

EO MINI PRO 3

↘ CUSTOMER CONNECTIVITY GUIDE



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

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→ 1.0 INTRODUCTION

This guide will help you check, update, or change the network connection (Hardwired, Wi-Fi, or GSM) on your EO Mini Pro 3 charger.

Note: Updating or changing your connectivity options is only available for chargers connected via Wi-Fi. To update or change your connection on Hardwired or GSM chargers, please contact ev.energy support. Please note however, changing these for any reason other than a hardware fault will not be covered by Warranty and therefore will come at cost.

1.1 WHAT YOU WILL NEED

- + A smartphone, tablet, or computer with Wi-Fi access
- + Your **EO Customer Card** (provided at installation)
- + Includes Serial Number, Hotspot Password, and Login Details
- + Access to your charger and its upstream circuit breaker (RCD/MCB)

Note: If you can't find your customer card, please contact ev.energy support to request your login details.

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→ 2.0 CHECK YOUR FIRMWARE VERSION

Your firmware version determines which instructions you need to follow.

If you're using the ev.energy app:

1. You are already on the latest firmware (1.5.0+). No need to check.

If you're using the EO Charging app:

1. Open the EO Charging app.
2. Go to **Charge Point Diagnosis**.
3. Note your firmware version (e.g., 1.3.0, 1.4.5, 1.5.0). See reference Image below.



4. Continue with the steps for your firmware version below.

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→ 3.0 INSTRUCTIONS FOR FIRMWARE 1.5.0 OR HIGHER (EV.ENERGY CUSTOMERS)

Note: Please read this entire instruction section before making any amends to the charger set up to ensure that no steps are missed.

STEP 1: POWER CYCLE THE CHARGER

1. Locate the RCD/MCB connected to your charger.

Note: This will have been shown to you during the installation of the charger and can usually be located within the fuse box. It will resemble your other fuses within your fuse box but will be specific to your charger.

2. Switch it off, wait 10 seconds, then switch it on.
3. Wait 10-15 minutes to see if your charger appears in the ev.energy app.

If the charger appears — you're all set! If not, proceed to Step 2.

STEP 2: CONNECT TO THE CHARGER HOTSPOT

1. Power cycle the charger again (as in Step 1).
2. On your phone or computer, go to Wi-Fi Settings.
3. Look for a network with your charger serial number.
4. Connect to it using the Hotspot Password from your EO Customer Card.

STEP 3: LOG IN TO THE CHARGER PORTAL

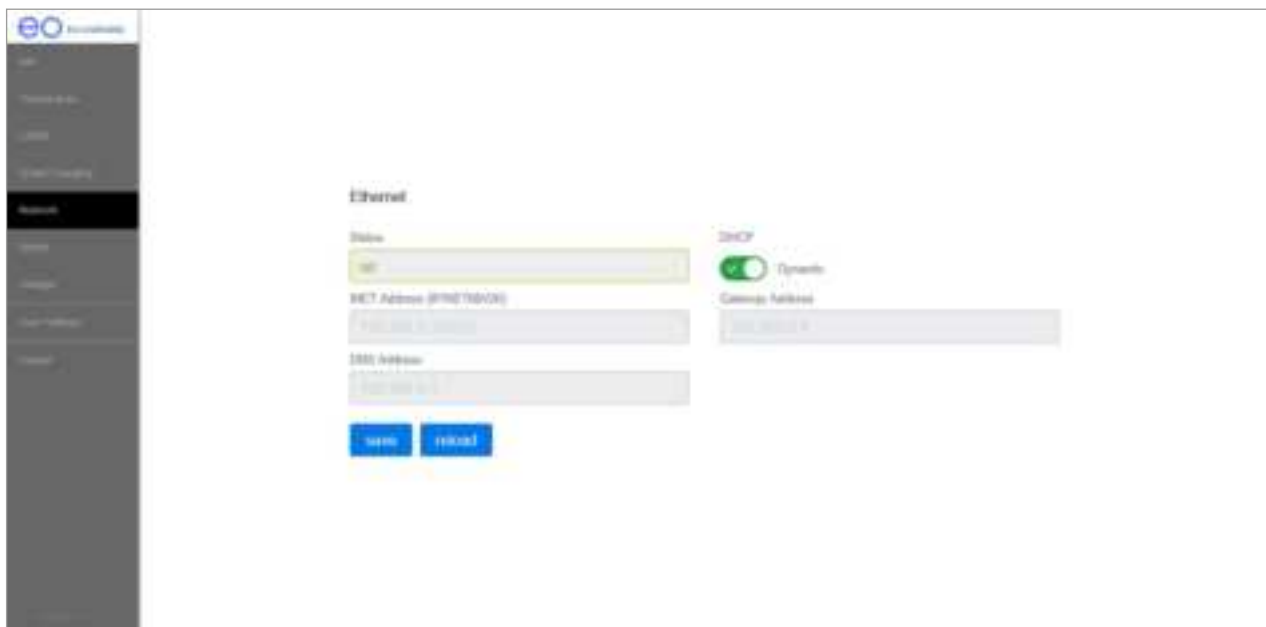
1. Open a web browser on your device.
2. Enter this address: <https://10.10.10.1>
3. Log in using your Customer Login details (these may be different to your hotspot password, please refer to the EO Customer Card for more information).
4. On the left menu, click Network.

