TELTONIKA | Energy

TeltoCharge

Quick User Guide
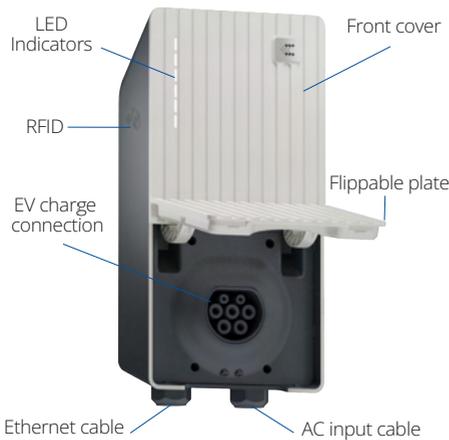
Table of Content

TeltoCharge Setup

1. Get to know your TeltoCharge device

Congratulations on the purchase of TeltoCharge! Once your device is successfully installed and powered on, follow the instructions in this guide to configure it and start using.

Untethered (Type 2 socket)

LED Indicators

Front cover

RFID

EV charge connection

Flippable plate

Ethernet cable

AC input cable

Tethered (Type 2 cable)

LED Indicators

NFC reader

Front plate cover

Ethernet cable

Charger cable
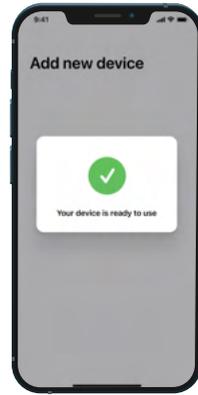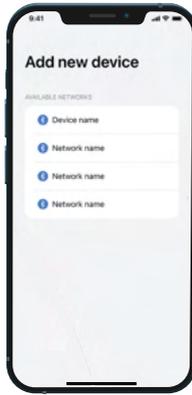
AC input cable

2. Download the Teltonika Energy app

To begin TeltoCharge set-up, download and install the Teltonika Energy app to your device (smartphone or tablet). The app is necessary to access and manage the smart features of the charger.

Teltonika Energy App is available for download on Google Play and App Store.

3. Connect the app to TeltoCharge

1. Enable Bluetooth on your smart device.

2. Launch the Teltonika Energy app on your smart device.

3. Wait for the Teltonika Energy app to locate your EV charger.

4. Click on available TeltoCharge device to add a new device.

> **Note.** In case, there was an error connecting the TeltoCharge device, check your Bluetooth settings - make sure it is activated and try again.

5. The TeltoCharge device connection can take several seconds, so please be patient and do not close the app window.
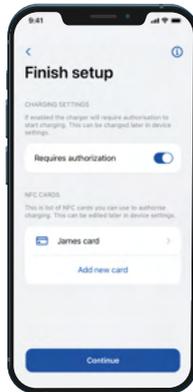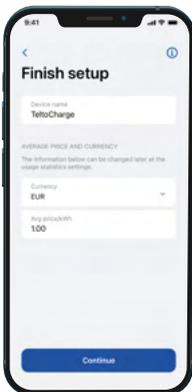
6. Add a name for TeltoCharge, this will later be used in the app.
7. Select your local currency - this will be used in usage statistics.
8. Add your electricity price per kWh - this will be used in usage statistics.
9. Press "**Next**" to move to the final setup window.
10. Select whether you want the charger to request authorization to start charging (recommended).

> **Note.** Enabled authorization allows you to pair the NFC card/tag with the charger. The NFC feature enables quick and easy TeltoCharge authorization.
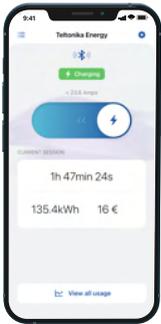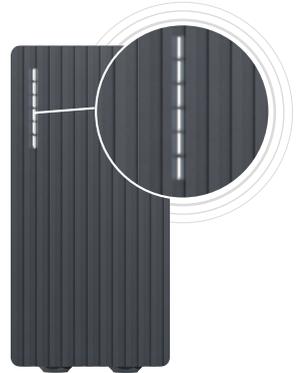
11. Press "**Confirm**" to finish the TeltoCharge device setup.

