Evchargo

User Manual

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9. Introduction

Evchargo is an application enabling you:
- Integrate your car and see the state of charge point when charging.
- Connect your home charge point and share it with friends and family.
- Reduce costs and environmental impact with our intelligent charging functionality.
- Find the public charge points.

10. Purpose of the Manual

This user manual provides detailed instructions on how to use the Evchargo App to find, reserve, and manage charge points for your electric vehicle (EV). It aims to help users navigate through the app's features effectively and make the most of their charging experience.

11. System Requirements

To use the Evchargo App, ensure that you have a compatible smartphone or tablet running the latest version of iOS or Android.

12. Installation

Download and install the Evchargo App from the official app store for your device (e.g., Apple App Store or Google Play Store). Or you also can use your mobile browser to scan the QR code below and download the App.

Figure 1 - QR code for download

13. Getting started

13.1 Account Creation and Login

To create an account: you can follow the steps below:

Step 1: Open Evchargo App, and click on Sign Up.

Step 2: Enter your Email and select the country then click on Continue.

Step 3: Enter the verification code you received (you will be received an verification code in your email).

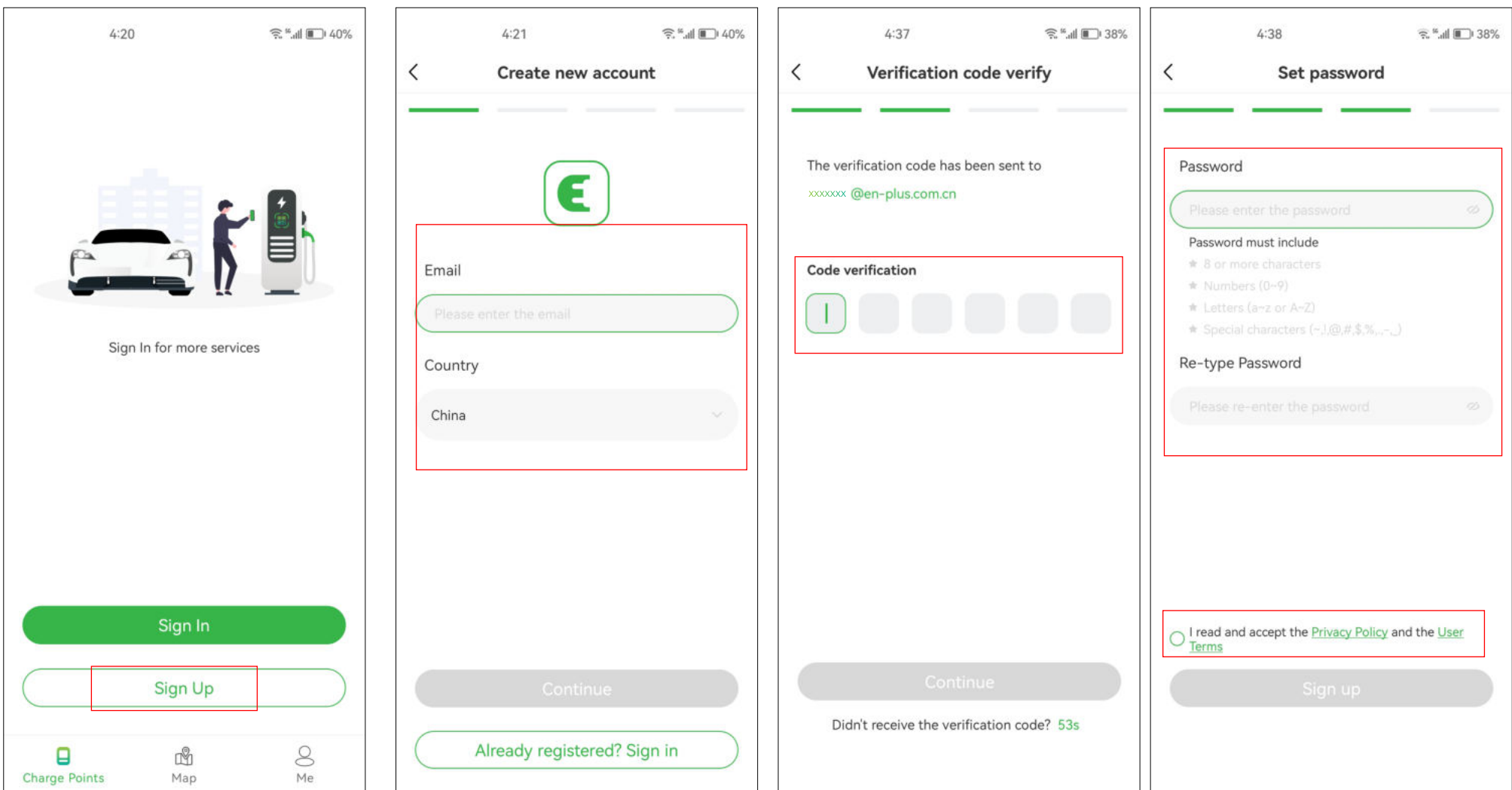**Step 4**: Set password and accept the Privacy policy and User terms then click on Sign up.

Figure 2 - Create an account

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

Step 1: Open Evchargo App, and click on Sign in.

Step 2: Click on the Chargein Icon at the end of the screen.

Step 3: Select the country, enter the phone number and password then click on Confirm.

Step 4: You will be prompted to bind your email.

Step 5: After binding your email, you will be received a verification code, enter the verification code.

Step 6: Set password and accept the Privacy policy and User terms then click on Sign up.
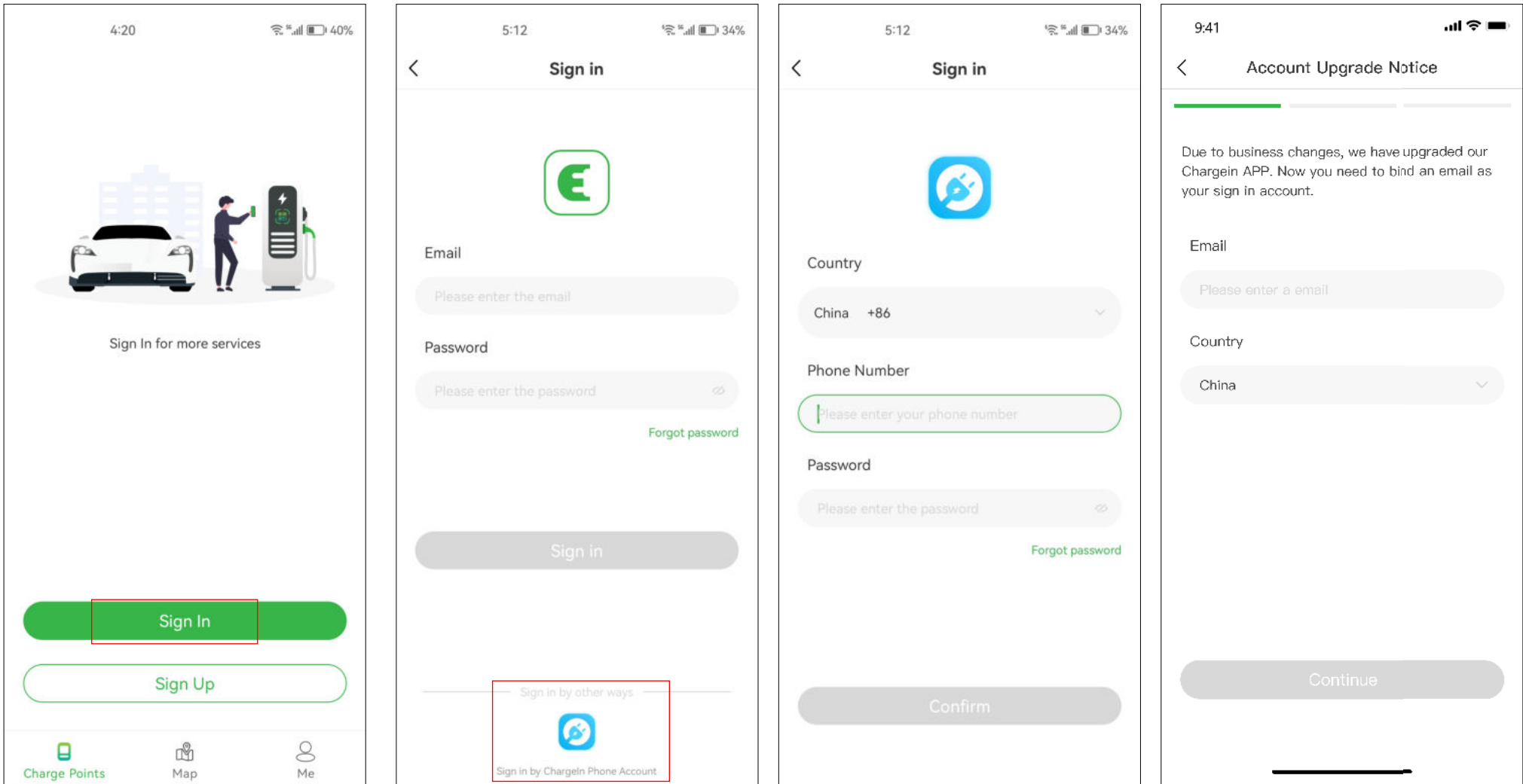

Figure 3 - Log in with Chargein account

Chargein has been upgraded to 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 Evchargo the next time, you must enter the new password and Email; the previous login method for Chargein will be invalid.

14. Select Scenario

Based on your role, Evchargo offers two scenarios for you to use the charging service: if you have your own home charge point, click on the Charge Point icon, and follow Section 6.1 for instruction, however, if you want to find a public charge point to charge your car, click on the Map icon and skip to Section 6.2 for instruction, as shown in Figure 4- Select Scenario.
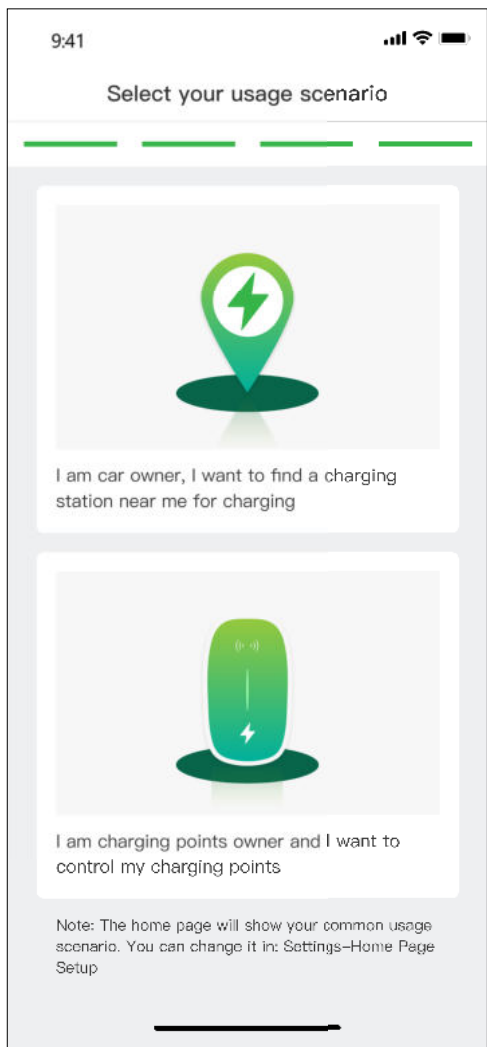

Figure 4 - Select Scenario

14.1   For the scenario you have your own charge point

For the scenario you have your own home charge point, before you initiate a charging session using Evchargo, you are required to make some configurations first, please follow the following steps to complete the configuration:

Step 1: Enable permissions

You will be preseted with a page where you can allow Bluetooth, Wi-Fi, and location permissions, as shown on Figure 5 - Permission.

