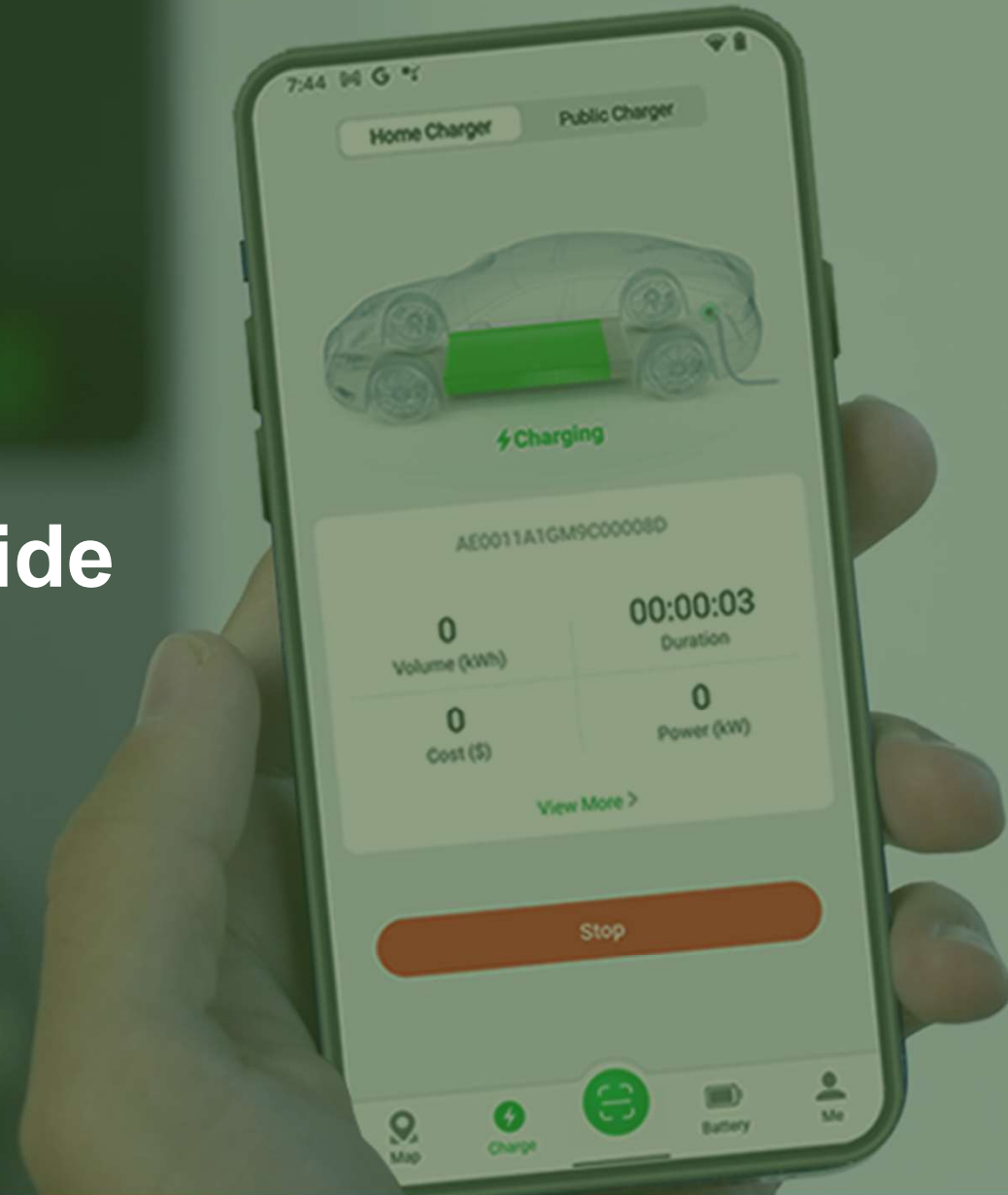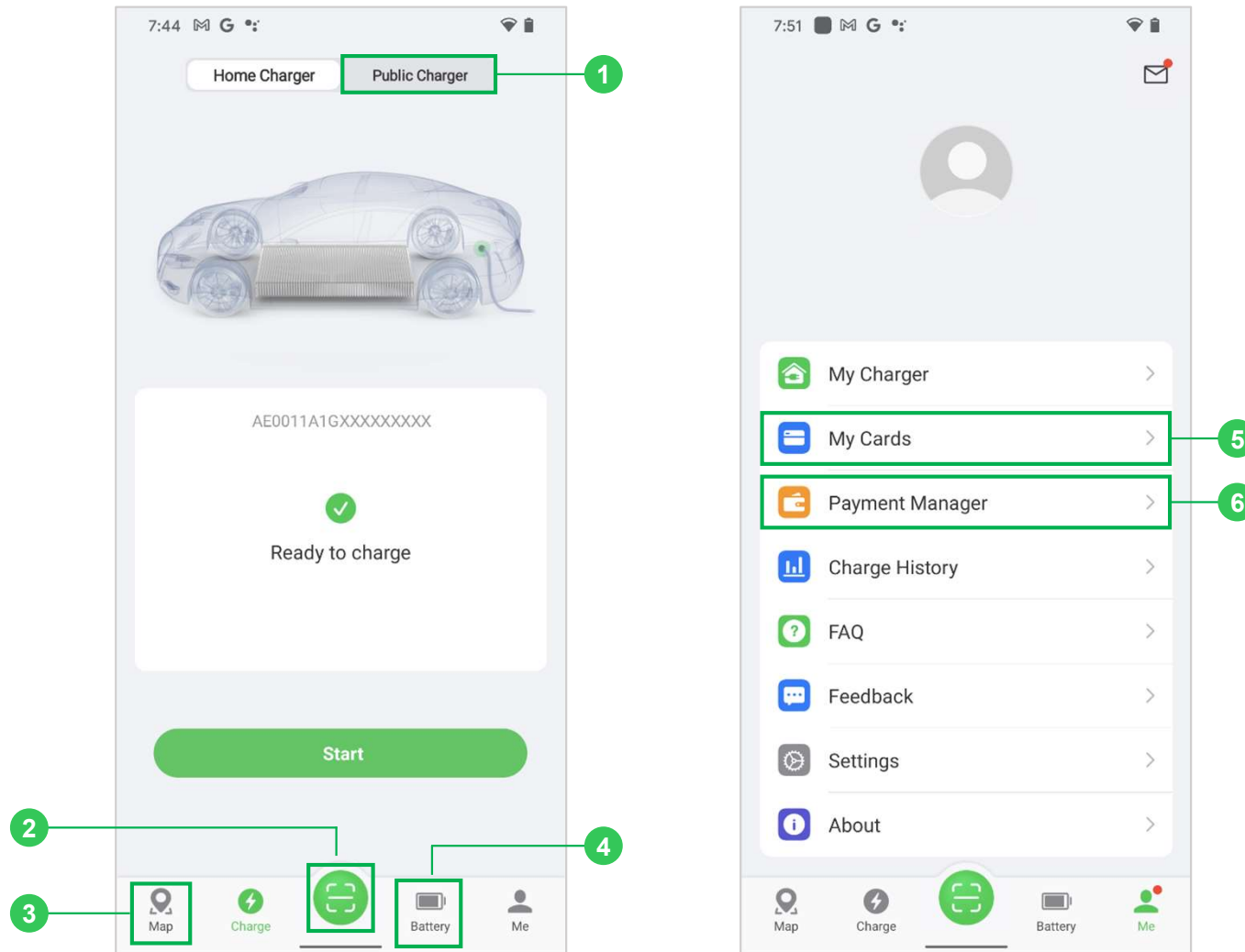# Home Charger User Guide
App Autel Charge

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
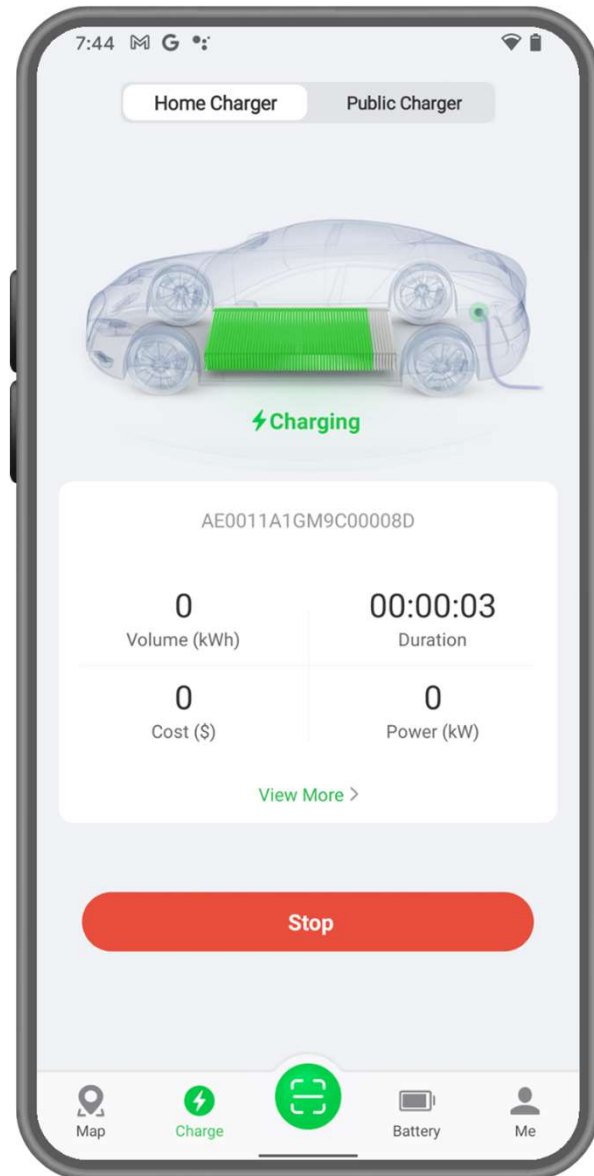
1、 General Procedures

2、 Charge Screen

3、 Me Screen

1.1 Download the App

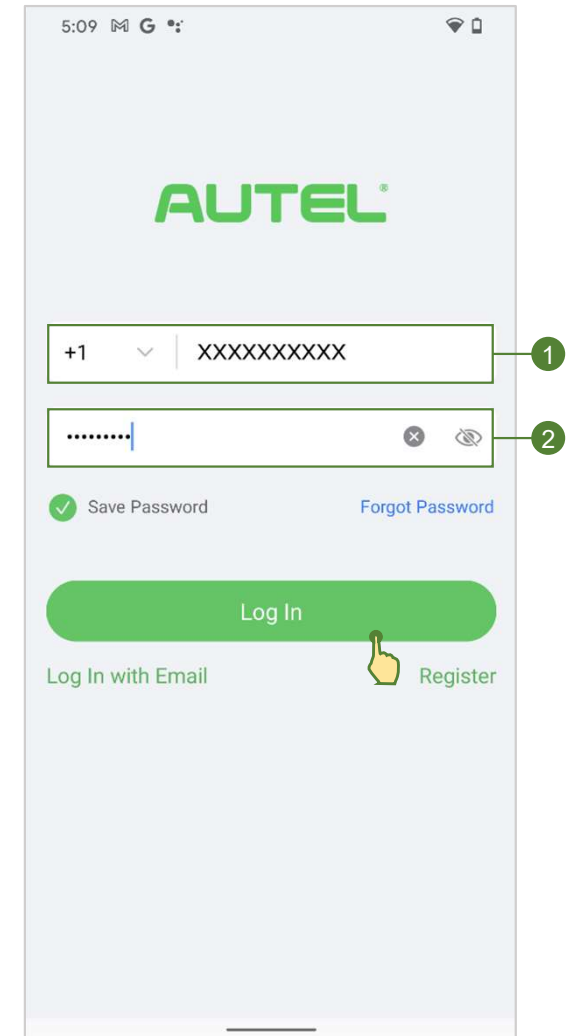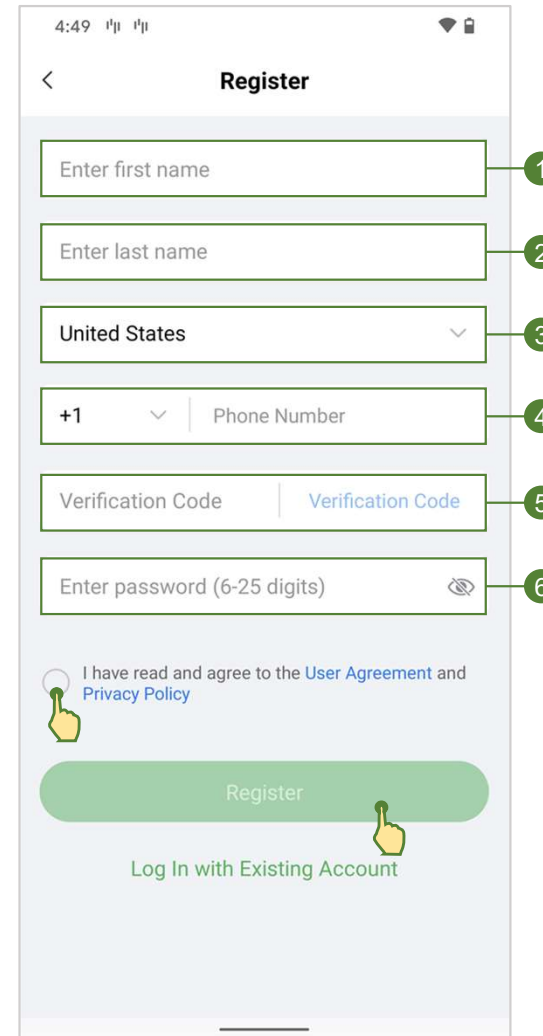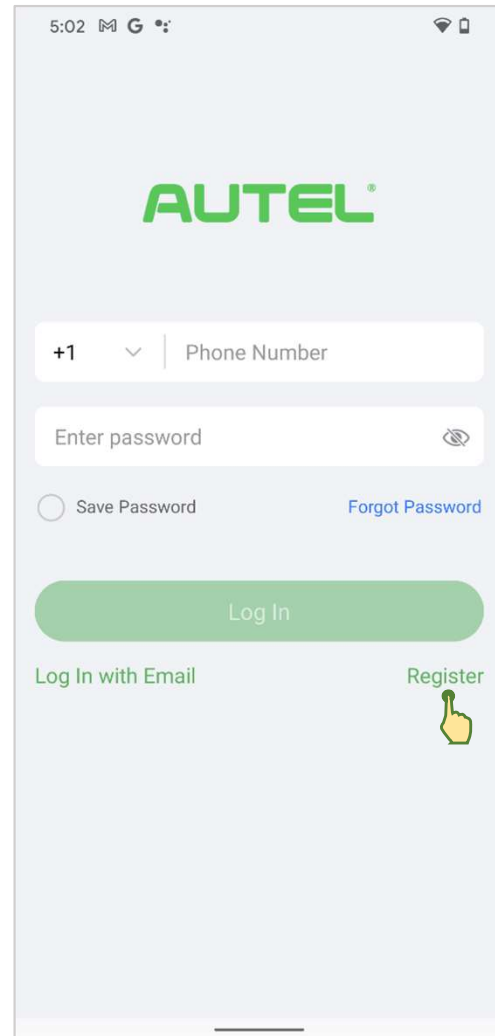The Autel Charge app is available for both iOS and Android mobile devices.
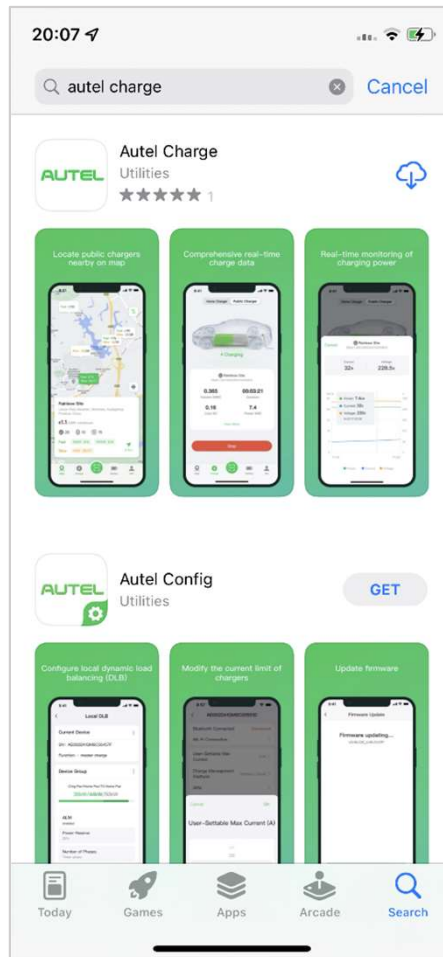
For iOS users, download the app from the Apple App Store.
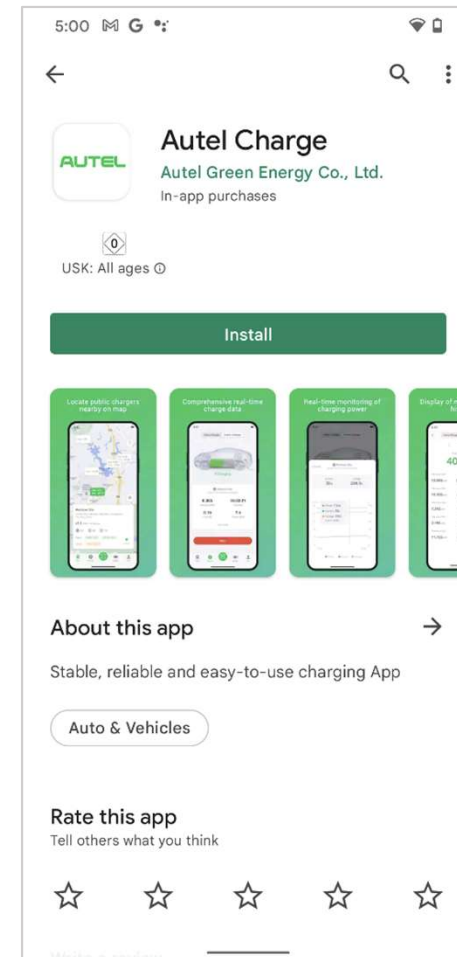
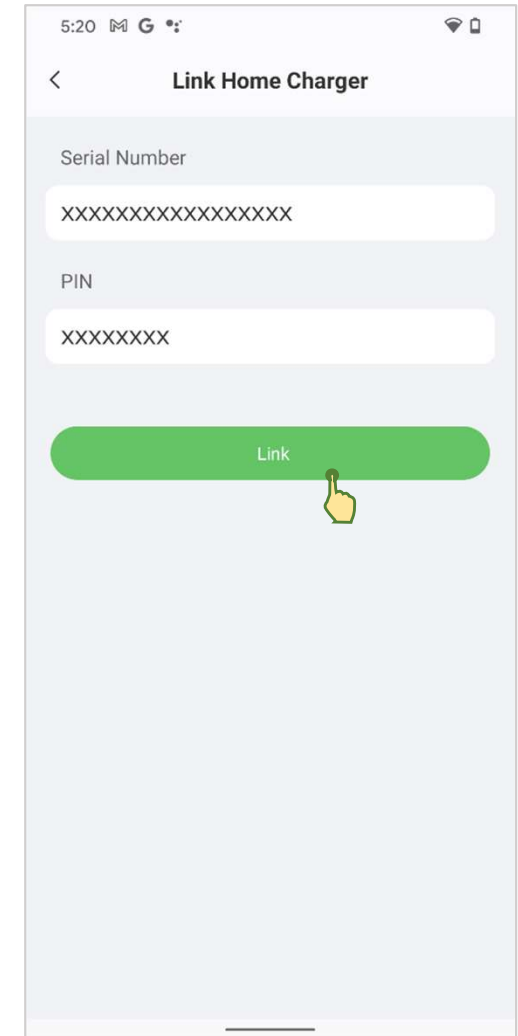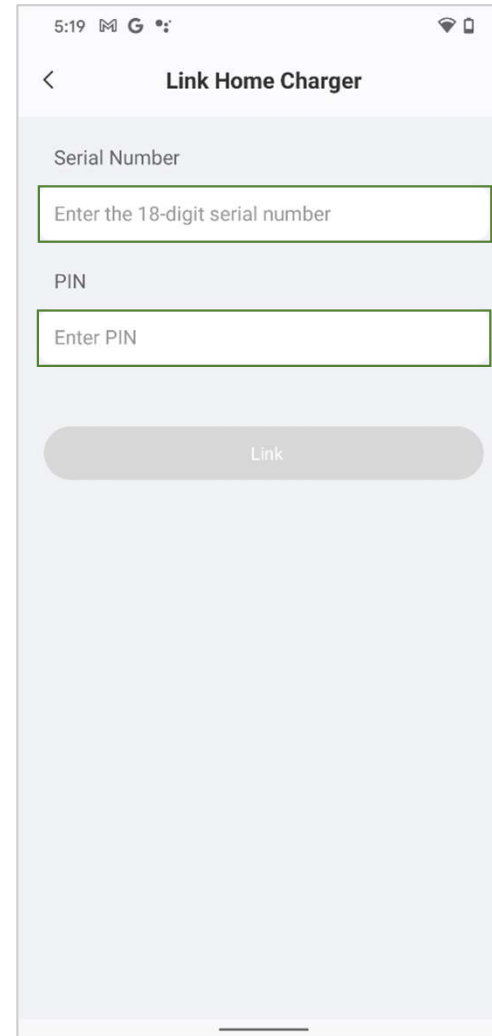For Android users, download from the Google Play Store.
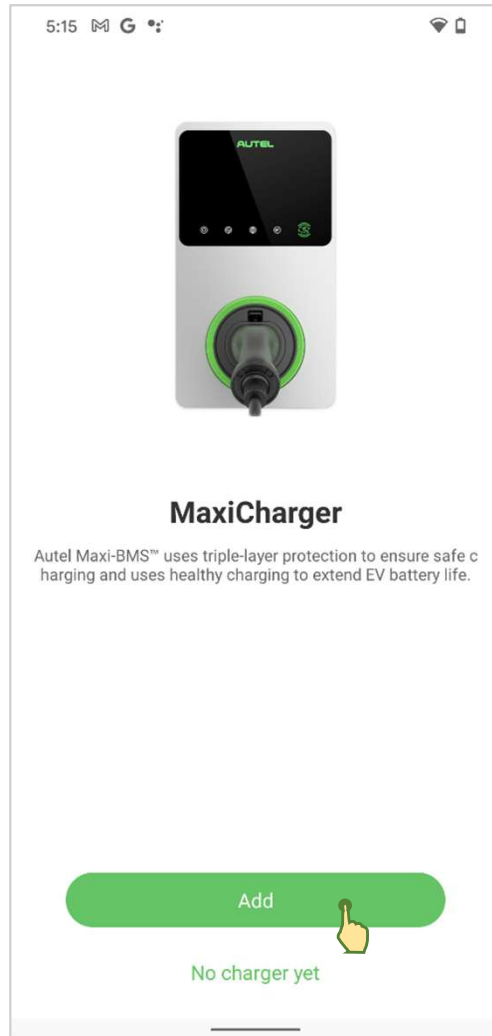
1.2 Log in