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→ 4.0 NETWORK SETUP (CHOOSE YOUR CONNECTION TYPE)

STEP 4A: (IF USING A HARDWIRED ETHERNET CONNECTION)



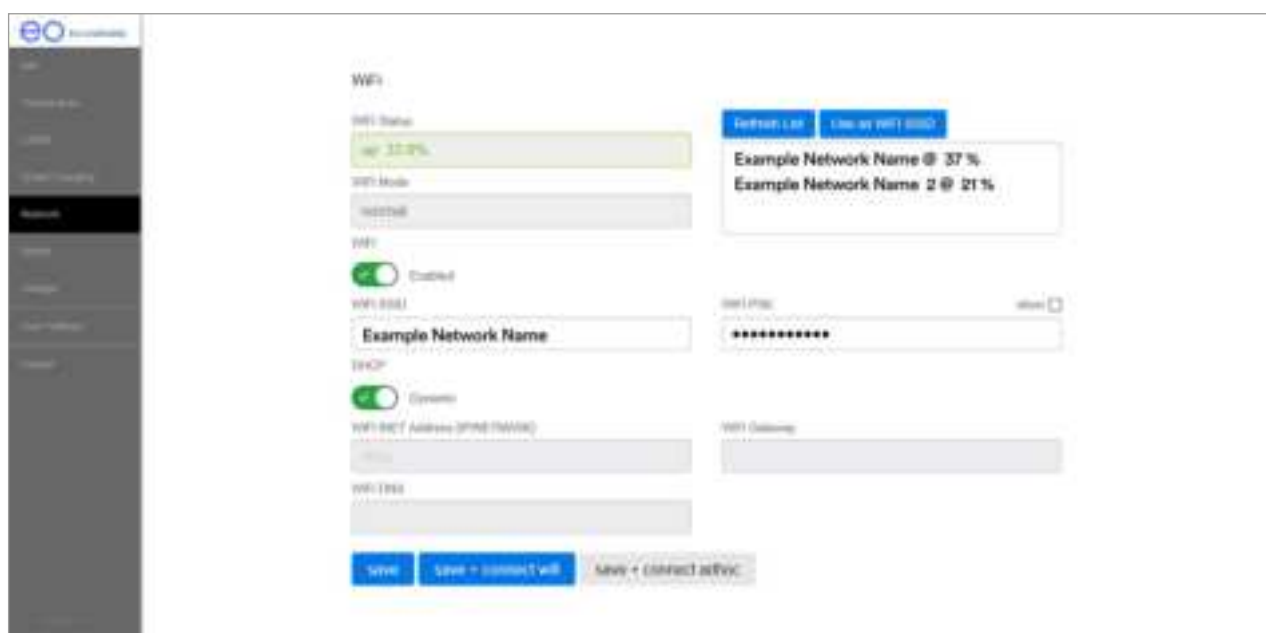
1. Confirm **Ethernet** status says “UP”.
2. Confirm the charger is connected to the ev.energy platform by following **step 4D** below.
3. If so, log out and wait 10 minutes.
4. Check the **ev.energy app** to confirm connection.

Note: If Ethernet status is Down/Red, contact ev.energy support for help.

