

# BioCharger Troubleshooting: Freezing Issues

*Symptom: BioCharger becomes 'stuck' on a frequency, either temporarily or indefinitely*

**Step 1:** Power off the BioCharger with the switch in the back

**Step 2:** Perform a 5-second pin reset in the pinhole below the screen. This will force the BioCharger to power off.

**Step 3:** Ensure the touchscreen is clean of fingerprints, and the Stylus is always used to touch the screen. Fingers are a common cause of freezing issues.

**Step 4:** Check the power cable for loose connections. Check the connection to the back of the BioCharger, the connection to the outlet, and the middle connection where the two cable halves join.

**Step 5:** Check the environment for factors that could create an interference. This could be anything at all placed on the machine, or right next to it. The BioCharger should be at least 3 feet from any wall, and there should be no metal furniture or large metallic objects within 3 feet.

**Step 6:** Uncommonly, freezing can occur due to the recipe storage space being maxed out. If your saved recipes total 595+ stages of the 600 max limit, try removing a recipe or two in order to bring the limit below 590. [Guide: How to Add/Remove Recipes](#)

**Step 7:** The USB wifi adapter (in the USB port below the red E-Stop button) can sometimes cause freezing, apparently the result of an interaction between the adapter and the local wifi network(s). Fully power off the BioCharger, remove the USB adapter, and power back on. Test by running some recipes to determine if removing the adapter prevents the freezing from recurring.

If the USB adapter is determined to be the problem, we advise the following workarounds:

**A)** Use the USB adapter on an 'as-needed' basis only (i.e. whenever you need to add/change recipes)

**B)** In situations where the BioCharger needs a constant connection, either due to frequent recipe change or remote device operation, you can use an ethernet cable connected either directly to the modem/router, or to a secondary device like a wifi booster plugged into a nearby wall outlet (e.g. TP-Link RE315). The latter option allows you to continue using your wifi network while bypassing the USB port.