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.
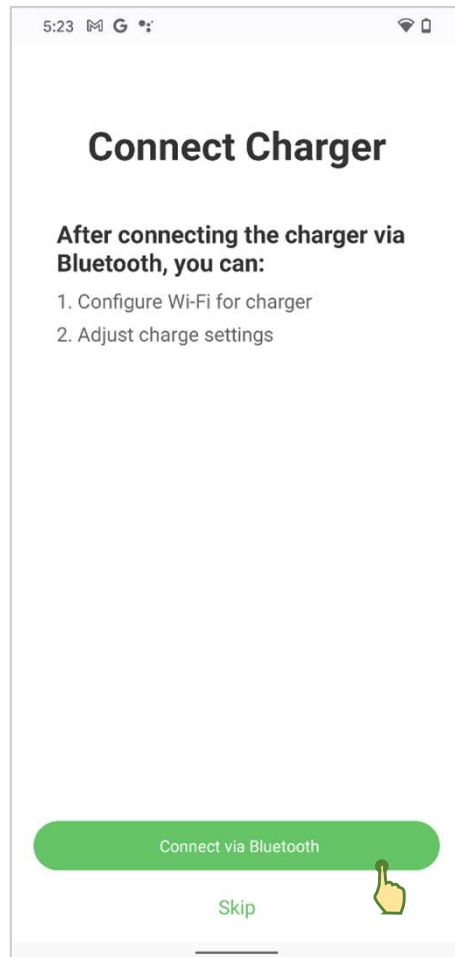
1.3 Link the Charger

To link the charger, **scan the QR code** or **enter SN+PIN code** on the Quick Reference Guide.
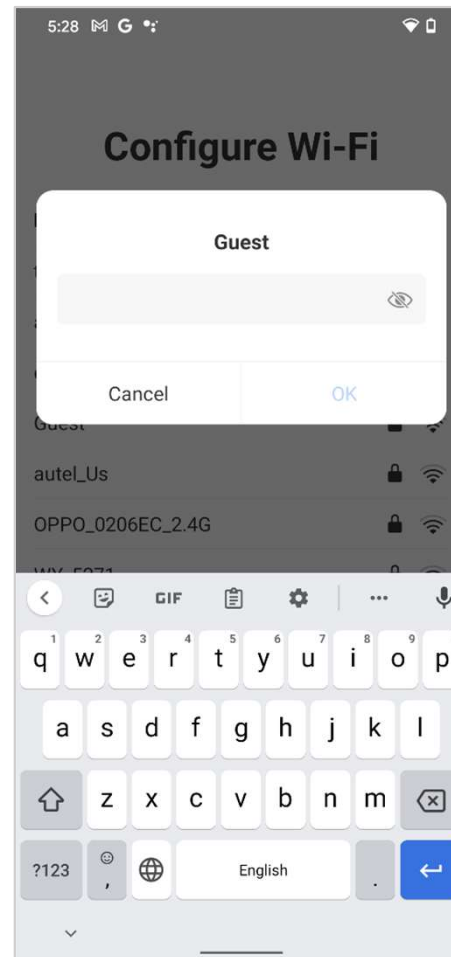
You can use any of the following options to connect your charger:

a) Via Bluetooth.

b) Via Wi-Fi, or LAN.


Bluetooth

Wi-Fi

LAN

1.4 Connect the Charger

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.
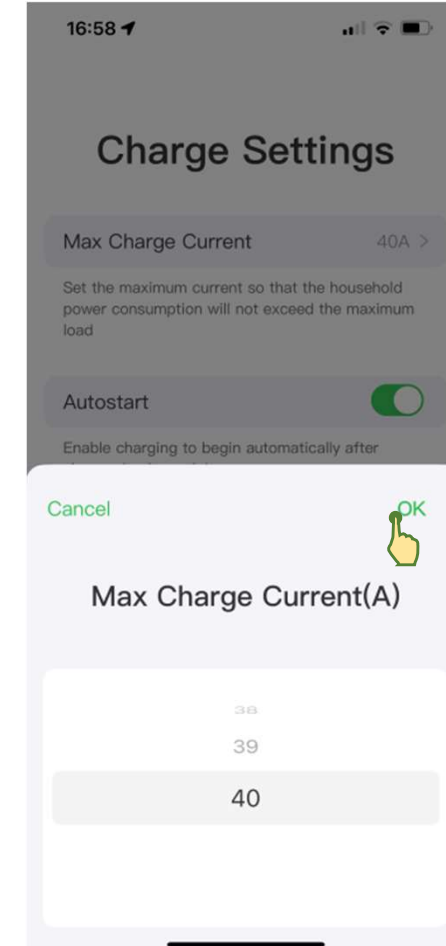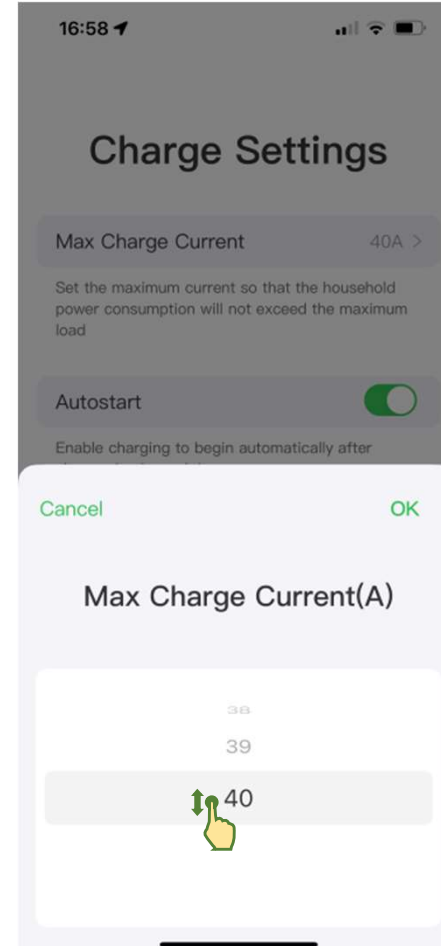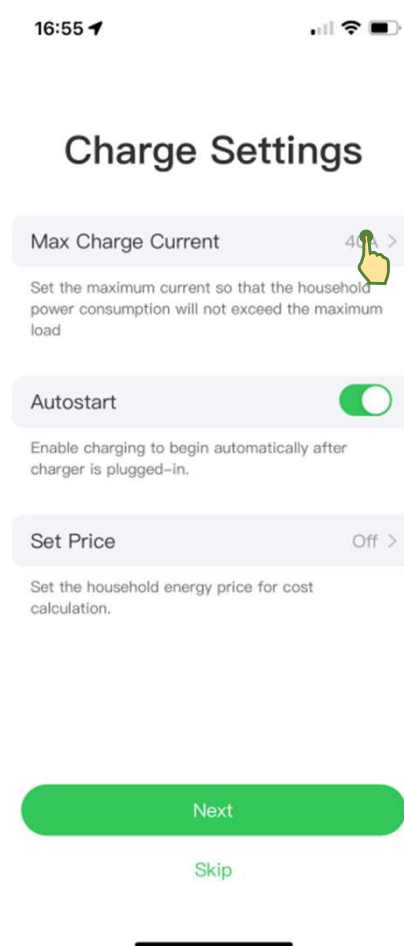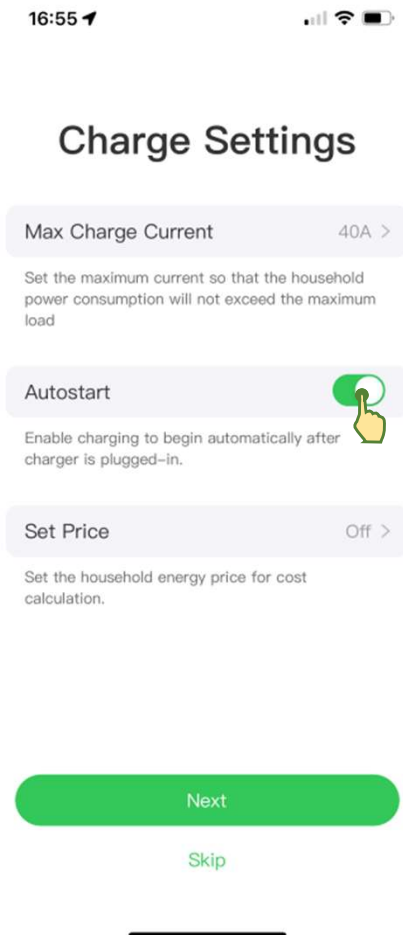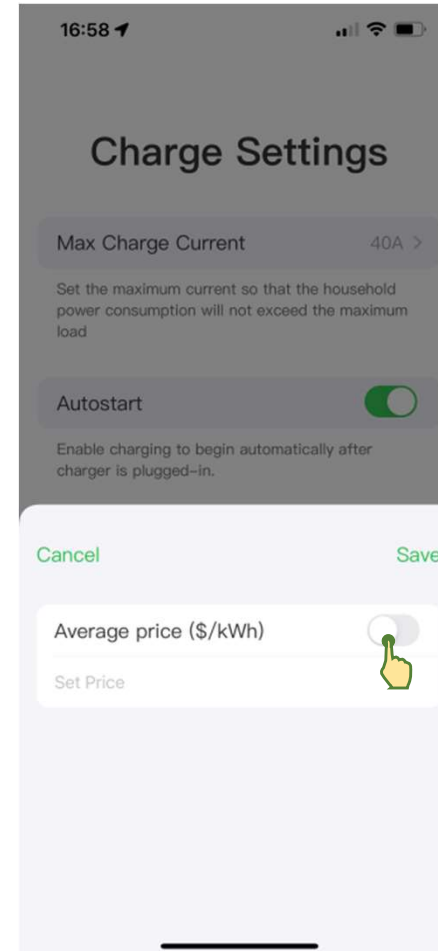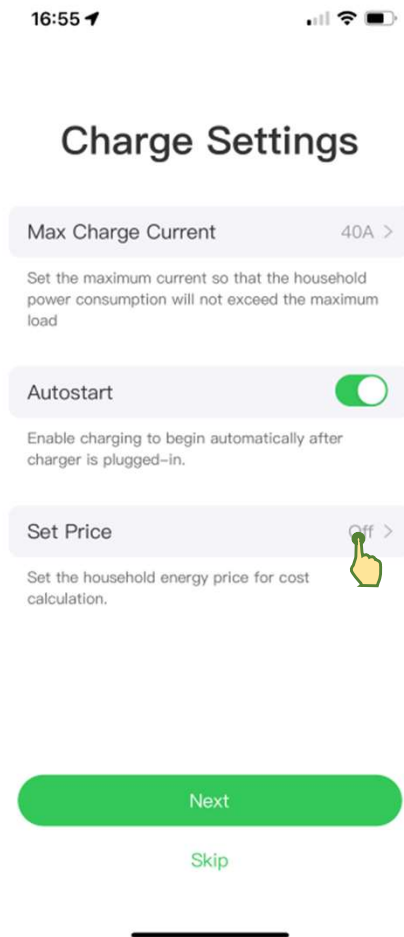
a) Set the charge current limit (in amps)

b) Enable / disable the AutoStart function

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

d) Other settings
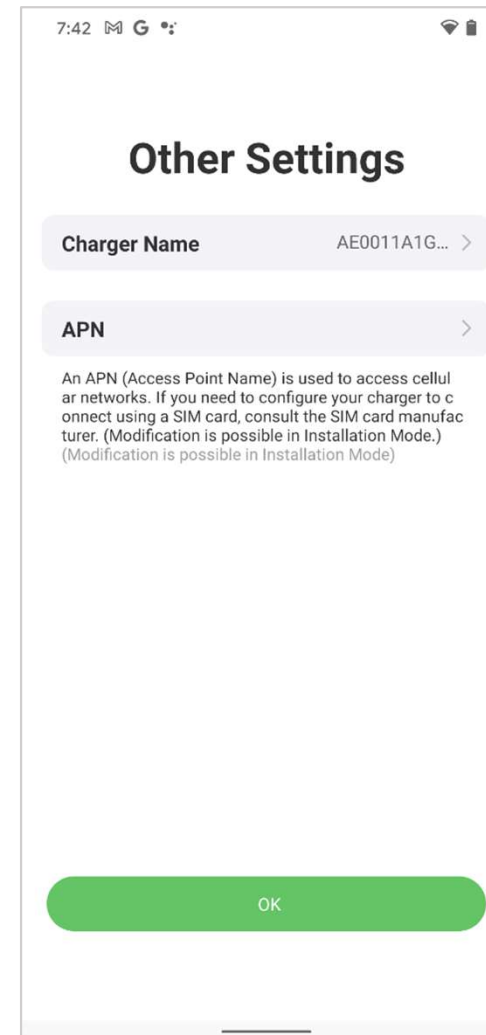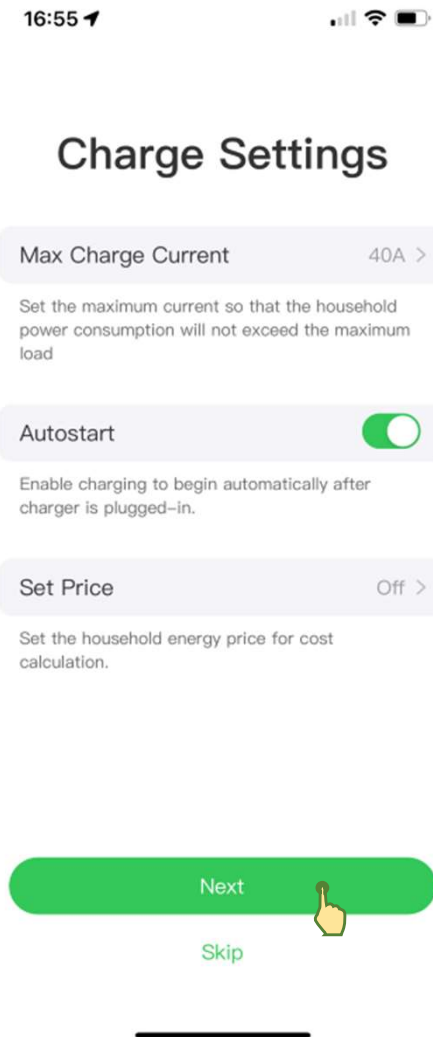
1.6 Start Charging

