

# **User Guide**

## **Autel Charge APP**

Autel Digital Power Co., Ltd.

Modified on December 14, 2023

# Introduction

Autel Charge app redefines your electric vehicle (EV) charging experience with its intuitive and intelligent features. This innovative mobile application offers seamless and efficient charging solutions, ensuring you have full control over your EV's charging process.

## Overview

The Autel Charge app is your key to unlocking a world of convenience, cost savings, and on-the-go charging. Here are the core features that make it an indispensable tool for EV owners:

### Intuitive and Intelligent Charging:

- **Multi-Platform Compatibility:** Autel Charge app supports various charging methods, including APP control, NFC, AutoStart, AutoCharge, Siri, Alexa, Google Home, and RFID card access. This versatility ensures you can charge your EV your way.
- **Real-Time Monitoring:** Keep a close eye on your charging sessions with real-time monitoring of charging curves. Additionally, access a comprehensive history of your past charging sessions to track usage patterns and optimize performance.
- **Maxicharger AC Management:** Autel charge app intelligently manages Autel Maxicharger AC, ensuring efficient and hassle-free charging for your EV.

### Reduced Charging Costs:

- **Cost-Efficient Charging:** With support for various charging methods and real-time monitoring, Autel Charge app helps you reduce charging costs by optimizing your charging habits and making informed decisions.
- **Maxicharger AC Management:** The app's intelligent management of Autel Maxicharger AC ensures that charging is not just convenient but also cost-effective.

### Convenient Charging on the Go:

- **Smart Charging Strategies:** Autel charge app allows for smart charging based on Time of Use (TOU) rates, helping you take advantage of lower electricity costs during off-peak hours.
- **Solar Charging Prioritization:** Prioritize solar charging to harness renewable energy sources, reducing your environmental impact and energy expenses.
- **Corporate EV Charging Management:** Simplify the management of corporate EV charging at home by synchronizing all charging sessions with Autel CSMS. Employers can easily review and reimburse charging expenses, streamlining the reimbursement process.

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# **Getting started**

## **Cautions & Warnings**

## **Copyright Information**

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## **Disclaimer of Warranties and Limitation of Liabilities**

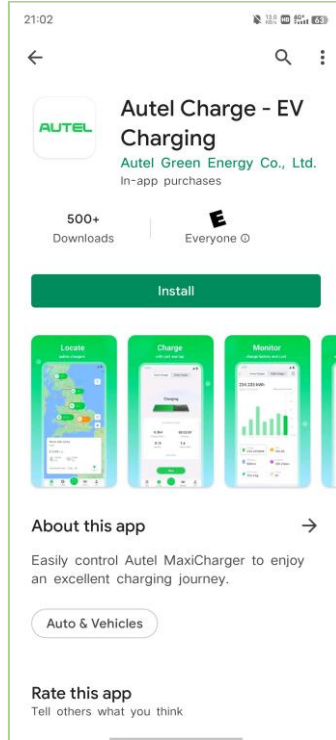
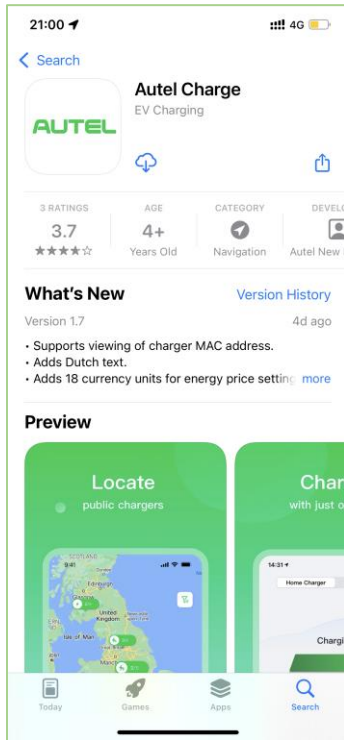
All information, specifications and illustrations in this manual are based on the latest information available at the time of printing.

Autel reserves the right to make changes at any time without notice. While the information in this manual has been carefully checked for accuracy, no guarantee is given for the completeness and correctness of the contents, including but not limited to the product specifications, functions, and illustrations.

Autel will not be liable for any direct, special, incidental, indirect damage or any economic consequential damages (including the loss of profits).

# Download & Install Autel Charge App

Search Autel Charge in the Apple App Store or Google Play Store or Scan Barcode on Autel Charging stations to Download and install.

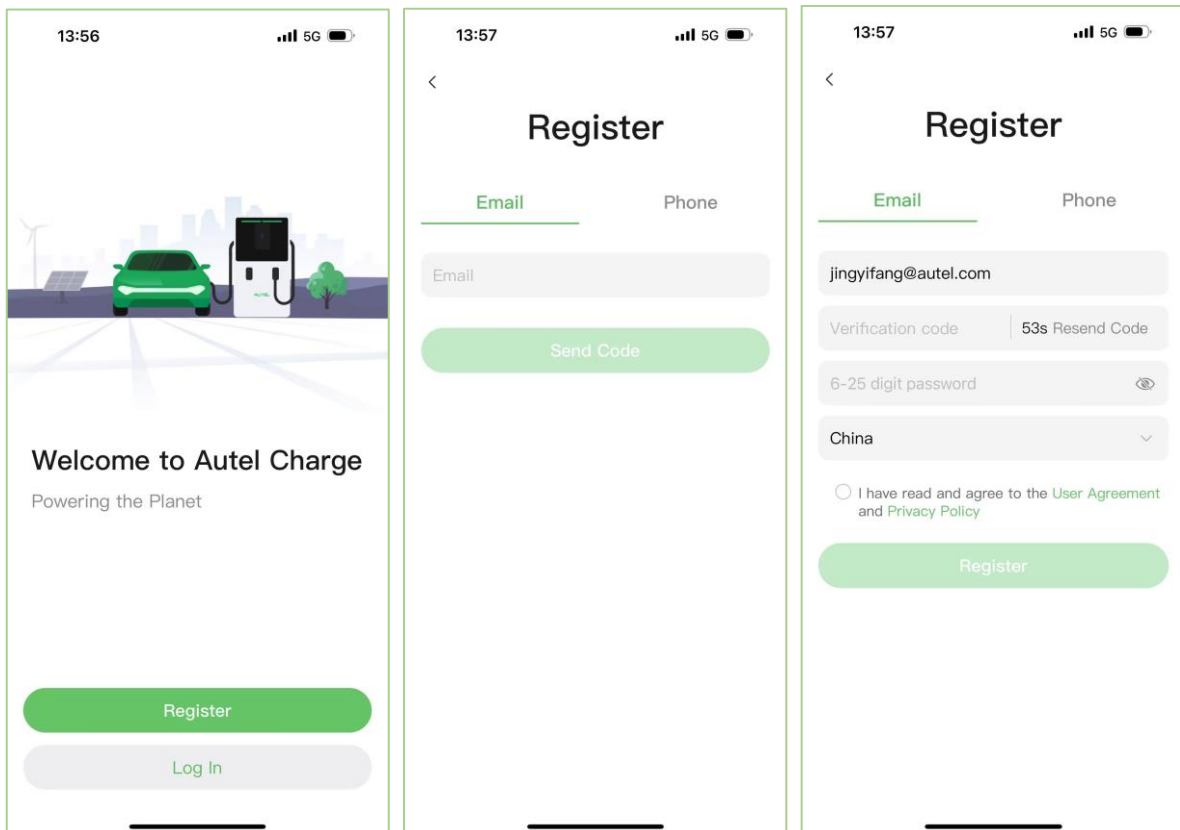


# Using the System

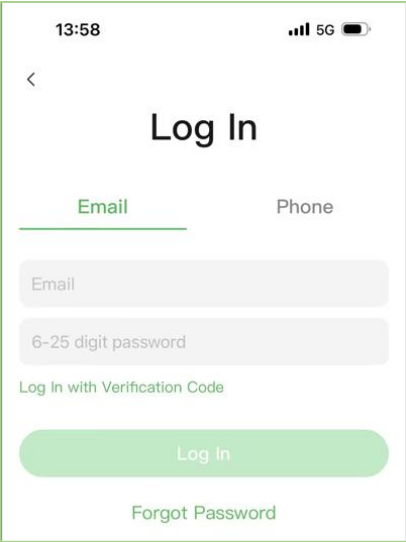
## Register & Login

Open the Autel Charge app on your mobile device,

Register with your phone number or email, you will receive a verification code by SMS or email, set a password and the account will be created.



You can log in via password or verification code. Tap forgot password to reset the password.



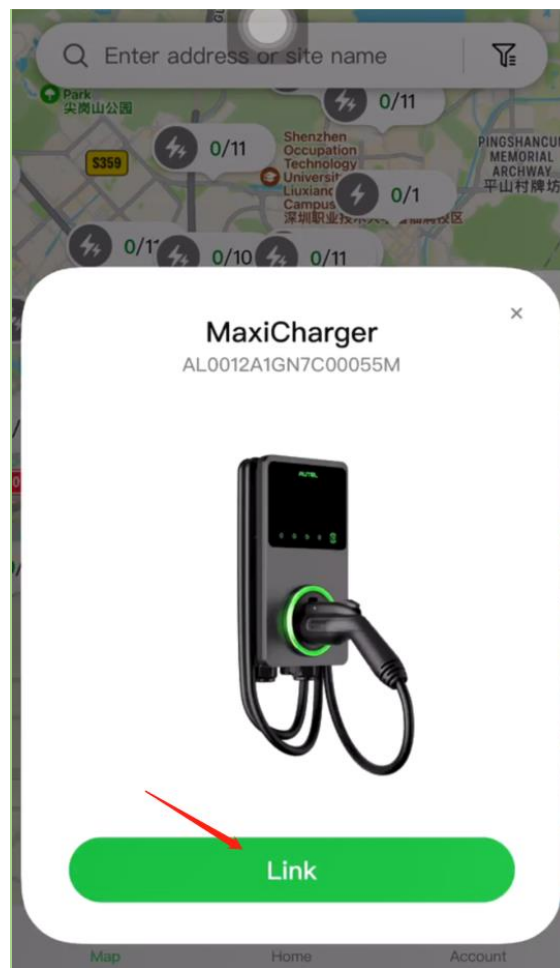


## Link APP with Home Charger

### Link by Airport

For new customers initiating the process for the first time, once you power up your home charger with your Autel APP properly up and running, you will receive an "Airport" popup notification in your app, indicating that there is a charger available for you to link with.


