

4 July 2024



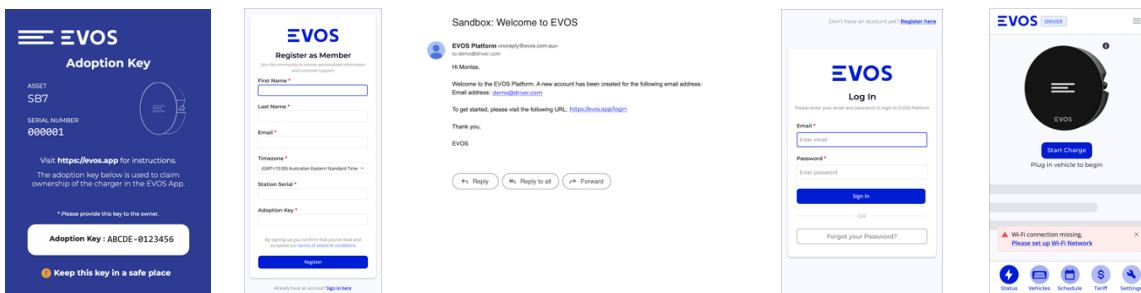
# SB7 Wi-Fi Setup

TROUBLESHOOTING GUIDE

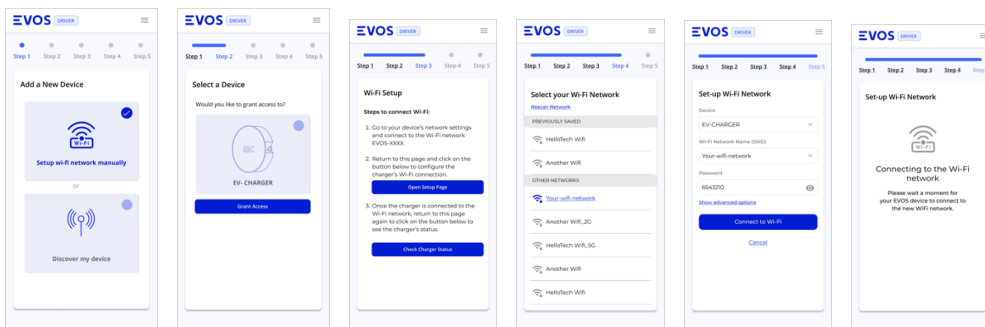
# Wi-Fi Setup Process (EVOS)

To connect your EVOS SB7 charger to your home Wi-Fi network, follow these steps:

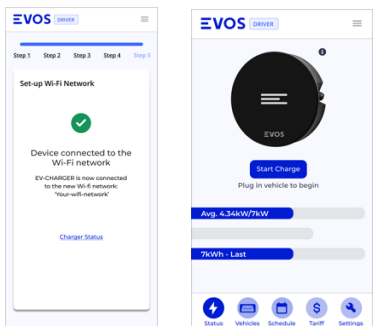
- 1) Register a new MyEVOS account and adopt an SB7 charger.



- 2) Connect to the charger Wi-Fi by clicking on the serial number on the Wi-Fi settings.
- 3) Once you're on the charger Configuration Page, set up Wi-Fi using your Home Wi-Fi credentials.



- 4) Your SB7 is now connected to Wi-Fi and you can unlock all its capabilities



**Wi-Fi connection missing. Please set up Wi-Fi Network**

*If your charger didn't connect successfully to the Wi-Fi, the App will show this alert, also the charger will blink with a white and cyan light. Please check your Wi-Fi is enabled, the credentials are correct, and try again from Step 1.*

