

How to recover the bluetooth if the programme get lost(check the first document how to identify if the programme get lost or not)

Solution 1.

If your BMS have Uart function and Uart cable, and you have a computer with you.

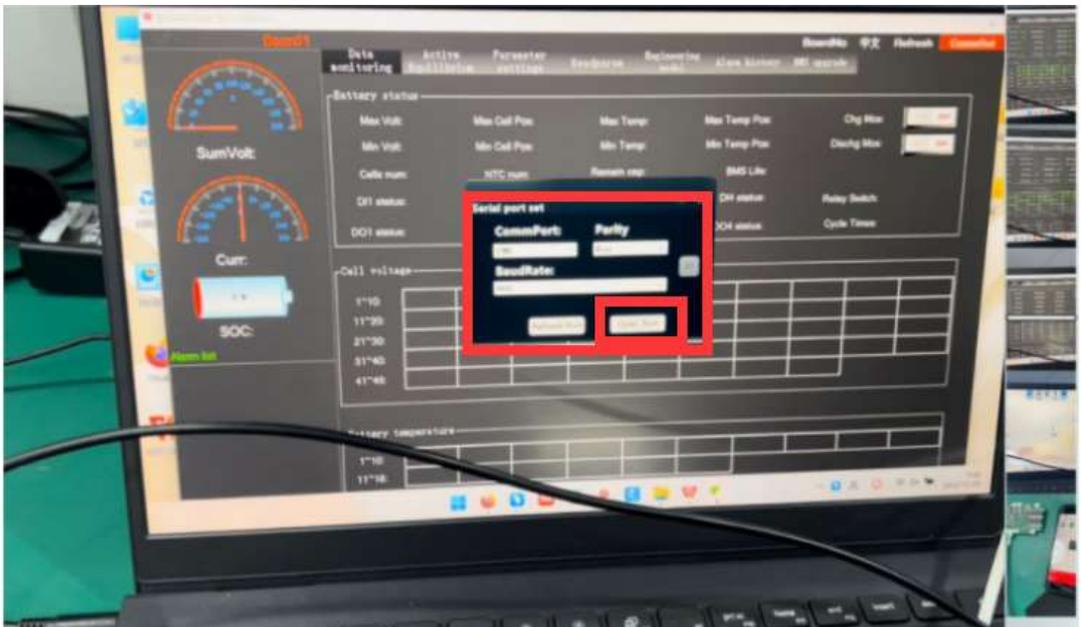
1. Connect the Uart cable with the computer and BMS(don't plug other USB on the computer except mouse)
2. Click PCmaster,click open



Click the right up button.



Select right comm, click open



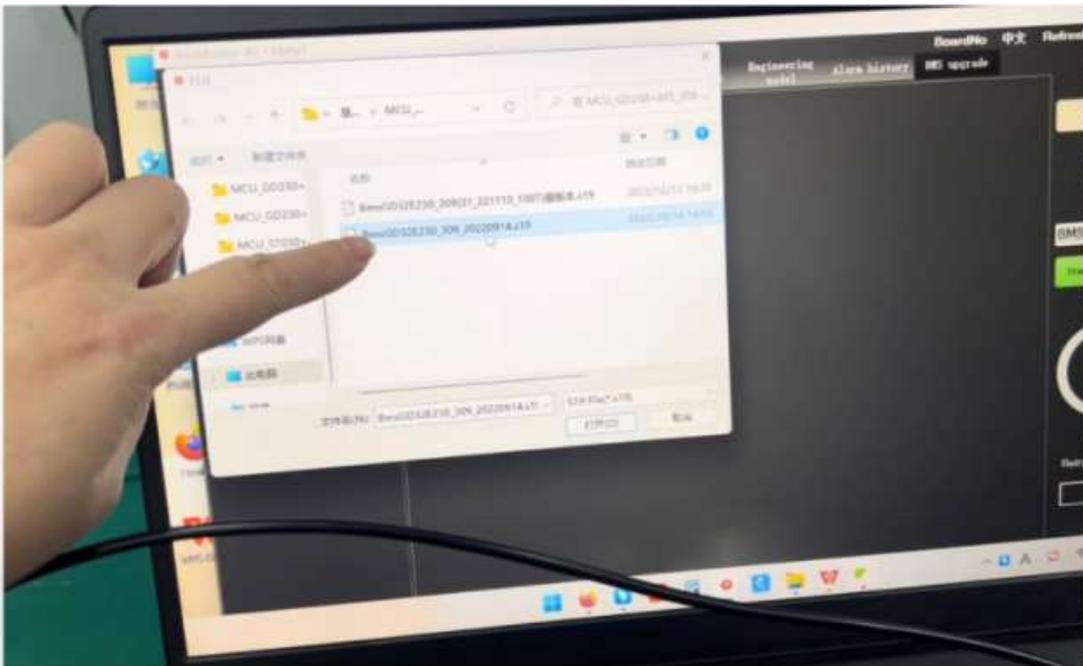
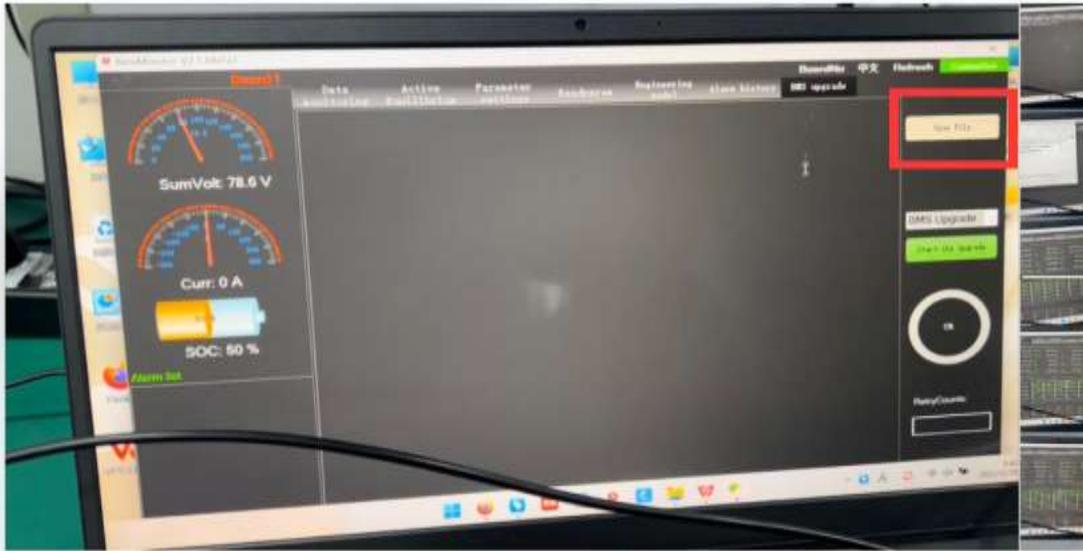
3. The interface shows the data, and the bms life is changing, means already connect successfully. If shows no data, try the above procedures again.