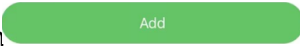

When the popup shows up, please tap on **Link** to continue to get into the link wizard, please refer to [Connect via Bluetooth](#) to continue setup.



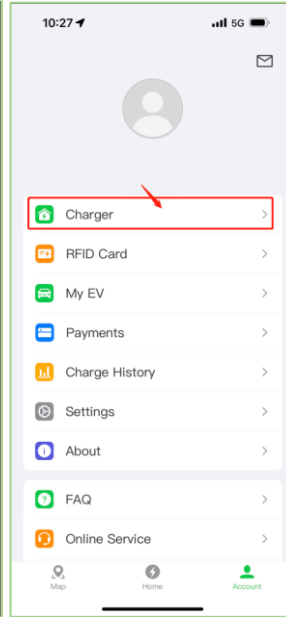
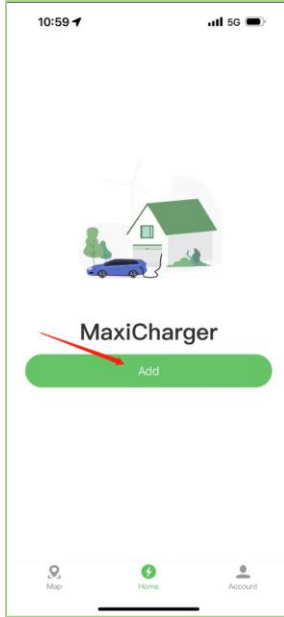
## Link by Wizard

### *Add Chargers*

You can either Scan the QR code or Enter the terminal number. For any of these two methods, they can be found:

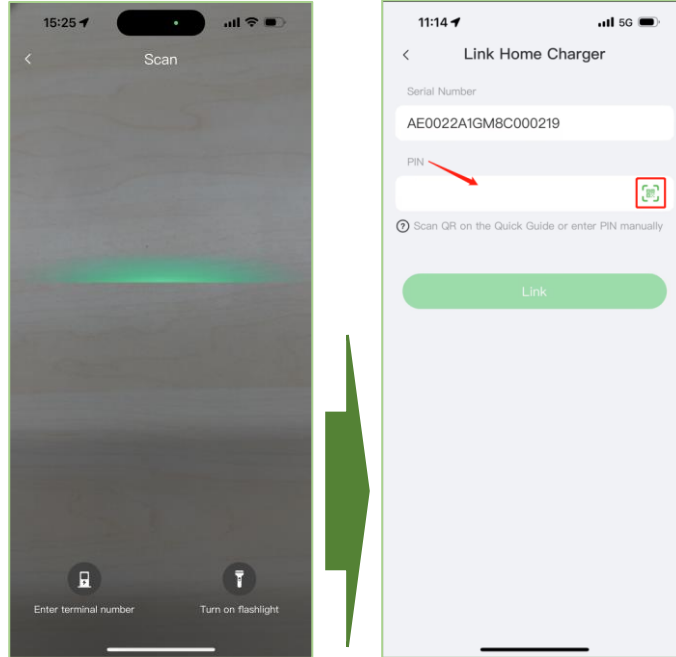
1. On the Map page, please tap on this  icon.
2. On the Home page, please tap on  the option.
3. On the Account Page, please tap the  Charger > option.

To turn on the phone camera scan, where Enter terminal number button will also be found.

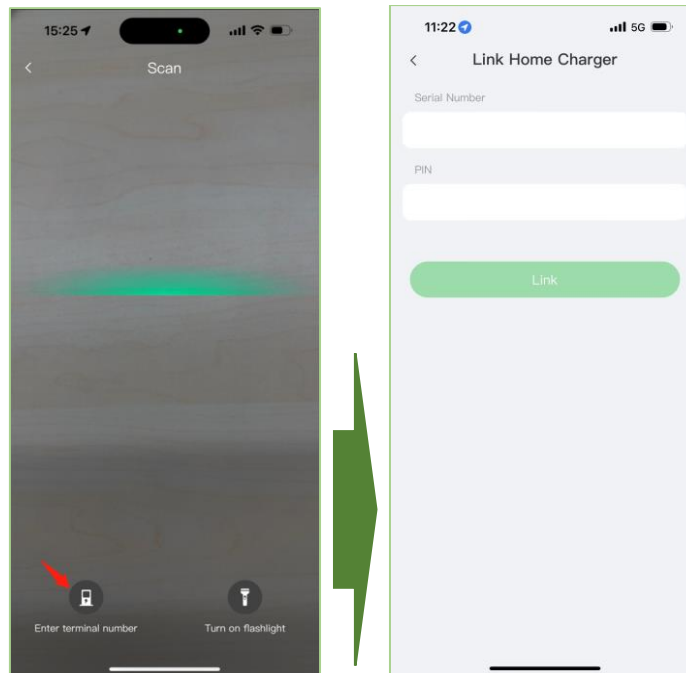


**Camera Scan:** When you scan the charger Barcode with a camera, it will continue to ask you to scan or type in the Charger PIN.

**Enter a terminal number:** When you choose to do so, it will ask you to type in both the Charger Serial number and PIN.

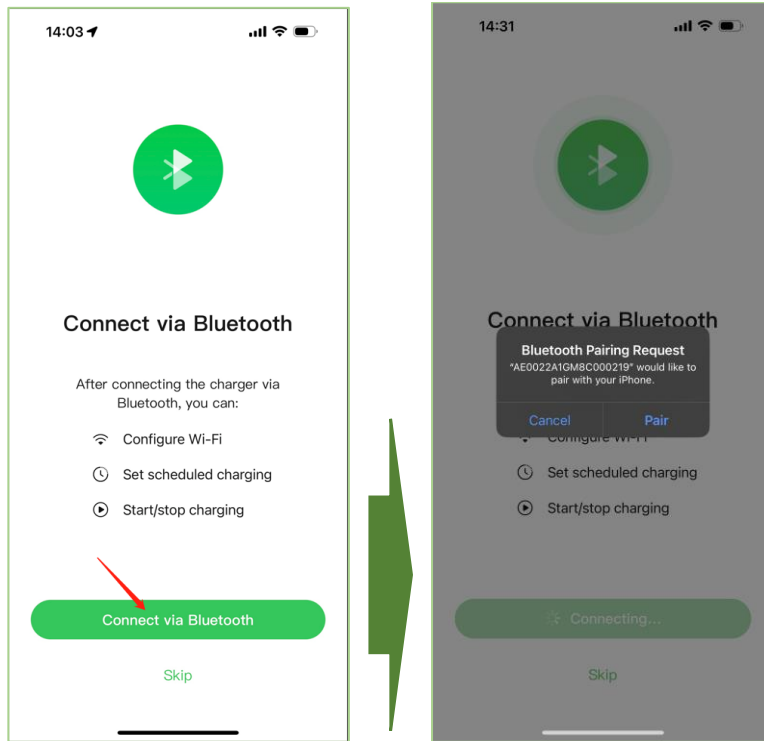


OR



### Connect via Bluetooth

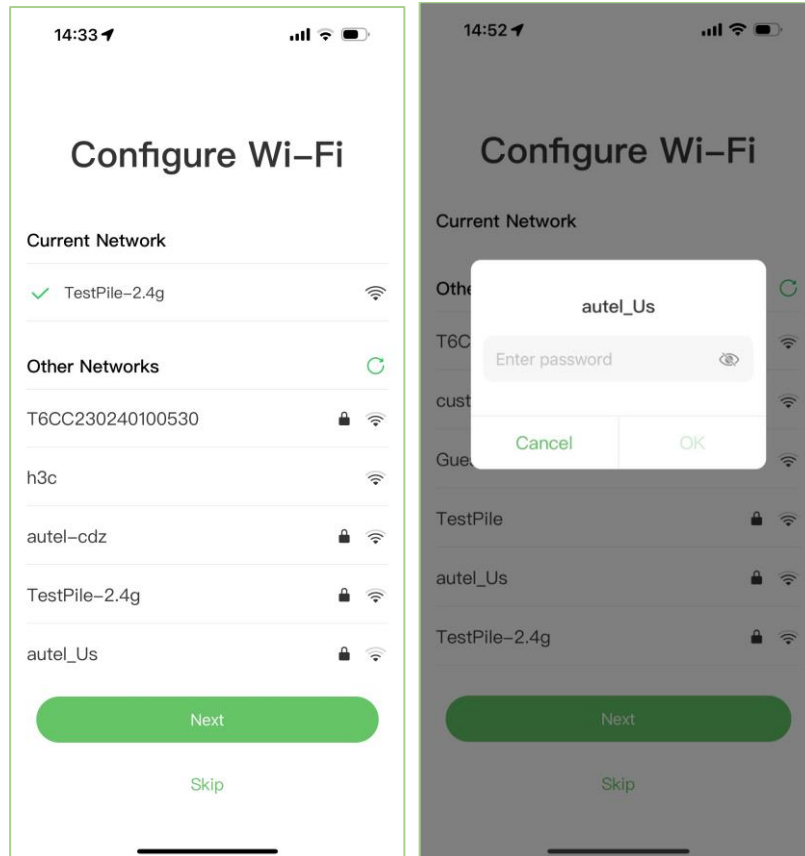
You can continue Wizard by tab on Connect via Bluetooth or tab on Skip to end Wizard and complete configurations later. When you decide to continue the Wizard:



### Continue with Configure Wi-Fi for Charger

This setting is where you set up your charger with an internet connection.

