Ai-charging APP

# Manual

Solplanet

# Ai-charging

Solplanet

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# 1. About This Document

## 1.1 Overview

This document describes the common operations of the Ai-charging app.

## 1.2 Intended Audience

This document is intended for:

- Installers
- Users

# 2. Download “Ai-charging” App

You can scan the QR code, download the Ai-charging APP application.

Available for device with Android version later than 8.0, and iOS mobile device, .version 12.1 or later.

Android QR code:

iOS QR code:

# 3. Register for a new account

Please register an account if you do not have an existing Solplanet account.

## 3.1 Register via mobile

**Step 1: Open Ai-charging APP.**

**Step 2: Tap“Register”.**

**Step 3: Tap “Via mobile phone”.**

*Select country code, enter the mobile phone number.

*Please read and confirm the “privacy policy” and the “terms of service”. If you accept them, please tick the checkbox and tap “Send verification code” button.

**Step 4: Enter the SMS verification code you received.**

**Step 5: Enter your login password twice.**

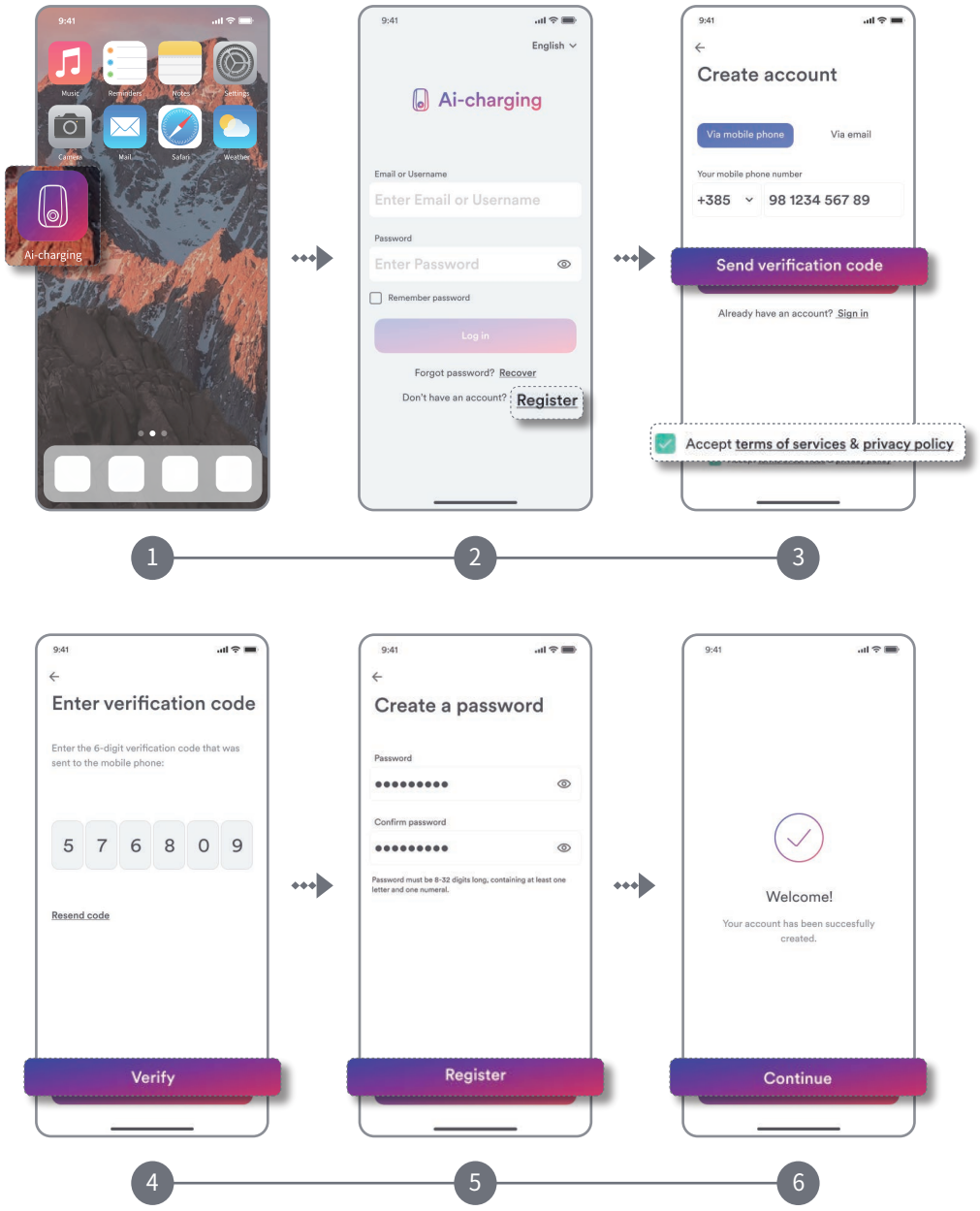
*The password must contains 8-32 characters, containing at least one letter and one numeral.

*Tap “Register” button.

**Step 6: Tap "Continue" button to finish registeration.**

For details, Please refer to Figure 1.

Figure 1. Register via mobile




If you do not receive the SMS activation code, please re-check the phone number.

### 3.2 Register via e-mail

**Step 1: Tap "Via e-mail" button.**

*Please select the country and enter your e-mail address.

*Please read and confirm the “privacy policy” and the “terms of service”. If you accept them, please tick the checkbox and tap “Send verification code” button.

**Step 2:  Enter the e-mail verification code you received.**

**Step 3: Enter your login password twice.**

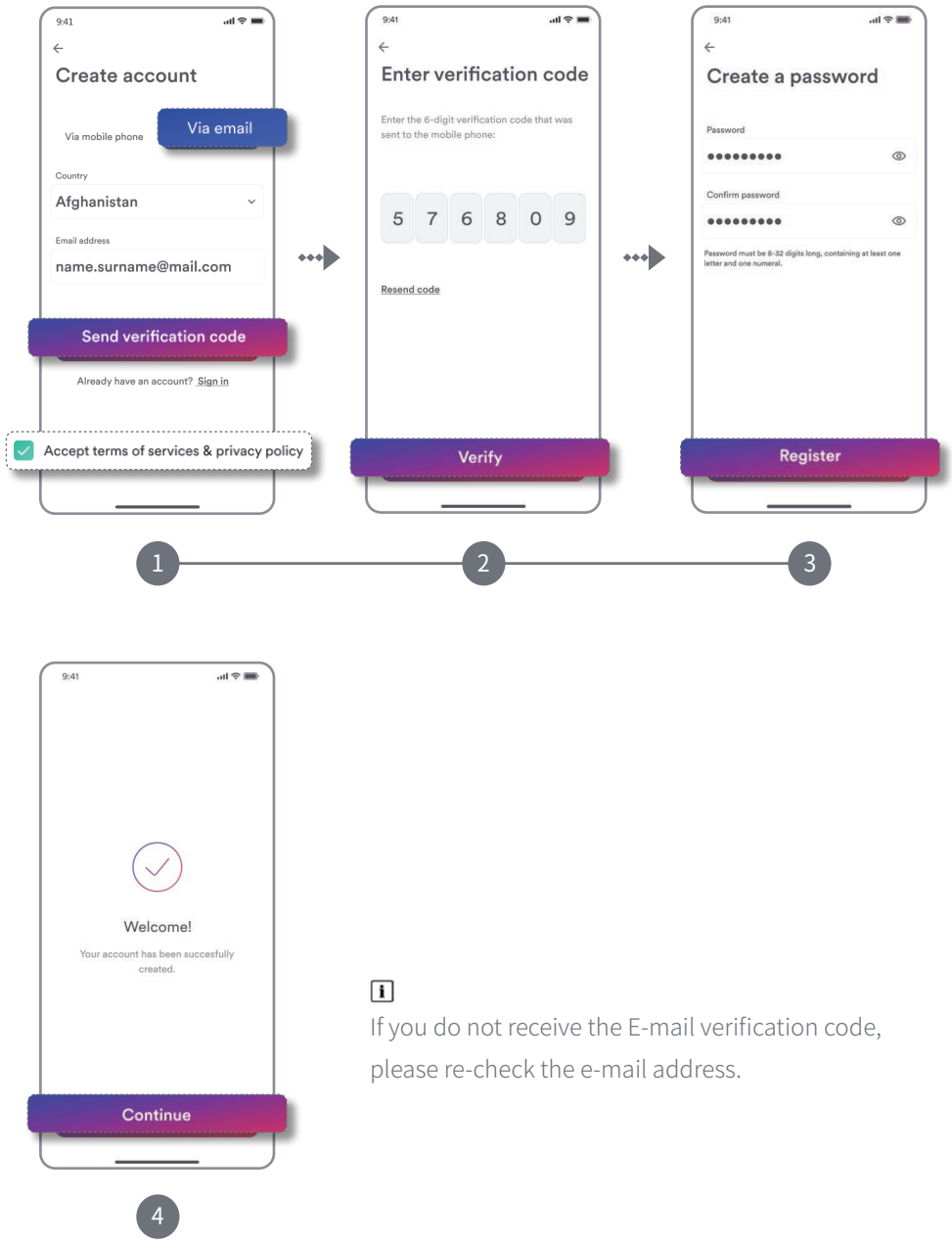
*The password must contains 8-32 characters, containing at least one letter and one numeral.