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
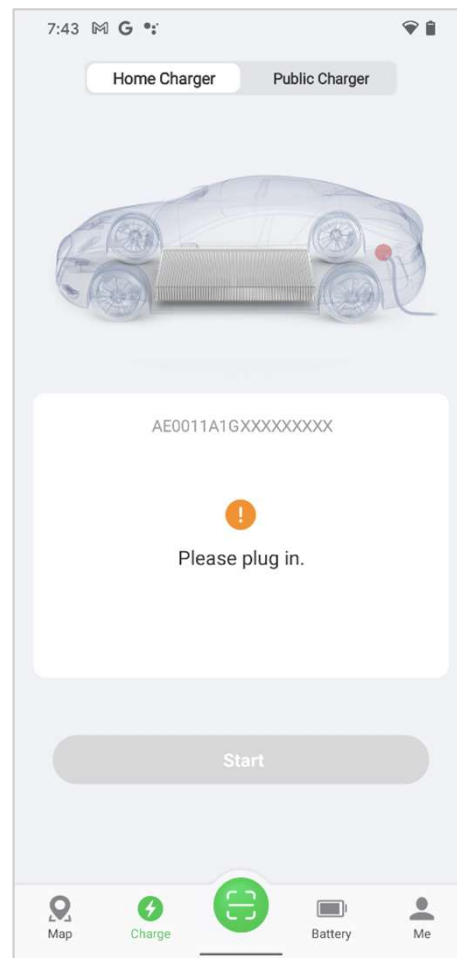
1.6 Start Charging

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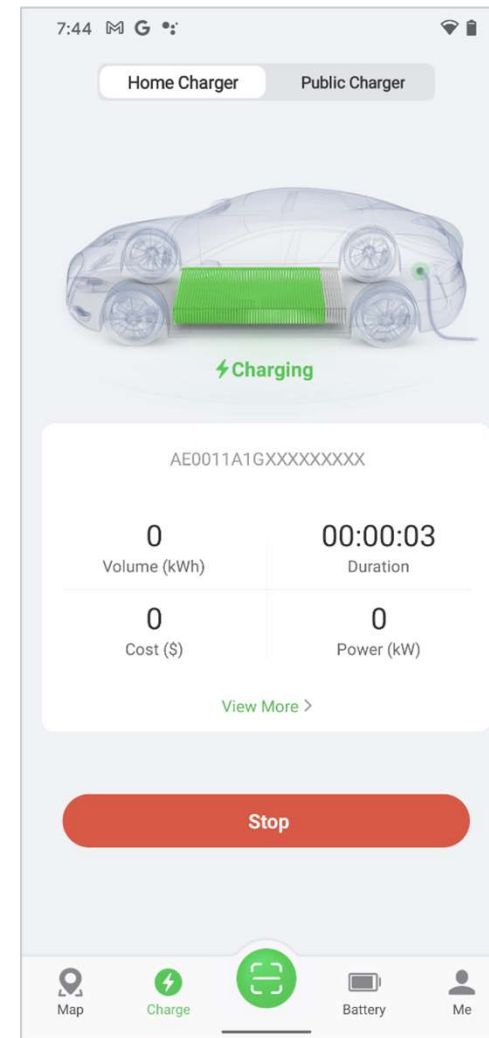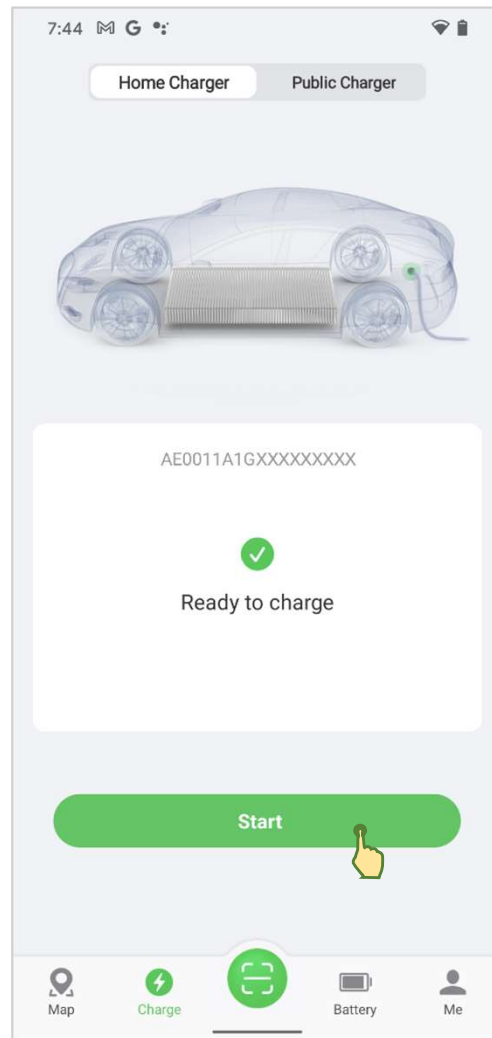
1.6 Start Charging

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

1.6 Start Charging

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)
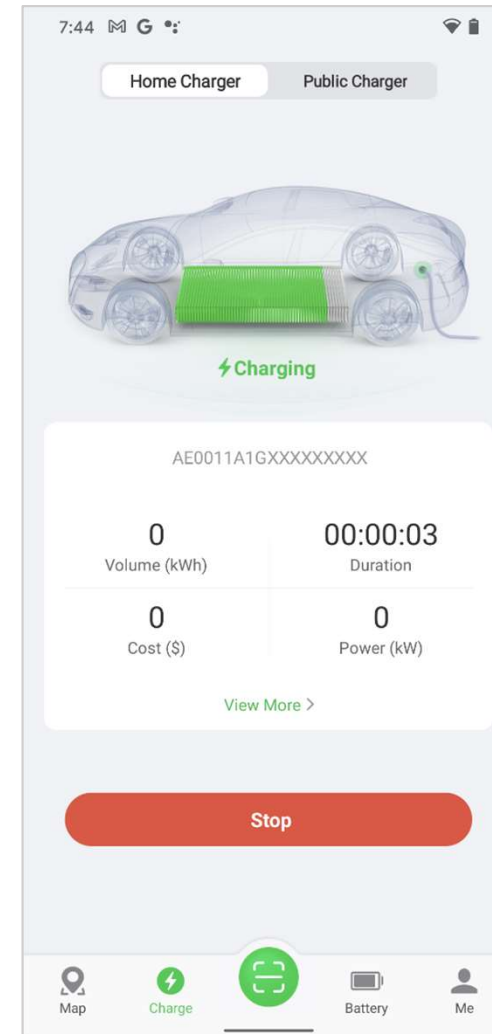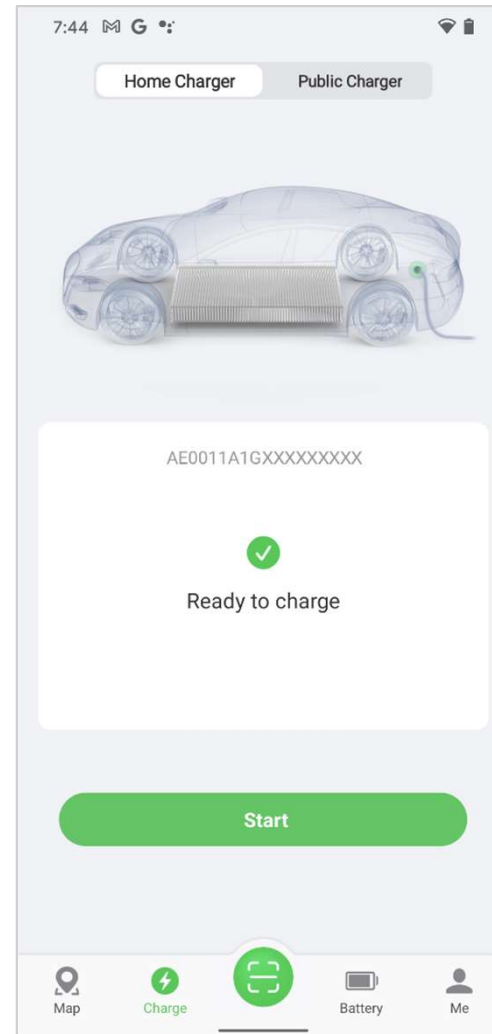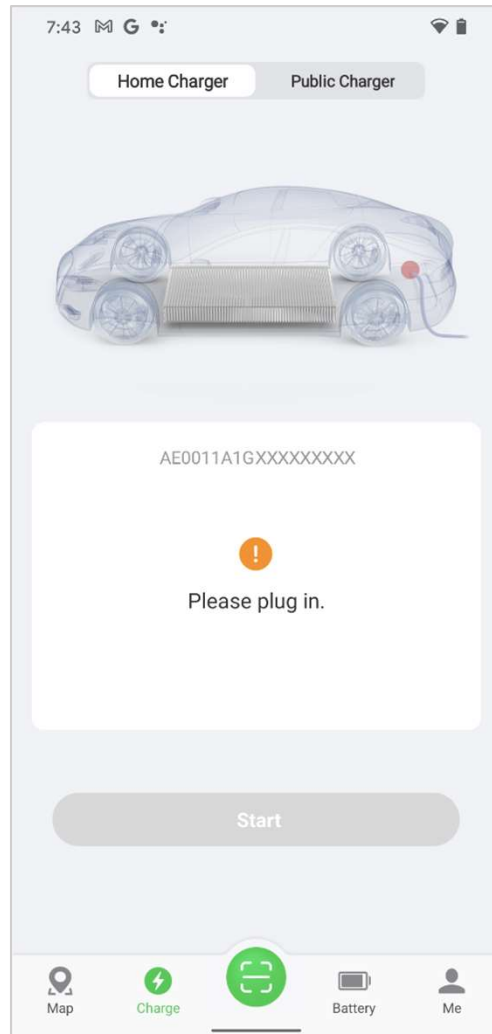

a

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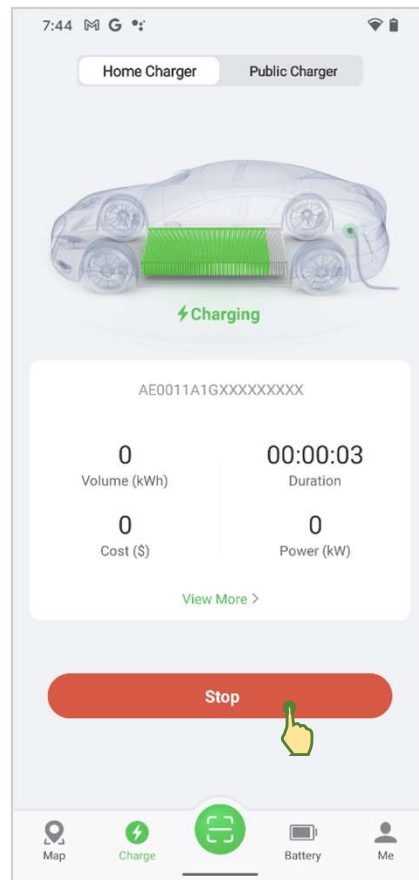
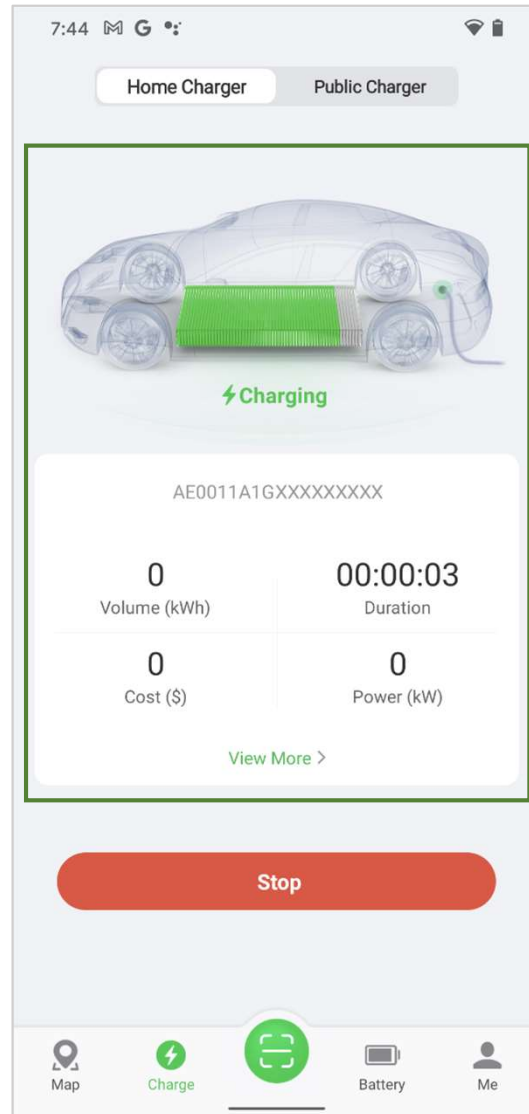2. Remove the charging handle from the vehicle charge port and return it to the charger holster.

2. Charge Screen

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.

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.

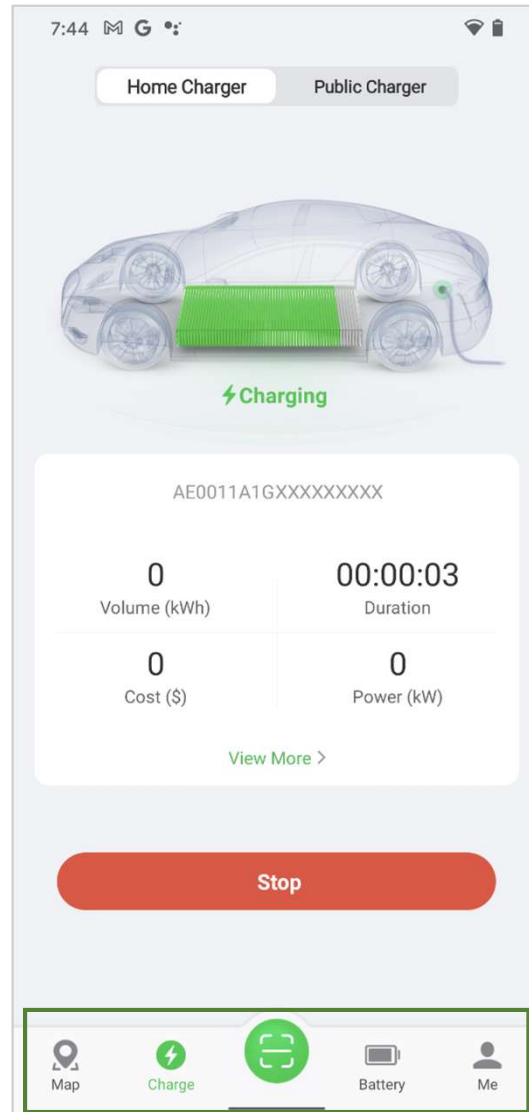— **Settings**: Tap to go to the Settings screen (also the My Charger screen-P26).

