



Important information

EVSE Configuration access troubleshooting

Thank you for purchasing your new Anzu Charging electric vehicle charging station, we appreciate your business.

It has come to our attention that some customers are having issues accessing the EVSE configuration page when setting up their new charging station, we have conducted testing to replicate the issue and have found the most likely sources for connection issues;

- **Won't load the EVSE configuration page:** Most commonly with Android devices, when your mobile device connects to the EVSE hotspot it will conduct an internet quality check, as the EVSE does not provide internet services some devices will ask to confirm if you wish to remain connected to this device, it is important that you select 'yes' remain connected. If you select otherwise your device will disconnect and you will be unable to access the configuration page.
- **Connects to hotspot but immediately disconnects:** This is most commonly occurring when phones have a setting on them to source the best connection based on internet or signal strength, if this setting is on, it is possible your device will disconnect once it ascertains the EVSE hotspot cannot provide internet access, if this occurs, please switch off this setting until configuration is complete.
- **Entered password on EVSE configuration page but doesn't log in:** This issue can occur when your phones internet security settings interfere with the loading of the EVSE configuration page, as we have used a webpage format but without access to internet the internet security cannot verify the page is safe to open and 'freezes' on the login page. To overcome this issue temporarily switch off any internet security software, this is a common issue when using Chrome to access with iPhones as it appears to default to 'safe browsing' setting on, when installed. (QQ browser and Chrome have proven the least sensitive, so long as the Chrome setting is temporarily disabled).

As always, we will work on ways to overcome these issues, however as they are to do with settings on individual devices we have been unable to rule out all possible settings which can interfere with the process.

If you have any issues logging in, please feel free to contact us via 1300 870 037 or info@anzucharging.com.au & we will work with you on trouble shooting any potential issues.

Thank you for your business.

Regards,

Anzu Charging Pty Ltd