

# TeltoCharge

Quick User Guide

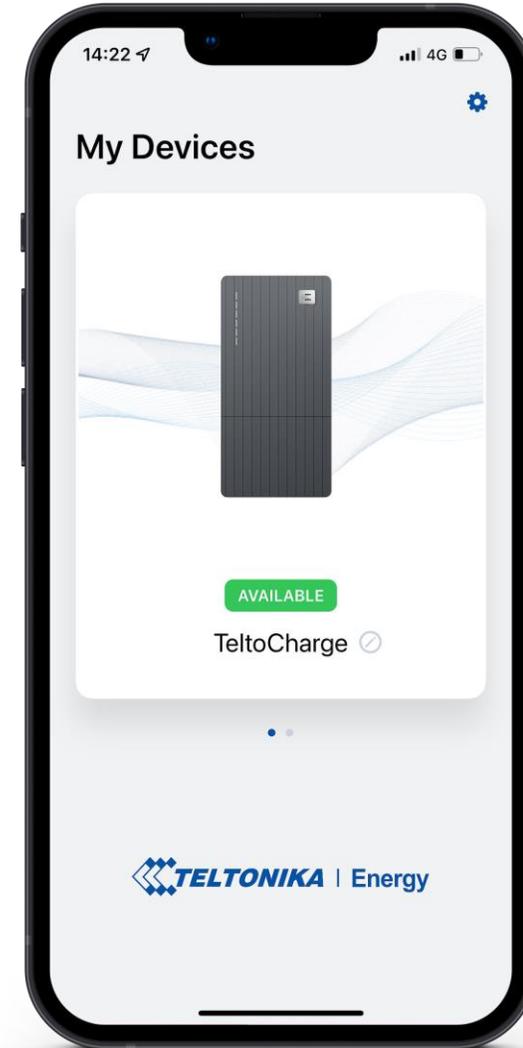


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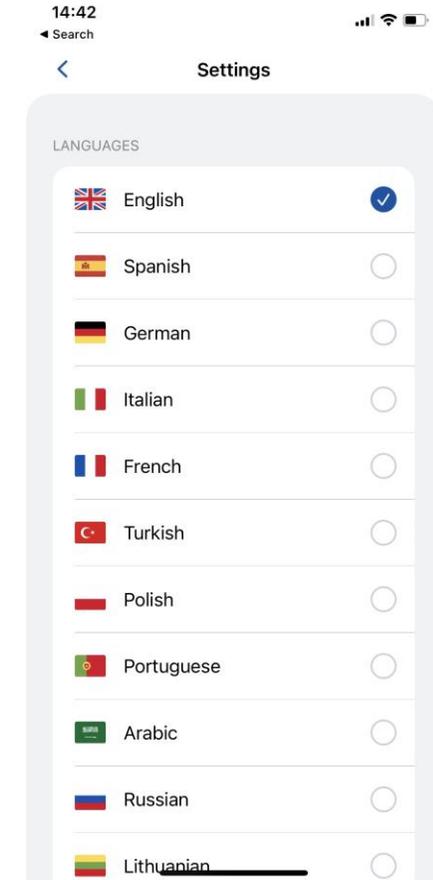
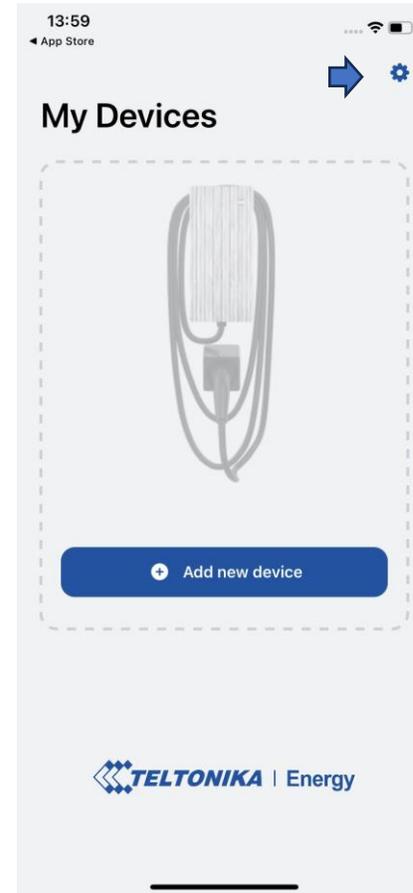
# DOWNLOAD A TELTONIKA ENERGY APP

- First thing you should do is to download and install teltonika energy app.
- The app is necessary to access and manage smart features of your EV charger.
- Teltonika Energy app is available for download on Google Play and App Store.



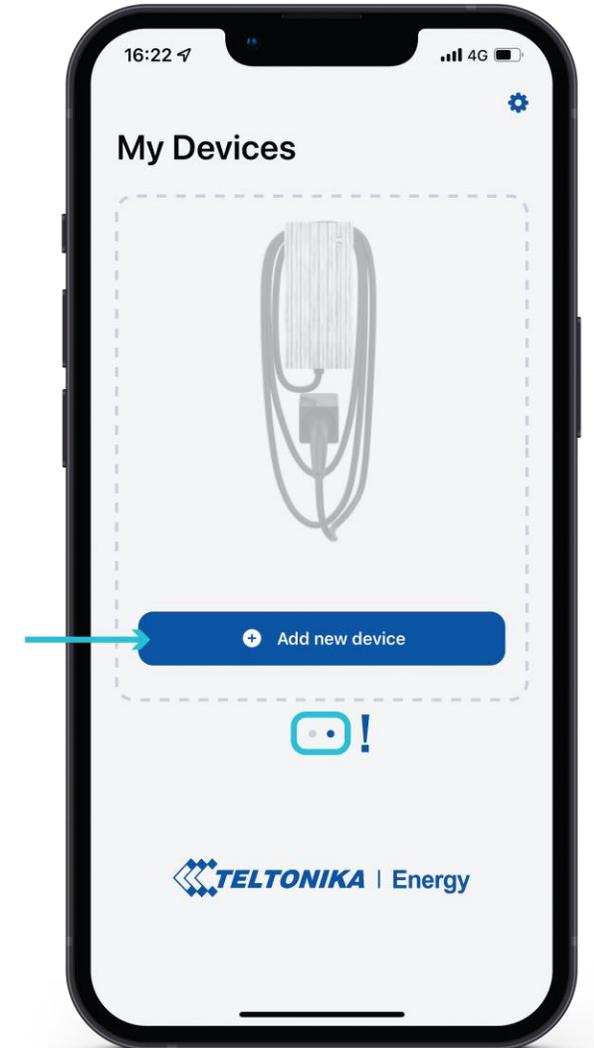
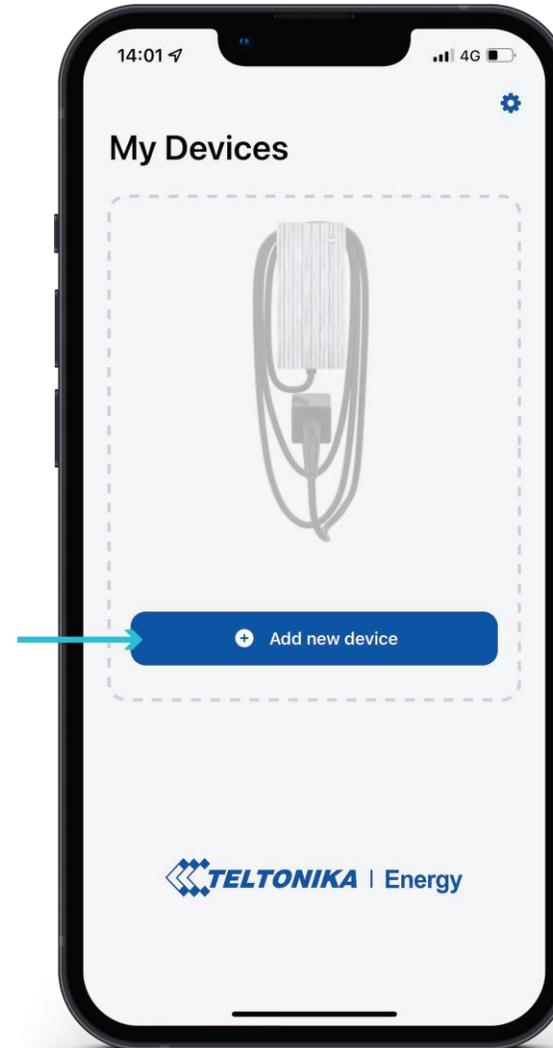
# CHOOSE LANGUAGE

- This feature let customer choose his own language.
- Before setting up your app, choose your language:
  1. Press settings button
  2. Choose your language
  3. Press save button.



# PAIR TELTOCHARGE WITH A SMART DEVICE

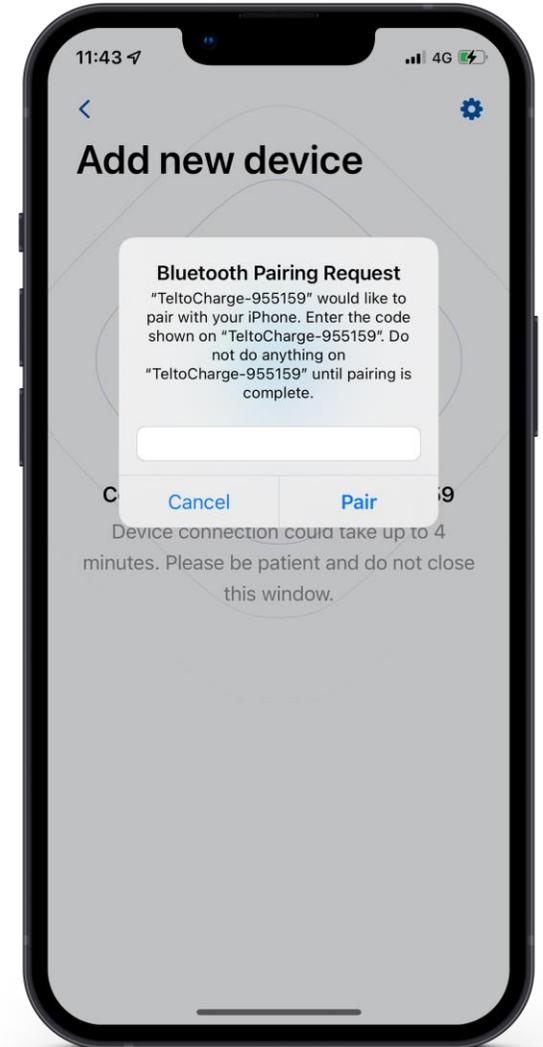
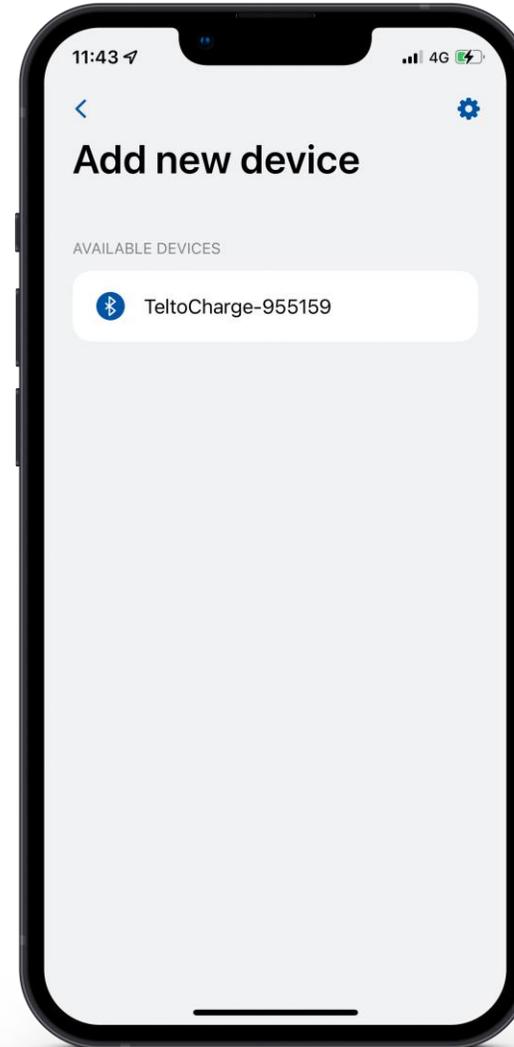
- Enable Bluetooth on your smart device.
- Turn on the Teltonika Energy app.
- Press the “Add new device” button



**! Note:** With the same smart device you can pair more than one TeltoCharge EV chargers.  
To add a new one, swipe right and press „Add new device“ button.

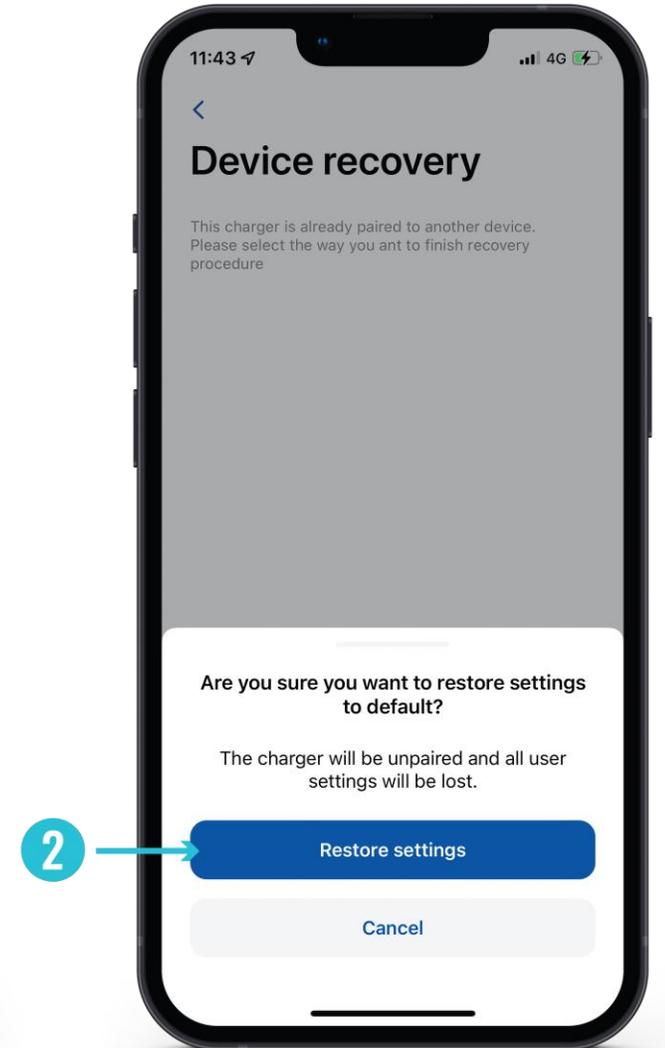
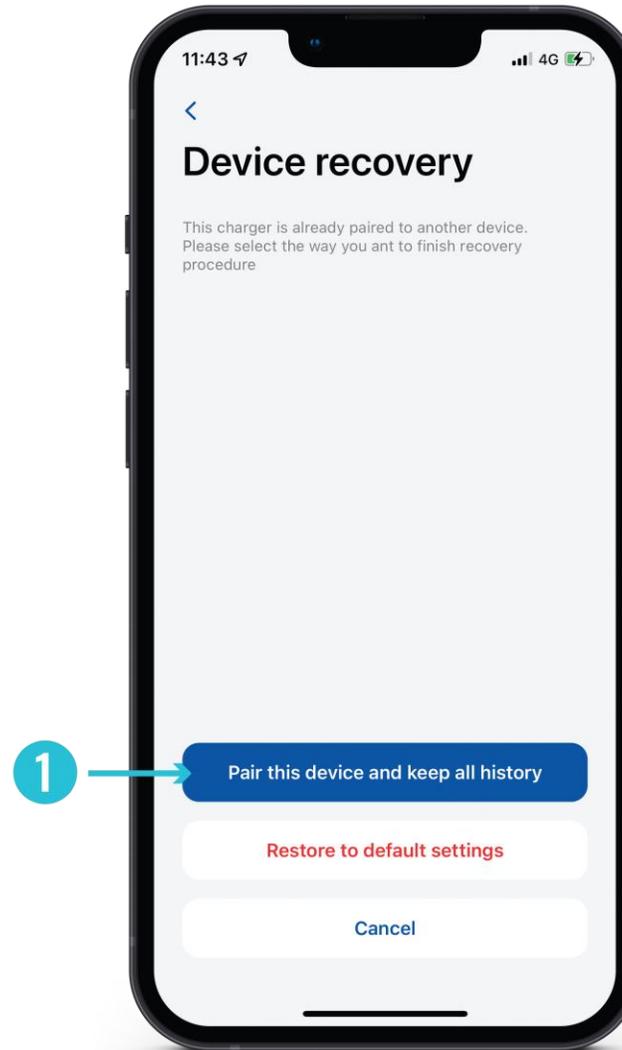
# PAIR TELTOCHARGE WITH A SMART DEVICE

- After you press “Add new device” button, wait until your phone finds a Teltocharge device. Then select an EV charger from the list.
- After a few seconds a pairing table will pop up requiring a code to complete the pairing process.
- Insert last 6 digits of the security code to pair a phone with the EV charger.



# PAIR TELTOCHARGE WITH A SMART DEVICE

- If you want to pair a second smart device with TeltoCharge. There are few steps:
  1. First of all, you will need to reboot the EV charger.
  2. Then you will have 5 minutes to pair a different smartphone.
- After you pair the EV charger with the smartphone, a device recovery window will open up.
- There you will be able to:
  1. pair your smart device with all history settings.
  2. restore charger to the default settings.

