# Home Charger User Guide App Autel Charge

2022.04



### **Autel Charge APP Overview**

The Autel Charge app allows you to track, manage, and optimize EV charging. The app also allows you to start, stop, and schedule charging remotely.



NOTE: This user manual is only applicable to customers of the Home Charger. The screens or functions marked on the left (1-6) are only applicable to the users of the Public Charger. These contents will be placed in the instruction manual of the Public Charger, which will not be introduced in this manual.

### Contents



#### **1**, General Procedures

- 1.1 Download the app
- 1.2 Log in
- 1.3 Link the Charger
- 1.4 Connect the Charger
- 1.5 Set up before Charging
- 1.6 Start Charging
- 1.7 Stop Charging

#### 2、Charge Screen

#### 3、Me Screen

- 3.1 Message
- 3.2 User Info
- 3.3 My Charger
- 3.4 Charge History
- 3.5 Feedback & FAQ
- 3.6 Settings
- 3.7 About

# **1.1 Download the App**

The Autel Charge app is available for both iOS and Android mobile devices.



For iOS users, download the app from the Apple App Store.



For Android users, download from the Google Play Store.

# 1.2 Log in

Open the Autel Charge app on your mobile device, and log in with your **phone number** or **email**. If you do not yet have an account, register with your phone number first.



# **1.3 Link the Charger**

To link the charger, scan the QR code or enter SN+PIN code on the Quick Reference Guide.



# **1.4 Connect the Charger**

You can use any of the following options to connect your charger:

- a) Via Bluetooth.
- b) Via Wi-Fi, or LAN.



Bluetooth

| 5:28                           | MG                      | • •:             |      |      |                  |                |      | ♥ 0                           |
|--------------------------------|-------------------------|------------------|------|------|------------------|----------------|------|-------------------------------|
|                                | Configure Wi-Fi         |                  |      |      |                  |                |      |                               |
| Γ                              |                         |                  |      | Gues | t                |                |      | ٦                             |
|                                |                         |                  |      |      |                  |                | Ğ    | 2                             |
|                                | Ca                      | ancel            |      |      |                  | Oł             | <    |                               |
| autel_                         | Us                      |                  |      |      |                  |                | 2    | i                             |
| OPPO                           | _020                    | 6EC_2            | 2.4G |      |                  |                | £    |                               |
| ۲                              | ÷                       | GI               | F    |      | \$               | - I            | •••• | Ŷ                             |
| <b>q</b> <sup>1</sup> <b>v</b> | <b>v</b> <sup>2</sup> ( | e <sup>³</sup> r | .4   | t s  | y <sup>6</sup> l | J <sup>7</sup> | i°c  | p <sup>°</sup> p <sup>°</sup> |
| а                              | s                       | d                | f    | g    | h                | j              | k    | 1                             |
| 仑                              | z                       | x                | с    | v    | b                | n              | m    | $\propto$                     |
| ?123                           | ©<br>,                  |                  |      | Eng  | llish            |                | •    | 4                             |
| ~                              |                         |                  |      |      |                  |                |      |                               |

Wi-Fi







LAN

#### NOTE:

- 1. Make sure that Bluetooth is enabled on your mobile device in order to properly connect the charger.
- 2. The RFID cards in the package are linked to the charger by default. (If the cards are not linked, please link them yourself according to the follow-up instructions)
- 3. If the power supply is suddenly interrupted, the charger will not be cut off immediately, and the data can be still saved on it.
- 4. We recommend you reinsert the EV charge cable if you want to restart a charge session as some vehicle manufacturers have restrictions on restarting.

a) Set the charge current limit (in amps)





ull 🕆 🔳

OK

39

#### b) Enable / disable the AutoStart function



Skip

c) Set charging price (This step can be omitted on the Home Charger, which is for user reference only.)



d) Other settings

![](_page_11_Picture_2.jpeg)

### **1.6 Start Charging**

1. Remove the charging handle from the holster and insert it into the charge port on your EV to start the charge if the AutoStart function is enabled and no schedule is set (default).