Step 2: Select the brand of charger point

Select your charge point's brand, as shown in Figure 6 - Select brand.

Step 3: Bind the charge point

There are three ways to bind the charge point, as shown in Figure 7 - Add a charge point.

- **Scan the QR code:** Scan the QR code on the charge point.

- **Add a charge point manually:** Enter the ID of the charge point.

- **Check for nearby charger point:** Check the available charge points nearby, and choose the ID of the charge point you want to bind to.
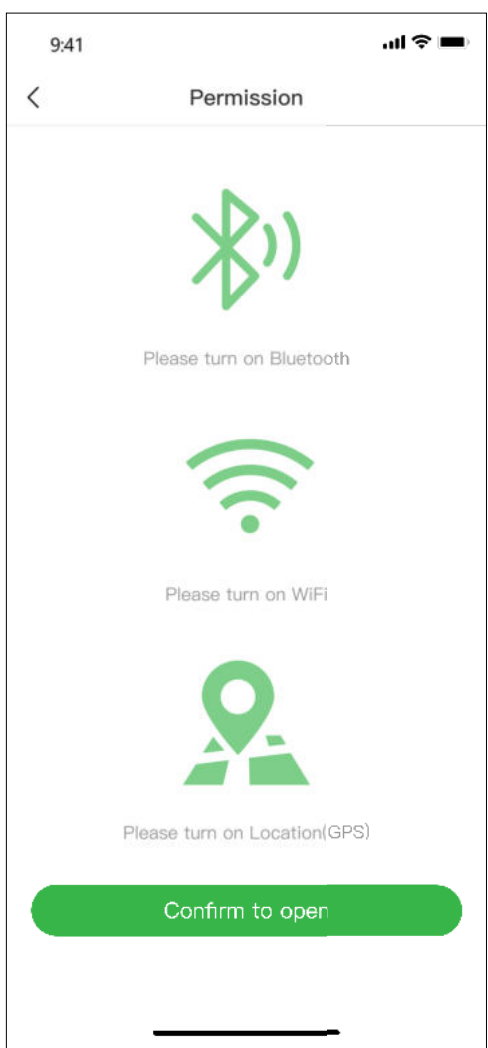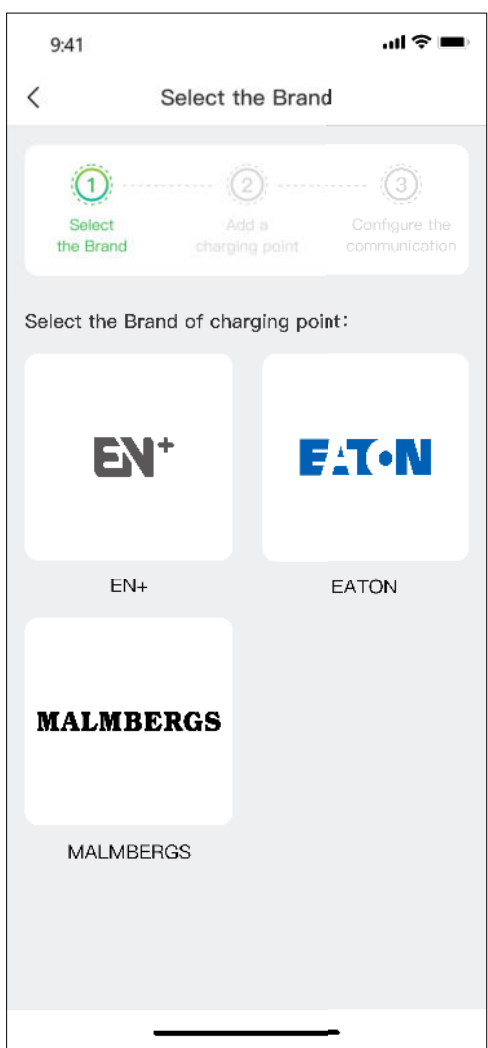

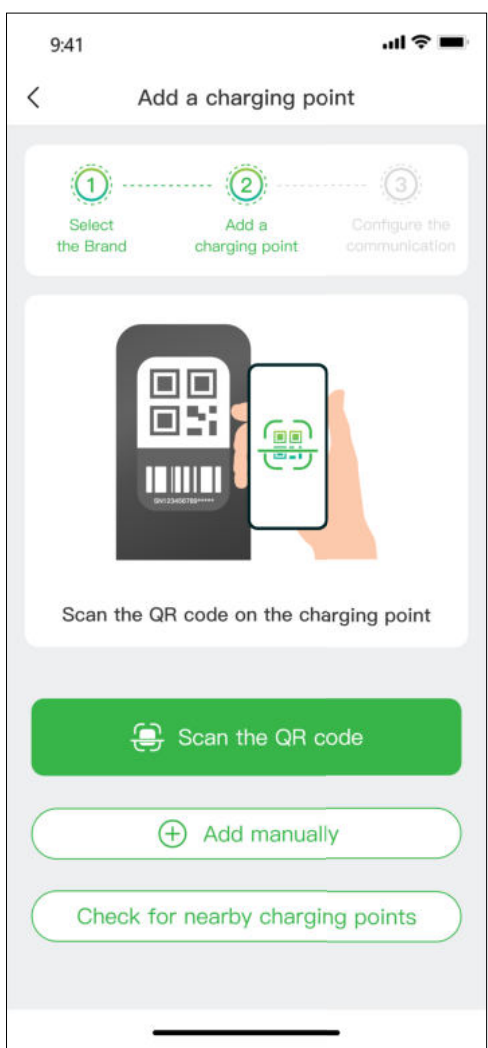Figure 5 - Permission

Figure 6 - Select brand

Figure 7 - Add a charge point

Step 4: Select operator

Select the Operator from the list; the operator is the one from whom you purchased your charging point.

Step 5: Select the communication mode

To establish a communication for your charge point, there are three communication modes for you to select, online mode enables you remotely control your charge point, while the Bluetooth mode and plug & charge mode are for local operation.

Online mode: in this mode, you can remotely control your charge point, but you need to configure the network for your charge point, and there are two methods to configure the network.
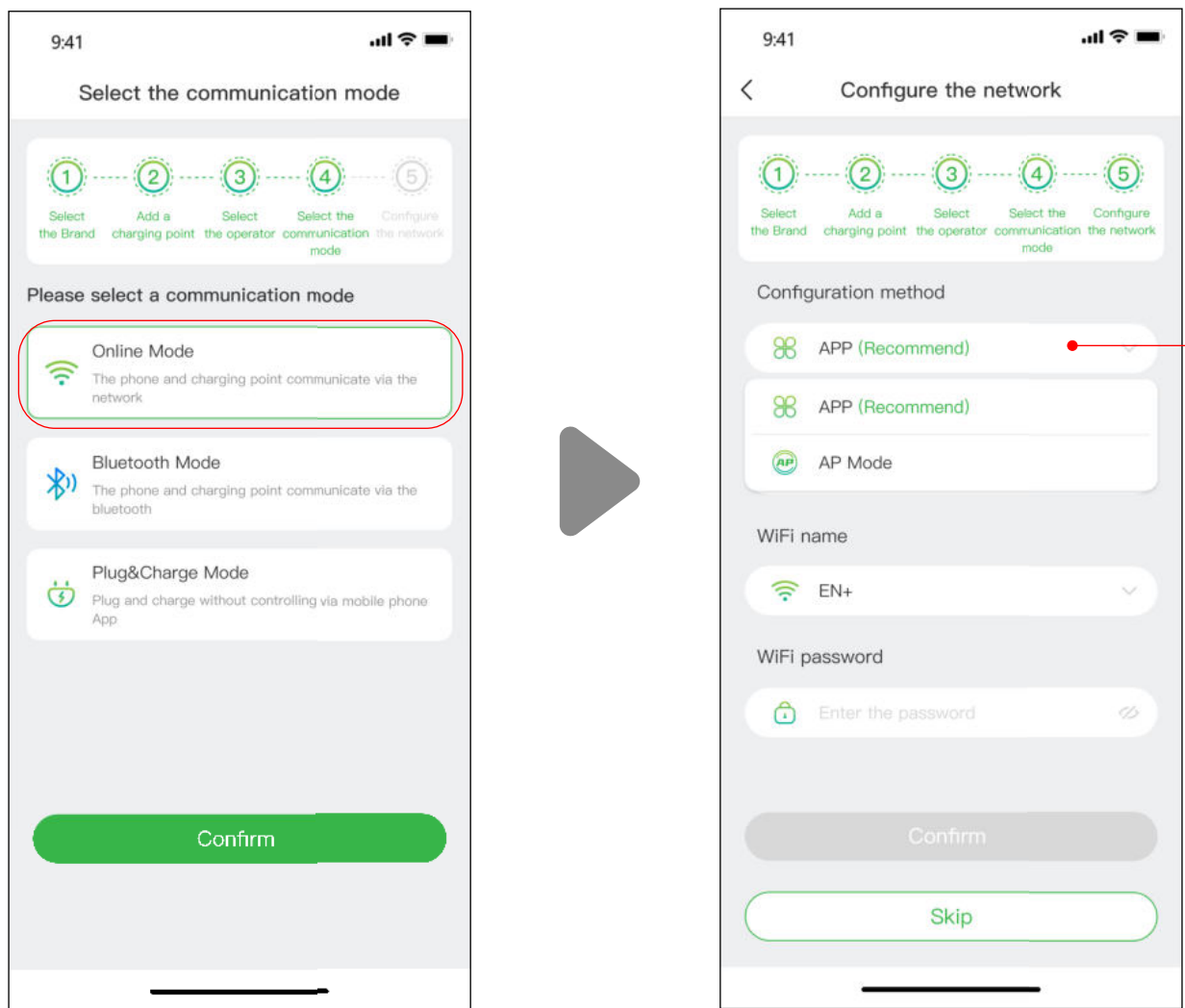
You can use the App itself to configure the network or use the AP (access point) mode integrated into the App to configure the network.

