

Chargesafe FAQ Guide

Q: Does the locker remain locked after my charging time is up?

A: Yes, the door will stay locked until you re-enter your details to retrieve your phone, but after the charging time is up, your phone will not receive charge.

Q: Each locker has 2 cables, does that mean I can charge 2 phones at once in a locker?

A: Yes, however, these cables share a power source, so if 2 phones are charging at the same time, they will both charge at a slower rate. The 2-cable design is intended to ensure that every phone is covered, as the two cables in a locker are different.

Q: Does the Chargesafe offer free wifi to centre visitors?

A: No, please feel free to access the centre-wide free wifi available, provided by Stockland.

Q: How do I help a customer who has forgotten their PIN, or typed their phone number in incorrectly?

A: Follow the admin override instructions:

1. For security purposes, ask the customer to recite their phone number to you before beginning this process, to ensure they are not attempting theft.
2. Touch the very top left corner of the screen, above and to the left of the Chargebar logo. This will bring up a number pad.
3. Enter the code **"887426"** on the pad, and press **"Sure"**
4. Select **"Pin"**, and enter the code **"818265"**. This will bring up a list of all PIN numbers and phone numbers entered by customers.
5. Ensure that the phone number recited to you in **step 1** by the customer is at least very similar to the number displayed. Record the details.
6. Press **"cancel"** until you are returned to the main menu.
7. Select **"retrieve device"**, and go through the customer phone retrieval process, entering the correct details collected in **step 5**.

Q: I need to retrieve a phone urgently, I do not have time to go through the admin override process, what should I do?

A: Use the key provided to open the Chargesafe, on the left of the door are 5 manual releases for the lockers, press the corresponding release to open the locker. **Do not put phones in the locker this way**, they will not charge, and will require the key for retrieval.

Q: I opened the locker door manually, and the Chargesafe still says the locker is in use. How do I fix this?

A: Now that the phone has been retrieved in an urgent manner, you may reset the locker by following the admin override process to enter the original details into the Chargesafe.

Q: I have a question that isn't covered here, what should I do?

A: Send an email to info@chargebar.com.au , someone will help you promptly. If the matter is urgent,