2. There are three other options to start a charge session if the AutoStart function is disabled

![](_page_12_Picture_3.jpeg)

![](_page_12_Picture_4.jpeg)

### **1.6 Start Charging**

a) Tap **Start** on the Charge screen to start a charge session and the Charge screen will display the second image.

![](_page_13_Picture_2.jpeg)

![](_page_13_Picture_3.jpeg)

# **1.6 Start Charging**

b) Or you can tap your **RFID card** on the RFID reader.

![](_page_14_Picture_2.jpeg)

![](_page_14_Picture_3.jpeg)

c) If you have set a **charging schedule** in the Autel Charge app, the charger will initiate a charge session automatically as scheduled. (Scheduled charging scenario.)

#### NOTE:

Ensure your EV is charging. The charging LED on the charger should be flashing green.

If you suspect the vehicle is not charging properly, try reconnecting the charge cable or contact customer service.

### **1.7 Stop Charging**

- 1. To stop charging, you can choose any of the following four options:
  - a) Unplug the charging gun from the vehicle
  - b) Tap **Stop** on the app Charge screen to end a charge session and the Charge screen will display the second image.
  - c) End the charge session by tapping your **RFID card** on the RFID reader again.
  - d) Wait for the charge session to end and no further actions are required. (scheduled charging or AutoStart scenario)

![](_page_16_Picture_6.jpeg)

![](_page_16_Picture_7.jpeg)

# **1.7 Stop Charging**

2. Remove the charging handle from the vehicle charge port and return it to the charger holster.

![](_page_17_Picture_2.jpeg)

Before starting charging, the app Charge screen will display the first or the second image. Once your EV starts charging, the Charge screen will display the third image.

![](_page_18_Picture_2.jpeg)

![](_page_19_Picture_1.jpeg)

#### 1) Charging Information

Charging information is provided on the screen. Your EV model and the charging status will be displayed at the top of the screen.

The center of screen displays the serial number and other information such as energy, duration, cost, and power.

Tap **View More** to check the electrical current and voltage values, as well as the power chart. Two buttons are available on this screen:

— **Cancel**: Tap to go back to the previous screen.

— **Settings**: Tap to go to the Settings screen (also the My Charger screen-P26).

![](_page_20_Picture_1.jpeg)

#### 2) Function Buttons

| Button | Description                    |
|--------|--------------------------------|
| Start  | Tap to start a charge session. |
| Stop   | Tap to stop a charge session.  |

![](_page_21_Picture_1.jpeg)

3

#### 3) Navigation Bar

The navigation bar consists of five options:

- I. Map: Public Charger only.
- **II. Charge:** Tap to enter the main Charge screen and view charging information.
- **III.** Scan: Public Charger only.
- **IV. Battery:** Tap to enter the main Battery screen, where you can check and edit your vehicle and battery information.
- V. Me: Tap to access My Charger, Charge History, Settings, and About information.

### 3. Me Screen

The Me screen allows you the direct access to the My Charger, Charge History, Settings, and About screens.

![](_page_22_Figure_2.jpeg)

# 3.1 Message

The Messaging function appears on the top-right corner of the screen.

![](_page_23_Picture_2.jpeg)

# 3.2 User Info

Set user avatar, user name, etc.

![](_page_24_Picture_2.jpeg)

![](_page_24_Picture_3.jpeg)

