



DCW Wallbox





EC500



DC BusPillar





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Please retain this operating manual for future use.

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## 1. Introduction

EnerCharge's DC product line (EC500, ECC320, DCW Wallbox and DC BusPillar) is an innovative and future-proof solution for the public and industrial charging sector.

**The DC Product line by EnerCharge** (EC500 ECC320, DCW Wallbox and DC BusPillar) is supplied pre-configured. For the installation procedure, refer to the "Transport, Installation and Start-Up" manual. The operating instructions also provide important information on operation.

This user manual describes the web interface of the DC Product Llne and provides information about all functions of the web interface that are available for the configuration of the EC500, ECC320, DCW Wallbox and DC BusPillar products.

EnerCharge products are permanently developed further and fulfill all European-wide valid regulations and standards for the charging operation of E-vehicles according to the standard IEC 61851-1, Mode 4.

Visit our website at www.enercharge.at

### 1.1 Structure of this Manual

> General:

Contains general information about the operating instructions of the web interface.

> Safety:

Contains information on the presentation of safety instructions.

> Operation:

Contains all information about the operation of the web interface.

> Layout and Functions:

Contains all information about the structure and functions of the web interface. In this section, for example, the adjustment of parameters or the adjustment of the pricing models are explained in detail.

> Attachmetns:

Includes information on customer service and legal notice.

## 2. General

This document contains all important information for operating the web interface of the DC charging systems via web browser. It is an original part of the complete product provided by the manufacturer and serves as an aid for the operation and configuration of the product.

**This manual is an** essential operating aid for operating and setting the web interface. This is done via a web browser and the web interface is identical for all models of the DC Product Line - EC500, ECC320, DCW Wallbox and DC BusPillar.

## Read this manual carefully before you start operating the web interface.

This manual will help you to:

- > operate the service tool,
- change or set important functions and parameters,
- administrate the pricing models, invoice information and loyalty cards,
- change the layout and lighting,
- > identify status and error codes.

These operating instructions are only intended to provide assistance for the web interface. For information on the installation and startup of the charging system, please refer to the "Transport, Installation and Start-Up" and "Operating" manuals.

Keep this operating manual for later use and pass on all documents if the charging station is used by other persons. Any use that deviates from this operating manual is not permitted and will result in the exclusion of warranty, guarantee and liability.

All notes that are important for the safety of the user are marked with a corresponding symbol. This is important information which, if ignored, may cause health consequences for the user and damage to the charging station, the vehicle or the building.

The following symbols are important to note when reading this manual:

Symbol	Explanation
$\checkmark$	Requirement: Indicates a requirement that must be met, before the next action can be performed.
0	Action step: Indicates a single action step.
0234	Sequence of action: Indicates a sequence of action steps, that must be executed in sequence.
	Result: Indicates the result of an action.
<b>INFORMATION</b>	Information: Indicates information for special attention.

## 2.1 Safety Symbols

### Please take note of the following safety symbols:

### A DANGER Nature, Source

This symbol in conjunction with the signal word "Danger" signifies an immediate danger. Disregarding this safety notice can lead to serious injury or death.

• This is a warning text with a known remedial action

### Marning Nature, Source

This symbol in conjunction with the signal word "Warning" signifies a possibly dangerous situation. Disregarding this safety notice can lead to serious injury or death.

• This is a warning text with a known remedial action

#### **CAUTION** Nature, Source

This symbol in conjunction with the signal word "Careful!" signifies a possibly dangerous situation. Disregarding this safety notice can lead to minor or slight injuries.

• This is a warning text with a known remedial action

### **!** ATTENTION

Passages marked with this symbol contain important notices or particular information necessary for successful operation. Actions marked with this symbol should be carried out as required.

3. Operation of the Web Service Tool

### 3.1 Web Service Tool Controls

### **!** ATTENTION

Information on how to integrate the charging system into a LAN or WAN network can be found in the respective "Transport, Installation and Startup" manual for the charging station in question.

**The graphical web interface** allows the charging system to be adjusted via a web browser from a computer, smartphone or other web-enabled interface. The following functions can be adjusted:

- Display of the current status of charge points and statistical evaluation of charging processes: daily or monthly evaluation by payment methods, turnover, energy.
- > Display of the read-in loyalty cards (RFID/NFC) and updating of the loyalty cards.
- > Adjustment of charging system parameters, such as visualization, lighting and notifications.
- Adjustment of the pricing model and tariffs of the active charge points.
- Retrieve specific device information on payment, maintenance and logging.

## 3.2 Default User Data

**You can log in** for the first time with the default user data. Important: Change the user data immediately (see <u>"3.6 Changing Your Log-in Information" on page 11</u>):

#### INFORMATION

When logging in as "User", the functions of the web interface are only available to a limited extent. Settings can only be adjusted to a reduced extent. The operating instructions show the possibilities when logged in as "Operator".

- > Log-in Data Operator: User: operator@enercharge.at
- > Passsword: !OP15944ksdkl

> Login-in Data User: User: user@enercharge.at Password: !Us75676dkJkd

### 3.3 Remote Access to Charging Station

**For remote access** to the charging station, EnerCharge offers three connection types for the customer to choose from.

The following connection types are available:

1. Access via internal network (internal IP address): Remote access from external IPs is not possible with this connection type.

Example: https://192.168.100.101:8000

 Access via public IP address: This connection type requires a public IP address for the Internet connection. Monthly costs are incurred via the provider (e.g. t-mobile). Note: A public IP address can only be requested via the provider and not via EnerCharge.

Example: https://80.120.233.84:8000

 Access via web-direct link: This requires no public IP address. Remote access is via a web-direct link provided by EnerCharge. There is an annual subscription cost for this optional service. Note: If a web direct link is desired, contact EnerCharge Support.

Example: https://v0014987-6500.prj3774-mpn.mdex.de/

### 3.4 Opening the Web Service Tool

**Access the web interface** by entering an IP address directly in the web browser. Keep the IP address safe and only share this information with people who are authorized to access the web interface.

To open the web interface in the browser please note the following action steps:

### **!** ATTENTION

EnerCharge recommends using the "Microsoft Edge or Mozilla FireFox" browsers. For information about installing a web browser on a computer or other interface, refer to the browser provider's installation instructions.