Select the Wi-Fi name you would like to link your charger to and type in its password to complete linking to the internet. If this charger is connected to existing Wi-Fi, you can just select it and continue.



Next step, we can start to configure Charge Settings (*All settings have default values, and users can choose to customize them if needed*):

1. Set Price - Set the household energy price for cost calculation.
  - a. Currency
  - b. Energy Price
  - c. Energy price(\$/kWh)
2. Autostart – Enable charging to begin automatically after the charger is plugged in.
  - a. Enable or disable
3. Schedule – Set a default schedule for charging to begin and end automatically.
  - a. View your schedules
  - b. Enable or disable schedules

c. Add new schedules


4. Max Charge Current – Set the maximum current so that the household power consumption will not exceed the maximum load.


a. The Max current is 31 A. Select the desired current that suits your household.

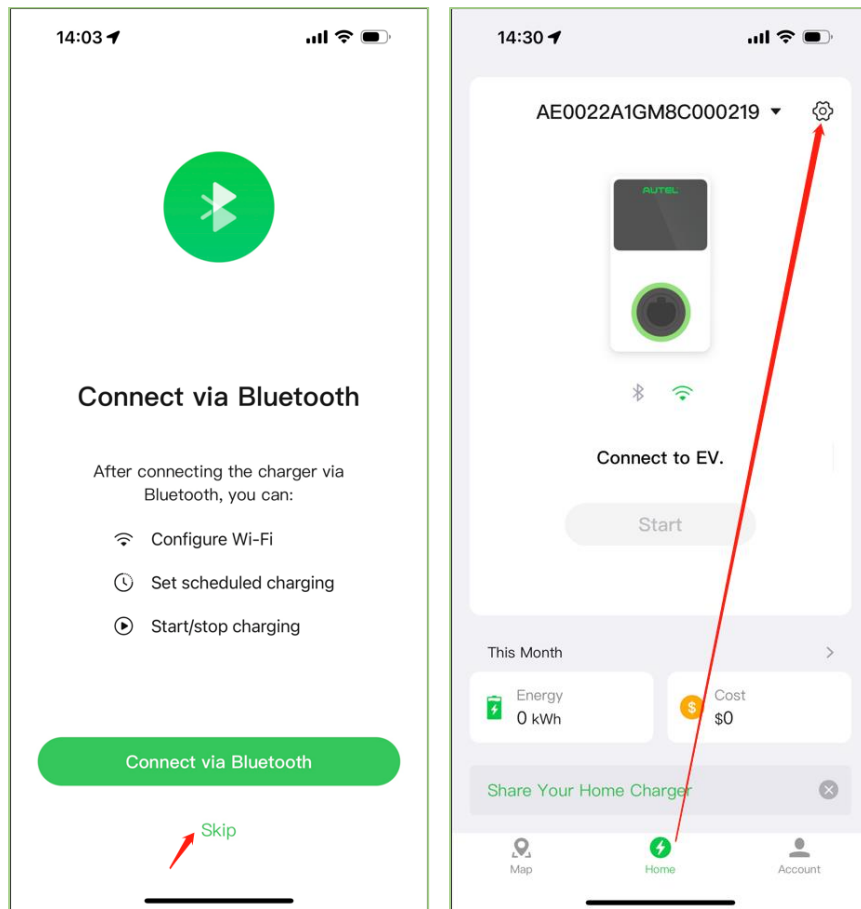
Now you have completed the Wizard.

When Skipped Connect via Bluetooth

For users who skipped Wizard, you can still configure all settings.

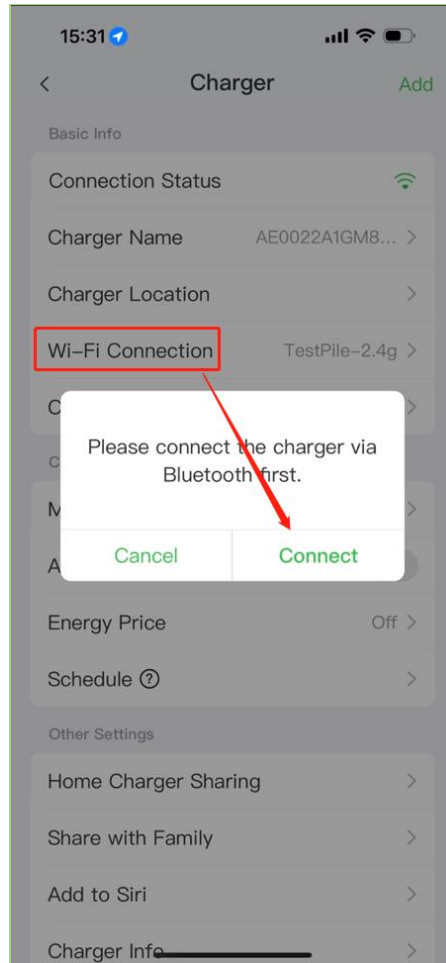
You can tap on  icon where it is located on the Home page's top-right corner

Or tap on  Charger > option on the Account page to open the settings page.



### Configure Wi-Fi for Charger

Please tap on the Wi-Fi Connection option, select the Wi-Fi name and input the password. When it's done, your charger is now online with the internet.





## Add Credit Card and RFID Card

Tap the Account tab located at the bottom right --> Tap RFID Card or Payments

RFID Card: Enter the card number or Tap on the  icon to scan your card

Payments: Enter the card number, valid date and security code to save as the default payment card

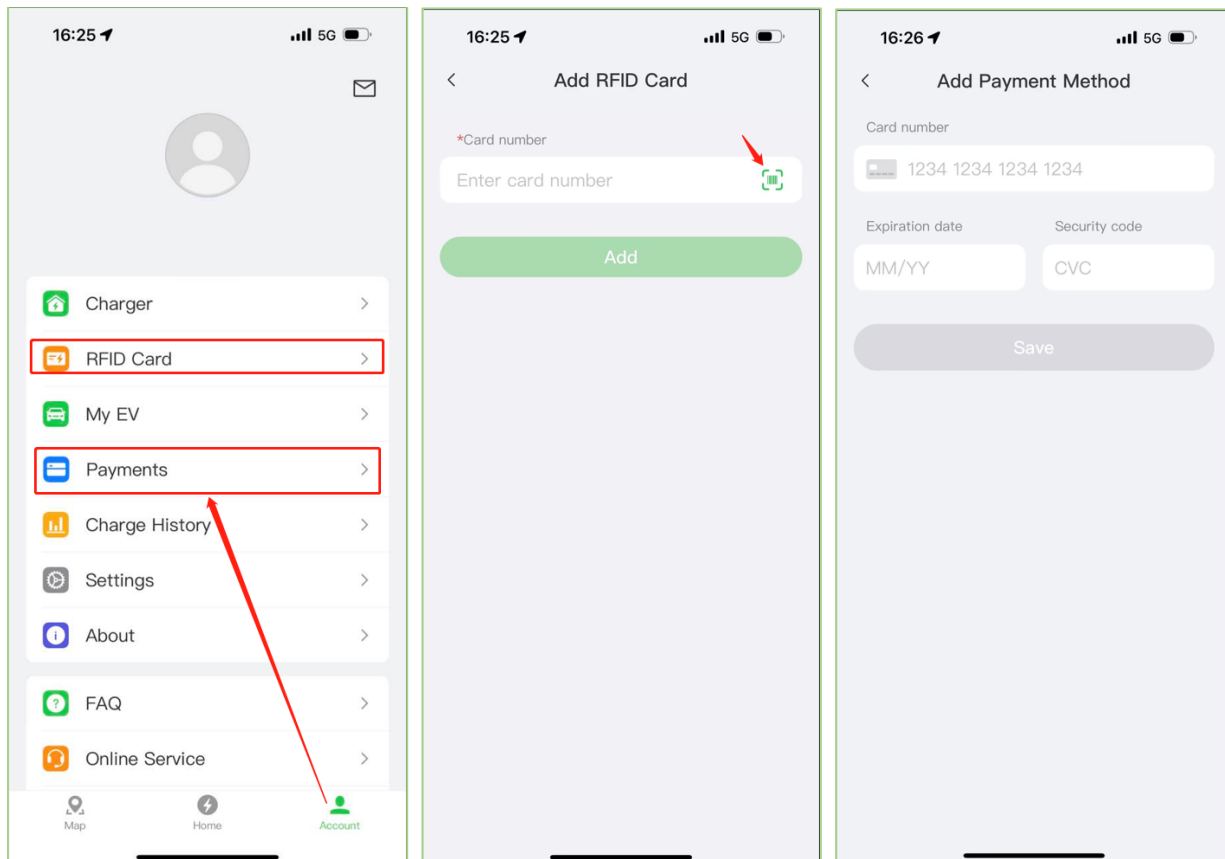
## Use APP with Home charger

For home charger owners, you can decide whether to add the RFID card to the app.

When a charger owner enables Home Charger Sharing with a settled price, all other users must add a credit card to use it.

## Use APP with Public Charging

Credit cards must be added, and the decision to add a charging card is based on individual needs.