#### Assign a name for your charger

![](_page_25_Picture_2.jpeg)

| 16:42 🕈      |                 | •            | 1 ?     | D            |
|--------------|-----------------|--------------|---------|--------------|
| <            | My Cł           | narger       |         | Add          |
| Basic Info   |                 |              |         |              |
| Connecti     | on Status       | ()           | Connect | ed           |
| Charger      | Name AL         | 0010A1GN1C   | 00      | >            |
| Charger      | Location        |              |         | >            |
| Wi–Fi Co     | nnection        |              | Kevin   |              |
| Charge C     | Card            |              | 2       |              |
| Charge Sett  | ings            |              |         |              |
| Max Cha      | rge Curren      | t            | 40A     | >            |
| Autostar     | t               |              |         | $\mathbf{D}$ |
| Set Price    |                 | \$0.         | 16/kWh  | >            |
| Schedule     | 22              | :00-14:00/20 | 0:00    | >            |
| Other Settin | gs              |              |         |              |
| Add to S     | iri             |              |         | >            |
| Charger      | Info            |              |         | >            |
| Firmware     | Update          | Up           | to date | >            |
| Reboot C     | Cha <u>raer</u> |              |         |              |

![](_page_25_Picture_4.jpeg)

#### Set the location of your charger

![](_page_26_Figure_2.jpeg)

| 16:42 🕇         |             | .ıl 🗢 🔳      |
|-----------------|-------------|--------------|
| < N             | /ly Charger | Add          |
| Basic Info      |             |              |
| Connection St   | atus        |              |
| Charger Name    | AL0010A1G   | N1C000069 >  |
| Charger Locat   | ion         | <b>P</b> >   |
| Wi-Fi Connec    | tion        | Kevin >      |
| Charge Card     |             | 2 >          |
| Charge Settings |             |              |
| Max Charge C    | urrent      | 40A >        |
| Autostart       |             |              |
| Set Price       |             | \$0.16/kWh > |
| Schedule 🕐      | 22:00-14:0  | 00/20:00 >   |
| Other Settings  |             |              |
| Add to Siri     |             | >            |
| Charger Info    |             | >            |
| Firmware Upd    | ate         | Up to date > |
| Reboot Chara    | er          | _            |

![](_page_26_Figure_4.jpeg)

Los Angeles City Hall

Manage the Wi-Fi connection for your charger

![](_page_27_Picture_2.jpeg)

| 16:42 🕇      |                 | чI 🕹         |      |
|--------------|-----------------|--------------|------|
| <            | My Char         | ger          | Add  |
| Basic Info   |                 |              |      |
| Connect      | ion Status      | 🕤 Connec     | cted |
| Charger      | Name AL001      | 0A1GN1C00006 | 9 >  |
| Charger      | Location        |              | >    |
| Wi-Fi Co     | onnection       | 6            | in > |
| Charge (     | Card            |              | 2 >  |
| Charge Set   | lings           |              |      |
| Max Cha      | arge Current    | 40           | A >  |
| Autostar     | t               |              | 0    |
| Set Price    | e               | \$0.16/kW    | /h > |
| Schedule     | 22:00           | -14:00/20:00 | >    |
| Other Settin | ngs             |              |      |
| Add to S     | Siri            |              | >    |
| Charger      | Info            |              | >    |
| Firmware     | e Update        | Up to da     | te > |
| Reboot (     | Cha <u>raer</u> |              |      |

| 7:55 🕅 <b>G •</b> | :                | ♥ 8          |
|-------------------|------------------|--------------|
| <                 | Wi-Fi Connection |              |
| Current netw      | vork             |              |
| ✓ Guest           |                  | ((+          |
| Networks          |                  | С            |
| test_1            |                  | ₿ ङ्         |
| OPP0_0206E        | C_2.4G           | <b>₽</b> 🔶   |
| autel_Us          |                  | <b>▲</b> 🔶   |
| autel             |                  | ((•          |
| customer          |                  | <b>▲</b> 🤶   |
| Guest             |                  | <b>▲</b> (\$ |
| autel_ydl         |                  | <b>₽</b> 🔶   |
| GlobalWIFI        |                  | ê 🤶          |
| VertivGuest       |                  |              |
|                   |                  |              |

You can add a new charge card by either **entering/scanning** the card number or by holding the card **close to the RFID reader**.