#### **!** ATTENTION

The IP address depends on the type of remote access. Please see: <u>...3.3</u> <u>Remote Access to Charging Station" on page 8</u>.

#### Action steps: Open the Service Tool

$\checkmark$	The charging system and the computer/smartphone/interface are connected to the Internet.	
1	Make a note of the IP address of your charging system: e.g.: https://XX.XXX.XXX.XXX:5001	INFORMATION The IP address depends on the type of remote access. See: <u>"3.3 Remote Access to Charging Station" on page 8</u>
2	Open a web browser on your computer/smartphone/interface and enter the IP address from step 1 in the browser's address bar (see image on the right). INFORMATION Accept the certificate when you open the web interface for the first time.	● ● Weuer Tab × + → C Q https://XX.XXX.XXX.XXXXXXXXXXXXXXXXXXXXXXXXX
	The web interface of the charging system opens.	E coversestevice       x         +

## 3.5 Logging into the Web Service Tool

**The start page** The start page of the Service Tool web interface provides information on the "Status", "Functions", "Parameters", "Maintenance" and "Logging" of the DC charging system. The start page is primarily used for an overview. Changes can be made after **"Login**".

Observe the following steps when "Logging in":

### **!** ATTENTION

The user data for the first login can be found in this documentation. Change this user data after the first login. Make a note of the new user data for later use. See also: <u>"3.6 Changing Your Log-in Information" on page 11</u>.

#### Action steps: Open the Start Page



## 3.6 Changing Your Log-in Information

**After the first log-in**, the user name and password should be changed immediately. To do this, follow the action steps below:

Action	Steps: Changing the Log-in Information	
$\checkmark$	You have successfully logged in: see <u>3.5</u> .	
0	Click on "Hello, XXX@XXX.at" (Log-In Username) 1.	DEnerCharge Site Language + Change Hallo, operator@enercharge.at Abmelden Concercharge Charge Serviceportal Startseite
2	The window " <b>Manage your account</b> " opens. Enter the desired phone number and click the button <b>(2)</b> <i>"Save</i> ".	ECWEBSERVER Helio operator@enercharge.att Logout  Manage your account Change your account settings  Performal Personal Personal data  Personal data  Example E
3	Click on the menu item 한 " <i>Email</i> " on the left. Enter the desired email address and click the button <a href="https://www.commune.com">www.com</a> () "Change email".	ECWEBSERVER Helto operator@emercharge.atl Logout Manage your account Change your account settings Profile Profile Tenal
	The email address has been successfully changed.	Password coprator@enercharge.at  Two-factor authentication Personal data Charge email Charge email
<b>4</b>	Click the menu item (1) <b>"Password</b> " on the left. (1) Enter your current passwort in the "Current password" field. (1) Enter your new password in the "New password" field. (1) Enter your new password in the "Confirm new password" field. Click the button (1) <b>"Update password</b> ". The password has been successfully changed.	Profile Email Pessword Two-factor authentication Personal data Current password Acc Confirm new password Confirm new password Acc Confirm new password Acc
5	Click on the menu item 🗊 " <b>Personal data</b> ". <sup>(1)</sup> Click on " <b>Download</b> " to download your personal data. <sup>(2)</sup> Click on " <b>Delete</b> " to delete your personal data.	Profile Enall Password Two-factor utherrication Personal data Deleting this data will permanently remove your account, and this cannot be remove your account, account your your you
6	Click on the menu item <b>(5) "ECWEBSERVER</b> " on the top left.	ECWEBSERVER 6 Hello operator@ene
	The start page opens.	Manage your account Change your account settings

## 4. Layout and Functions of the Web Service Tool

This section provides an overview of the structure and functions of the web interface. The menus and the individual functions are explained in the following sections of this operating manual.

## 4.1 Start Page



#### Site Language

By clicking on the tab, the language of the service portal is selected. To confirm, click on "*Change*".



### Change

Confirmation of the selected language for the service portal.



#### Sign in / Sign out

Logging in and logging out as a user on the service portal. Bei Clicking on "*Sign in"* opens the sign-in window.



#### About

Link to the EnerCharge website: "www.enercharge.at".



#### Webserver version

Information on the current version of the web server: **"X.X.X.X**".

#### Sign-in Window

•••	Anmelden - ECWEBSERVER × +			
$\leftarrow \rightarrow C$	이 🔒 https://90.152.198.135:5001/identity/Accours ☆	Q Suchen	$\odot$	=
ECWEBSER	VER		Login	
Anmel Melden Sie	den sich mit Ihren Account an.			
December				
Password				
Remember m	e?			
Anmelden				

#### 4.2 Menu

The extended menu of the start page provides information on the available functions. The submenus open by clicking on the individual menu items in the left area of the start page. The advanced menu provides access to the advanced settings areas of the charging system.

#### **INFORMATION**

As a customer/operator, you can make individual settings at "Status", "Functions" and "Parameters". The menu items "Maintenance" and "Logging" are for information only.



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EnerCharge

Home-Button: Access the start page

#### Status

Displays information about the charge points: E.g. turnover, availability and current charging power.

### 8 Functions

Customer card management: shows all currently scanned customer cards (RFID/NFC).

9 Parameters

Display and adjust all basic settings such as station name, address, serial number, payment settings, LED settings, billing email and OCPP settings.

### 1 Maintenance

Shows the current software version, any error messages and the status of the charging station or EC controller. It also shows whether an update is available.



#### Logging

Display of the system log data with date, time, command and description.



### 4.3 Status

The "Status" menu item shows the following information and allows the following functions:



1 See section: <u>4.3.1 on page 14</u>

See section: <u>4.3.2 on page 15</u>

2

### 4.3.1 Live Charging View

Shows live data of the active charge points 1 and 2:

- > Type: DC (DC = direct current)
- > Status: available / not available
- > Current power output: 0 kW (e.g. 50 kW = 50 kilowatts of charging power)
- > Click button 1 "Details" for extended information on the desired charge point.
- > Click button **2** "*Minimize*" to hide the extended information.

### 4.3.1.1 Charging View Screen



### 4.3.2 Analysis

**Enables the** monthly or daily display of statistical evaluations according to turnover (Euro) and energy (kWh). In addition, the individual payment methods are displayed.

