

# Evchargo

## User Manual



Some functions may be subject to change, according to the app updates.

This manual is applicable to APP (V2.2.7)

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### 9. Purpose of this manual

Evchargo provides two usage scenarios based on your role, as explained in this manual:

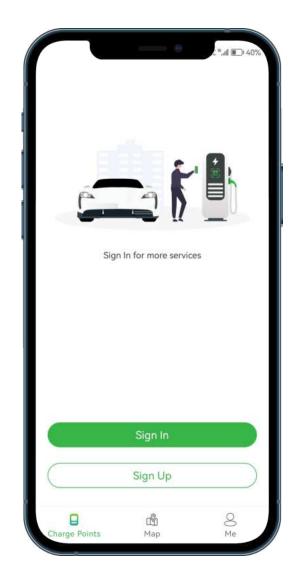
- How to charge your car using your own private charge point.
- How to find a public charge point to charge your car.

## 10. System requirements

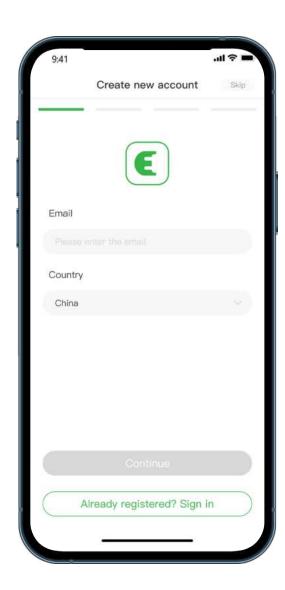
To use the Evchargo App, you must have a compatible smartphone or tablet that is running the most recent version of iOS or Android.

### 11. Account creation and login

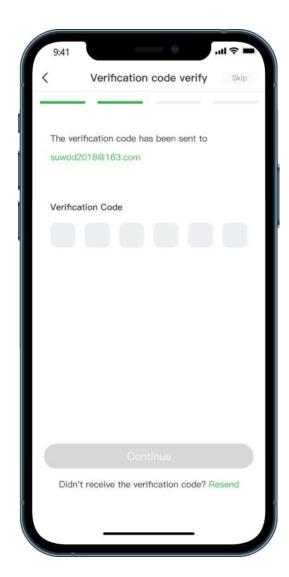
If you are registering for the Evchargo App for the first time, please follow the steps below to create an account.



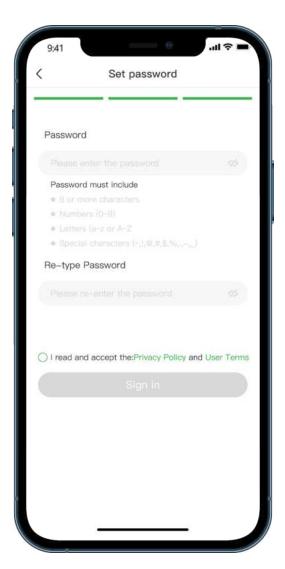
Tap "Sign Up"



select the country, then tap "Continue".

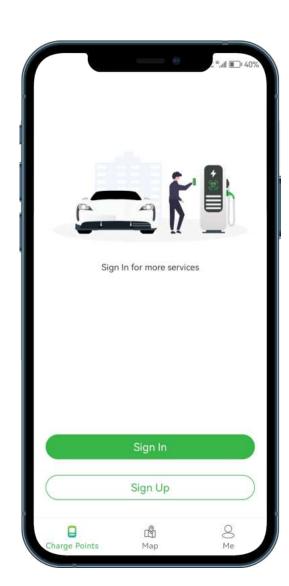


Enter your email address and Enter the verification code you received (you will receive the privacy policy and user a verification code in your email).

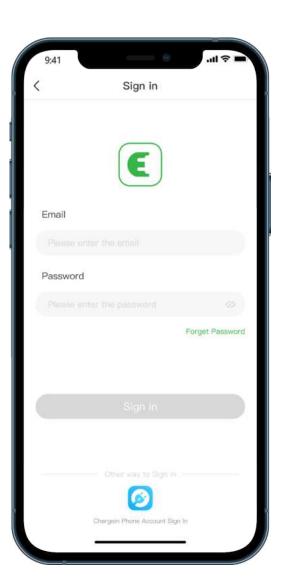


Set a password and accept terms, then tap "Sign up".

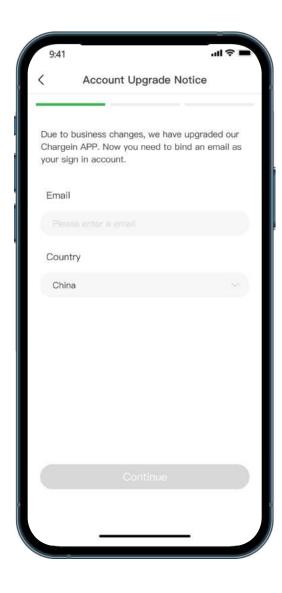
If you have an account with Chargein, you can use the account to sign in to Evchargo.



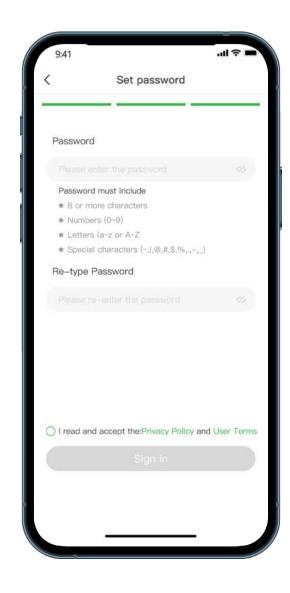
Tap "Sign In"



Tap the Chargein icon at the bottom of the screen, enter your phone number and password, and then tap "Confirm" to be requested to bind your email.



You will be prompted to set a password after binding your email and finishing the verification.



Set a password and accept the privacy policy and user terms, then tap "Sign up". Note: We have upgraded the password rules to make them more secure.



Chargein has been upgraded to the Evchargo App. If you already have a Chargein account, you can use it to sign in to Evchargo; however, you will be requested to bind your email address and set a password, and your Chargein App data will be synchronized to Evchargo. When you sign in to Evchargo the next time, you must enter the new password and email; the previous login method for Chargein will be invalid.

## 12. Confirm the usage scenarios of the charge point

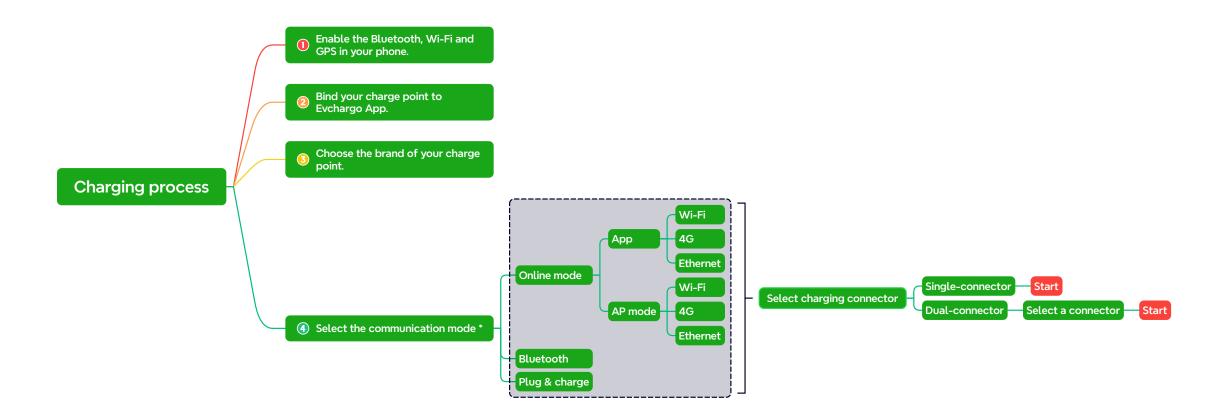
Based on your role, Evchargo offers you two charging services: If you have your own private charge point, tap "charge point owner". If you want to find a public charge point to charge your car, tap "car owner".



#### For the scenario you have your own private charge point 13.

After creating an account and selecting the private home utilized scenario, you must perform the following steps to charge your car.

The flow chart below provides an overview of the basic steps of charging.

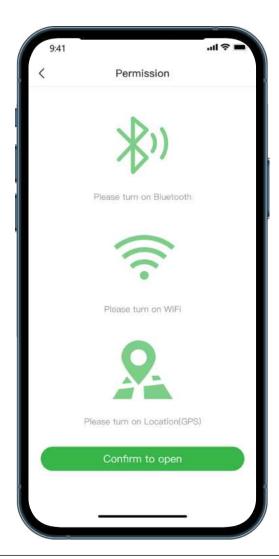




In the communication mode, if you need to control the charging session locally, you can choose Bluetooth mode and Plug&charge mode. However, if you need to control the charging session remotely, you can choose online mode.



Enable Bluetooth, Wi-Fi, and GPS on your phone.



Bind your charge point to the Evchargo app.

There are three options for you to bind your charge point to the Evchargo App, as shown below.

## Tip:

To link a charge point to the app, scan the QR code found on the label or printed on the charge point's body.

