



# Wi-Fi connectivity guidelines

Your Grizzl-E Smart charger will perform best with a stable and strong Wi-Fi internet connection. Weak or unstable internet connections can limit performance and prevent communication with your charger.

## Basic requirements

- ✓ 2.4 GHz band Wi-Fi network (not 5 GHz)
- ✓ Signal strength of  $-67$  dBm or greater where the charger is located
- ✗ Some firewalls may prevent or disrupt charger communications

## Testing Wi-Fi signal

Check your location's Wi-Fi signal strength to ensure a quality EV charging experience. There are many third-party mobile apps available for testing Wi-Fi signal strength.

## Improving signal quality

For locations that don't have a sufficiently strong Wi-Fi signal, consider changes to improve signal quality:

1. The simplest solution is to move the Wi-Fi router. It should be as close to your EV chargers as possible.
2. Wi-Fi repeaters or extenders can boost the signal of existing access points. Connect Grizzl-E Smart directly to the ISP gateway when possible.
3. Multiple access points may be required to provide network coverage.

If you are experiencing difficulties, open a technical support ticket:  
<https://autochargers.zendesk.com/hc/en-ca>



## 2.4 GHz band Wi-Fi Network:

Grizzl-E Smart only connects to a 2.4GHz Wi-Fi frequency. Ensure your network has a dedicated 2.4GHz Wi-Fi band with its own SSID.

Before connecting Grizzl-E Smart, check the network frequency in network properties on your PC or Android.

For Dual Band 2.4GHz/5GHz Routers do one of the following:

- Create a separate SSID for the 2.4GHz and 5GHz network. For example, network\_name\_2.4G and network\_name\_5G.
- On Routers that have the ability, turn off 5G band and connect to 2.4GHz band.
- Install a 2.4GHz Wi-Fi extender with a separate extension network for the charger.

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