

# App FAQ

## No. Questions

## Answers

1. How to pair phone with TeltoCharge?

To pair new phone with TeltoCharge, charger has to be in a recovery mode.  
Reboot the charger and press "Add new device" in the Teltonika Energy app.  
Select your charger and wait for the Bluetooth pairing request table to pop up.  
Write down last 6 digits of security code to start pairing process.  
After successful pairing main window should open.

*Note: charger can be paired only in a recovery mode. Charger goes into recovery mode for 5 minutes after every reboot. If security code was entered incorrectly for 3 times, pairing becomes impossible and charger has to be rebooted again.*

**If TeltoCharge is not pairing, try to go to the phone Bluetooth settings, find the charger and press forget this device, reboot the charger and try pairing process from the beginning.**
2. How to access the installer settings?

To access the installer menu, first TeltoCharge have to be paired with phone via Bluetooth and after finishing setup installer can access installer menu through settings with security code.
3. Can I increase charging speed?

Charging speed depends on input voltage and current. User can change current through TeltoCharge application > settings > Load balancing. The maximum current is set by the installer in the installer menu. User can only lower or set current up to maximum installer set.
4. How to set maximum power limit?

Maximum power can be set through installer menu > Max power from grid. Maximum current should be set by installer in accordance on the electrical load in the area. User have the ability to lower the current with Load balancing function any time or increase up to maximum installer set.
5. How to reboot TeltoCharge?

To reboot charger go to TeltoCharge application > settings > Reboot device.
6. How to reset TeltoCharge?

To factory reset device, go to application settings > Device info > and press Restore factory default settings. **Note: these settings restore only user settings. Settings which are set through Installer menu won't change.**
7. How to find which app version I'm using?

To find app version go to main Teltonika Energy page and pres setting icon. At the bottom of the window you will see app version


8. How to find which Firmware I'm using?

To find firmware version go to TeltoCharge menu and press settings. Scroll down, open device info tab and press check for updates. In the table at the top of the window you will see firmware version which is currently installed.



9. Why is my 22kW charger not charging with 32 amperes current?

1. It could be about **selected options** in your mobile application. **Load balancing** option in your menu have to be set to maximum - 32 amperes. **Max power from grid** option in the installer's menu have to be set to 32 amperes. **Three phase charging** option have to be turned on.
2. **Your EV does not accept that much power.** For example, „**Chevrolet Spark**“ can accept only 3.3 kW power from any charging station, so it will not charge faster with more powerful charging station.