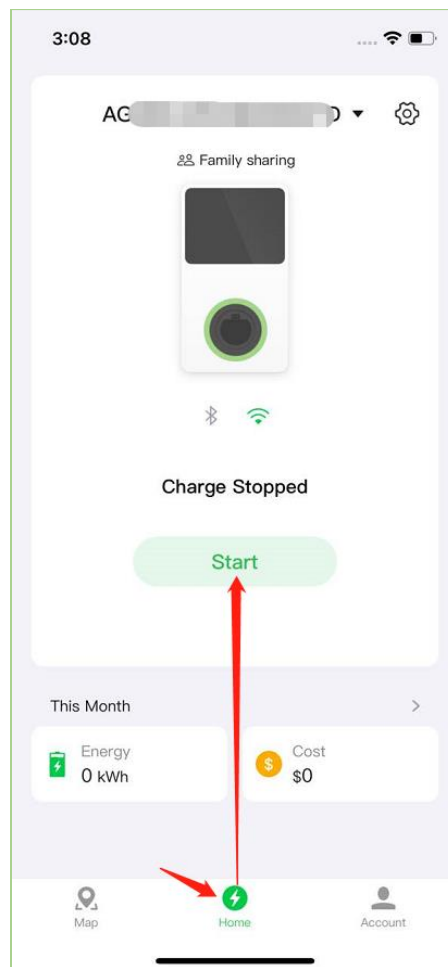


## Charging with your APP

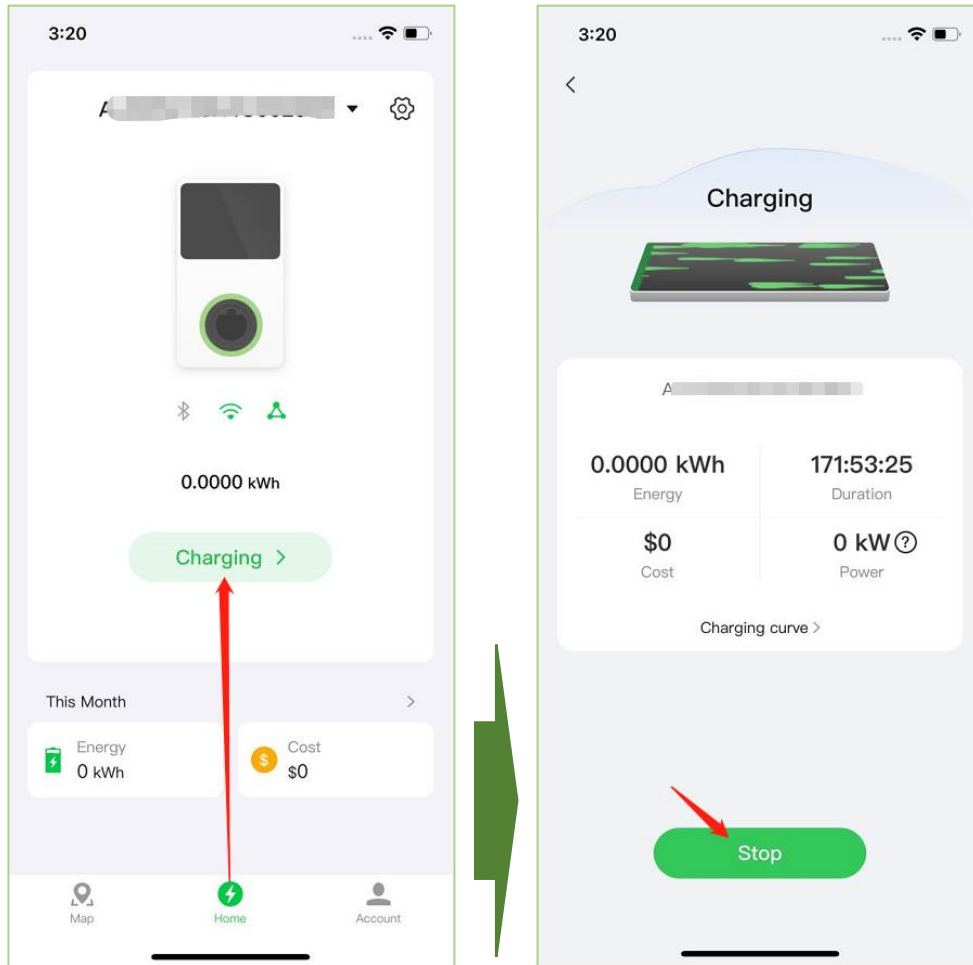
There are two methods to enabling charging with our APP: Remote start and QR code scan, both work for private charger but users can only conduct public charging with QR code scan.

### Remote Start

After the charger owner completes the [Link APP with Home Charger](#) step, the owner shall see the charger overall in Home Page. The green button “Start” is where to enable charging remotely. Before tapping on the button, please make sure the connector is plugged in with the vehicle.




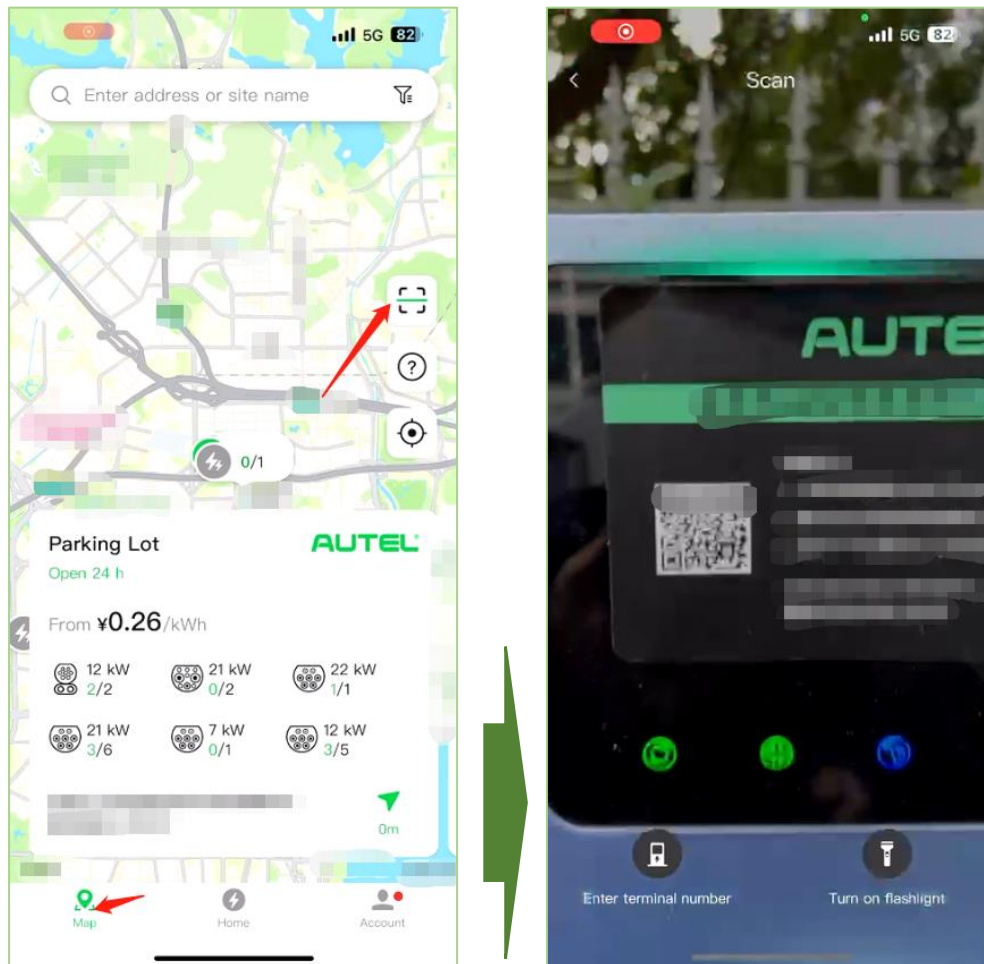
Same place to remote stop charging, tap “Charging” to get in the Charging page, then tap “Stop” to end it remotely.



## QR Code Scan

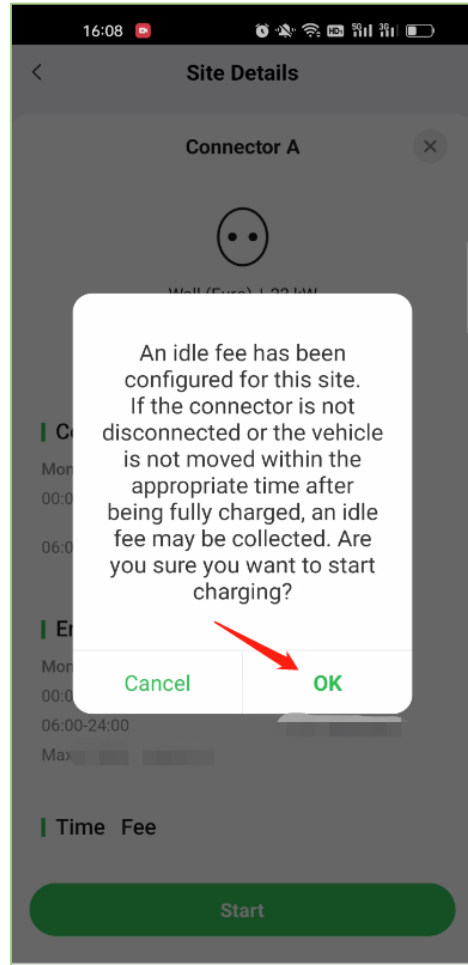
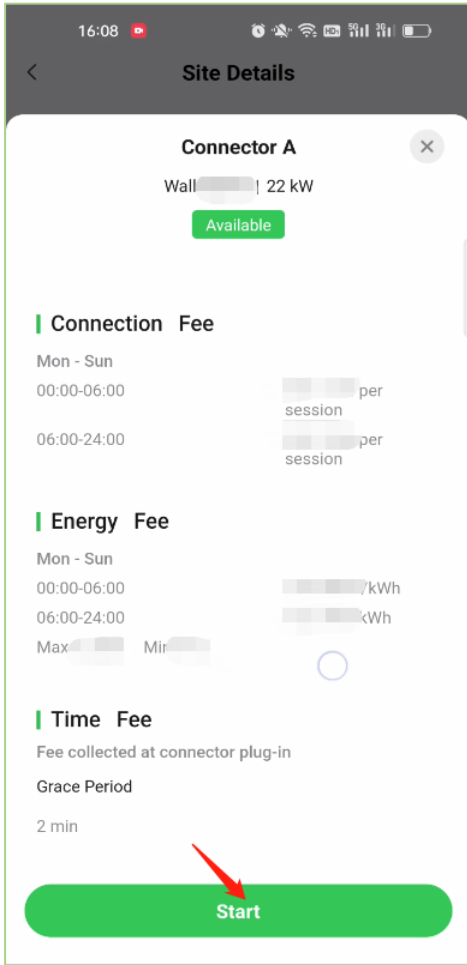
QR Code Scan to enable charging is common for public scenarios. No matter when users charging at Neiborhood's commercialized private charger or charging at any public charging site.