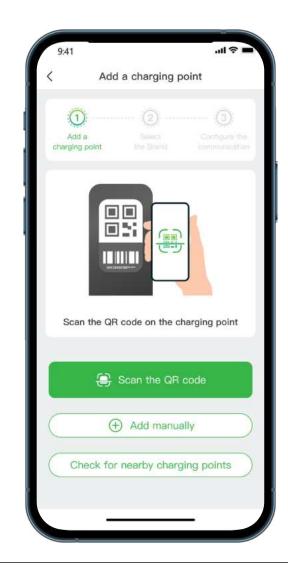


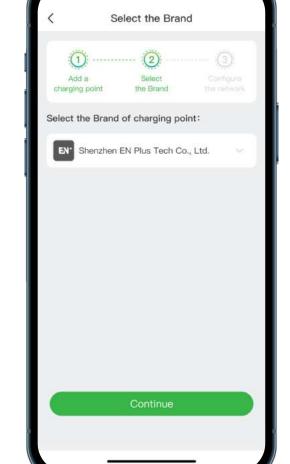
Enter the SN (serial number) of the charge point, which may be found on the charge point's label.

If you know the SN (serial number) of your charge point, you can also search for it by searching nearby.



It is not recommended to add charge points by searching nearby if there are several of our charge points nearby or if your charge point does not support Bluetooth.



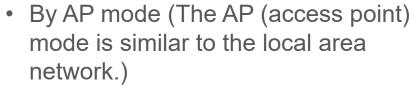


Choose the brand of your charge point.

Select the communication mode.

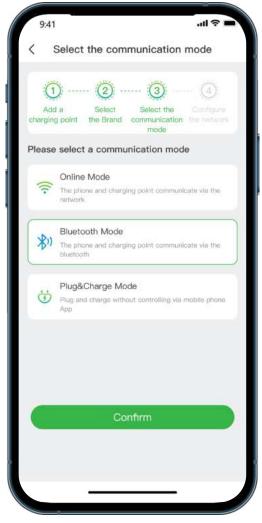
- Online mode (Wi-Fi, 4G, Ethernet)
- Bluetooth mode
- Plug to charge There are two options for you to

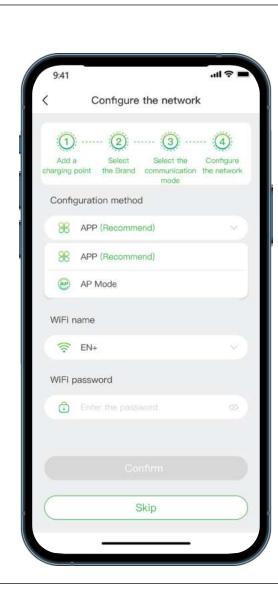
configure the network: • By App

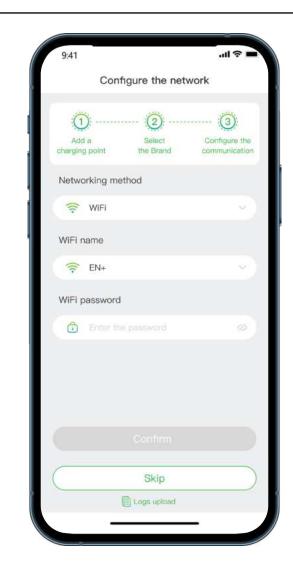


Tip: Normally, we recommend that you configure the network using an app.

It is suggested that you use AP Mode to configure the network if using the APP to configure the network fails and the charge point does not support Bluetooth.

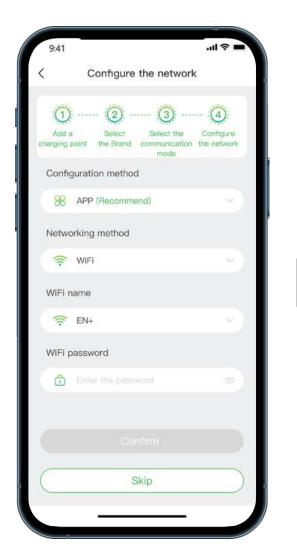


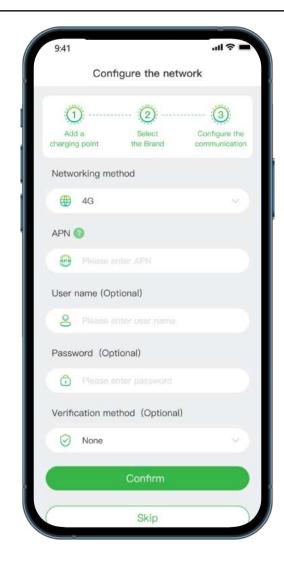




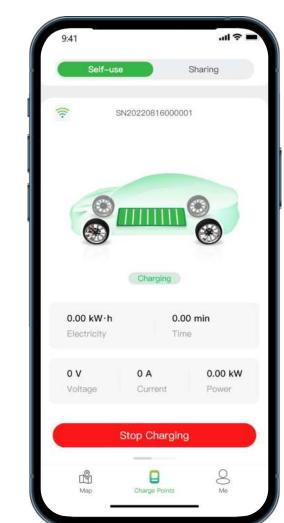


Use Wi-Fi to configure the network to charge your car.

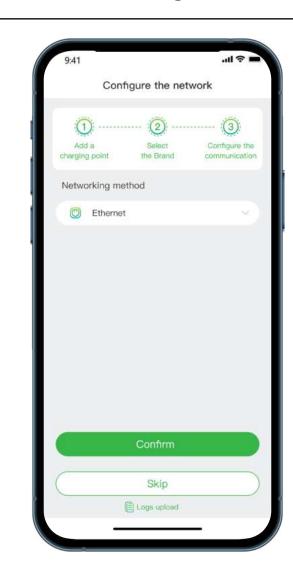






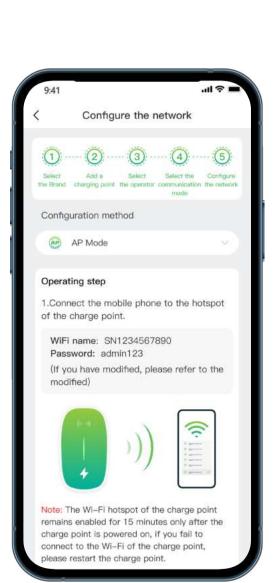


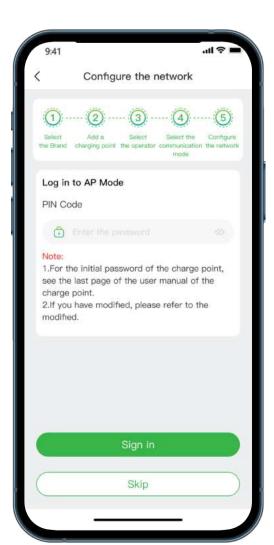
Use **4G** to configure the network to charge your car.

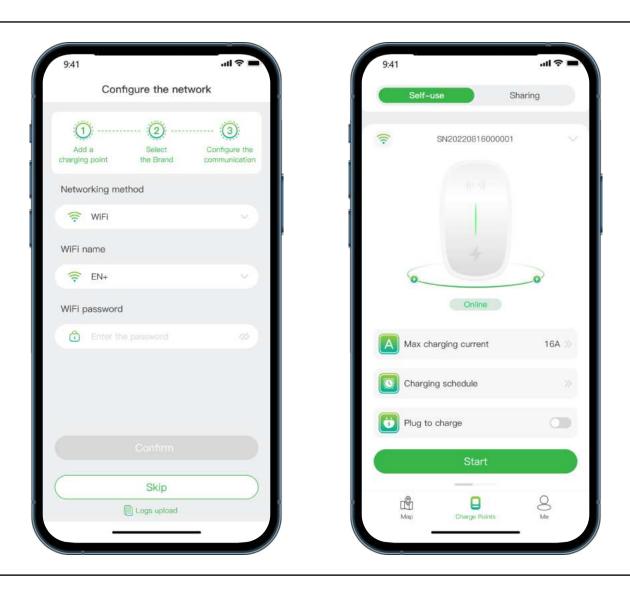




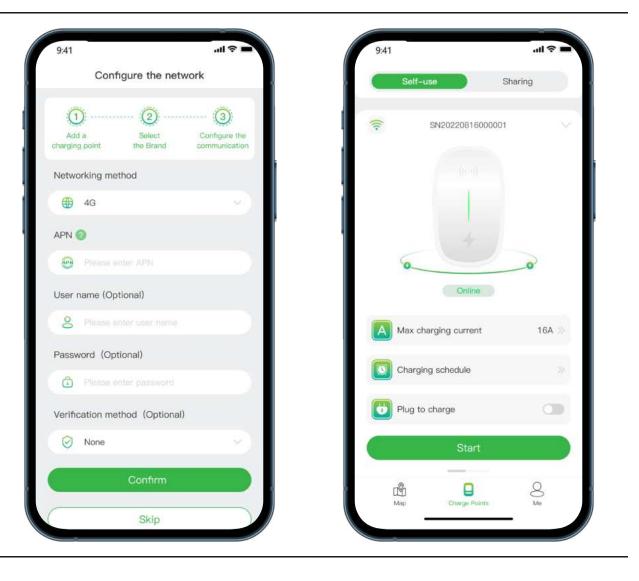
Use **Ethernet** to configure the network to charge your car.