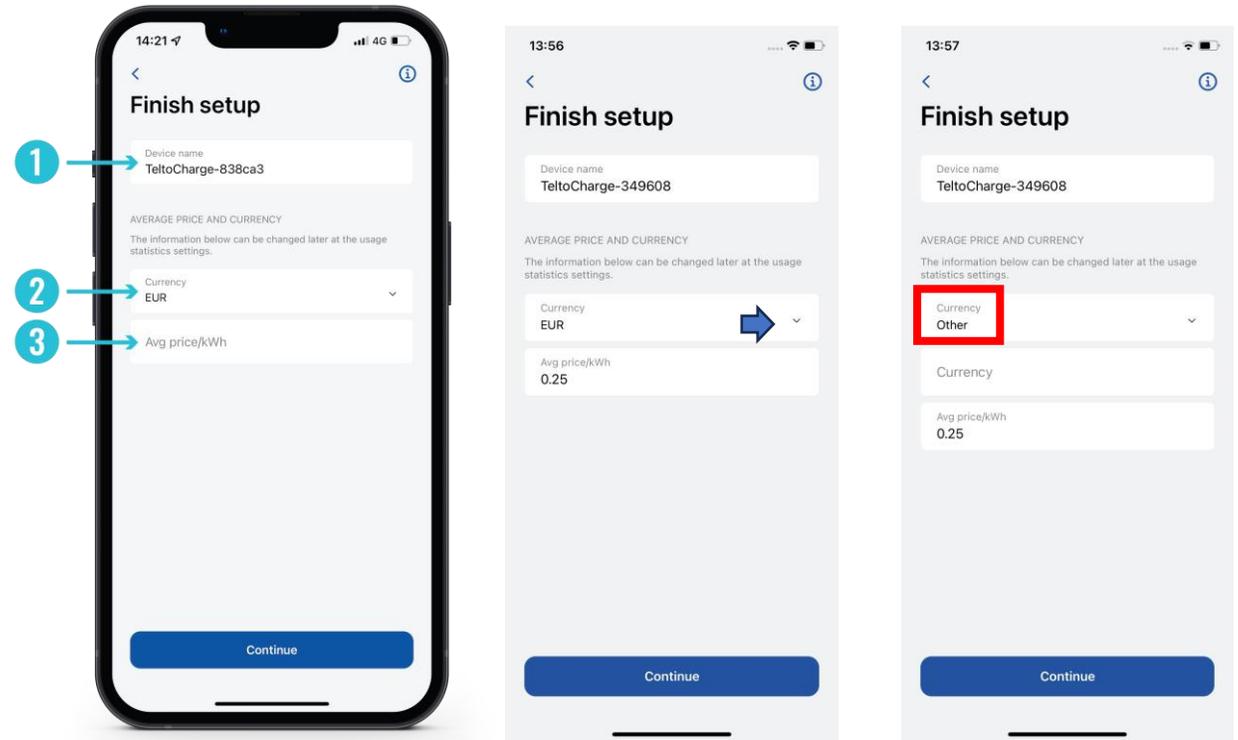


# CURRENCY

If successfully paired you will be redirected to First setup wizard. Here you will be asked to:

1. Change your TeltoCharge device name.
2. Set you local currency.
3. Set average electricity price for kWh.
4. Press **“Continue”** button.

! To add your local currency, press currency section>>other>>write your own local currency



# FINISH SETUP

Optional features. If you decide to enable these features later, press “Confirm” button to finish set-up.

## Peak hours

Device has preconfigured intervals during which it will not charge to save electricity cost. Custom configuration can be later made in Schedule settings.

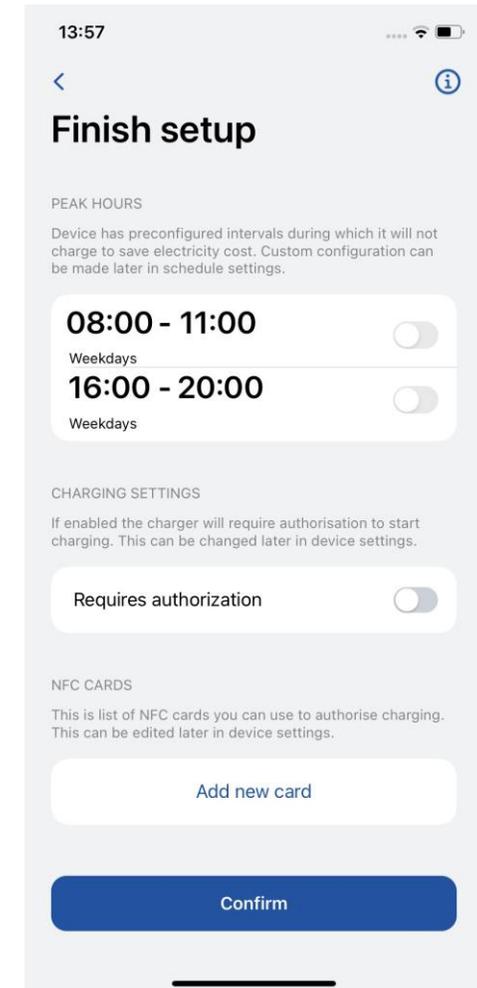
## Requires authorization

If needed, turn on authorization feature and add an NFC card (this can be done later).

## NFC cards

For personalized authorization, there is possibility to add and use NFC cards. Just press "Add new card", name your card and then touch the NFC card to the side of the charger. It should say "Card added successfully".

More information about NFC cards pairing can be found [here](#).



# BLUETOOTH STATUS

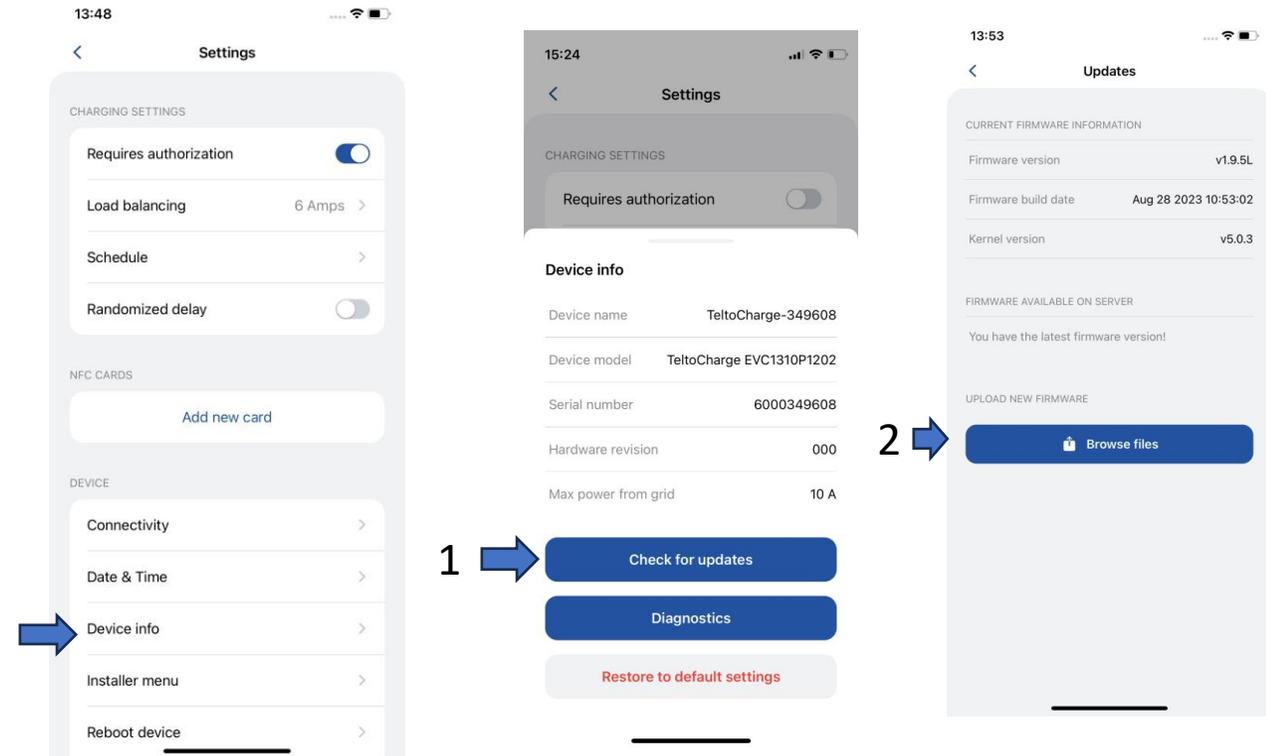
- After a successful set-up, a “My Devices” window with the status “AVAILABLE” will pop up. This status indicates that your TeltoCharge is available for connection with your smart device.
- If the status “NOT AVAILABLE” appears, it indicates that your EV charger is out of Bluetooth range, or it is paired with another smart device (only one smart device could be active at a time).



# FIRMWARE UPDATE

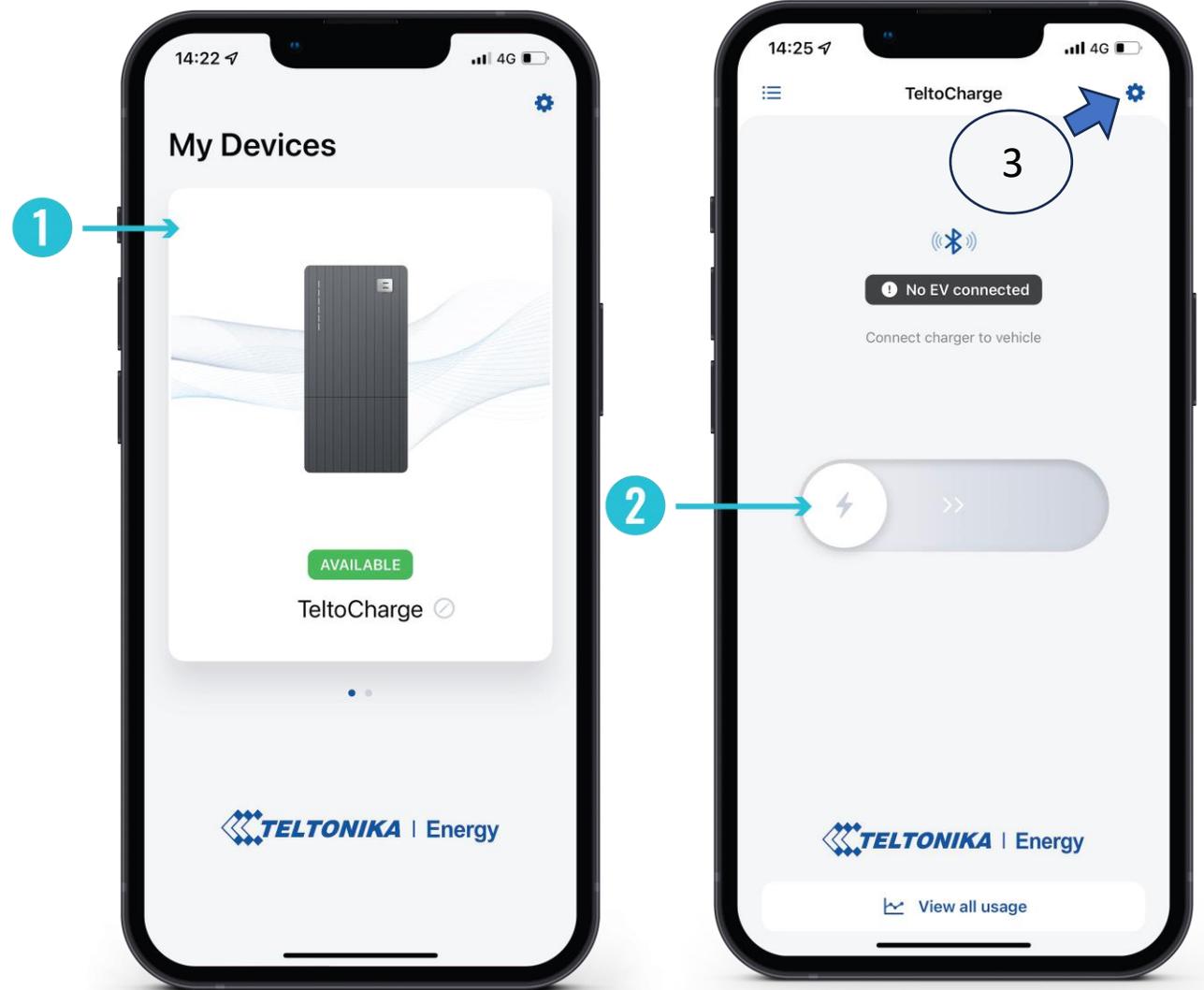
1. Press „Device info“ button
2. Press **“Check for updates”** button to open the firmware update menu.
3. Press **“Browse files”** and select the *‘.bin’* format file that you have just downloaded from the [Teltonika energy wiki page](#) (This is required if you want to update your charger)
4. After you select the file, press **“Update firmware”** button and wait until update is completed.

While update is in progress, your *smart devices* has to be within the Bluetooth range (near the EV charger).



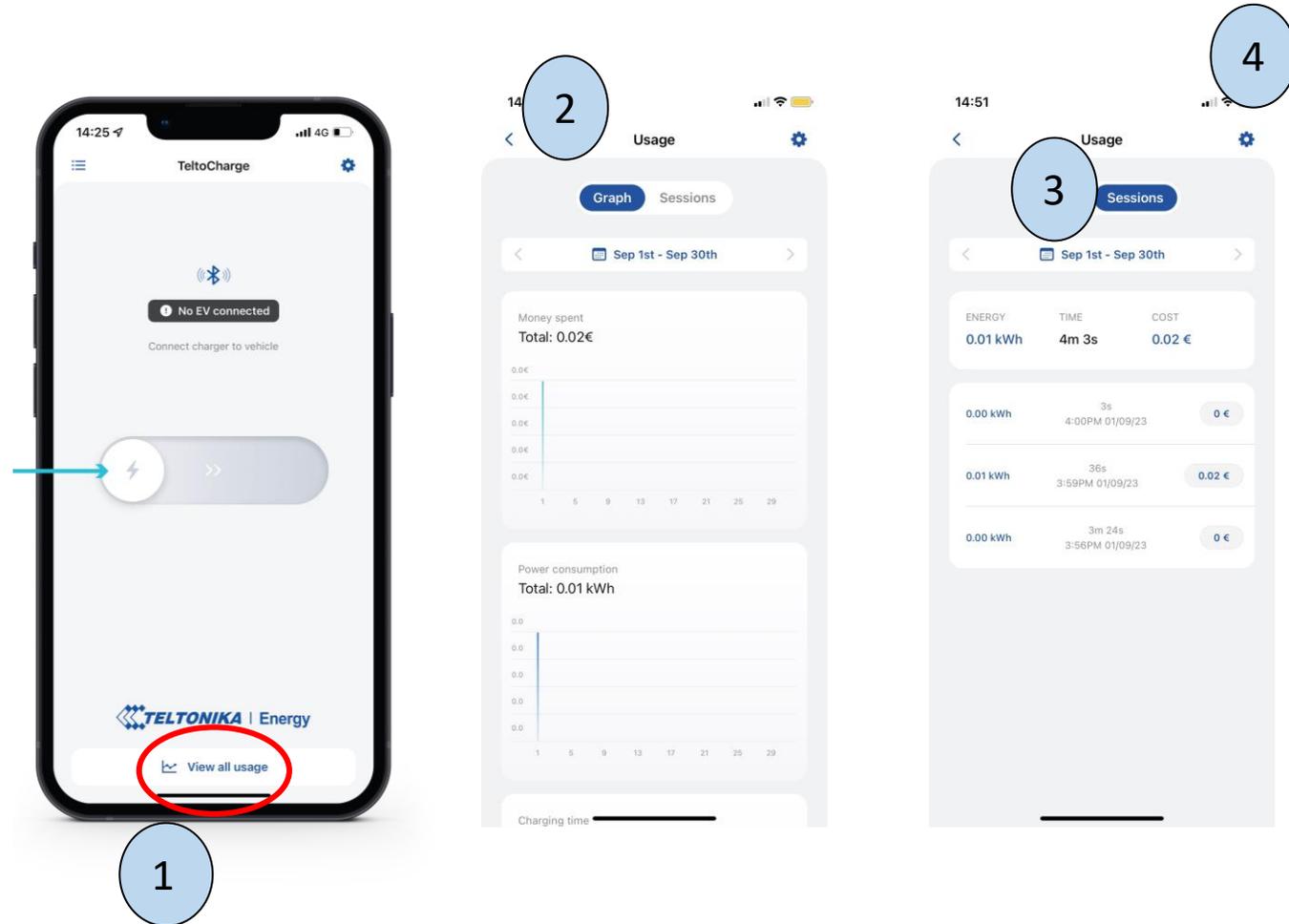
# TELTOCHARGE MAIN SCREEN

1. To select active charging station for configuration, please press on the charger illustration in „My Devices“ menu. If successfully paired, application will show Green flag with text „AVAILABLE“.
2. In first main screen you will be able to see charging slider. While charging is not active, slider is in OFF state and greyed out.
3. Here you can reach main Settings window



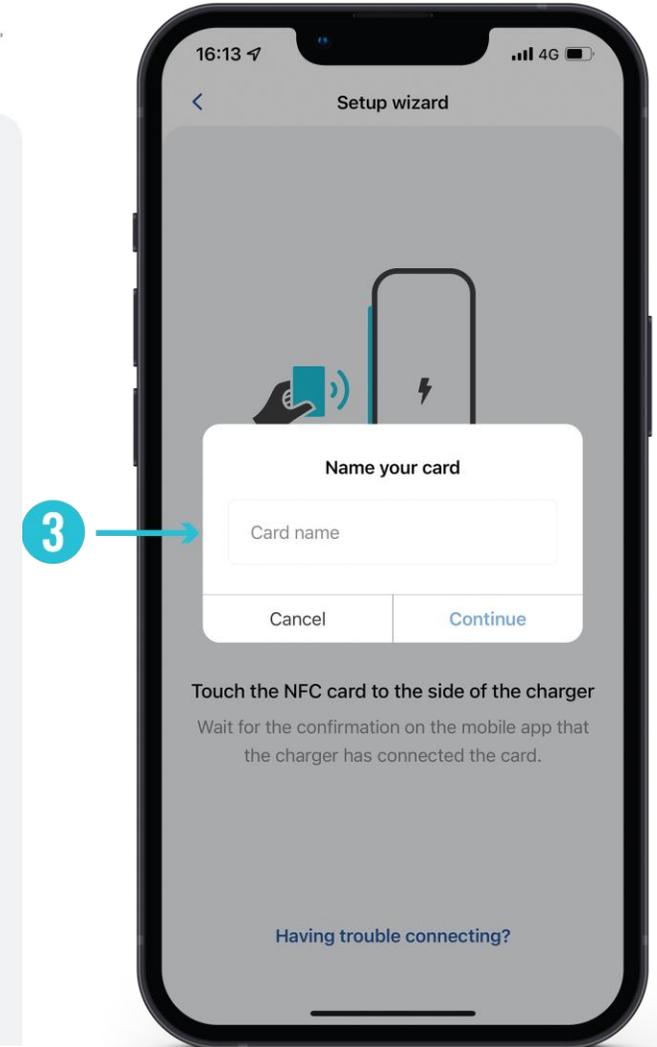
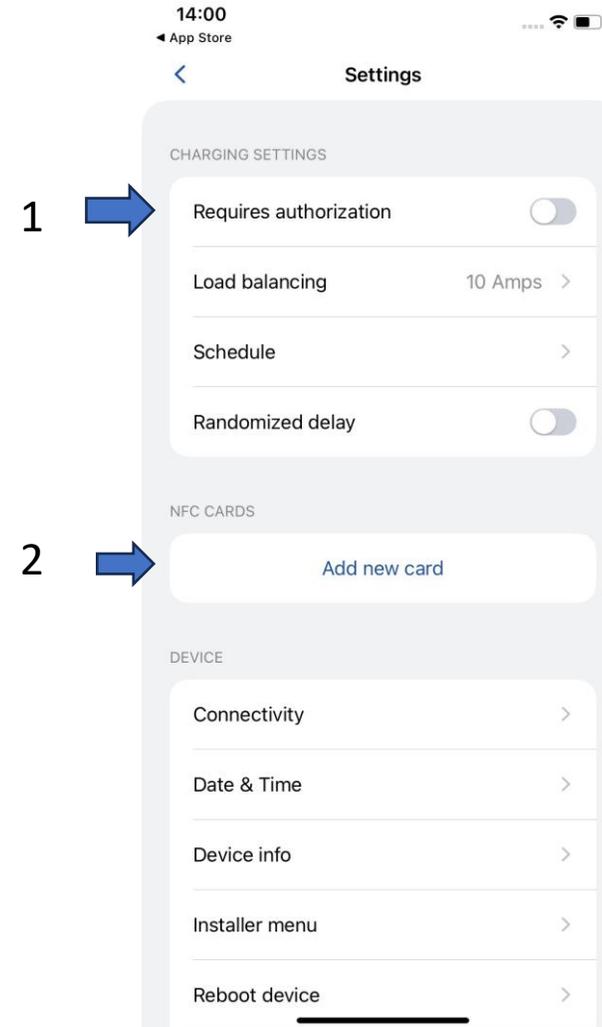
# TELTOCHARGE/MAIN WINDOW/VIEW ALL USAGE

1. To observe information about finished sessions, press button „**View all usage**“ at the bottom of main screen.
2. Here you will be able to see visual graphs representing:
  - Cost
  - Consumption
  - Time
1. 3. Pressing **Sessions** open up the same data but in more separated number and session specific.
2. 4. By pressing cog wheel at the top right of the screen, you will be able to reach currency selection screen.



