Troubleshooting

What to do when Battery Monitor can't find or connect to your battery, an alarm shows, or registration fails.

The app doesn't find the battery

- **Bluetooth is off**: turn on Bluetooth on the phone.
- **Permissions required**: Battery Monitor needs Bluetooth, and on Android also **Nearby devices** and **Location**. If the app says **Bluetooth permission needed**, tap **Open settings** and allow them.
- **No devices found**: make sure the battery is switched on and you are within a few metres, then tap **Scan again**.
- Only one phone can connect to a battery at a time: disconnect it on any other phone, and close other Bluetooth apps.
- **This battery is not compatible with our app**: Battery Monitor works with Batterieslab batteries.

It connects but drops

- Move closer: **The battery didn't answer in time** means the signal is weak.
- After a dropped link the app retries a few times, then shows **Disconnected**: tap **Connect** again.
- Keep the app open: Battery Monitor doesn't stay connected in the background.

An alarm shows

Read what it protects against in Reading the app. Remove the cause: let a hot battery cool down, warm a cold one before charging, reduce the load, or charge an empty battery. If the alarm stays or comes back, open a support case with a screenshot.

The battery doesn't charge

- **Charge Temp Too Low** or **Too High**: the battery is outside its charging temperature.
- **Cell Voltage Too High** or **Pack Voltage Too High**: it is full, or the charger's voltage is too high. Check the charger is set for LiFePO4: Charging.
- **Charge FET OFF** without an alarm: contact us.

Registration fails

The app says	What to do

This battery is registered to another account	Ask its owner for a transfer code, or contact us with your proof of purchase.
This battery's code didn't match	Connect to the battery again and retry.
Too many failed attempts / Too many wrong codes	Wait an hour, or email info@batterieslab.gr.
Connect over Bluetooth	Registration needs a Bluetooth connection: connect to the battery, then register from its page.
The date of purchase can't be in the future	Pick the date on your invoice.

Signing in

- **The email or password is not right**: check both, or use **Forgot Password?**.
- **Confirm your email**: open the link we sent; **Resend link** sends a new one (once a minute).
- **This link has expired or was already used**: ask for a new one; links work for one hour.
- **An account with this email already exists**: use **Log In** instead of **Create Account**.

Ermis and internet batteries

- **Ermis Cloud isn't set up for this battery**: request access from the battery's menu (ï.
- **Key no longer valid**: the key was regenerated or revoked; open ï→ **Ermis Cloud key** and enter the new key in the battery's settings page.
- **The battery is offline**: check its power and network connection, and that its key is the current one. See Ermis and Ermis Cloud.

Still stuck?

Open a support case from Battery Monitor, or email **info@batterieslab.gr** with the battery's serial number and what you see.