4. TeltoCharge usage

1. After the TeltoCharge device is successfully configured, the status in Teltonika Energy app should indicate: "**Not charging**".

> **Note:** All LEDs on your TeltoCharge device should be in white color and pulsing, indicating that the EV is ready to use, but the car is not connected.

2. In case authorization is disabled, your EV will start charging automatically when plugged in.

The green color LEDs will light up upwards from the bottom.
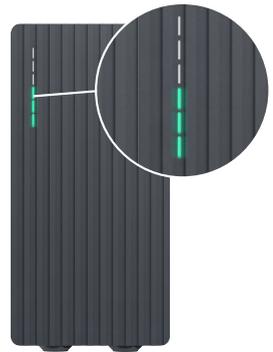
3. In case authorization is enabled, your EV will start charging only when authorization is complete.
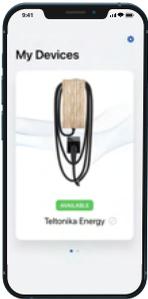1. Connect the TeltoCharge device to your EV.
2. To begin charging, open the Teltonika Energy app and:
• Swipe from left to right to start charging;
• Or touch a paired NFC card/tag to the side of your charger.
The blue color LEDs will pulse.
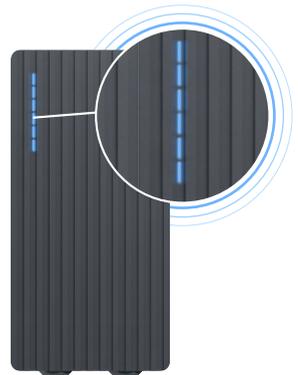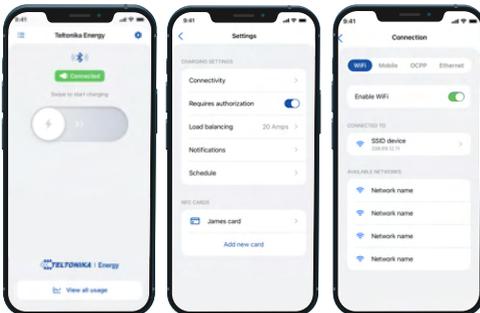
5. My TeltoCharge device

When the TeltoCharge device is configured, your app screen should feature the following information:

• **Charger type:** the image of your TeltoCharge device should be displayed.

• **Connection status:** the status "**Available**" should indicate that the TeltoCharge device is connected to your smart device through a Bluetooth connection. The status "**Not Available**", should indicate that the charger is out of Bluetooth range or there is another issue (see "Troubleshooting").

• **Charger name:** by default, the charger's name is "TeltoCharge". However, you can edit.

In case you have more than one device, swipe right to add a new one.

6. Connect TeltoCharge to a WiFi network

Note: To connect to WiFi please enter the password of your home WiFi.

Note: To connect TeltoCharge to your WiFi network you must first connect your charger to Bluetooth.

1. Tap the gear ⚙ in the top right corner to go to the Settings menu.
2. Select "**Connectivity**" and then select "**WiFi**".
3. Enable the WiFi toggle to activate the WiFi connection. Wait several seconds until the network list appears.
4. From the network list, tap on your network and enter your network password when prompted. It can take some time to establish a WiFi connection.
5. After the WiFi connection is established, you will see the network you have connected to.
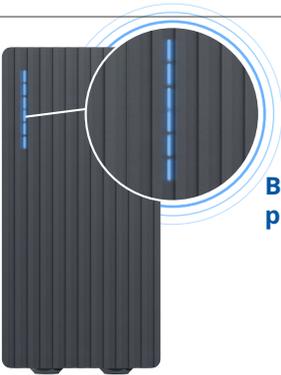
7. Understanding the TeltoCharge status colors

