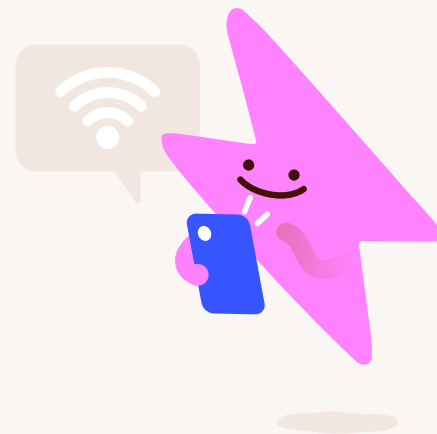


# Wi-Fi signal and your EV charger

The Wi-Fi signal strength at your EV charger is important, as a poor signal may cause your charger to disconnect from your Wi-Fi. 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 Wi-Fi signal strength.



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



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

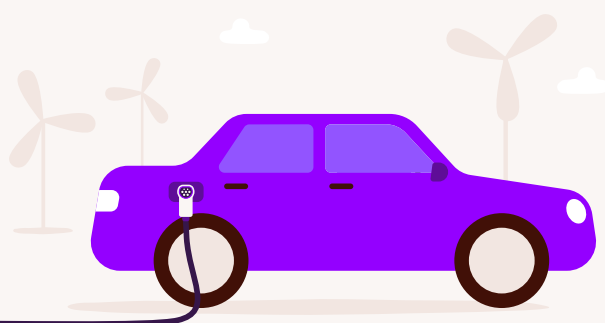


3. When the check is complete, find your Wi-Fi network name that the EV charger connects to, then select the 2.4ghz band within the app if you have this option.

4. Wi-Fi 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 Wi-Fi signal at your charger location, try a Wi-Fi extender. It is your responsibility to maintain a Wi-Fi 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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