4. Click BMS upgrade on the right top button,



5. Select the right firmware(remember where you put the firmware) click upgrade button, this procedure will take 15-30 minutes. If the firmware is wrong, it won't run,if this happens,send the screenshot to customer service ask for another firmware. If the firmware is correct, it will start run, from 0-100%, just wait for it done successfully.



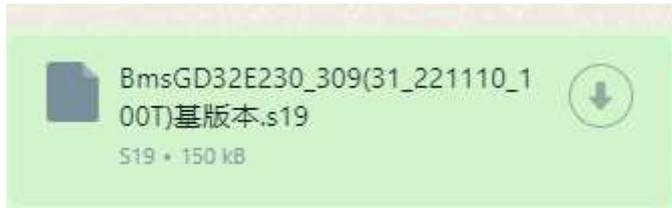
Just wait for it runs 100% then everything will be done.

6. Exit the PCmaster, enter again.
The data will show normal as before.

Solution 2.

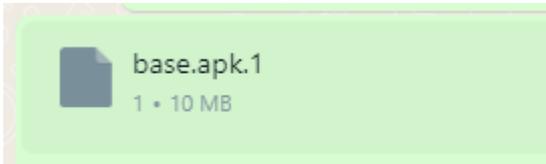
If you don't have computer or you want to use phone to operate, these are the procedures.

1. Save the firmware from our customer service, remember the link of where you store in your phone. ! The firmware is different of each kind of BMS, please provide the front and side picture of the BMS, the invoice you purchase for us to confirm.



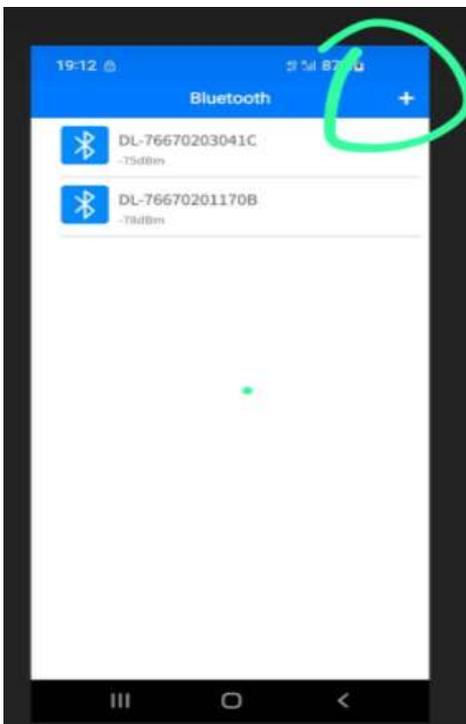
Example:

2. Save the base.apk, click the base.apk, find out the firmware before we sent to you.



APP download link <https://www.pgyer.com/AX5L>

3. It will come to this page, press + on the right top, find out the firmware before we sent to you. And select your bluetooth name.