Users can navigate to Map page and tap  button to enable the camera to scan the QR Code.



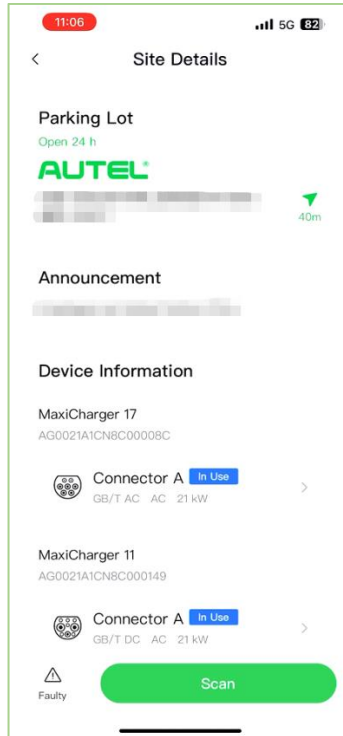
The QR code can be a sticker on the front of a charger, a digital picture on the screen when the charger has one or another sticker on the right side of the charger.

Scan it to continue the enabling process. Tap "Start" to continue, tap "Ok" if the site owner configured idle fee.

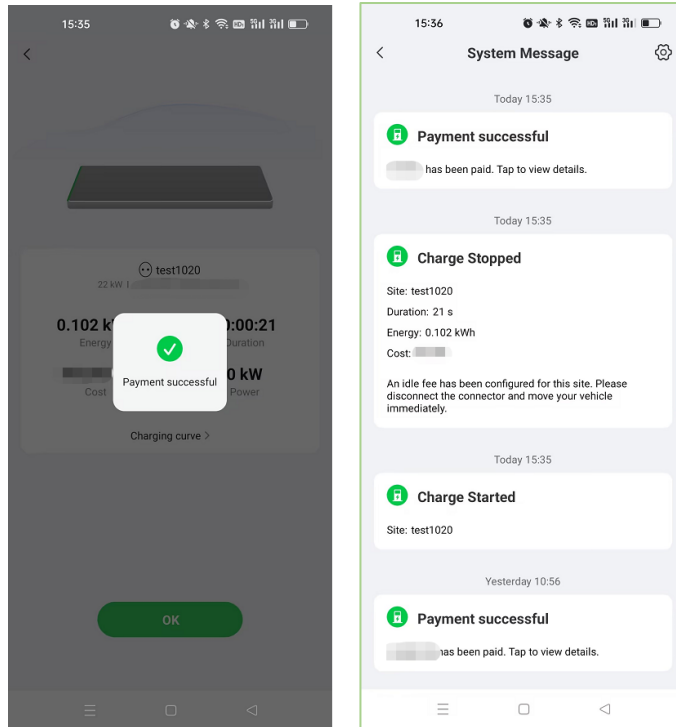


For the next step,

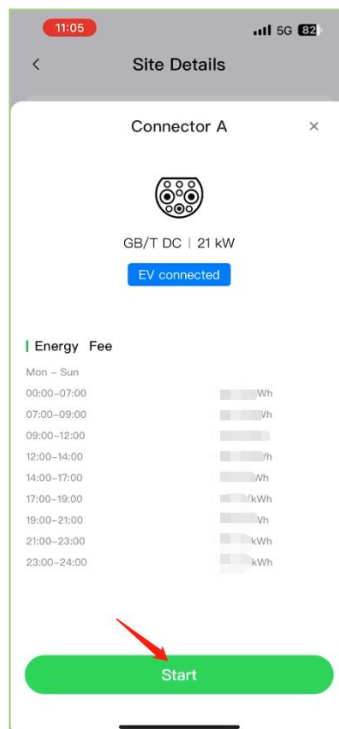
1. If there is no pre-pay required.
  - a. Charging will be enabled. Site details will be displayed.



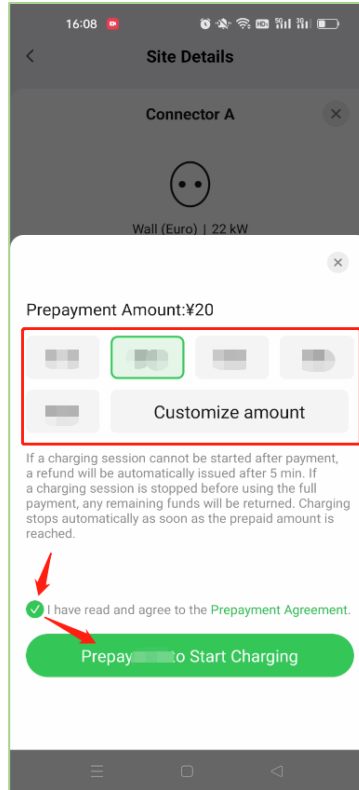
- b. Payment will be collected after charging completion.



2. If Pre-pay is enabled by the charger owner, tap “start” to enter pre-pay section.

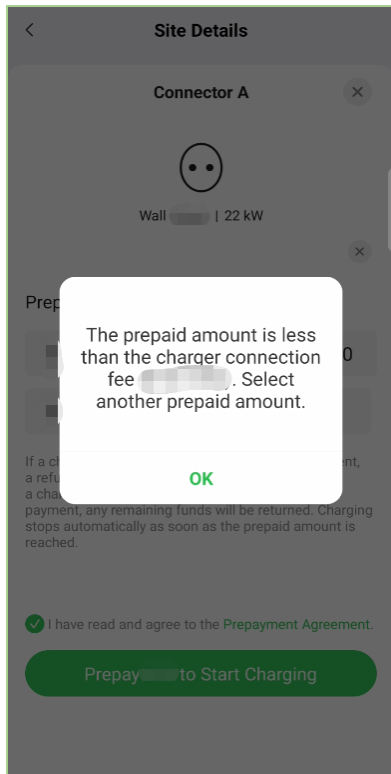


a. “Select” Prepay Amount, “check” to agree the agreement and “tap” the button below to continue.



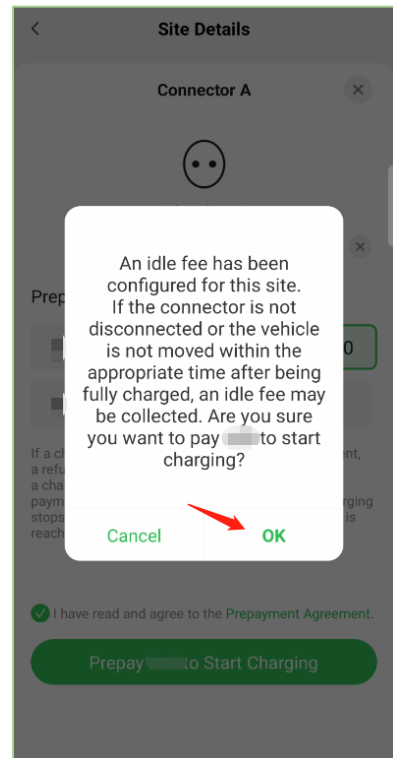
- b. Popups will show up
  - i. When the amount is short, tap “ok” to repeat previous step to select a higher amount.

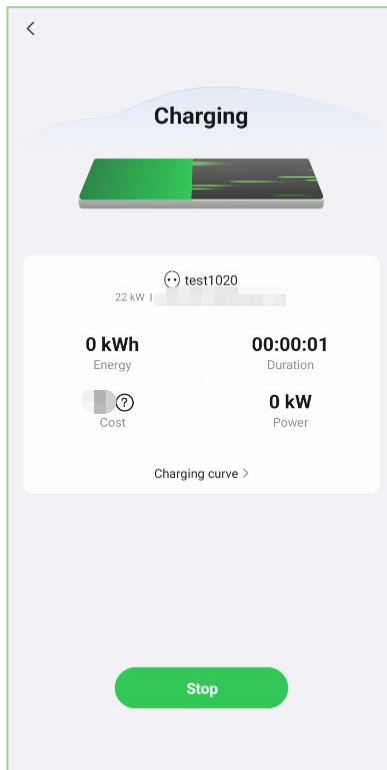
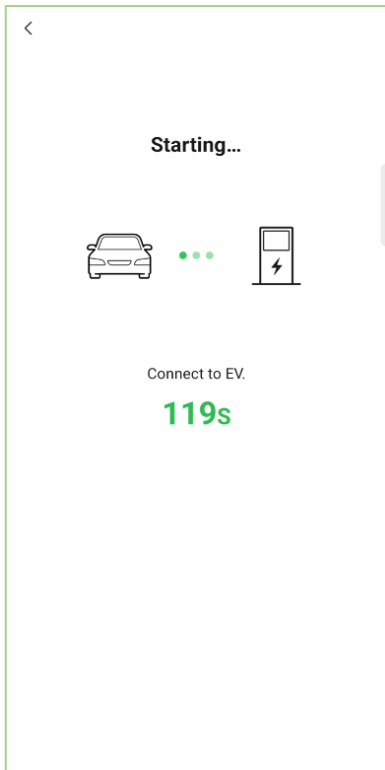