Figure 8 - Online mode

Configure network by App itself

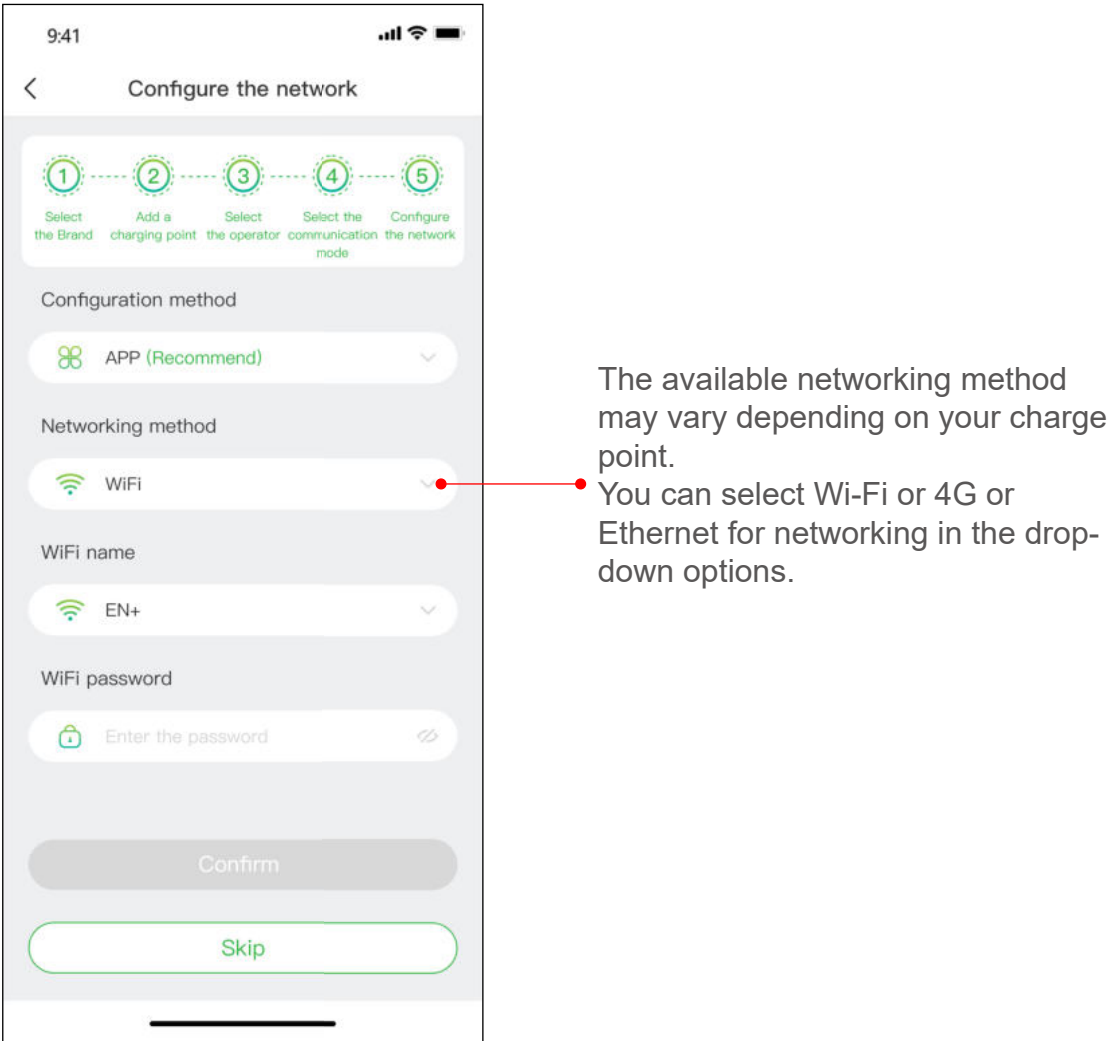Select **App** (recommend) in the configuration method, and the networking method will be Wi-Fi by default.

The available networking method may vary depending on your charge point.
You can select Wi-Fi or 4G or Ethernet for networking in the drop-down options.

Figure 9 - Configure the network

Configure network by AP (access point) mode.

The AP (access point) mode is similar to the local area network, select **AP Mode** in the configuration method and follow the instructions to configure the network, as shown below:
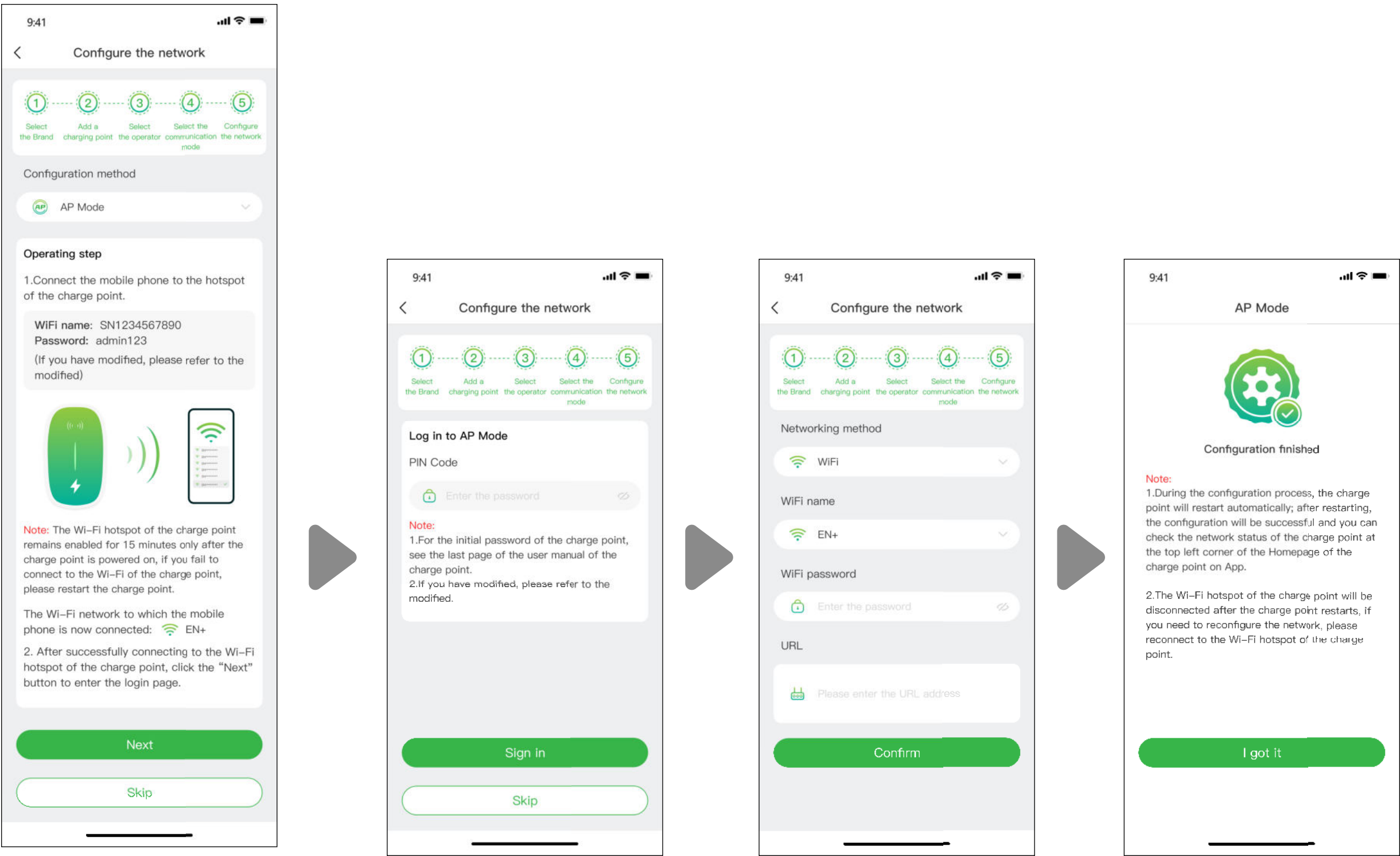

Figure 10 - Configure network by AP (access point) mode

Bluetooth mode: To connect your charge point to your mobile device via Bluetooth, and you can control your charge point by the Bluetooth communictaion.

Plug &Charge mode: Select this mode, and you can get your car charged by simply plugging the connector into your car.

14.1.1 Charging Process

There are three ways for you to charge your car:

- Charging via Network
- Charging Via a RFID card
- Plug & Charge.

Charging via network

When you select Charging via network, please refer to the above Online Mode, and make sure you have completed the network configuration.

You can directly start the charging session, or you also can customize the charging by setting the maximum current and the charging schedule when you reach the page as shown in Figure 9 - Charging via network.
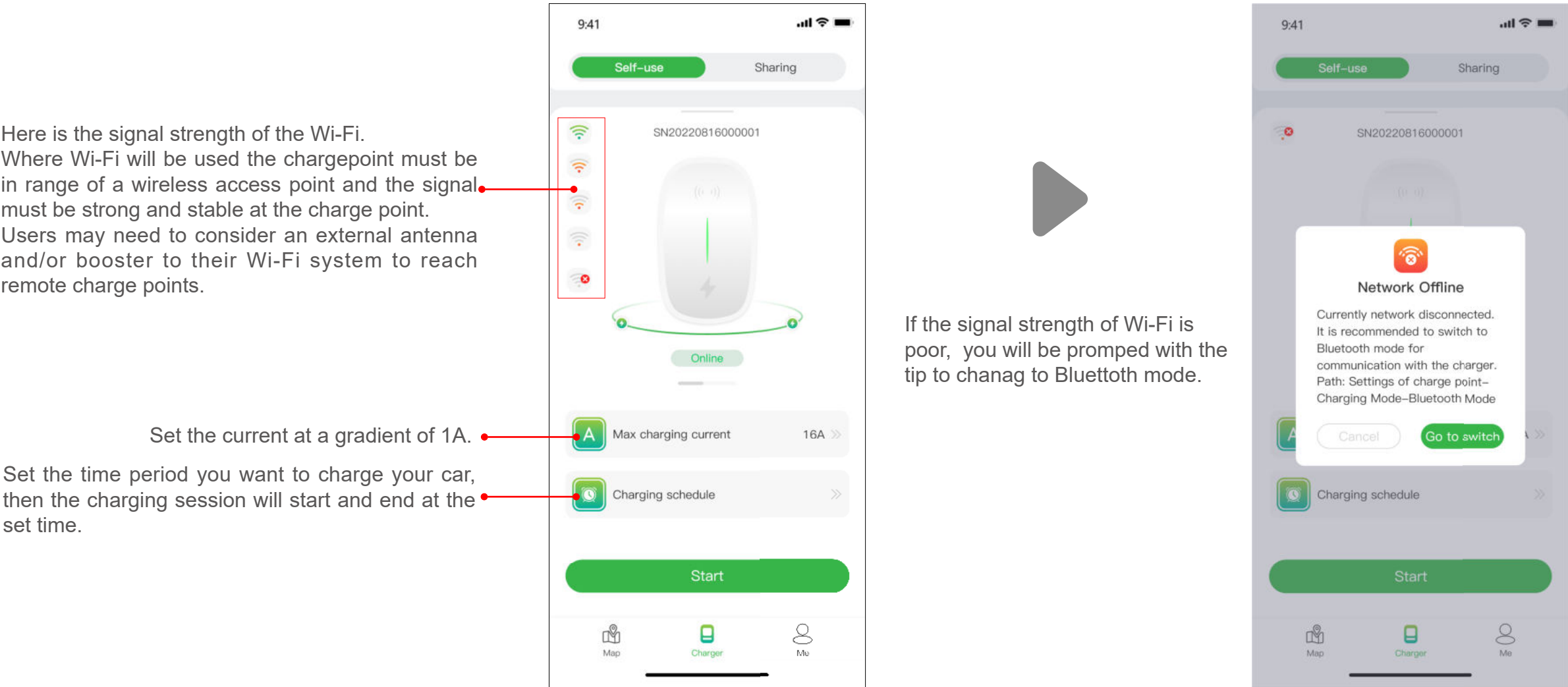