*Tap “Register” button.

**Step 4: Tap "Continue" button to finish registeration.**

For details, please refer to Figure 2.

Figure 2. Register via mobile




If you do not receive the E-mail verification code, please re-check the e-mail address.

# 4. Connect to EV charger

## 4.1 Add EV charger

Step 1: Enter your account and password, then tap“Login” (If you do not have account, refer to 3 Register” above).

Step 2: Tap “+” .

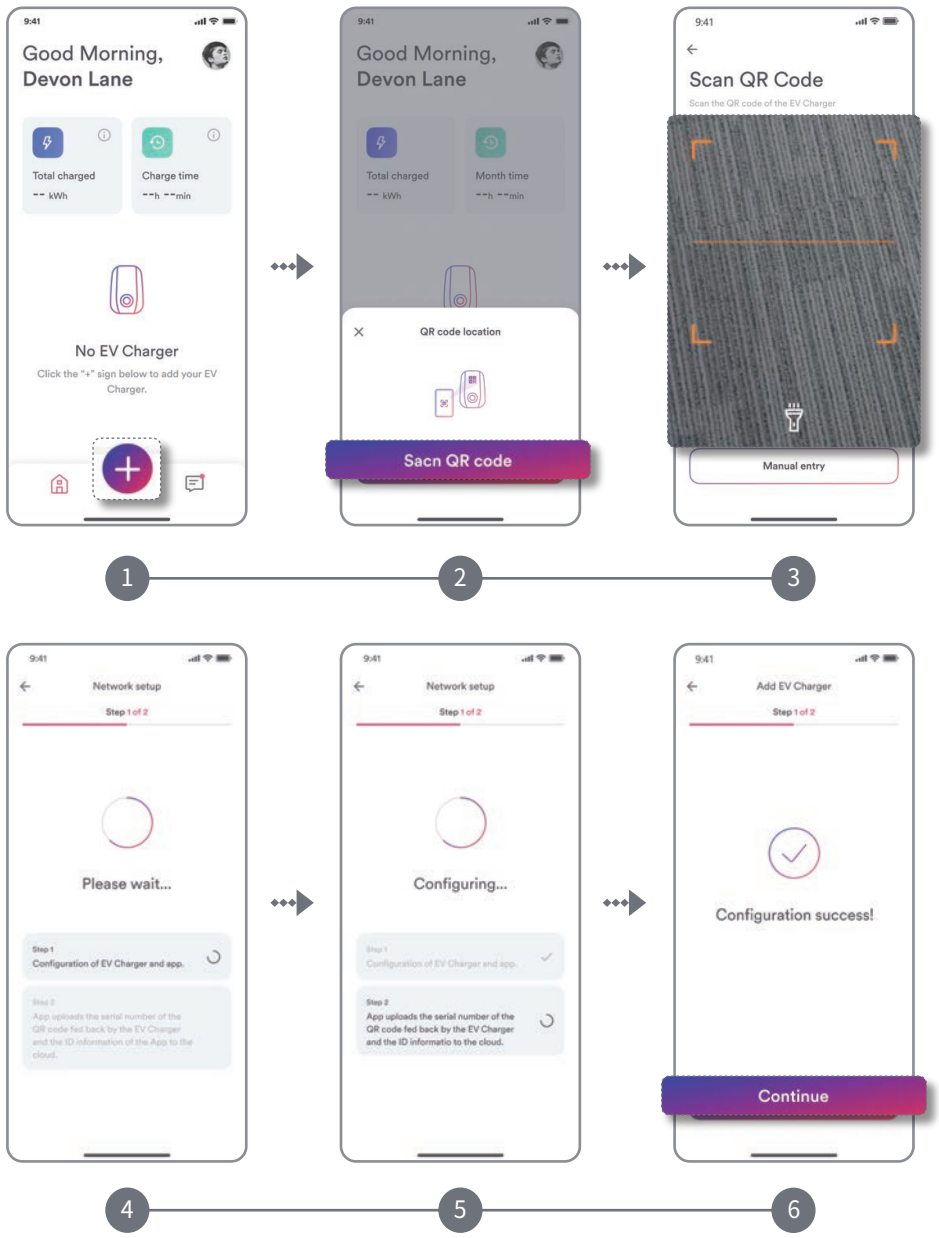
Step 3: Tap “Sacn QR code” icon, ensure Bluetooth is turned on.

Step 4: Scan QR Code or manually enter the serial number.

Step 5: Device will connect to the EV charger please do not perform any operation at this time, wait a few minutes until “Configuration success!” is shown.

For details, Please refer to Figure 3.

Figure 3. Add EV charger



### 4.2 Wi-Fi configuration

Step 1: The network configuration screen appear to tap “Continue”.

Step 2: Tap “Add manually”.

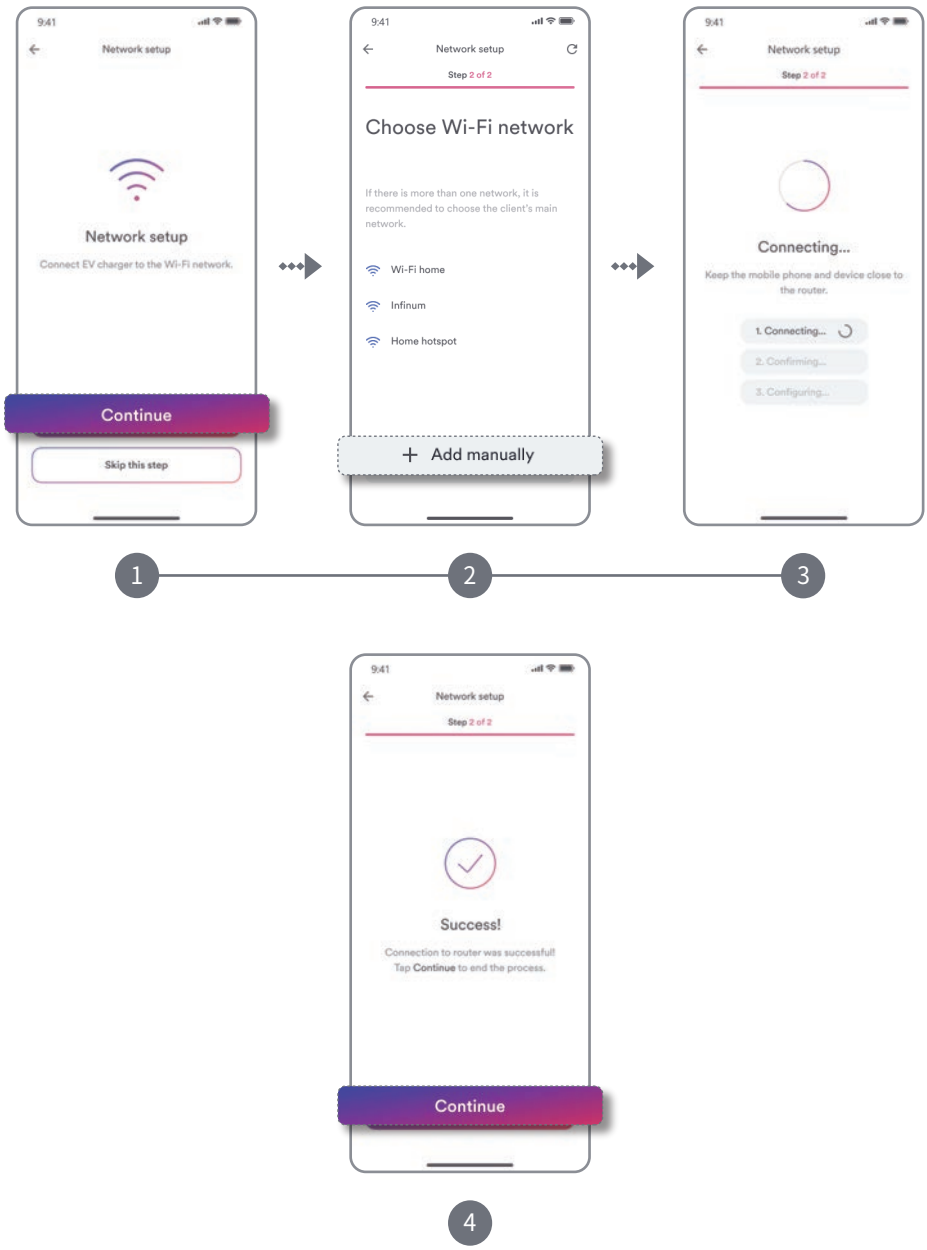
Step 3: Choose your Wi-Fi network from List and enter the Wi-Fi account and password, then tap “Connect”.

Step 4: Start connecting to the network.

SteP 5: Until it appears “Success”, then tap “Continue”.

For details, Please refer to Figure 4.

