EO MINI PRO 3

↘ CONNECTIVITY GUIDE

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Important: Read carefully before use. Keep for future reference.

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→ 1.0 HARDWIRED CONNECTION

1. Log into charger and access Network page
2. Confirm that Ethernet is “UP”
3. Log out then wait 10 minutes to see if the charger shows as online

4. If charger has a hardwired connection but Ethernet status is Down & Red call EO for further support.

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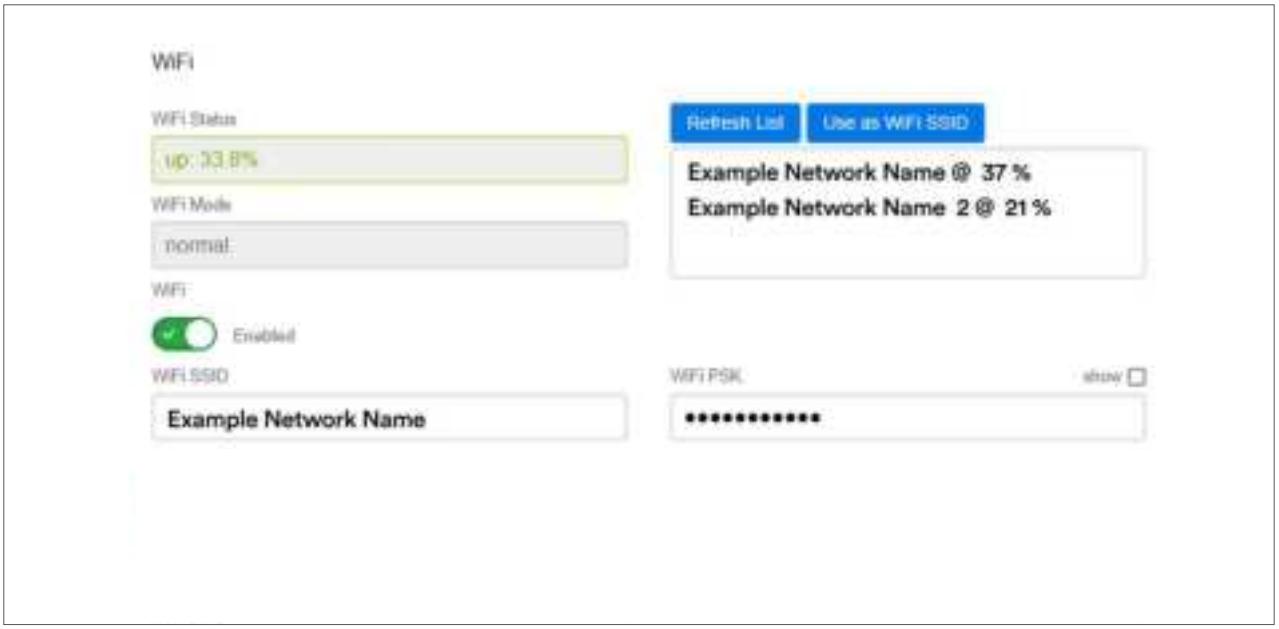
→ 2.0 WIFI CONNECTION

1. Log into charger and access Network page
2. Ensure WiFi is enabled, SSID & PSK are populated, and the network % is >20%
3. Log out then wait 10 minutes to see if the charger shows as online



4. If No networks are showing up, or all network % are <10% call EO for further support

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→ 3.0 GSM CONNECTION

1. Log into charger and access Network page
2. Confirm SIM Status, IP & PING Test box's are all Green
3. *APN Details may be different
4. Confirm RSSI (signal strength) is <100 -dBm
5. Log out then wait 10 minutes to see if the charger shows as online

5. If RSSI is >100-dBm & PING Test fails, there is likely a signal strength issue and an alternative connection mode may be needed
6. If SIM Status, IP & PING Test box's are all Red then Call EO for support.

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→ 4.0 EO SUPPORT CENTRE

All EO Charging technical documentation is published in the EO Resource Centre, this is found at: https://www.eocharging.com/support.

Contact us to learn more about our products. Our charging experts offer technical support and are ready to help with any questions or issues.

Live Chat: https://www.eocharging.com/contact-us

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4.1 EV.ENERGY SMARTPHONE APP SUPPORT

EO Charging has partnered with ev.energy to migrate customers to the ev.energy smartphone app to ensure the best possible charging experience with the EO Mini Pro 3.

If you have trouble downloading the ev.energy smartphone app or connecting it to your charger, please use the ev.energy live support chat or reach out via the email address below.

Live support chat: https://support.ev.energy/en/support/home

Email: support@ev.energy