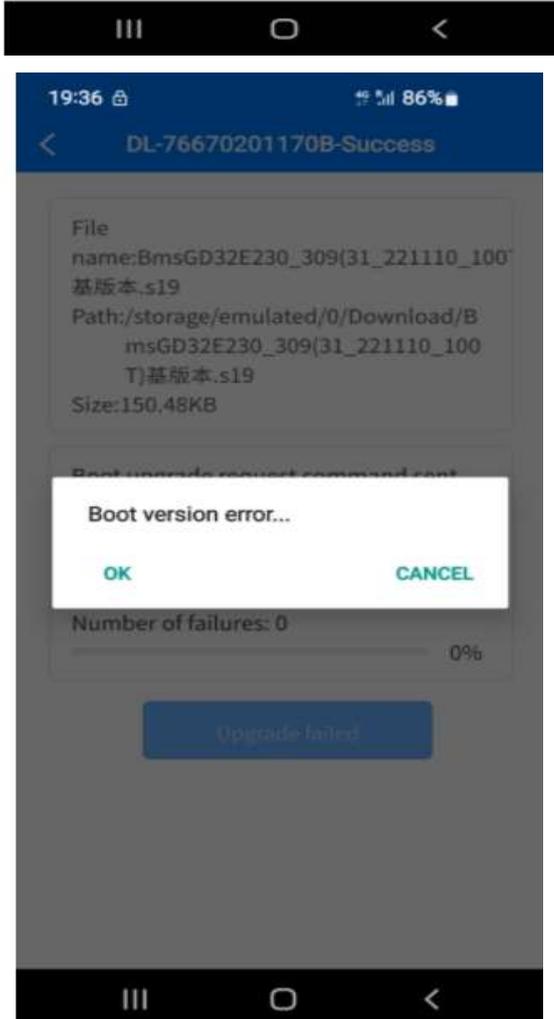


4. If the firmware is mistake, the upgrade will say "failed"

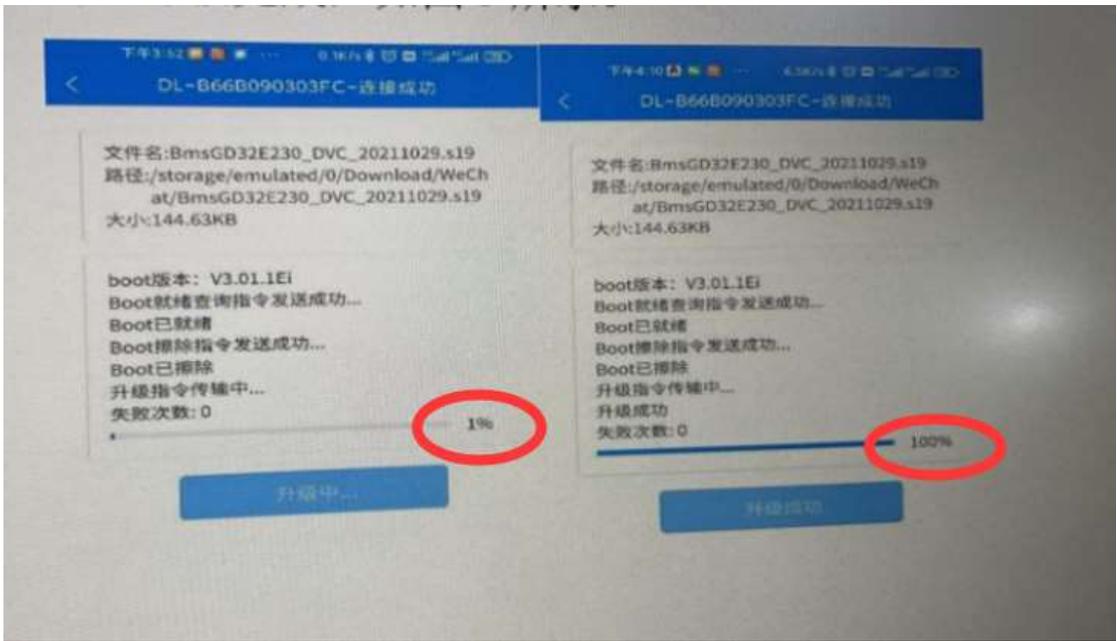
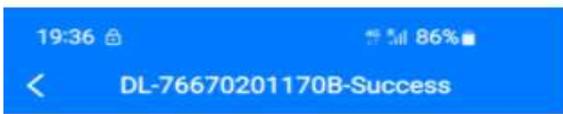


File
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基版本.s19
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msGD32E230_309(31_221110_100
T)基版本.s19
Size:150.48KB

Start upgrade



Send this screenshot to customer service, try another firmware. If the firmware is correct, it will show success, the start upgrading,



5. After upgrading to 100%, open the smart bms app, it will show the correct data, but please don't click the bottom icon "software upgrade" again. The upgrade icon will remove soon by our engineers. If can't show normal data, you can download the old version V2.0.0.



Please don't click upgarde!!!

Thanks for reading! Sorry for all the inconvenience.

Any questions, please contact customer service.

Have a good day!