Figure 4. Wi-Fi configuration

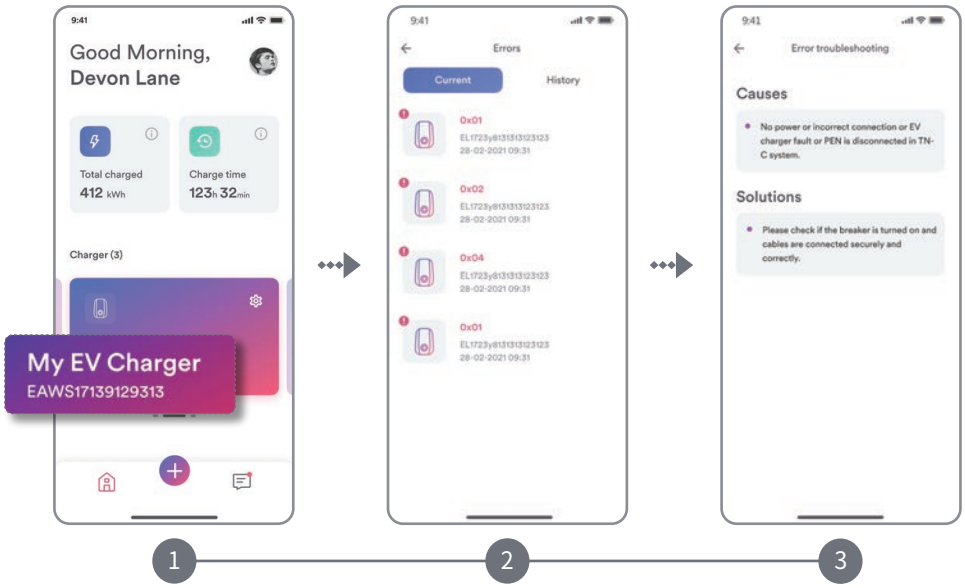


# 5. Home screen

Step 1: When the EV charger is successfully set up, you can view the home screen.
Step 2: Tap “My EV charger” to enter the “My EV Charger”.
Step 3: Tap the message icon to enter the message section, Errors messages and notifications are shown on this screen.

For details, Please refer to Figure 5.

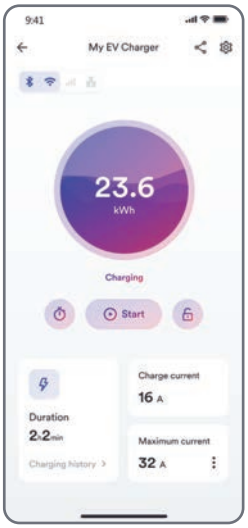
Figure 5. Home screen Page




# 6. My EV Charger Screen

The status of the EV charger can be viewed from this screen, see Figure 6.

Figure 6. My EV Charger Screen




Current network connection status

23.6 kWh

kWh the amount of energy that has been used to charge an EV

Charging

Charging status:
Available/Connected/Charging/Error

Start

Start/Stop charging button

Lock/Unlock EV charger

Charge current
16 A

Current charging current

Maximum current
32 A

Set the maximum current

# 7. Scheduled charging

## 7.1 Single charge

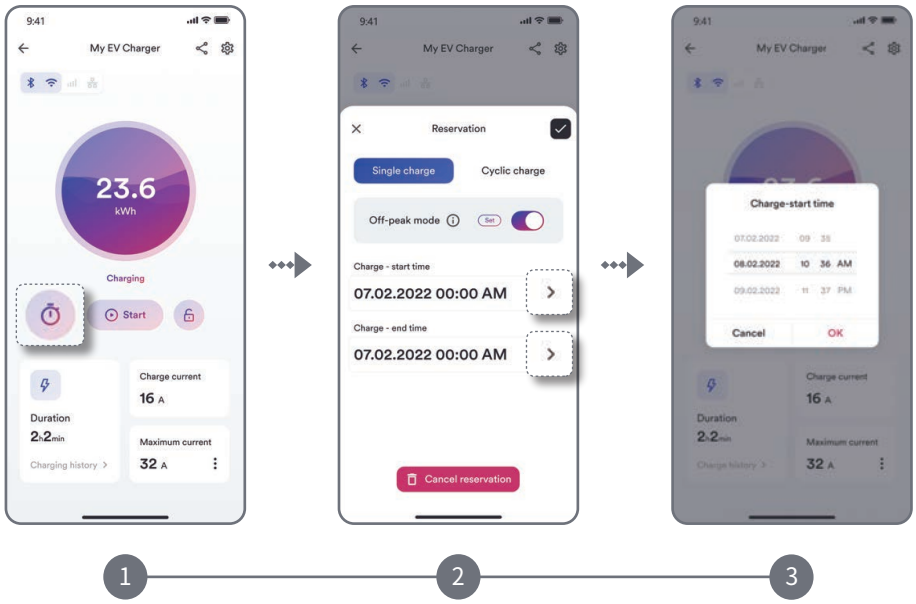
Step 1: Tap the scheduled charging icon.

Step 2: Tap single charge and define start time and end time for charging.

Step 3: Tap “OK” and the electric vehicle will be charged as per the schedule.

For details, Please refer to Figure 7.

Figure 7. Single charge



## 7.2 Cyclic charge

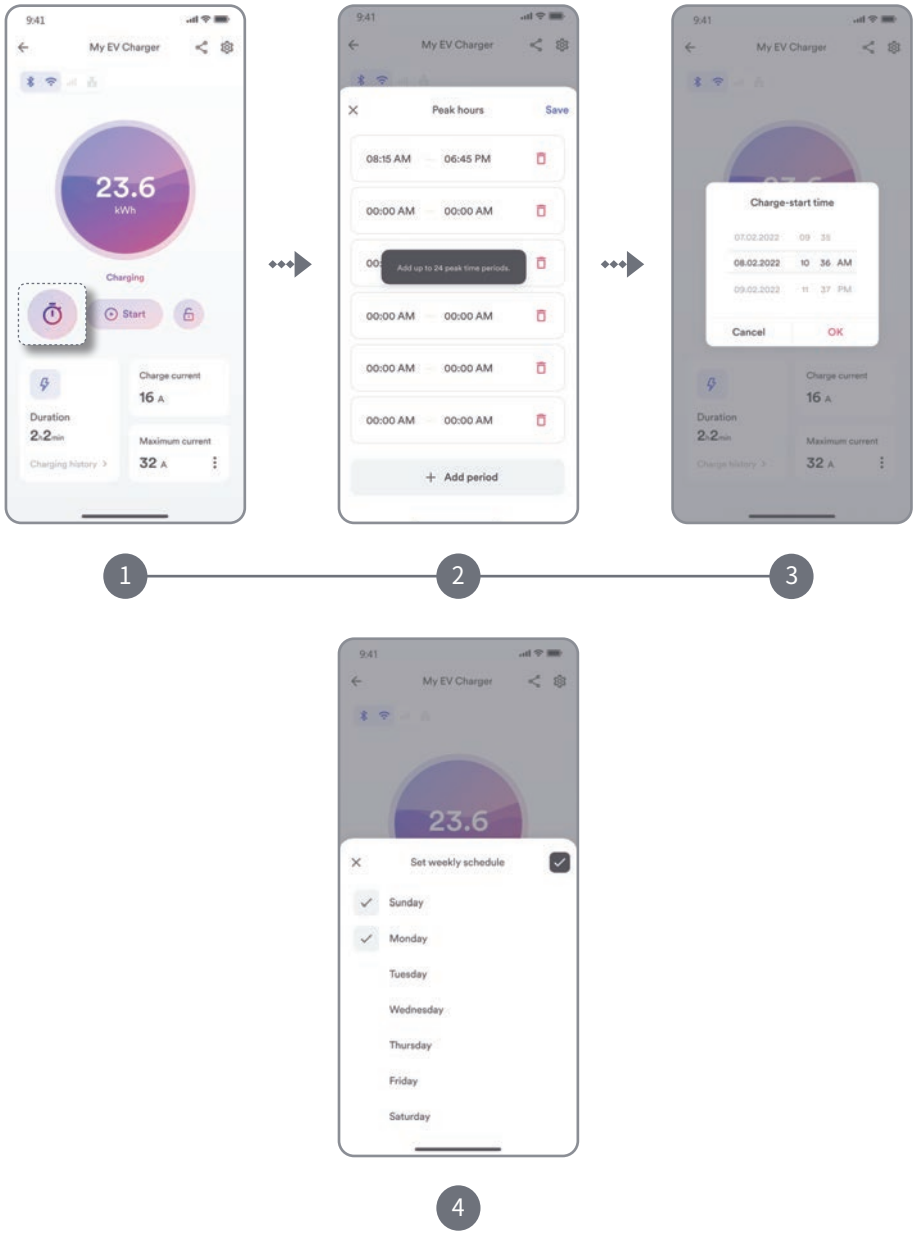
Step 1: Tap the scheduled charging icon.

Step 2: Select single charge, define start time and end time for charging and set weekly schedule.

Step 3: Tap “OK” and the electric vehicle will be charged as per the schedule.

For details, Please refer to Figure 8.

