

# Guide to the Andersen App



# Benefits of using the Andersen App

## Simplified Setup

If you are an existing Andersen customer, who uses the Konnect+ App, simply download the Andersen App (from your app store) and log-in with your existing account details to pick up where you left off. All settings, schedules and linked charge points will be automatically added to your account. If you are a new Andersen user, simply add your vehicle, charge point & energy tariff to start benefiting from the features of the all-new Andersen app.



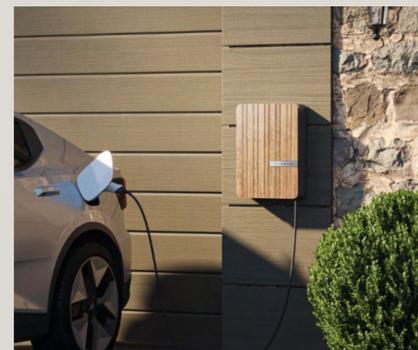
## Estimated mileage added

You will benefit from being able to view the estimated miles added to your car following a charge session, based on the make and model of your vehicle. You can add your vehicle to the Andersen App, within Settings. Additionally, you will be able to view the duration of charge sessions and the cost, based on your energy tariff settings within the app. These can be added to your account, either during the setting up of the app or later on in Settings.



## Updated App Notifications

For ultimate convenience, the Andersen App allows you to take control. You can receive push notifications, email notifications or both if desired. If you are a new Andersen user, you have the option to receive notifications for weekly charging reports, device online status, error messages and the start and end of charge sessions.



## Overview Page

Once the setup of your Andersen App is complete, you will be able to see your charging status with clearly displayed information. The live breakdown of your charge session includes information such as the duration of a charge session, the cost of your charge session and the amount of energy used. You will have additional useful functions such as the ability to remotely lock your charge point for security and to charge outside of schedules with the Charge Now Button. Your bespoke charge point colour combination will be represented on this screen.



## Scheduled Charging & Charge History Reporting

With the ability to integrate your electricity tariff, you can schedule your charges to coincide with your low cost or off-peak tariff. This can be done easily within the Schedule page of your Andersen App. Charging history allows you to view all your previous charging data in one place. You can view the cost of your charge sessions, the amount of grid or solar energy used as well as the duration of each charge session.



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## First Steps - Setting up

1

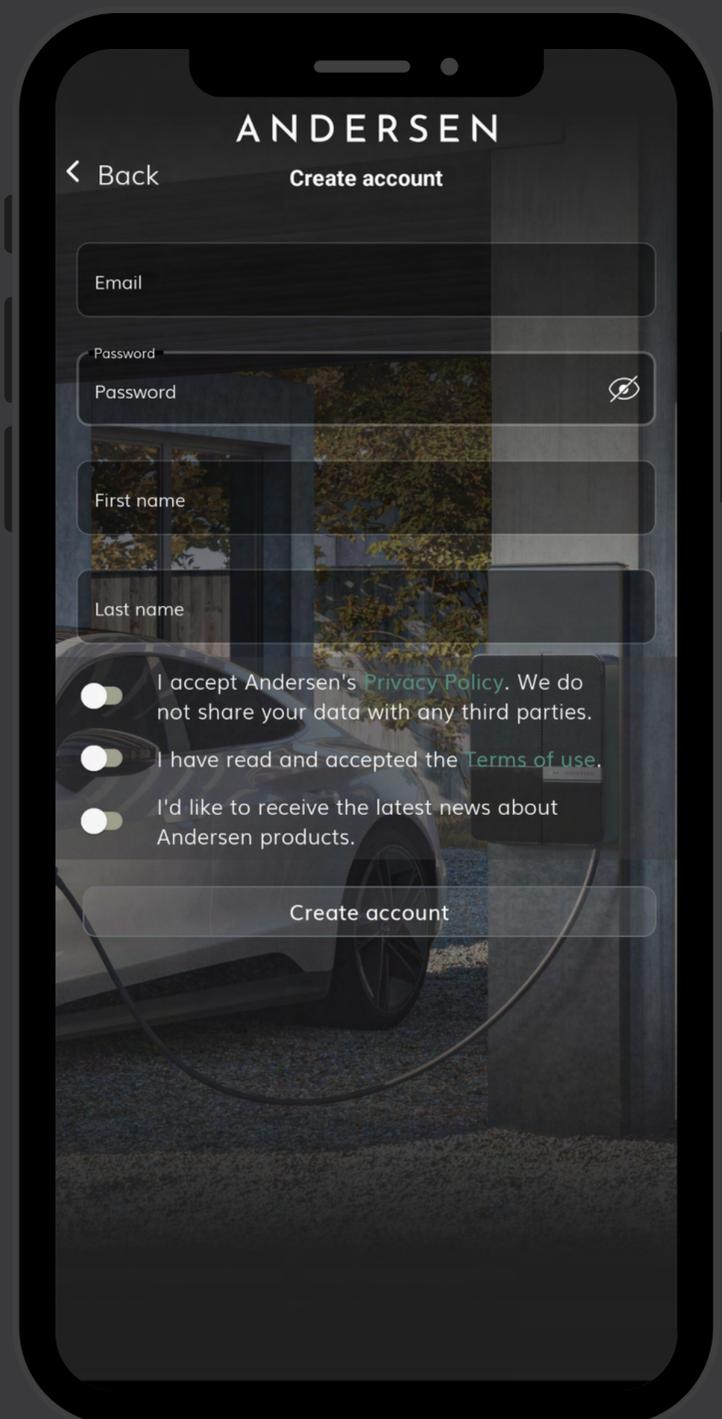
Upon opening up the Andersen App, you will need to create an account.

