

## EvoCharge App-Device Connection Help

### **I am not able to see any Wi-Fi signals listed under 'Device List' screen**

Please check the charger is turned on and there is an antenna symbol (Ψ) on the chargers LED panel. This signifies that the charger is broadcasting its own Wi-Fi signal. You can verify this by searching for a Wi-Fi signal from the settings on your phone and checking the available signals list for your charger's signal (i.e. IC3-195300083). Also, make sure you are nearby the charger.

### **After searching for Home Wi-Fi, the Home Network List on the app does not contain my home Wi-Fi**

The charger can only connect to a 2.4 GHz Wi-Fi signal, please ensure your router is broadcasting a 2.4 GHz signal. Please check the connectivity to your home Wi-Fi on your mobile settings.

### **The EvoCharge App suddenly crashed on my phone while the onboarding process was in progress.**

Please make sure the app is not minimized or sent to background while the onboarding process is going on. Please make sure to keep your phone ON and the app running when onboarding the charger.

### **After successful onboarding of device, I clicked on the 'Go To Home' button and charger was listed in device list, but with a 'Offline' status.**

Please wait, as it may take a few minutes to have your charger reboot and get connected to the EvoCharge app.

### **I received the message: "Failed to upload device details to server. Please try adding the device again." What does this mean?**

This means that there was some issue while uploading device details to server. Hence, user will be required to re-initiate the 'Add New Device' workflow.

**After successful execution of add new charger workflow, I get a message: 'The charger you trying to add is already associated with a user. Please contact support.'**

This means that this charger is already added in some other user's account. The previous user that has the charger linked to their account needs to perform a 'Remove & Factory Reset' operation through the app under Device Settings. If that is not possible please contact EvoCharge customer support.

**I have recently updated my home Wi-Fi router / password. I need to update the Wi-Fi details in charger now.**

Please use the 'Remove and Factory Reset' option for the selected charger. This way, charger will be removed from your account. Then you follow the 'Add New Charger' process to add it again, this time with new home Wi-Fi.