Action	steps: Display and Download of Evaluations	
<b>√</b>	The extended "Status" menu is open.	<ul> <li>■Ξ Status</li> <li>+ Ladeansicht</li> <li>+ Auswertungen</li> </ul>
0	Click on the menu item " <b>Analysis</b> ".	Kuswaritangen     Kuswari
2	Click on " <i>Day</i> " or " <i>Month</i> " to select the desired evaluation time frame.	Auswahl Datum
3	Click on the " <i>Calendar</i> " symbol to select a date.	0 Tag Monat
4	Click " <i>Search</i> " to show the corresponding evaluation.	Suchen 4
6	The selected evaluation is displayed. Find the information in the tables and graphs displayed. In the lower area there is a table of all charging processes of the selected period with detailed information such as amount of energy, charging time, parking time, tariff, payment method, etc. Click on " <b>Download</b> " to save the invoice information for the selected	Auswertungen Hinter
•	time period on your device (computer/smartphone/interface).	8 to the first order <ul> <li>Stratistical order <ul> <li>Stratistical order <li>Stratistical order <ul> <li>Stratistical order <ul> <li>Stratistical order <li>Stratistical order <li>Stratistical order <li>Stratistical order <li>Stratistical order </li></li></li></li></li></ul> <li>Stratistical order <ul> <li>Stratistical order <li>Stratistical order </li> <li>Stratistical order </li></li></ul> </li> </li></ul> </li> <li>Stratistical order <ul> <li>Stratistical order </li></ul> </li> <li>Stratistical order <ul> <li>Stratistical order </li></ul> </li> <li>Stratistical order <ul> <li>Stratistical order </li></ul> </li> <li>Stratistical order</li></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul></li></ul>
6	In the pop-up window, select " <i>Save File</i> " and click on " <i>OK</i> ".	Others and Secure (2, 2), 222, 21, 29, 40, 40, 40     Others and partial data lifetime     Secure (2, 2), 222, 27, 29, 40, 40, 40     Others and analytical data lifetime     Others analytical data lifetime     Others analytical data lifetime
	The table with the invoice information is saved locally as a CSV file and can be edited with "Microsoft Excel", for example.	

### 4.4 Functions

The "Functions" menu item provides information on customer cards and enables the management of customer cards (RFID/NFC). These can be easily added, edited or removed.