2

Once you have verified your account and have logged in, you will be prompted to connect your charge point.

3

After this, the next screen will prompt you to connect your charge point to Wi-Fi.



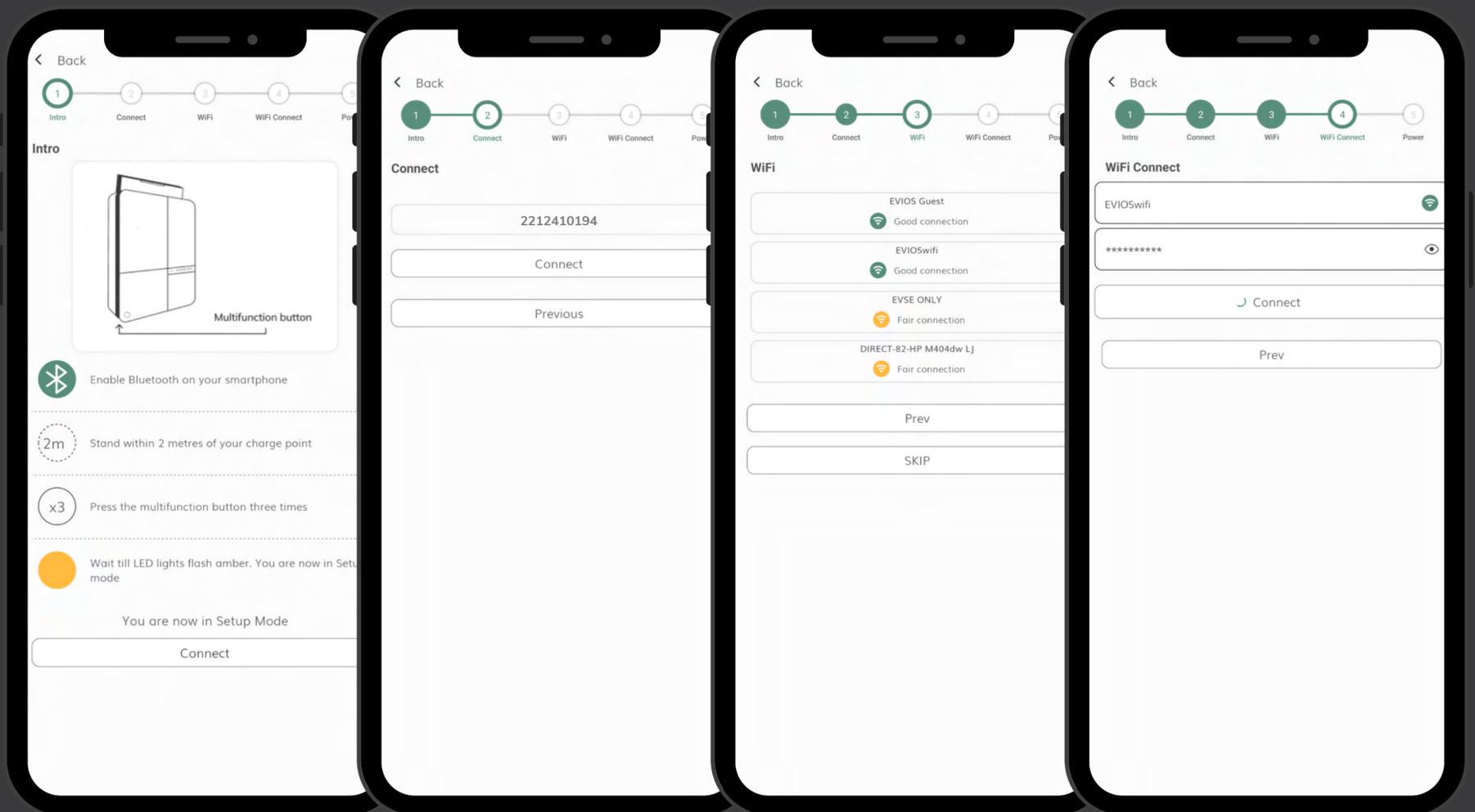
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## First Steps - Wi-Fi Setup

To connect your charge point to your Wi-Fi network, follow the app instructions or see the full [Wi-Fi set up guide](#).

It is important for your charge point to be connected to Wi-Fi in order for you to use beneficial features of the app, such as remote security locking, scheduled charging, and to get useful data regarding your charging sessions.



For a full guide on how to connect your charge point to Wi-Fi see our [Wi-Fi setup guide](#).