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STEP 4B. IF USING WI-FI



1. Confirm the following:
 - + **Wi-Fi is enabled**
 - + **SSID (Network Name) and Password (PSK) are filled in**
 - + **Signal Strength is above 20%**
2. Click **Save**,
3. Confirm the charger is connected to the ev.energy platform by following **step 4D** below, then **Log out**
4. Wait **10 minutes**, then check the **ev.energy app** for connection

To change Wi-Fi network:

1. In the **Network** page, select a network from the list
2. Click **“Use as Wi-Fi SSID”**
3. Enter the Wi-Fi password (WiFi PSK)
4. Click **“Save”**
5. Confirm the charger is connected to the ev.energy platform by following **step 4D** below.
6. **Log out**
7. Wait **10 minutes**, then check the app

Note: If no networks show up or all have signal below 10%, contact ev.energy support.

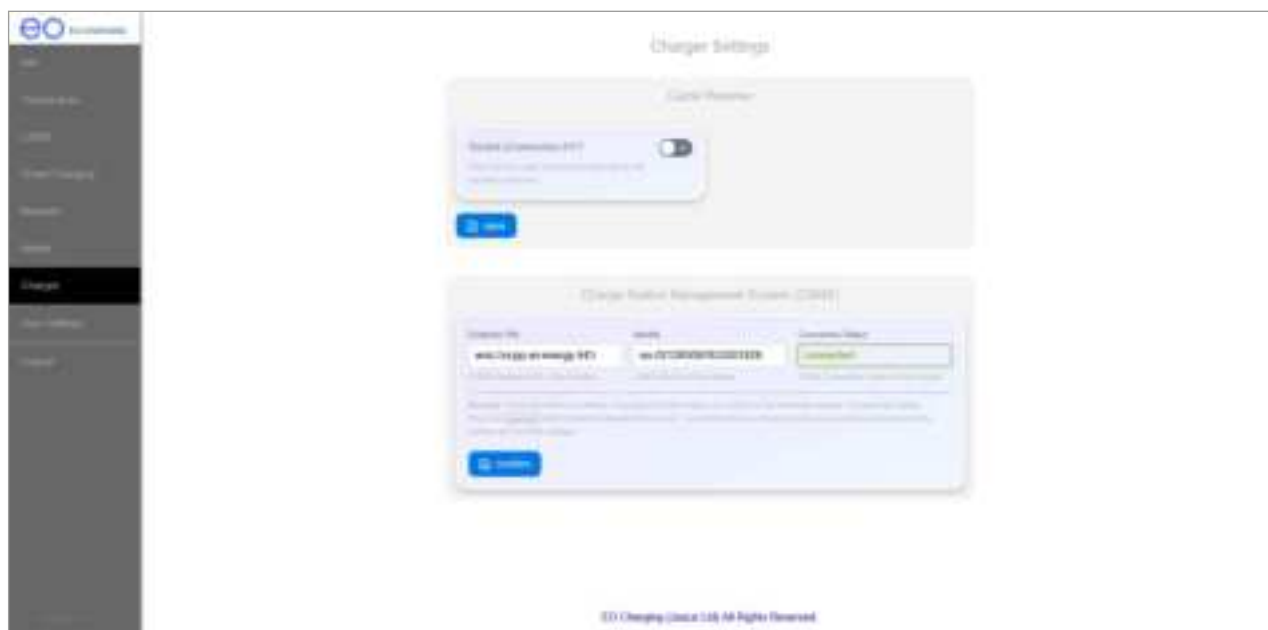
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STEP 4C. IF USING GSM (MOBILE SIM)

If your Mini Pro 3 is connected using GSM, please contact **ev.energy support** for assistance.

STEP 4D. FINAL CHECK: CHARGER PAGE (FOR ALL CONNECTION TYPES)



1. Navigate to the **Charger** page in the portal
2. Ensure Endpoint URL is set to: <wss://ocpp.ev.energy:443>

Still not working? Please contact **ev.energy support**.

→ 5.0 INSTRUCTIONS FOR FIRMWARE 1.4.5 OR EARLIER (E.G., 1.3.0, 1.3.5)

1. Power cycle the charger (as in Step 2 above)
2. Wait 10-15 minutes and check:
 - + **ev.energy app**
 - + **or EO Charging app**

If your charger still does not appear, contact **ev.energy support** for assistance.

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→ 6.0 EV.ENERGY SUPPORT CENTRE

Contact ev.energy support via the online chat or email below:

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

Email: support@ev.energy

If possible, please have your **Customer Card** or **charger serial number** ready when contacting us.