2. Charge Screen
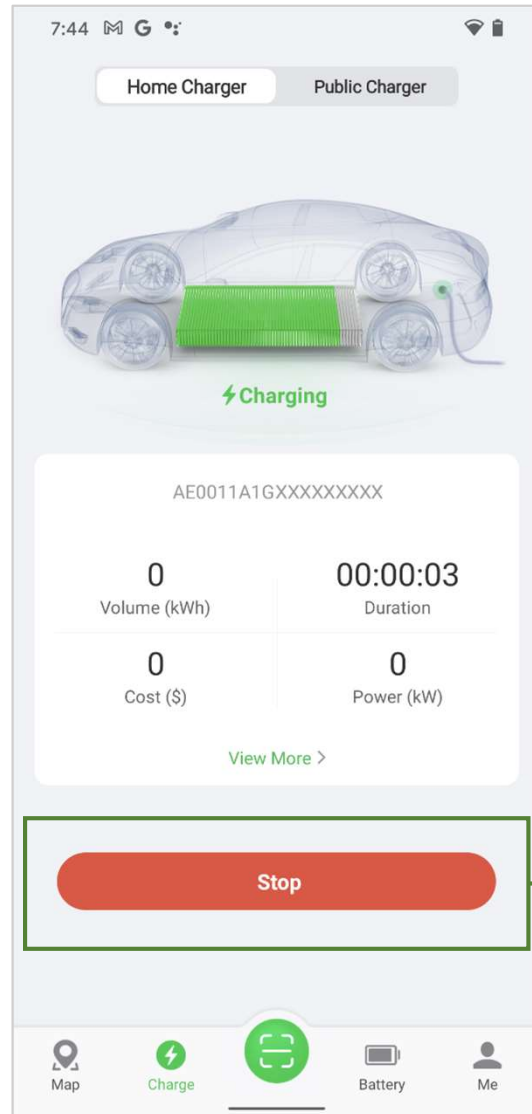
2) Function Buttons

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

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.
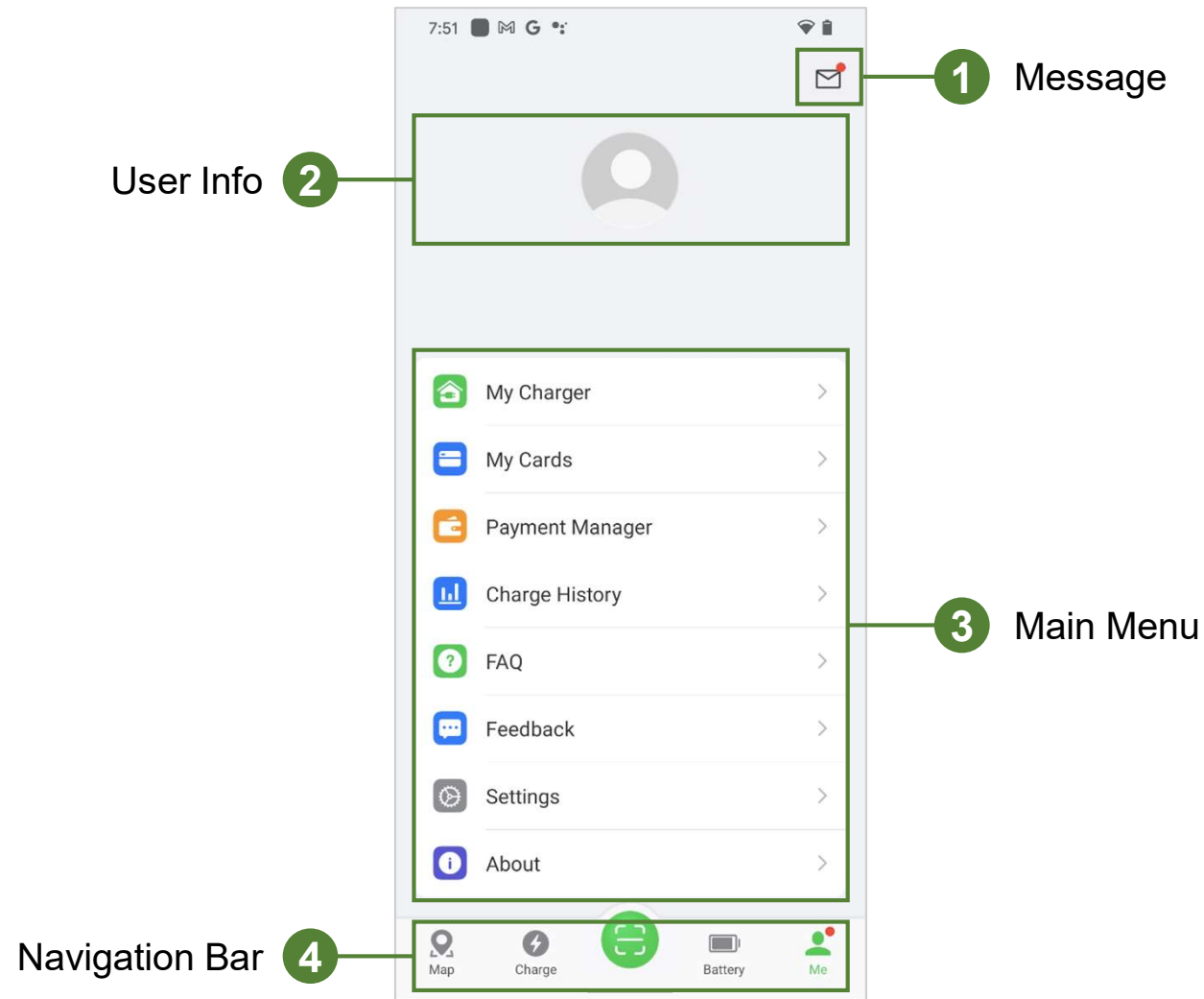
3.1 Message

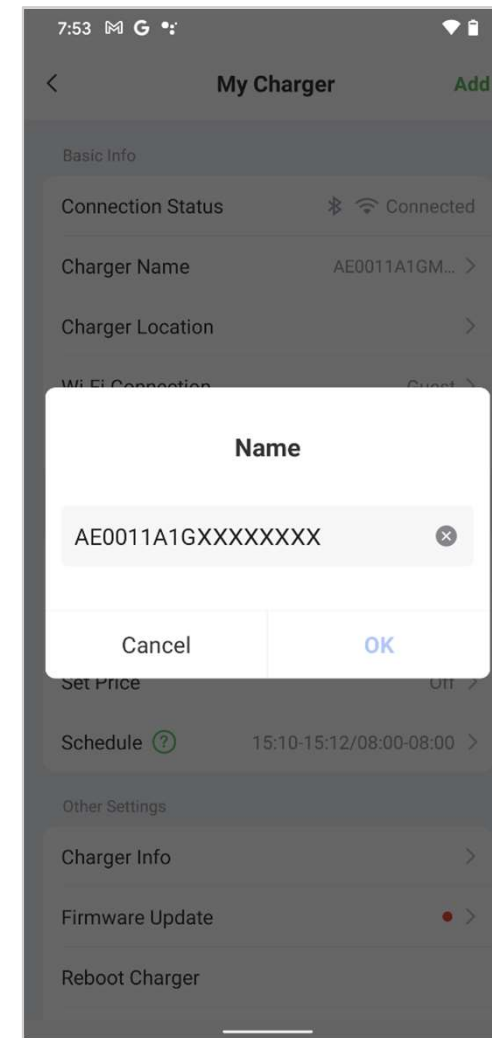The Messaging function appears on the top-right corner of the screen.
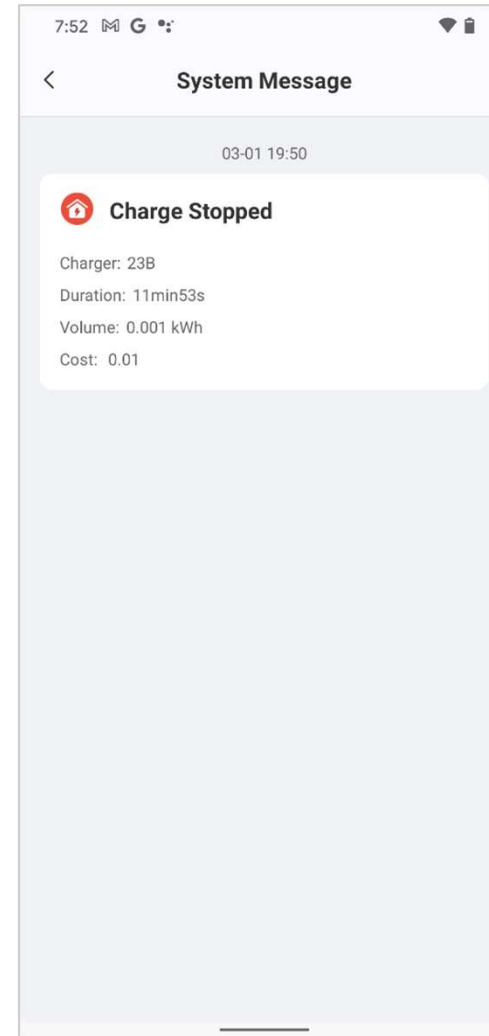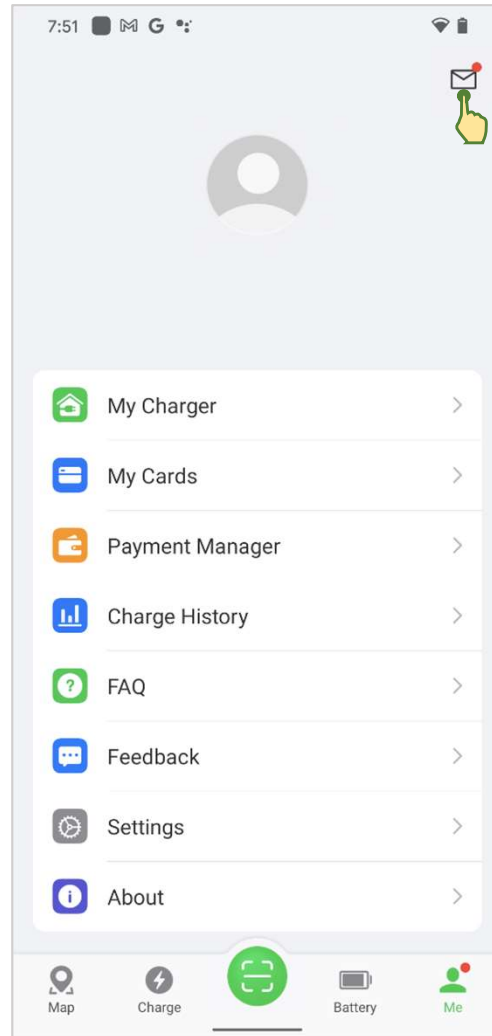
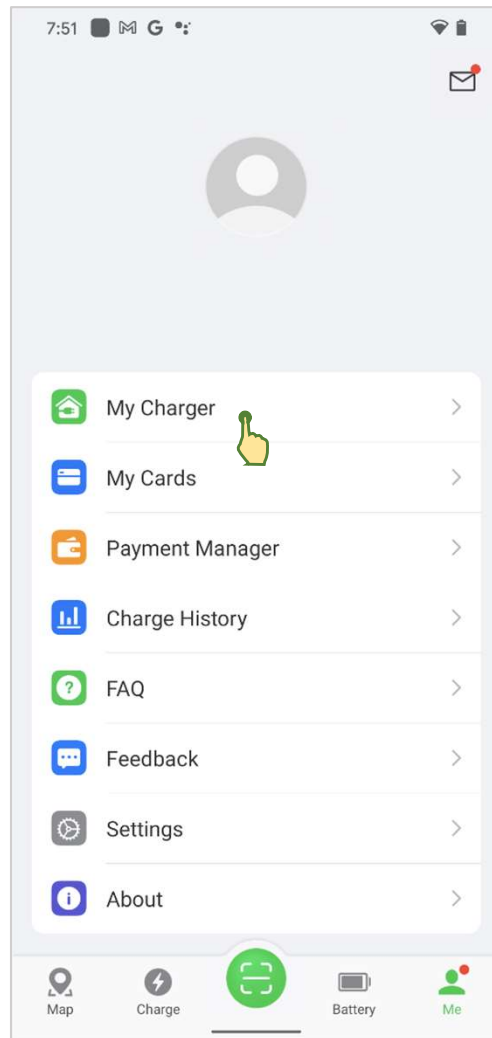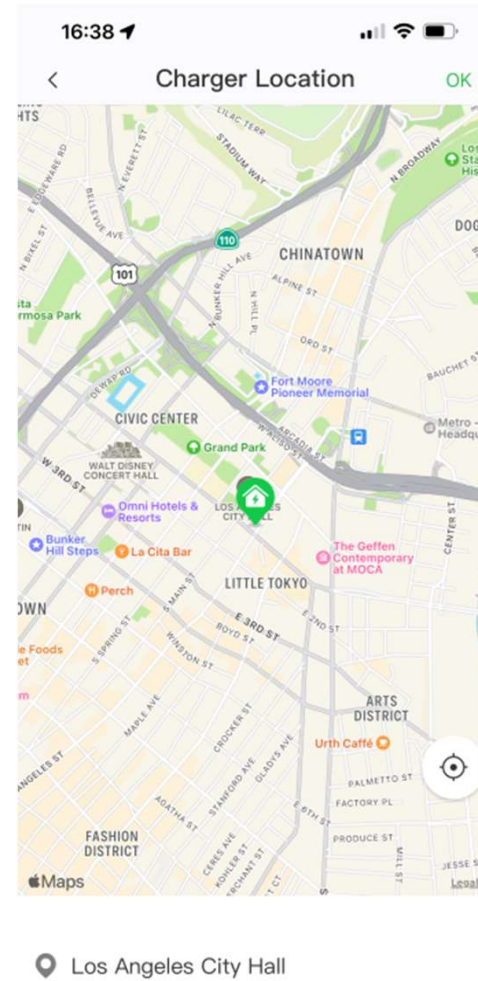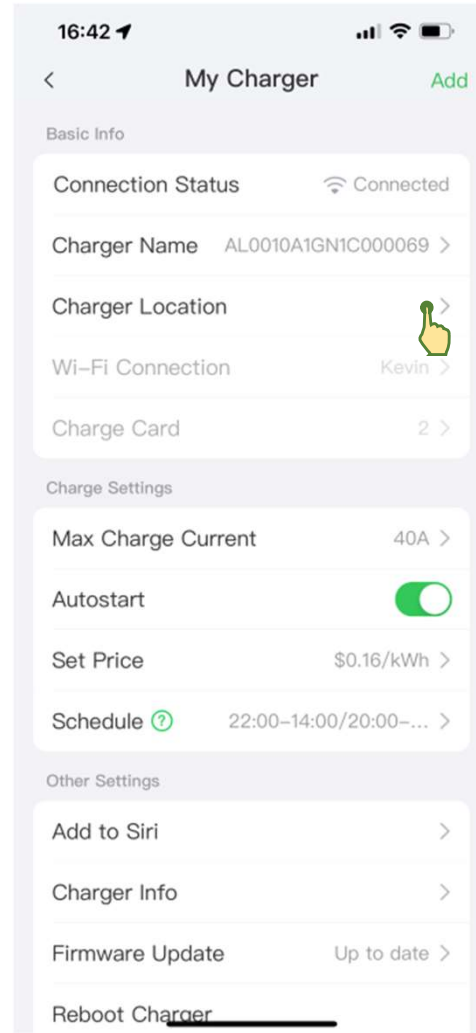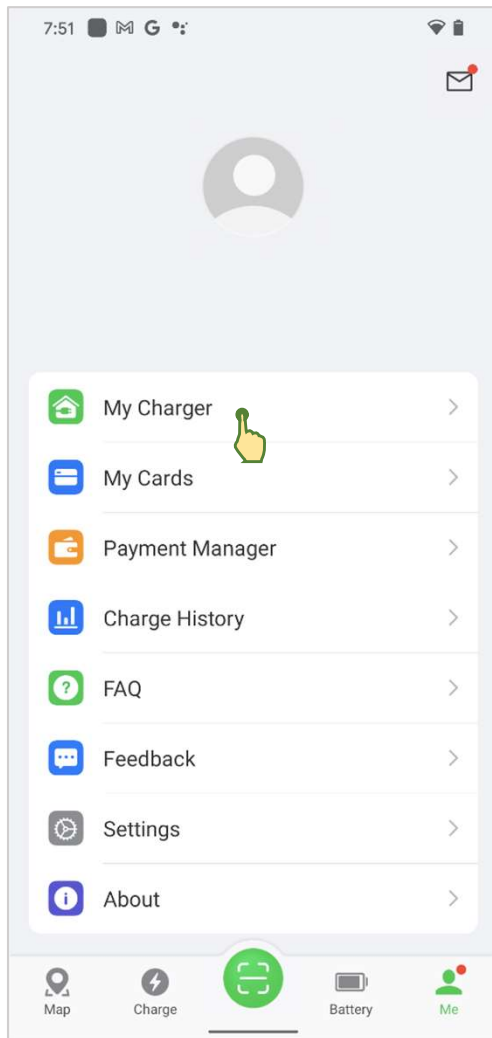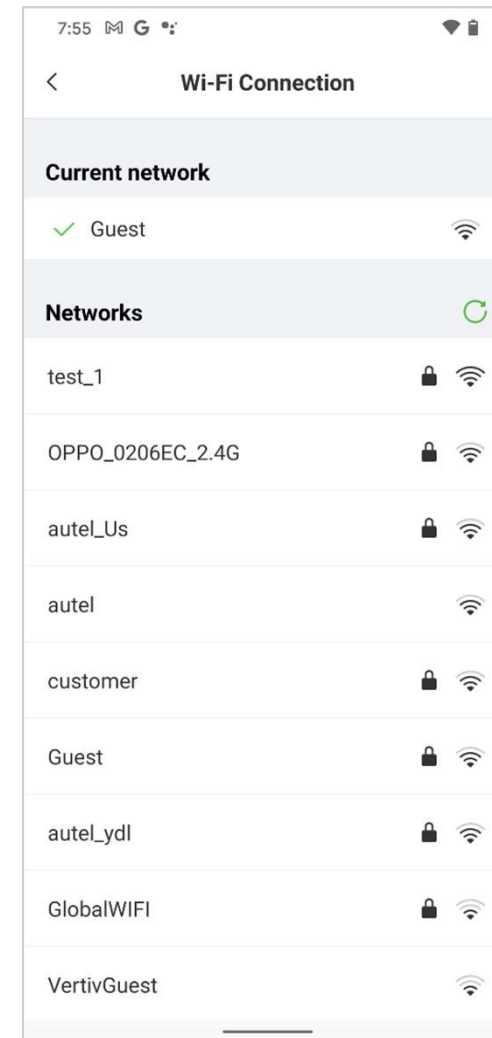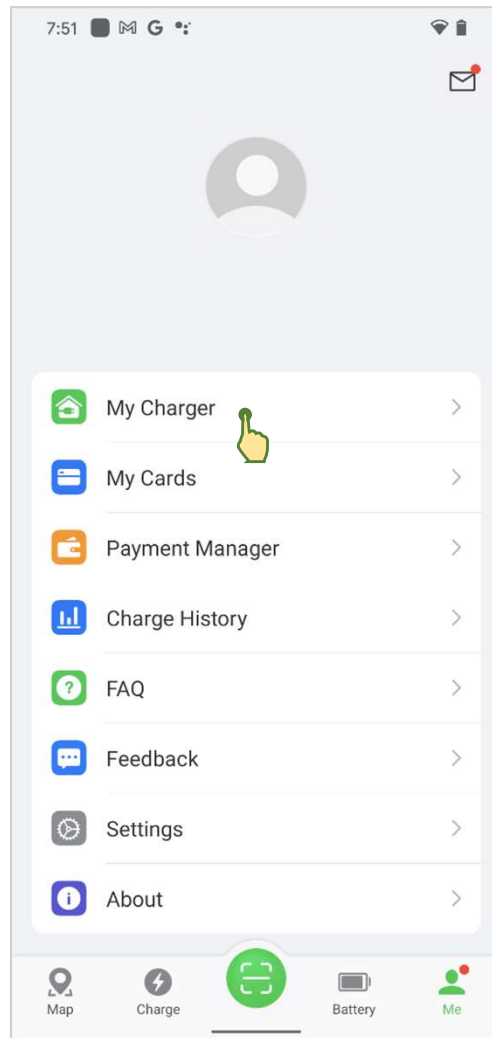# 3.2 User Info