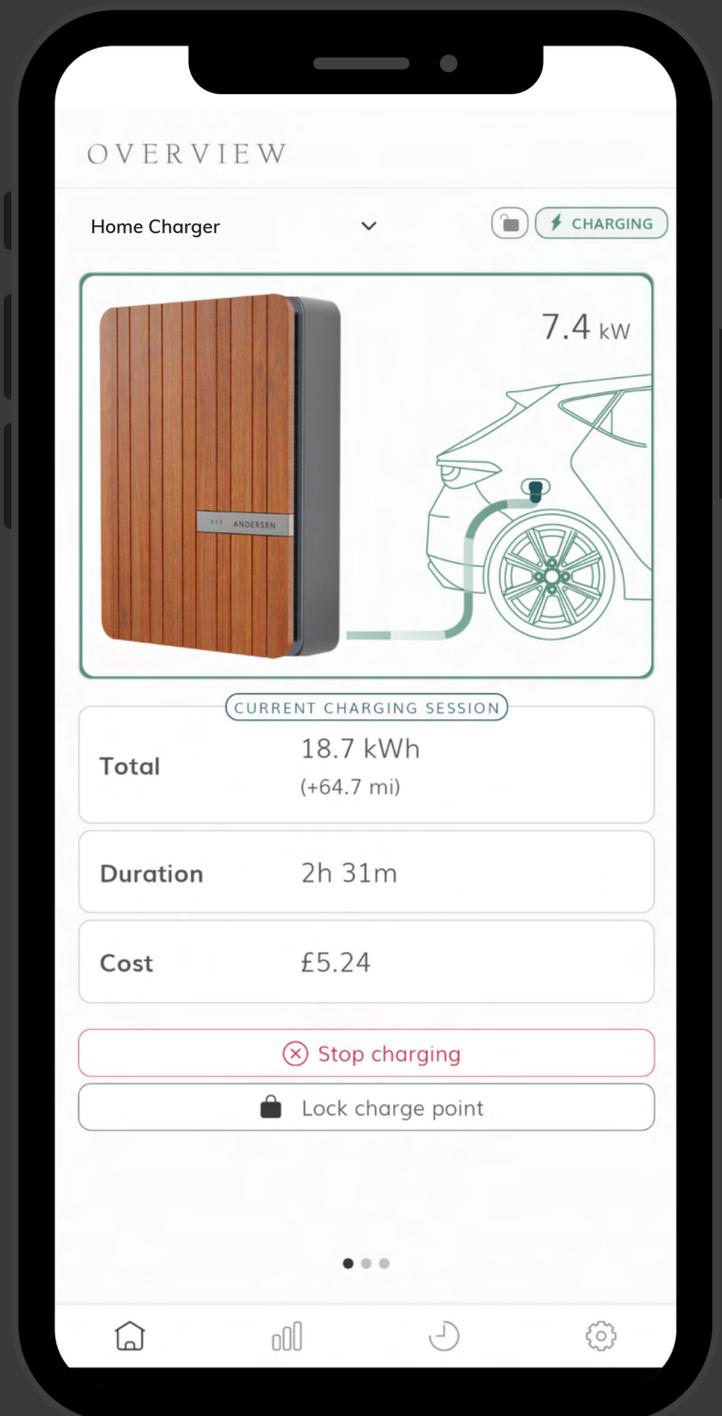
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## Overview Screen

On the home page, you will find information and functions, such as:

- Status of your Andersen charge point
- Current charge session information
- Total energy used during your charge session (kWh)
- Estimated miles added to your vehicle
- Duration of your charge session
- Cost of your charge session
- Start / Stop charging
- Remote Security Lock option for your charge point. Tap this button if you would like to stop your charge point from being used.



Please note: You can start and stop a charge session at any time, even if you have schedules enabled. Using the 'Charge Now' button does not remove or change any active schedules.

