

1. Before Installation Day

Register Chargers

Before installation day, register chargers with the AmpUp system, so you can easily bring them online during installation.

Scan QR code to begin the 3-step process, which takes less than 5 minutes to complete. You'll need the following information:

1. **Installer contact** information (email confirmation will be sent here, to be used during installation to start charger verification)
2. Charger **site location address**, type, and electric panel limit
3. Charger **model and quantity**
4. **Site host contact** information: name, email address, phone number



Scan QR code with your phone's camera to begin registration, or click here: register.ampup.io

2. During On-Site Installation

Verify Chargers

Install the charger(s). Then confirm connectivity for each unit:

1. On mobile or web, **find email confirmation** titled 'EV Charger Registration Complete'
2. **Click 'Start Verification' link** from email to start the self-service verification process
3. **Scan QR code** unique to each charger, in order to verify unit is connected to AmpUp
4. Receive successful verification email confirmation, or see troubleshooting tips for help

3. Troubleshooting Tips

If you encounter issues during charger verification, check the following:

- ✔ **Cellular connectivity** - How strong is your phone's network or wifi connection?
- ✔ **Charger connectivity** - Is the charger's SIM card installed correctly and communicating with the network provider? (Or has the charger connected successfully to the internet via wifi or ethernet?) Are the unit's lights indicating power and connectivity?
- ✔ **Charger configuration** - Are the charger's firmware settings configured correctly?



Still have questions? Our team is ready to help. Call **833-692-6787**

4. After Installation

Using the email provided during charger registration, AmpUp will reach out directly to the site host (customer / charger operator) for onboarding to manage their charger and handle support requests and questions. You can also call or email us at any time with any questions as an installer/professional.