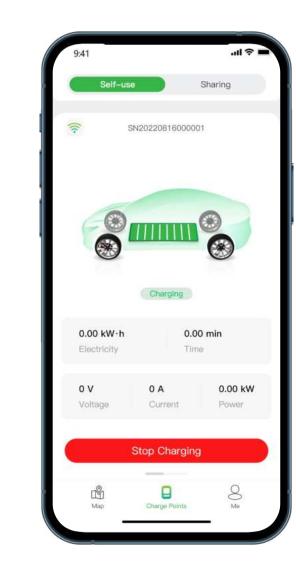




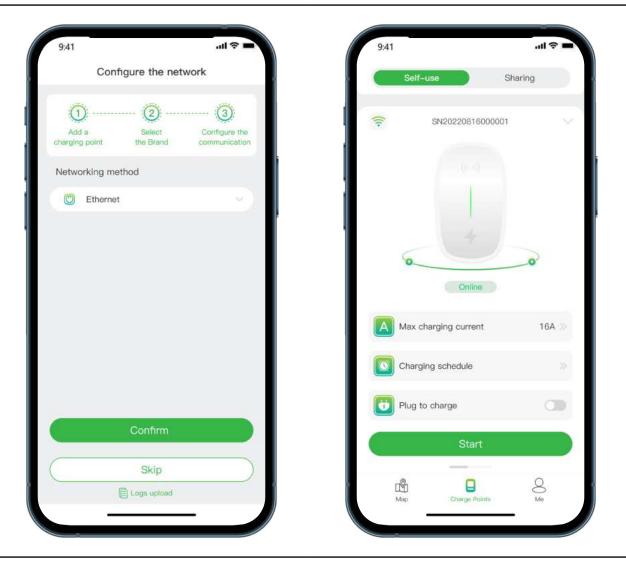


Use Wi-Fi to configure the network to charge your car.



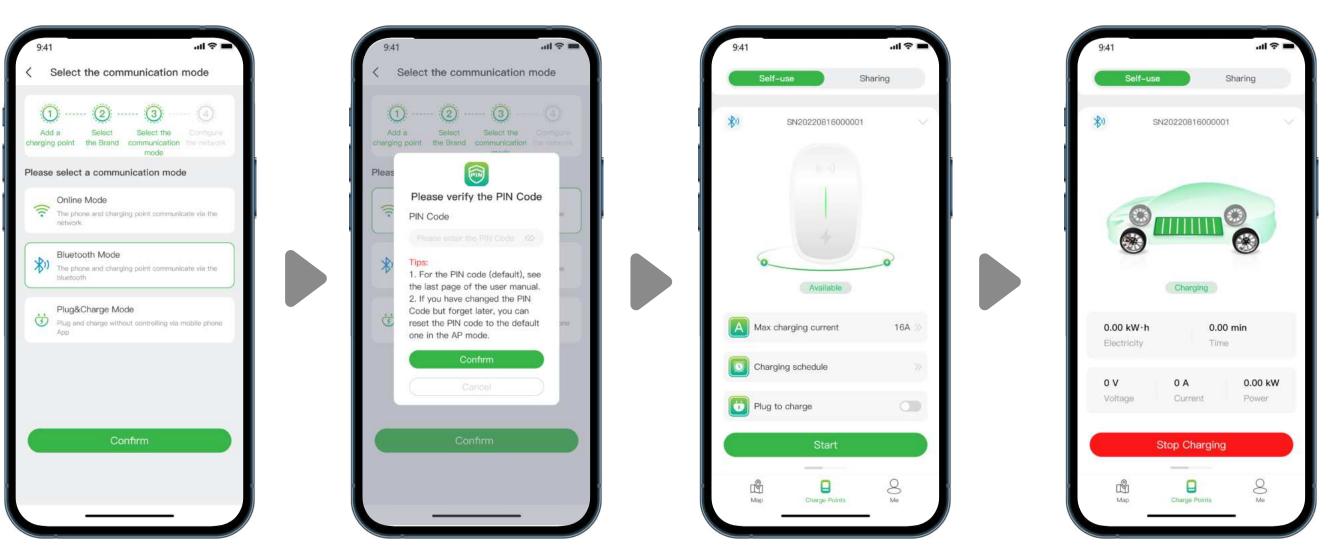


Use **4G** to configure the network to charge your car.



Use **Ethernet** to configure the network to charge your car.

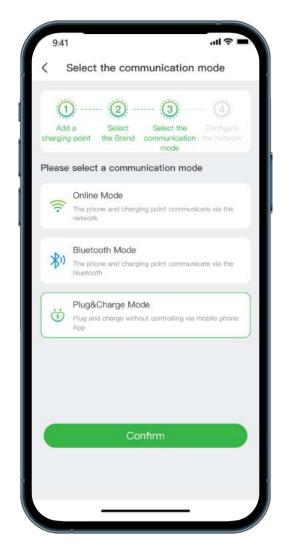
## Bluetooth mode

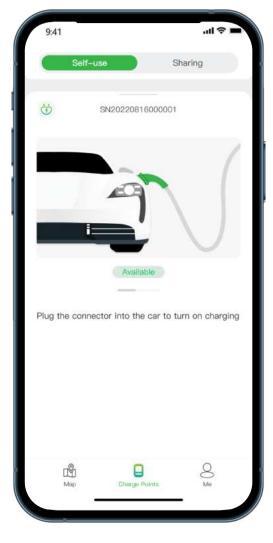


For your initial Bluetooth setup, you'll need to enter the PIN for verification. After a successful verification, there's no need to go through this process again for future Bluetooth usage, provided the devices stay paired.



The PIN code verification is an optional feature, implemented in specific charge points rather than a universal necessity.









The "Plug to charge" features's position on the interface may shift according to the specific charge point. It could be presented as an option with communication modes or featured as a toggle on the main charging interface.

The above demonstrates the charging procedure for a single-connector charge point in different communication modes. Then your charge point may have a dual-connector. In this situation, before you tap the "start" button, the page will prompt you to choose a connector. You can only charge your car after you've chosen a connector.





Tap the "Connector" icon to select the connector, and then tap "Start by connector A/B" to initiate the charging process.



## **Settings**

On the following two pages, you can make some settings:



Settings on the page:

Scroll down the page or

- Unlock
- Set the maximum current to charge your car.
- Set a schedule to charge your car.
- Enable plug to charge mode
- Basic settings
- · Charging mode.
- Communication mode.
- · Network configuration. tap the downward arrow to • Device Authorization.
  - Transfer ownership.
  - Firmware upgrade.
  - Synchronization of data.
  - Unbind.

 Swipe left or right on the screen to add a charge point.



The "Unlock" option on the page is configurable and will appear only when the "Connector lock" feature is turned on in the basic settings.

Swipe left or right:

make settings:



## **Settings on the page:**

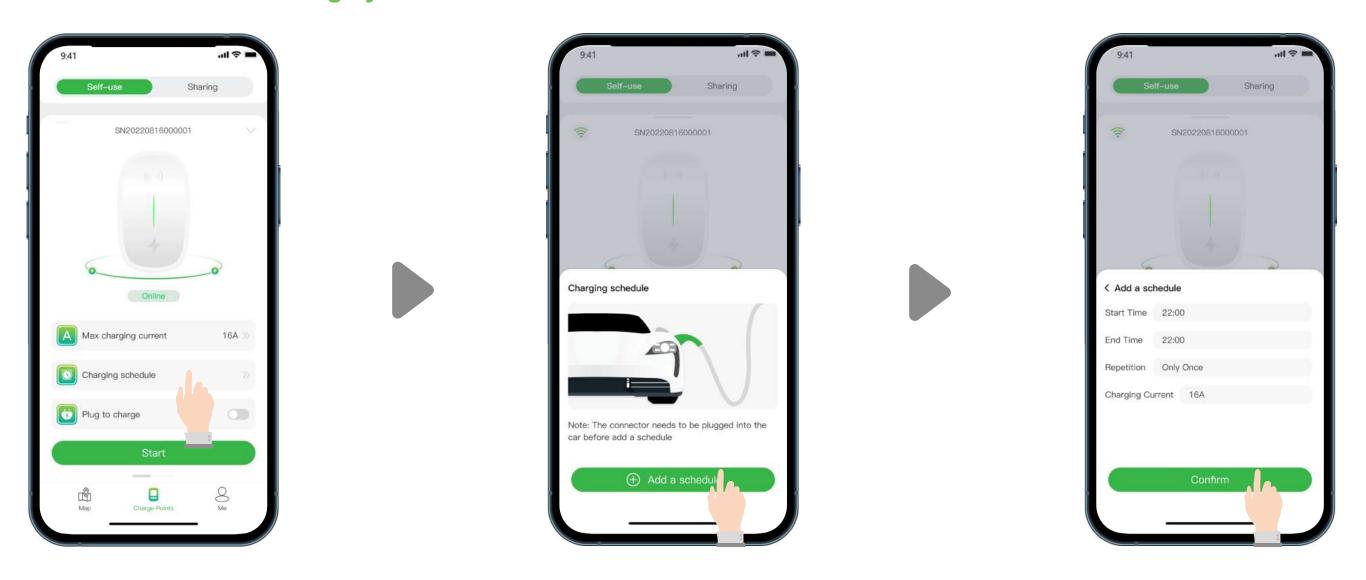
• Set the maximum current to charge your car.