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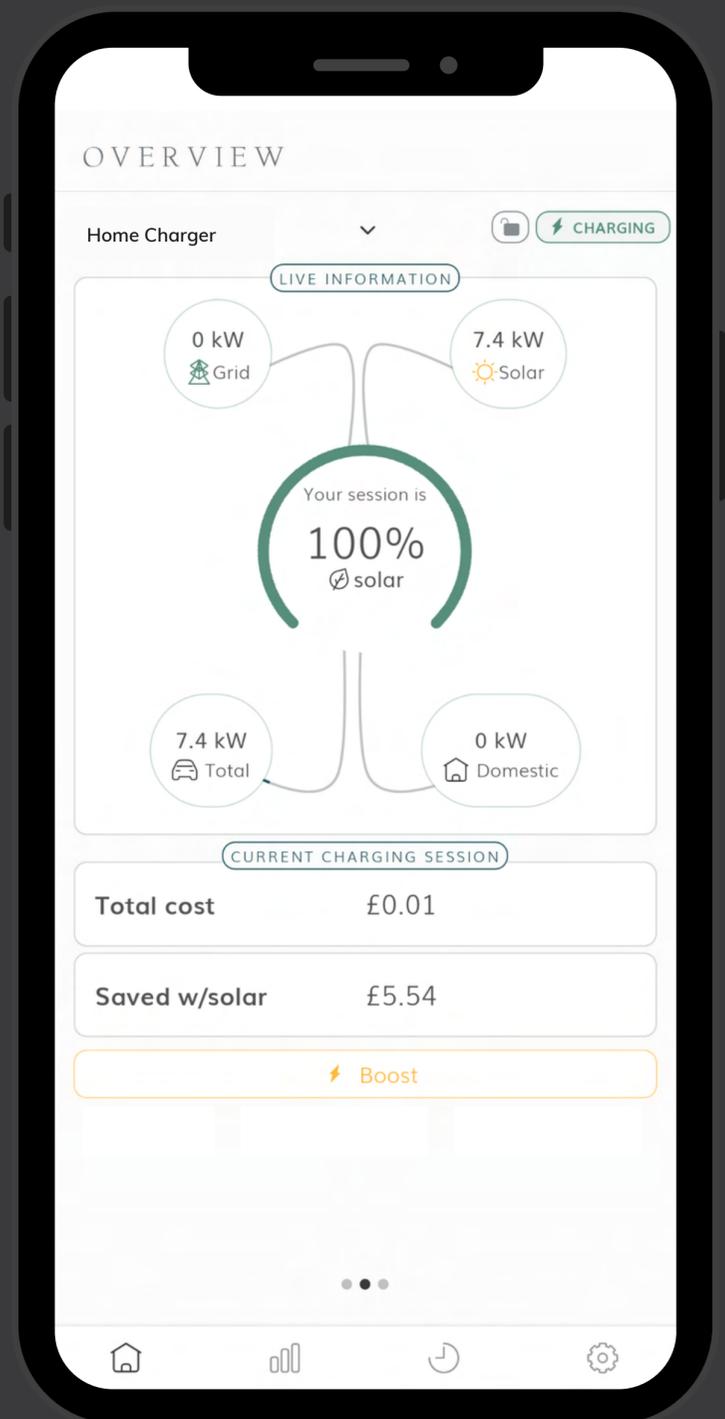
## Overview Screen

### Live Eco-System View

By swiping left anywhere on the Overview screen, you will be able to view real-time data of your energy usage, while your charge session is in progress.

This is specially configured to view your solar and grid energy usage.

You will only see this screen if you have an adaptive fuse and/or an additional CT Clamp for solar functionality.



Please note, solar monitoring is only available if solar has been configured with your charge point. Your installer will have to configure an additional CT clamp for this function to activate.

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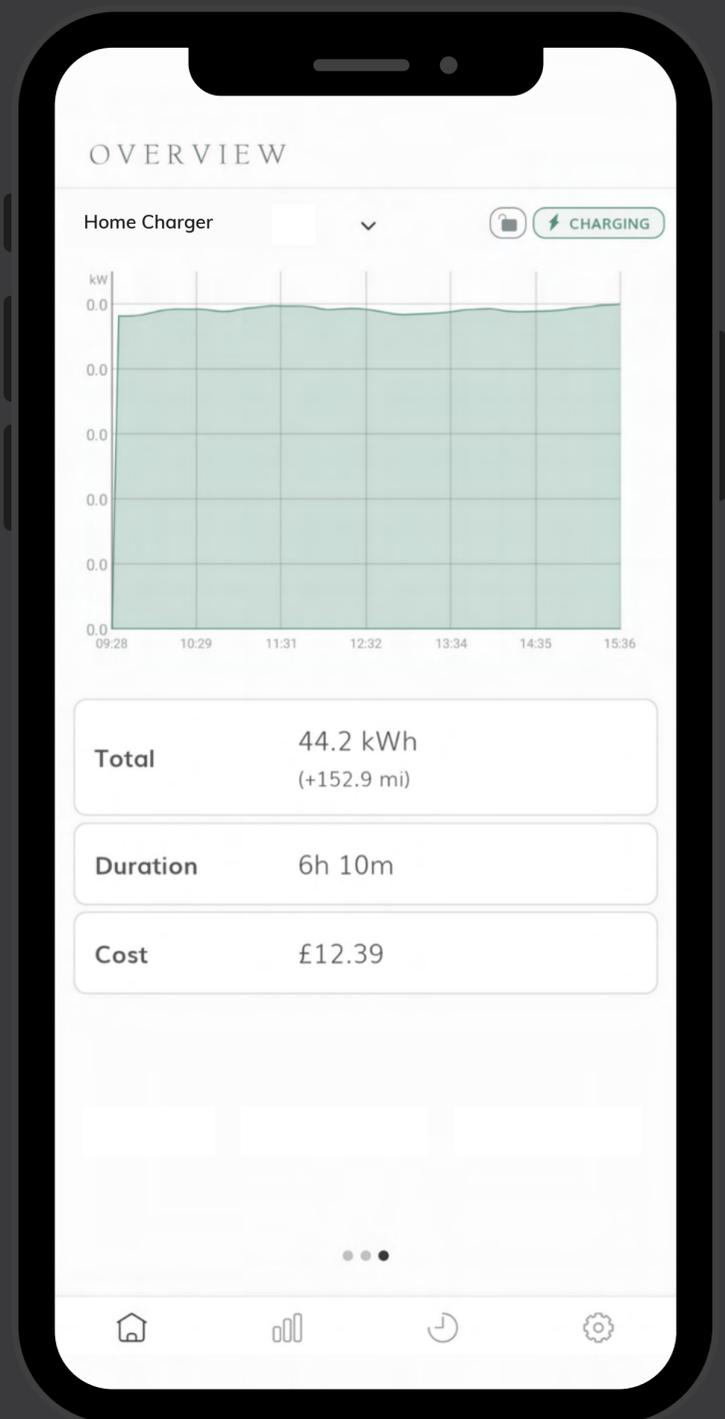
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## Overview Screen