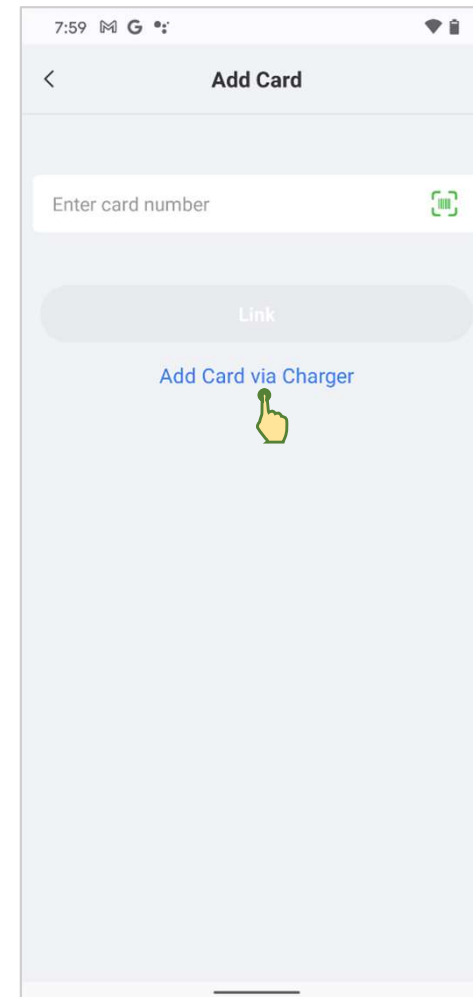Set user avatar, user name, etc.
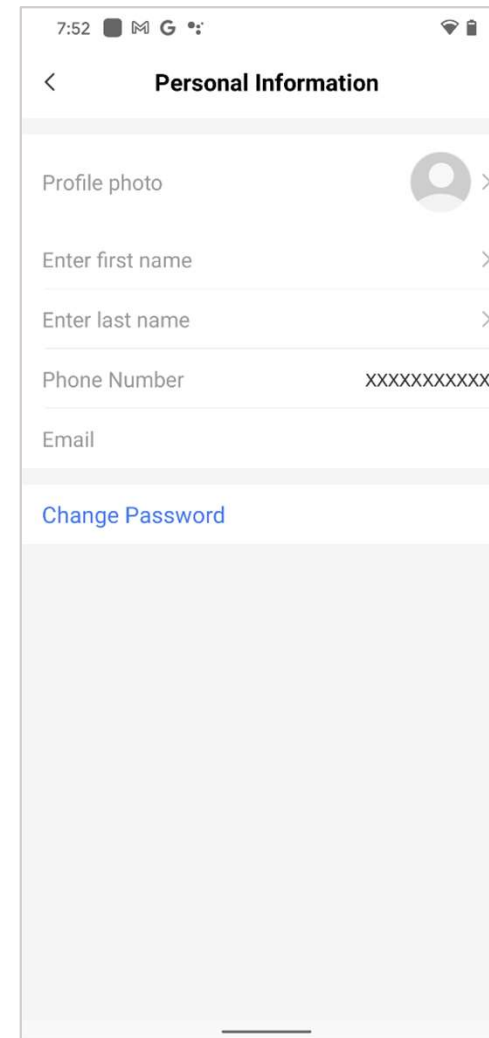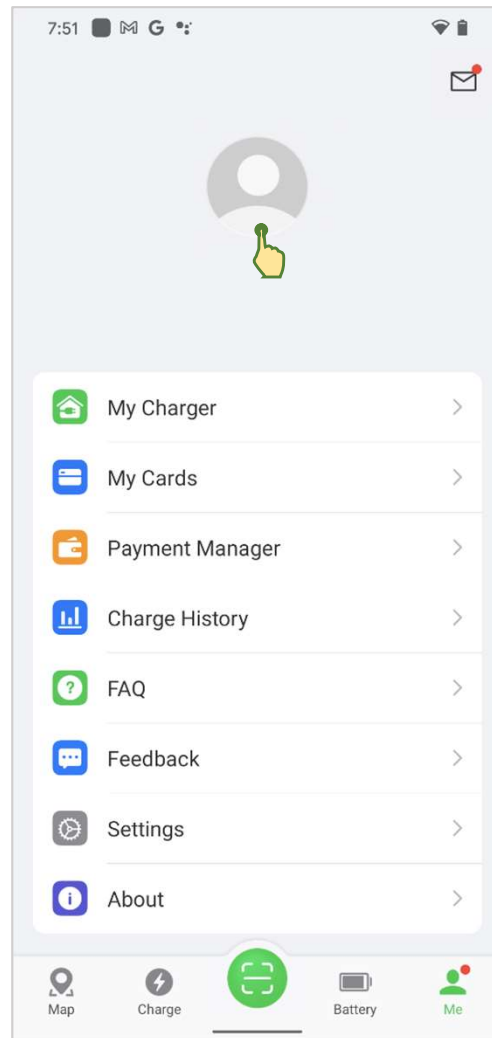
Assign a name for your charger

Set the location of your charger
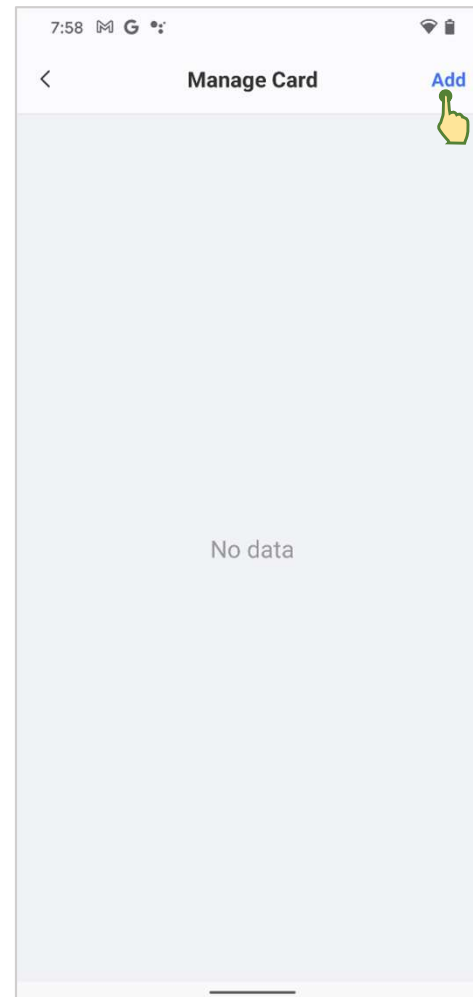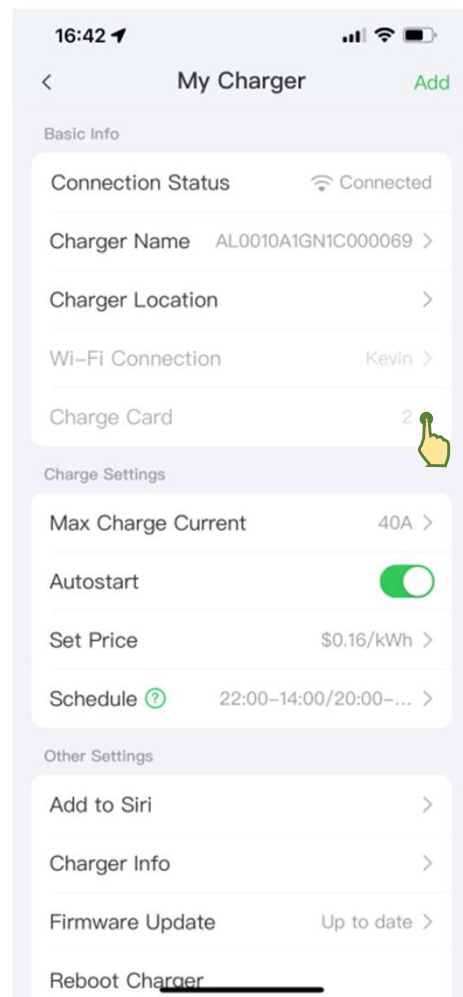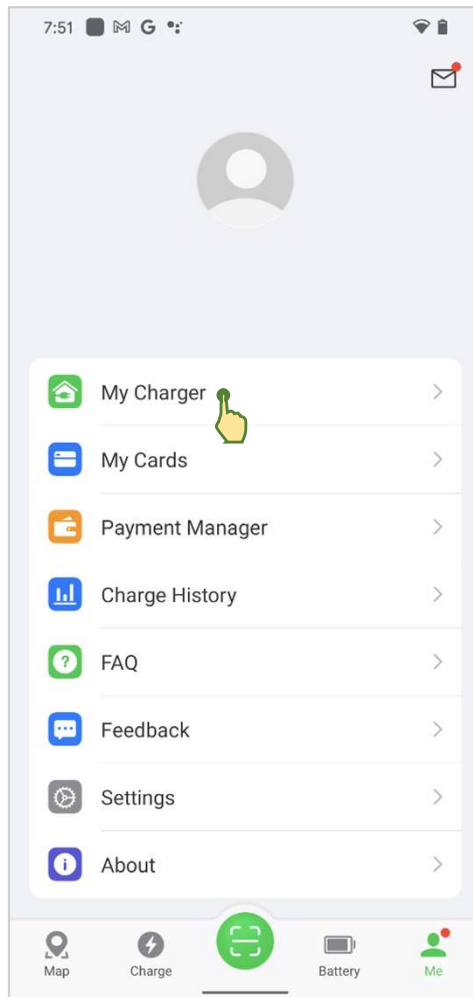
Manage the Wi-Fi connection for your charger
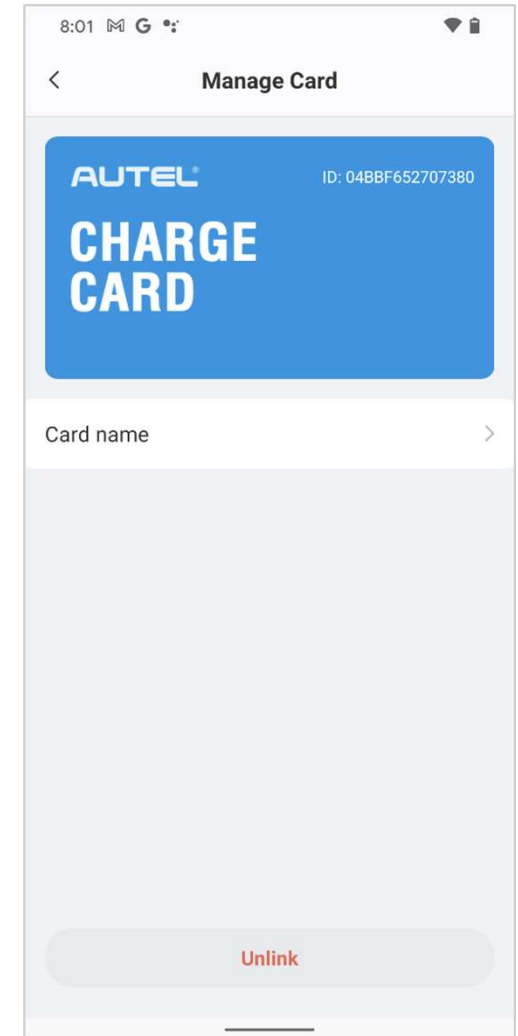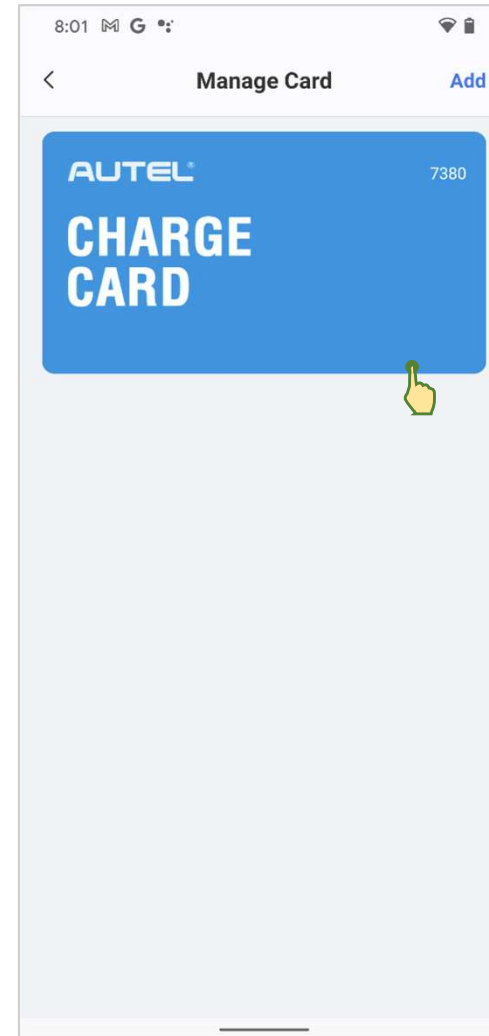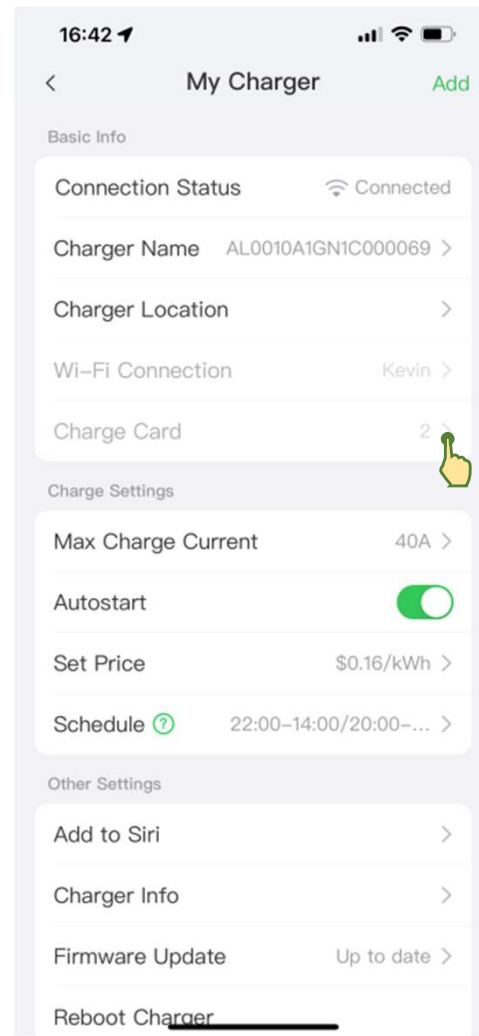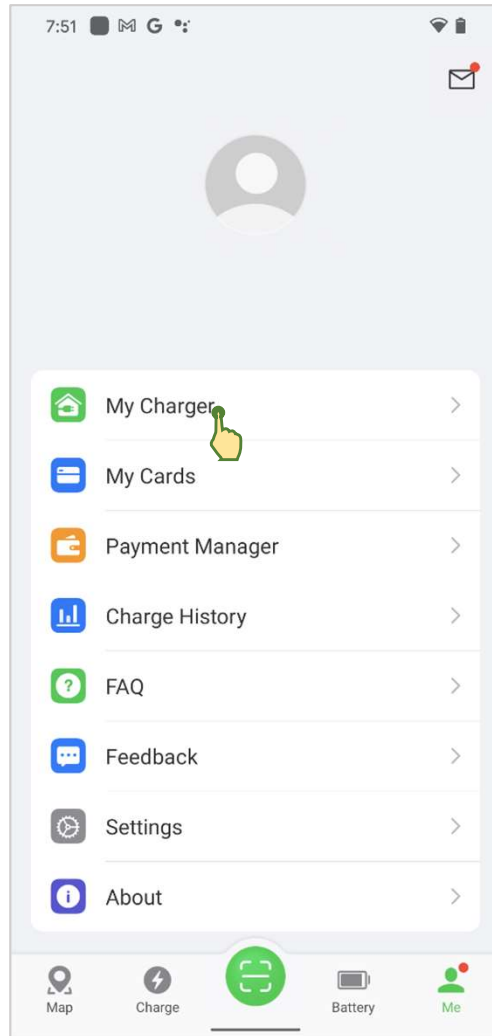
You can add a new charge card by either **entering/scanning** the card number or by holding the card **close to the RFID reader**.