| 7:51 📕 🍽 <b>G </b> : | <b>†</b> | 16:42 <b>1</b> 🕈 🗩                | 7:58 M G 🐮    | <b>†</b> | 7: | 7:59 🕅 <b>G •:</b>   |         | 7:59 🕅 <b>G •:</b> 🔍 🕈 🗎                    |
|----------------------|----------|-----------------------------------|---------------|----------|----|----------------------|---------|---|
|                      |          | < My Charger Add                  | < Manage Card | Add      | <  | Add Card             |         | < Add Card                                  |
|                      |          | Basic Info                        |               | 6        |    |                      |         |   |
|                      |          | Connection Status 🗇 Connected     |               |          | En | Enter card number    | <u></u> | Enter card number                           |
|                      |          | Charger Name AL0010A1GN1C000069 > |               |          |    |                      |         |   |
|                      |          | Charger Location >                |               |          |    |                      |         | Link  |
|                      |          | Wi-Fi Connection Kevin >          |               |          |    | Add Card via Charger |         |   |
| My Charger           | >        | Charge Card 2                     |               |          |    | <b>b</b>             |         | Add Card via Charger 🛛 🗙                    |
| My Cards             | >        | Charge Settings                   |               |          |    | _                    |         |   |
| Payment Manager      | >        | Max Charge Current 40A >          | No data       |          |    |                      |         | AUTEL                                       |
| L Charge History     | >        | Autostart                         | no outu       |          |    |                      |         | e e e e e e e e e e e e e e e e e e e       |
| 7 FAQ                | >        | Set Price \$0.16/kWh >            |               |          |    |                      |         |   |
|                      |          | Schedule ⑦ 22:00-14:00/20:00 >    |               |          |    |                      |         |   |
| Feedback             | >        | Other Settings                    |               |          |    |                      |         | Place the card close to the reading area of |
| Settings             | >        | Add to Siri >                     |               |          |    |                      |         | the charger                                 |
| 1 About              | >        | Charger Info >                    |               |          |    |                      |         | 14  |
| 0 0 🖨 🖿              | ••       | Firmware Update Up to date >      |               |          |    |                      |         |   |
| Map Charge Battery   | Me       | Reboot Charger                    |               |          |    |                      |         |   |

#### Tap the card to **rename** or **unlink** the card

![](_page_29_Picture_2.jpeg)

![](_page_29_Picture_3.jpeg)

![](_page_29_Picture_4.jpeg)

| 8:01 ⊮         | Mana                | ge Card | •              |
|----------------|---------------------|---------|----------------|
| AU<br>CH<br>CA | TEL<br>IARGE<br>IRD | ID: C   | 04BBF652707380 |
| Card na        | me                  |         | >              |
|                |                     |         |                |
|                |                     |         |                |
|                |                     |         |                |
|                |                     |         |                |
|                |                     |         |                |
|                | U                   | nlink   |                |

#### Set the charge current limit (in amps)

![](_page_30_Picture_2.jpeg)

| 16:42 🕇          |              | al 🗢 🔳      |
|------------------|--------------|-------------|
| < My             | Charger      | Add         |
| Basic Info       |              |             |
| Connection State | () al        | Connected   |
| Charger Name     | AL0010A1GN1  | C000069 >   |
| Charger Location | ı            | >           |
| Wi-Fi Connection | n            | Kevin >     |
| Charge Card      |              | 2 >         |
| Charge Settings  |              |             |
| Max Charge Curr  | rent         | 40A >       |
| Autostart        |              |             |
| Set Price        | \$(          | 0.16/kWh >  |
| Schedule 🕐       | 22:00-14:00/ | 20:00 >     |
| Other Settings   |              |             |
| Add to Siri      |              | >           |
| Charger Info     |              | >           |
| Firmware Update  | e U          | p to date > |
| Reboot Charger   |              |             |

![](_page_30_Picture_4.jpeg)