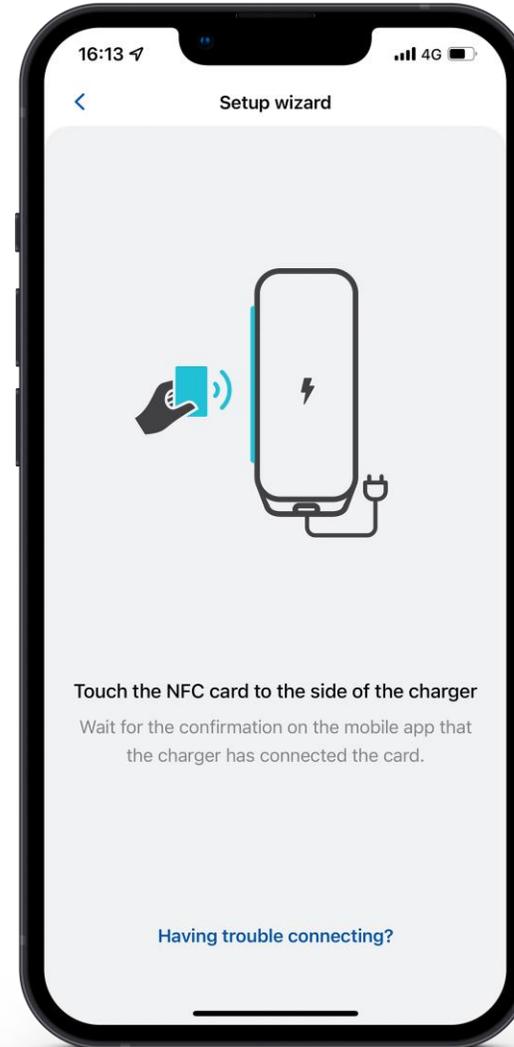
# AUTHORIZATION

- There is possibility to turn ON/OFF authorization for TeltoCharge. When authorization is ON, user have to authorize every time he wants to start charging process.
1. Authorization can be turned on in the TeltoCharge settings menu.
  2. In the same menu window, you can add an NFC card(s).
  3. Before adding new card, you will be asked to name the card.

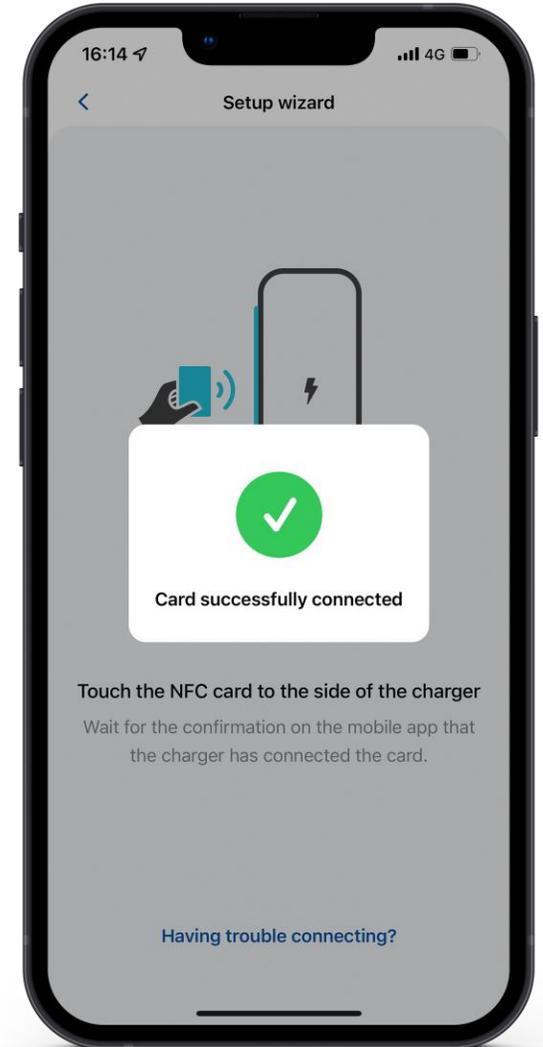


# AUTHORIZATION

- After naming new card you will need to:
  1. Touch the NFC card to the side of the EV charger.
  2. Wait for the pop-up window to indicate a successful addition of your card.



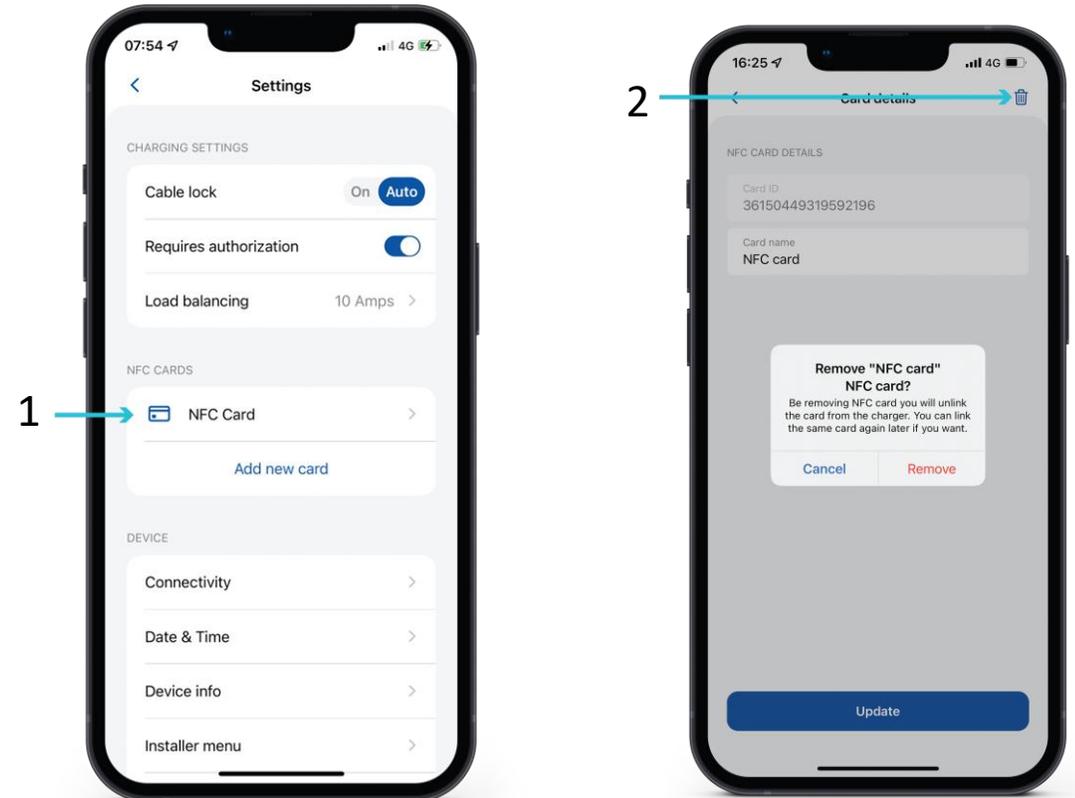
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# AUTHORIZATION

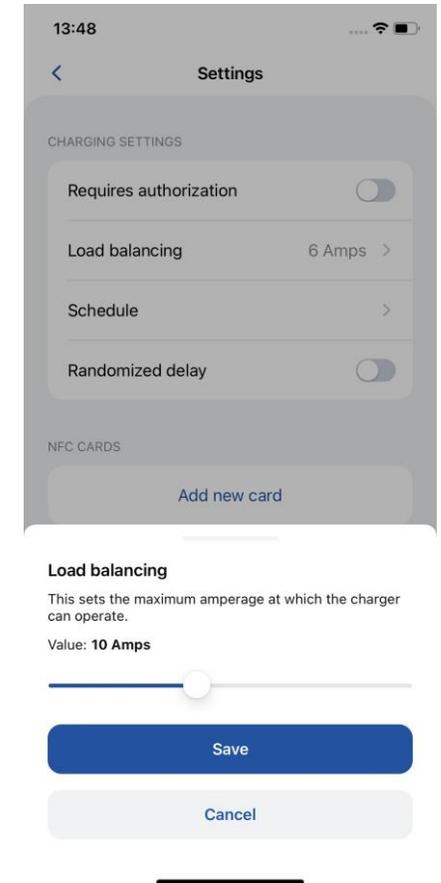
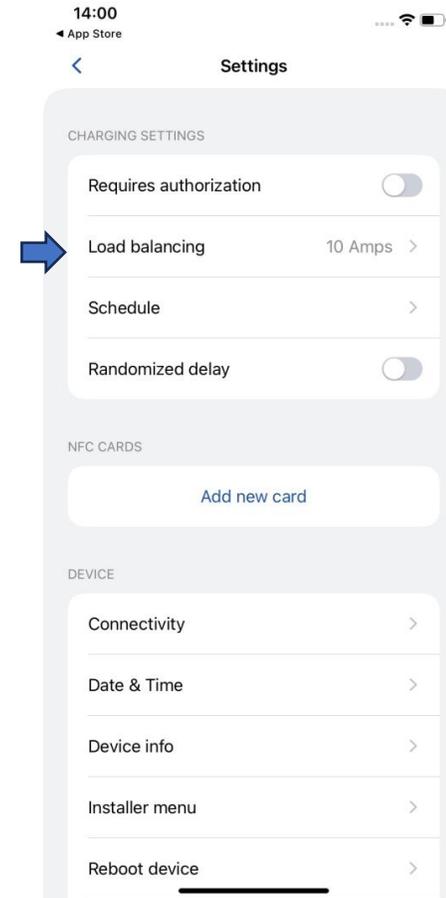
1. To update the name of your card, press the field with a name, type the new one and press the **“update”** button.
2. To remove the card, press a bin icon in the top right corner and confirm your action by pressing the **“Remove”** button.



# LOAD BALANCING

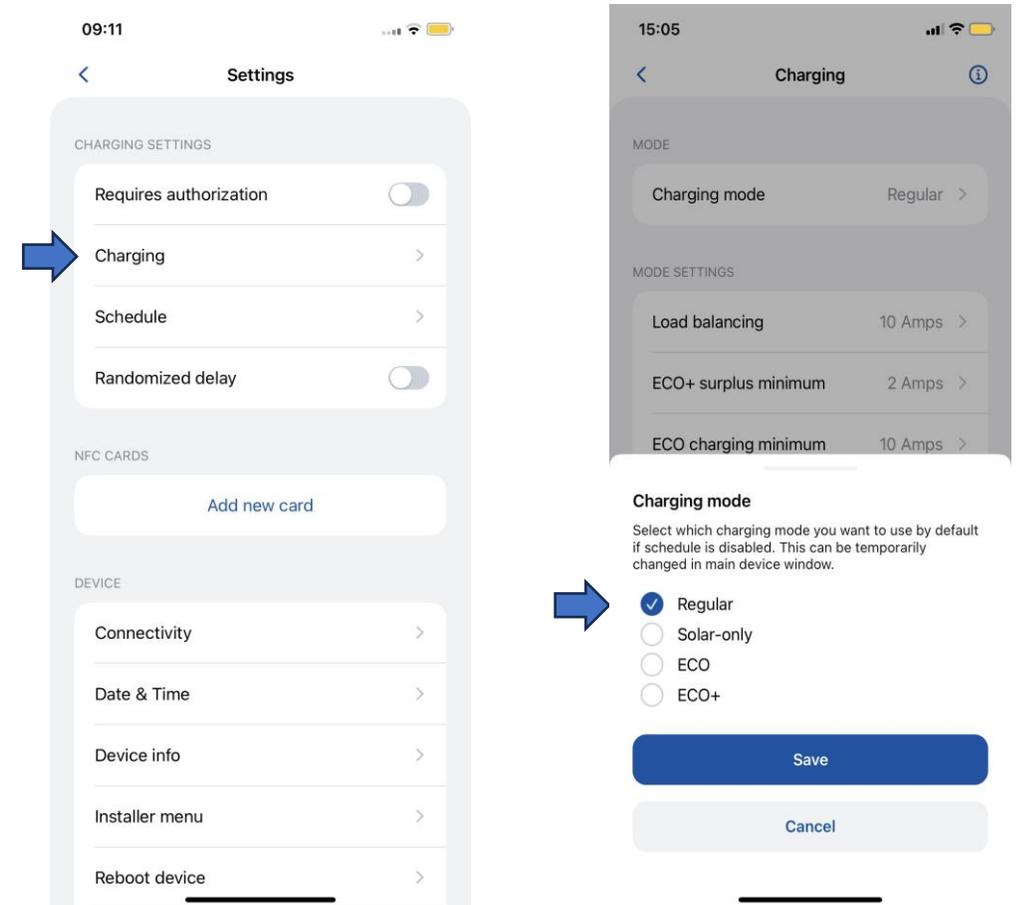
- Load balancing menu user can lower or increase current up to the value which was set by the installer in Installer menu.
- By default load balancing is set to 10 A, user can increase this value when he increases Max power from grid option in Installer menu.

*For example: you set 32 A in Installer menu option **Max power from grid**, so in user menu option **Load balancing** you will be able to set limitation from 6 A to 32 A.*



# LOAD BALANCE / CHARGING

- If you are using solar energy and activate Solar Charging function, this parameter (Load balance) migrates to this section.
- Here you can manage your solar parameters and choose which charging mode you will use.



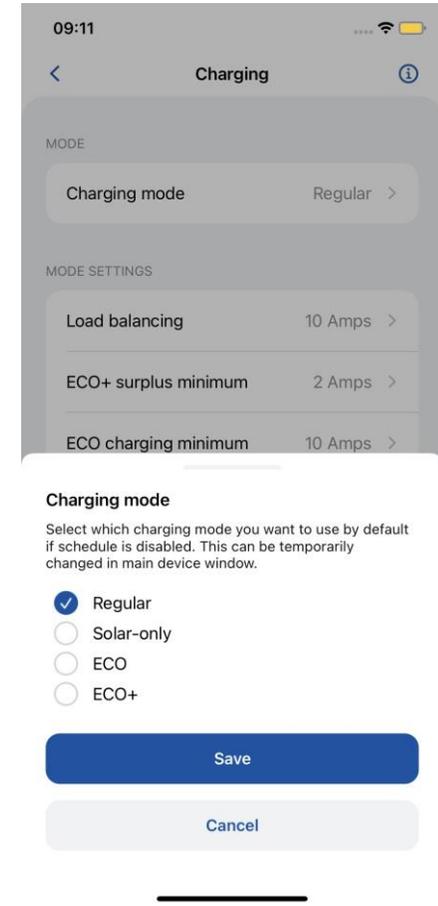
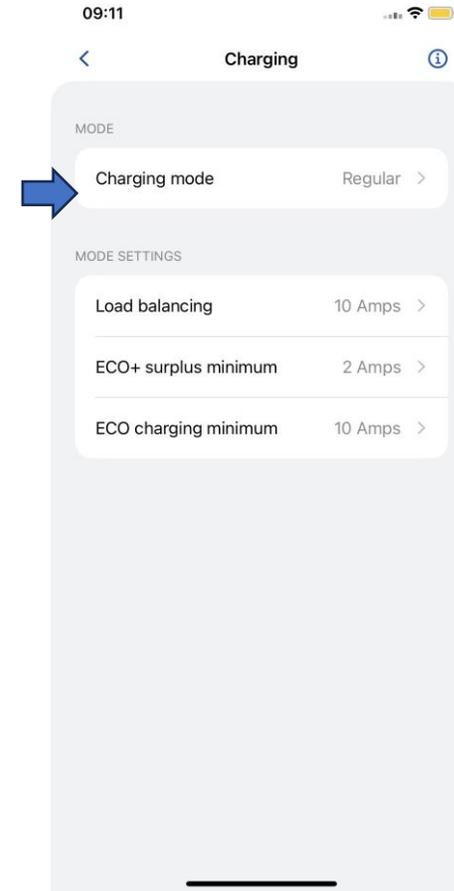
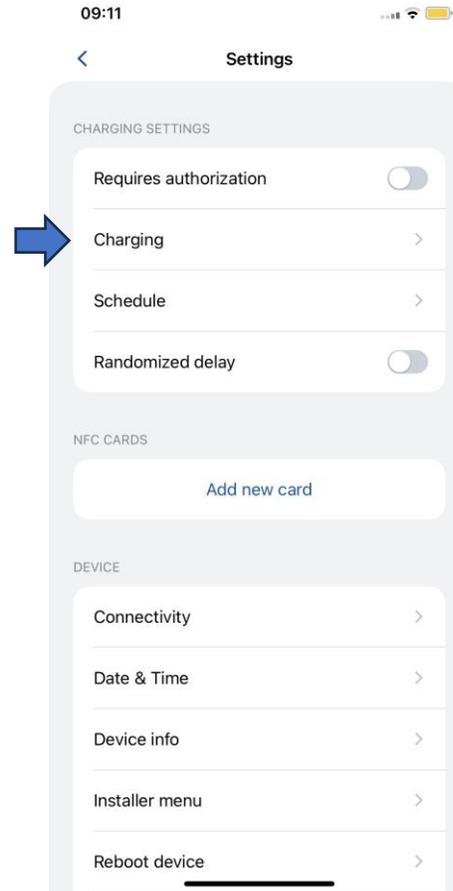
# SELECTION OF CHARGING MODES

If **Solar charging** function in Installer menu is enabled, user will be able to select preferable charging mode in the main screen from drop down list.