When your TeltoCharge device is powered on, you can quickly and easily check the status of your device by referring to the LED lights display and/or Teltonika Energy App:
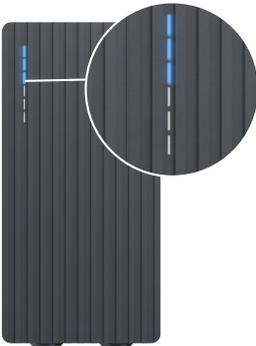
White - LEDs pulsing | The TeltoCharge device is successfully installed and configured. The charger is ready to be used
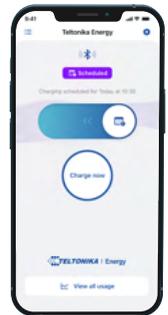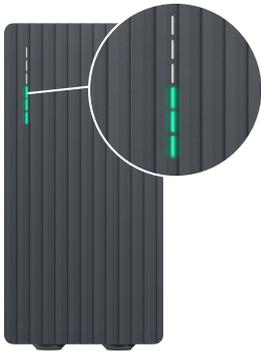
Blue - LEDs pulsing | Waiting for authorization (Authorization is enabled)

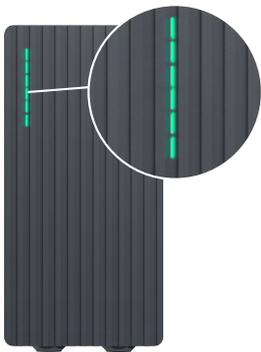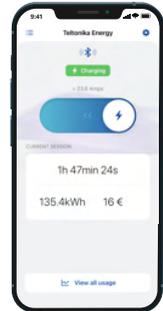**Blue - LEDs light up from top to bottom** | Charging is scheduled. A schedule has been set by the user
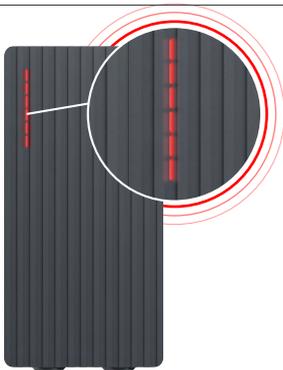
Green - LEDs light up upwards from the bottom | Charging is in process

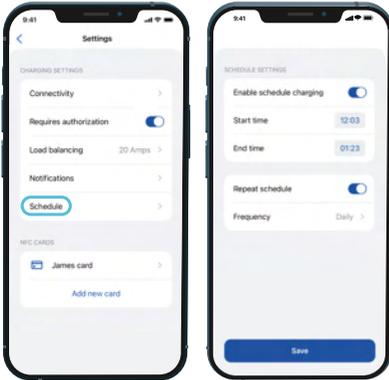**Green - all LEDs are on** | Charging is complete

Red - all LEDs pulsing | Faulty connection to an EV has been detected

8. Schedule charging sessions

Schedule your EV charging when the power consumption of your household is the cheapest or it is the most convenient for you.

1. To set a charging schedule, launch the Teltonika Energy app on your smart device. Select your connected charger, go to "**Settings**" and press "**Schedule**".

2. Toggle the on/off button next to "**Enable schedule charging**" so that it is green.

3. Select charging duration indicating start and finish times.

4. Enable repeat schedule

> **Note:** If a charging session has been scheduled, the charger status LED lights will light blue from top to bottom and the charger will not automatically start charging. However, you can always manually override a set schedule.

9. Load balancing
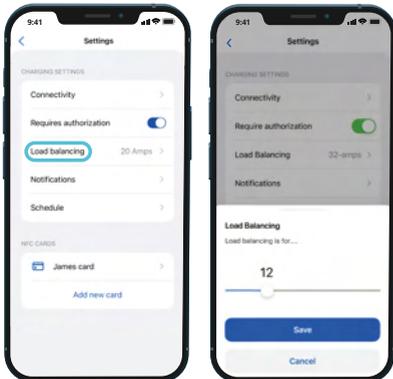
**Adjust the maximum charging power of your TeltoCharge.**

1. To adjust the current of the TeltoCharge device go to Teltonika Energy app settings and select "**Load Balancing**".

2. Choose the appropriable power suitable for the connected circuit.

3. Click "**Save**".

> **When would I adjust the amperage?**
> If your charger shares a high voltage circuit with other appliances, you may want to temporarily reduce the amperage available to charge your vehicle when operating those other appliances to ensure you do not overload the circuit.

