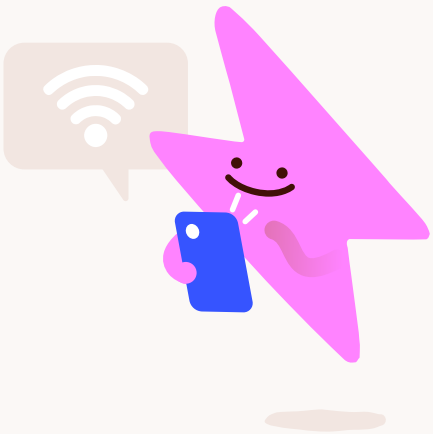
WiFi signal and your EV charger.



The WiFi signal strength at your EV charger is important, as a poor signal may cause your charger to disconnect from your WiFi. If you're having intermittent connectivity issues with your charger, we recommend that you check the signal at the charger. There are a variety of apps available to check the WiFi signal strength.

1. On your mobile device where you would normally download your apps from, search for 'WiFi signal checker' and download an app of your choice.

   Download on the App Store GET IT ON Google Play

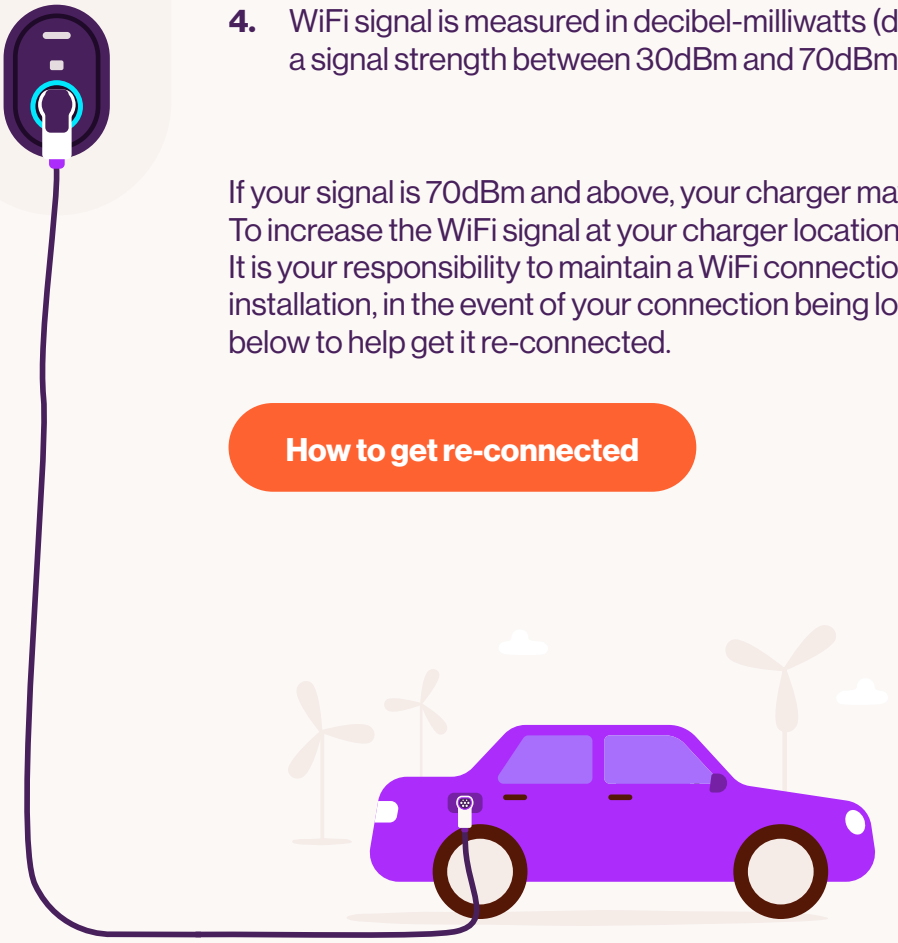
2. Once you've download the app for your mobile device, use the app to check the WiFi signal while at the EV charger location.

3. When the check is complete, find your WiFi network name that the EV charger connects to, then select the 2.4ghz band within the app if you have this option.

4. WiFi signal is measured in decibel-milliwatts (dBm). The charger requires a signal strength between 30dBm and 70dBm (30dBm is the best).

If your signal is 70dBm and above, your charger may have intermittent connectivity. To increase the WiFi signal at your charger location, try a WiFi extender. It is your responsibility to maintain a WiFi connection to the charger after installation, in the event of your connection being lost please follow the link below to help get it re-connected.

How to get re-connected



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