, no green light, the probe is not charged, flashing green it is charging, full green it is fully charged.

After it is charged, close the app, turn off Bluetooth, turn Bluetooth back on, pull out the probe, open the app and then AirProbe Direct. The probe should be located.

## **FAQ**

- **Is the Tappecue Mobile App Free?**

Yes, the Tappecue Mobile app for both Android and IOS will always be free!

- **Will the Tappecue Mobile App work on my iPad, Android Tablet, or Windows phone?**

The Tappecue Mobile App will work on an iPad and on an Android Tablet but not on a Windows phone.

- **How can my friends/ Family or BBQ team members to get Alerts while I am Smoking Meat?**

Yes, the Tappecue Mobile application lets you do this! Before you start your smoking session they will first need to download the Tappecue Mobile app on their iOS or Android Device. Once done they will need to log in to the app with the Account ID and Password you have provided. Once they have added their device, their device will appear in your Mobile Devices list in the app. You are then in control if you want them to monitor the session or not. They can also log in at [www.tappecue.net](http://www.tappecue.net)

- **I want my friends/ Family and BBQ Team members to View the Temperatures and get Alerts but I don't want them to change my settings or my current Session information.**

Yes, you can do this with the Tappecue Guest Mode. You will need to provide them with the Account ID and Guest Password. Please do not provide them with your main Account Password. They will be logged in to the Guest Mode with the Account ID and Guest Password. This will restrict them from changing any information on your Account but they can continue to monitor the temperatures and receive alerts. We highly recommend you do this!!

- **How many people can receive my Session Alerts?**



There is no restriction on the number of people who can receive your Smoking Session Alerts. We recommend that this is not a 3-digit number.

- **Where can I buy replacement probes?**

Occasionally our probes malfunction and need to be replaced. This is usually because of too hot of temperatures or leaving them outside in the rain/snow/etc. You may order new probes online at <http://www.tappecue.com/>. If within a year, there is a 1 year warranty.

- **Will I receive temperature alerts on my food probe if I accidentally placed the probe in the chamber and received an alert already?**

No, you will not receive temperature alerts if you have already surpassed the probe alerting minimums and maximums in the food probe type except if you change your probe from a food probe to a chamber probe then back to food probe when the temperature is under the minimum limit.

## **Warranty**

There is a one-year limited warranty for any manufacturing defects of the Tappecue device including probes from the date of registration of the product as long as it has not been used inappropriately or is damaged by user. This is a replacement type warranty. Contact us at [support@innovating-solutions.com](mailto:support@innovating-solutions.com) . Most commonly the unit will be mailed it to us for examination and determination for replacement.

## **Return Policy**

Contact [Support@innovating-solutions.com](mailto:Support@innovating-solutions.com) for information on returning your Tappecue AirProbe within 30 days purchase.