The purpose of setting the maximum charging current is to ensure household electricity consumption. For example, if the current threshold for tripping in your home is 50A and the household appliances have consumed 30A, you must ensure that the output current for the charge point falls within 20A to avoid tripping.

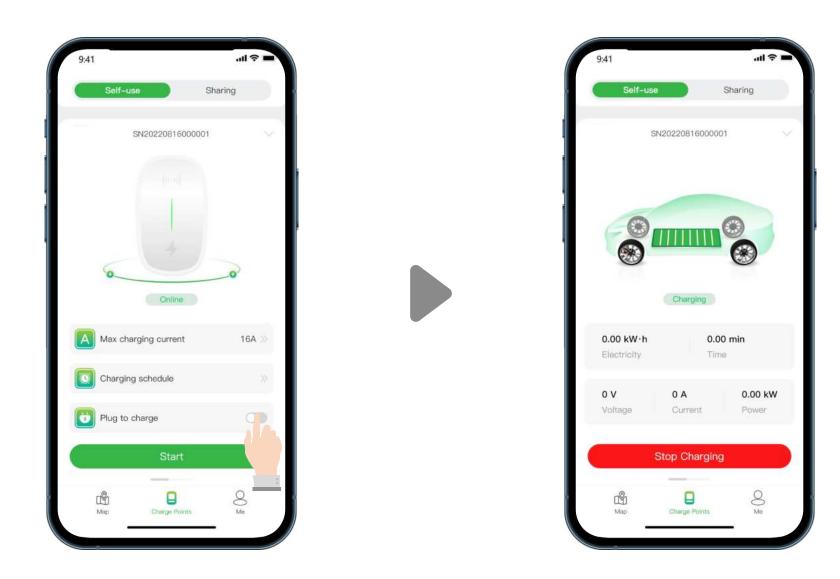




• Set a schedule to charge your car

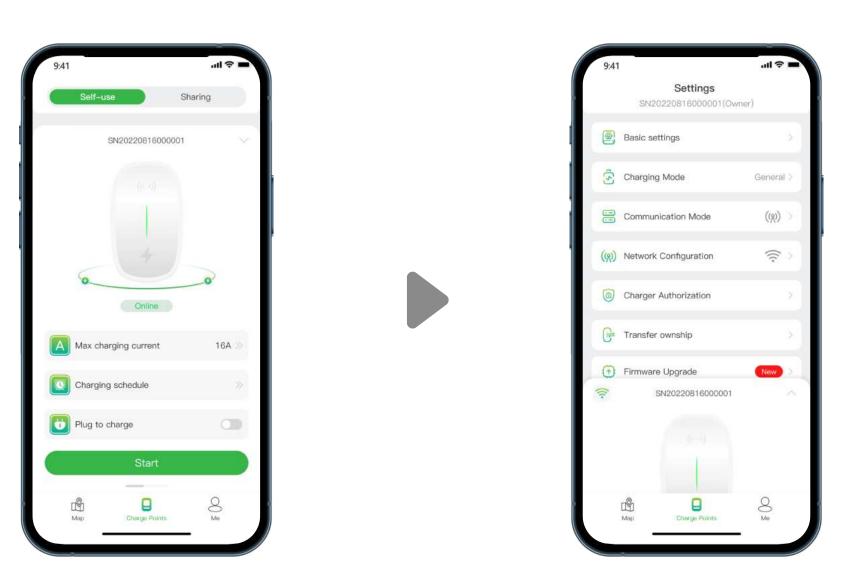


• Enable plug to charge mode



The "Plug to charge" features's position on the interface may shift according to the specific charge point. It could be presented as an option with communication modes or featured as a toggle on the main charging interface.

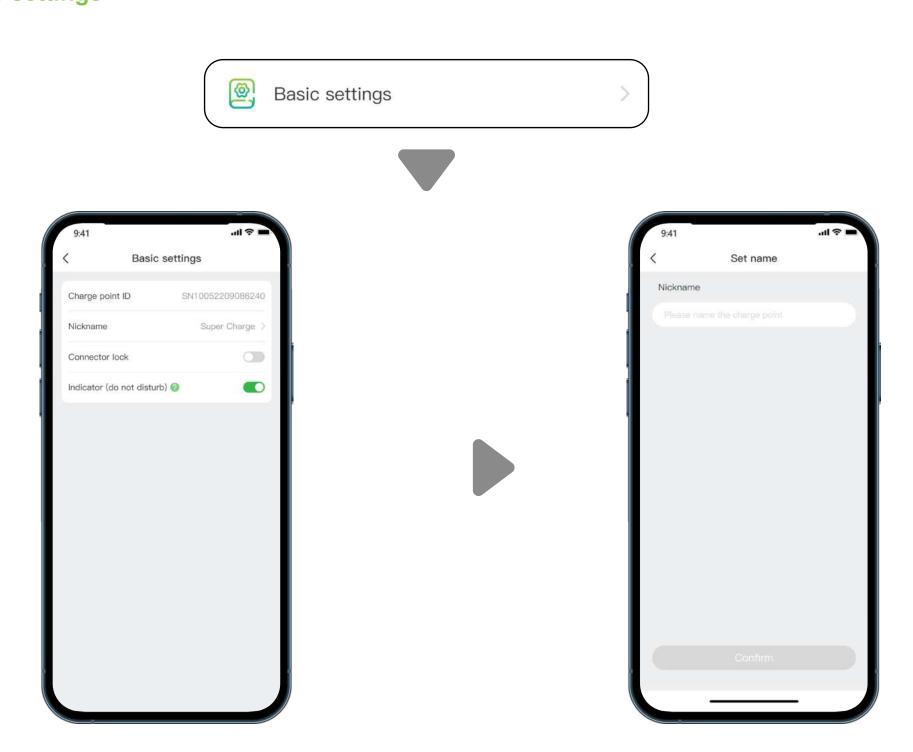
Scroll down the page to make settings:



Pull down on this page until you see "Pull down to charge point settings".

You will see many setting options; tap on the corresponding option, and you can make settings.

Basic settings



Turning on the connector lock prevents your charging connector from being unplugged maliciously.

Rename your charger, tap "Nickname" and enter the new name then tap "Confirm".

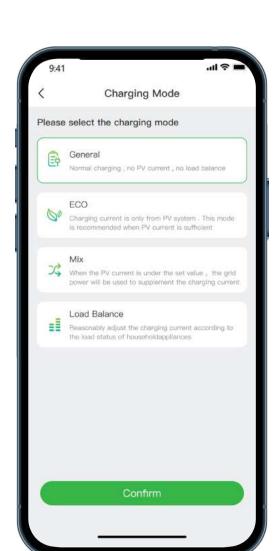
Turning on the indicator is to reduce the light pollution, the indicator will be on only during the charging session.

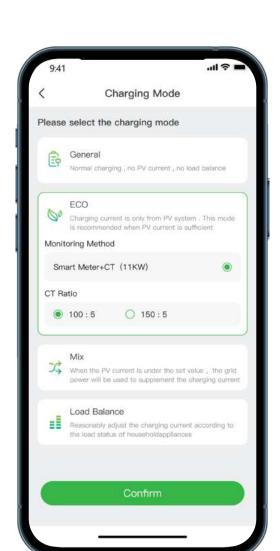


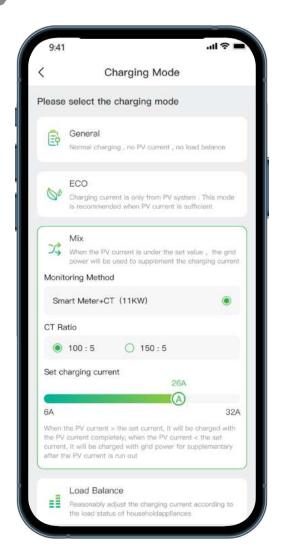
Please be aware that the "connector lock" and "Indicator (do not disturb)" are not available on all charge points; there availability depends on the specific capabilities of the charge point.

Charging Mode

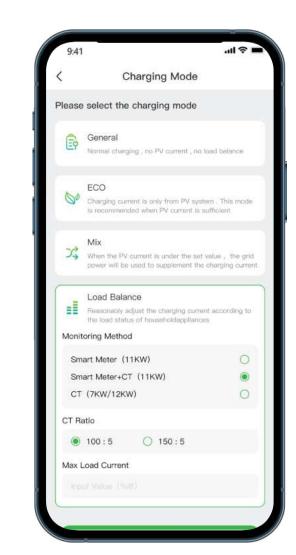
#### Charging mode







General >



Gereral mode

ECO mode: It's a way to charge your car with solar energy, allowing you to travel truly economically and carbon-free. When the photovoltaic current is sufficient, you can use this mode to charge your car.

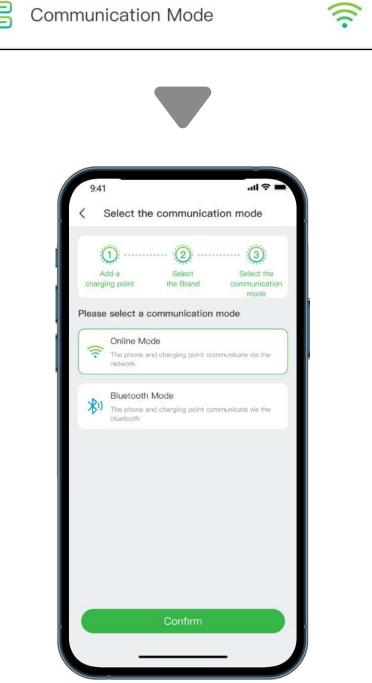
Mix mode: it's a way to charge your car by combining photovoltaic current and grid. If the photovoltaic current is lower than the set value, then the car will be charged by the grid.