Figure 8. Cyclic charge



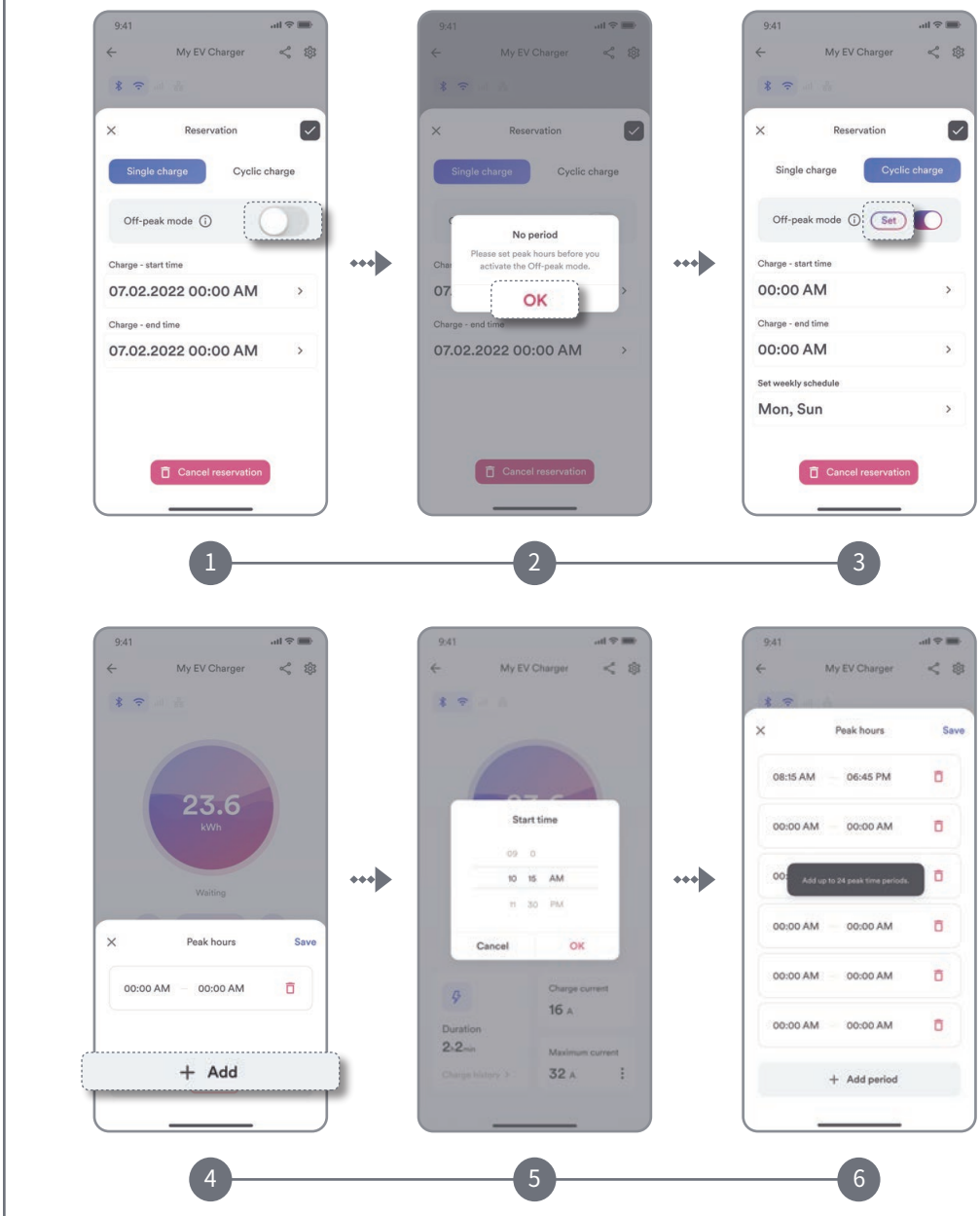
### 7.3 Off-peak mode

If you turn on the Off-peak mode and specify peak hours, the start and end time will override the pre-set peak hours, charging will automatically pause during peak hours but resume during Off-peak hours.

**Step 1: Enable Off-peak mode.**
**Step 2: Tap "Set" to add peak hour period.**
**Step 3: Tap "+ Add" to define peak hours start time and end time.**
**Step 4: Tap "OK", the EV charger will not operate during peak hours.**

For details, Please refer to Figure 9.

Figure 9. Off-peak mode



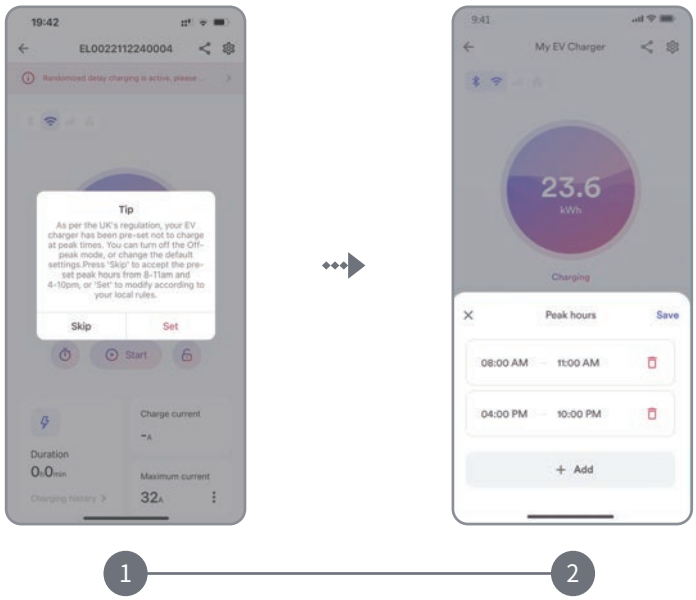
### 7.4 Scheduled charging for UK region

As per UK's regulation, your EV charger has been pre-set the default charging hours which are outside of peak hours. You can manually turn off Off-peak mode or change the default charging hours after first installation.

*The given peak hours of charging are 8am-11am and 4pm-10pm. Off-peak switch is enabled by default.

For details, Please refer to Figure 10.

Figure 10. Scheduled charging for UK region



# 8. Scheduled charging

## 8.1 Max. allowable charging current configuration

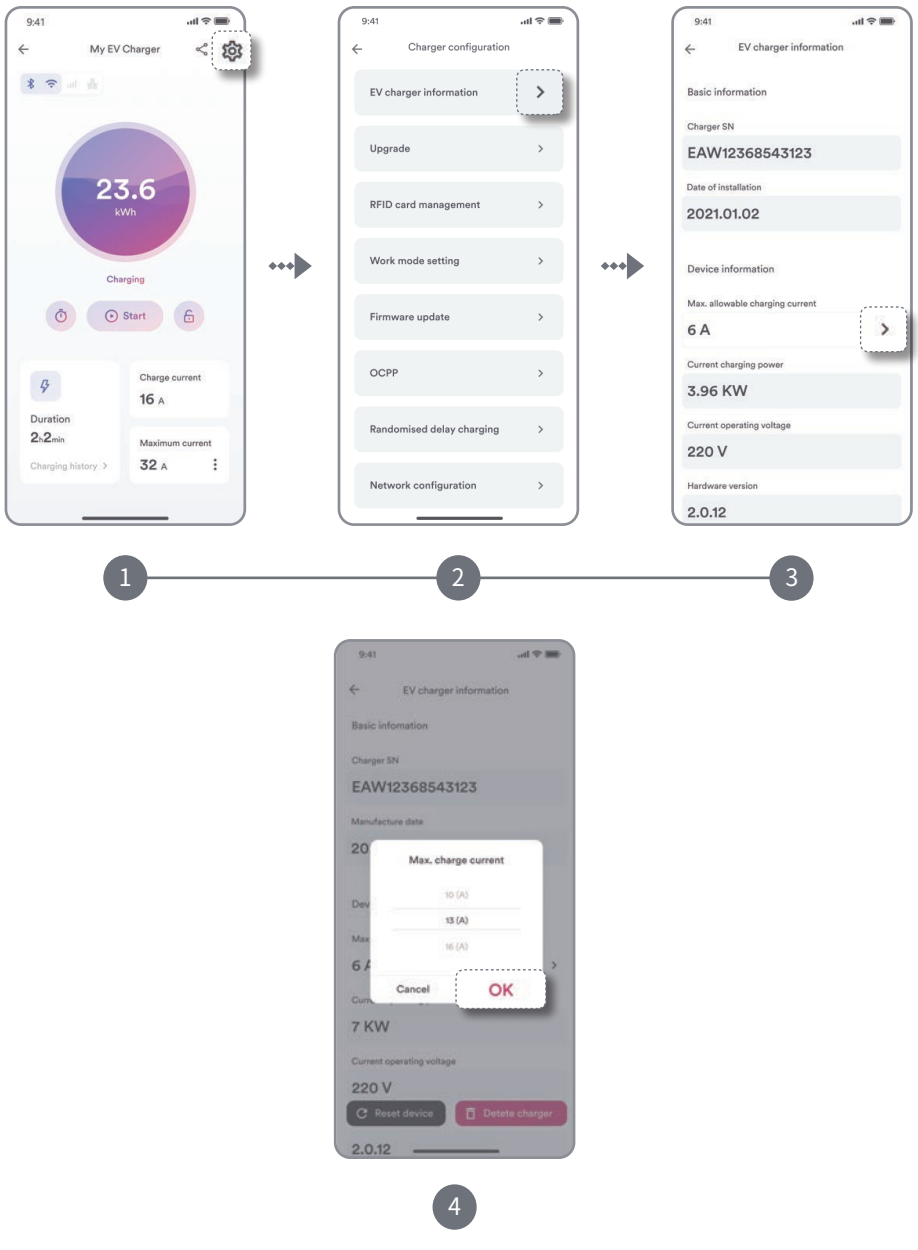
Step 1: Tap Setting icon.