**White, Cyan Pulse**  
Charger is not connected to Wi-Fi

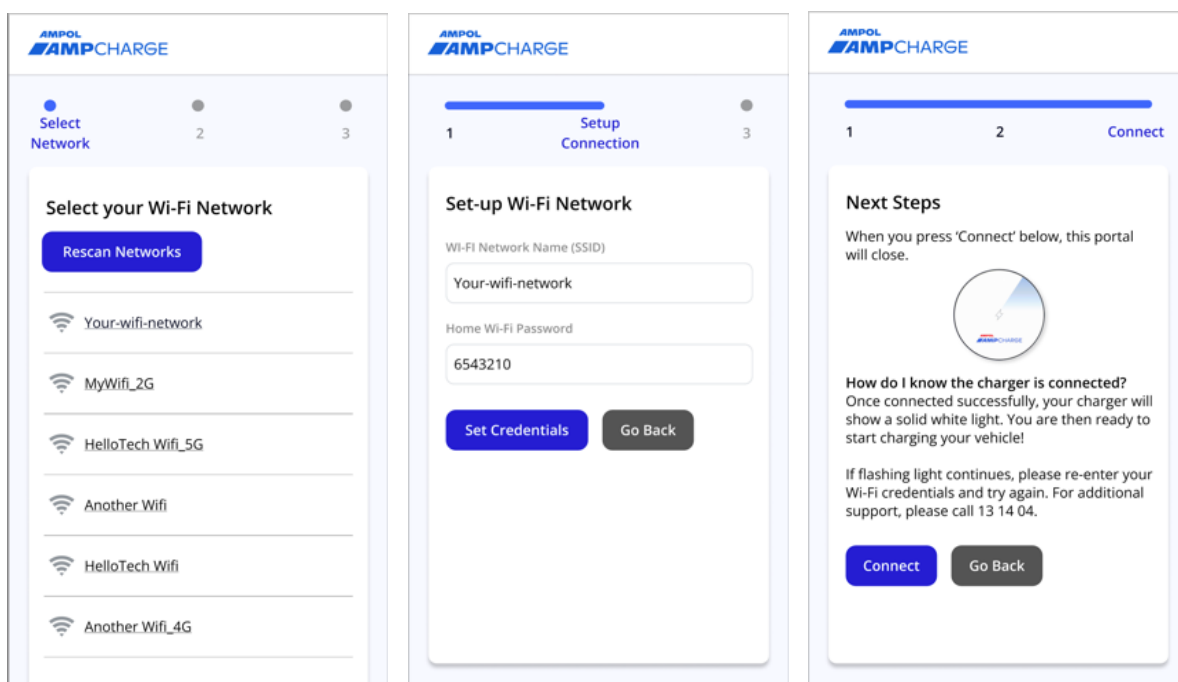
## Wi-Fi Setup Process (AmpCharge)

To connect your AmpCharge charger to your home Wi-Fi network, follow these steps:

- 1) Register your charger using the AmpCharge website and follow the instructions.

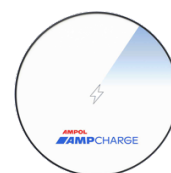


- 2) Connect to the charger Wi-Fi by clicking on the serial number on the Wi-Fi settings.
- 3) Once you're on the charger Configuration Page, set up Wi-Fi using your Home Wi-Fi credentials.



- 4) Your SB7 is now connected to Wi-Fi and you can unlock all its capabilities

If your charger didn't connect successfully to the Wi-Fi, the charger will blink with a white and cyan light. Please check your Wi-Fi is enabled, the credentials are correct, and try again from Step 1.



## Troubleshooting Guide

If your SB7 charger didn't connect successfully to Wi-Fi, try the following steps:

- I can't connect to the charger network.
  - If the charger cannot contact the internet, it will blink blue, white.
  - Make sure you're within 10 meters of the charger.
  - Turn off the charger and wait 15 seconds, then turn it on. In 2-3 minutes if there is a blue/white indicator, the charger hosted Wi-Fi network will become visible. This will be available for 15 minutes.
  - The network name is 'Serial number – serial number' (e.g. 'abcdef-abcdef'), select this to access the charger Wi-Fi configuration page.

- I can't access the charger Wi-Fi Configuration Page.
  - Make sure you're connected to the Charger's access point. (*If you're not connected to the access point, see the point above*)
  - For most clients, the Configuration Page will automatically appear. If it doesn't, enter the URL: <http://evos-wifi.setup/index.html>. You can also scan this QR-Code:



- I can't see my home Wi-Fi network listed.
  - Make sure that your Wi-Fi connection is enabled. Use a different mobile device to check your Internet connection is strong.
  - Click 'Rescan networks' on the 'Select you Wi-Fi Network' step.
  - Check your router configuration to verify these network settings: 2.4Ghz turned on, SSID and password.
- The SB7 keeps flashing after the Configuration Page is closed.
  - Wait x minutes for the SB7 to switch from flashing to a solid white light.
  - If still can't connect, check the password and try to connect with a different device.
  - Reboot the SB7 to restart the Wi-Fi broadcast and try the process again from step 1.