#### Enable/disable the AutoStart function

![](_page_31_Picture_2.jpeg)

| 16:42 🕈         |            | ul 🗟 🛙     | <b>D</b> |
|-----------------|------------|------------|----------|
| < My            | / Charger  |            | Add      |
| Basic Info      |            |            |          |
| Connection Stat | us         | Connect    | ed       |
| Charger Name    | AL0010A1G  | N1C000069  | >        |
| Charger Locatio | n          |            | >        |
| Wi-Fi Connectio | n          | Kevin      |          |
| Charge Card     |            |            |          |
| Charge Settings |            |            |          |
| Max Charge Cur  | rent       | 40A        | >        |
| Autostart       |            | Ţ          | S        |
| Set Price       |            | \$0.16/kWh | >        |
| Schedule 🕜      | 22:00-14:0 | 0/20:00    | >        |
| Other Settings  |            |            |          |
| Add to Siri     |            |            | >        |
| Charger Info    |            |            | >        |
| Firmware Update | e          | Up to date | >        |
| Reboot Charger  |            | -          |          |

#### Set the charge price

![](_page_32_Picture_2.jpeg)

| 16:42 🕇       |                | .iti         | ?∎      |
|---------------|----------------|--------------|---------|
| <             | My Cha         | arger        | Add     |
| Basic Info    |                |              |         |
| Connectio     | on Status      | 🔶 Cor        | nnected |
| Charger N     | Name ALO       | 010A1GN1C00  | 0069 >  |
| Charger L     | ocation        |              | >       |
| Wi–Fi Co      | nnection       |              |         |
| Charge C      | ard            |              | 2 >     |
| Charge Settin | ngs            |              |         |
| Max Char      | ge Current     |              | 40A >   |
| Autostart     |                |              |         |
| Set Price     |                | \$0.16       | kWh >   |
| Schedule      | 22:0           | 0–14:00/20:0 | )0 >    |
| Other Setting | js             |              |         |
| Add to Si     | ri             |              | >       |
| Charger I     | nfo            |              | >       |
| Firmware      | Update         | Up to        | date >  |
| Reboot C      | ha <u>raer</u> |              |         |

![](_page_32_Picture_4.jpeg)

![](_page_32_Picture_5.jpeg)

#### Schedule your charging hours

![](_page_33_Picture_2.jpeg)

![](_page_33_Picture_3.jpeg)

![](_page_33_Picture_4.jpeg)

![](_page_33_Picture_5.jpeg)

#### About the charger

![](_page_34_Picture_2.jpeg)

| 16:42 🕈                |            | ul 🔶 I     |     |
|------------------------|------------|------------|-----|
| < My                   | Charger    |            | Ac  |
| Basic Info             |            |            |     |
| Connection State       | JS         |            | ted |
| Charger Name           | AL0010A1G  | N1C000069  | >   |
| Charger Location       | ı          |            | >   |
| Wi-Fi Connection       | n          |            |     |
| Charge Card            |            |            |     |
| Charge Settings        |            |            |     |
| Max Charge Curr        | rent       | 404        | 1 > |
| Autostart              |            |            | 0   |
| Set Price              |            | \$0.16/kWł | n > |
| Schedule 🕐             | 22:00-14:0 | 0/20:00    | . > |
| Other Settings         |            |            |     |
| Add to Siri            |            |            | >   |
| Charger Info           |            | R          | >   |
| Firmware Update        | )          | Up to date | ə > |
| Reboot Cha <u>rger</u> |            | -          |     |

| Basic Info   Model   Serial Number        | Info<br>Maxi<br>0011A1G  |
|---|--|
| Basic Info<br>Model M<br>Serial Number AE | Vlaxi  |
| Model M<br>Serial Number AE               | Maxi and a second s |
| Serial Number AE                          | 0011A1G  |
| DIN                                       |  |
| PIN                                       | 080  |
| Supplier                                  |  |
| Performance                               |  |
| Maximum Power                             | kW   |
| Maximum Current                           | A  |
| Phases                                    |  |
| Power Board Version                       | V0.99.76   |
| Control Board Version                     | V1.10.22   |

