Instructions

Preparation for support





For optimal preparation for the support case, please download "AnyDesk" free of charge. <u>Attention! TeamViewer is not possible</u>.

Download-Link AnyDesk: <u>https://anydesk.com</u>

Please click on "Download Now"

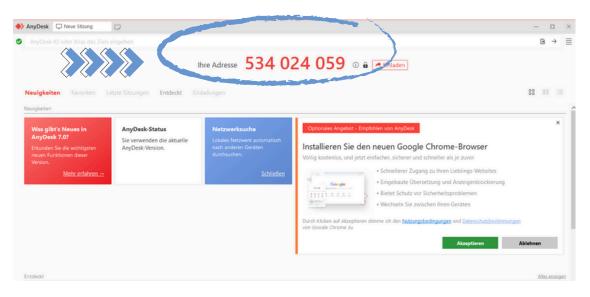


The file "AnyDesk.exe" is now in your download folder:





Please have the 9/10-digit number ("Your address") in red ready.







more Information: www.echarge.de

eCharge Support: +49 9666 188 00 50



HARDY BARTH emobility

Preparation for support

2. Preparing the surface of the wallbox

Log in to the web interface of your WLAN router (e.g. FritzBox, Telekom, etc.)

FRITZ!Box 7590	···					De	Deutsch English Inhalte Kundencenter		
FRI12:BUX / 390	Speedport Smart 3	Obersicht	Internet	Telefonie	Netzwerk	Crostellurge	n Hille	Abmelden	
mmen bei ihrer FRITZIBox	Verbundene Geräte Mesh-Einstellungen	Einstellungen zu					Sicherheits-Status		
elden Sie sich mit ihrem Kennwort an.	WLAN-Einstellungen	* Zugangsbesc	hränkung	Was hade and To	pangsbeschränkun		WLAN verschüsselt Assicht		
Kennwort 🔹	WLAN Zugriff verwalten	Alle Geräte im WLAN zulassen					Expertermodus		
Armelden	WLAN-Access-Point Heimnetzwerk (LAN)	O Nur bestimm	nte Geräte im WLA	N zulassen			Telekom Datenschutz		
Anmelden	Netzwerkspeicher			Abbred	hen Sp	eichern	WLAN TO GO Status		
		▶ Geräte zum W	/LAN hiszufügen				W HOTSPOT Aldar		

<u>Or</u>

Download the Advanced IP Scanner free of charge.

Download-Link Advanced IP Scanner

https://www.advanced-ip-scanner.com



The file "Advanced IP Scanner. exe" is now in your download folder:

"Open file"



"Run" is sufficient for this



Now you can call our Support

more Information: www.echarge.de eCharge Support: +49 9666 188 00 50