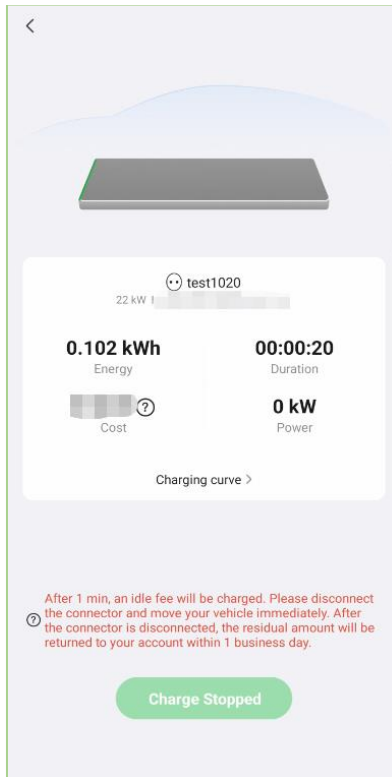
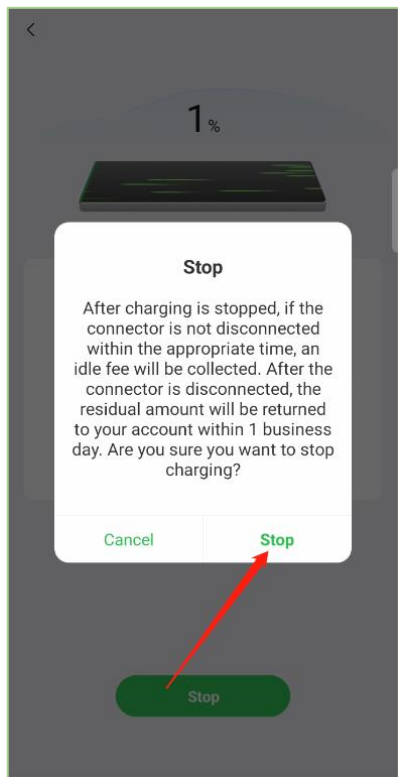
ii. When the amount is enough, tap “ok” to continue for the next step.

c. Now the vehicle is ready to charge.

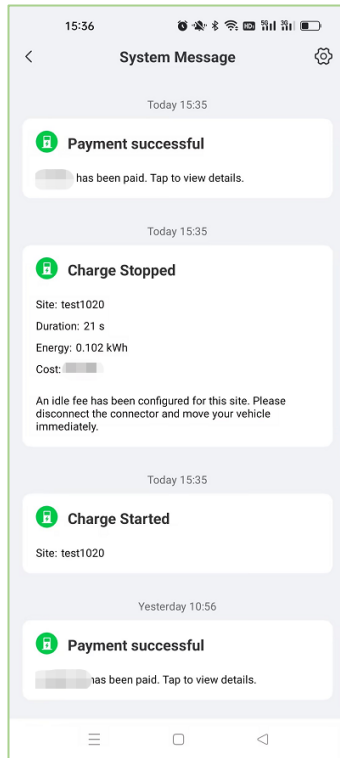
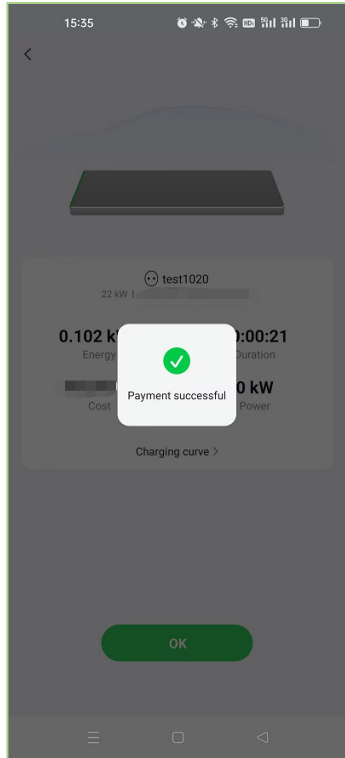




d. Once the vehicle is fully charged, tap “stop” to end and make the payment.



e. Payment is collected after charging completion.



# Charger Sharing

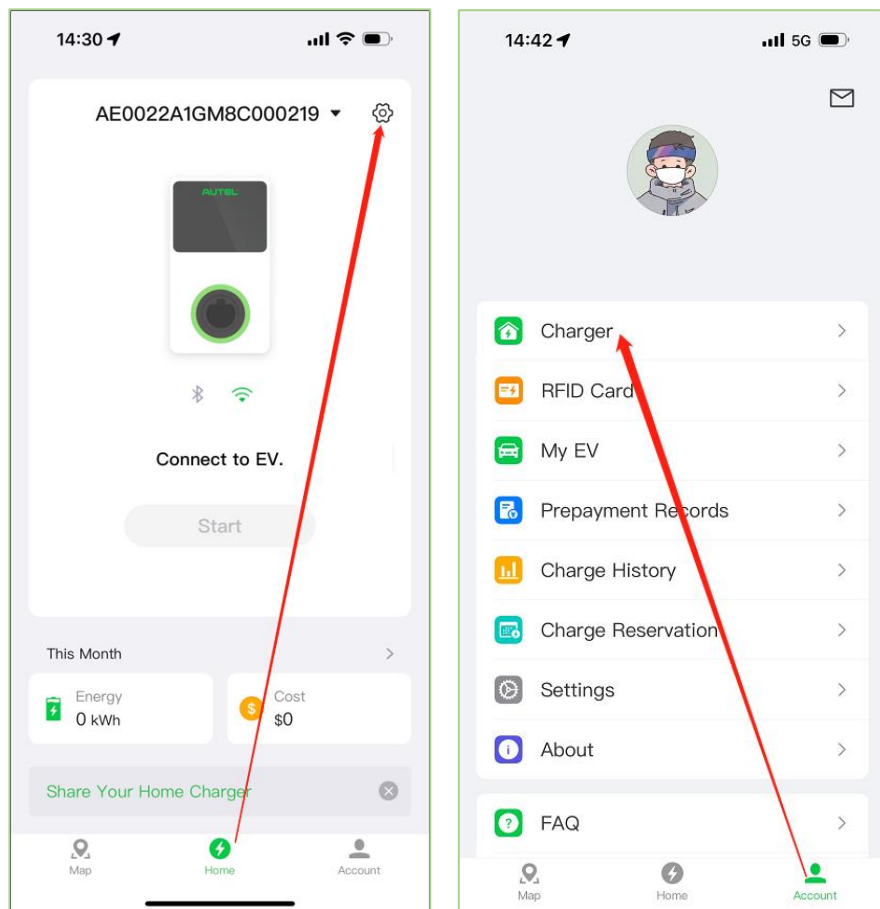
For all customers who have purchased an Autel charger, you can also share it with your family or utilize it for business. In the charger sharing guide, I will walk you through the process of making your charger multipurpose.

## Share With Family

This feature allows owners to share the charger with their family members.

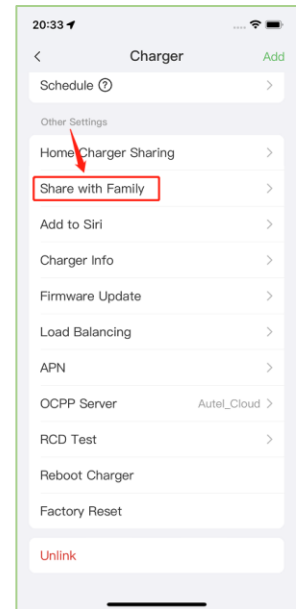
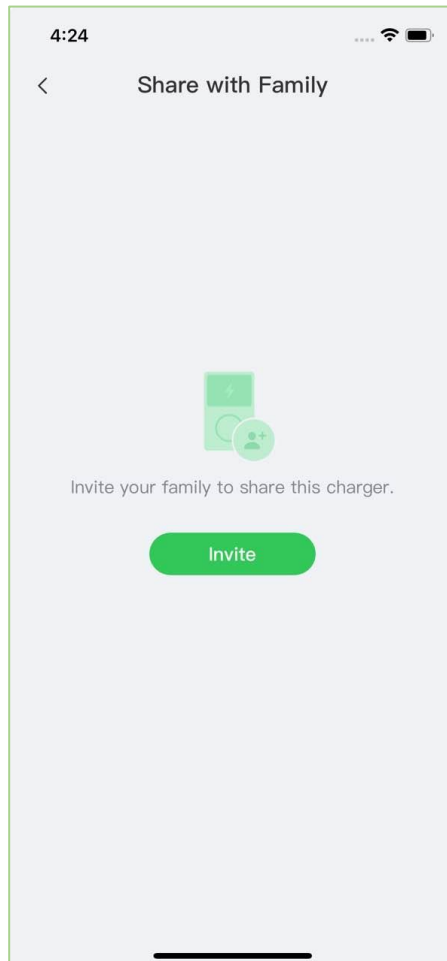
**Please note, that to be invited to share the charger, the invitee must also register an account with us.**

To do so, please navigate to the Charger Detail page or Account --> Charger page.