Here is the signal strength of the Wi-Fi.
Where Wi-Fi will be used the chargepoint must be in range of a wireless access point and the signal must be strong and stable at the charge point.
Users may need to consider an external antenna and/or booster to their Wi-Fi system to reach remote charge points.

If the signal strength of Wi-Fi is poor, you will be promped with the tip to chanag to Bluettoth mode.

Set the current at a gradient of 1A.

Set the time period you want to charge your car, then the charging session will start and end at the set time.

Figure 11 - Charging via network

The purpose for setting the maximum charging current is to ensure the 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.

Sometimes the status of the charge point and its network states may not be up to date, you need to refresh the status by slightly pulling down the page.
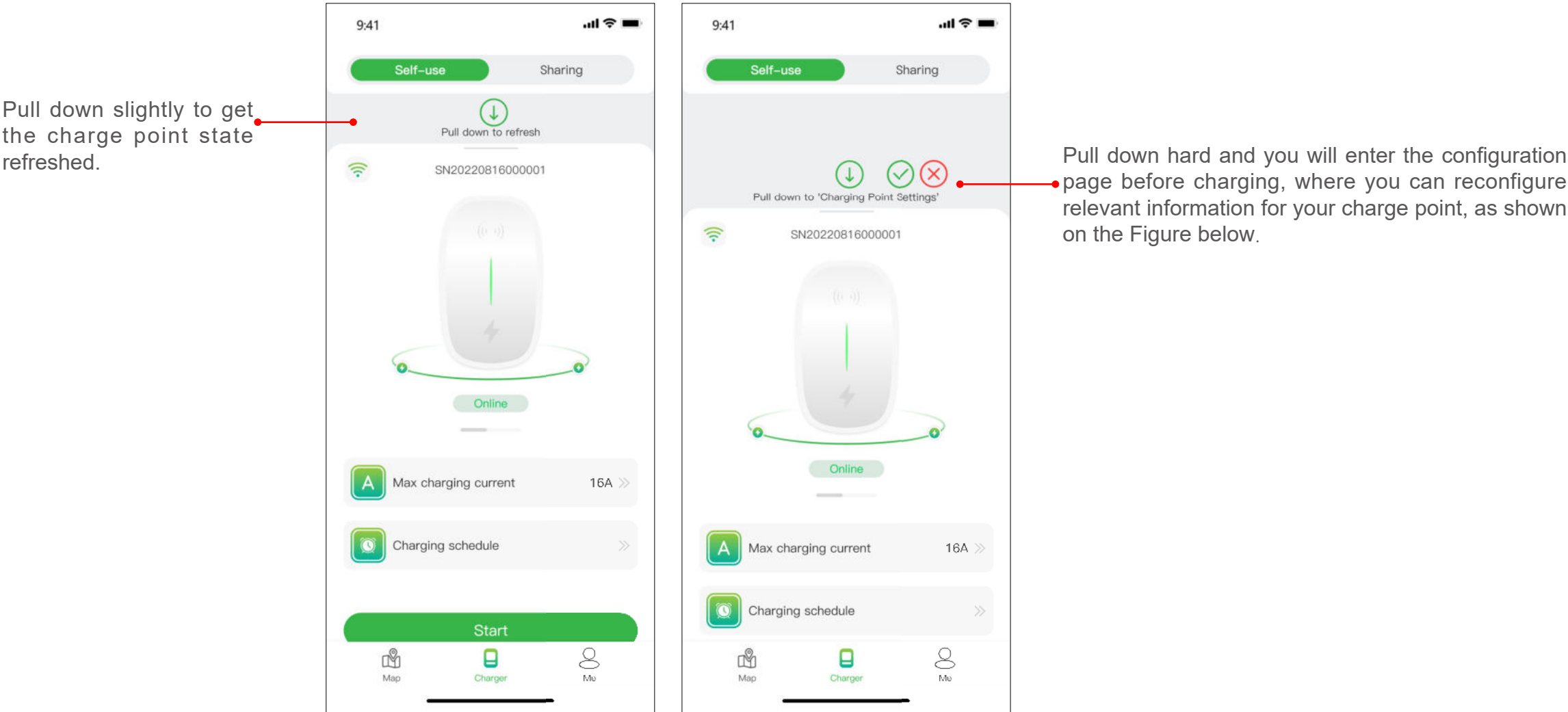
3

Pull down slightly to get the charge point state refreshed.

Pull down hard and you will enter the configuration page before charging, where you can reconfigure relevant information for your charge point, as shown on the Figure below.

Figure 12 - Pull down page

You can choose the charging modes.

You can reselect the communication mode.

You can change a Wi-Fi hotspot or Enthernet or 4G to connect.

You can authorize your charge point to be used by others, provided they have registered the app.

In order to provide you with better service, our firmware will be updated from time to time, so please update the firmware to the latest version if prompted.

The "unbind" operation will not delete your account, but it will delete the information and settings related to this charge point.
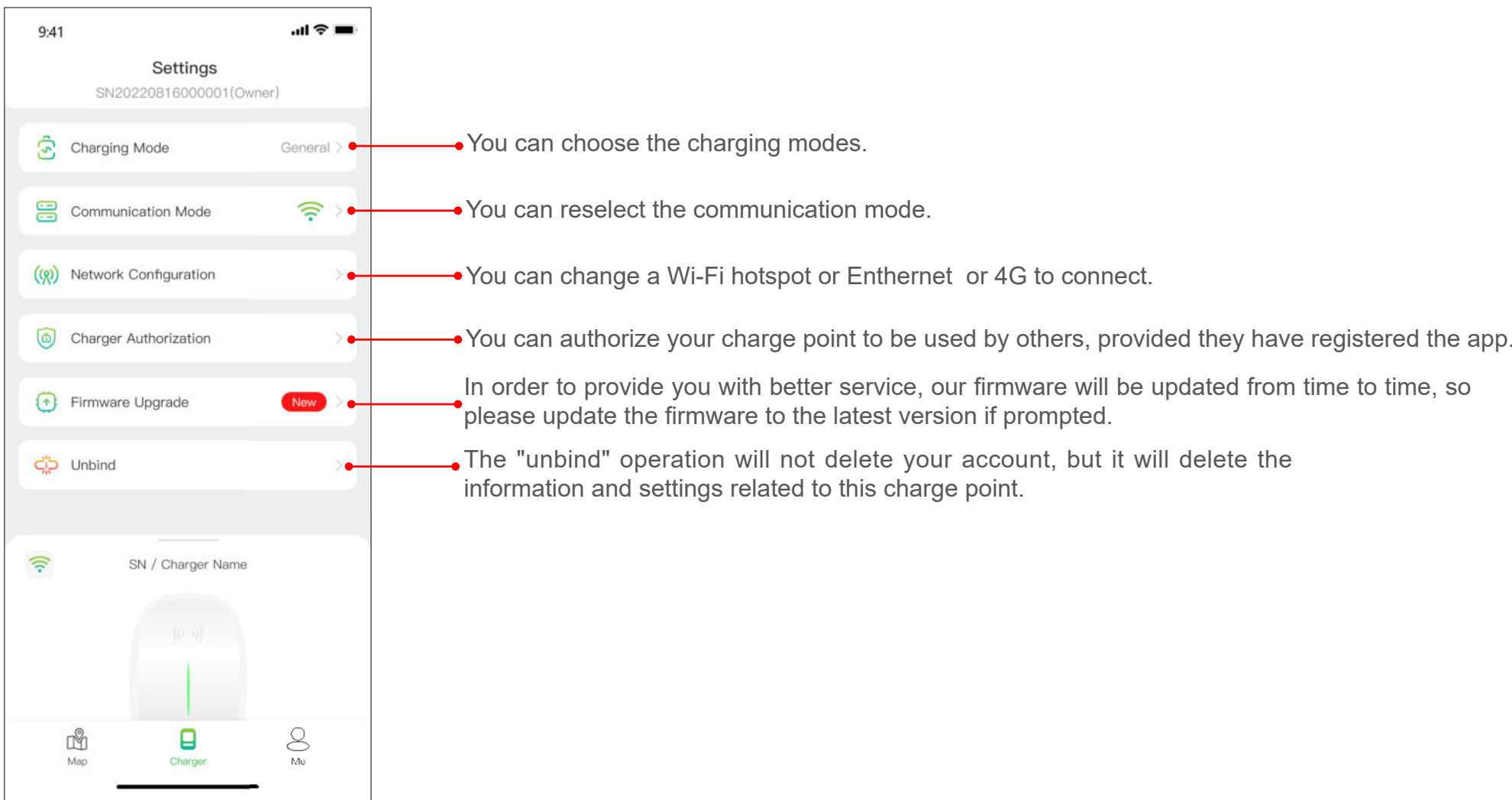
Figure 13 - Charging setting

The Charging Mode and the networking method in Network Configuration may vary depending on the functional configuration of your charge point.

Note:

The Charging Mode incudes General mode, ECO mode, Mix Mode and Load balance 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 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.

Load balance mode: it's a way to ensure the household electricity consumption first and avoid tripping.