### 4.4.1 Card Management

### 4.4.1.1 Updating/Deleting Loyalty Cards

Action	Steps: Adjust/Delete Loyalty Cards						
	The extended "Functions" menu is open.	t≣ Funktio t Kartenv	nen erwaltung				
1	Click on the menu item "Card Management".	Kundenka	rten Verwaltu	ng	2		
2	To change customer cards click in the desired field						
		1	Kundennummer 1000	Kundennummer 2 AAE NAT	Firma AAE Naturstrom Vertrieb 0	Vorname 5m Wilfried	Nachname Klauss jun
		2	1001	AAE NAT	AAE Naturstrom Vertrieb 0	Sm Philipp	Forstner
	Select existing text and enter new text.	3	1002	AAEWAS	AAE Wasserkraft GmbH	Einsatz	Fahrzeug
		5	1003	ENC	EnerCharge GmbH	Manuel	Wilhelmer
		6	1005	ENC	EnerCharge GmbH	Jens	Winkler
		7	1006	ENC	EnerCharge GmbH	Software	Test
		<u> </u>					
8	Scroll the display window to the right side to view or change all data	Anschrift Zeile 1	Anschrift Zeile 2	Anschrift Zeile 3	Rabatt TAG	ID	CARD TOKEN
3	Scroll the display window to the right side to view or change all data windows.	Anschrift Zeile 1 Koetschach 66	Anschrift Zeile 2 9640 Koetschach-Mauthen	Anschrift Zeile 3	Rabatt TAG 50 04Cl	ID DC472126880	CARD TOKEN
3	Scroll the display window to the right side to view or change all data windows.	Anschrift Zeile 1 Koetschach 66 Koetschach 66	Anschrift Zeile 2 9640 Koetschach-Mauthen 9640 Koetschach-Mauthen	Anschrift Zeile 3	Rabatt TAG 50 0402 50 0402	ID DC472126880 ISE72126885	CARD TOKEN
3	Scroll the display window to the right side to view or change all data windows.	Anschrift Zeile 1 Koetschach 66 Koetschach 66 Koetschach 66	Anschrift Zeile 2 9640 Koetschach-Mauthen 9640 Koetschach-Mauthen 9640 Koetschach-Mauthen	Anschrift Zeile 3	Rabati         TAG           50         04C1           50         0402           100         04D2	ID DC472126880 ISE72126885 DC972126880	CARD TOKEN
3	Scroll the display window to the right side to view or change all data windows.	Anschrift Zeile 1 Koetschach 66 Koetschach 66 Koetschach 66 Koetschach 66	Anschrift Zeile 2 9640 Koetschach-Mauthen 9640 Koetschach-Mauthen 9640 Koetschach-Mauthen 9640 Koetschach-Mauthen	Anschrift Zeile 3	Rabitt         TAG           50         04Cl           50         0402           100         04D           50         44El	ID DC472126880 DC472126885 DC972126880 DC972126880 E3AAD86480	CARD TOKEN 48-12-40-32-88-35-32-54
3	Scroll the display window to the right side to view or change all data windows.	Anochrift Zeile 1 Koetschach 66 Koetschach 66 Koetschach 66 Koetschach 66 Koetschach 66	Anschrift Zeile 2 9640 Koetschach-Mauthen 9640 Koetschach-Mauthen 9640 Koetschach-Mauthen 9640 Koetschach-Mauthen 9640 Koetschach-Mauthen	Anochrift Zoile 3	Rabutt         TAG           50         04C1           50         0400           100         04D0           50         04D0           50         04D0           50         NON	ID DC472126680 ISE72126885 DC972126880 E3AAD86480 IE	CARD TOKEN 46-E2-A0-32-88-35-32-54 56-CA-1C-04-6F-DF-5C-88
3	Scroll the display window to the right side to view or change all data windows.	Anschrift Zeile 1 Koetschach 66 Koetschach 66 Koetschach 66 Koetschach 66 Koetschach 66 Koetschach 66	Anschrift Zeile 2 9640 Koetschach-Mauthen 9640 Koetschach-Mauthen 9640 Koetschach-Mauthen 9640 Koetschach-Mauthen 9640 Koetschach-Mauthen 9640 Koetschach-Mauthen	Anacheift Zeile 3	Nabati         TAG           50         04C0           50         04D0	D DC4721256880 15E72126885 DC972126880 E3AAD86460 E3AAD86460 IE ISBAAD86481	CARD TOKEN 40: E2: 40: 32: 809: 35: 32: 54 56: CA: 1C: 64: 67: 57: 80
3	Scroll the display window to the right side to view or change all data windows.	Anschrift Zeile 1 Kretschuch 66 Koetschuch 66 Koetschuch 66 Koetschuch 66 Koetschuch 66 Koetschuch 66 Koetschuch 66	Anschrift Zeile 2 9408 Kostschach Mauthen 9408 Kostschach Mauthen 9408 Kostschach Mauthen 9408 Kostschach Mauthen 9408 Kostschach Mauthen 9408 Kostschach Mauthen 9408 Kostschach Mauthen	Anacheritt Zeile 3	Rabate         PAG           50         042           50         042           100         0420           50         0420           50         0420           50         0420           50         0420           50         0420           50         0420           50         0420           50         0420           50         0420           50         0420           50         0420	D DC472126880 15E72126885 DC972126885 E3MD8480 E3MD8480 IE ISBAAD86481 D7E441D	CARD TOKEN 44:12:A0:32:89:35:32:54 56:Ch:12:04:67:07:5C:88
3	Scroll the display window to the right side to view or change all data windows.	Neuclefit Zeiler 1 Restscharb 66 Kestscharb 66 Kestscharb 66 Kestscharb 66 Kestscharb 66 Kestscharb 66	Anschrift Zeite 2 9400 Kostschuch Mauthen 9400 Kostschuch Mauthen 9400 Kostschuch Mauthen 9400 Kostschuch Mauthen 9400 Kostschuch Mauthen 9400 Kostschuch Mauthen	koochrift Zeile 3	Balance         Balance           30         0400           30         0400           30         440           30         440           30         440           30         440           30         440           30         447           30         607	D DC4721126880 L5E72126885 DC972126885 DC972126880 E2MAD86480 IE ISBAAD86481 D7E441D	6400 TOMIN 44-12-40 32-40-35-32-54 56 CA 12 Gel 70 55 58
3	Scroll the display window to the right side to view or change all data windows. To confirm your changes, click on the " <i>Change</i> " button for the corresponding line.	Headwith Zolle 1 Keteschach 66 Keteschach 66 Keteschach 66 Keteschach 66 Keteschach 66 Keteschach 66	Mencinit Zone 2 Sel2 Zeetshach Machen Sel2 Zeetshach Machen Sel2 Zeetshach Machen Sel2 Zeetshach Machen Sel2 Zeetshach Machen Sel2 Zeetshach Machen Sel2 Zeetshach Machen	Angelen in andere	No.         No.           50         600	D DC472126889 5572126885 557212685 557212685 557212685 557216 557216 55720 557555 557555 5575555 5575555555555	0400 TOREN 44 12:40 32 80 35 32 34 56 CA 12:04 67 07 52 80
3 4 5	Scroll the display window to the right side to view or change all data windows. To confirm your changes, click on the " <i>Change</i> " button for the corresponding line. To delete a card, click on the " <i>Delete</i> " button for the corresponding line.	Heardwith Solis 1 Neterbaho 66 Neterbaho 66 Neterbaho 66 Neterbaho 66 Neterbaho 66 Neterbaho 66 Neterbaho 66	Marchill 2465 2 1960 Kestohab Marthen 1960 Kestohab Marthen 1960 Kestohab Marthen 1960 Kestohab Marthen 1960 Kestohab Marthen 1960 Kestohab Marthen 1960 Kestohab Marthen	Ander 4	алин 966 99 646 99 646 99 646 99 646 99 646 90 647 90 647 90 90 90 90 90 90 90 90 90 90 90 90 90	0 5572326885 5572326885 5572326885 5572326885 5577232886 5577232886 55772481 57725777777777777777777777777777777777	640 TORIN 44 12-40 22 40 35 32 54 56 CA 12 04 47 07 62 08

### 4.4.1.2 Add a New Loyalty Card

Action	Steps: Adding new Loyalty Cards	
$\checkmark$	The extended "Functions" menu is open.	Funktionen
1	Click on the menu item "Card Management".	Kundenkarten
2	Click on " <b>Refresh</b> " to display the last RFID/NFC customer data read at the charging station.	B         Nucleonament         Fina         Para
	The data of the last customer cards read in are displayed in the lower part of the window.	Non-         No         No           Non-         Non-         Non-
4	Click " <i>Add</i> " to create a new loyalty card.	Aktualisieren Hinzufügen - 4
6	Transfer the data (Tag ID, CARDTOKEN or CARTOKEN) of the last customer card read into the newly created line of customer cards.	
4	To confirm your changes, click on the " <i>Change</i> " button for the corresponding line.	0 Ändern Löschen
5	The new loyalty card is displayed at the top of the page under "Loyalty Cards".	Kundenkarten         Notionemat /         Inst.         Notione         Kolssen           1         1000         Add Not         Add Rohr Nethols on         Wilford         Houses (in the second
Ż	New loyalty card successfully added.	

### 4.5 Parameters

The "Parameters" menu item provides information and enables settings for the system, visualization, payment system, notifications and OCPP:



### 4.5.1 System

Shows the current basic settings of the charging system:

- > Station name: Name of the charging station
- > Address line 1/2: Address for the charging sttion
- > ZIP: Address ZIP code
- > Country: Country of installation
- > Station abbreviation: Short unique identifier for the charging station
- > Serial number: Serial number of the charging station

### 4.5.1.1 Changing the Station Data

Action	Steps: Change the Station Data				
✓	The extended menu "Parameters" is open.	₽ Parameter + System			
1	Click on the menu item " <b>System</b> ".	Anlagendater	1		3
2	Click in the respective field and enter the desired station data.	Stationsname	HPC Lader Kötschach	0	Übernehmen
3	To confirm your changes, click on the " <b>Set</b> " button for the correspoding line.	Anschrift Zeile 1 Anschrift Zeile 2 PLZ Land Anlagenkürzel Seriennummer	Kötschach gegenüber Rathaus 9660 Kötschach-Mauthen 9660 Austria ETDD1 5N0000244	9	Übernehmen Übernehmen Übernehmen Übernehmen
Ĵ	Station data changed successfully.				