### Live Graph View

By swiping left anywhere on the Overview screen a second time, you will be able to view real-time data of your energy usage, in graph form.

This graph will appear once your vehicle has been charging for over 10 minutes and more than 500 Watts or 0.5 kWh has been delivered to the vehicle.



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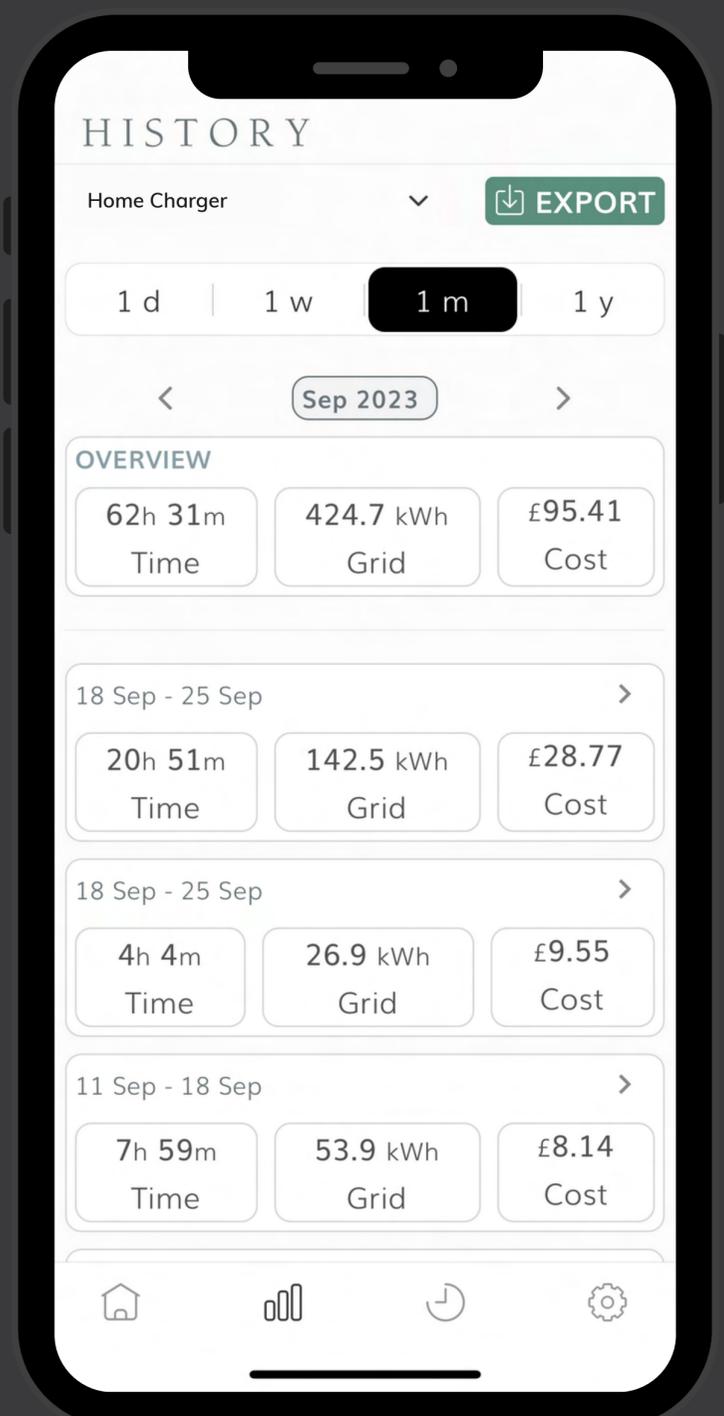
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## Charge History & Reporting

### This Page includes:

- Cost of the charge
- Amount of grid energy used
- Amount of solar energy used (if solar has been configured)
- Duration of charge session
- Ability to download charge session reports as spreadsheet files

You will have the option to view this information by day, week, month and year, either in table or graph format.



Please note: If you tap on any of the charge sessions, apart from 'Overview', you will be able to view these as a graph.

