



4X4 ACCESSORIES

PRODUCT ALERT

ZERO FRIDGE APP – ANDROID PHONE DISCONNECTING ISSUE

Product Info Bulletin No.	2002
Date	Feb 2023
Description	ANDROID PHONE DISCONNECTING ISSUE

OVERVIEW

It has come to our attention that Android phones can randomly disconnect from various devices, particularly the Zero Fridge App. We know this is common with Samsung phones but other phones have reported issues as well.

It's important to note that all ARB Apps including the ZERO fridge App are functioning correctly.

SOLUTION

ARB cannot implement a definitive fix as it's Samsung's responsibility to fix this issue, however there are two solutions below which may rectify the issue.

1. Clear Bluetooth cache

<https://www.samsung.com/us/support/troubleshooting/TSG01209182/>

- a) To do this, open **Settings**, and then swipe to and tap **Apps**.
- b) Tap the **Sort** icon (the down arrow with three vertical bars), then tap **Show system apps**.
- c) Tap **OK** and all the system apps will appear in the list.
- d) Tap **Bluetooth**, tap **Storage**, and then tap **Clear data**. Tap **OK** to confirm.

2. Reset Network Settings

<https://seektogeek.com/fix-samsung-bluetooth-keeps-disconnecting-issue/>

- a) Navigate to **Settings**.
- b) Search and hit **General Management**.
- c) Tap **Reset**.
- d) Touch **Reset Network Settings**.
- e) Lastly, tap **Reset Settings**.