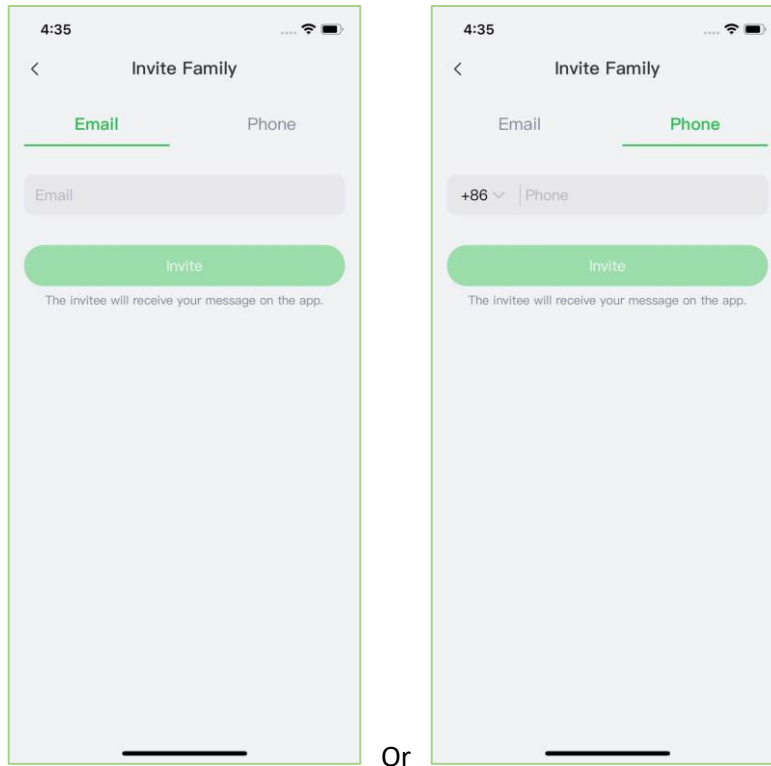


Tap “Share with Family”.

By Taping “Invite” in the center of the page, you are starting the invitation process.

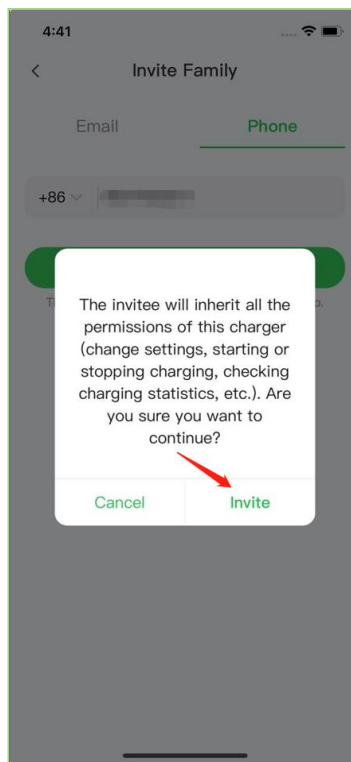


Choose one of these two options to input the registered email address or the phone number of your family member and Tap “Invite”.



Or

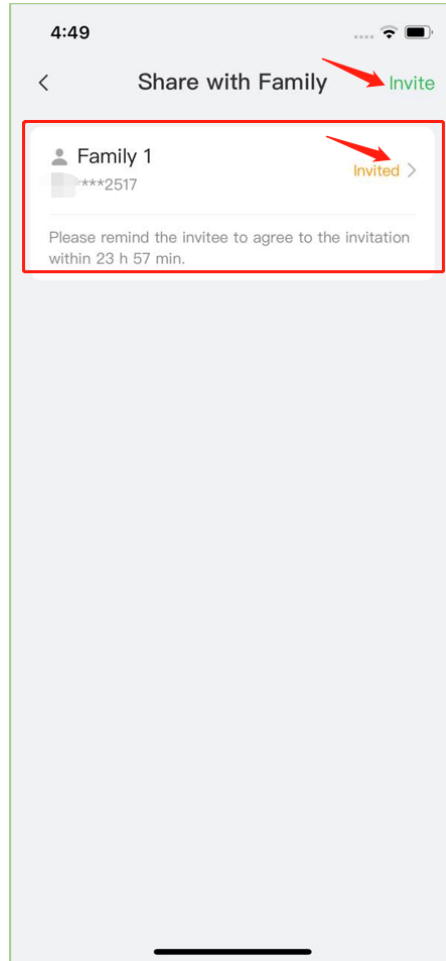
Tap “Invite” again to confirm the acknowledgment of notification.



The invitation process is complete from the owner's side and the main page is displayed. On this page,

1. Users can tap “Invite” in the top right corner to repeat the process of inviting more family members.
2. Users can check the invitation status and Tap on the record widget for details and name modification entrance. **Invited** means the invitee still hasn’t accepted the offer.

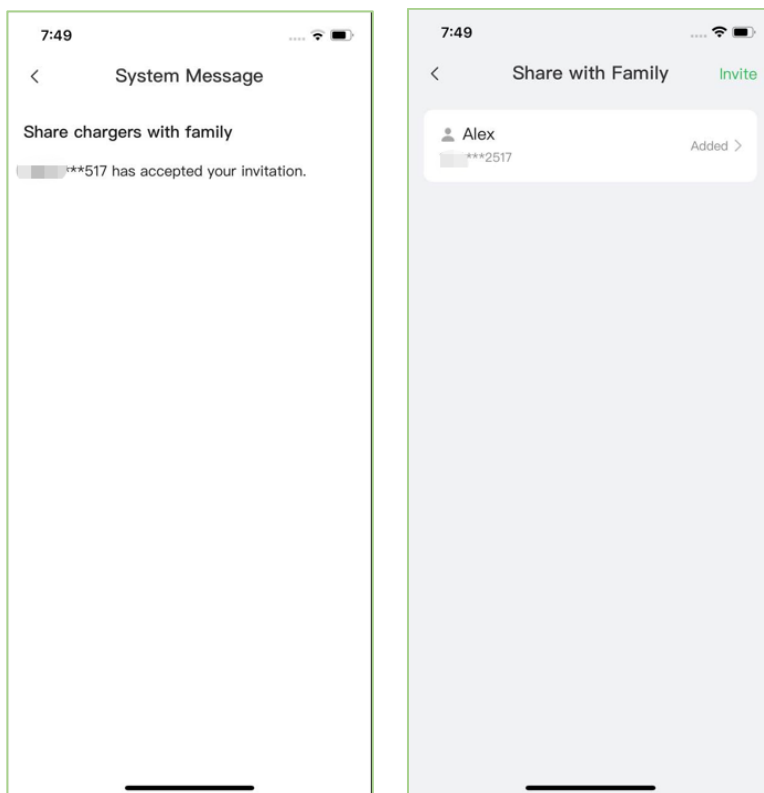
***Please note to remind the invitee to agree to the invitation within 24 hours.***



From the invitee's perspective, one system message will be pushed to their account with the invitation message. Please tap “Agree” to accept the offer.



The owner of the account will be notified by system message once the invitee is accepted. The invitation status on the record widget has also become **Added**.



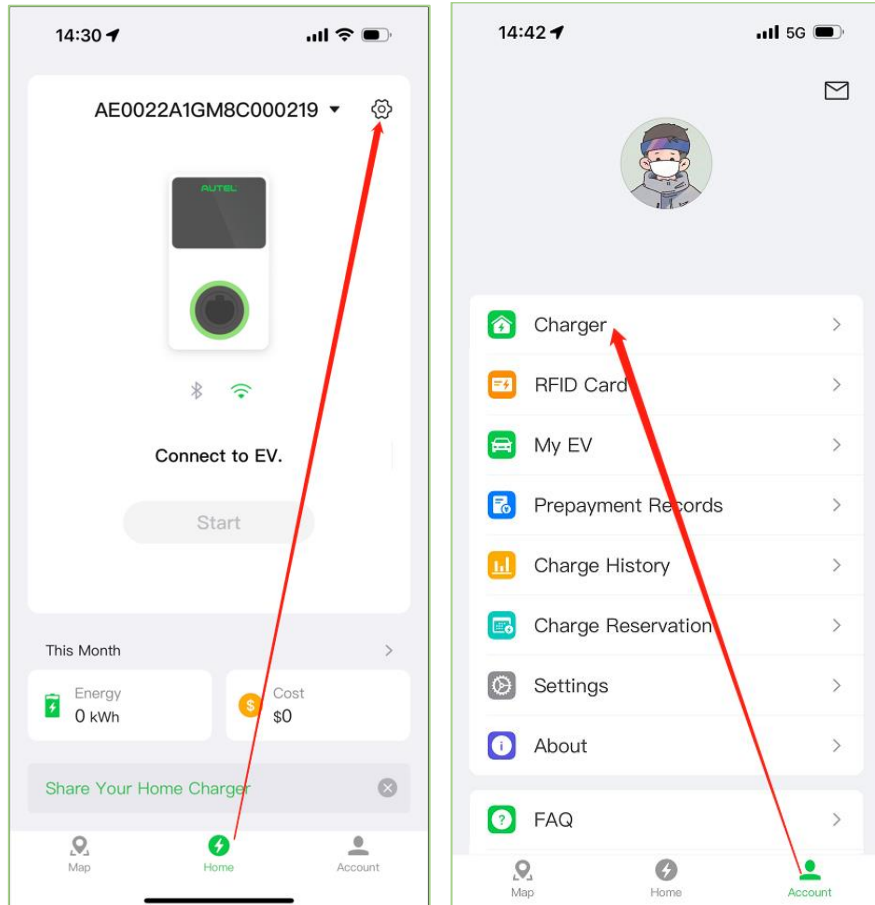
Now, this family member with this account can access the charger willingly.



## Home Charger Sharing

This feature enables owners to commercialize private chargers for business use.