Step 2: Tap “EV charger information”.

Step 3: Tap Max. allowable charging current and set the maximum allowable charge current used to charge the electric vehicle.

For details, Please refer to Figure 11.

Figure 11. Max. allowable charging current configuration



## 8.2 Energy Meter

8.2.1 Manually to add meter

Step 1: Tap “Setting” icon.

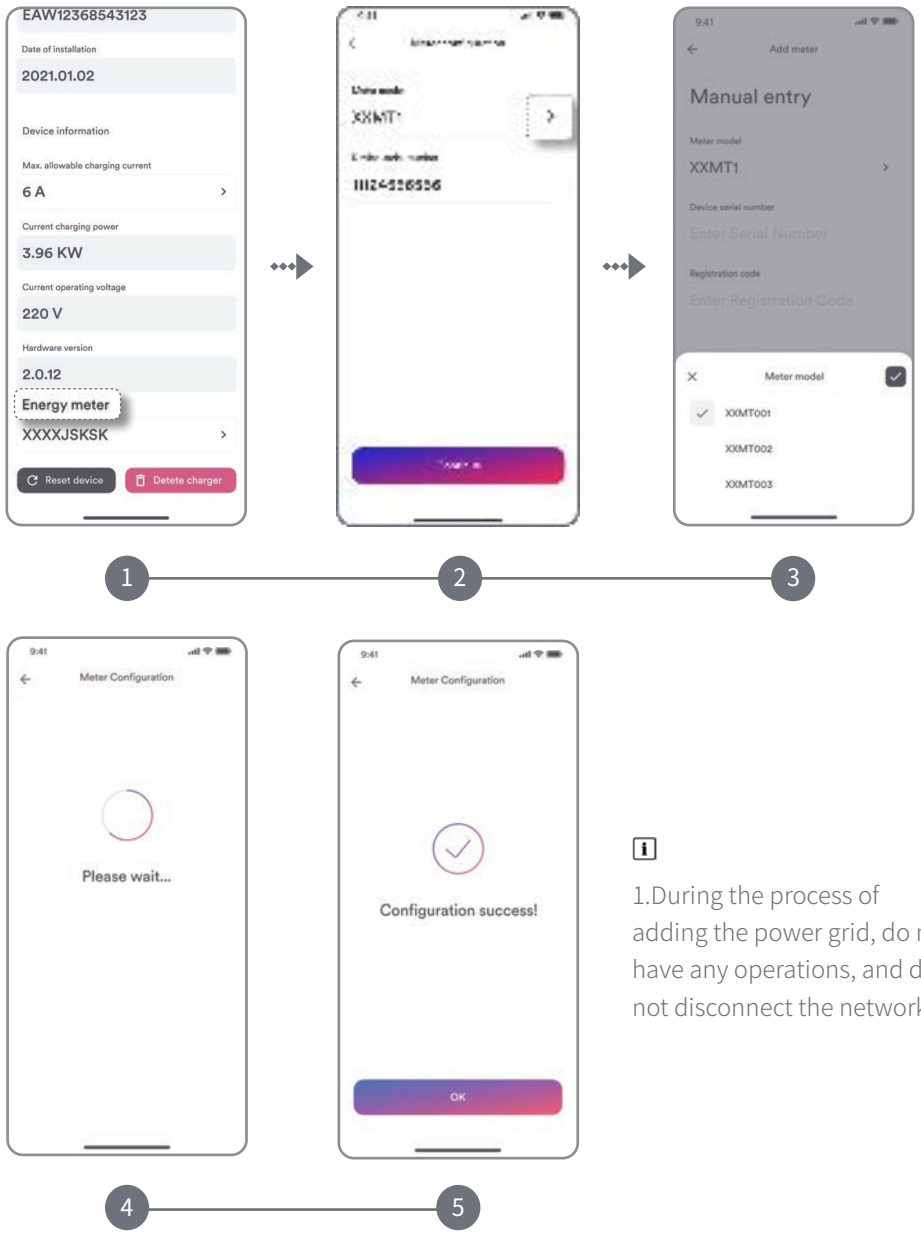
Step 2: Select “EV charger information”.

Step 3: Tap “Energy meter”.

Step 4: Enter the serial number, select smart meter model, the message shows “Configuration successful!”, the energy meter is added successfully.

For details, Please refer to Figure 12.

Figure 12. Manually to add meter




1.During the process of adding the power grid, do not have any operations, and do not disconnect the network.

# 9. Dynamic Load Balancing

The dynamic load balancing offers further protection to ensure that your charging does not overload your domestic electrical system, it is useful for those with a limited grid supply that may trip under high loads.

In order to enable dynamic load balancing function for your EV charger, you will need to install a compatible energy meter.

**Step 1: Tap “Upgrade”.**

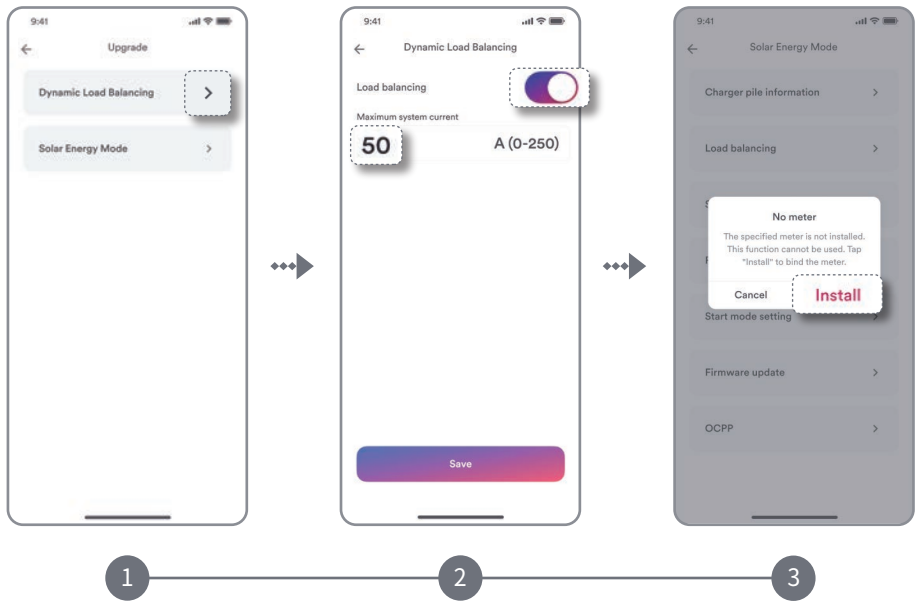
**Step 2: Tap“Dynamic Load Balancing”.**

**Step 3: Enter the “Maximum system current” and Tap ”Save”.**

If the energy meter is not added or is not a compatible energy meter, the message will show: The specified meter is not installed. This function cannot be used. Tap "Install" to bind the meter.

For details, Please refer to Figure 13.

Figure 13 . Dynamic Load Balancing



# 10. Solar Energy Mode

Solar Energy mode allows you to use the photovoltaic generated energy to charge your electric vehicle in a sustainable and eco friendly way. It offers two different charging modes: Eco mode and Solar PV mode.

Eco mode: Unused surplus green energy will be detected and combined with grid power to charge vehicle.

Solar PV mode: Uses 100% solar energy to charge vehicle.

In order to enable solar energy mode for your EV charger, a compatible energy meter is required.

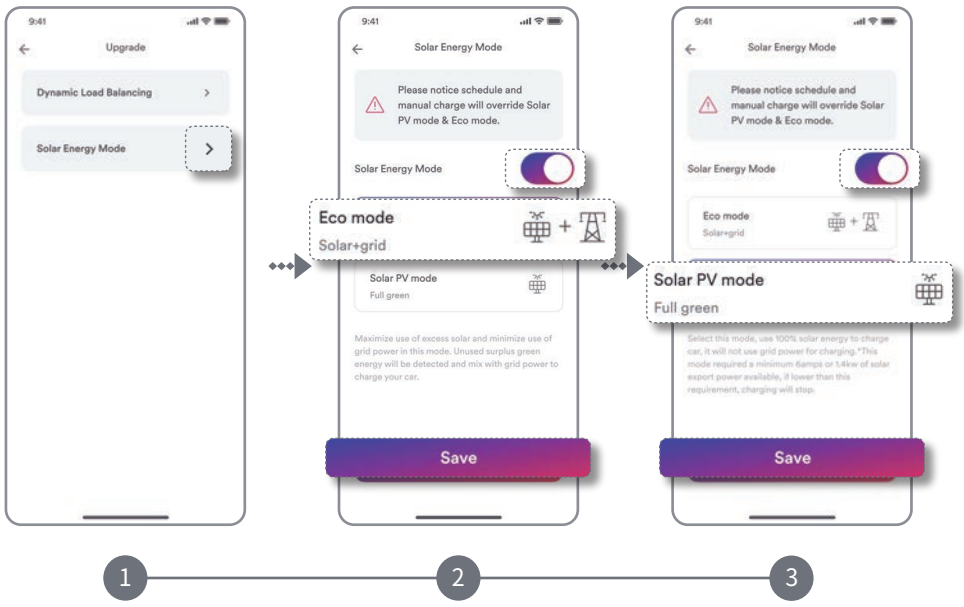
**Step 1: Tap“Solar Energy Mode”.**

**Step 2: Enable “Solar Energy Mode”.**

**Step 3. Tap“Eco mode” or “Solar PV mode” and tap “Save”.**

For details, Please refer to Figure 14.