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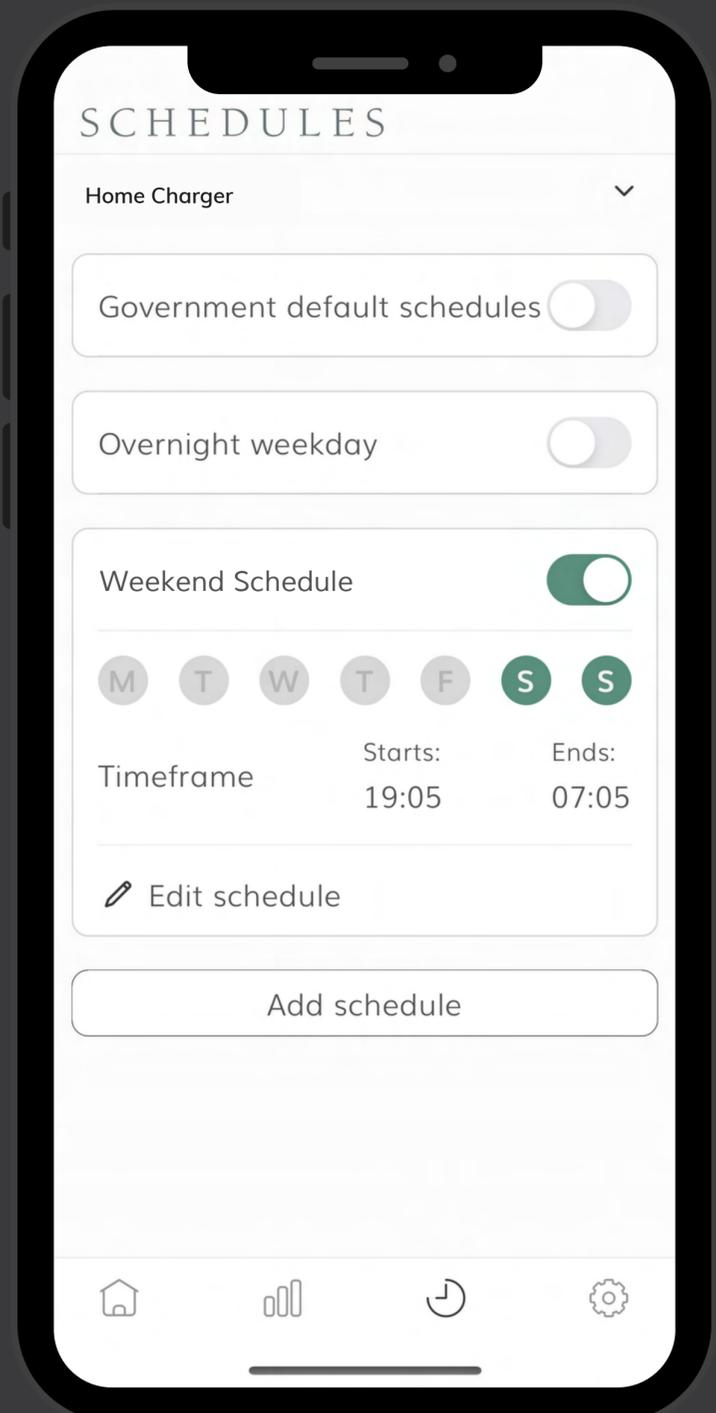
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## Scheduling

Scheduling is perfect for charging your vehicle if you have a dual rate energy tariff. You can set a schedule to charge your vehicle at the cheapest time according to your tariff.

You are able to choose the day, time and duration of your charges easily, just as you would when setting up an alarm on your smartphone.

To make sure your charge session cost is correct, please remember to edit the tariff and 'enable off-peak times' within Settings and set your low tariff cost.



Please remember the EV Regulations are set by default and may conflict with the use of personalised schedules. You can turn the default schedules off by using the toggle on this screen or within Settings. Government Regulations cannot be deleted, due to legal requirements.

