
Troubleshooting of “ChargerConnect” APP.

2021-05-26

1. Please confirm that the APP name and Bluetooth Dongle model you are using are correct

APP Name: ChargerConnect

Bluetooth Dongle: BT10

2. Unable to download APP installation files.

Android version: scanning APP QR code from the Bluetooth Dongle (BT10) user manual by your mobile phone. If you cannot access it properly (some country and areas may not be able to access the Chinese website), you can contact the seller and asking them send you the APP installation file(.APK format) directly, it will working after you copy installation file to the mobile phone.

IOS version: scanning APP QR code from Bluetooth Dongle (BT10) the user manual by your mobile phone. or go to Apple APP store, searching for "**ChargerConnect**" for download.

3. Failed to install APP.

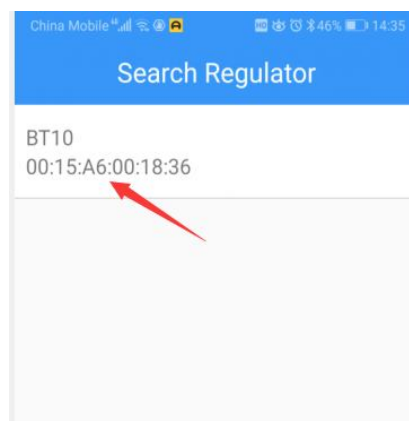
Android version: make sure the phone Android version 5.0 or above.

IOS version: make sure apple version 5 or above.

4. Mobile Bluetooth device list can search the device name, but can not connect successfully, you need to enter a password

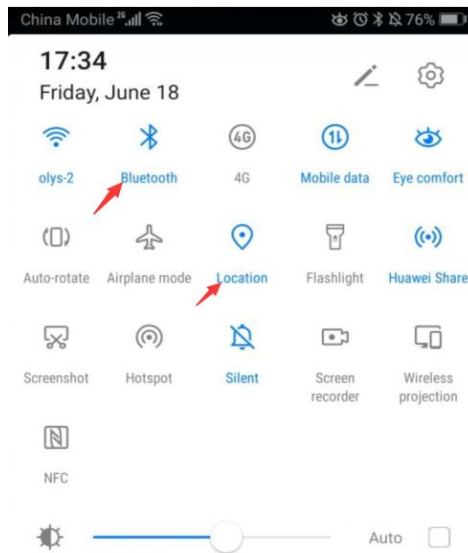
With Android phones, when you try to open Bluetooth pairing, there will asking the pass code, it is not the requirement from App, but from the Bluetooth, and that way is wrong to pair.

Please open the App "chargerconnect", search for the device name BT10 in the app, and then click and connect;



5. Phone could not pairing to the Bluetooth Dongle (BT10).

- App couldn't display device name BT10, Please keep your mobile phone "location" and "Bluetooth" function are on



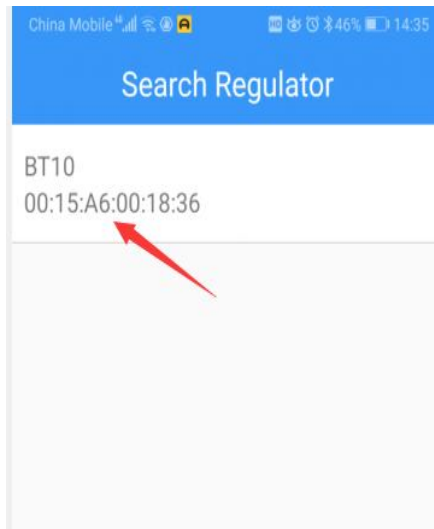
- Please make sure that the Bluetooth Dongle cable plug is reliably connected to the host. Before the APP is connected, the indicator LED of the Bluetooth Dongle will flash. If the indicator LED does not respond, please plug it in again.



- Make sure the controller is in a normal working state, at least the battery needs to be connected.
- Run the APP and click the automatically displayed device name BT10 to add the device.

6. The APP cannot connect to the Bluetooth Dongle, and there is no data.

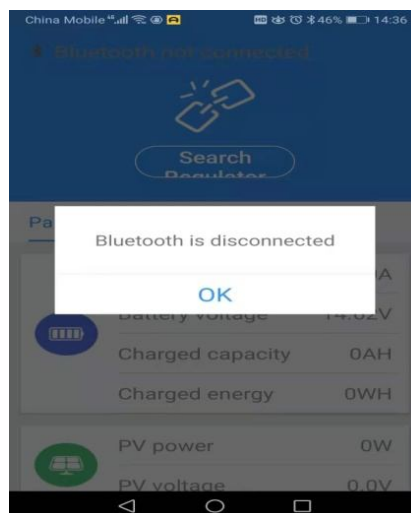
- It is necessary to ensure that the distance between the Bluetooth adapter and the Phone is within 10 meters.
- The controller and BT10 cannot be installed in a metal shielded area ;
- Only one phone can pairing to a Bluetooth device at one time, other phones must exit APP, and disconnect Bluetooth.
- You need click the device name "BT10" to start working.



- Manually reset the Bluetooth Dongle



7. After the app is running, when the distance between the mobile phone and the BT10 of the (RV) Bluetooth module exceeds 10 meters, the Bluetooth connection will be automatically disconnected. Click "OK" and the app will automatically exit



8. If you need to use app again to view data, please click "chargerconnect" again.