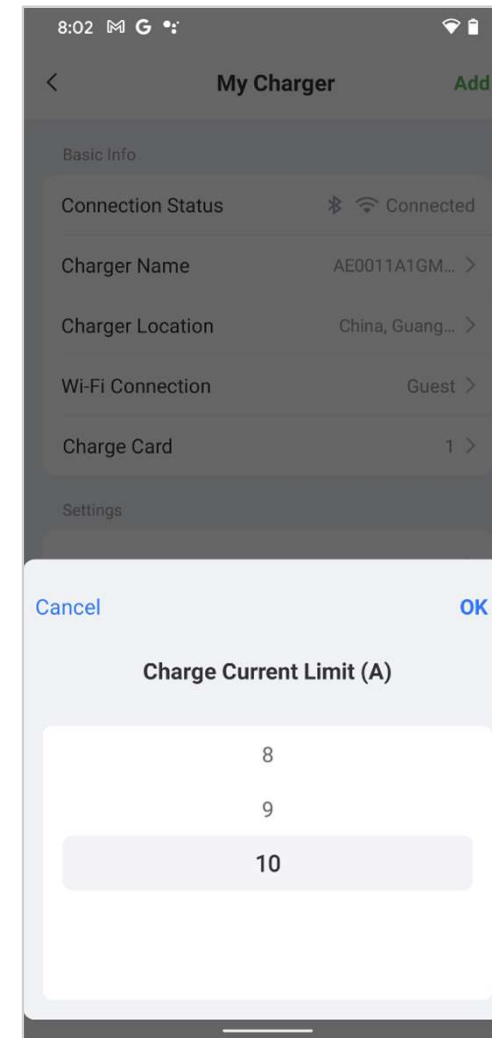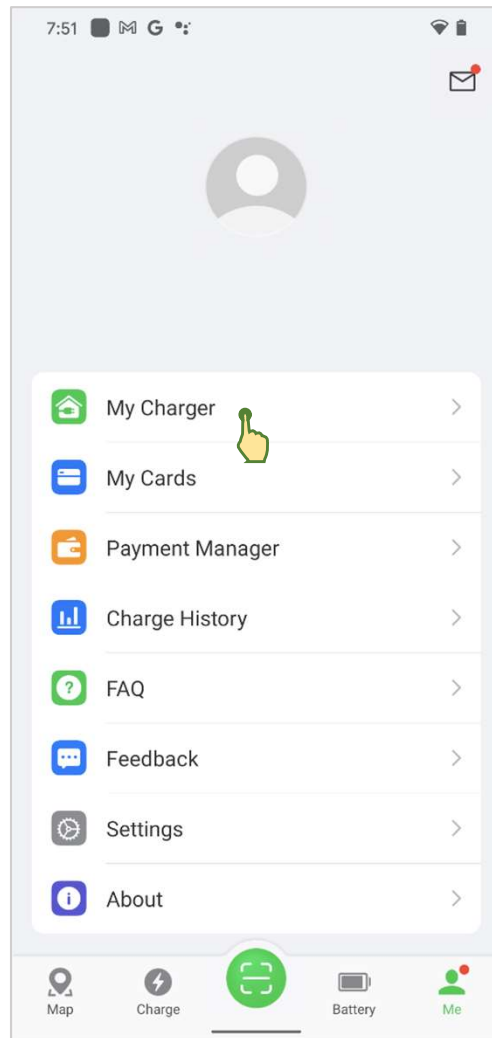| 7:51		

My Charger

My Cards

Payment Manager

Charge History

FAQ

Feedback

Settings

About

Map   Charge   Battery   Me

16:42

My Charger   Add

Basic Info

Connection Status   Connected

Charger Name   AL0010A1GN1C000069 >

Charger Location   >

Wi-Fi Connection   Kevin >

Charge Card   2

Charge Settings

Max Charge Current   40A >

Autostart   ⬤

Set Price $0.16/kWh >

Schedule ⑦   22:00–14:00/20:00–... >

Other Settings

Add to Siri   >

Charger Info   >

Firmware Update   Up to date >

Reboot Charger

7:58

Manage Card   Add

No data

7:59

Add Card

Enter card number

Link

Add Card via Charger

7:59

Add Card

Enter card number

Link

Add Card via Charger   ✕

Place the card close to the reading area of the charger

14

Tap the card to **rename** or **unlink** the card
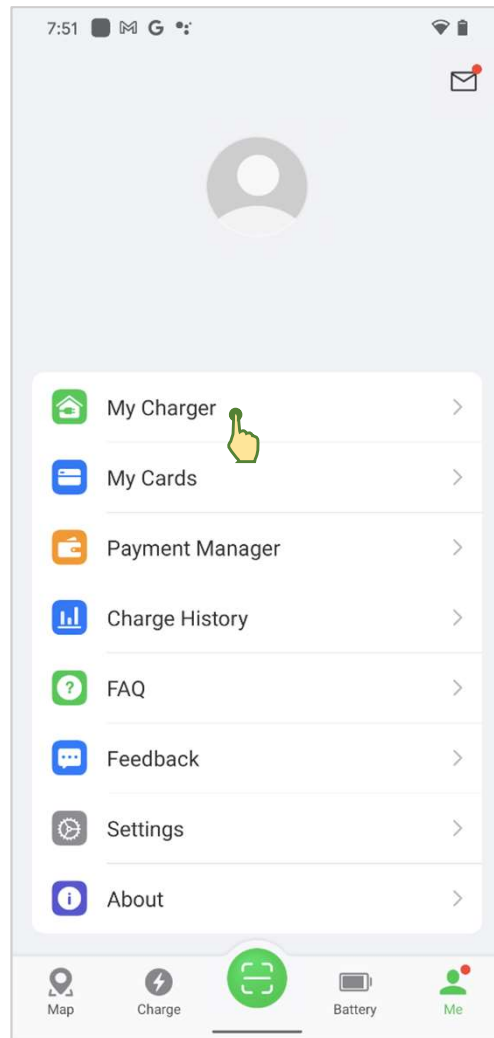
Set the charge current limit (in amps)

Enable/disable the AutoStart function
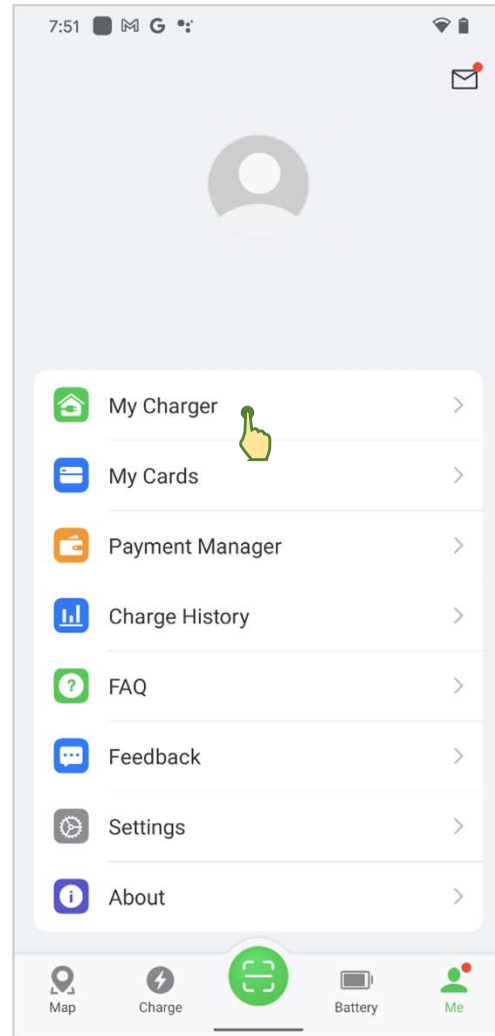
Set the charge price
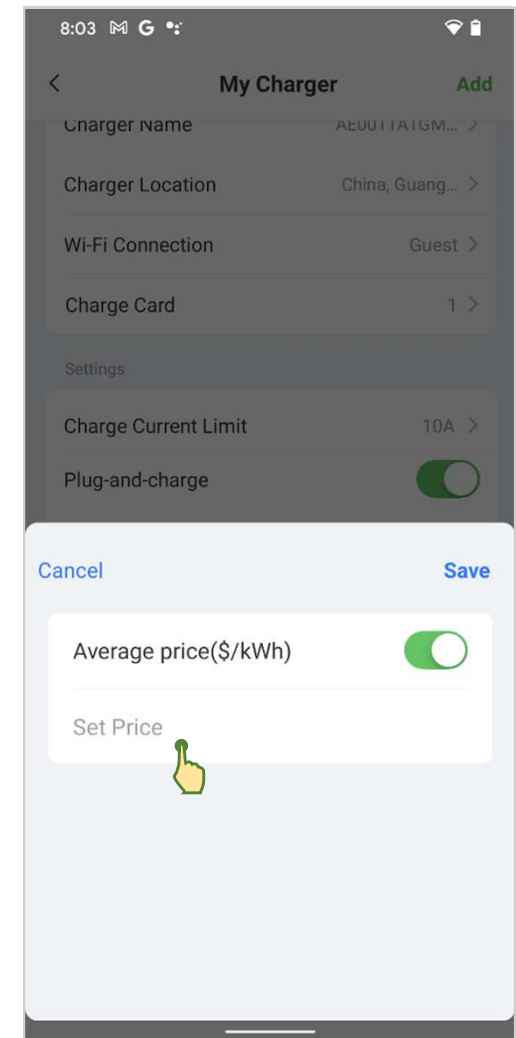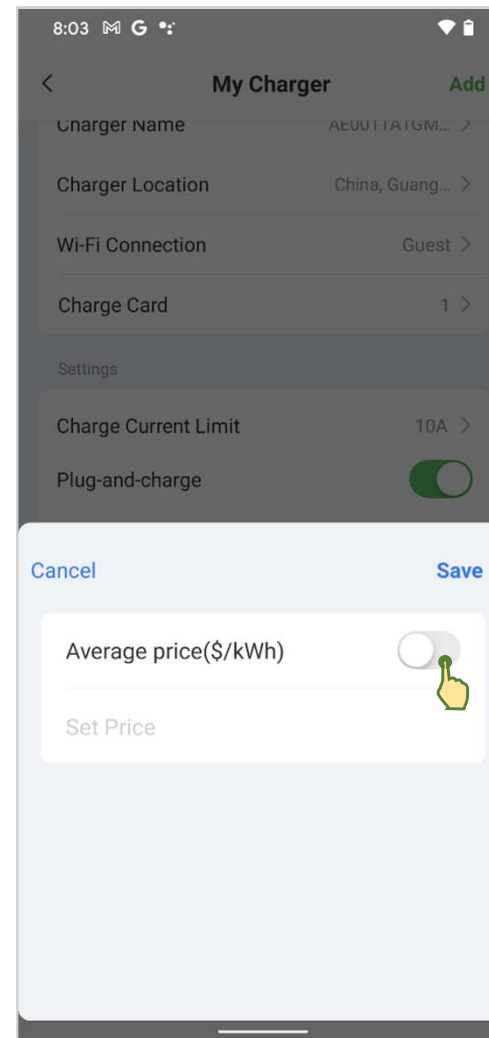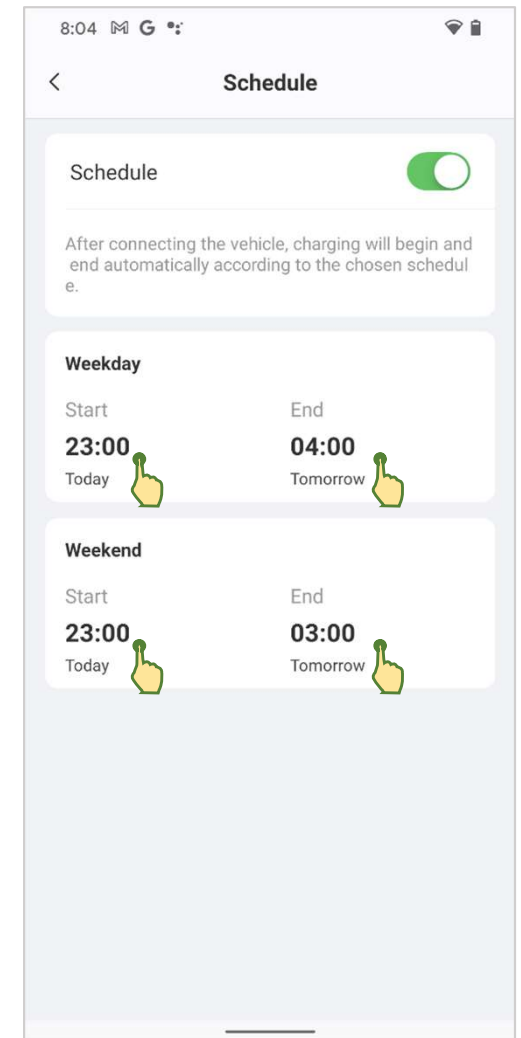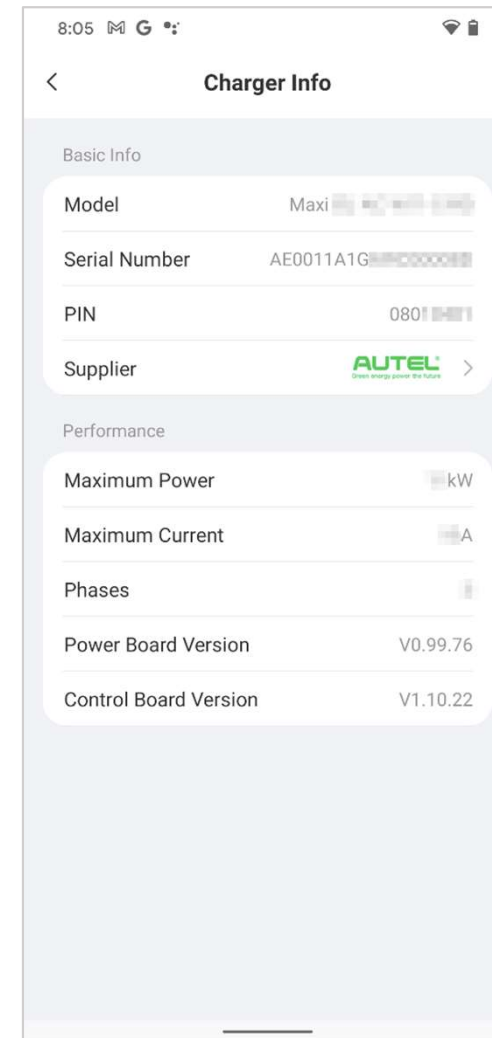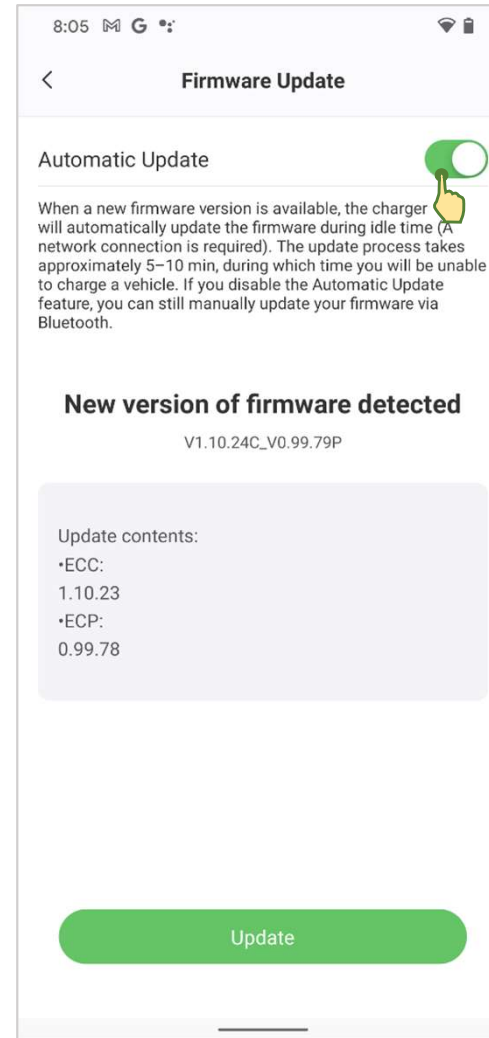
Schedule your charging hours