This mode requires to equipped with a smart or CT or both of them to monitoring the current.
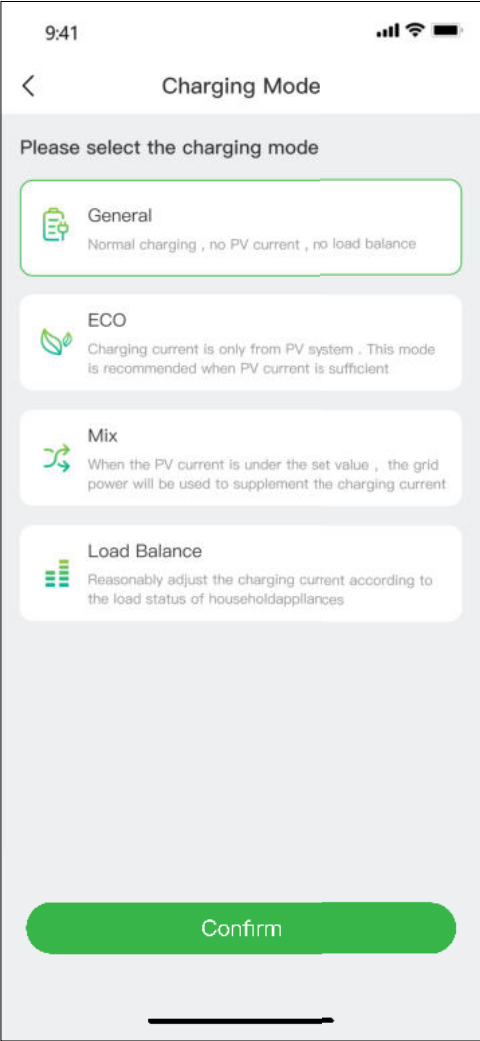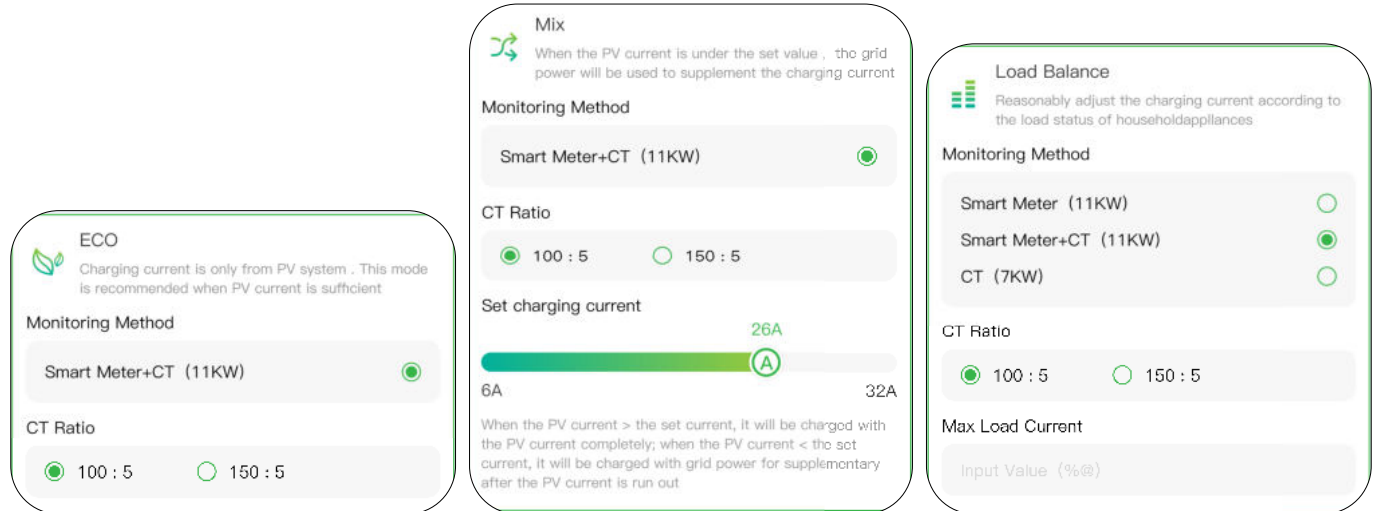

Figure 14 - Charging mode

Figure 15 - Charging mode selection

The mix mode and load balance mode require to equipped with a smart or CT or both of them to monitoring the current.

Clicking on the [Start] button, and the charging session will begin after the charge point responds successfully. As shown below, you can view the charging information, including charging speed, charging time, voltage, current and power on the App, and you also can click on the [Stop Charging] button to terminate the charging session.
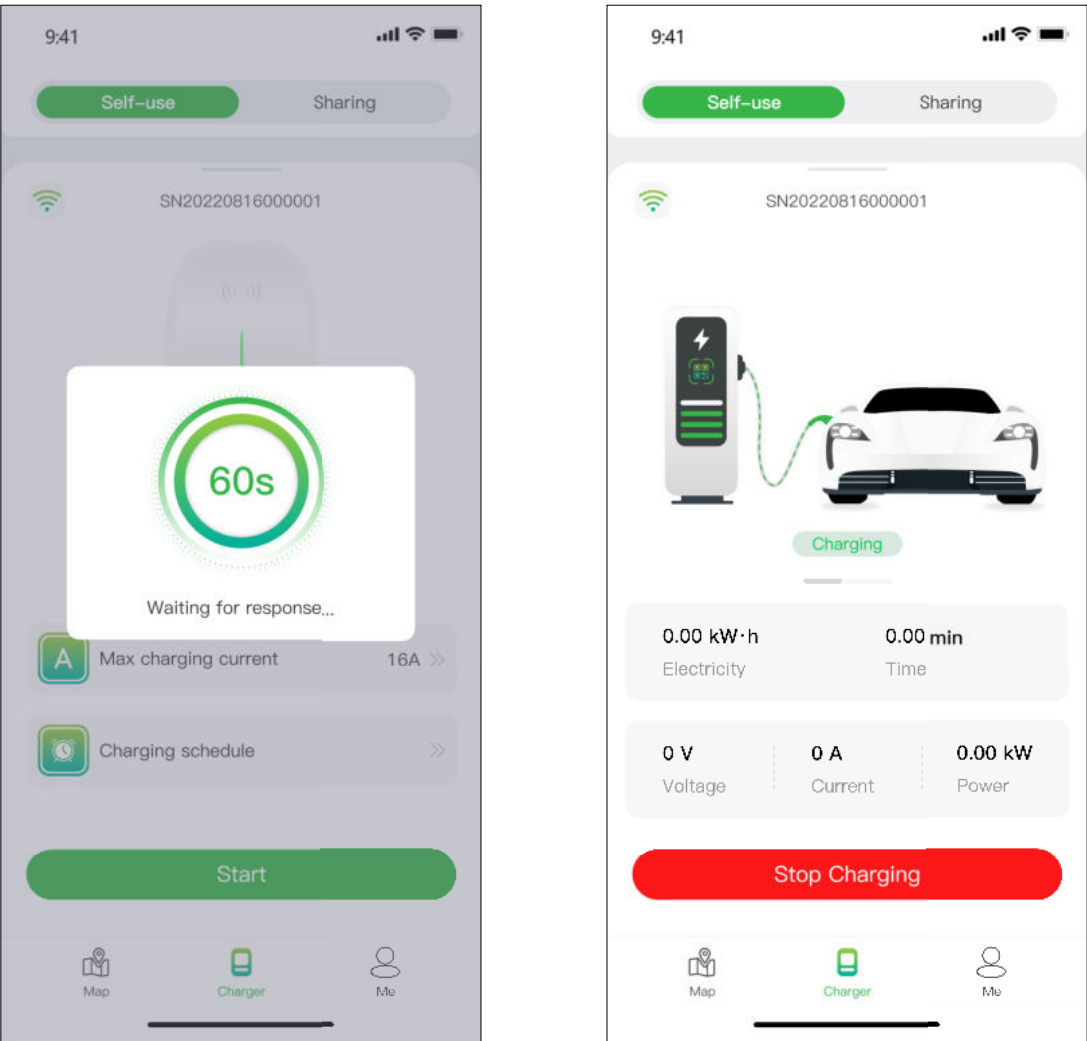
Figure 16 - Charging

Charging via a RFID card

Before you charge your car, you need to add a RFID card first.

Click **Me** > **Card Management** > **Add a card** to add a RFID card for your charge point**.**

After plugging the connector into the car, you can use the card to start and end the charging session by touching the sensor area of the charge point.

Plug & Charge

You need to switch the communication mode to plug & charge by pulling down the charging page hard, then just plug the connector into the car and the charging session begins.
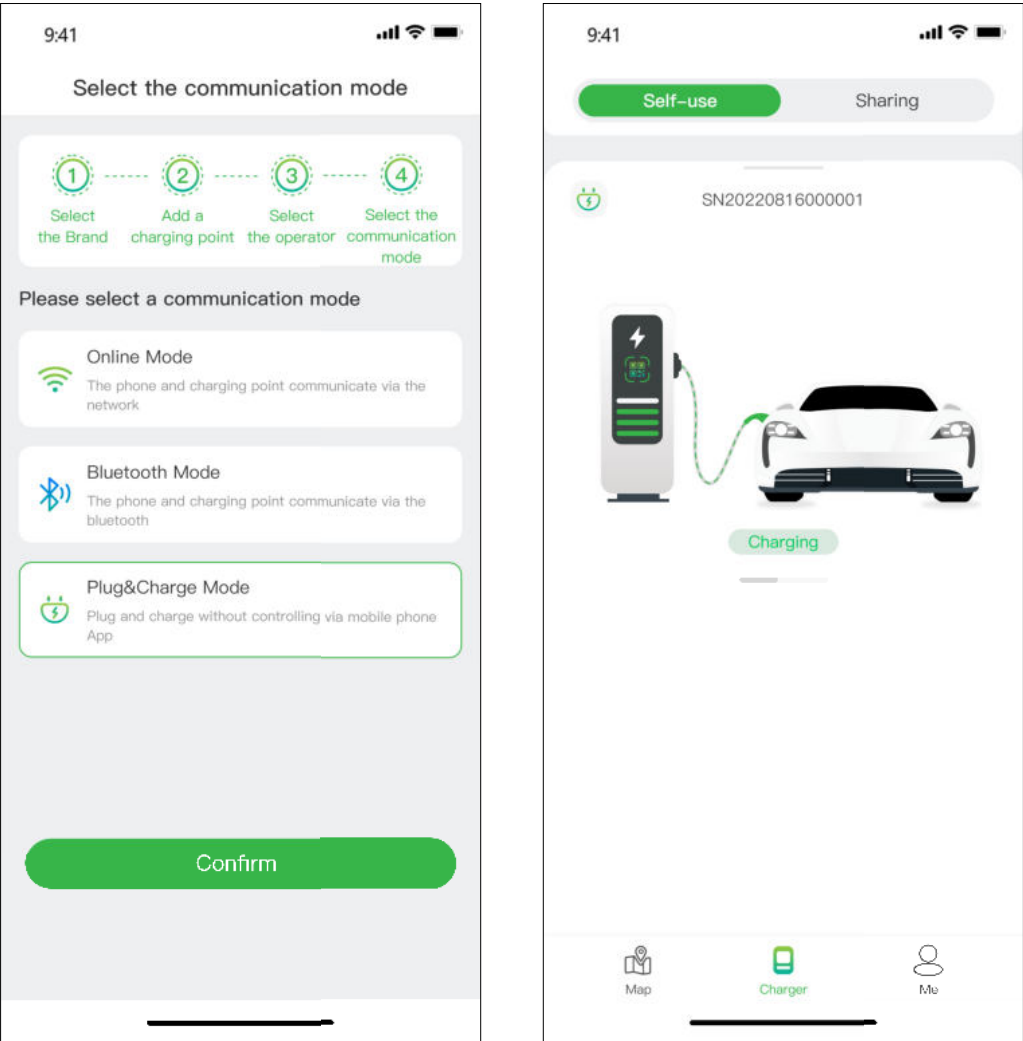

Figure 17 - Plug & charge

14.1.2 Authorize your charge point to be used by others

By way of authorization, Evchargo provides two ways for you and your family and friends to share charge points: Authorize by binding email and authorize by RFID card.