#### Firmware updates

![](_page_35_Picture_2.jpeg)

| 16:42 🕇       |                | al 🗢 🗊         |
|---------------|----------------|----------------|
| <             | My Charge      | er Add         |
| Basic Info    |                |                |
| Connectio     | on Status      |                |
| Charger N     | Jame AL0010A   | A1GN1C000069 > |
| Charger L     | ocation        | >              |
| Wi-Fi Cor     | nnection       | Kevin >        |
| Charge C      | ard            | 2 >            |
| Charge Settir | ngs            |                |
| Max Char      | ge Current     | 40A >          |
| Autostart     |                |                |
| Set Price     |                | \$0.16/kWh >   |
| Schedule      | 22:00-1        | 4:00/20:00 >   |
| Other Setting | js             |                |
| Add to Sir    | ri             | >              |
| Charger In    | nfo            | >              |
| Firmware      | Update         | Un to date >   |
| Reboot C      | ha <u>raer</u> | _              |

![](_page_35_Figure_4.jpeg)

| <  | Firmware   | Update  |   |
|--|--|---|---|
| Automa   | tic Update   |   | $\bigcirc$  |
| When a ne<br>will autom<br>network c<br>approxima<br>to charge<br>feature, yo<br>Bluetooth | ew firmware version is a<br>natically update the firm<br>onnection is required).<br>ately 5–10 min, during v<br>a vehicle. If you disable<br>u can still manually up | available, the cha<br>ware during idle<br>The update proce<br>which time you w<br>e the Automatic L<br>date your firmwa | rger<br>time (A<br>ess takes<br>ill be unable<br>Ipdate<br>re via |
| New  | version of firi  | mware det   | ected   |
|  | V1.10.24C_V  | 0.99.79P  |   |
| Update<br>•ECC:<br>1.10.2<br>•ECP:<br>0.99.7   | e contents:<br>3<br>8  |   |   |
|  |  |   |   |
|  |  |   |   |
|  |  |   |   |
|  | (e) esta taxo  |   |   |

#### Reboot the charger

![](_page_36_Picture_2.jpeg)

| < My             | Charger         | A        |
|------------------|-----------------|----------|
| Basic Info       |                 |          |
| Connection Statu | us 🔶 Co         | onnected |
| Charger Name     | AL0010A1GN1C0   | 00069    |
| Charger Location | ı               |          |
| Wi-Fi Connection | n               |          |
| Charge Card      |                 |          |
| Charge Settings  |                 |          |
| Max Charge Curr  | rent            | 40A )    |
| Autostart        |                 | C        |
| Set Price        | \$0.16          | 3/kWh 🕽  |
| Schedule 🕜       | 22:00-14:00/20: | 00 )     |
| Other Settings   |                 |          |
| Add to Siri      |                 | 2        |
| Charger Info     |                 | 3        |
| Firmware Update  | Up t            | o date 🕽 |
| Reboot Clarger   |                 |          |

![](_page_36_Picture_4.jpeg)

#### Installation Mode

![](_page_37_Picture_2.jpeg)

![](_page_37_Picture_3.jpeg)

![](_page_37_Picture_4.jpeg)

| 8:06 №     | a G •:                   | <b>†</b> |
|------------|--------------------------|----------|
| <          | Installation Mode        |          |
| Serial nun | nber: AE0011A1GXXXXXXXXX |          |
| Current S  | Setting Upper Limit      | 10A >    |
| Charge N   | lanagement Platform      | >        |
| APN        |                          | >        |
| RCD Test   | t                        | >        |
| Local DL   | В                        | >        |
|            |                          |          |
|            |                          |          |
|            |                          |          |
|            |                          |          |
|            |                          |          |
|            |                          |          |
|            |                          |          |

