



INSTALLER MILES FOR HOMEOWNERS

Scan the top QR Code on the front of the charger or go onto the 'store' app on your phone and download the **Installer Miles** app

Restart the charger and put it into pairing mode by flipping the RCBO switch on the side of the charger up, then down. The charger's serial number will appear as a hotspot on your phone's available networks to let you know it is in pairing mode.

Open **Installer Miles** and select **Access for Electric Miles Drivers**

On the '**Welcome!**' page select the charger connectivity option.

Select **EVIQ -> EVIQ-7-PRO**

To enter the **Serial Number**, scan the QR Code on the side of the charger or enter the serial number next to the QR Code.

Select Network Setup iPhone

- If connecting to Wi-Fi Router of house wirelessly turn the toggle on and enter the Wi-Fi name and password.
- If Connecting to the Wi-Fi via LAN please toggle this option on, but do not plug the cable in yet until commissioning is completed.

Select Network Setup Android

- If connecting to Wi-Fi Router of the house wirelessly turn the toggle on, then select set up.
- Select the "other" option and enter your Wi-Fi details manually and save.

Charging Mode

- Select how you wish to use the charger.
- Plug and Charge means that when you have plugged the charger in there will be a 10-minute randomised delay and then the car will start charging.
- App Mode allows the homeowner to utilise the charger and its smart features. In app mode you can enter your smart tariffs, schedule charging hours and create boost charges.

Please check the charger is still in pairing mode by going back onto your phones available Wi-Fi networks and seeing if the serial number is still appearing. If it is not appearing, then please restart your charger by turning the RCBO switch off then on again and wait for the SN to reappear.

Once you have confirmed the charger is in pairing mode select next at the bottom, then continue, then join.

The page should go **green**, and the charger installation/commission is complete.

If the page is **red** and says unable to join network, please see the list of things to check with your EV Charger and router.

- The charger is turned on – is the EV-IQ Logo lit up
- The charger is in pairing mode – is the SN of the charger appearing as an available network
- Is your Wi-Fi network speed set to 2.4 GHz, as opposed to 5 GHz. If it is 5 GHz, please can you contact your network provider to find out how you can change this to 2.4 GHz
- Is your Wi-Fi name and password under 16 characters. If it is greater than 16 characters, please can you ask your network provider how you can change this.
- Is your Wi-Fi Router more than 5 metres away from the EV Charger. If so, please can you move the router closer to the charger or, can you purchase a Wi-Fi booster to connect the charger to.