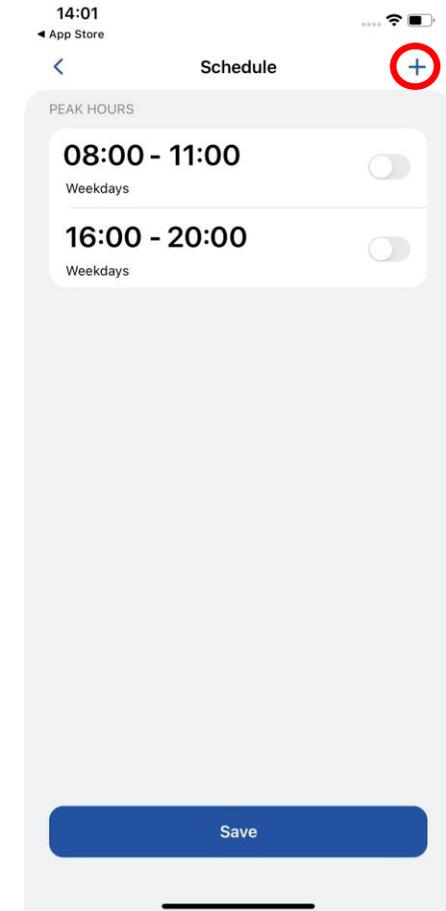
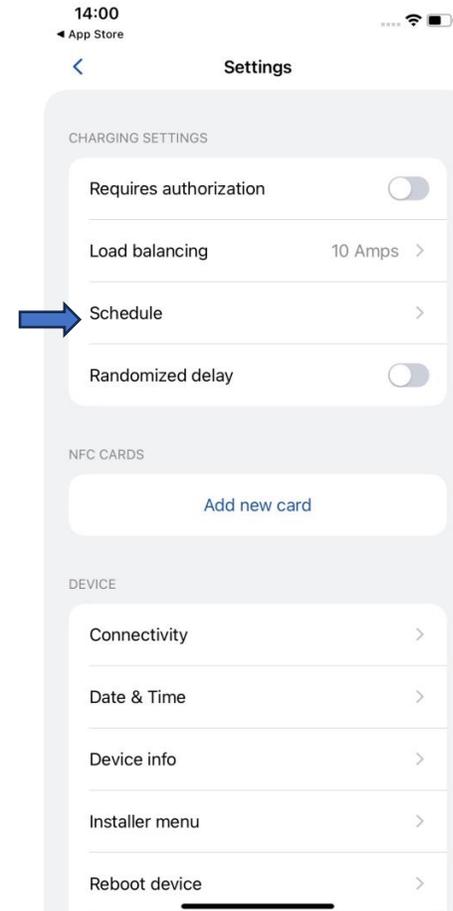
# CHARGING/CHARGING MODE

- With TeltoCharger chargers, you can achieve three different solar charging modes, each offering unique benefits for various situations.
- Modes will be explained in slides further.



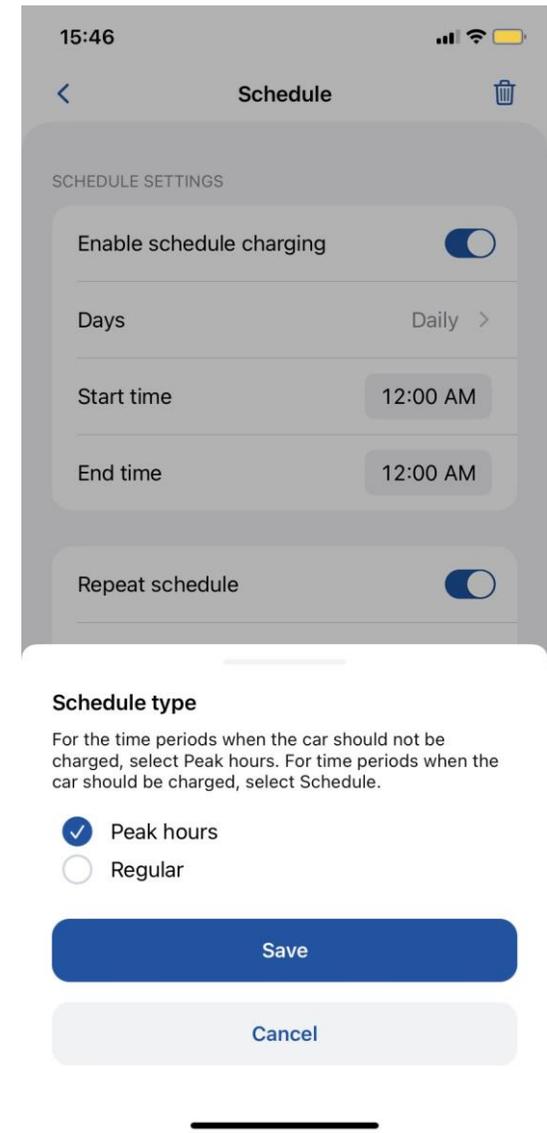
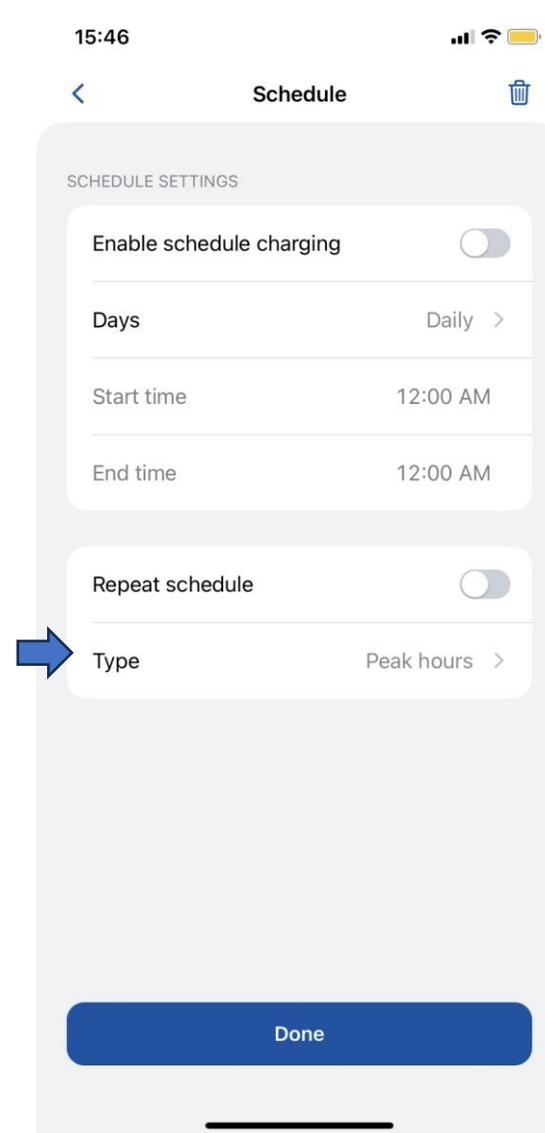
# SCHEDULE

- There is an option to configure individual charging times in order to plan electricity usage or the effectiveness of the electrical grid.
- To reach these settings, please press „+“ button at the top right of the screen.



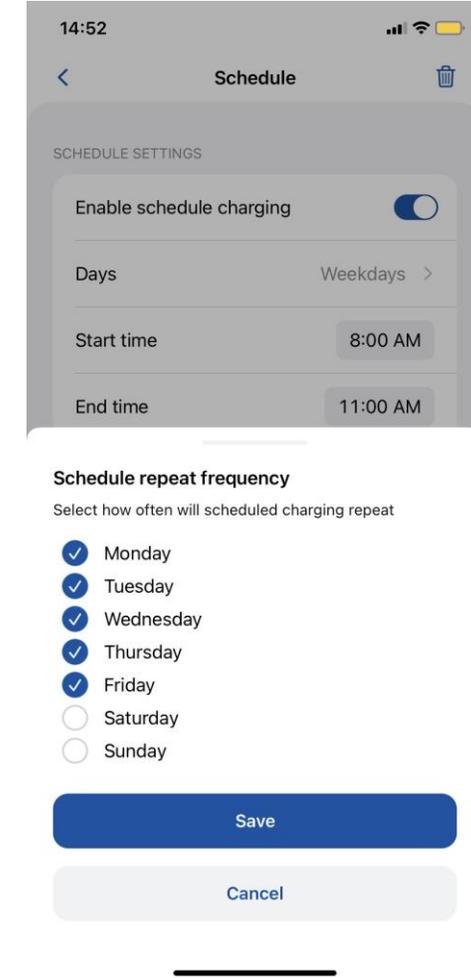
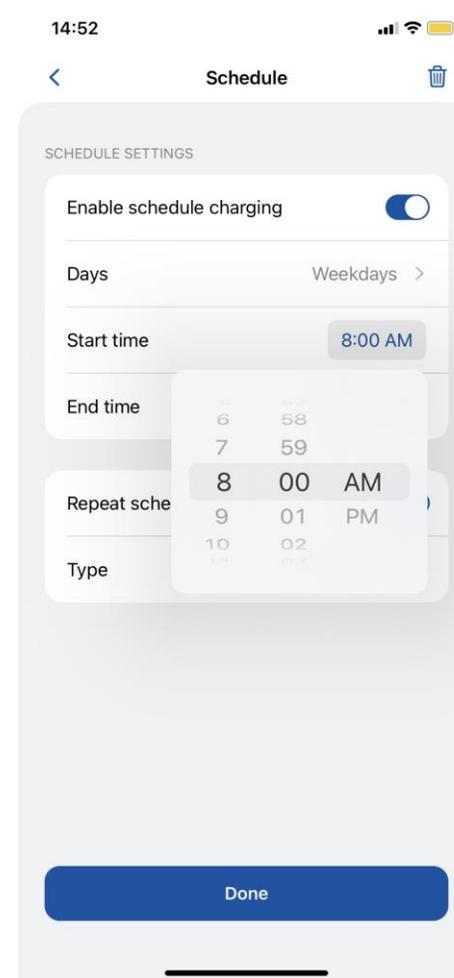
# SCHEDULE

- For the time periods when the car should not be charged, select the 'Peak hours' section.
- For time periods when the car should be charged, select the 'Regular' section.



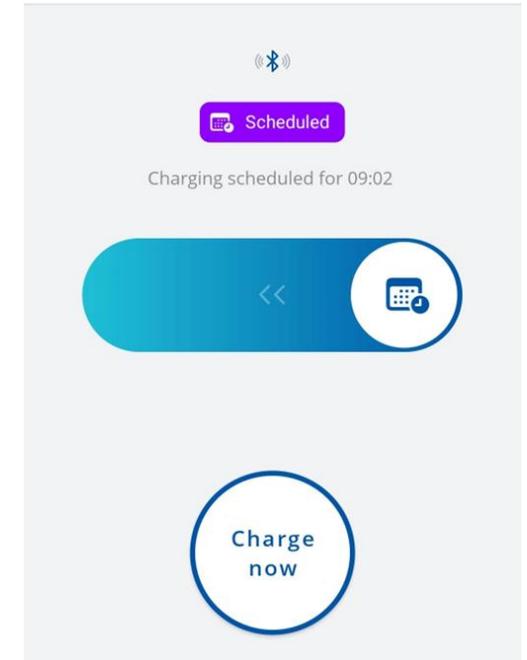
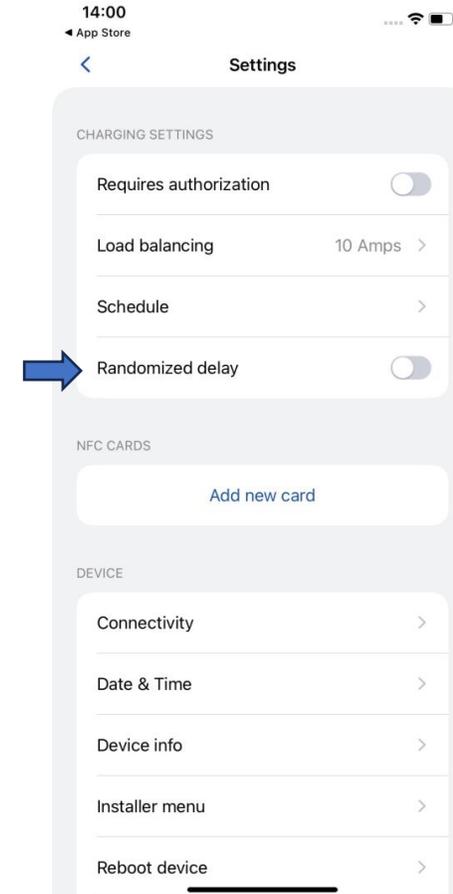
# SCHEDULE

- To set charging schedules, choose the desired hours and minutes on the provided clock.
- In order to plan on which days Schedule should be active, select week days from the list



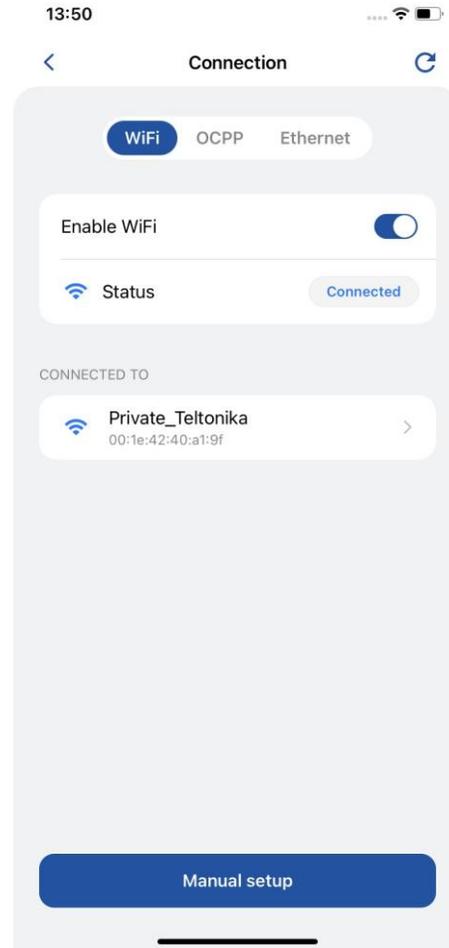
# RANDOMIZED DELAY

- The randomized delay function provides an additional layer of protection against grid overloading. In the following cases, a random delay of up to 10 minutes will be applied:
  1. *When a vehicle is connected and attempting to initiate the charging process for the first time.*
  2. *At the beginning and end of each scheduled charging session.*
  3. *After TeltoCharge has been restarted, rebooted, or turned off.*
- Although this feature is enabled, it can be manually interrupted pressing „Charge now“ button or using an NFC card.

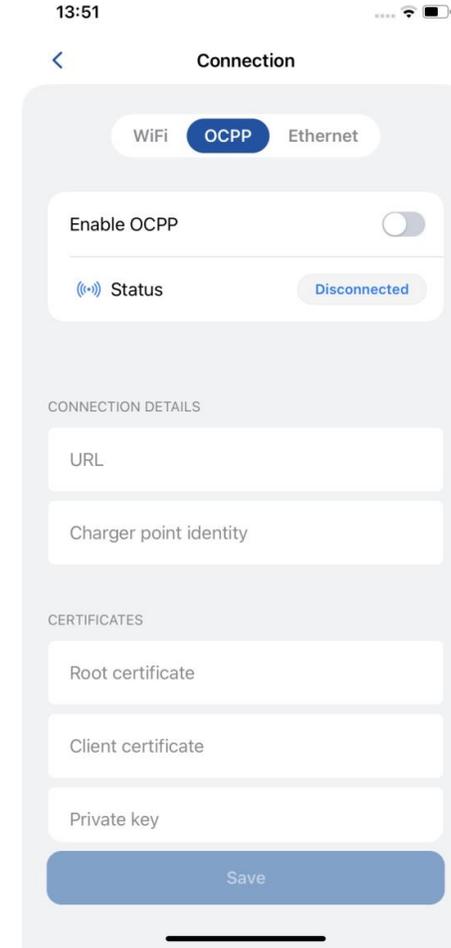


# CONNECTIVITY

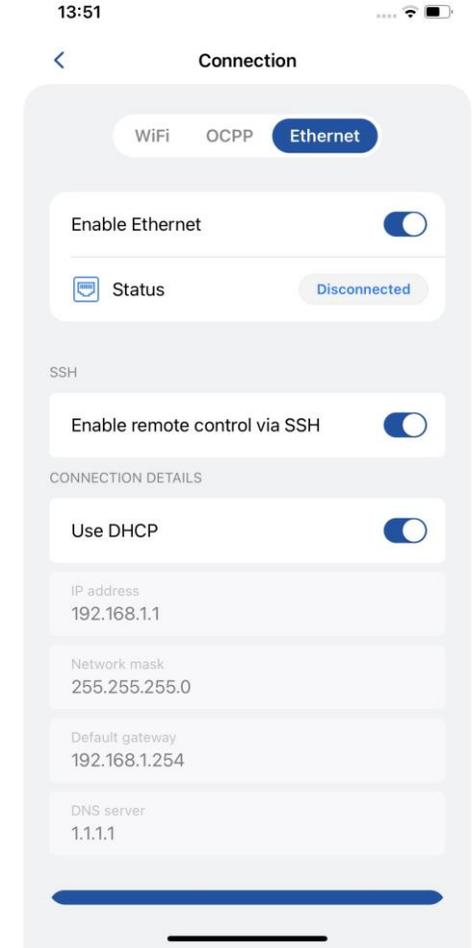
- TeltoCharge can be connected to the Internet in three different ways.
  1. **WiFi** - select your network from the list, insert the password and connect.
  2. **OCPP** - connect to the 3<sup>rd</sup> party charge point management servers. You have to insert server URL to enable the OCPP feature.
  3. **Ethernet** – plug in your cable and the Internet should start working (if you want to configure settings, turn off the DHCP feature and make the changes).