It's a way to ensure household electricity consumption first and avoid tripping.

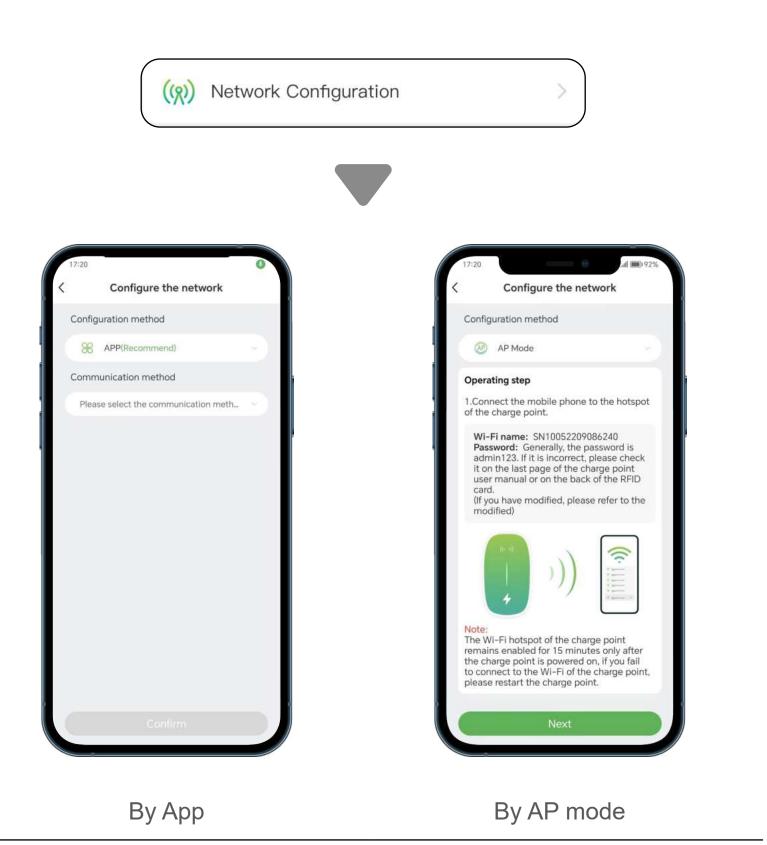


The mix mode, load balance mode, and ECO mode require being equipped with a smart meter, CT, or both of them to monitor the current. Your charge point's function configuration determines whether the mix mode and ECO mode are displayed on the app.

## Communication mode

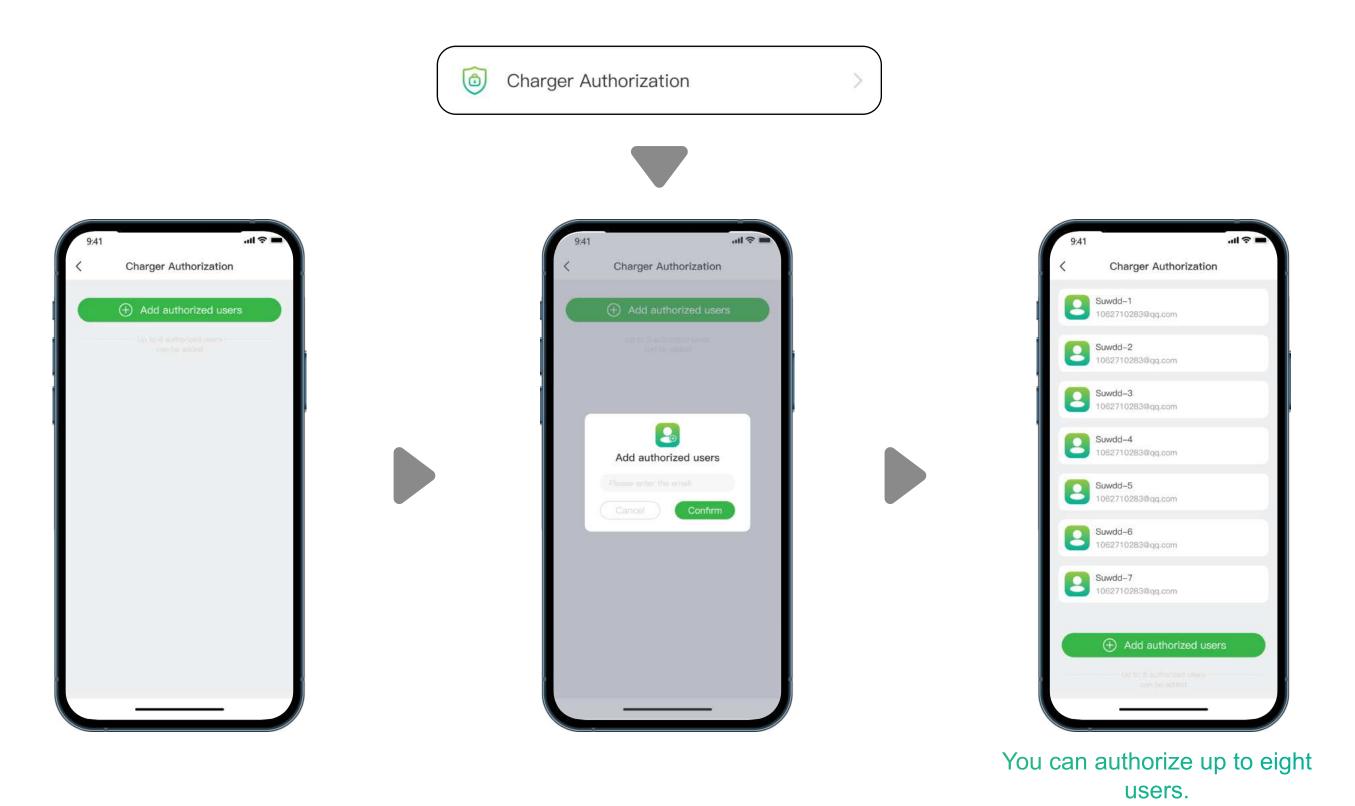


If the online communication signal is poor, you can switch the communication mode here.



You can configure the network by app or by AP mode.

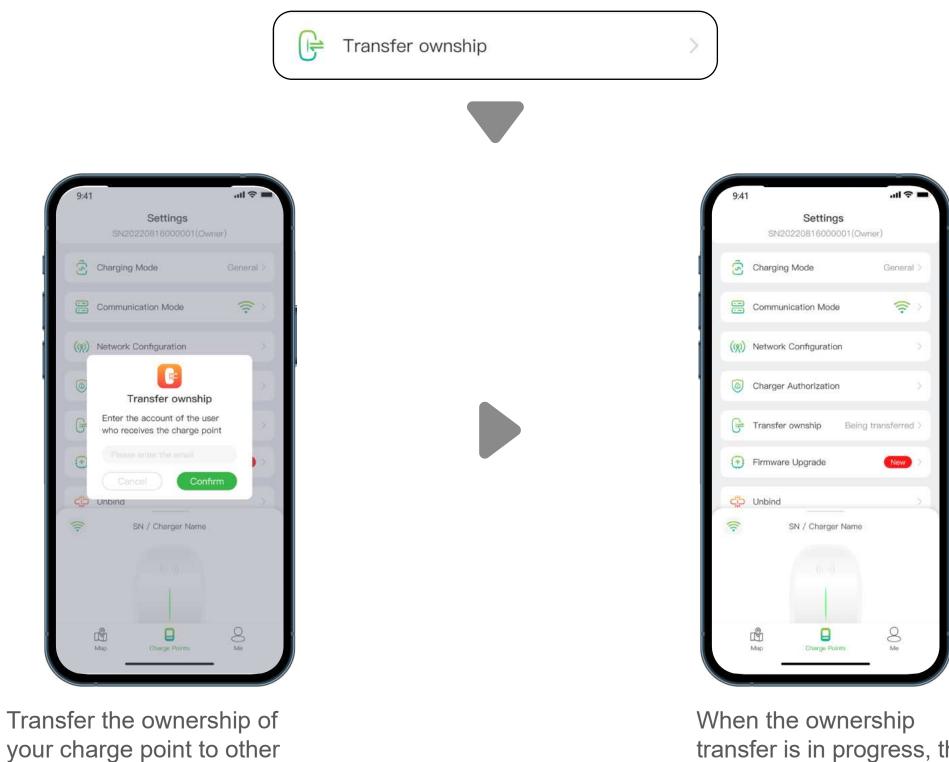
#### Charger authorization

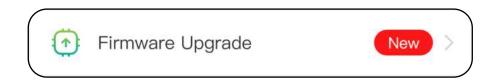


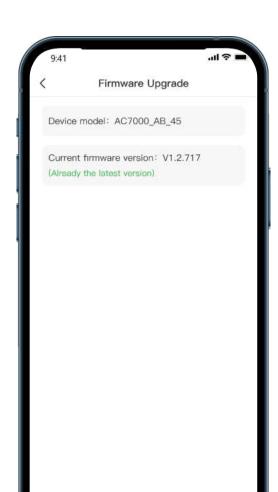
• Transfer ownership

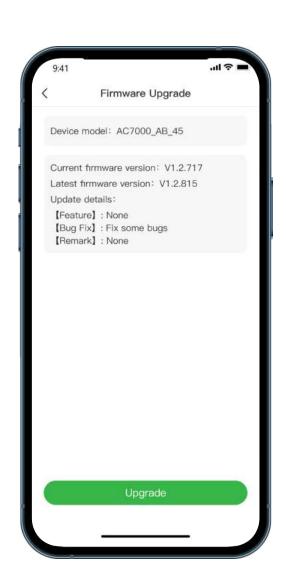
users who have registered an

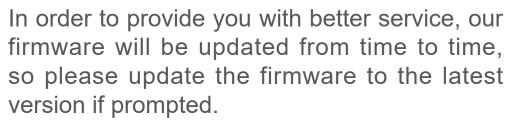
account in the Evchargo App.