### 4.5.2 Visualization

>

>

>

>

>

Shows the current visualization settings for the charging system:

#### General settings:

- Standard Display language: Set default display language: e.g. DE = German, EN = English
   Standard Payment method: Set default payment method
- Standard Payment method: Set default payment method
   Accept loyalty cards: Define whether the system accepts loyalty cards as payment: Inactive = no/active = yes
  - Accept Debit/Credit cards: Define whether the system accepts debit/credit cards: Inactive = no/active = yes
  - Accept App Payment:
     Define whether the system accepts app payments:

     Inactive = no/active = yes

     Show OR Code:
     Define whether OR code for live view is displayed during
    - Define whether QR code for live view is displayed during charge: Inactive = no/active = yes

#### Advanced Parameters:

Indication of display duration in seconds (e.g.: 180 = 180 seconds)

- > Timeout thank you message and QR: Display time of screen showing thank you message and QR code
  - Time until menu activates home screen when inactive
- > Timeout plug not in holder: Display time of information that plug is not correctly in holder
- > Timeout QR code charging view: Dis
  - Display time of information about current charge incl. QR code
  - Timeout car not plugged: Time until menu activates home screen when car is not connected and no activity is registered

### 4.5.2.1 Changing the Visualization

#### Action Steps: Adjust the Visualization The extended menu "Parameters" is open. $\checkmark$ + System Visualisierung 0 Click on the menu item "Visualization". **Einstellungen Visualisierung** Click in the respective field and make the desired changes/adjustments. 2 Grundeinstellunger Standard Displaysprach To confirm the changes/adjustments click the "Set" button in the ß ndard Zahlmethode Kundenkarten akzeptierer Aktiv respective line. ankomatkarten akzeptierer Aktiv Click on "Change" to make any changes to areas of the "General set-4 App Zahlung akzeptieren Inakti tings". QR Code Anzeigen Erweiterte Parar Additionally, see section "4.5.2 Visualization" on page 19 for more Anzeigedauer Danksagung details. eout Menüanzeige Timeout Steckeraufhängung 120 reigedauer QR Ladebildscl 120 Timeout Fahrzeug n. angest 180 Erscheinungsbild ViewColor[0] #076A9E ViewColor[1 #1F7EA8 iewColor[2] #FEFEFE ViewColor[3] #AEC9DA #D8DCE5 ViewColor[4] ViewColor[5] #D8DCE5 ViewColor[6] #F6F8F9 ViewColor[7] #FEE316 ViewColor[8] #076A9E Image Logo Video Werbu

Visualization successfully changed.

נביו

### 4.5.3 Lighting

Shows the current color settings for the LED system status:

- R = Red
- G = Green,
- B = Blue \* = Blinking

#### **Basic Settings:**

- > Head LED Status Occupied: LED color set, e.g. B = Blue
- > Head LED Status Charging: LED color set, e.g. B = Blue
- > Head LED Status Service: LED color set, e.g. R\* = blinking Red
- > Head LED Status Error:
- > Head LED Status Available:
- > Plug LED Status Selection:
- > Plug LED Status Occupied:
- > Plug LED Status Available:
- LED color set, **e**.**g**. **G** = Green

LED color set, e.g. R = Red

- LED color set, e.g. G\* = blinking Green
- LED color set, **e**.**g**. **B = Blue**
- s Available: LED color set, **e.g. G = Green**



### 4.5.3.1 Changing the Lighting

Action	Steps: Changing the Lighting	
<b>√</b>	The extended menu "Parameters" is open.	+ System + Visualisierung + Beleuchtung
1	Click on the menu item " <i>Lighting</i> ".	Parameter Beleuchtung
2	Click in the respective field and make the desired changes/adjustments.	Grundeinstellungen R=Rot, G=Grün, B=Blau, *=Blinken
3	To confirm your changes/adjustments, click the <b>"Set</b> " button in the respective line.	Ker Ket, Gar Gubn, Bar Buku, and Barnen       Kopf LED Status Besetzt     BR       Kopf LED Status Lädt     B       Kopf LED Status Service     RG       Ubernehmen     Ubernehmen       Kopf LED Status Störung     R       Ubernehmen     Ubernehmen       Kopf LED Status Jubesetzt     G       Stecker LED Status Besetzt     B       Stecker LED Status Unbesetzt     G       Stecker LED Status Unbesetzt     G
Ċ	Lighting successfully changed.	

### 4.5.4 Payment Module

Shows the current settings for the payment module of the charging system:

#### Vendor:

>	Vendor:	Company name on invoice
>	Address line 1/2/3:	Company address on invoice
>	Telephone number:	Company phone number on invoice
>	Email address::	Company e-mail address on invoice
>	VAT No.:	Company VAT number for invoice
>	Currency:	Set currency for billing and invoice
>	VAT rate:	Tax percentage ( <b>e.g. 20% = Austria</b> )
>	Operator Service Hotline:	Hotline number
Adv	anced Parameters:	
>	Stop without Loyalty cards:	Charging process can be terminated without presenting customer card again: Inactive = no/active = yes
>	Stop without Debit/Credit:	Charging process can be terminated without presenting bank/credit card again: <i>Inactive = no/active = yes</i>
>	Payment module active:	Payment module is set to active: <i>Inactive = no/active = yes</i>
Pric	ing (charge point configuratio	on): see section <u>"4.5.4.2 Changing the Pricing Model" on page 22</u> .