1



2

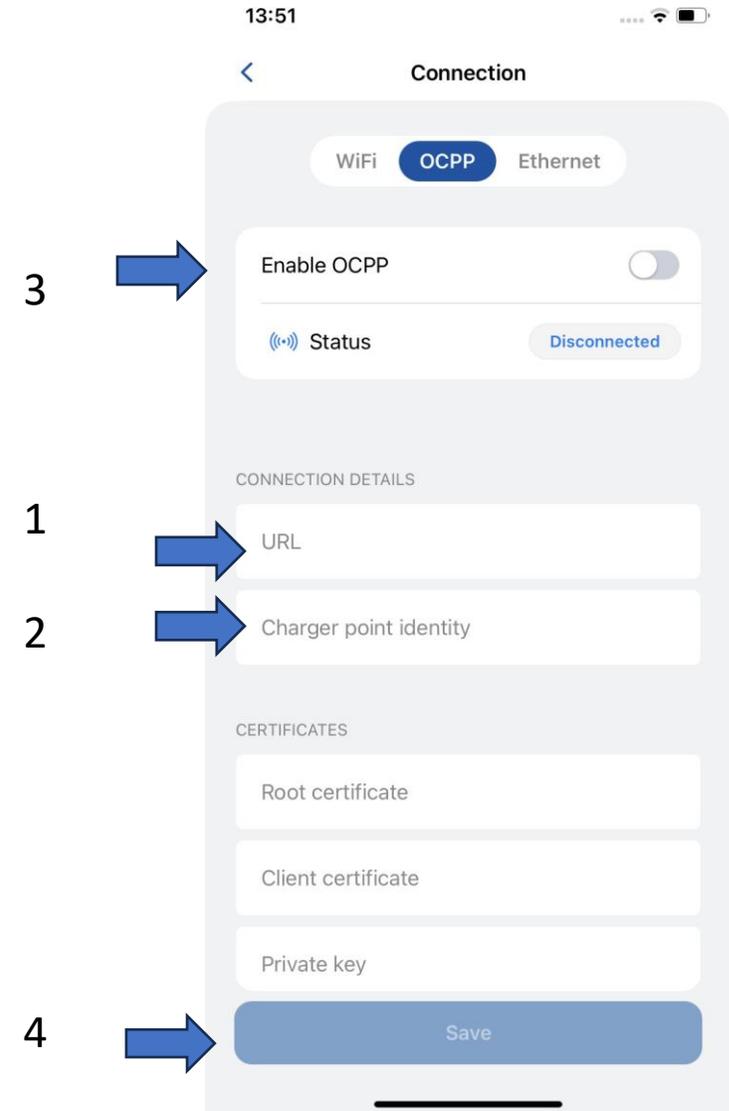


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# CONNECTIVITY/OCPP

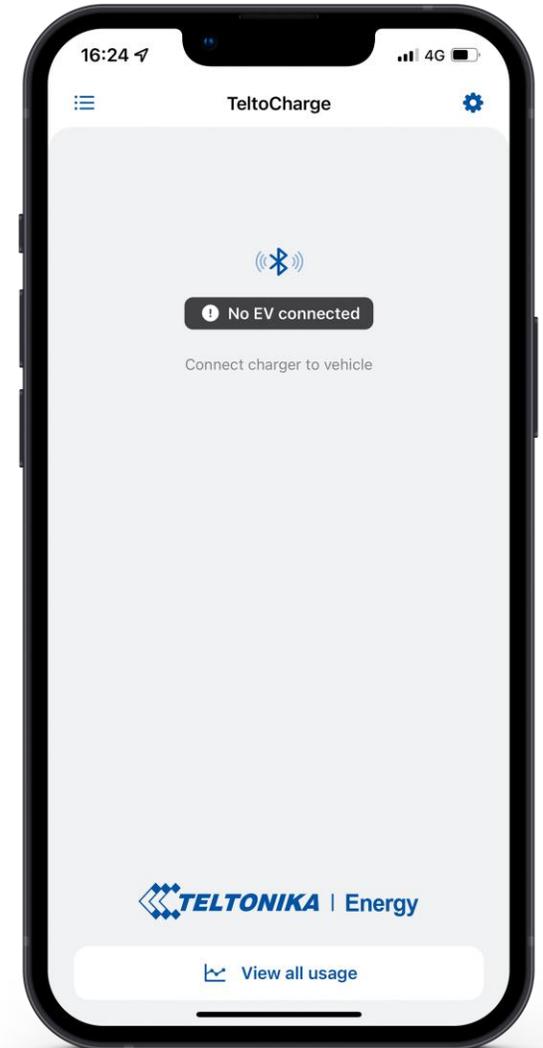
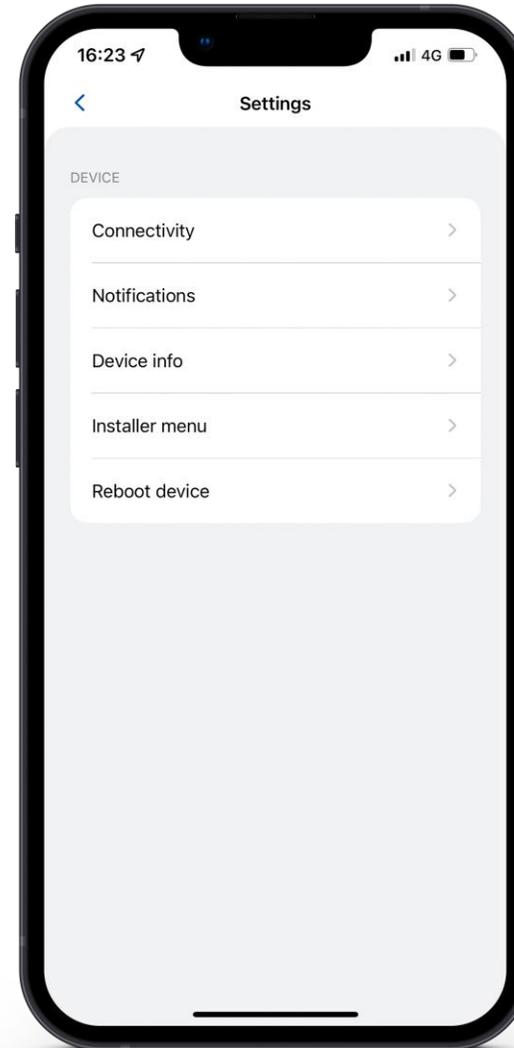
- TeltoCharge also has the ability to connect to the 3<sup>rd</sup> party charge point management servers.
1. To connect, you have to insert server URL address. Note that URL address has to end with “/” symbol
  2. Insert charge point identity information.
  3. Enable the OCPP feature
  4. Press “Save” button.

If required, application provides option to include Root and Client certificates



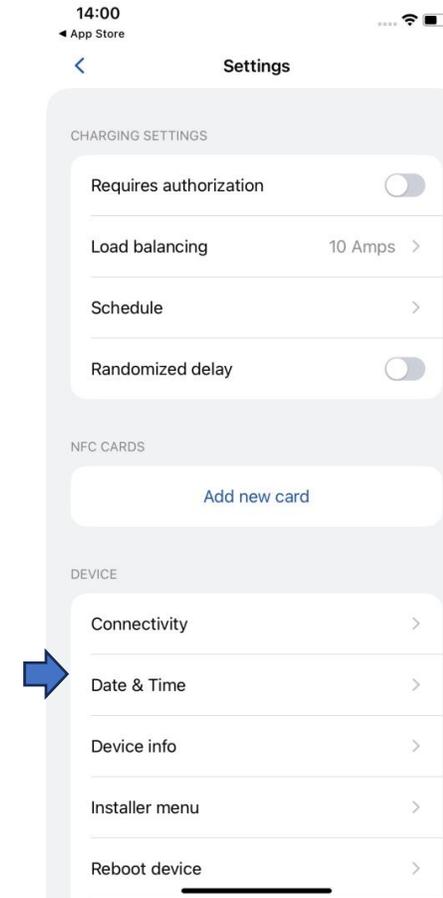
# CONNECTIVITY/OCPP

- After enabling OCPP connection, you will see a different TeltoCharge settings menu. Some of the configurations will be hidden to avoid request duplication from the server and the app.

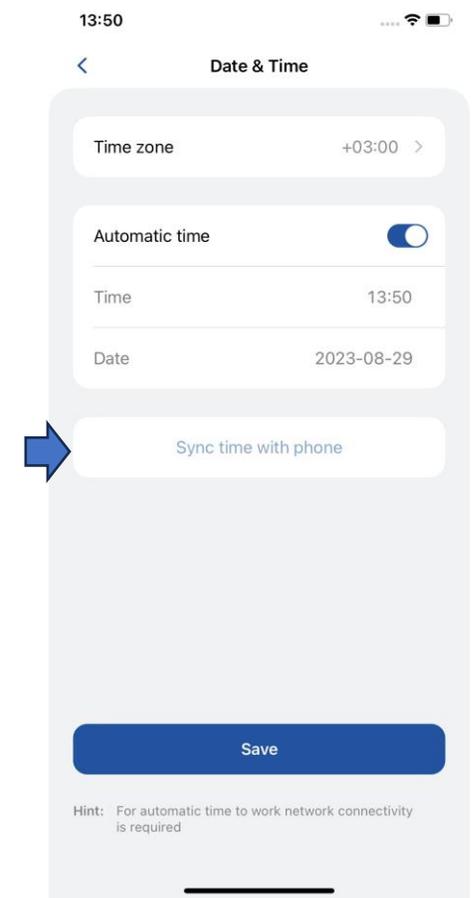


# DATE&TIME

1. In this tab user can set date and time according to the region in which product is going to be used.
  2. It is recommended to synchronize time with phone (*button for this action is provided*). To make this step, you need to turn off „automatic time“ function, then press „sync time with phone“ and after that turn on „automatic time“ again and after these steps, press save button.
- **Automatic time** – Requires internet connection. Automatically takes time from the internet and corrects value in charger clock
  - **Sync time with phone** – Do not require internet connection. Takes time represented in mobile device clock



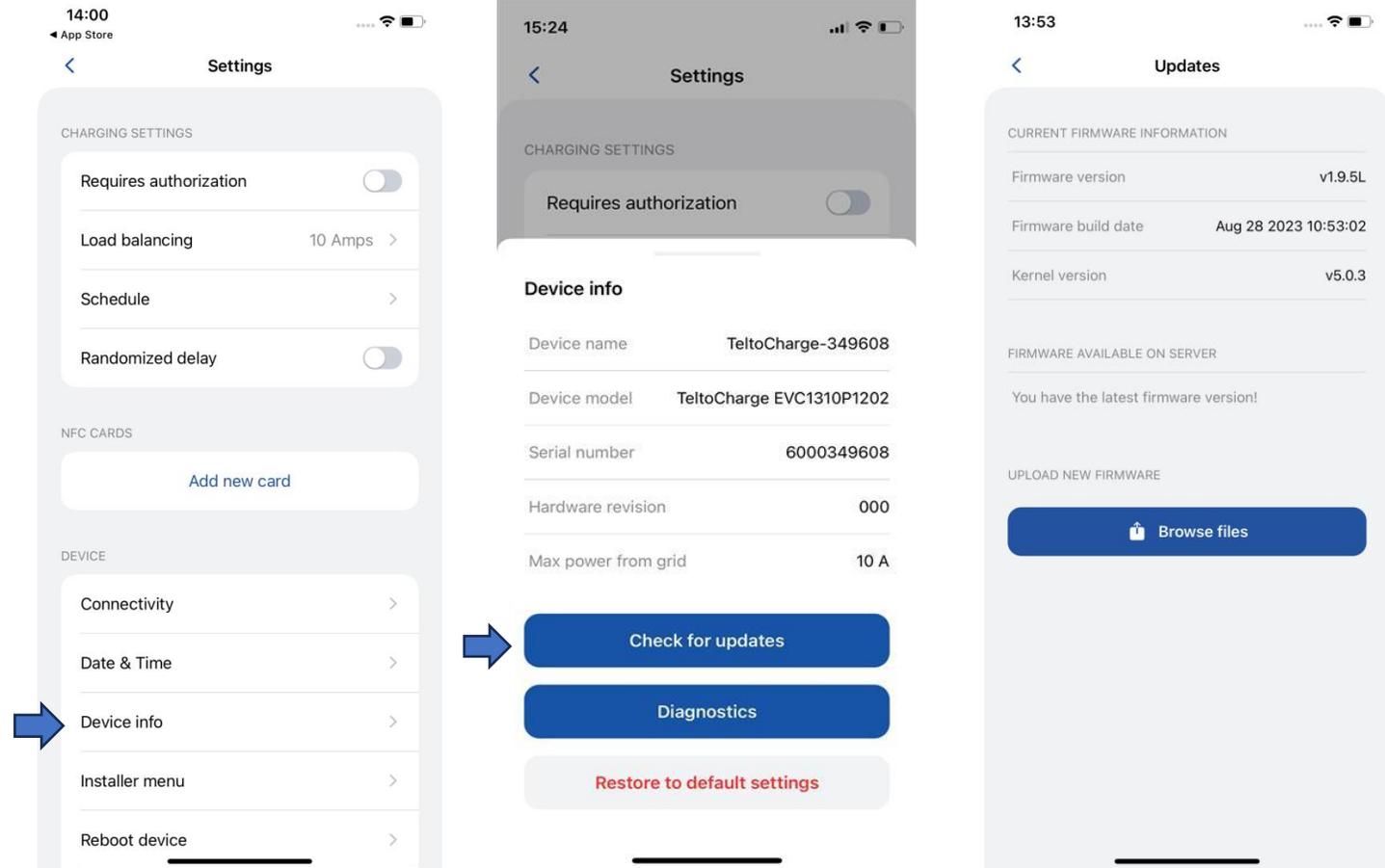
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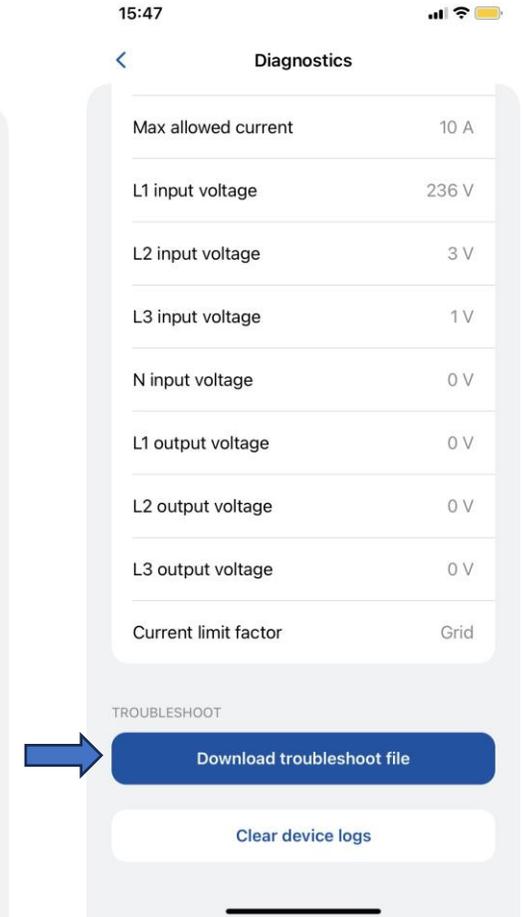
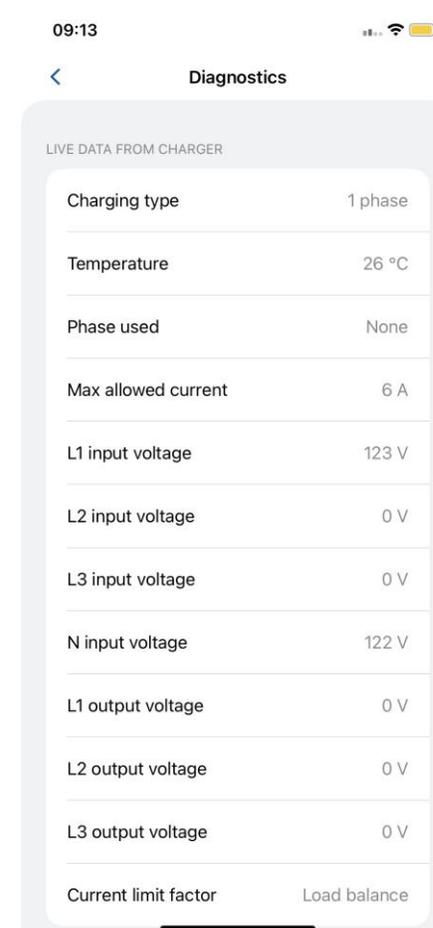
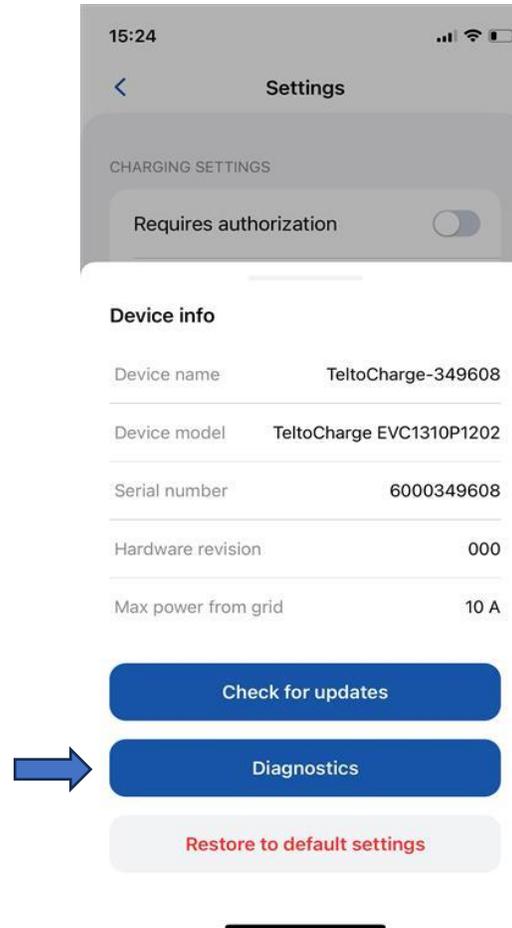
# DEVICE INFO

- In **Device info** section user can see live charger data, download troubleshoot file, check product code and Firmware version.
- After pressing **Check for updates**, new window pops up, where user/installer can see information about current FW and update it.



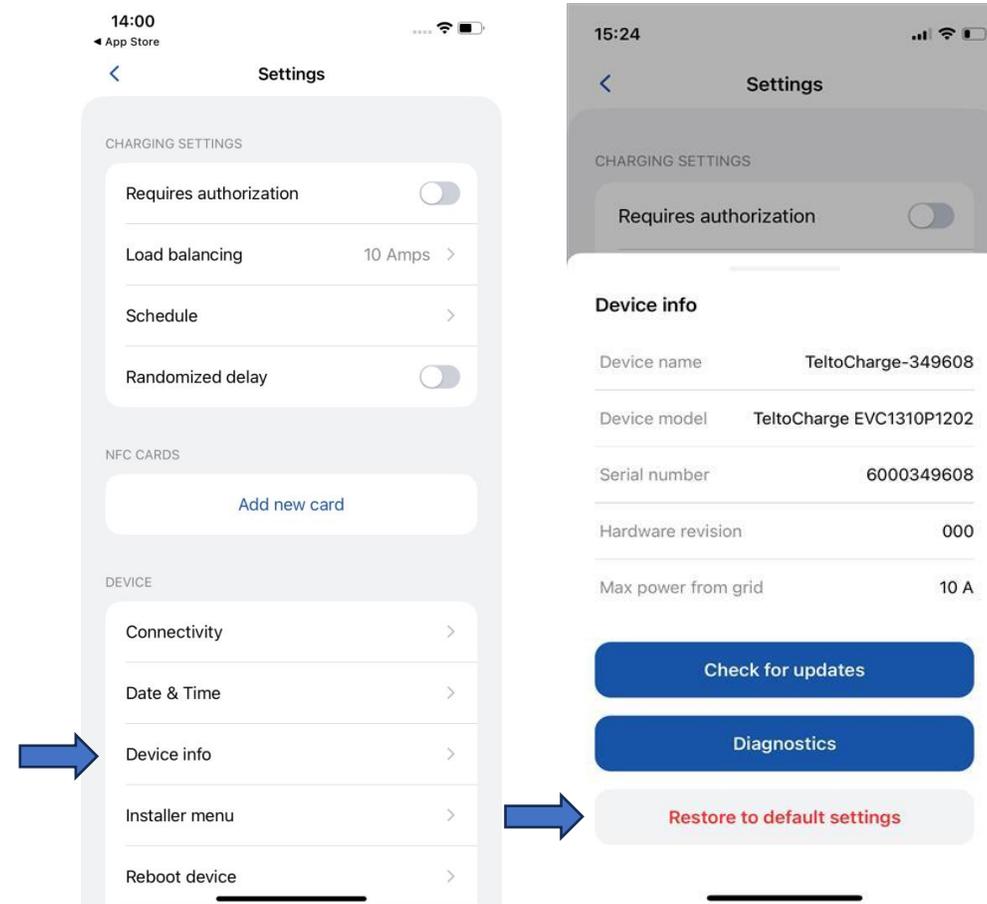
# DEVICE INFO/DIAGNOSTICS

- In **Diagnostics** tab user/installer can see live information about charger (maximum allowed current, real-time temperature and voltage).
- Here you can also download the *Diagnostics file*. It will be used only by the Customer support engineers while solving risen issues. File will be downloaded to mobile device internal memory.