#### Unlink the charger

![](_page_38_Picture_2.jpeg)

| <<br>0110190 | My Char       | ger Add        |
|--------------|---------------|----------------|
| Wi-Fi (      | Connection    | Kevin >        |
| Charge       | Card          | 2 >            |
| Charge Se    | ttings        |                |
| Max Ch       | narge Current | 40A >          |
| Autosta      | art           |                |
| Set Pric     | ce            | \$0.16/kWh >   |
| Schedu       | le 🕐 22:00-   | -14:00/20:00 > |
| Other Set    | tings         |                |
| Add to       | Siri          | >              |
| Charge       | r Info        | >              |
| Firmwa       | re Update     | Up to date >   |
| Reboot       | Charger       |                |
| Installa     | tion Mode     |                |
| Unlink       |               |                |

![](_page_38_Picture_4.jpeg)

## **3.4 Charge History**

Charge History records the total energy and cost of your past charges. You can choose to view the total energy or cost of a specific month. Daily energy, duration, and cost data are also available.

| 7:51 🛢 🕅 G : | Ŷ         | 8 |    | 8:13 🕅 <b>G •:</b> |  | ♥ 🕯     | 8:13 🕅 <b>G •:</b> |                                      | <b>†</b> |
|--------------|-----------|---|----|--------------------|--|---------|--------------------|--------------------------------------|----------|
|              |           | 5 | <  | Home Charg         | Public Charger<br>rgy Cost<br>March ><br>al Energy (kWh)<br>.001 |         | < Home Ch          | energy<br>March S<br>Total Cost (\$) |          |
| My Charg     | jer (     | > | 02 | 23B                |  | 03-01   | 023B               |                                      | 03-01    |
| 😑 My Cards   | (         | > | 0  | .001 kWh           | 12min  | \$ 0.01 | 0.001 kWh          | 12min                                | \$ 0.01  |
| C Payment    | Manager   | > |    |                    |  |         |                    |                                      |          |
| LL Charge H  | istory    | > |    |                    |  |         |                    |                                      |          |
| 7 FAQ        |           | > |    |                    |  |         |                    |                                      |          |
| 💬 Feedback   | <         | > |    |                    |  |         |                    |                                      |          |
| Settings     | 2         | > |    |                    |  |         |                    |                                      |          |
| (i) About    | 2         | > |    |                    |  |         |                    |                                      |          |
| R Charge     | Battery M | e |    |                    |  |         |                    |                                      |          |

### 3.5 FAQ & Feedback

#### FAQ & Feedback screens

![](_page_40_Figure_2.jpeg)

| 4:48 <sup>11</sup>  1 <sup>11</sup>  1  | ♥ 🔒 |
|---|-----|
| FAQ   |     |
| 1.Where do you find the PIN when required to link the home charger?                             | >   |
| 2.Is it necessary to relink with a charger after replacing a cell phone?                        | >   |
| 3.How many cell phones can be linked with my charger?   | >   |
| 4.How should I proceed if the Bluetooth connection fails?                                       | >   |
| 5.Why is Wi-Fi unavailable?   | >   |
| 6.How can I activate the RFID (Radio<br>Frequency Identification)?                              | >   |
| 7.Can I link a third-party RFID (Radio<br>Frequency Identification) card to the<br>application? | >   |
| 10.Why is the schedule feature not working?   | >   |
| 8.Why can't the RFID (Radio Frequency Identification) card be identified?                       | >   |
| 9.What to do if a linked RFID (Radio<br>Frequency Identification) card is<br>missing?           | >   |
| 11.Why is the charging speed slow?  | >   |
|   |     |

![](_page_40_Picture_4.jpeg)

# **3.6 Settings**

Manage the settings for the Autel Charge app.

![](_page_41_Picture_2.jpeg)

![](_page_41_Picture_3.jpeg)

# 3.7 About

The About screen will show the software version of the Autel Charge app.

![](_page_42_Picture_2.jpeg)

![](_page_42_Picture_3.jpeg)

# AUTEL Service

- Website: www.autelenergy.com
- **Phone:** (844) 765-0150
- Email: <u>AutelEnergy@autel.com</u>
- Address: 36 Harbor Park Drive, Port Washington, NY 11050

• This user manual is based on Autel Charge V 1.2.

• If you cannot find solutions to your problems with the aid from the information above, please contact Autel technical support.