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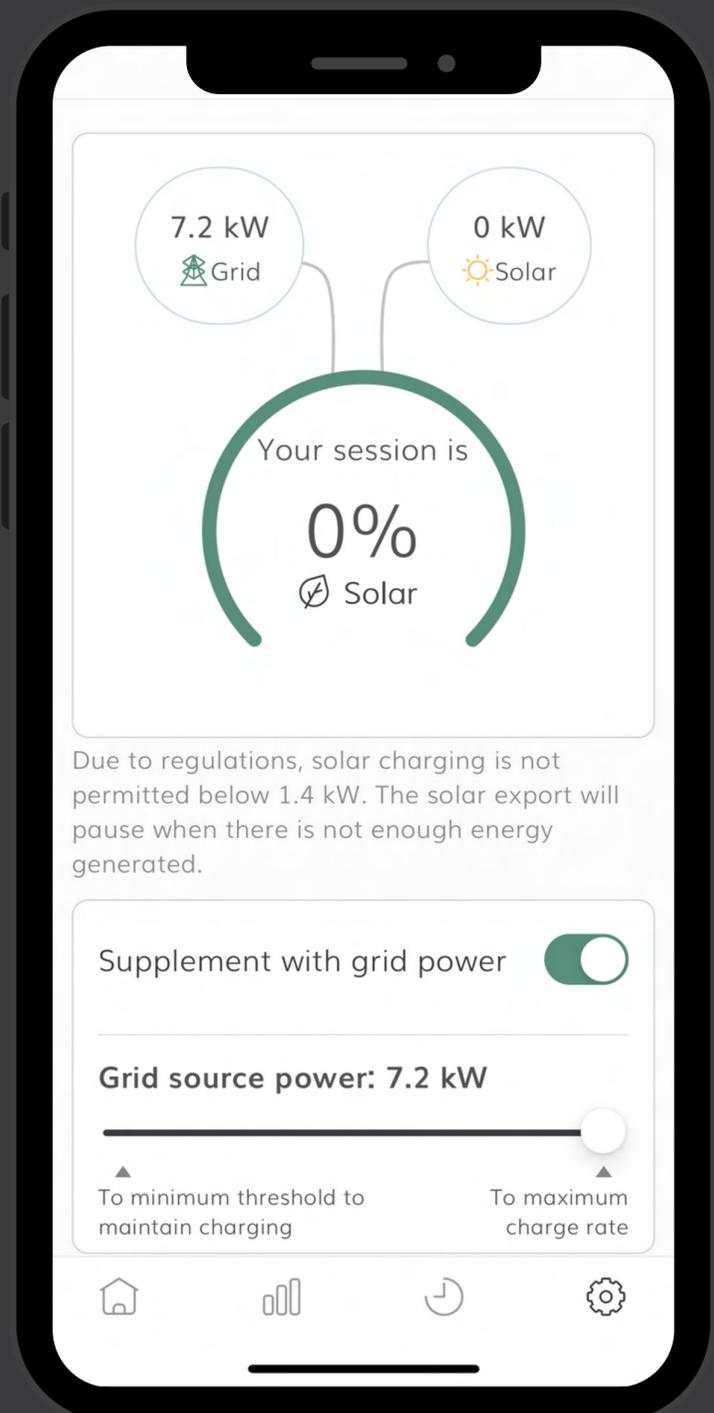
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## Power Source Settings

This page can be found within Settings and allows you to control the amount of solar & grid energy used to charge your vehicle.

Please note: This page will only be available if solar has been configured with your A2 charge point.

If you have solar energy enabled and setup, you will have the option to supplement your solar energy with grid power using the toggle & slider.



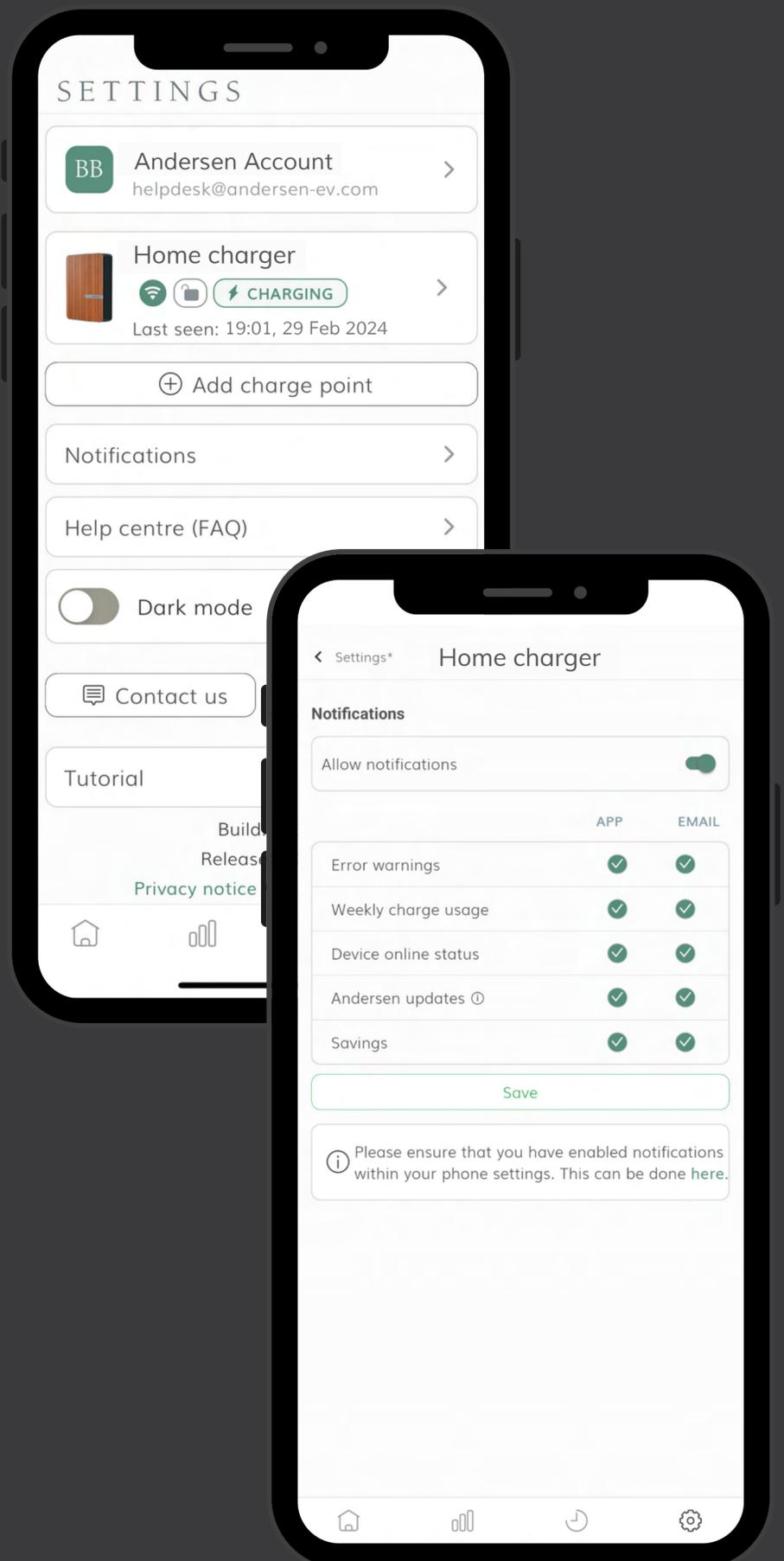
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## Settings