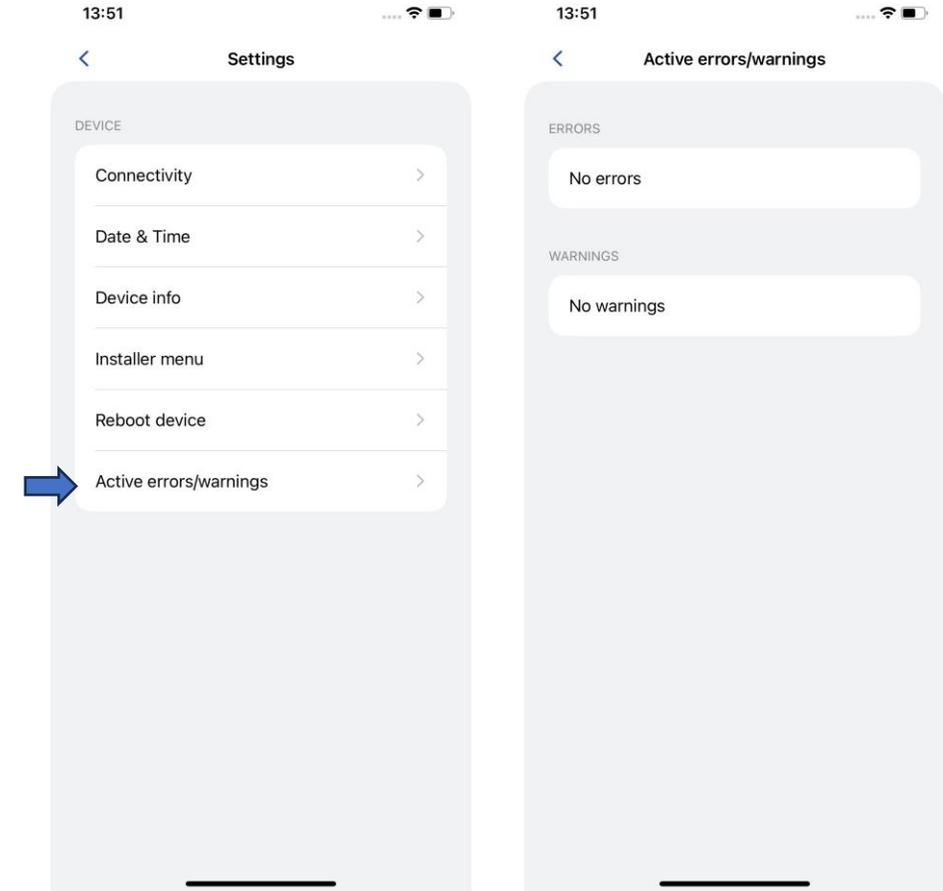
# DEVICE INFO/RESTORE TO DEFAULT SETTINGS

- Also there is a possibility to *restore default settings*.
- With this function TeltoCharge restore all User settings to default values.
- Installer Menu is left untouched.



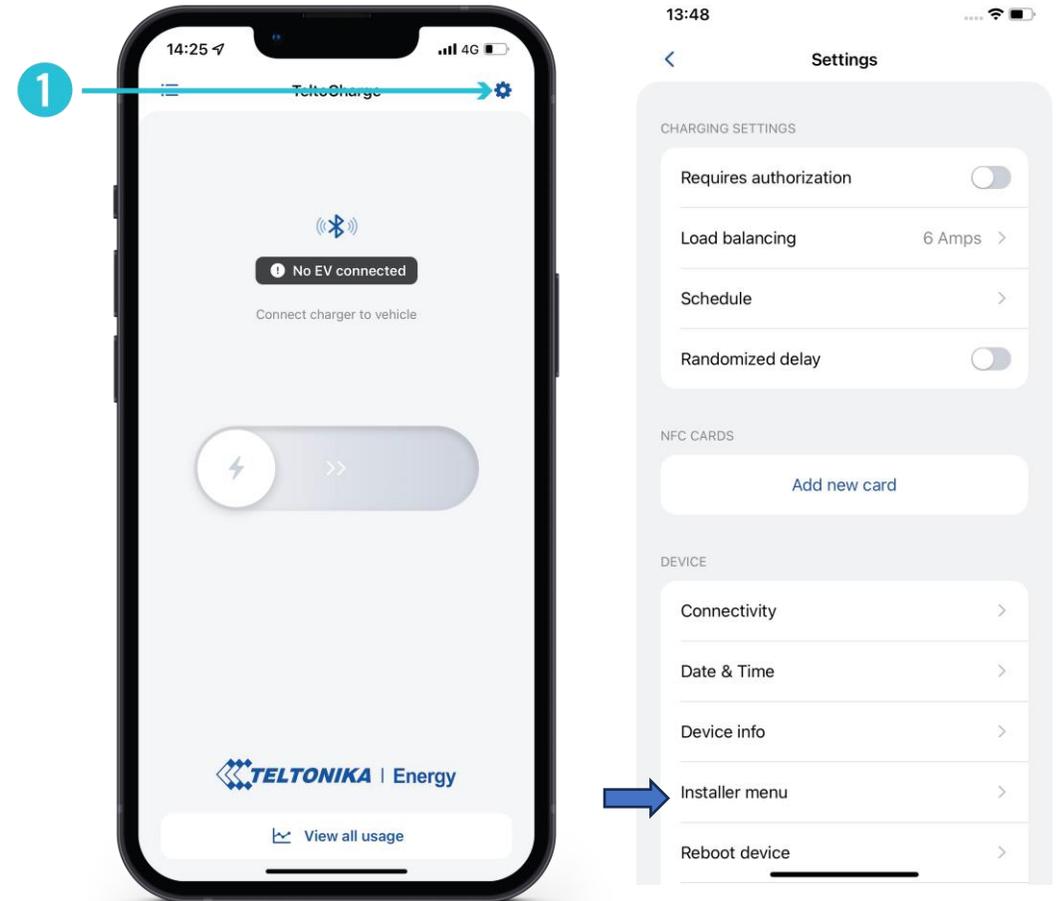
# ACTIVE ERRORS/WARNINGS

- If TeltoCharge is not working correctly and giving errors or warnings, you will now be able to see more information in the app.
- All errors and warnings will be sent to the app in real-time.



# INSTALLER MENU

1. To access installer's menu, open TeltoCharge menu and go to the settings at the top right corner.
2. In the settings menu, select "Installer menu".



1

2

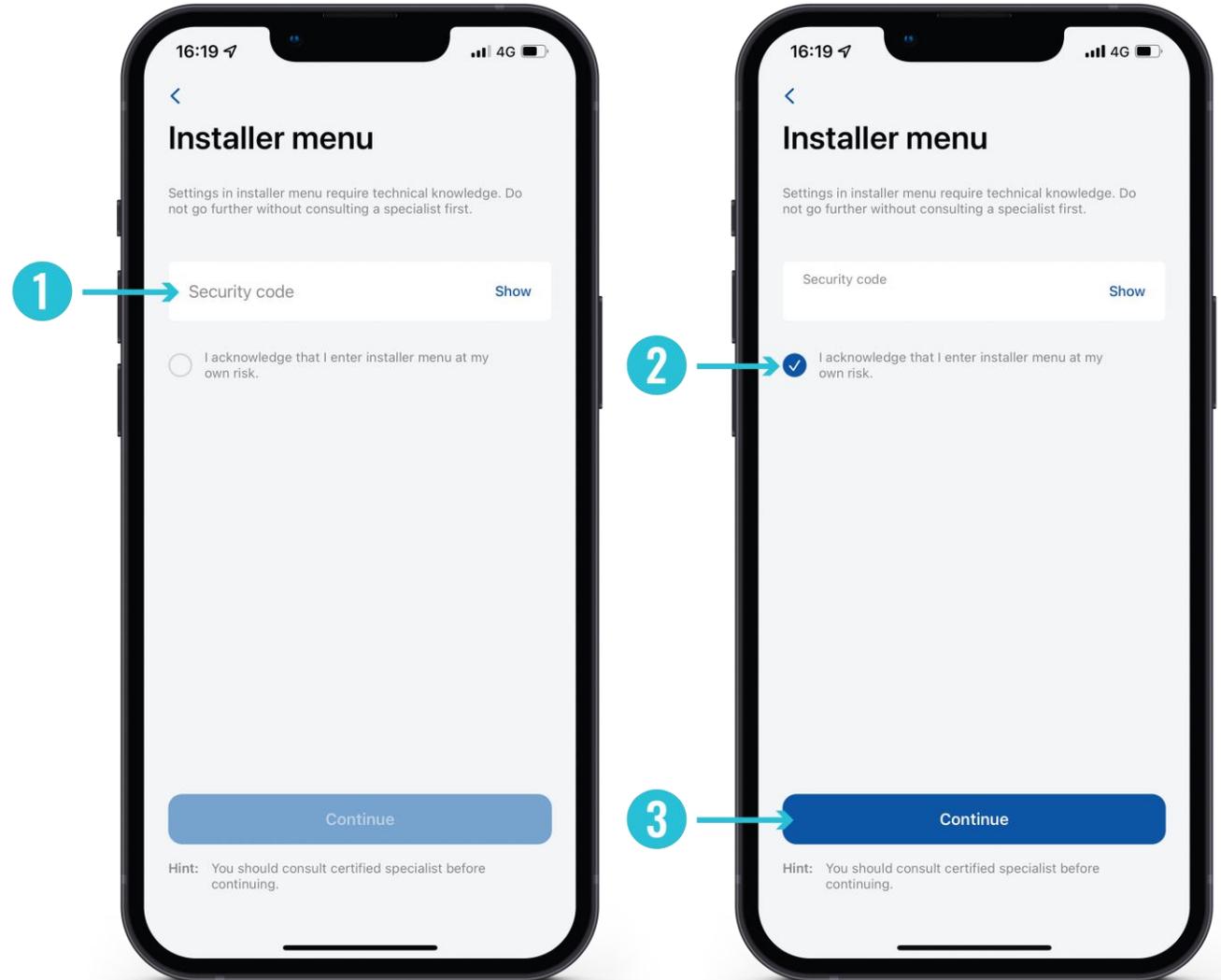
# INSTALLER MENU

1. To open installer's menu, an installer is required to type in the security code. The security code sticker could be found on the middle plate of a TeltoCharge device.



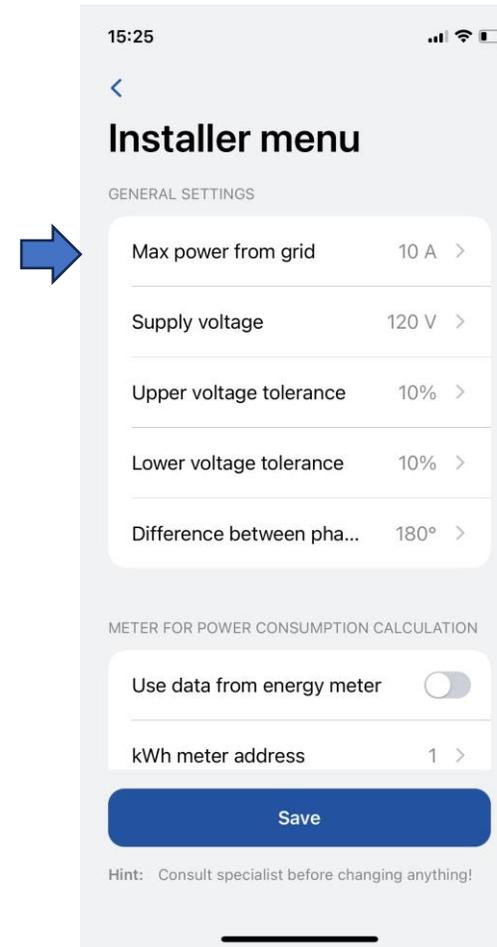
2. After typing in the security code, tick the warning box.
3. Press the "Continue" button.

**! Note:** Installer menu section must be accessed and used only by installers or other qualified personnel.

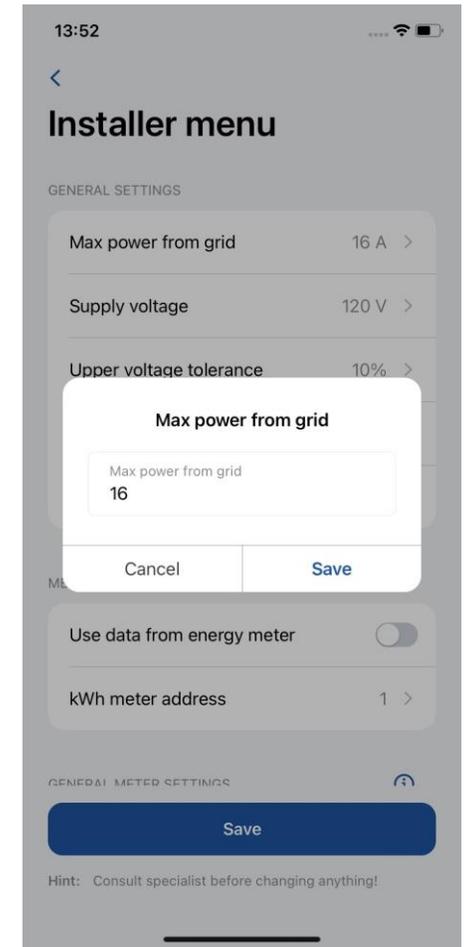


# INSTALLER MENU / MAX POWER FROM GRID 7,6 kW

- This configuration can be used in two different ways, depending whether you enable dynamic load balancing or not.
1. If you have enabled dynamic load balancing, use this value to set the maximum current per phase that can be supplied to the whole electrical installation. Usually this value is the rated current of the main circuit breaker.
  2. If dynamic load balancing is disabled, use this value to set maximum current that an EV charger can use depending on the other site appliances load. That means that the current should not be higher than 32 amperes.



1

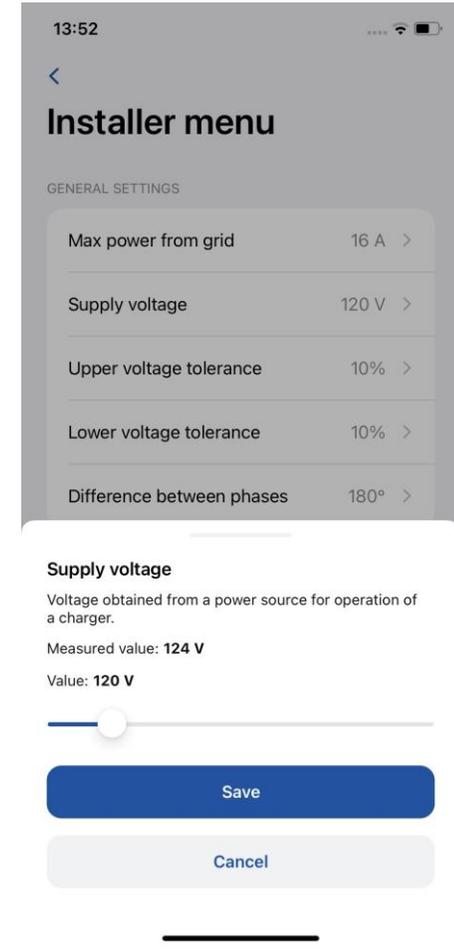
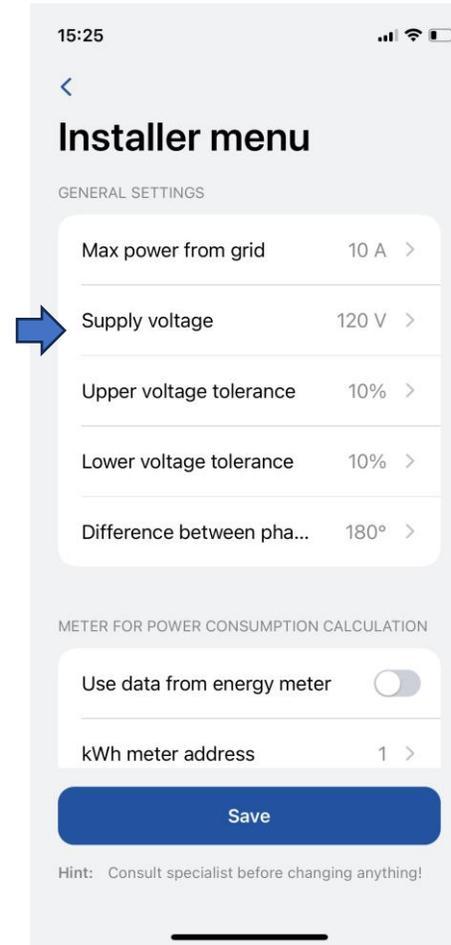


2

# INSTALLER MENU / SUPPLY VOLTAGE

- Supply voltage feature show voltage on single phase.
- The default value for TeltoCharge is set to:
- *North American product: By default this setting is set to 120 V*

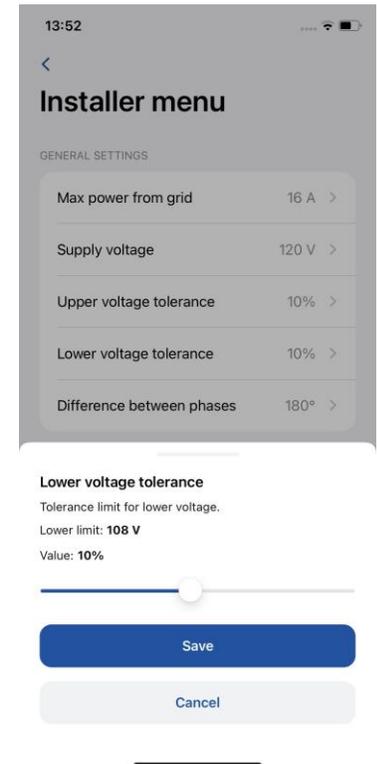
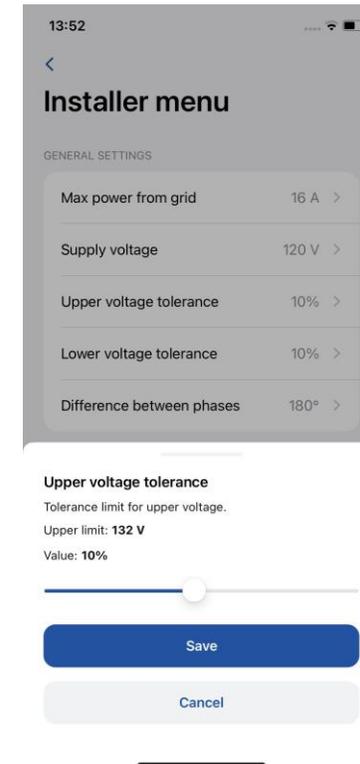
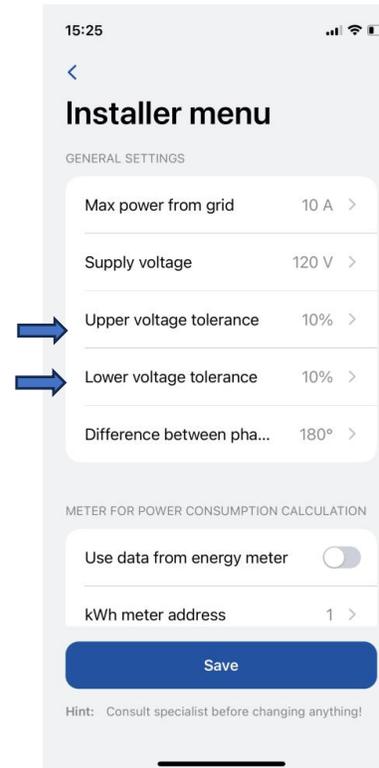
If the input voltage goes over or under the set limits, the EV charger goes to the error state and stops the entire charging process.