Figure 14. Dynamic Load Balancing




Please note that schedule and manual charge will override Solar PV mode & Eco mode if Solar Energy Mode is enabled.

Please set the solar inverter mode to “export” to the grid when there is surplus of green energy within the home power system.

Please note that the solar energy mode may discharge your battery storage system.

# 11. RFID card management

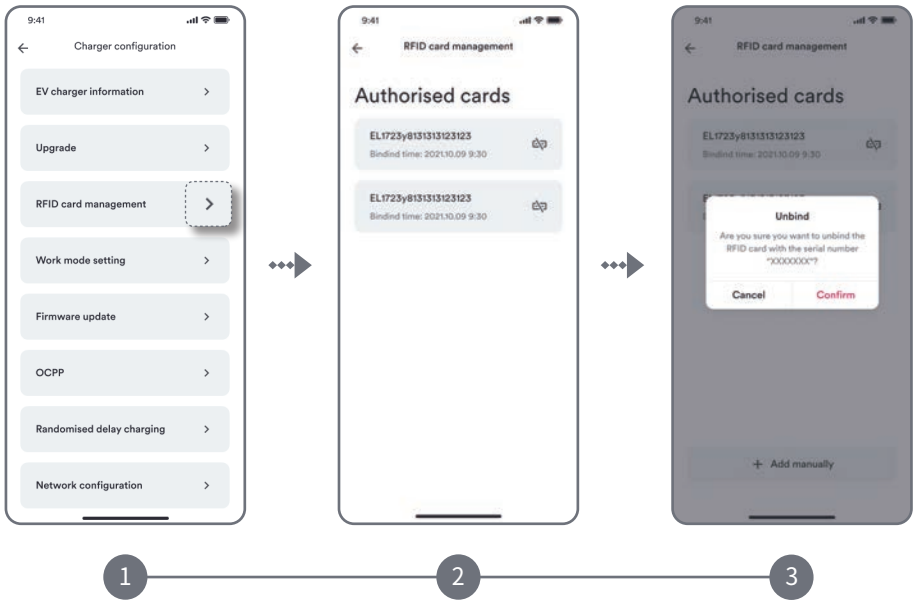
To add a RFID card simply swipe the card in front of the RFID area on the EV charger and it will automatically add itself to the RFID card management screen.

**Step 1: Tap "RFID card management" and you will see authorized cards.**

**Step 2: To delete RFID cards from the RFID management screen simply tap unbind icon and confirm the remove of the card.**

For details, Please refer to Figure 15.

Figure 15. RFID card management




Do not connect your charging plug to your EV when your RFID card is activating.

# 12. Work mode setting

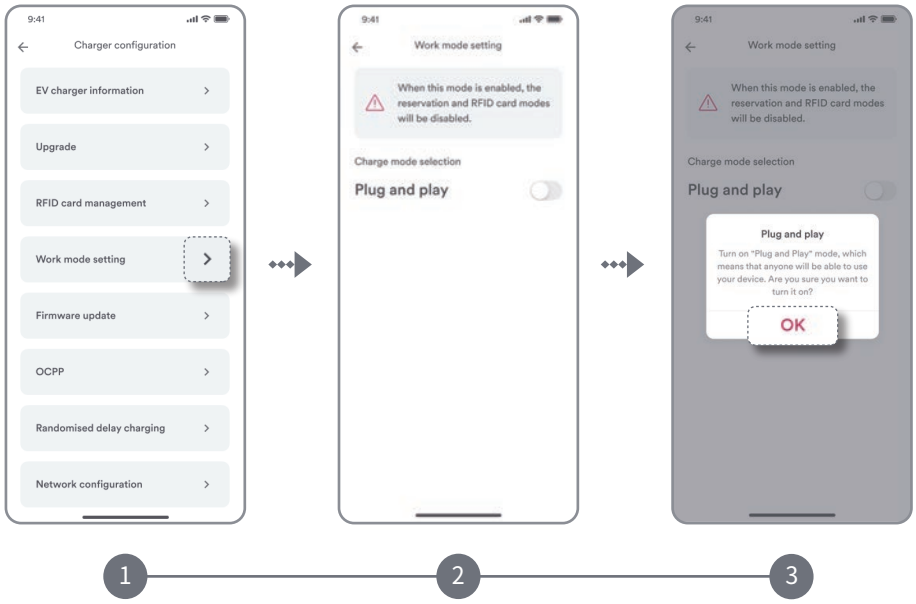
**Step 1: Tap “Work mode setting”.**

**Step 2: Enable “Plug and play” mode.**

Plug and play mode: This mode allows users to charge an EV simply by connecting the charger to the EV without the need of the App or a registered RFID card.

For details, Please refer to Figure 16.

Figure 16. Work mode setting



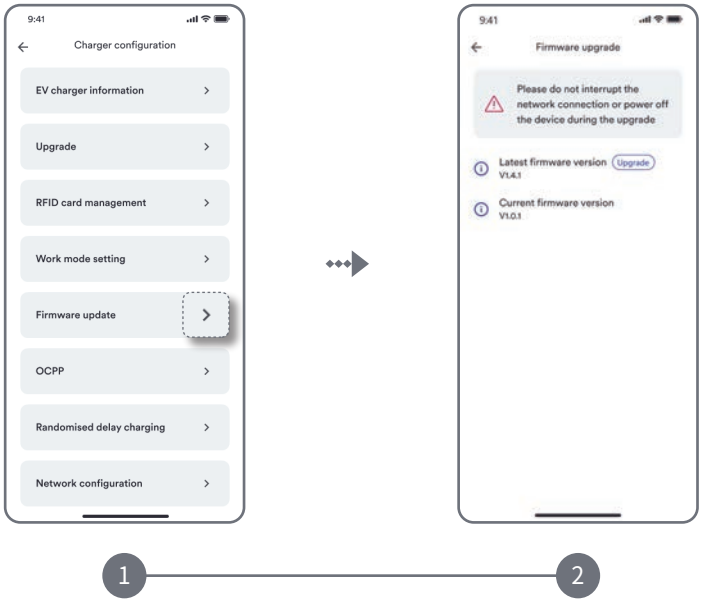

Please note that after the Plug and play mode is turned on, the scheduled charging and RFID card modes will not be enabled.

# 13. Firmware update

Tap Firmware update to display the current version number, tap "Upgrade", as shown in the figure.

For details, Please refer to Figure 17.

Figure 17. Firmware update




Note: Please do not interrupt the network connection or power off the EV charger during the upgrade process.