### 4.5.4.1 Changing the Vendor Data

#### Action Steps: Changing the Vendor Data

<ul> <li>✓</li> </ul>	The extended menu "Parameters" is open.	<ul> <li>Visualisierung</li> <li>Beleuchtung</li> <li>Bezahlsystem</li> </ul>			
1	Click on the menu item " <b>Payment Module</b> ".	Parameter Za	hlungsmodul		
2	Click in the respective field and make the desired changes/adjustments.	Verkäufer Verkäufer	AAE Wasserkraft GmbH		Übernehmen
3	To confirm your changes/adjustments, click the " <b>Set</b> " button in the respective line.	Anschrift Zeile 1 Anschrift Zeile 2	Kötschach 66 9640 Kötschach-Mauthen	0	Übernehmen Übernehmen
4	Click on " <i>Change</i> " to make changes to the advanced parameters. See also section <u>"4.5.4 Payment Module" on page 21</u> for a more detailed explanation.	Anschrift Zeile 3 Telefonnummer Email Adresse UID Nr. Währung Mehrwertsteuersatz Servicehotline Betreiber <b>Erweiterte Parameter</b> Beenden ohne Kundenkarte Beenden ohne Bankkarte Zahlungsmodul aktiv	o +43 4715 222 office@aae-wasserkraft.at ATU26709407 EURO 20 % +43 4715 222 Inaktiv Aktiv Aktiv	÷ Andern Andern Andern Andern	Übernehmen Übernehmen Übernehmen Übernehmen Übernehmen
<b></b>	Vendor data successfully changed.				

### 4.5.4.2 Changing the Pricing Model

E EnerCharge

**Dieser Bereich** allows setting and adaptation of the price model and tariffs for charge points CP1 and CP2. The following price models are available:

- Flat rate: The charging system charges a flat rate in EUR per charging process. Other factors such as time (minutes) or kilowatt hours (kWh) are not taken into account in flat-rate charging.
- Consumption-based 1/2: Via the integrated power meter, the charging system allows billing per kilowatt hour. The billing amount in EUR per kWh can be freely selected. In addition, a base fee in EUR per minute can be defined. This base fee is charged after a definable time (in minutes).

Action	Steps: Adjust Pricing Models for Charge Points 1 and 2	
<ul> <li>✓</li> </ul>	The extended menu "Parameters" is open.	Image: System     Willkommen be       + Visualisterung     Willkommen be       + Beleuchtung     Herzahtsystem
0	Click on the menu item " <b>Payment Module</b> ". Scroll to the "Pricing Model" area	Protect plaquetal       Prote
2	Select the desired pricing model for " <i>CP1</i> ": - Flat Rate - Consumption-based Option 1 - Consumption-based Option 2	Preismodell CP 1
3	Select the desired pricing model for " <b>CP2</b> ": - Flat Rate - Consumption-based Option 1 - Consumption-based Option 2	Pauschale Leistungsabhängig Verbrauchsabhängig Variante 1 Verbrauchsabhängig Variante 2  CP 2 Pauschale Leistungsabhängig Verbrauchsabhängig Variante 1 Verbrauchsabhängig Variante 2
4	Set the desired values for " <i>CP1</i> " and " <i>CP2</i> " according to the selected pricing model: - Consumption: - Base Fee: - Base Fee billed after (minutes): - Reservation Amount: or - Flat Rate: - Reservation Amount:	Verbrauch:     0,46 EURO/kWh     0,46       Grundpreis:     0,04 EURO/Minute     0,04       Grundpreis ab:     3 Minuten     3       Reservierungsbetrag:     45 EURO     45       Pauschalpreis:     0,04 Minuten     0,04       Reservierungsbetrag:     45 EURO     45
	Currently set price models and tariffs for <b>"CP1</b> " and <b>"CP2</b> " are visible in the red marked areas.	CP 1         Pauschale       Leistungsabhängig       Verbrauchsabhängig Variante 1       Verbrauchsabhängig Variante 2         Verbrauch:       0,46 EURO/MWh       0,46       0,04         Grundpreis:       0,04 EURO/Minute       0,46       0,04         Grundpreis ab:       3 Minuten       3       45         Reservierungsbetrag:       45 EURO       45       0,04         Verbrauchabhängig       Verbrauchsabhängig Variante 1       Verbrauchsabhängig Variante 2         Verbrauch:       0,46 EURO/MWh       0,46         Grundpreis:       0,02 EURO/Minute       0,02         Grundpreis:       0,02 EURO/Minute       3         Grundpreis:       3 Minuten       3         Reservierungsbetrag:       45 EURO       3

### 4.5.5 Notifications

**Shows the current** notification settings:

#### **General Settings:**

>	Send Reports via Email:	Reports are sent via e-mail: Inactive = no/active = yes
>	Send status information via Email:	System notifications are sent via e-mail: Inactive = no/active = yes
>	Send Email errors:	Error notifications are sent via e-mail: Inactive = no/active = yes
>	Send invoices via Email:	Invoices are sent via e-mail: Inactive = no/active = yes
>	Email invoice recipients:	E-mail addresses to which in voices are sent xxx.xxx@xxx.xx
>	Email report recipients:	E-mail addresses to which reports are sent xxx.xxx@xxx.xx

### 4.5.5.1 Changing the Notification Settings

Action	Steps: Adjusting the Notification Settings	
	The extended menu "Parameters" is open.	<ul> <li>+ Beleuchtung</li> <li>+ Bezahlsystem</li> <li>+ Benachrichtigungen</li> </ul>
1	Click on the menu item "Notifications".	Email Parameter
2	Click in the respective field and make the desired changes/adjust- ments to the e-mail addresses.	Grundeinstellungen Email Reports senden Inaktiv Andern Email Systemmeldungen senden Inaktiv Andern
3	To confirm your changes/adjustments, click the <b>"Set</b> " button in the respective line.	Email Errormeldungen senden Inaktiv Andern Email Rechnungen senden Aktiv Ändern
4	Click on " <i>Change</i> " to make adjustments to the settings. Siehe also section <u>"4.5.5 Notifications" on page 23</u> for further explanation.	Email Rechnungsempfänger et.rschnung@enercharge.at was.einkauf@aae.at r.klauss@aae.at et.rsport@enercharge.at @Bernehmen
<b>I</b>	Notification settings successfully changed.	