# INSTALLER MENU /UPPER VOLTAGE TOLERANCE/LOWER VOLTAGE TOLERANCE

- Either way there is a possibility to change the tolerance limit for upper/lower voltage threshold. This can be used in the sites where voltage fluctuation is recurring.
- *By default this setting is set to 10 %*

**! Note:** If the input voltage goes over or under the set limits, the EV charger goes to the error state and stops the entire charging process.



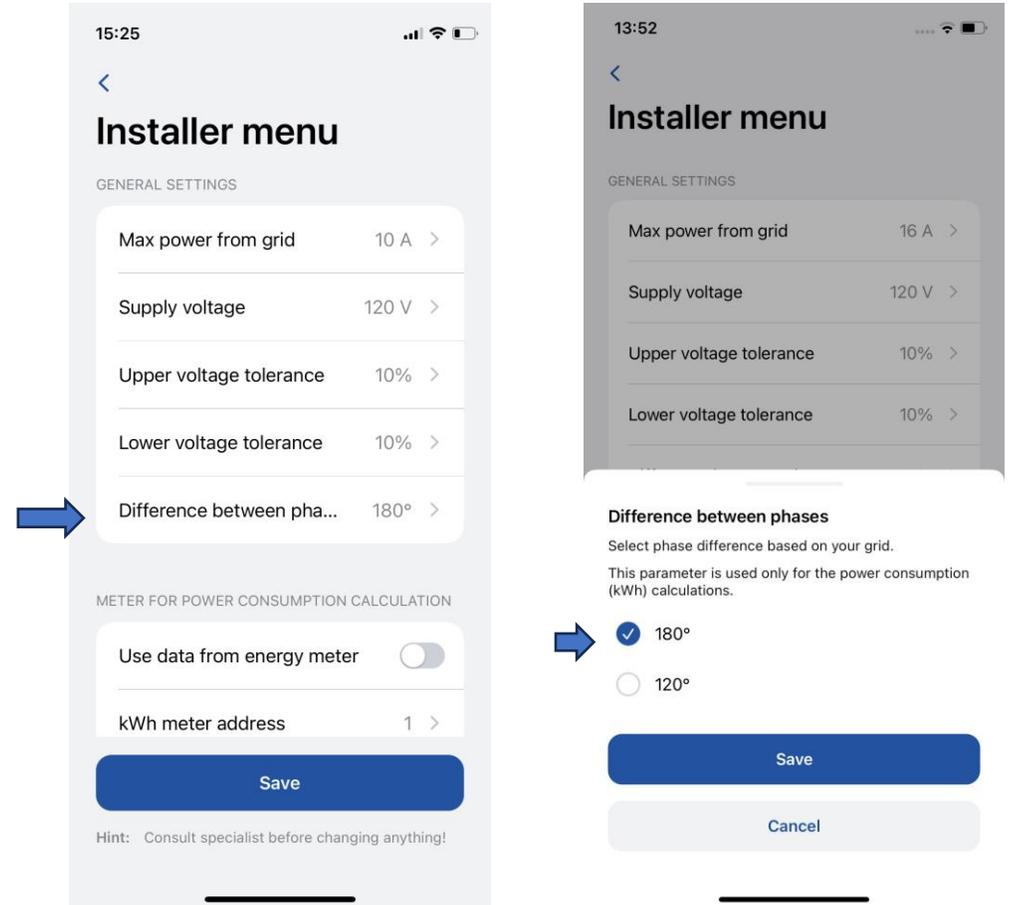
# INSTALLER MENU/DIFFERENCE BETWEEN PHASE

- This function let user to select how theirs power input is wired - in Star network or Delta network style:

120° - Star (Wye) and Delta;  
180° - Delta and split phase.

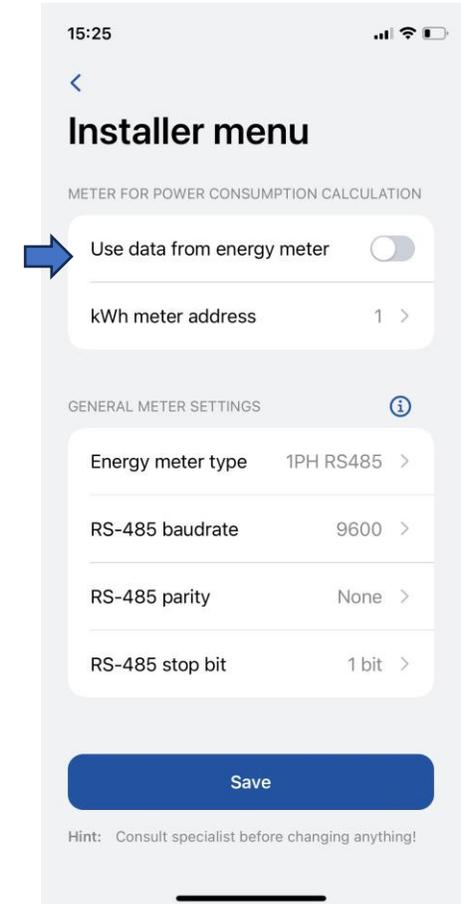
- In North America, the phase shift can be 180° when split phase connection type is used or in the case of Delta connection with center tap on one leg.

- *North American product: By default this setting is marked as 180°*



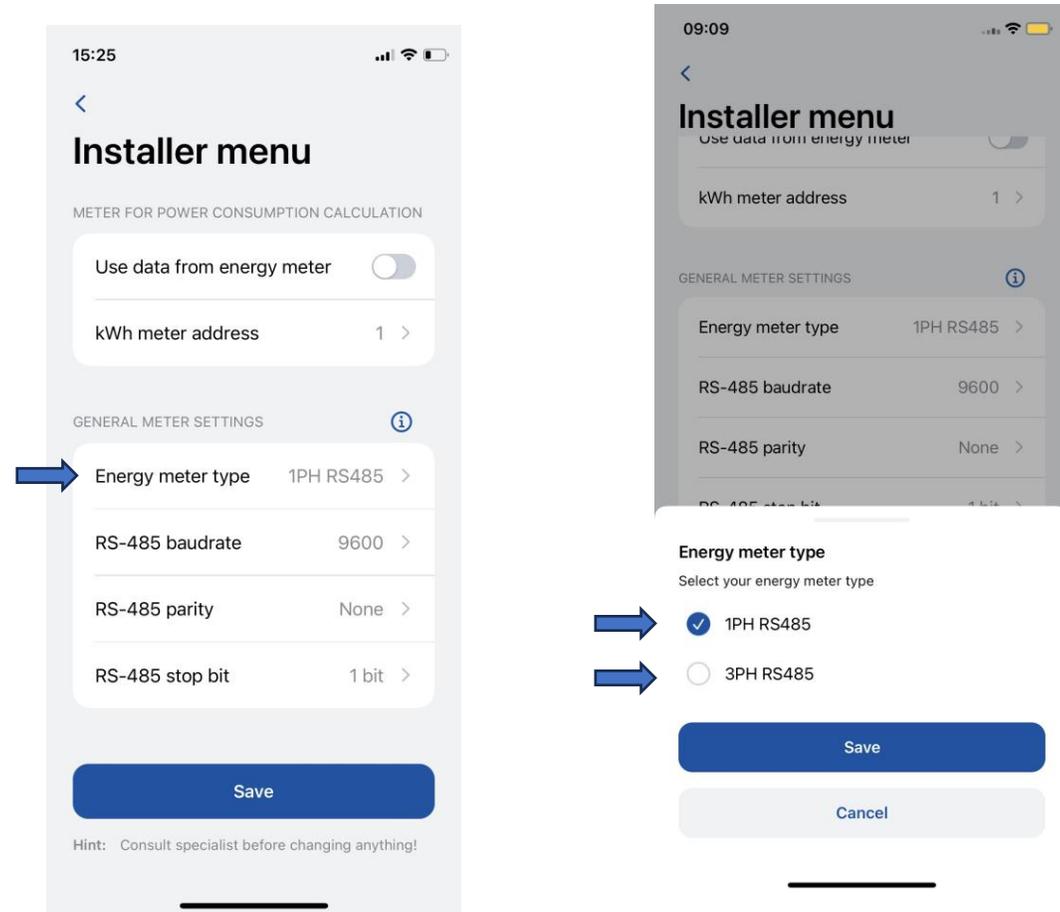
# INSTALLER MENU / USE DATA FROM ENERGY METTER

- Option to use data from external energy meter for power consumption calculations. New setting in the app for activating this function. Total values from energy meter also will be used in the OCPP.
- *When this function is activated, dynamic load balancing function will not be active.*



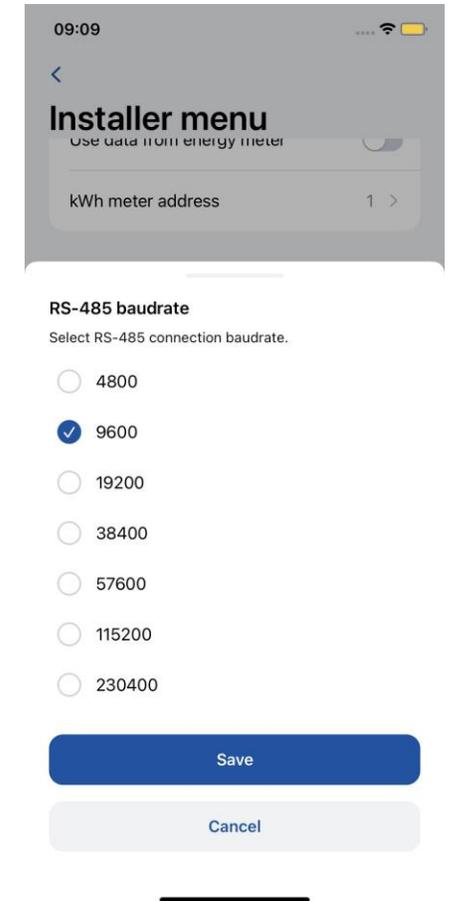
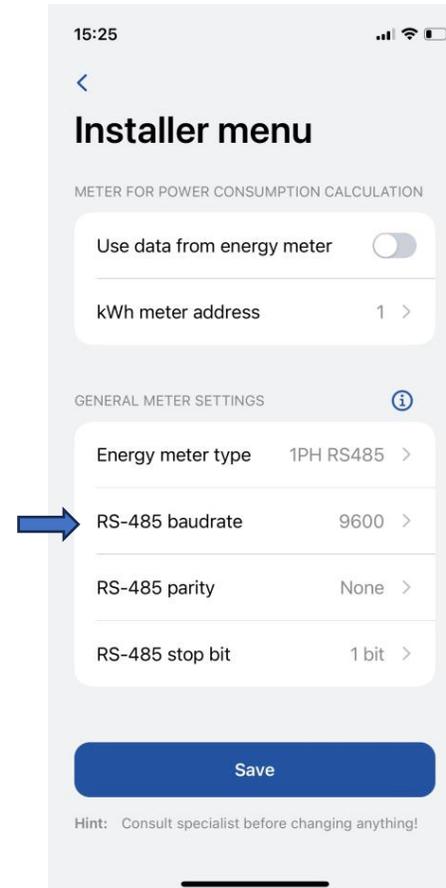
# INSTALLER MENU / GENERAL METER SETTINGS/ENERGY METER TYPE

- You need to select the type of smart meter (1-phase/3-phase). Please note that you can use a 1-phase charger even if the meter is 3-phase.
- If these parameters are not in line with internal settings in energy meter, charger will show communication error and functions will not work as intended.“



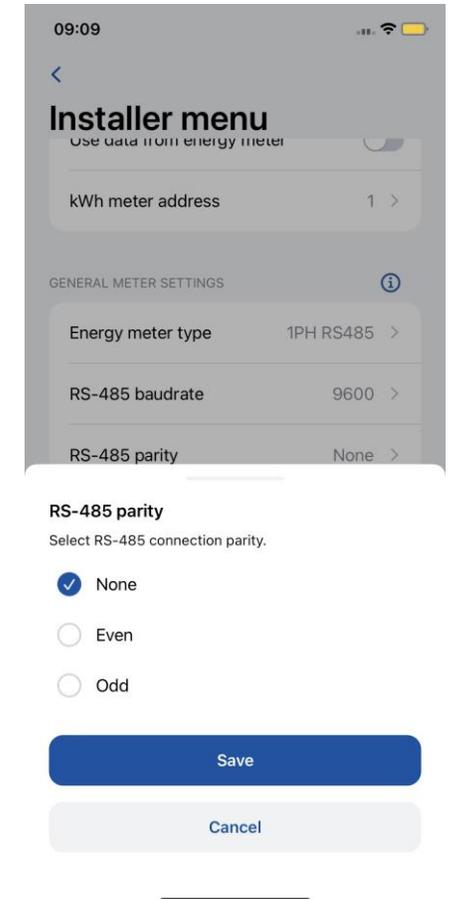
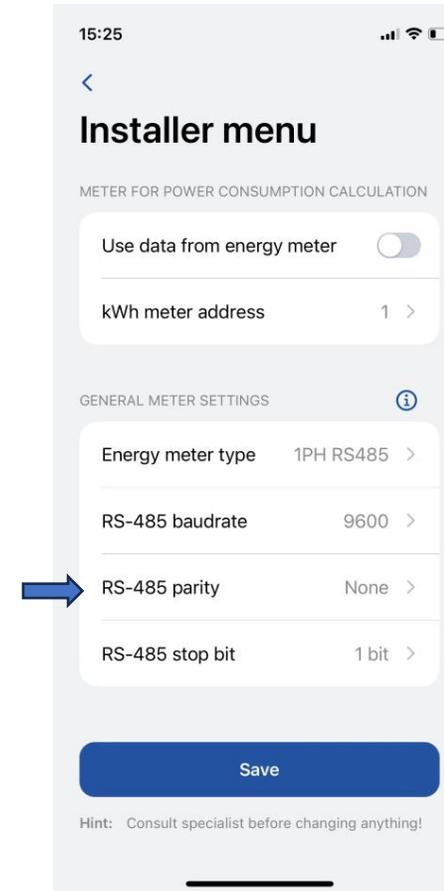
# INSTALLER MENU / GENERAL METER SETTINGS/RS-485 BAUDRATE

- This information can be found in the meter settings accessible through the meter display. If the client cannot locate it, it is recommended to refer to the smart meter manual.



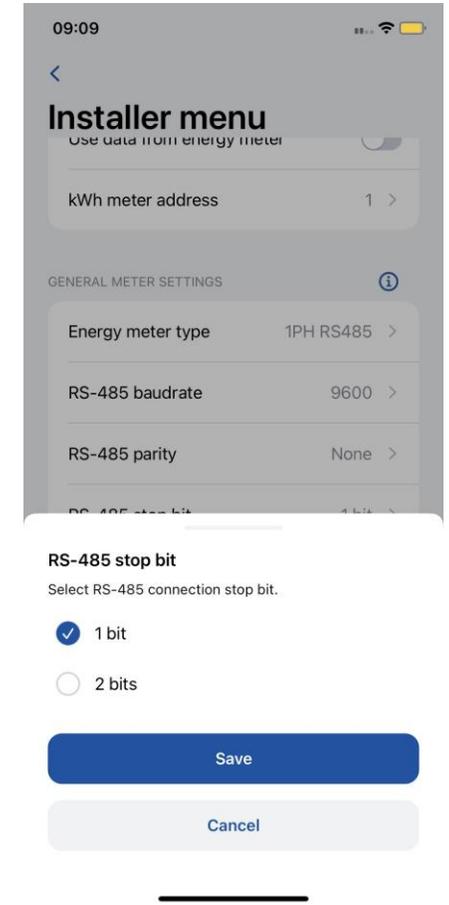
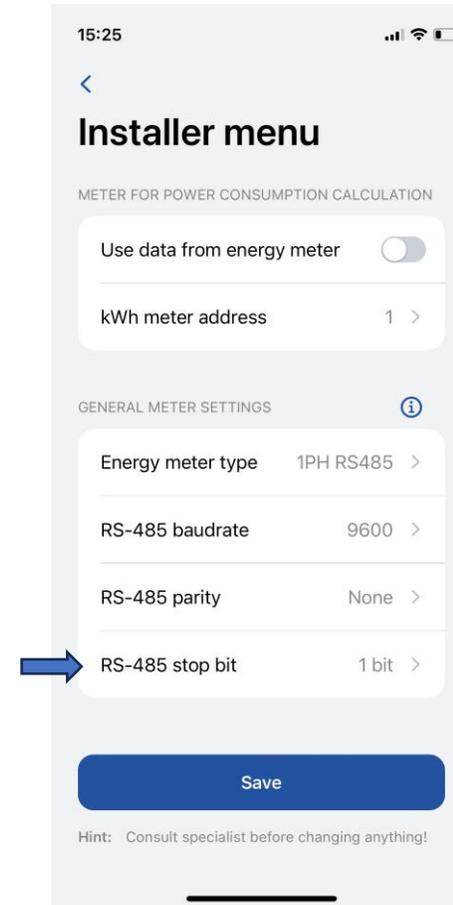
# INSTALLER MENU / GENERAL METER SETTINGS/RS-485 PARITY

- Similarly, this information can also be found in the meter settings. If the client is unable to find it, it is advisable to check the smart meter manual.



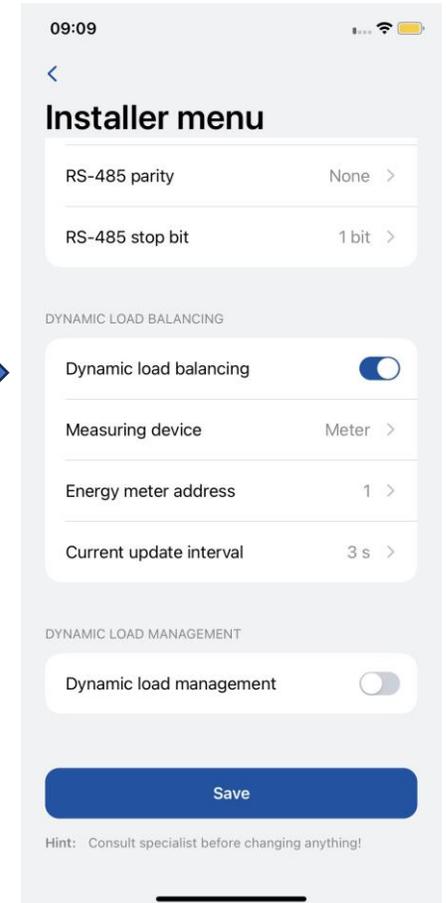
# INSTALLER MENU / GENERAL METER SETTINGS/RS-485 STOP BIT

- Similarly, this information can also be found in the meter settings. If the client is unable to find it, it is advisable to check the smart meter manual.