Here you are able to:

- Set and amend charge point profiles.
- Switch between Light and Dark mode.
- Use the Help Centre & Tutorials.
- Control notifications such as:
  - Session started
  - Session ended
  - Error warnings
  - Weekly charging usage
  - Device online status

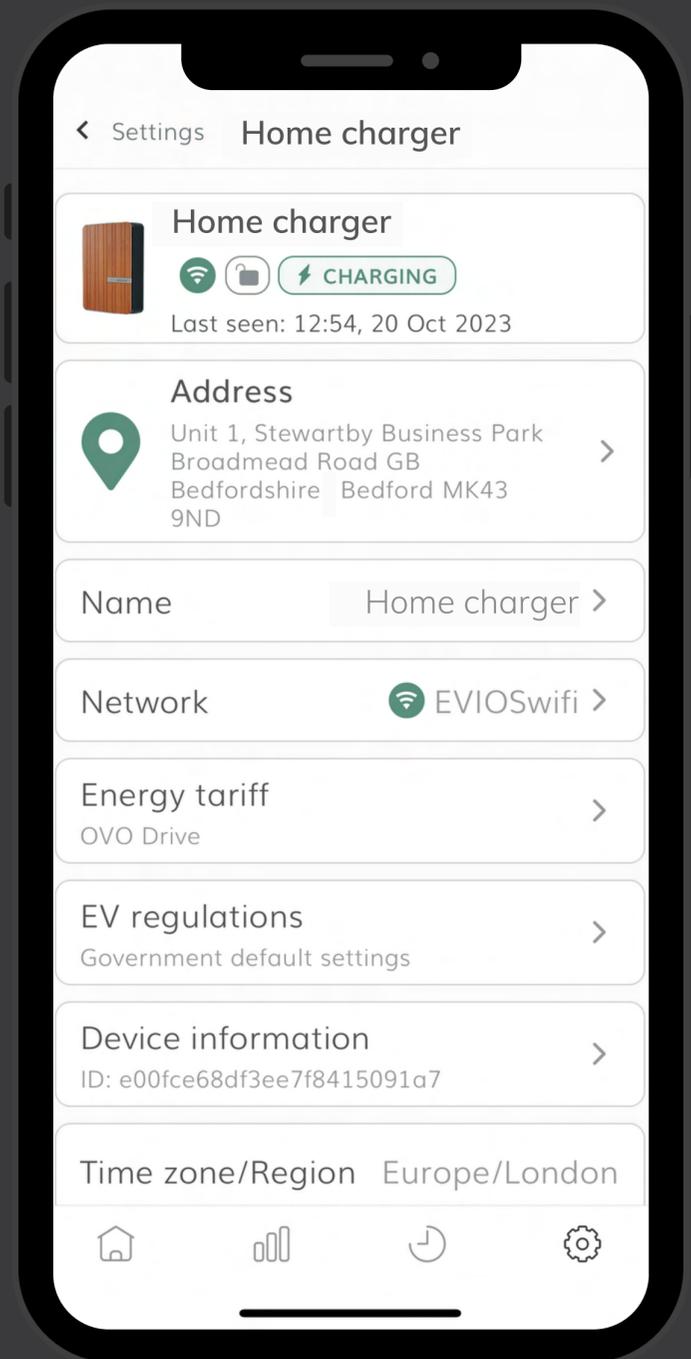


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## Charge Point Settings

- Within the Device section, you are able to view charge point information as well as remove your charge point from your account.
- In the Network page, you can view and amend the Wi-Fi connection. You can also see how strong the connection is.
- Within the Energy tariff section you will be able to view & edit your tariff information. (Please note this information feeds into the calculations of your energy usage, so if you wish to monitor the true cost of your charging, please ensure the tariff information is accurate.)





# We're here to help

**Send us an email**



Ask us a question, leave some feedback or just say hello.  
[helpdesk@andersen-ev.com](mailto:helpdesk@andersen-ev.com)

**Call us**



Prefer to chat?  
Mon-Fri 08:00 - 19:00  
Sat 09:00 - 14:00  
+44 (0) 1234 916125

For more information, please see the support section of our website

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[www.andersen-ev.com](http://www.andersen-ev.com)