EV charger setup guide.

Connecting your charger to SolaXCloud.

1. First, download the SolaXCloud app from the App Store or Google Play Store.

   Download on the App Store GET IT ON Google Play

2. Open the app and tap **Sign up** at the bottom of the screen to create an account.

3. This will take you to a screen where you'll need to select UNITED KINGDOM as your country/region. The 'Global' server will be selected automatically.

4. Press **Confirm**. You'll then be asked to choose an identity. You should select **Homeuser**, then tap **Next**.

5. This takes you to the **Sign up** screen. Complete the details in a way you'll easily remember. i.e. Use your own name as the username, and create a memorable password of between 6-32 characters, including at least 3 choices from uppercase, lowercase, numbers and symbols. E.g. Homeowner@1066.

6. Enter an email address you have easy access to. You can then press **Send**, next to the verification code window. SolaXCloud will email you the code to enter here.

7. Once that's done, you'll see a screen to say you've registered successfully. Tap the **Back to login** button.

8. You'll see a **Welcome!** screen, where you enter your new username and password to log in.

9. You'll see a few general info screens, which you can ignore for now. Scroll through them and you'll reach a screen called **Create Plant**. Tap the **Create** button.

10. On the next screen, give your home EV charger a name, where it says **Plant Name**.

11. You'll then be asked to enter your address, with an option to simply click on the right address on a map.

12. You'll also be asked to enter the capacity of your solar panels and battery. You'll find these on your MCS Certificate.

13. Then tap **Finish**.

14. This takes you to a screen where you press **Add** to select your own EV charger. Click **Allow** to let your device connect by Bluetooth, then tap on the picture of your EV charger to connect.

15. Now set up any other energy tech such as solar panels, home battery or heat pump BEFORE powering up your GridX box.

Troubleshooting guide.

The SolaXCloud app is very intuitive, so you shouldn't have any problems. But if you do, here's a quick and easy solution to most common problems.

Trouble logging in.

- Check your username and password are correct. Use **Forgot password** if you need to.
- Make sure your WiFi and Internet connection are working.
- Make sure your handheld device has Bluetooth switched on.

Verification code not received.

- Check your email address is correct.
- Check your spam/junk folder.
- Ask to have the code re-sent.

Server won't connect.

- Check that country/region is set to UNITED KINGDOM.
- Check that Server is still set to GLOBAL.

Charger not found.

- Make sure your EV charger is switched on
- Enable bluetooth on your phone/tablet.
- Hold your device close to the charger.

Still need help?

Call one of our friendly experts on **0808 501 5200**.