### 4.5.6 OCPP

Shows the current settings for the OCPP parameters:

#### Basic settings:

- > URL: URL of the OCPP server
- > User: User name of the OCPP account
- > Password: Password for the OCPP account
- > UID: UID number

#### INFORMATION

If you wish to change these settings, please contact EnerCharge: see  $\underline{\tt .5.2 \ Customer \ Service"}$  on page 31

		tou	
EnerCharge	OCPP Parame	ter	
E Status	Grundeinstellungen		
E Funktionen	URL	wss://portal.chargeit- mobility.com/ocpp/16J/ENE_SN0000244	Übernehmen
	User	ENE_SN0000244	Übernehmen
E Parameter	Password	1234	Übernehmen
+ System	UID	ENE_SN0000244	Übernehmen
+ Visualisierung			
+ Beleuchtung			
+ Bezahlsystem			
+ Benachrichtigungen			
🕂 осрр			
E Wartung			
E Logging			

### 4.6 Maintenance

The menu section "Maintenance" shows the following information and provides the following functions:





### 4.6.1 System Overview

**Shows the current** values and status of the charger, chargecontroller and EC controller: See also "<u>.4.6.1.1 System Overview Screen" on page 26</u>"

#### Software Version Charger:

- > actual version: shows the current software version of the charger: X.X.X.X
- > software is running: shows whether the software is currently active: *True = yes/False = no*

#### Software Version Chargecontroller:

- > Chargecontroller 1 Software: shows the current software version of the chargecontroller for CP1
- > Chargecontroller 1 Firmware: shows the current firmware version of the chargecontroller for CP1
- > Chargecontroller 2 Software: shows the current software version of the chargecontroller for CP2
- > Chargecontroller 2 Firmware: shows the current firmware version of the chargecontroller for CP2
- > Charging Cable 1: shows the current software version of the charging cable for CP1
- > Charging Cable 2: shows the current software version of the charging cable for CP2

#### Serial Numbers:

Serial numbers Charger: shows the serial number of the charger
 Serial number 2/3/4: shows additional serial numbers 2/3/4 (if applicable)

#### **Charger Status:**

>

- > Boot process running: Shows whether boot process is currently active: *True = yes/False = no* 
  - Boot process ended: Shows whether boot process is done: *True = yes/False = no*
- > Station "Out of Service": Shows whether the charger is out of service: True = yes/False = no

#### **Charger Errors:**

- > Error 1: shows whether an error is present: 1 = yes/0 = no
- > Error 2: shows whether a second error is present: 1 = yes/0 = no
- > Error 3: shows whether a third error is present: 1 = yes/0 = no
- > Error 4: shows whether a fourth error is present: 1 =yes/0 = no

#### EC Controller Status:

>

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26

- > CPU Usage: shows the current CPU usage in percent: XX %
  - Memory Usage: shows the memory utilization (RAM) in megabytes: XX MB
- > Drive C/D/E Freespace: shows the free capacities of the drives C/D/E in percent: XX %

### 4.6.1.1 System Overview Screen

	Systemubersich	τ
	Software Version Ladesä	ule
	Bezeichnung	Wert
_	aktuelle Version	1.1.3.8
	Software wird ausgeführt	True
	Software Version Ladeco	ntroller
	Bezeichnung	Wert
	Ladecontroller 1 Software	2.11.1
	Ladecontroller 1 Firmware	0.0.110
	Ladecontroller 2 Software	0.0.0
	Ladecontroller 2 Firmware	0.0.0
	Ladekabel 1	0.0.0.0
	Ladekabel 2	0.0.0.0
	Seriennummern	
	Bezeichnung	Wert
	Seriennummern Ladesäule	SN0000244
	Serialnumber 2	0
	Serialnumber 3	0
	Serialnumber 4	0
	Ladesäulen Status Bezeichnung	Wert
	Bootvorgang läuft	False
	Bootvorgang beendet	True
	Anlage 'Out of Service'	False
	Ladesäulen Fehlermeldu	ngen
	Error 1:	0
	Error 2:	0
	Error 2:	0
	Error 4	0
	LITUI 4:	0
	EC Controller Status	Mart
	Bezeichnung	Wert
	CPU Usage:	0%
	Memory Usage:	0 MB
	Drive C Freespace:	54,1 %
		10 00/

79,9 %

Drive D Freespace: Drive E Freespace

### 4.6.2.1 System Overview Controls

#### INFORMATION

If you wish to change these settings, please contact EnerCharge: see <u>"5.2 Customer Service" on page 31</u>

Steuerbefehle		
Bezeichnung	Wert	
Software Ladesäule beenden	Setzen	
Software Ladesäule Starten	Setzen	
Ladesäule 'Out of Service' setzten	Setzen	
Lade alle Parameter	Setzen	

### 4.6.2 Error Overview

#### **INFORMATION**

This page shows possible errors of the charging station. In case of error, please contact EnerCharge immediately: <u>"5.2 Customer Service" on page 31</u>

#### 4.6.3 Software Updates

Shows the current software on the charger and the status of the update and boot process:

#### Charger Software:

- Software is running: shows whether the software is currently active:: True = yes/False = no >
- available version: shows the latest software version: X.X.X.X >
- shows the installed software version: X.X.X.X installed version: >

#### Status:

>

- shows whether an update is possible: True = yes/False = no Update possible: >
- Boot process running: shows whether the boot process is currently active: True = yes/False = no >
- > Boot process ended: shows whether the boot process is done: True = yes/False = no
- > Update running:
- shows whether an update is currently running: True = yes/False = no
- > Update process %: shows the update progress in percent: e.g. 15 = 15 percent Station "Out of Service": shows whether the charger is out of service: True = yes/False = no