Authorize by binding email

Before using this function, please make sure that the authorized users have downloaded and registered Evchargo. Pull down hard on the charging page to enter the setting page, select charge point authorization to add authorized users.
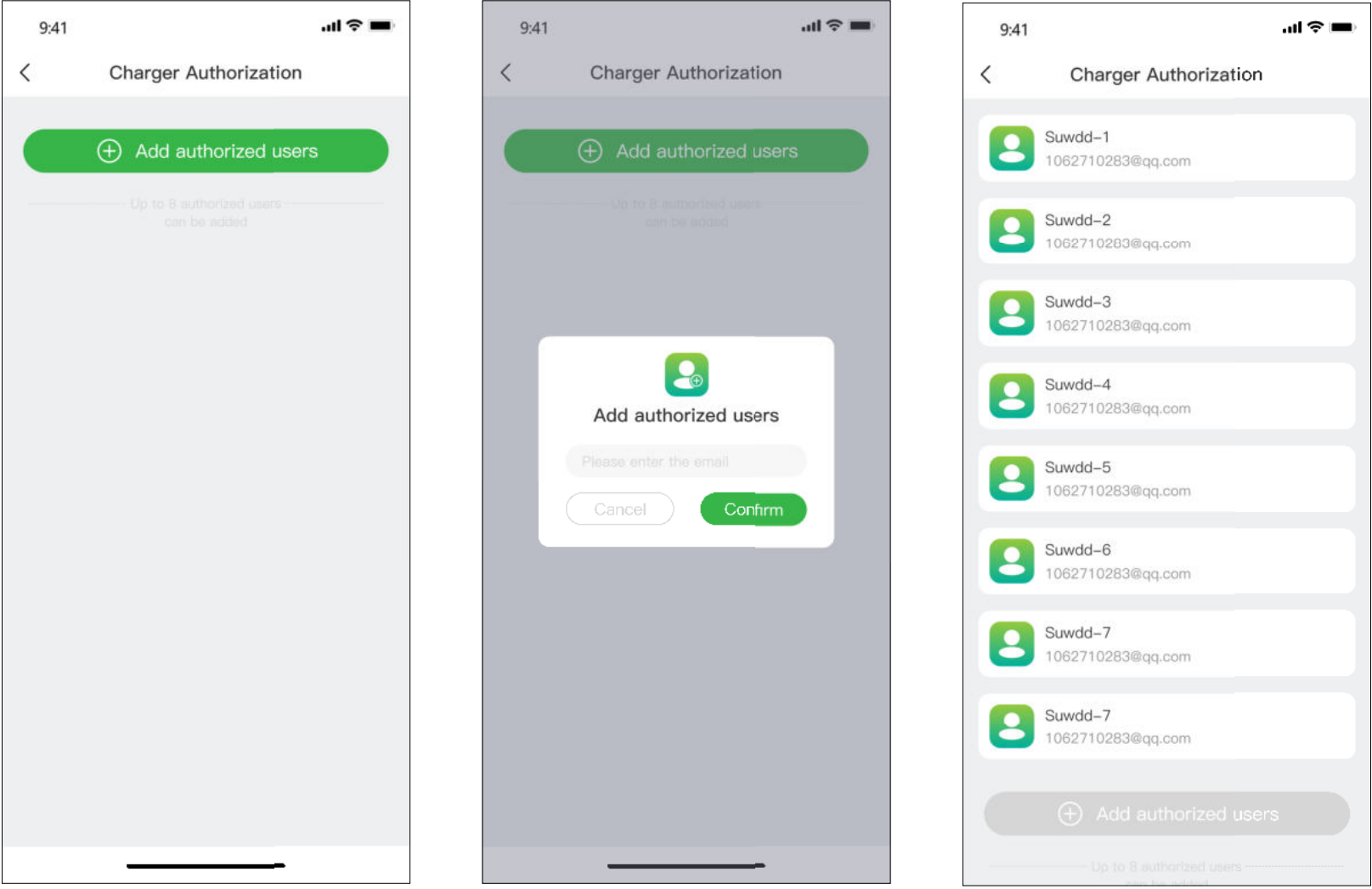

Figure 18 - Authorize by email

 You can authorize up to eight users.

Authorize by RFID card

Before using this function, please make sure that the authorized users have downloaded and registered Evchargo, and have added the RFID card, you need get the data of the authorized user synchronized to your charge point, and he/she can share the charge point with you.
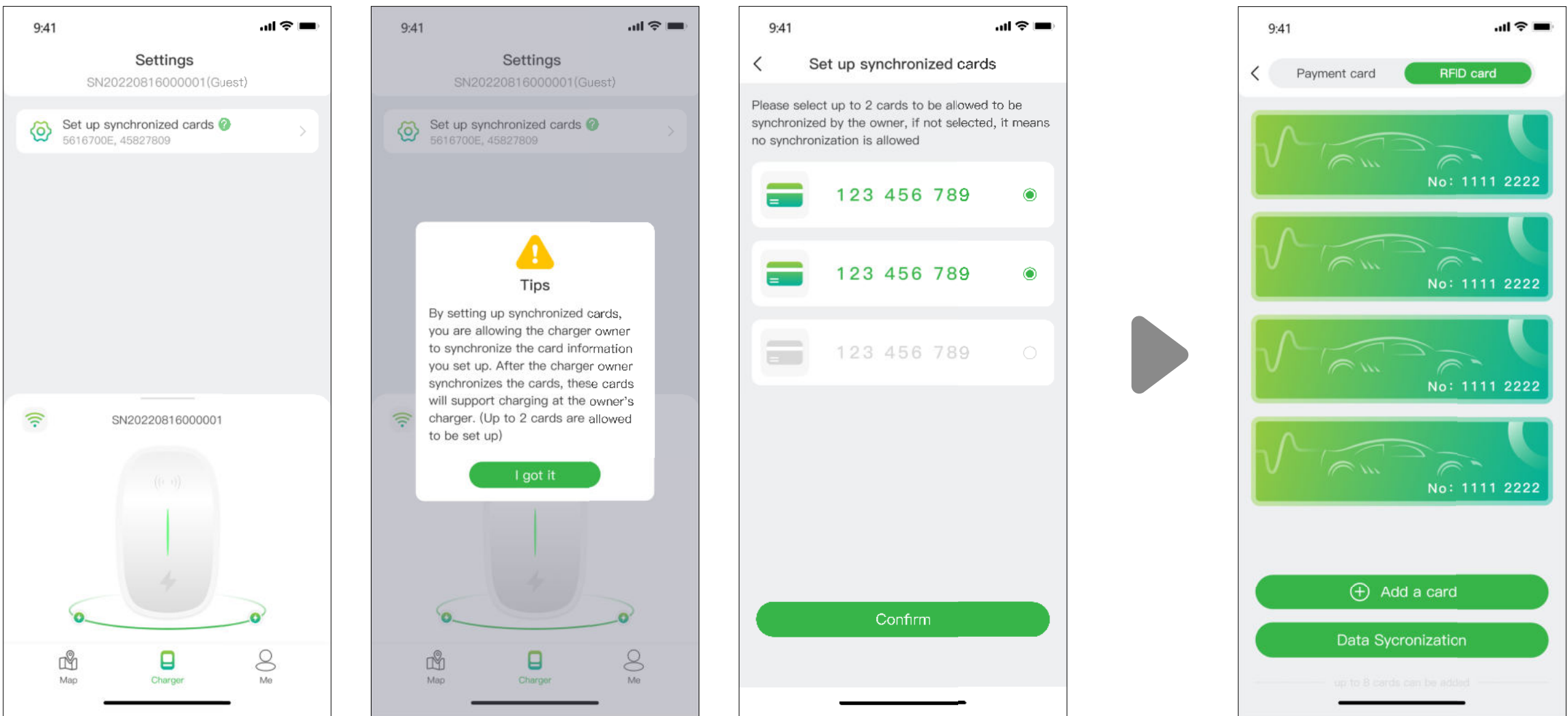

Figure 19 - Authorized user pages（left three）Charge point owner page (right)