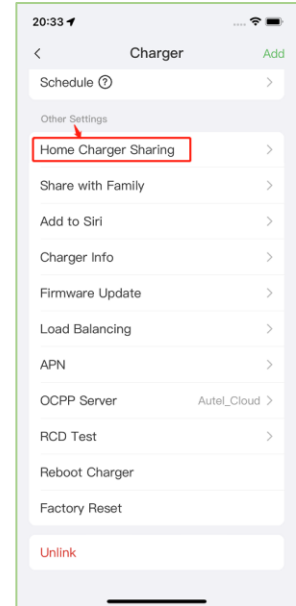
To do so, please navigate to the Charger Detail page or Account --> Charger page.

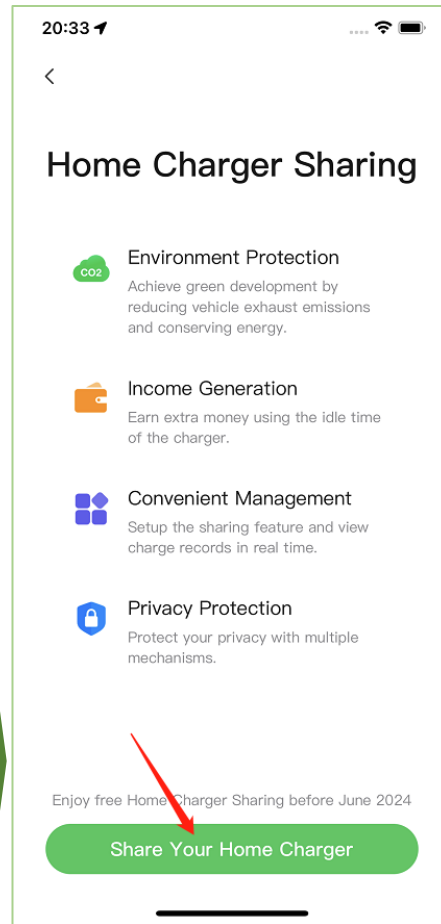
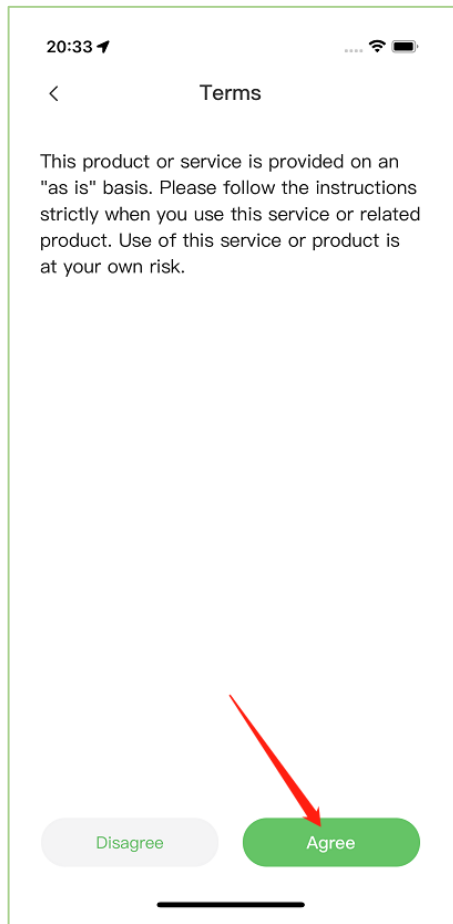


Tap on Home Charger Sharing.

Follow the steps to enable the feature

1. “Agree” with Terms and Tap “Share Your Home Charger” to enable configuration.



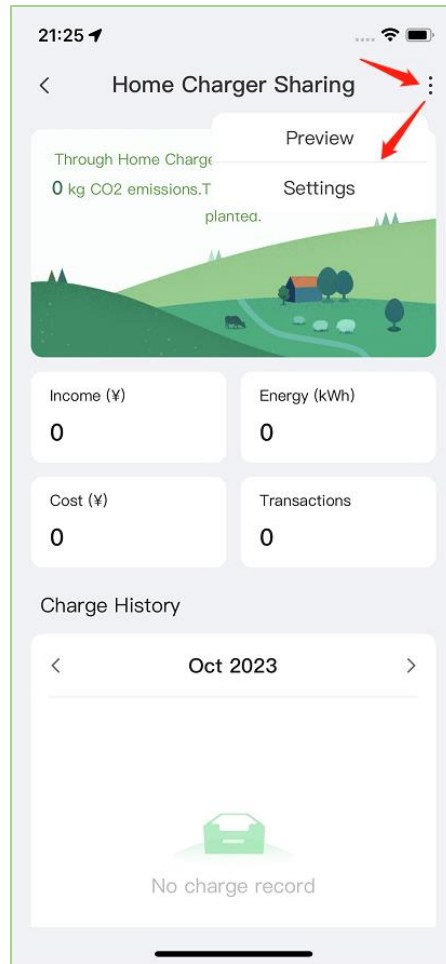


2. Fill in the following information then tap Next:
  - a. Location Information, name and description of your site.
  - b. Price Information,
    - i. Set up fees and link/register a Stripe account.
    - ii. Energy Fee, set by days for the week with Period.
  - c. Personal Information, fill in the contact information.

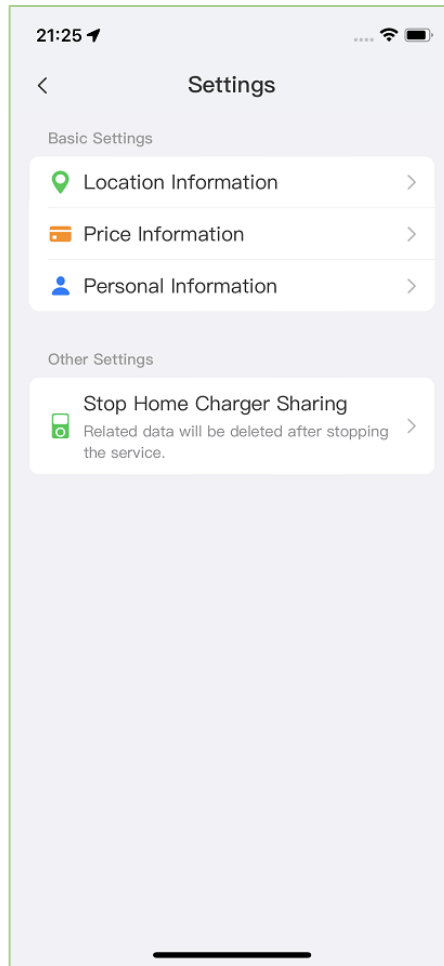
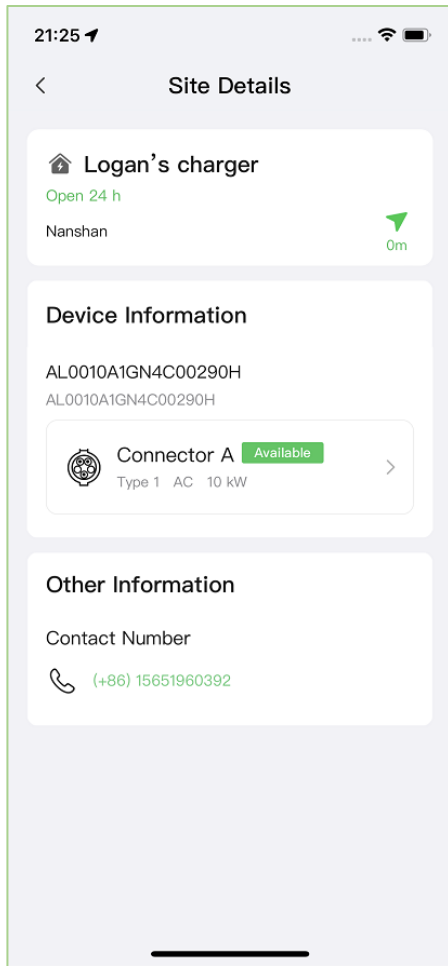
The image displays three sequential screenshots of a mobile application's registration process, each with a green border and a home indicator bar at the bottom.

- Location Information (20:37):** Features a progress bar with three icons (location, price, personal). Fields include: Site Name\* (Logan's charger), Location\* (Nanshan), Opening Hours\* (24/7) with a note "Autostart is disabled during opening hours.", and Site Description (text area with 0/200 characters). A "Photos" section has a "+" icon. A green "Next" button is at the bottom.
- Price Information (20:37):** Features the same progress bar. Fields include: Price (help icon), Energy Fee (with a green checkmark), Time fee, Type (Standard dropdown), ¥0.00 /kWh, Connection fee (¥0.00), and Payment Collection Account\* (Link a Stripe Account button, No Stripe account? Register link). "Previous" and "Next" buttons are at the bottom.
- Personal Information (21:24):** Features the same progress bar. Fields include: First Name\* (Lou), Last Name\* (Ge), and Phone Number\* (+86 dropdown, 15651960392). "Previous" and "Submit" buttons are at the bottom.

3. Page after submission.
  - a. Home page of Home Charger Sharing.
    - i. Emissions of CO2
    - ii. Dashboard
    - iii. Charge History



- b. Please tap on the “Three Dot” in the top right corner for
  - i. Previews, the Site Details of your shared charging station.
  - ii. Settings, the portal for you to edit the settings for your shared charging site.



Now, your charging station is ready for business.

## Troubleshooting & support

In the Autel Charge APP, we provide various channels for customers to share their feedback and suggestions. Your opinions are valuable to us, and we are committed to enhancing your user experience with Autel products.

The channels are located on the bottom area of the Account page:

1. **FAQ** – Where you can find support-related information.
2. **Online Service** – Where you can chat with our Support online.
3. **Report Bug** – Where you can share any bug you encounter with us.
4. **Feature suggestion** – Where you can share your suggestions.