### 4.6.3.1 Software Updates Screen

f EnerCharge	Update Manage	r
Ξ Status	Ladesäulen Software	
E Funktionen	Bezeichnung	Wert
	Software wird ausgeführt	True
E Parameter	Verfügbare Version	1.1.3.7
Wartung	Installierte Version Status	1.1.3.8
■ Wartung ■ Systemübersicht	Installierte Version Status	1.1.3.8
<ul> <li>Wartung</li> <li>Systemübersicht</li> <li>Fehlerübersicht</li> </ul>	Installierte Version Status Bezeichnung Undete mödlich	U.1.3.8
<ul> <li>Wartung</li> <li>Systemübersicht</li> <li>Fehlerübersicht</li> </ul>	Installierte Version Status Bezeichnung Update möglich Bechverrang läuft	Uert True
<ul> <li>Wartung</li> <li>Systemübersicht</li> <li>Fehlerübersicht</li> <li>Software Updates</li> </ul>	Installierte Version Status Bezeichnung Update möglich Bootvorgang läuft Rochvorgang hongdet	1.1.3.8 Wert True False
<ul> <li>Wartung</li> <li>Systemübersicht</li> <li>Fehlerübersicht</li> <li>Software Updates</li> </ul>	Installierte Version Status Bezeichnung Update möglich Bootvorgang läuft Bootvorgang beendet Update läuft	1.1.3.8 Wert True False True Ealce
<ul> <li>Wartung</li> <li>Systemübersicht</li> <li>Fehlerübersicht</li> <li>Software Updates</li> <li>Administration</li> </ul>	Installierte Version Status Bezeichnung Update möglich Bootvorgang läuft Bootvorgang beendet Update läuft Update Fortschritt %	I.1.3.8       Wert       True       False       True       False       0

### 4.6.4.1 Software Update Controls

### **INFORMATION**

If you wish to change these settings, please contact EnerCharge: see <u>.5.2 Customer Service" on page 31</u>

Steuerbefehle	
Bezeichnung	Wert
Suche Updates	Setzen
Initial Update	Setzen
Update	Setzen
Software Beenden	Setzen
Software Starten	Setzen

### 4.6.4.2 Administration

### INFORMATION

If you wish to change these settings, please contact EnerCharge: see <u>"5.2 Customer Service" on page 31</u>

Service Portal		
Bezeichnung	Wert	Befehle
Aktuelle Version	1.2.0.4	Update
Verfügbare Version	0.0.0.0	Suchen

### 4.6.4 Administration

### **INFORMATION**

If you wish to change these settings, please contact EnerCharge: see <u>"5.2 Customer Service" on page 31</u>

### 4.7 Logging

The menu item "Logging" shows all log data of the system. The log data is sorted by date and time.



**1** See section: <u>4.7.1 on page 30</u>

### 4.7.1 System Status

Shows the current software on the charger and the status of the update and boot process:

#### System Log Data:

- > Date/Time: Date and time of the log entries. Sorting is done by date and time: DD/MM/YYY HH:MM:SS
- > Error message: XXXX: X.X.X.X
- > Description: XXXX: X.X.X.X
- > Click the button **2** *"Load more"* to show further log data.

EnerCharge	System L	oggdaten	
Ξ Status			
E Funktionen	Datum/Uhrzeit	Fehlermeldung	Beschreibung
	21.01.2022 08:30:53	Open_Transaction_Wait	Start Booking 90
Parameter	21.01.2022 08:30:53	Open_Transaction_Wait	Start Look Open Books
	21.01.2022 08:30:52	CCV_Handling - Opentransaktion	Startet
Wartung	21.01.2022 08:22:32	Ladeablauf - Zahlung Auswahl	Switch to Fenster Enum_Werbung
	21.01.2022 08:22:30	Ladeablauf - Auswahl	Switch to Fenster Emu_Ladeanzeige
Logging	21.01.2022 08:22:29	Ladeablauf - Sprache	Switch to Fenster Enum_Auswahl_Plug
	21.01.2022 08:22:28	Ladeablauf - Video	Switch to Fenster Sprache
System Status	21.01.2022 08:22:26	Ladeablauf - Zahlung nicht Erfolgreich	Switch to Fenster Enum_Werbung
	21.01.2022 08:22:23	Ladeablauf - Zahlung Starten	Switch to Fenster Emu_Zahlungfehlgeschlagen
	21.01.2022 08:22:23	Ladeablauf - Zahlung Starten	Switch to Fenster Emu_Zahlung_Auswahl
	21.01.2022 08:22:20	CCV_Handling CP0 - Start BK	Start Befehl Bank/Credit
	21.01.2022 08:22:19	Ladeablauf - Zahlung Auswahl	Switch to Fenster Emu_BC_Zahlungsaufforderung
	21.01.2022 08:22:18	Ladeablauf - Auswahl	Switch to Fenster Emu_Zahlung_Auswahl
	21.01.2022 08:22:17	Ladeablauf - Sprache	Switch to Fenster Enum_Auswahl_Plug
	21.01.2022 08:22:16	Ladeablauf - Video	Switch to Fenster Sprache
	21.01.2022 08:22:09	Ladeablauf - Sprache	Switch to Fenster Enum_Werbung
	21.01.2022 08:22:07	Ladeablauf - Auswahl	Switch to Fenster Enum_Sprache
	21.01.2022 08:22:00	Ladeablauf - Sprache	Switch to Fenster Enum_Auswahl_Plug
	21.01.2022 08:22:00	Ladeablauf - Video	Switch to Fenster Sprache
	21.01.2022 08:21:59	Ladeablauf - Sprache	Switch to Fenster Enum_Werbung
	21.01.2022 08:21:57	Ladeablauf - Auswahl	Switch to Fenster Enum_Sprache
	21.01.2022 08:21:52	Ladeablauf - Sprache	Switch to Fenster Enum_Auswahl_Plug
	21.01.2022 08:21:51	Ladeablauf - Video	Switch to Fenster Sprache
	21.01.2022 08:21:49	Ladeablauf - Sprache	Switch to Fenster Enum_Werbung
	21.01.2022 08:21:47	Ladeablauf - Auswahl	Switch to Fenster Enum_Sprache

## 5. Attachments

## 5.1 Copyright

**All information** in this manual is subject to change without notice and does not represent a commitment on the part of the manufacturer. All illustrations in this manual may differ from the delivered product and do not represent any obligation on the part of the manufacturer. The manufacturer accepts no responsibility for losses and/or damages that occur due to statements

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### 5.2 Customer Service

The EnerCharge GmbH customer service is available during the regular opening times from **Monday to Thursday between 9am and 5pm (Fridays until 12 noon)**. Please note, that this service number is not meant for use by the end customers.

You can reach our customer service at the following number: +43 (0) 4715 22901 3339000

### 5.3 Legal Notice

The manufacturer and distributor of the DC Productline as well as the author of this user manual is:

### EnerCharge GmbH

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# #BeEnerCharged

## E EnerCharge

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