# 14. Randomised delay charging

**Step 1: Tap “Randomised delay charging”.**

**Step 2: Enable “Randomized delay charging”.**

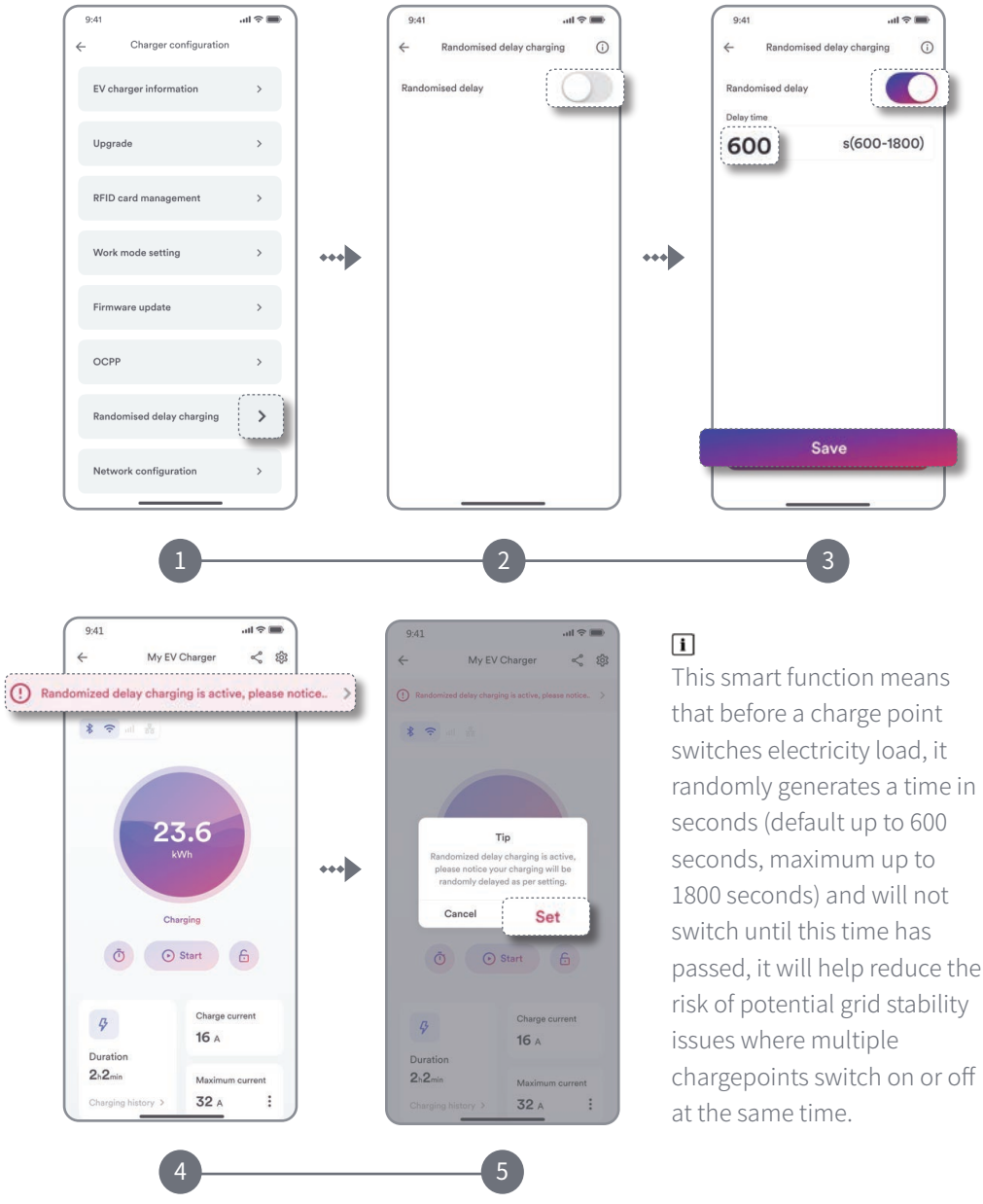
**Step 3: Enter delay time.**

**Step 4: Tap “Save” and will active this mode.**

If you are UK user, after the EV charger is successfully set up, the randomised delay setting will be enabled by default based on UK regulation, user can manually override the setting after the initial set up.

For details, Please refer to Figure 18.

Figure 18. Randomised delay charging




This smart function means that before a charge point switches electricity load, it randomly generates a time in seconds (default up to 600 seconds, maximum up to 1800 seconds) and will not switch until this time has passed, it will help reduce the risk of potential grid stability issues where multiple chargepoints switch on or off at the same time.

# 15. Network configuration

**Step 1: Tap the "Network Configuration" entry.**

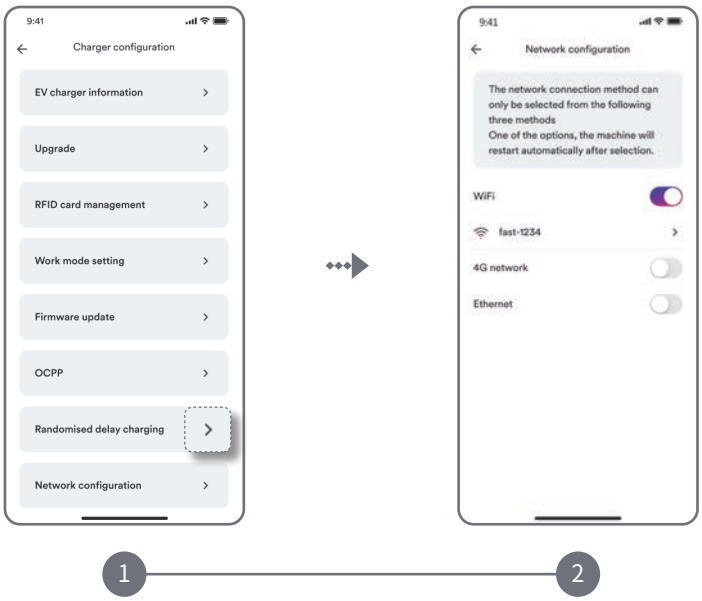
**Step 2: Choose and enable the network type to be used (4G, Wi-Fi, Ethernet) .**

*Notice*

- Only one network mode switch can be selected here (two or more cannot be turned on at the same time).
- Enter this entry, if you have previously configured Wi-Fi or 4G, the corresponding switch will show on the state.
- After changing the network mode, the EV charger will restart.

For details, Please refer to Figure 19.

Figure 19. Network Configuration



### Wi-Fi configuration introduction

Here you can configure the Wi-Fi network or change the current Wi-Fi network.

**Step 1: Enable Wi-Fi.**

**Step 2: You can configure the Wi-Fi network or change the network by tapping the list below the switch.**

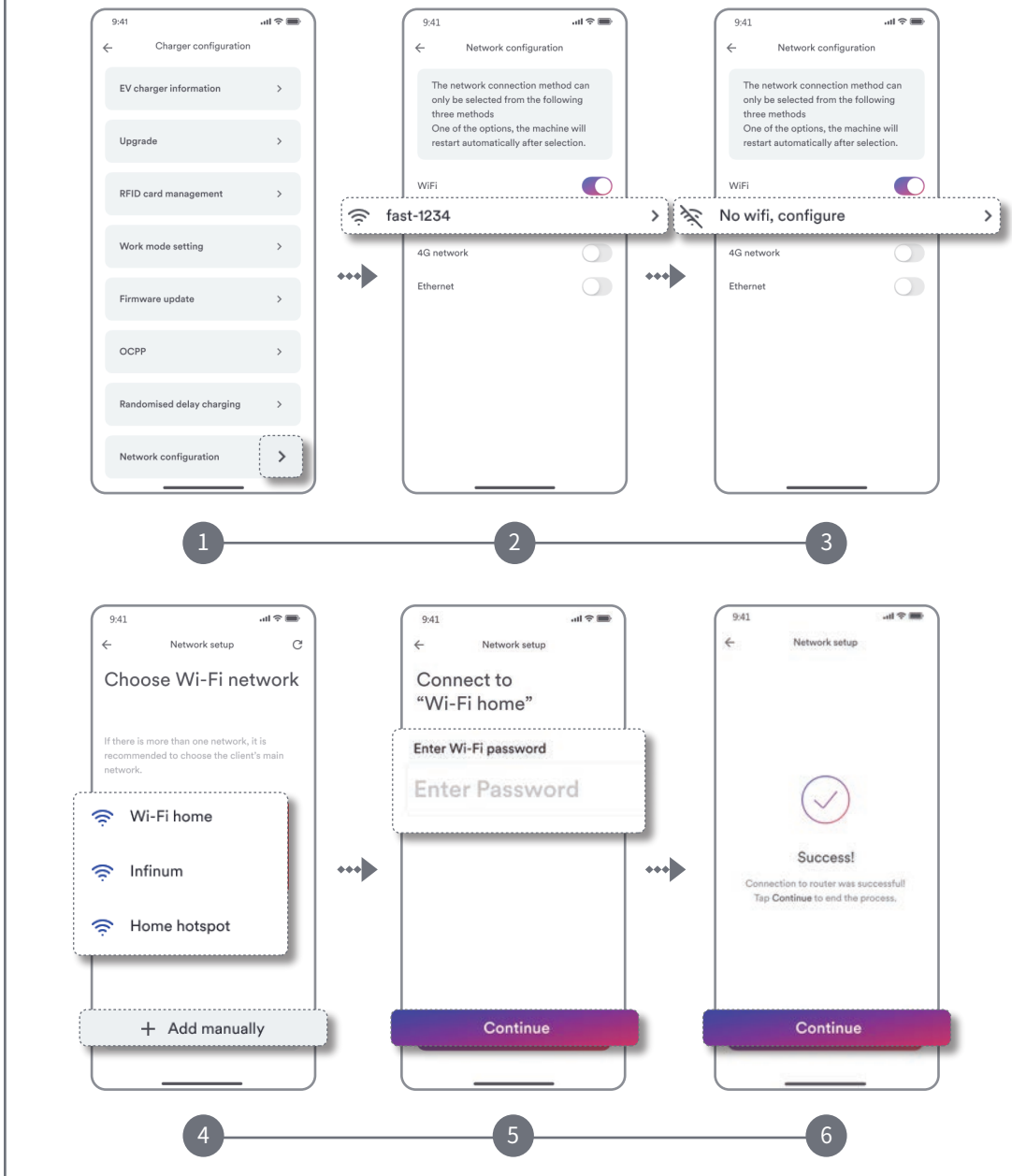
**Step 3: Select network from the list you want to configure or choose a different Wi-Fi network name and enter the password, then tap "Continue".**

*If your Wi-Fi network does not appear in the search list, you can manually search to configure it by entering the Wi-Fi name (ssid) and password.

**Step 4: After completing the above steps, the system will be automatically configured. After feedback on the "Success" screen, click "Continue" to end the process.**

For details, Please refer to Figure 20.

Figure 20. Wi-Fi configuration



### 4G configuration introduction

Please ensure your EV Charger supports 4G function.