About the charger
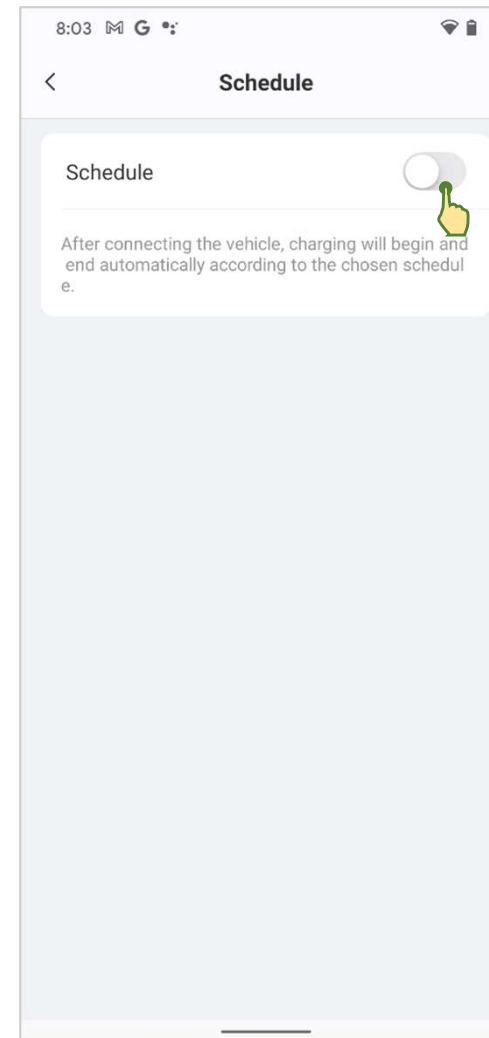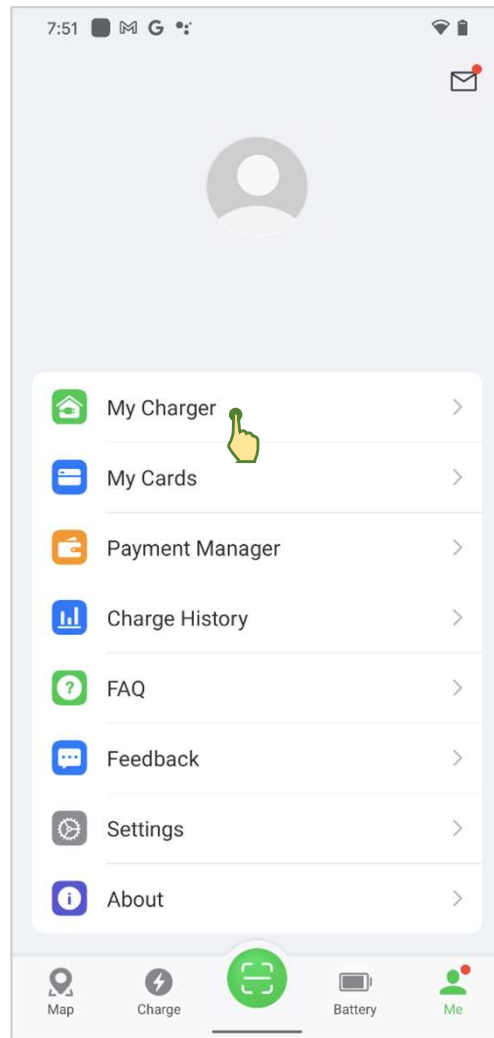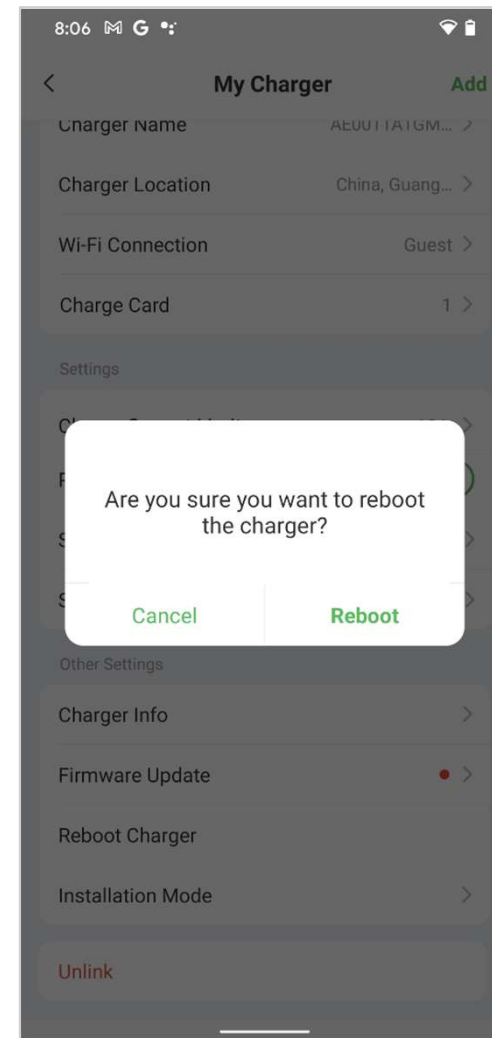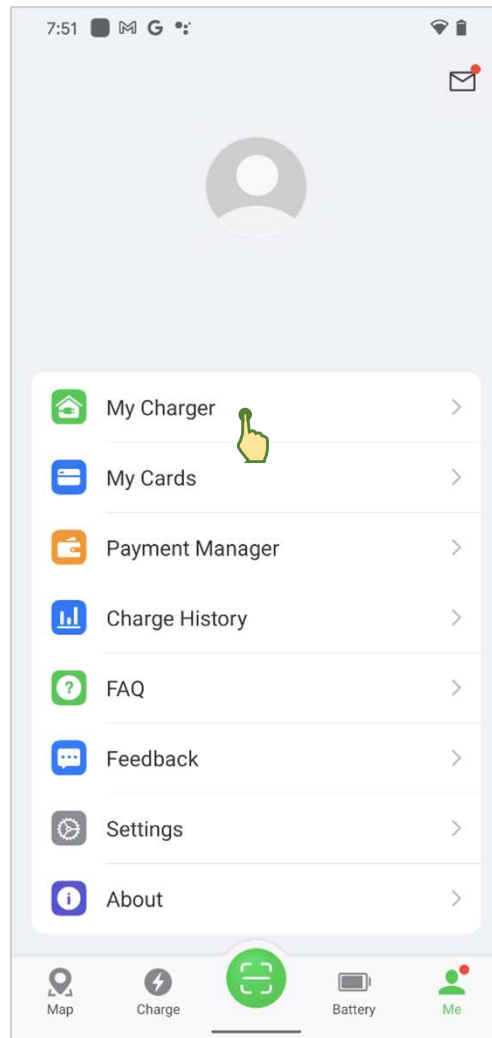
Firmware updates
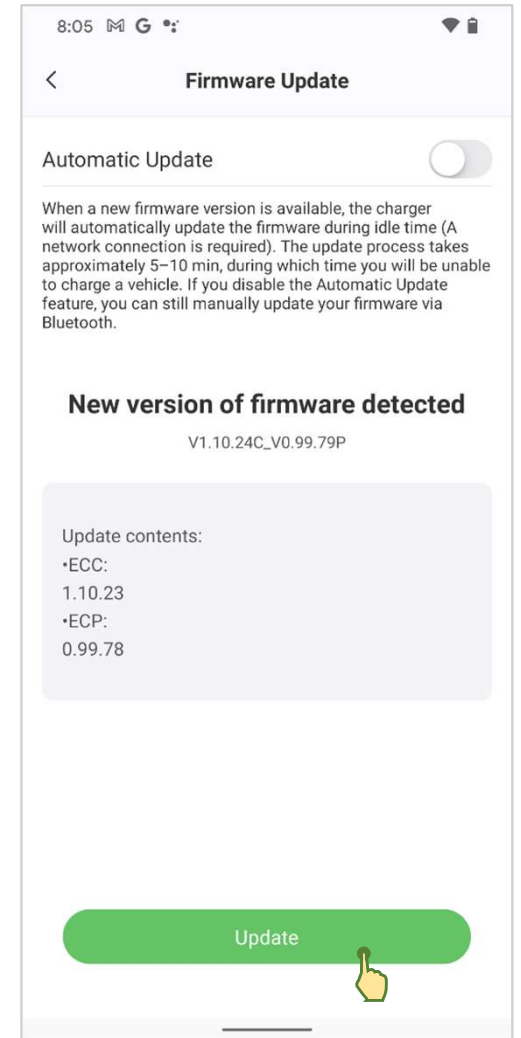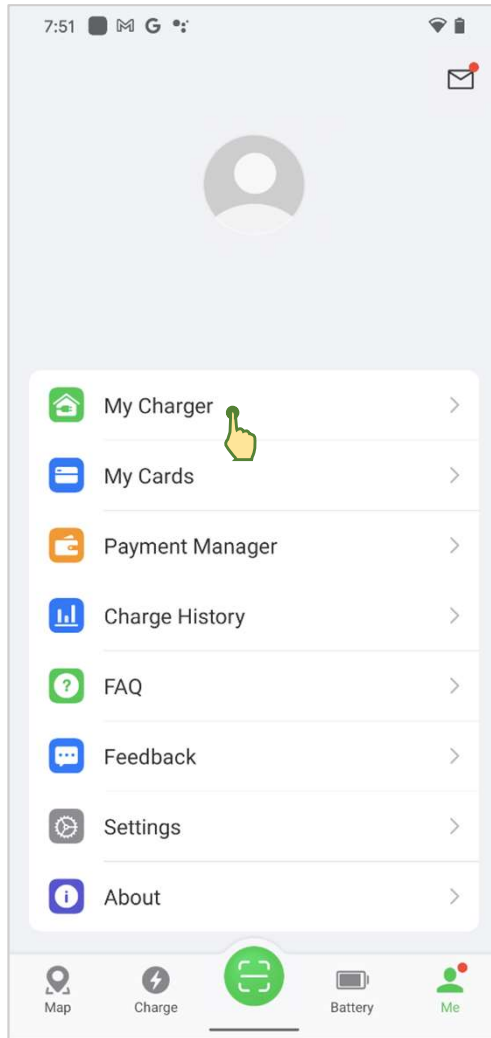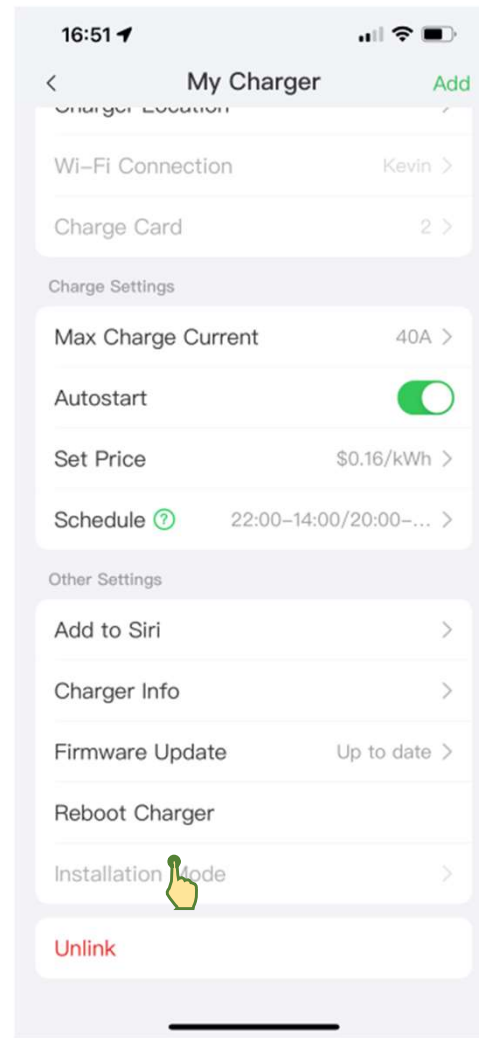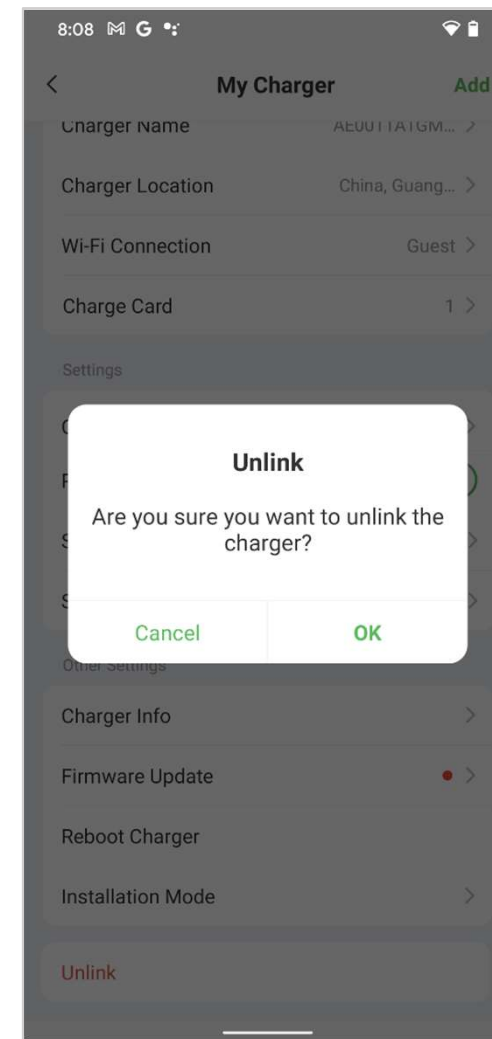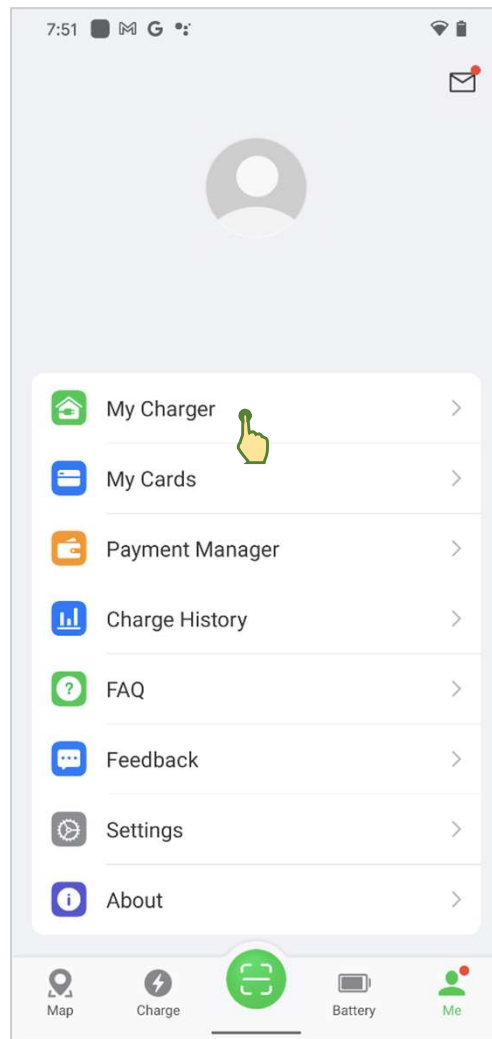
Reboot the charger

