

STEP 1

Provide Customer Support Team with email addresses for the maintenance personnel and contractor/installer.

We require email addresses to:

- Send the LightGuard service terms and conditions for approval.
- Provide login information for the onsite EverGen Setup App.
- Send confirmation that an EverGen was set up correctly.
- Send maintenance notifications from the EverGen.
- Provide login information for LightGuard Plus dashboard (optional add-on).

STEP 2

Ensure your contractor has the right onsite tools.

- Smartphone or tablet built within the last three years (Android 5.0+ and Bluetooth Low Energy 4.0+).
- The EverGen Setup App (see Step 3).
- Email ID and password provided by Sol Customer Service.
- A printed copy of the Order Confirmation with barcode.



Maintenance personnel will get an email notification when the setup process is complete.

STEP 4

Log in to the app.

The contractor uses the login information from Step 1 to get started. Once logged in, the email ID and password are saved in the app for two weeks.

STEP 3

Download the app.

From a smartphone/tablet, the contractor can go to the Google Play Store and search for "EverGen Setup App" by Carmanah Technologies, or [click here](#).



If the app is not showing up in the Google Play Store, the phone/tablet may not be compatible. Try installing on another Android phone/tablet.

STEP 5

Access the order information via the app.

Prior to installation, the contractor can use the app to access the order information, either by scanning the barcode on the Order Confirmation Document or by typing in the number manually. This requires an internet connection.



If there will be no internet access onsite, the contractor should download order information before arriving. After downloading the order information, the contractor can complete the rest of the steps even while offline. Order information remains available in the app for two weeks.

NEXT STEPS: Follow the EverGen Setup App onsite.

