

# How to fix CR-error

There are 2 ways of re-setting your scooter.

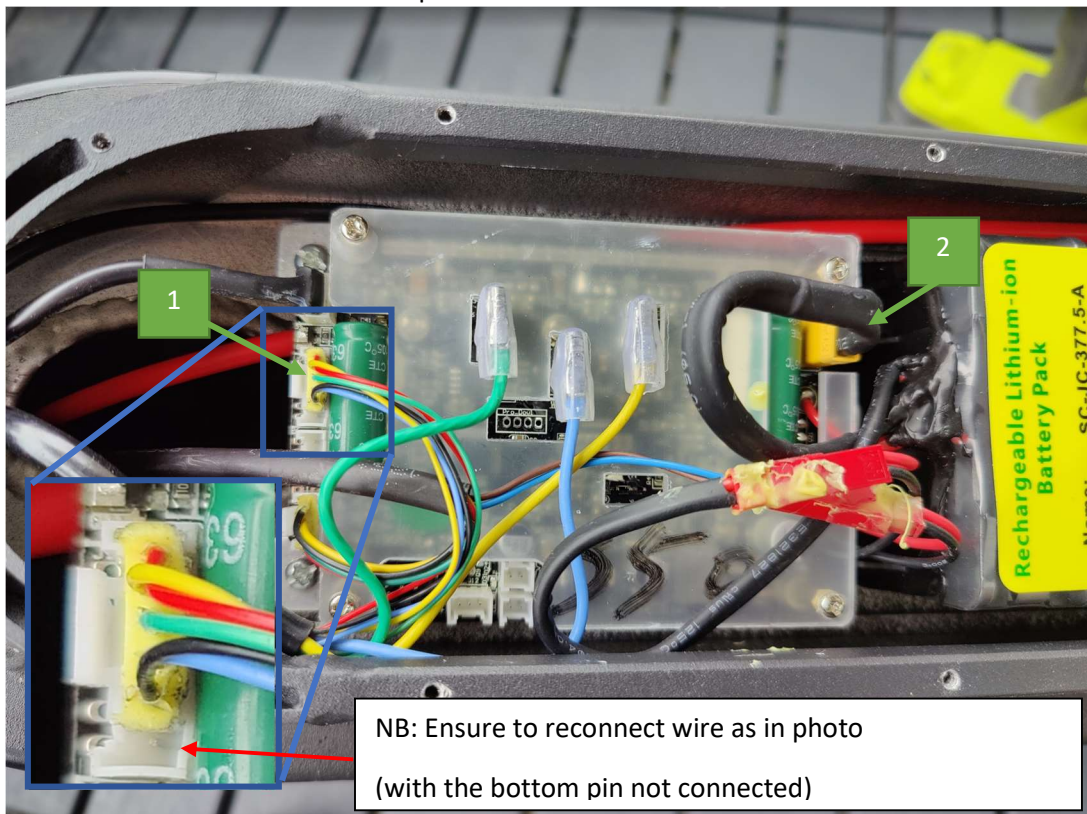
## Soft re-set:

Press the power button for 10 seconds.

## Hard re-set:

### Step 1: Reset the scooter to factory mode

1. Remove the bottom cover (remove all screws and lift it away)
2. Disconnect wire 1 and wire 2 as in photo below:



3. Reconnect wire 2
4. Turn on the scooter with the power button and ensure that display shows "00/UP"

### Step 2: Update firmware of the scooter

5. Open the app "Eway Scooter" (Make sure you have latest version of app. If in doubt: Uninstall and reinstall. App can be found in App store / Play Store)
6. Turn on the scooter ("00" or "00/UP" should show in display)
7. Connect to the scooter through the app (Press Bluetooth button in app if the device does not show up automatically)
8. When connected: Go to Settings -> Firmware Upgrade and start the update (The update might take up to 10 minutes. Do not close the app while updating)

### Step 3: Check that the scooter boots up and that it works.

1. Reconnect wire 1 (ensure correct position as in photo)
2. Remount the bottom cover

*NB! If the steps below for some reason don't work:*

1. What went wrong?
2. Which phone was used? If you used a Iphone, then try the same procedure but updating with an Android phone. Did you use an Android phone, then try the same procedure with a Iphone. This can fix the problem.
3. What is the "Serial Number" of the scooter? (Can be found in Settings -> Device Info)
4. What is "Firmware Version" of the scooter? (Can be found in Settings -> Device Info)
5. What is the app version (App version can be found in App store / Play Store)