3.3 My Charger

Installation Mode
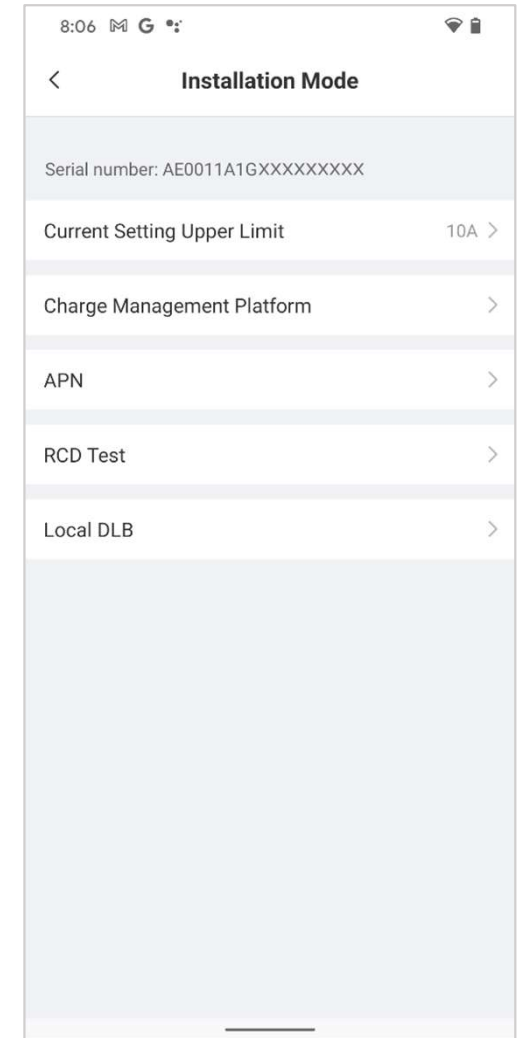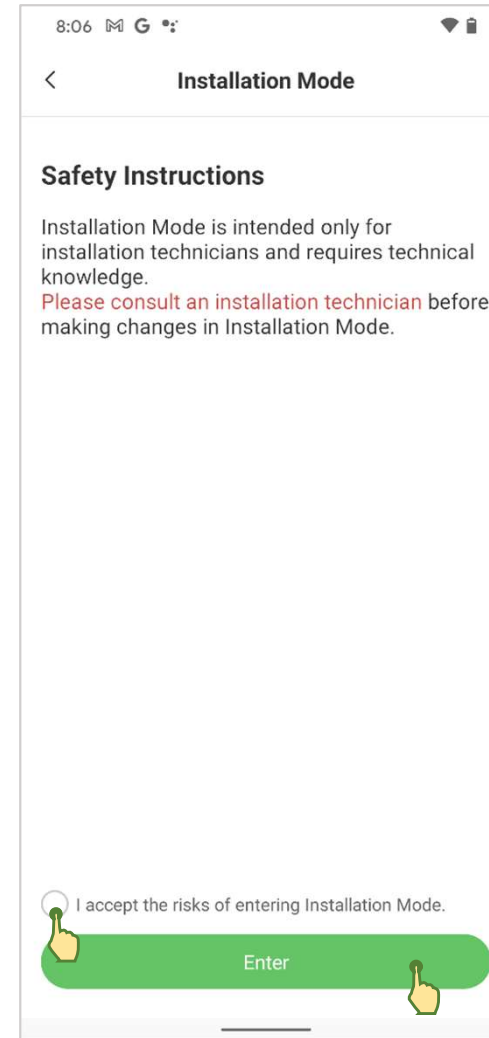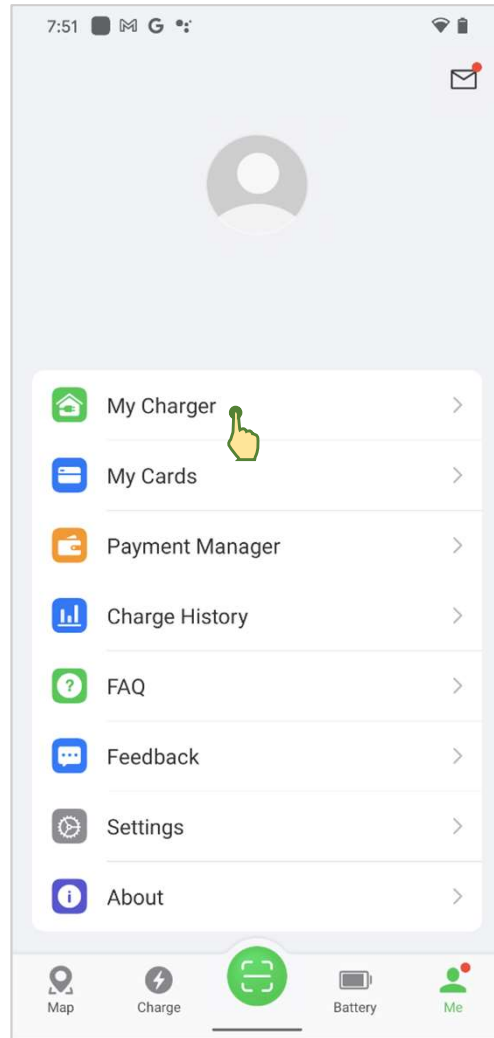
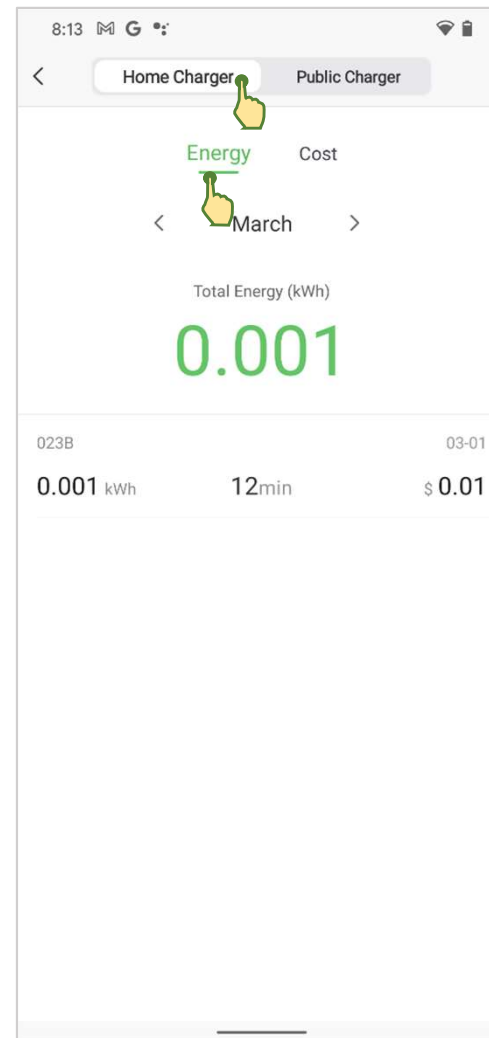Unlink the charger
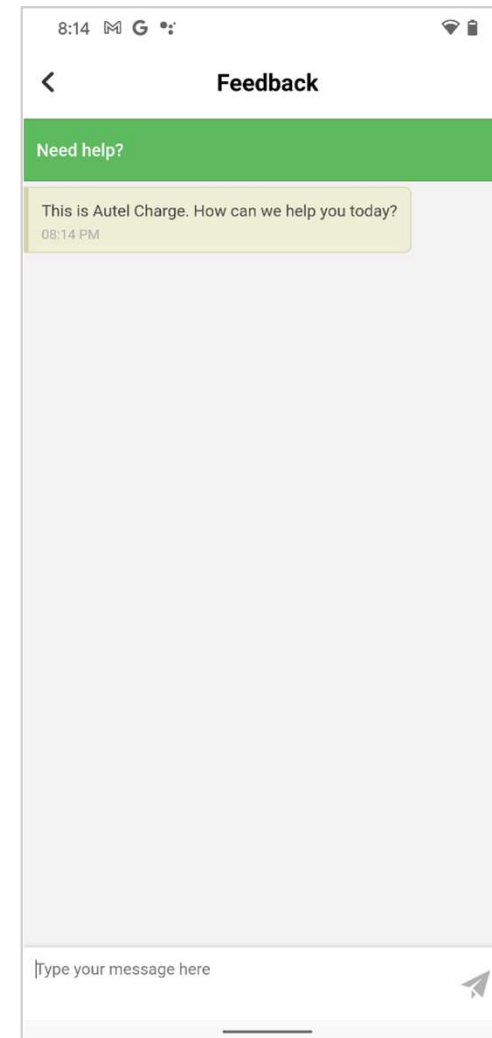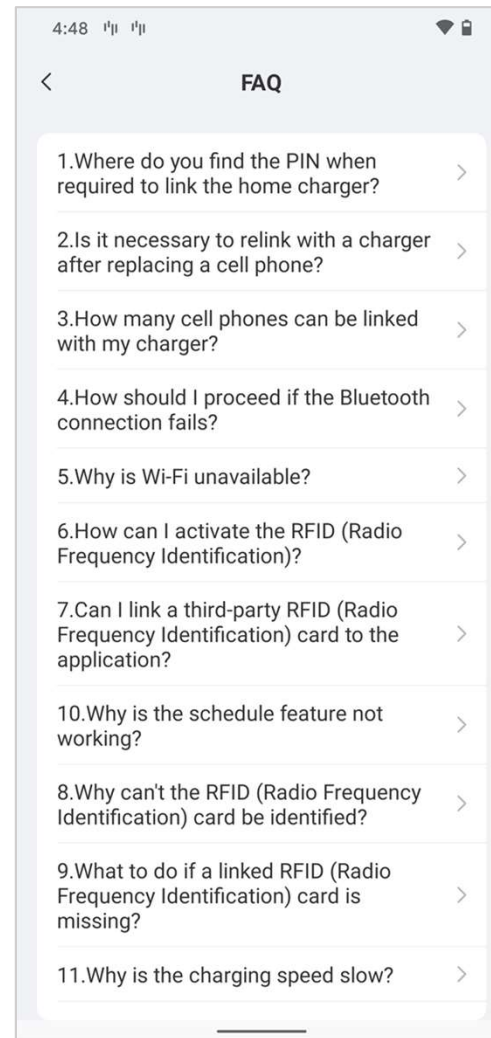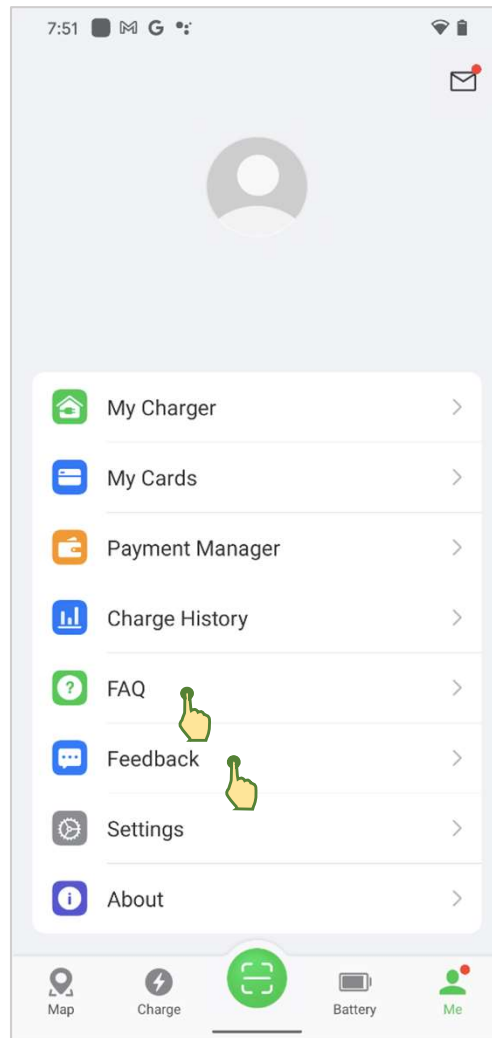
Charge History records the total energy and cost of your past charges. You can choose to view the total energy or cost of a specific month. Daily energy, duration, and cost data are also available.
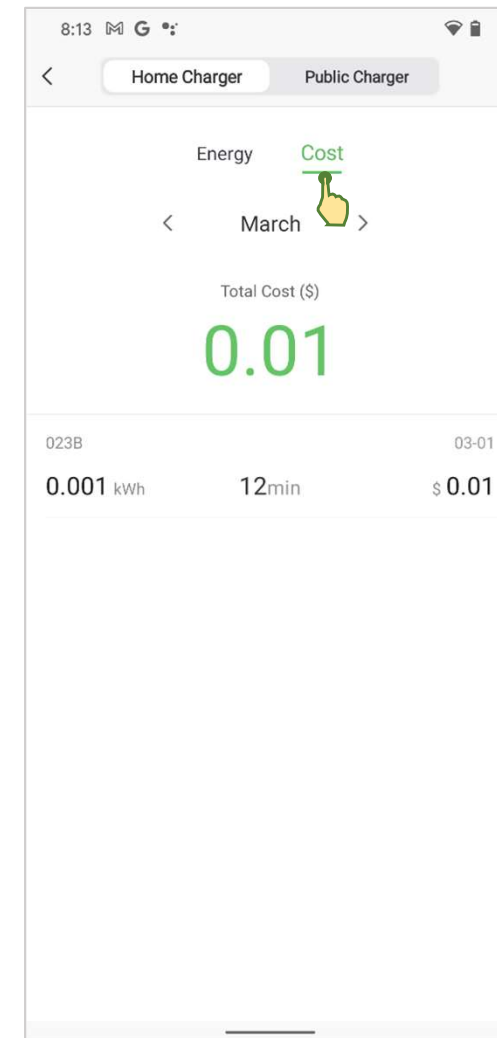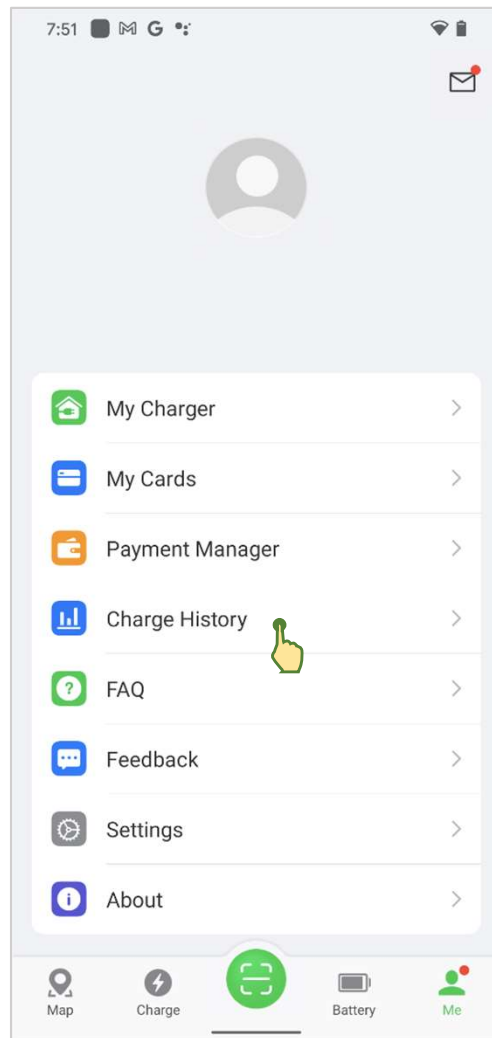
3.5 FAQ & Feedback

FAQ & Feedback screens

Screen 1 — Me menu (7:51)

- My Charger
- My Cards
- Payment Manager
- Charge History
- FAQ
- Feedback
- Settings
- About

Bottom navigation: Map | Charge | (scan) | Battery | Me

Screen 2 — FAQ (4:48)

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 Frequency Identification)?
7. Can I link a third-party RFID (Radio Frequency Identification) card to the 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 Frequency Identification) card is missing?
11. Why is the charging speed slow?

Screen 3 — Feedback (8:14)

Need help?

This is Autel Charge. How can we help you today?
08:14 PM

Type your message here

3.6 Settings

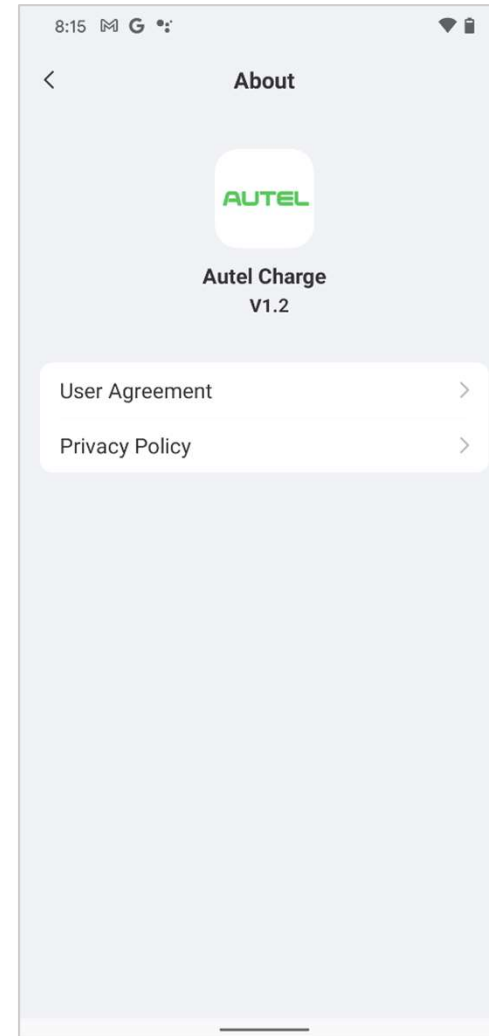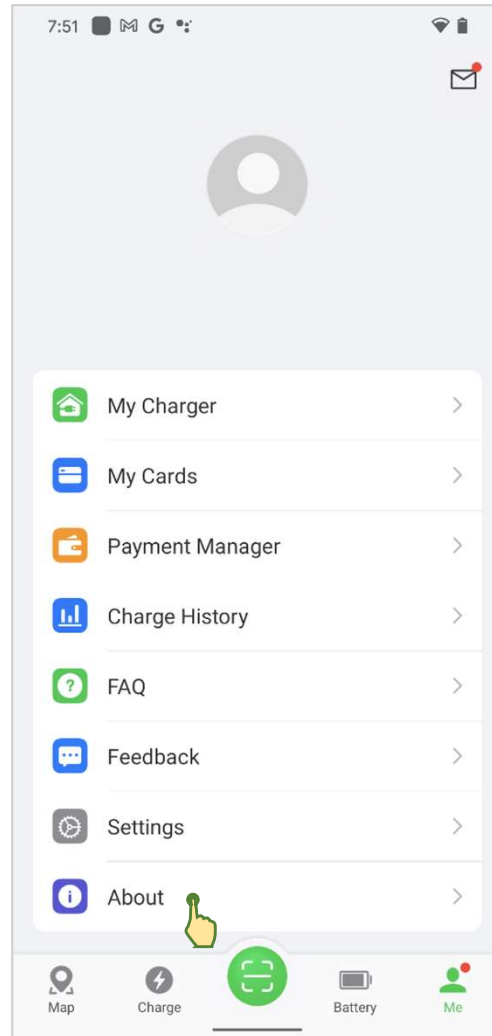Manage the settings for the Autel Charge app.
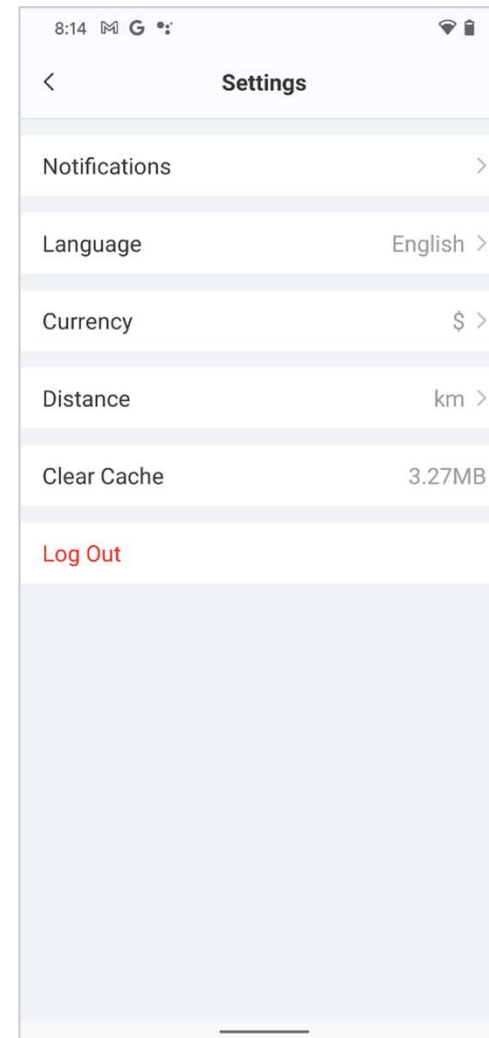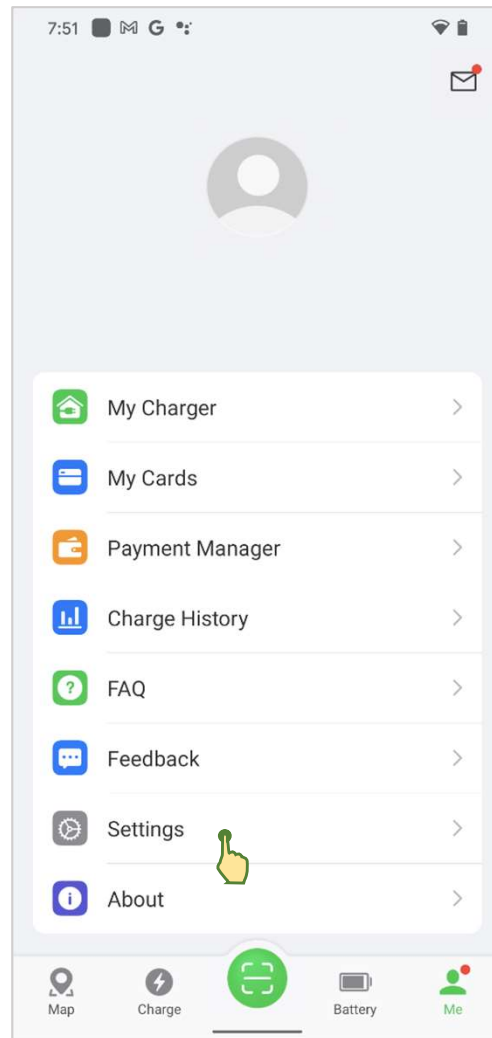
3.7 About

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

AUTEL® Service

Website: www.autelenergy.com

Phone: (844) 765-0150

Email: AutelEnergy@autel.com

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.