10. Usage data   To view your TeltoCharge usage data you can refer to:
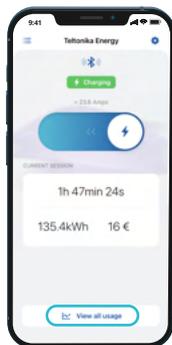
Current session overview
Here you will see information of your current charging session:

- Duration
- Power consumption
- Total session cost

In order to access complete usage data, click **"View all usage**".

Full usage data report
Here you will find the historical data of all your charging sessions. Data can be viewed in two ways – 1) Graph and 2) Sessions.

- **Graph** – separate graphs featuring your power consumption, charging duration and money spend.
- **Sessions** – detailed information for each of the charging sessions.
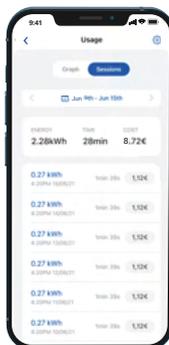
> **NOTE:** In order to see accurate session charging cost, you have to input an actual electricity tariff during the Setup wizard. You can later change it in "Usage" settings.

11. Other Settings
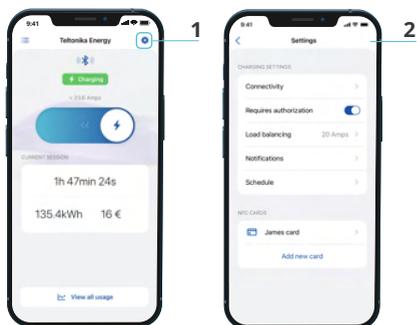
1. Press settings icon ⚙ in the top right corner

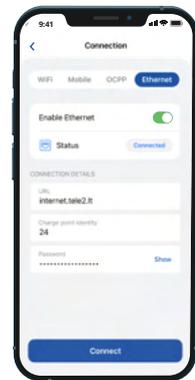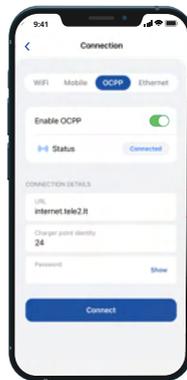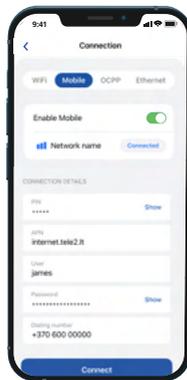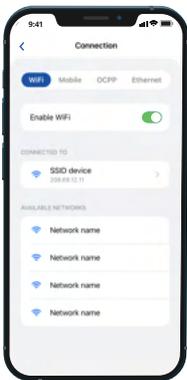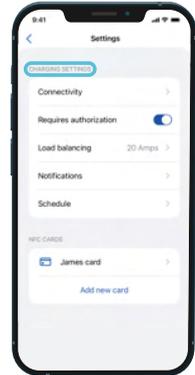**2.** See the list of settings that you can update to your preferences

Connectivity

In addition to Bluetooth and WiFi, TeltoCharge has **two more connectivity types:**

- Mobile data
- Ethernet

There is also a possibility to connect to the 3rd party cloud.

1. To connect to any of connectivity types, select "Connectivity" in the settings menu.

2. Choose the connection type you wish to enable and toggle the on/off button.

2.1. Mobile
Enter the PIN of your SIM card, APN, User name, and password provided by your SIM card provider (all settings are optional). When done, click "**Connect**".