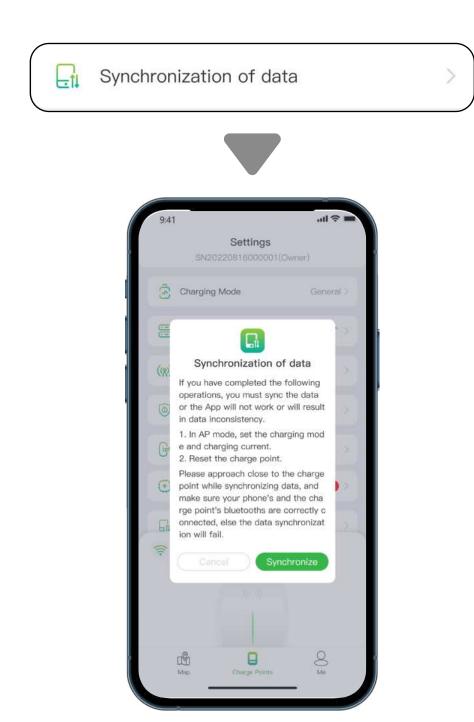






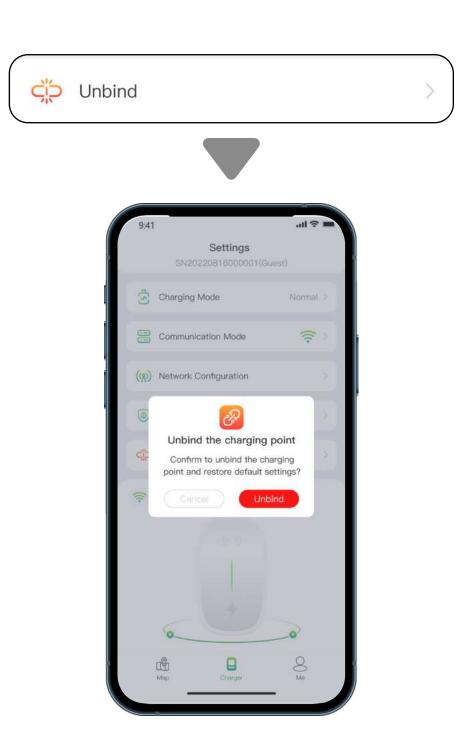
Please note that the firmware can be upgraded only in online mode.

#### • Synchronization of data



The settings you made in AP mode should be synchronized. Since AP mode is a LAN, the data will not synchronize online automatically; instead, you must manually synchronize the data.

#### Unbind

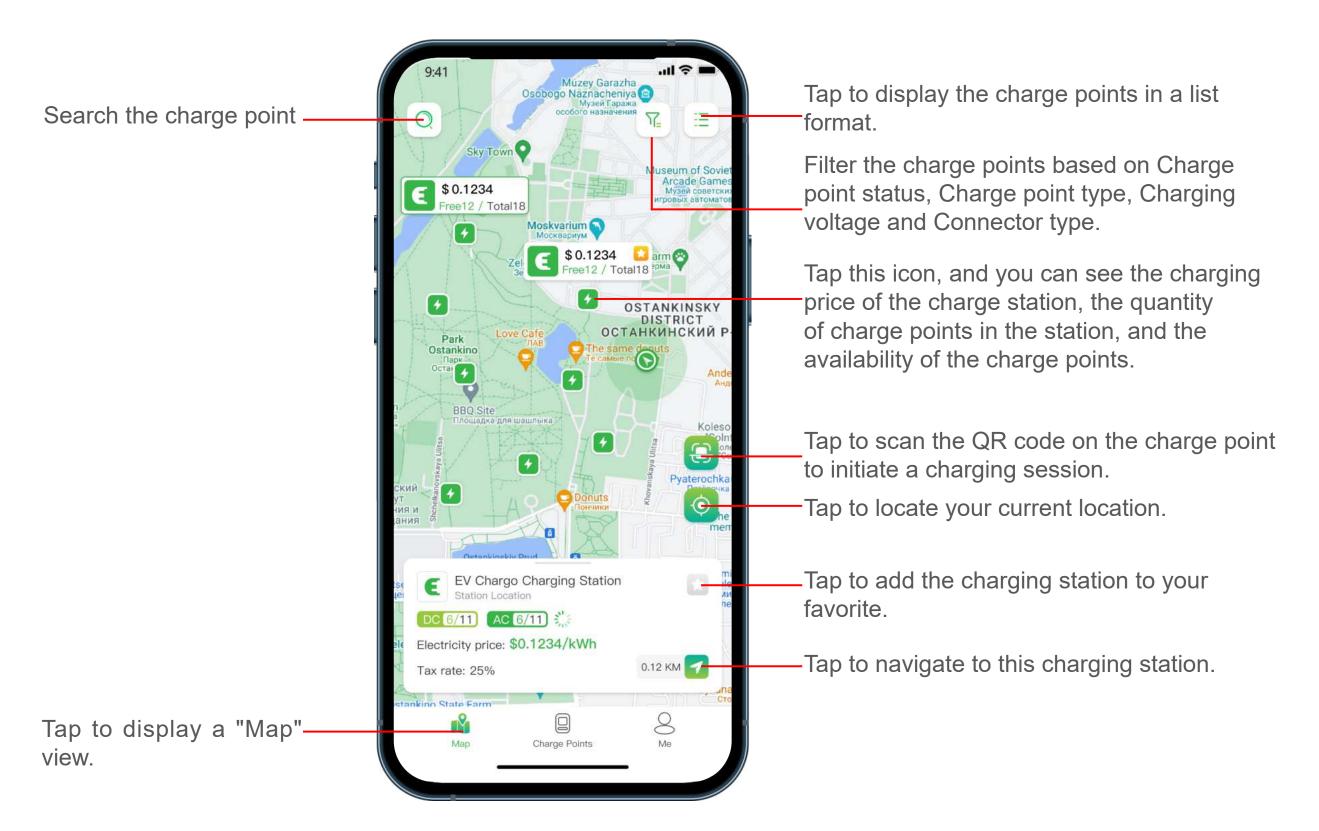


The "unbind" operation will not delete your account, but it will delete the information and settings related to this charge point.

## 14. For the scenario you are the car owner

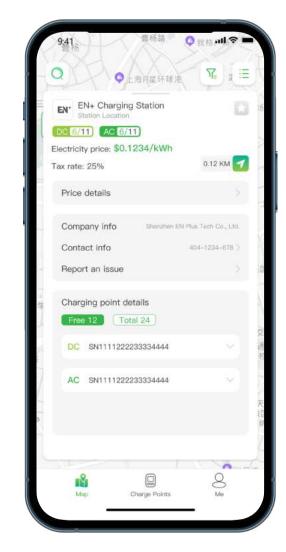
#### 14.1 Introduction

Tap on the "Map" icon to access the map view. The map displays charge points in your vicinity. You can zoom in and out and pan the map to explore different areas. Charging points are indicated by icons, and their details can be viewed by tapping on them.



See the details of the charging station.





Price details: see the time-of-use electricity fee and service fee.

Company information: see the company information of the charging station.

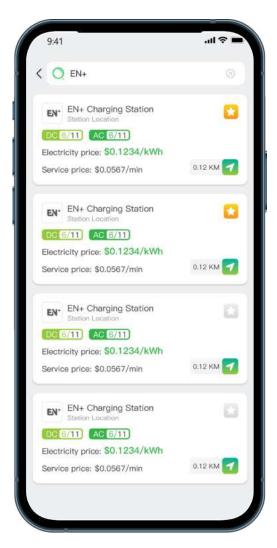
Contact information: see the telephone number of the charging station.

Report an issue and give your feedback to the charging station.

Charge point details: see the charging connector status (in use, available, fault...) of the charge point.

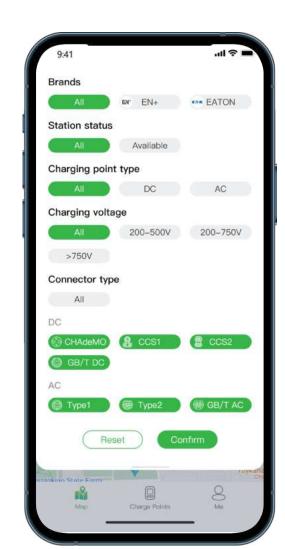
Tap this charging station and swipe up.