14.2 For the scenario you are the car owner

14.2.1 Finding charge point

Map view

Tap on the "Map" icon to access the map view. The map displays charge points in your vicinity. You can zoom in/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.
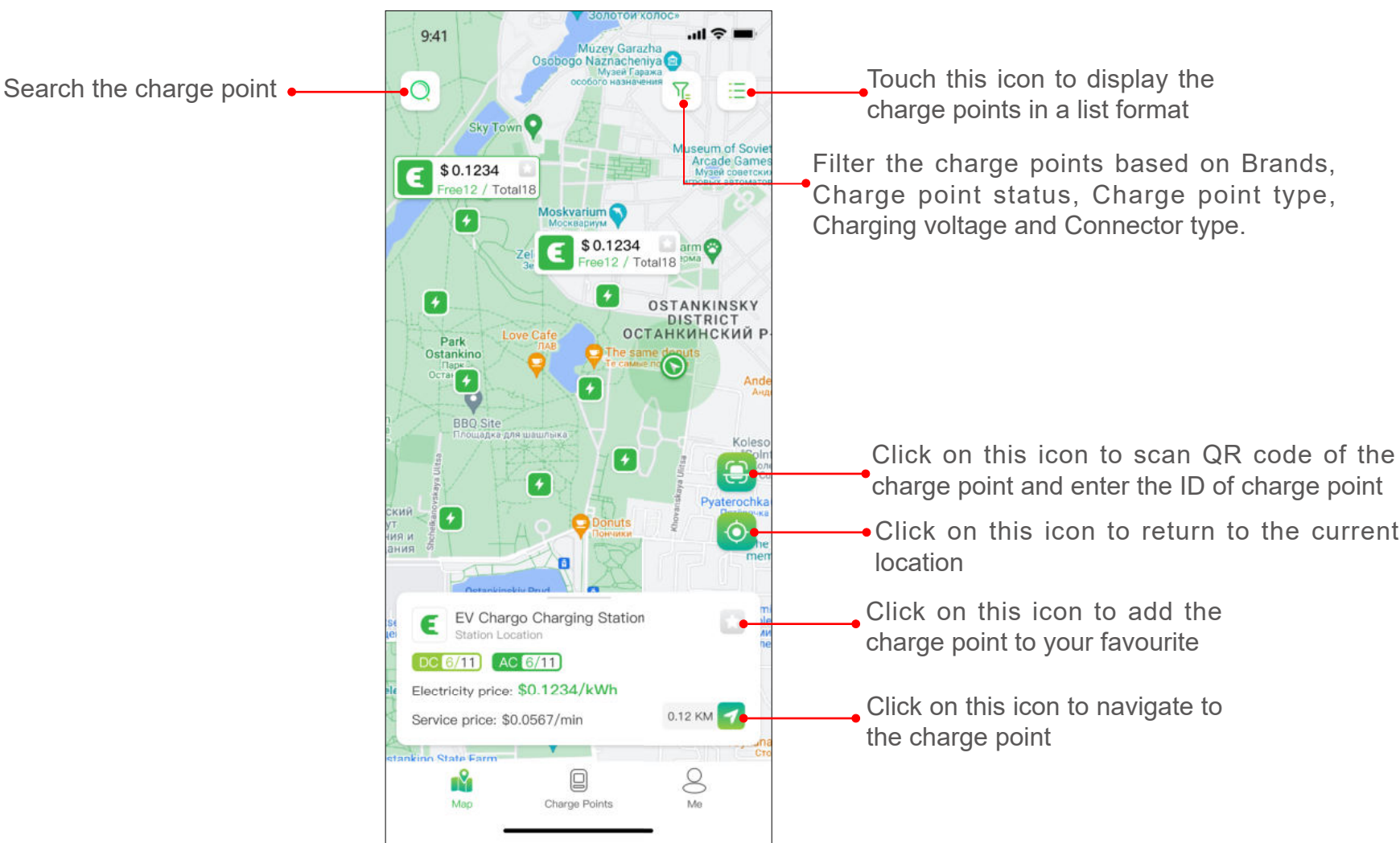

Figure 20 - Map view

List view

To view charge points in a list format, tap on the ≡ icon. This provides a sortable list of charge points based on distance, availability, or other filters. Tap ⊗ icon to return to the Map view.
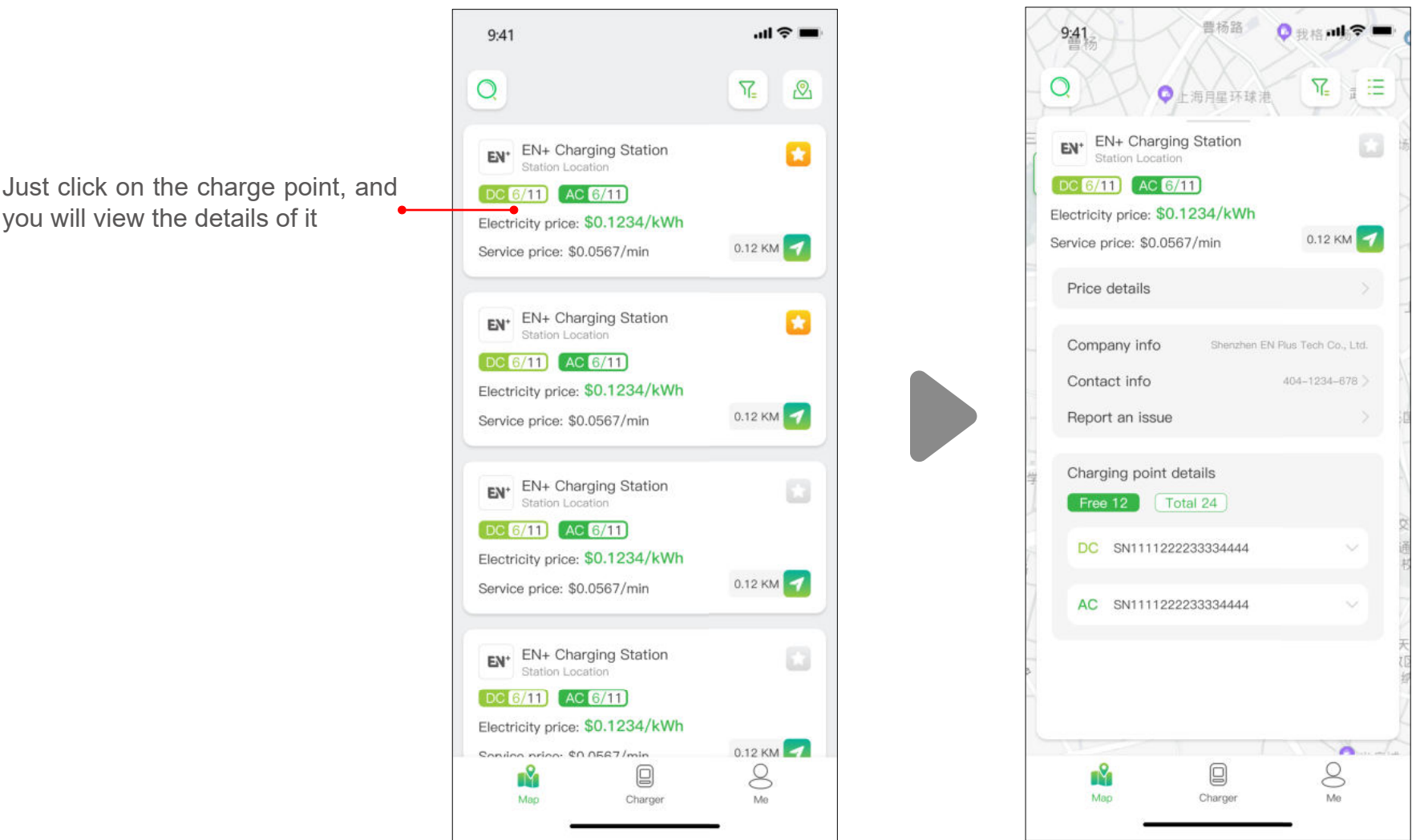

Figure 21 - List view

Filter and search

Use the filter option ⊽ to narrow down charge point results based on criteria such as connector type, brands and charge point type, etc. The search function allows you to find specific charge points or locations.
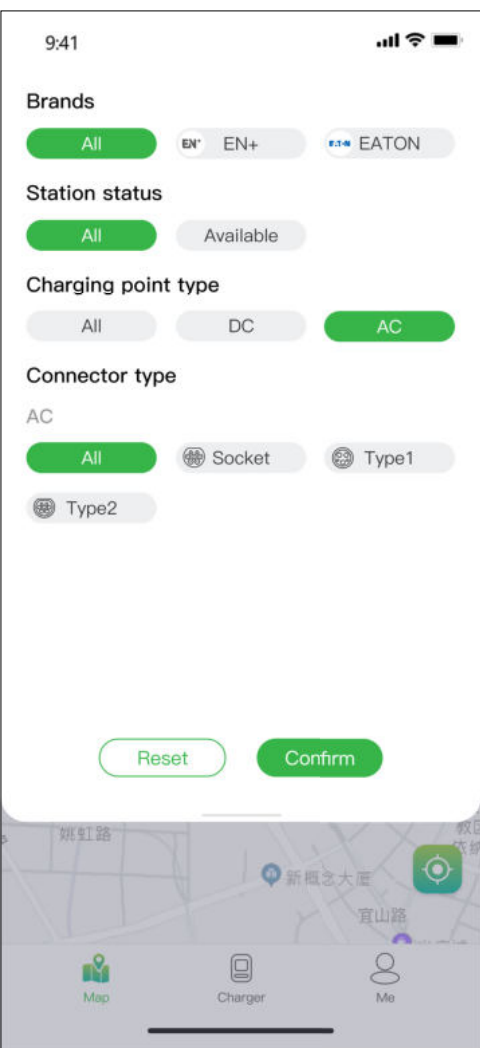

Figure 22 - Filter and search

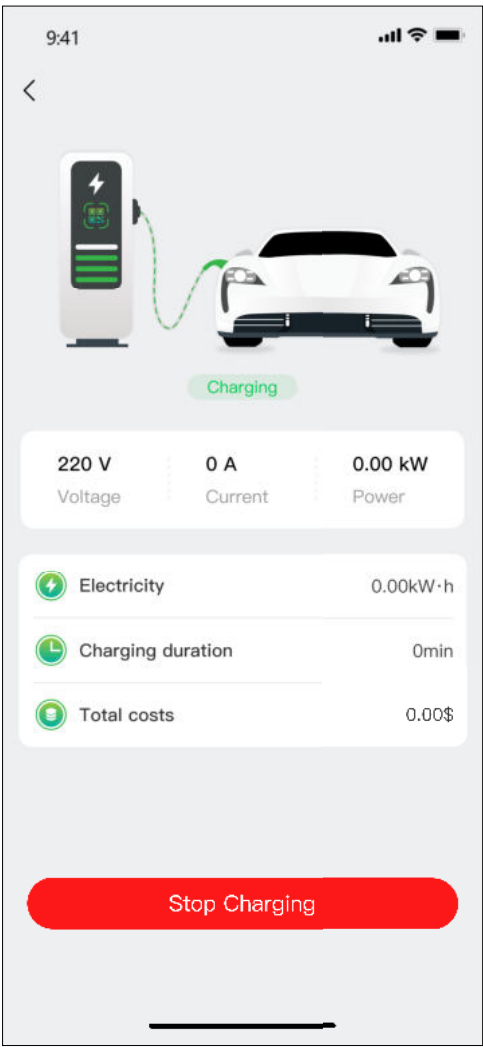After you get to the charge point, and start the charging session, you will see the page as shown below:

Figure 23 - Charging

15. Payment options

So far, Evchargo has two payment methods: pay the bill directly with a bank card after the charging session ends, or pay the bill by authorizing a specific amount to the bank, and the charged amount will be immediately debited after the charging session concludes.

The payment methods may vary depending on the Operator.