2.2. OCPP
In case you are going to use the 3rd party cloud to manage your TeltoCharge device, you need to enter the address of the cloud provider together with additional information.

2.3. Ethernet
In case you are using an Ethernet connection (wired connection to your home router), to connect your charger to the Internet you need to Enable Ethernet communication and it should establish communication automatically by using DHCP. If you want to configure it manually, disable DHCP, add required values, and press "**Connect**".

Charging authorization
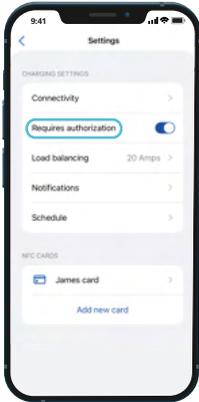
Toggle the "on" button to enable authorization. The charger will require authorization to start charging (recommended). There are three types of authorization:
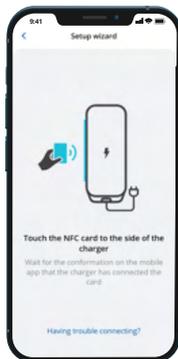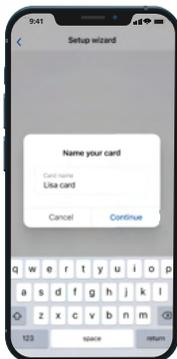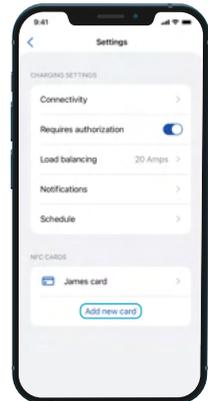
- NFC card
- NFC tag
- Teltonika Energy App

Toggle the "**off**" button to disable authorization. The charger will not require authorization to start charging (not recommended, especially if the TeltoCharge device is installed in a publicly available place where anyone can use it).

NFC card/tag management

Quickly add your NFC card/tag

1. Tap "**Add new card**".
2. In the settings window scroll down until you find "**NFC CARDS**" section.

Set-up wizard

1. Name your NFC card/tag.
2. Click "**Continue**".
3. Touch the NFC card/tag to the side of your charger.
4. Wait for the confirmation message.
5. In case you have any issues, click "**Having trouble connecting?**".

Update or remove the NFC card/tag
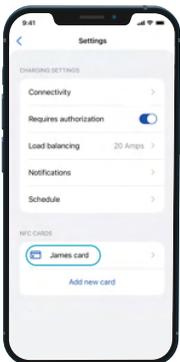
To update the NFC card/tag settings:

1. Click on the NFC card/tag you wish to edit.
2. Update available information – Card ID and name.
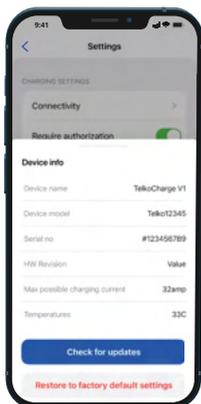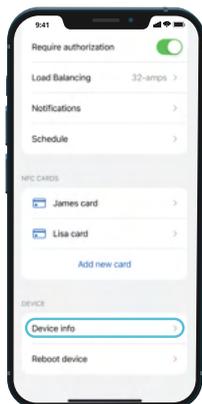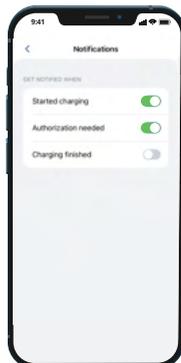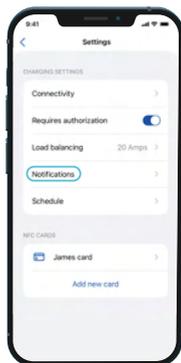**3.** Click "**Update**".

To remove the NFC card/tag:

1. Click on the NFC card/tag you wish to remove
2. Tap on the bin icon 🗑 in the top right corner

App Notifications

Choose the type of notifications you would like to receive on your mobile app.