To search a charging station



Enter keywords to search for the charging station you wan.

Filter the charging station

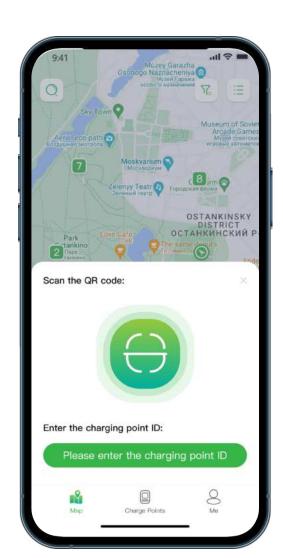


Use the filter option to narrow down charging station results based on criteria such as connector type, brand, charge point type, etc. The search function allows you to find specific charging stations or locations.

## 14.2 Charging & payment

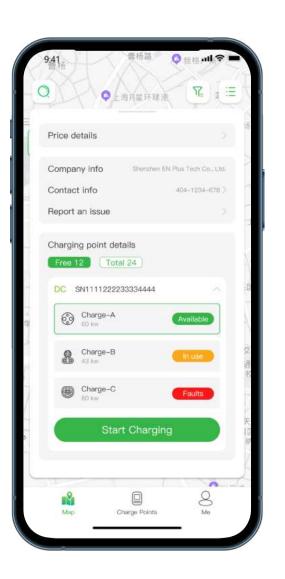
**Pay-paid:** pay the bill by authorizing a specific amount to the bank in advance, and the charging cost will be automatically debited after the charging session concludes.

#### Airwallex payment

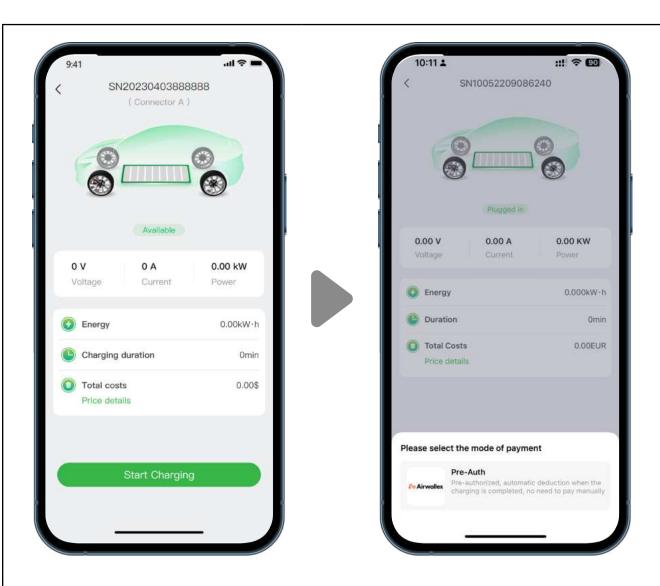


To identify the charge point, scan the QR code or enter its ID.

or

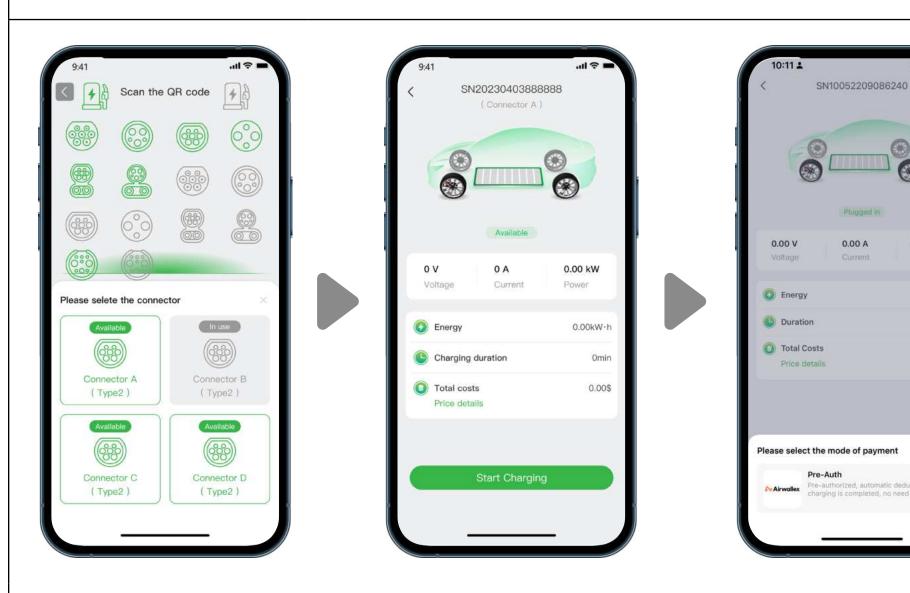


Select a connector in the charge point details then tap "Start charging"



Single-connector; no need to select the connector

You will be prompted with the payment mode after tapping the "Start Charging" button and adding a bank card.

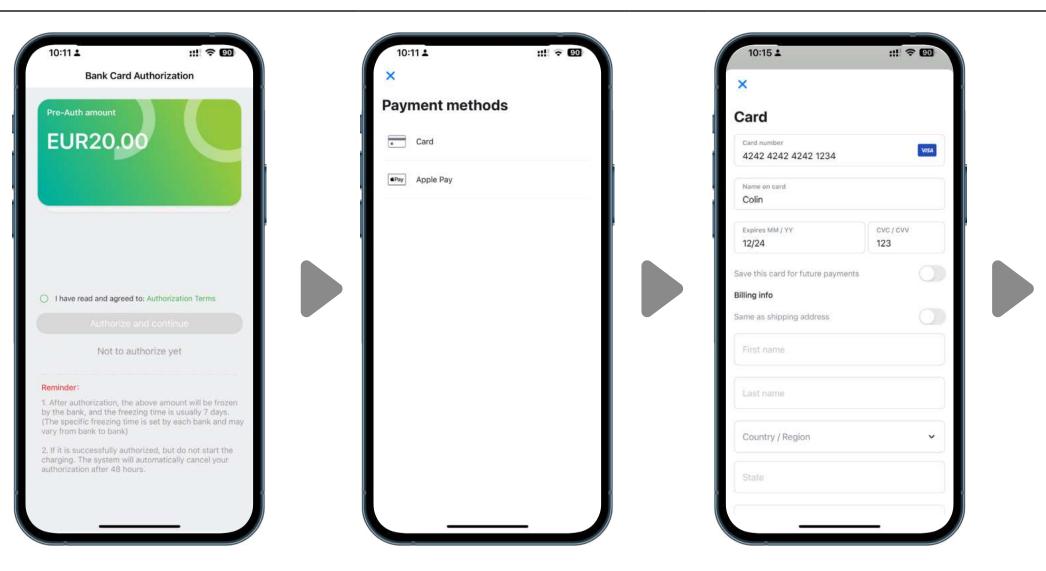


Dual-connector: you need to select a connector to charge your car.

You will be prompted with the payment mode after tapping the "Start Charging" button and adding a bank card.

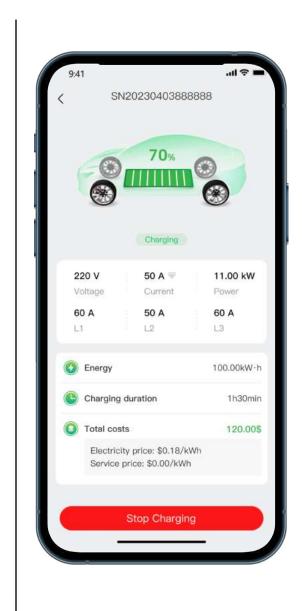
0.00 KW

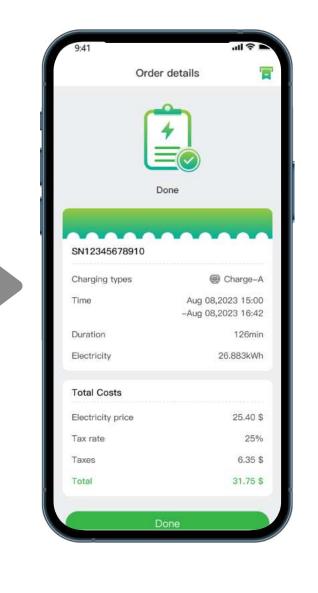
0.00EUR



You authorize \$20 to the payment platform, and the system deducts the fee automatically when the charging session concludes.

You will be prompted with







After you tap the "Stop Charging" button or charging session stopped upon fully charged, you will receive a bill.

Tap "Done," and the charging process concludes, tap "Data center" and you will see more charging details.

If you want an invoice, tap not the upper right corner and fill in the necessary invoicing information.