Before paying the bill, you need to add a bank card, the payment will be made via the third-party platform Stripe. Click on the Pay button and you will be prompted with the page to add your bank card information, as shown below:
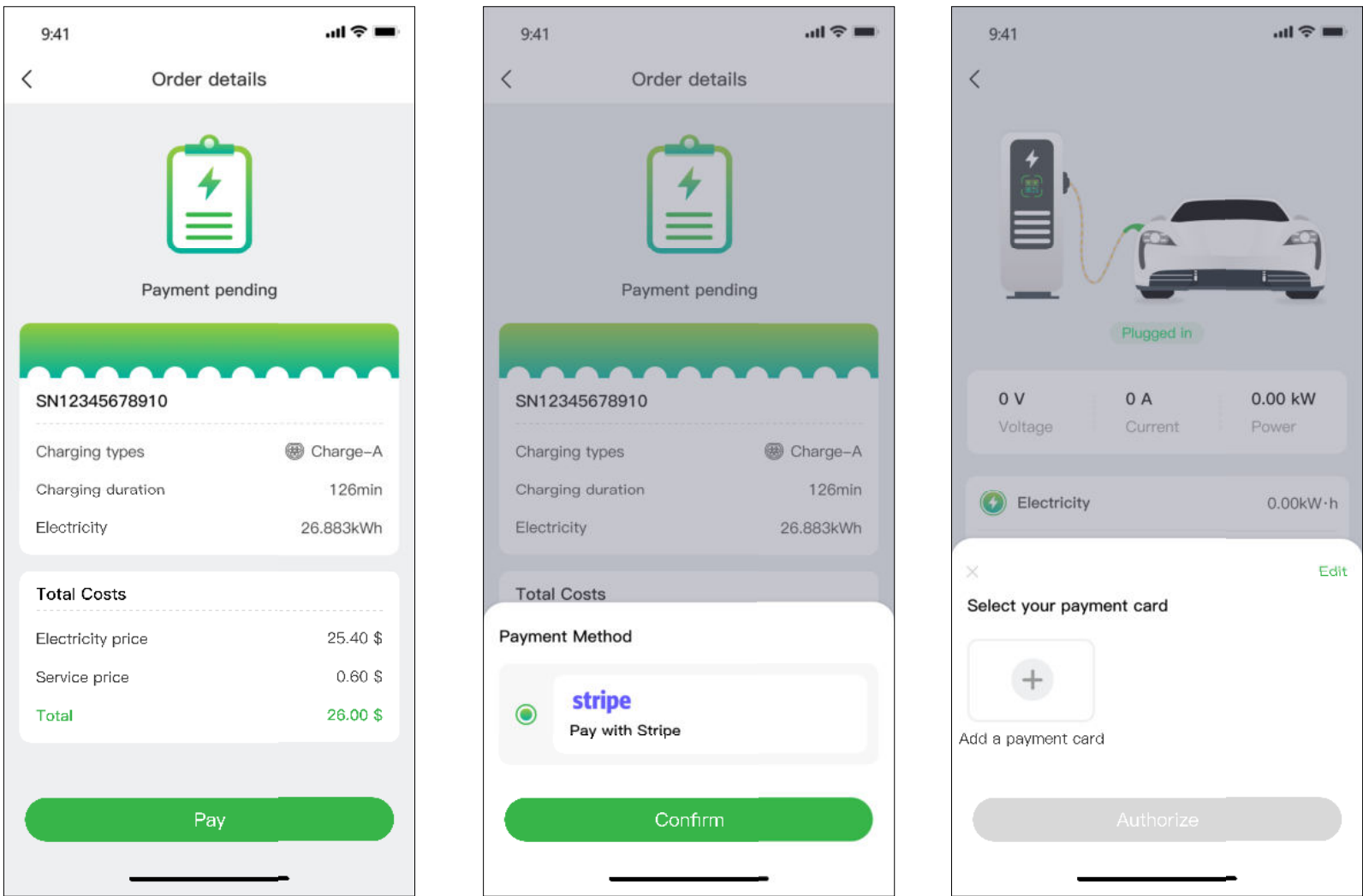

Figure 24 - Payment

If the amount is authorized to the bank and then have your money automatically deducted, you need to authorized a specified amount to the bank to deducted automatically.
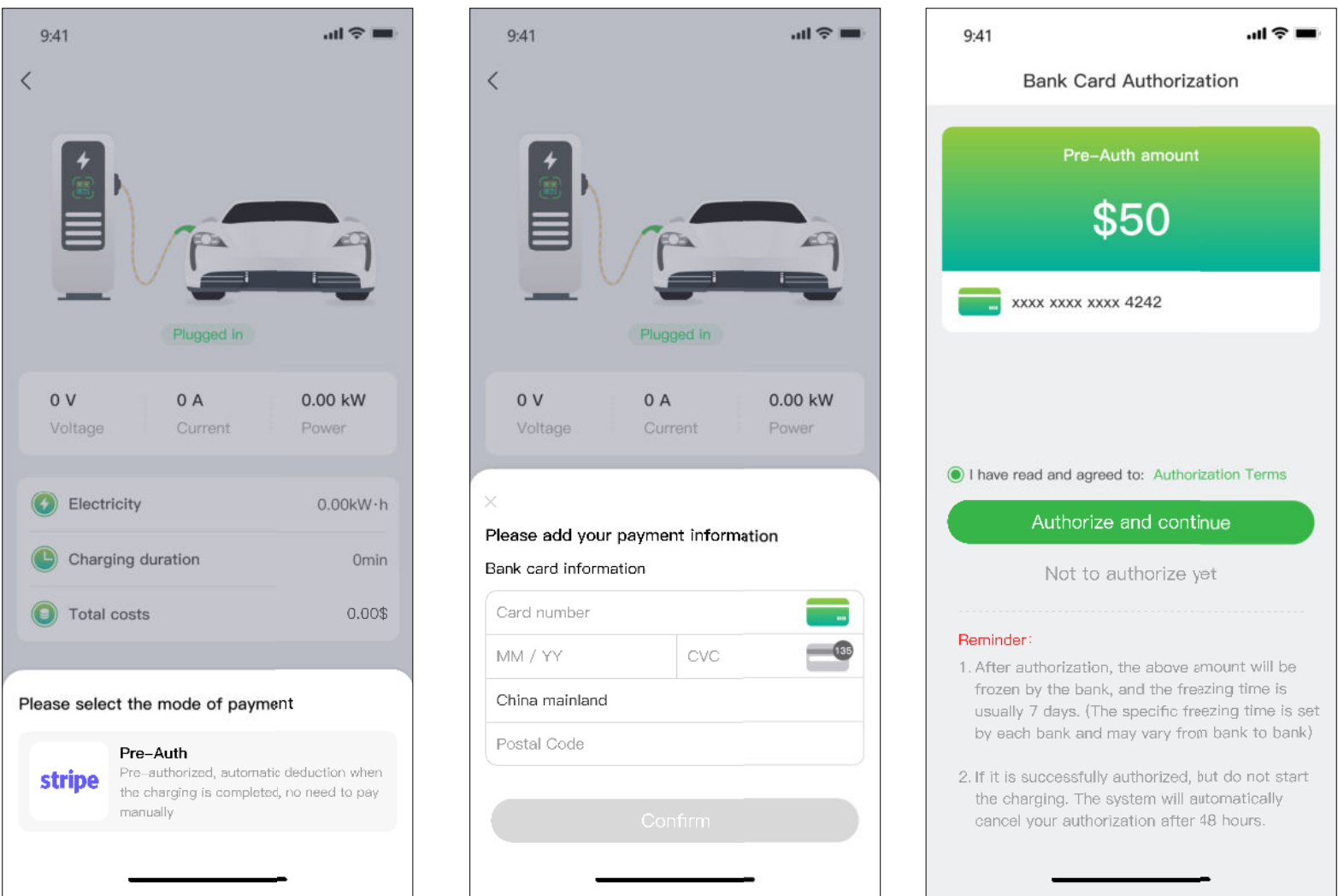

Figure 25 - Bank card authorization

16. Frequently Asked Questions (FAQs)

Q 1: Failed to scan the charger point's QR code

A 1:
1. Please ensure that Bluetooth permission has been granted in the app and that Bluetooth is enabled on the mobile phone.
2. Please ensure that the charger's Bluetooth is turned on.
3. If the problem persists, please try the following:
   For charge point of Alvis series, you need to open the cover to reset the bluetooth.
   For charge point of Caro series, you need to restart the charge point.

Q 2: Failed to configure the Network or the charge point is off-line.

A 2:
1. Please make sure the WiFi configured for the charge point is 2.4G channel.
2. Please make sure the WiFi name and password configured for the charge point are correct.
3. Please make sure that the distance between Wi-Fi hotspot and charge point is not very far, and no obstacles to interfere with the signal.
4. If the problem persists, please try the following:
   If the gateway version of the charge point (Alvis series) is less than V.3.2.490, connect the mobile device and charge point to the same Wi-Fi hotspot, unbind the charge point in the App, open the cover to reset the bluetooth, then rebind the charge point and configure the network for it.
   If the gateway version of the charge point (Alvis series) is higher than V.3.2.490, unbind the charge point in App, open the cover to reset the bluetooth, then rebind the charge point and configure the network for it.
   For charge point of Caro series, unbind the charge point in App, then rebind the charge point and configure network for it.

| Q 3: | The charge point has been bound. |

A 3:
If you have a Chargein account before and have been bound to a charge point, when you use a new email address to bind the charge point, you are prompted with "the charge point has been bound". Please try the following:
1. Cancel the current email address.
2. Select "Sign in by ChargeIn Phone Account" in the log in page, and enter the email address again to bind the charge point.
3. If the problem persists, please contact us via the Feedback.

| Q 4: | After changing a mobile device to log in, it prompts that the bluetooth of the charge point cannot be detected |

A 4:
1. Turn off the bluetooth of the original mobile device, and ensure that the bluetooth connection between charge point and the original mobile device are disconnected.
2. Make sure that the present mobile device has been connected to the bluetooth of the charge point.
3. If the problem persists, try restarting the charge point.

| Q 5: | Charging failure |

A 5:
1. Please ensure that the charge point functions normally, and the communication is normal.
2. Please ensure that the "charging mode-load balance mode" is not turned on by mistake.
3. If the problem persists, please contact our after-sales team.

| Q 6: | Charging stopped at the charge point's side |

A 6:
1. Please ensure the charger functions normally, and the communication is normal.
2. Please ensure that the connector and electric vehicle are well connected.
3. If the problem persists, please try restarting the charger.

| Q 7: | Charging stopped at the electric vehicle's side. |

A 7:
1. Please ensure that the electric vehicle functions normally, and the communication is normal.
2. Please ensure that the connector and electric vehicle are well connected.
3. The possible reasons: electric vehicle fault, connection between vehicle and connector fault, grounding fault, CP fault.