**Step 1: Enable 4G.**

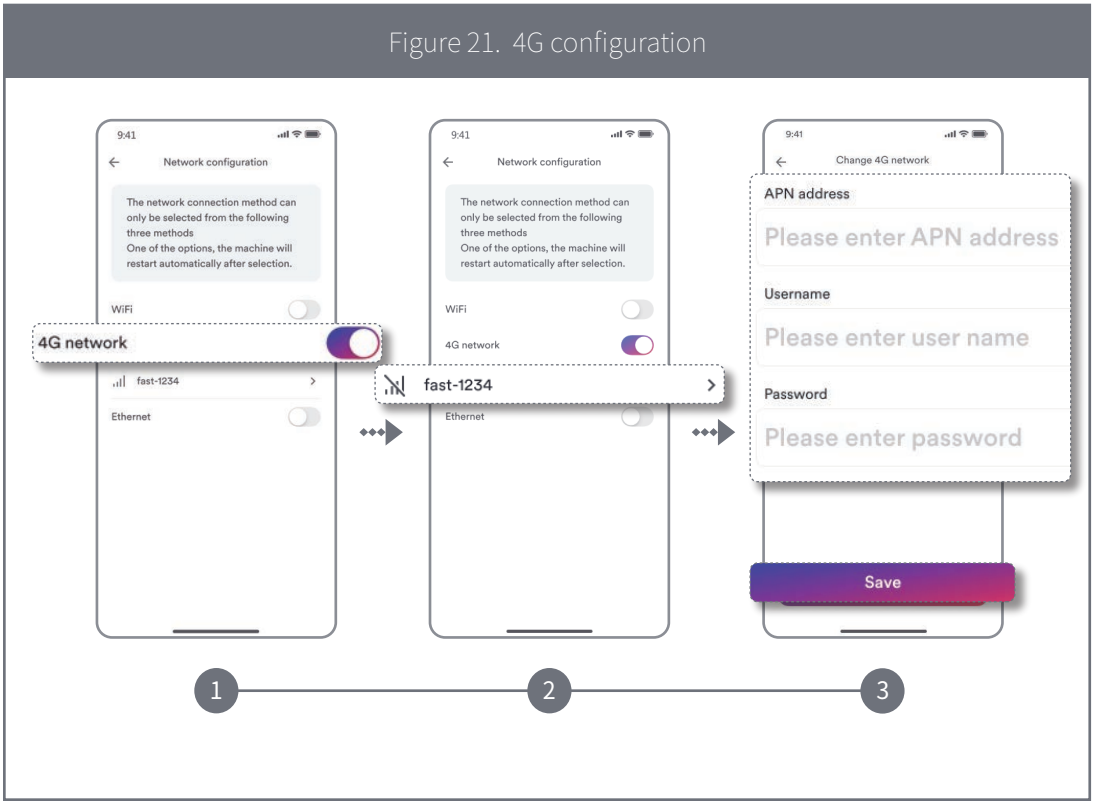
**Step 2: You can configure the 4G network or change the network by tapping the list below the switch.**

**Step 3: Enter the appropriate information (APN address, username and password) and tap "Save".**

**Step 4: After the verification information is successful, the configuration is automatically completed.**

For details, Please refer to Figure 21.

Figure 21. 4G configuration



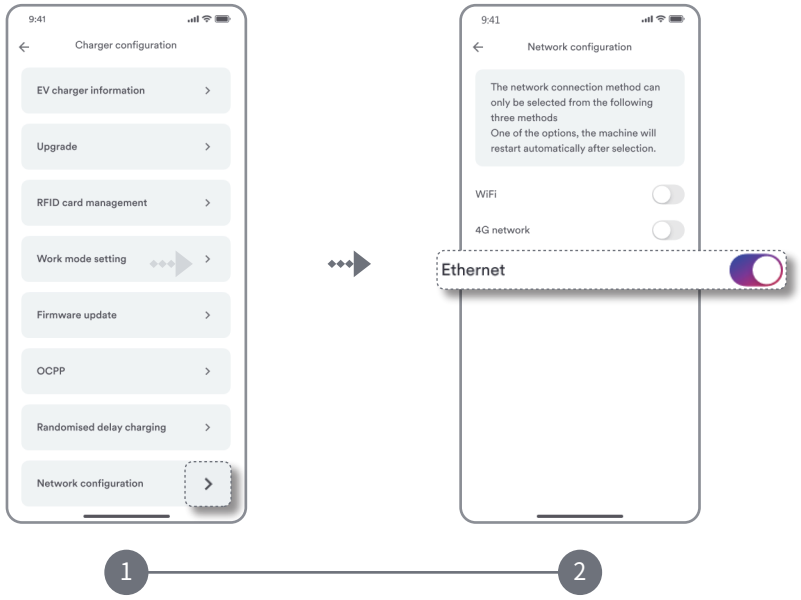
### Ethernet configuration introduction

**Step 1: Enable Ethernet.**

**Step 2: Connect the network cable to the EV charger and router. The configuration is complete after the EV charger restarts.**

For details, Please refer to Figure 22.

Figure 22. Ethernet configuration




Only one of network option can be selected each time, when switching from one network mode to another, the EV charger will restart automatically.

# 16. Sharing management

A charger connected to one registered account can be shared with another user with a registered account. The shared user is then able to charge an EV.

**Step 1: Tap the share button.**

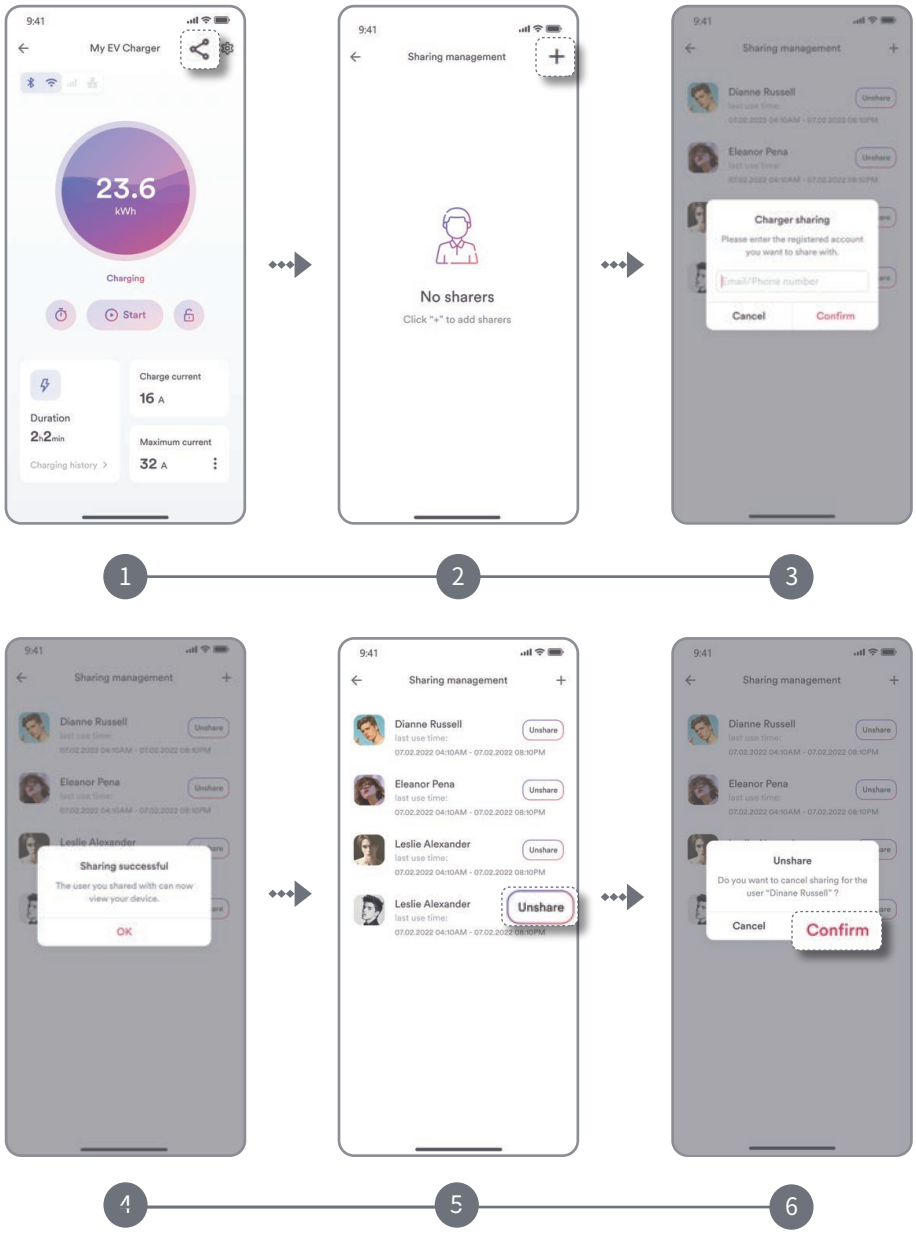
**Step 2: Tap "+".**

**Step 3: Enter the registered account, tap "Confirm", the sharer is added successfully.**

**Step 4: You can also delete the sharer, tap "Unshare", delete the sharer successfully.**

For details, Please refer to Figure 23.

Figure 23. Sharing management




Please notice the shared account does not have functions such as re-sharing, reservation, EV charger parameter setting, etc.

# 17. Contact us

If you have any technical problems with our products, please contact our service.
Provide the following information when you initiate a service request:

- EV charger device type
- EV charger serial number
- Error code (LED flash code/status)
- Mounting location
- Proof of purchase

Service Contact:
Website: https://solplanet.net/contact-us/
You can submit your claims online by visiting our website:
https://solplanet.net/claims/
You will receive a response within 24 hours.

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