**Note**: currently, the invoicing feature is only available in France.

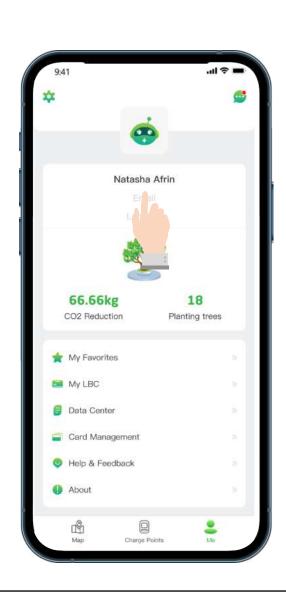
## 15. About "Me"

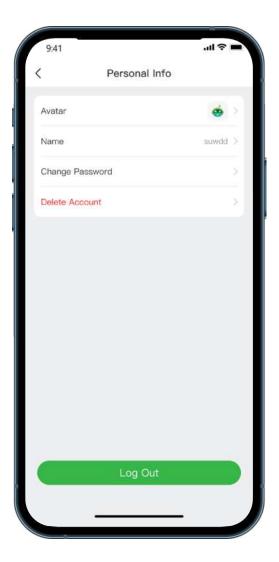
From the "Me" page, you can make some common changes, settings, and operations.

#### **Edit profile**

From this page, you can complete the following tasks:

- Change avatar
- Change password
- Change name
- Delete an account.

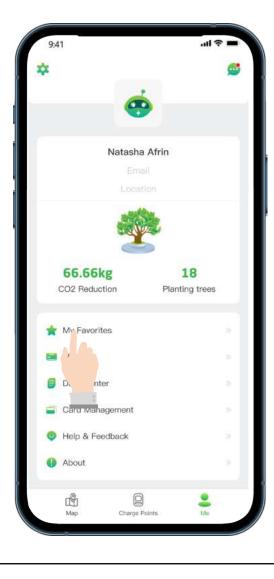


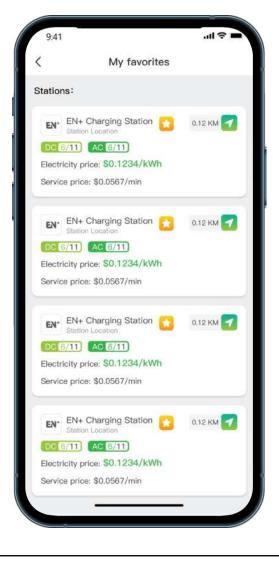


## My favorite

From this page, you can complete the following tasks:

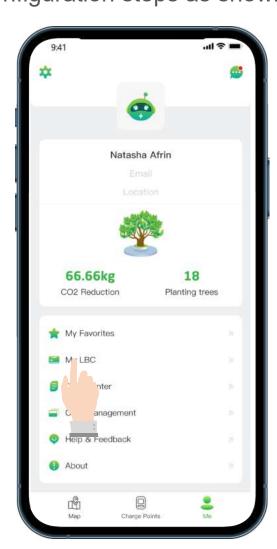
- Check out your favorite charging station.
- Move the charging station from your favorite list by tapping the "Star" icon.

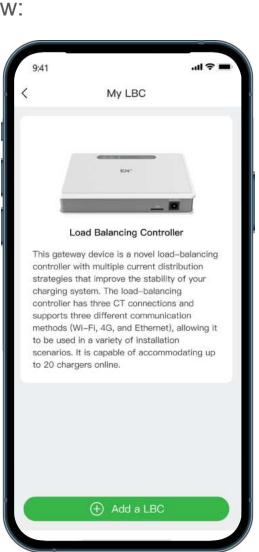


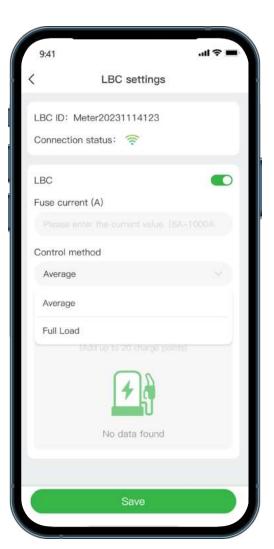


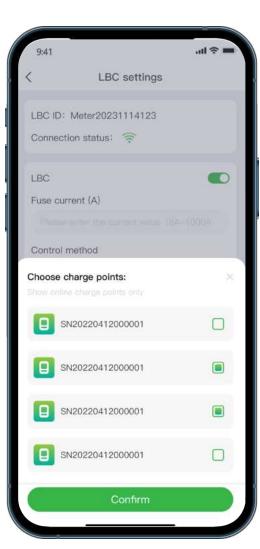
## LBC (Load balancing controller)

If you have more than one charge point, you can install and configure a load balancing controller to regulate the load. The the configuration steps as shown below:









Turn on the LBC.

Set the fuse current which is the tripping threshold of current.

Select the stragety to control the load: average or full load.

Choose the charge point that needs to be put into load management.

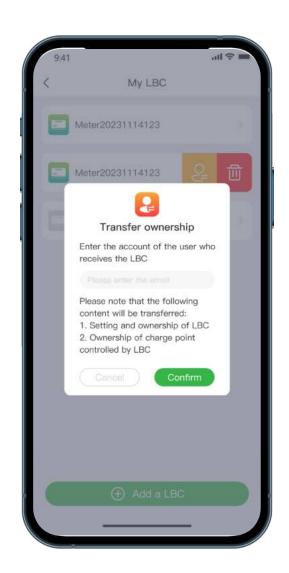
Transfer ownership of LBC/Delete a LBC



Swipe left and tap the button to delete the LBC.







Swipe left and tap the button.

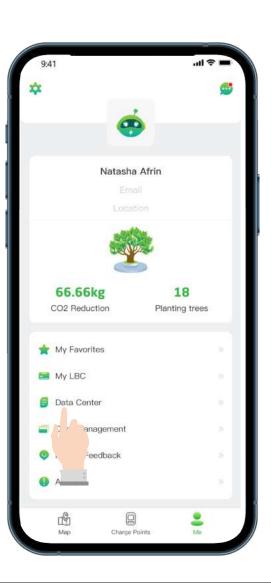
Enter the email address of the transferee.

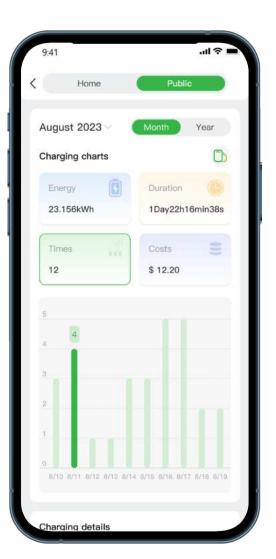
Only once the transferee confirms acceptance of the ownership transfer can the LBC ownership be successfully transferred.

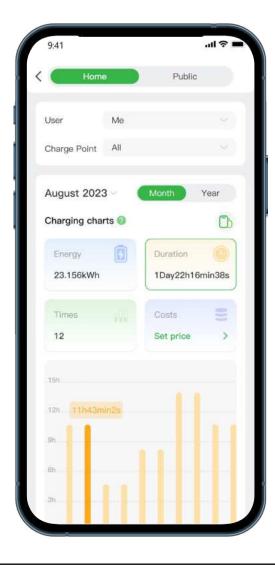
#### Data center

From this page, you can complete the following tasks:

- Check the data of your own private charge point and the public charge point you used (month, year). Tap the Energy, Duration, Times and Cost tabs, and the related data will be presented.
- Check the charging data of the users authorized by you by tap the downward arrow at the User.







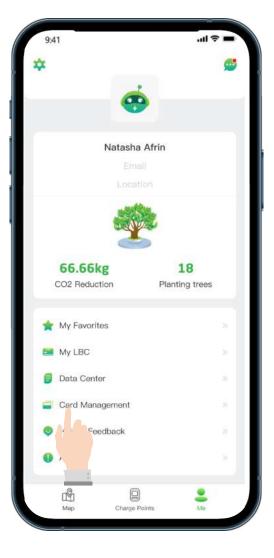
## **Card management**

From this page, you can complete the following tasks:

- View the added bank cards for payment.
- Add the RFID card to start he charging session.
- Synchronization.



You must synchronize the data when using an RFID card to initiate charging while the charge point is in Bluetooth mode.

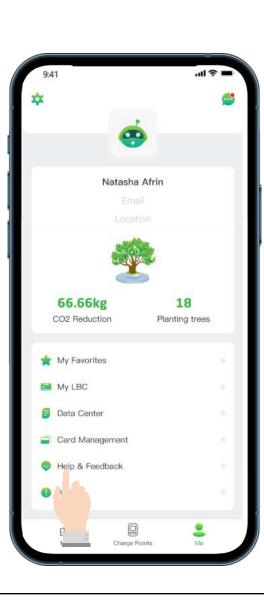


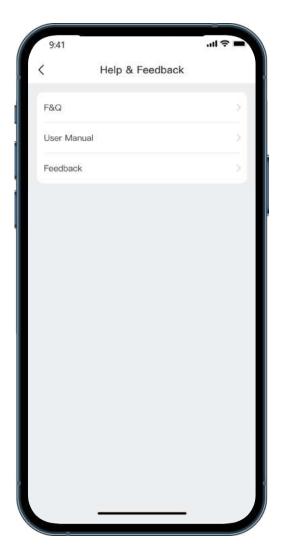


## Help and feedback

From this page, you can complete the following tasks:

- Check the Frequently Asked Questions (FAQ).
- View and download the user manual for the app.
- Send your feedback to us.





#### **About**

From this page, you can complete the following tasks:

- Check the terms such as privacy policy, user term, permission description, third-party SDK list, and authorization terms.
- Check the new version of the App.