Device information

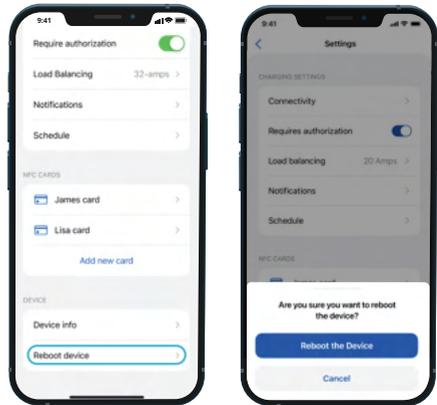**In the "Device info" section you can find data featuring:**
- Device name
- Device model
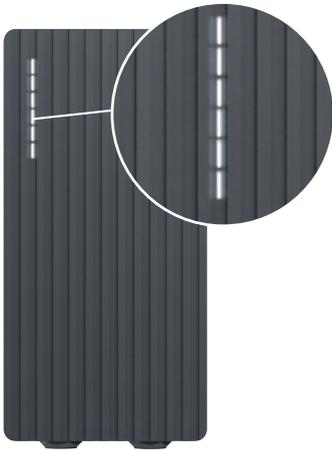- Serial no and other

In addition, here you can:
- Check if your device Firmware is up to date
- Restore your device to factory settings

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Device Reboot

Choose "**Reboot device**" if you wish to reboot your TeltoCharge device.
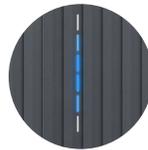
All LED Indicators

IMPORTANT: Some electric vehicles may use a simplified control pilot circuit. Depending on the case, the indication for charge done can be either green or blue color (with all lights on).

Yellow - LEDs pulsing
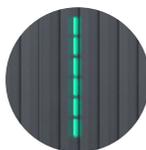First start; default setting have not changed

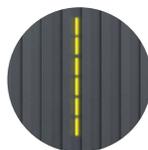**White - LEDs pulsing**
Standby

Blue - LEDs light up from the middle
Waiting for car to initiate charging

Blue - LEDs light up from top to bottom
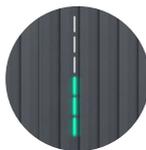Charging is scheduled; a schedule set by the user

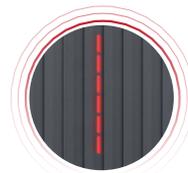**Green - all LEDs are on**
Charging is complete

Yellow - all LEDs are on
Simplified charging sequence is denied, do not charge and contact your installer

Green - LEDs pulsing
Initialization of charging

Green - all LEDs are up upwards from the bottom
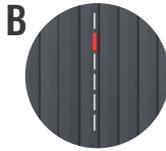Charging is in process

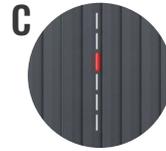**Red - LEDs pulsing**
Faulty connection to car

Troubleshooting

A
Input voltage

B
Output voltage or current fail

C
Current leakage detected or faulty sensor

D
Cable lock fail

E
Temperature

F
Other errors (not listed)

In case of error, follow the steps below:

• **D error** - check cable connection, disconnect it, inspect socket for damage or foreign objects and reconnect.

• **A, B, C, or F errors** - try to reboot your TeltoCharge device, if it does not help, make sure your power grid is not overloaded.

• **A, B, C, F errors** - if you already attempted step 1 and 2 and it did not work, contact your installer.

In case you cannot contact your installer, contact our partner in your local area.
If nothing works, please contact our support via our Crowd Community Forum:
https://community.teltonika-energy.com/

or visit our **WIKI page**:
https://wiki.teltonika-energy.com/teltocharge/troubleshooting/

Additional Information

For more information regarding Teltonika Energy app functionalities and features, follow the below link:
https://wiki.teltonika-energy.com/teltocharge/

Note: The Teltonika Energy app Instructions were produced with Teltonika Energy App v1.0 in mind. Always refer to the latest version, which can be found on our WIKI page.

TeltoCharge

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