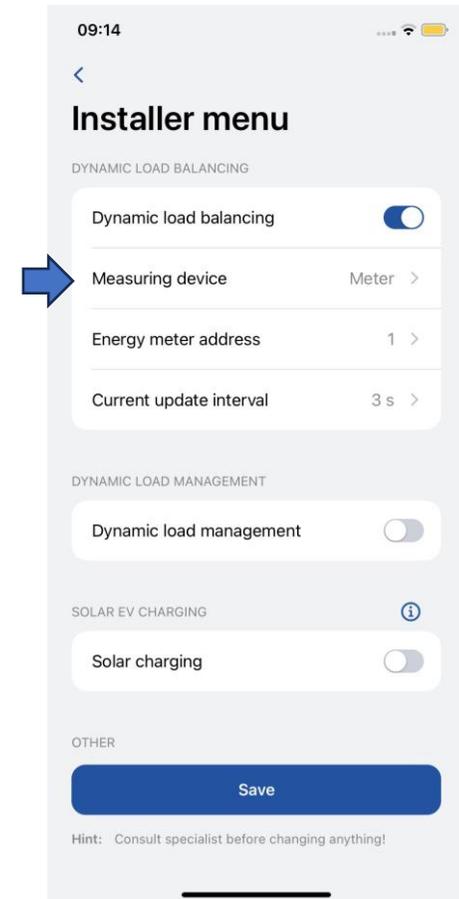
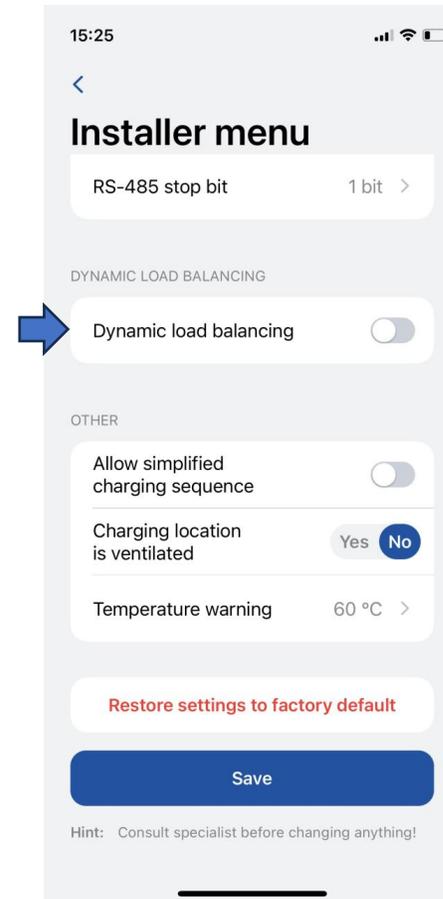
# INSTALLER MENU / DYNAMIC LOAD BALANCING

- This features let charger communicate with dedicated smart energy meter and regarding to its readings, adjust used electrical power.
- This functionality allows to protect house electrical grid from overload in peak hours and optimize energy usage to meet user habits.



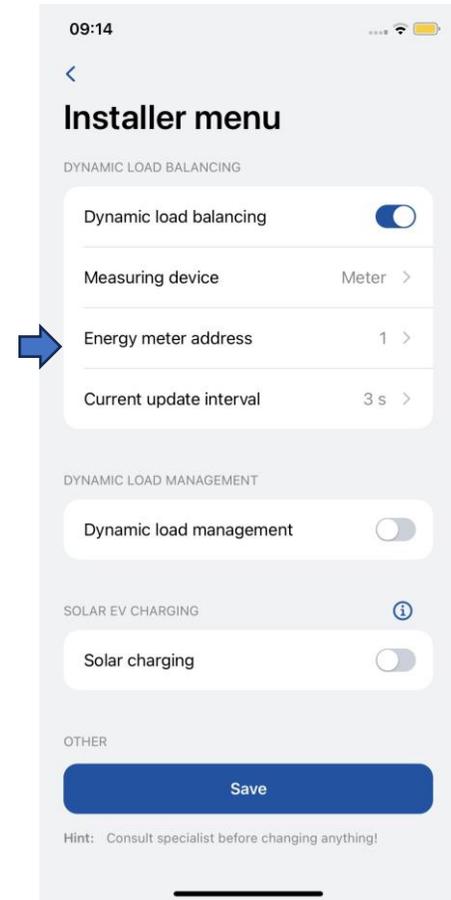
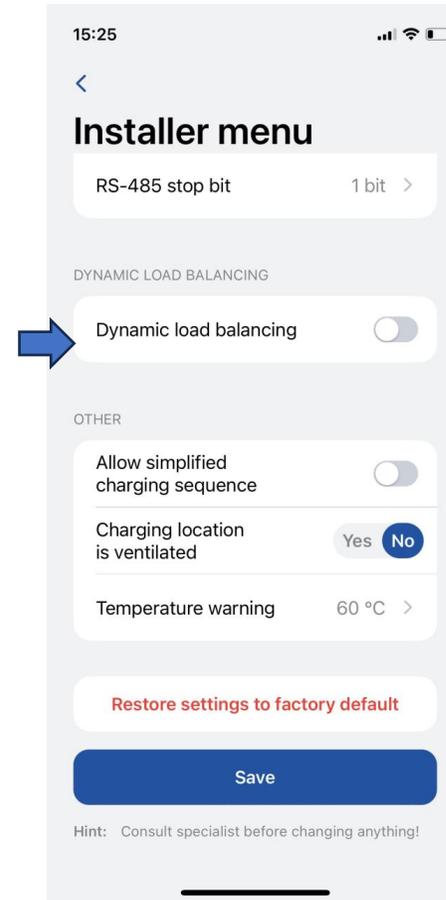
# INSTALLER MENU / DYNAMIC LOAD BALANCING / MEASURING DEVICE

1. Dynamic load balancing configuration has to be enabled if dynamic load balancing will be applied.
2. **Measuring device** allows station to know that data is being sent from external energy meter.



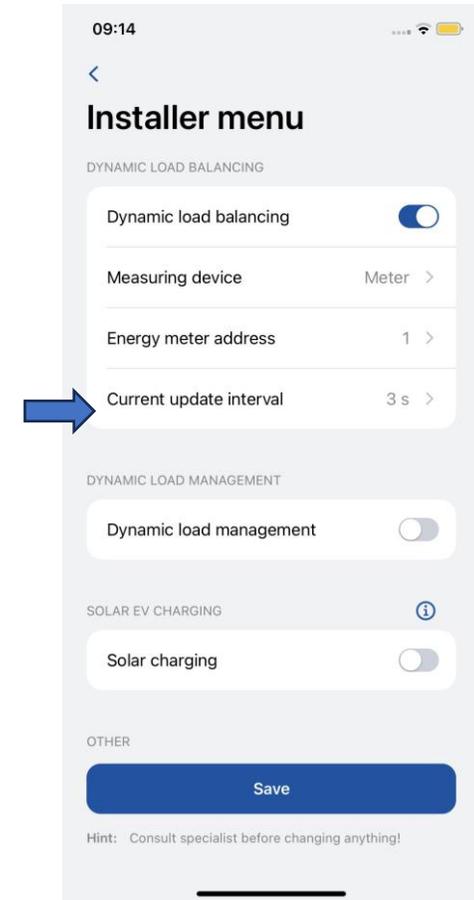
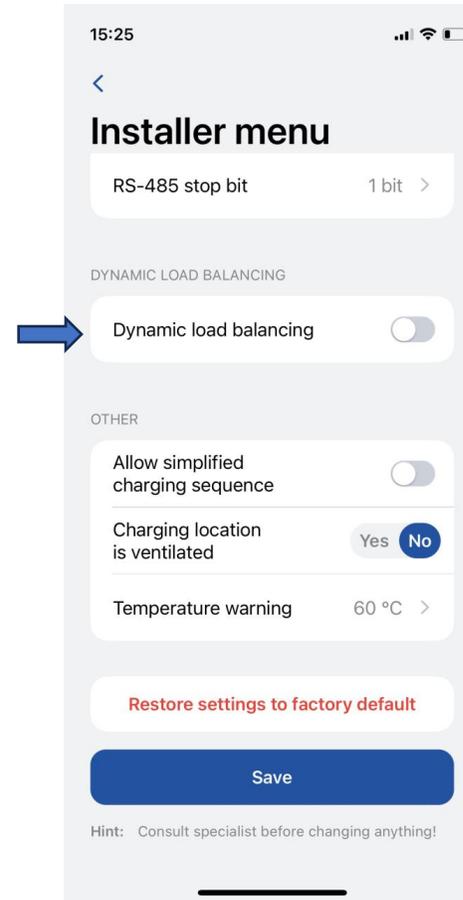
# INSTALLER MENU / DYNAMIC LOAD BALANCING / ENERGY METER ADDRESS

- This information can be found in the meter settings accessed through the meter display. If the address cannot be located, it is recommended to consult the smart meter manual.



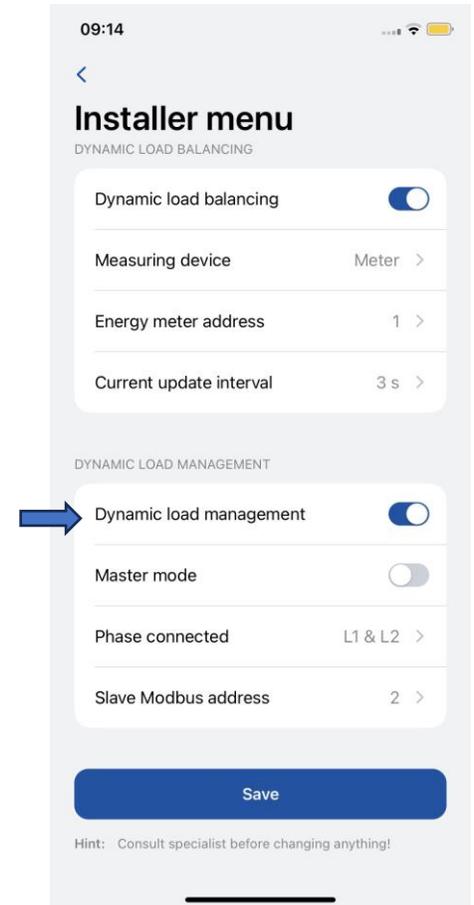
# INSTALLER MENU / DYNAMIC LOAD BALANCING / CURRENT UPDATE INTERVAL

- By default, it is set to 3 seconds. However, there may be cases where the user needs to increase this value.
- For instance, if there are significant distances between the chargers and the smart meter or if there are numerous interconnected chargers, interval might be increased.



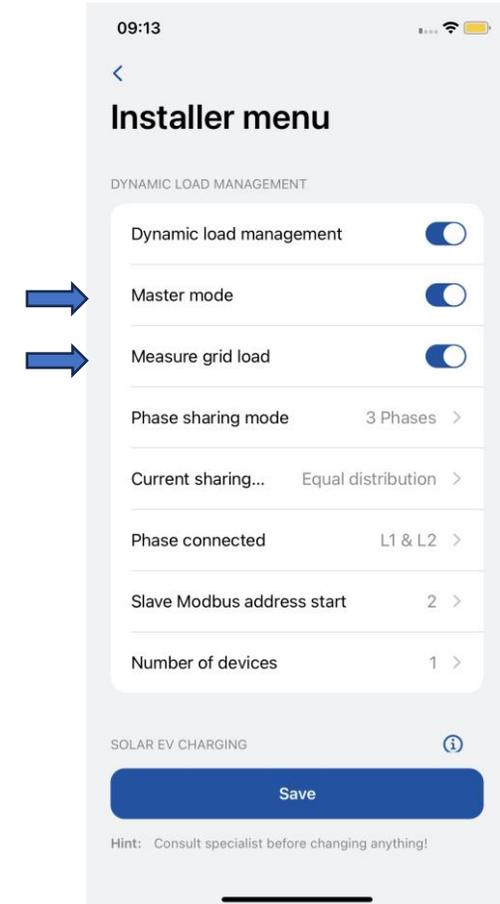
# INSTALLER MENU / DYNAMIC LOAD MANAGEMENT/

- Dynamic load management is a sophisticated feature that empowers users to efficiently control electric load by managing a group of chargers installed within a single circuit.
- Through the implementation of modbus RS-485 communication, the chargers are able to communicate with one another and dynamically adjust their charging power in response to the load on the grid, ensuring optimal charging operations and grid stability.
- *This setting becomes visible only if „**Dynamic Load Balancing**“ is enabled.*



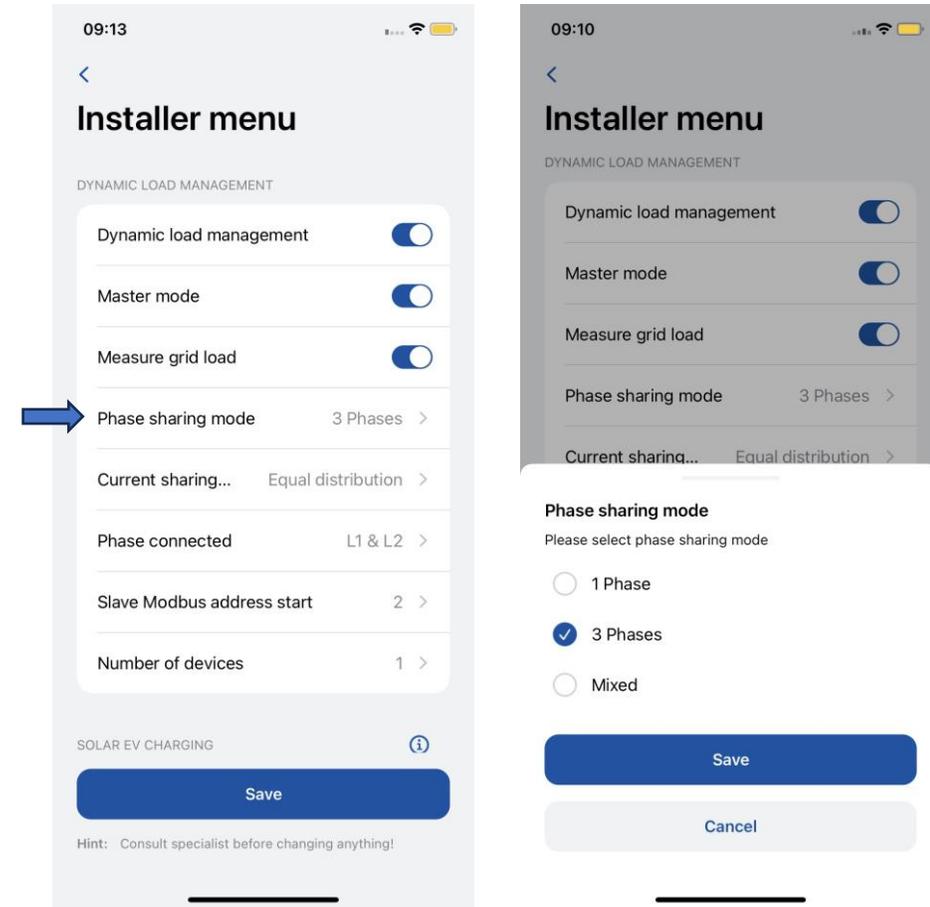
# INSTALLER MENU / DYNAMIC LOAD MANAGEMENT/MASTER MODE

- This setting designates the charger as the master charger.
- It should only be enabled for one charger, which will handle all the calculations and establish communication with the smart meter.
- Setting „**Measure grid load**“ have to be enabled in order for charger to know, that there are external load on the same grid and it have to be taken into consideration. Then external meter is required.



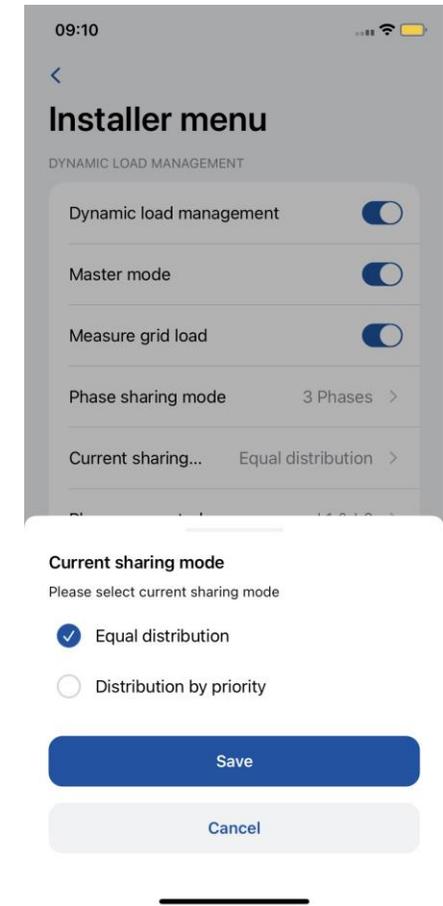
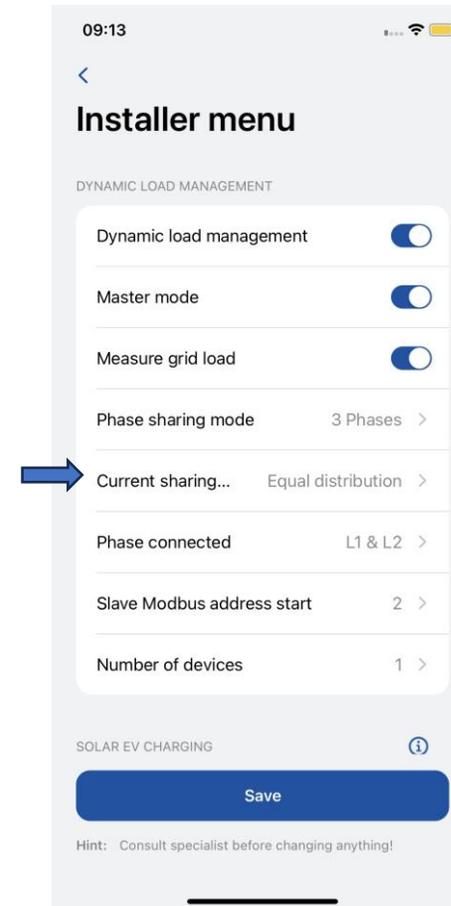
# INSTALLER MENU / DYNAMIC LOAD MANAGEMENT/PHASE SHARING MODE

- This configuration determines the type of chargers being used in the circuit.
- If all chargers are connected to a single phase, select "**1 Phase.**"
- If all chargers are connected to three phases, select "**3 Phase.**"
- If there is a mix of one-phase and three-phase chargers, select "**Mixed.**"



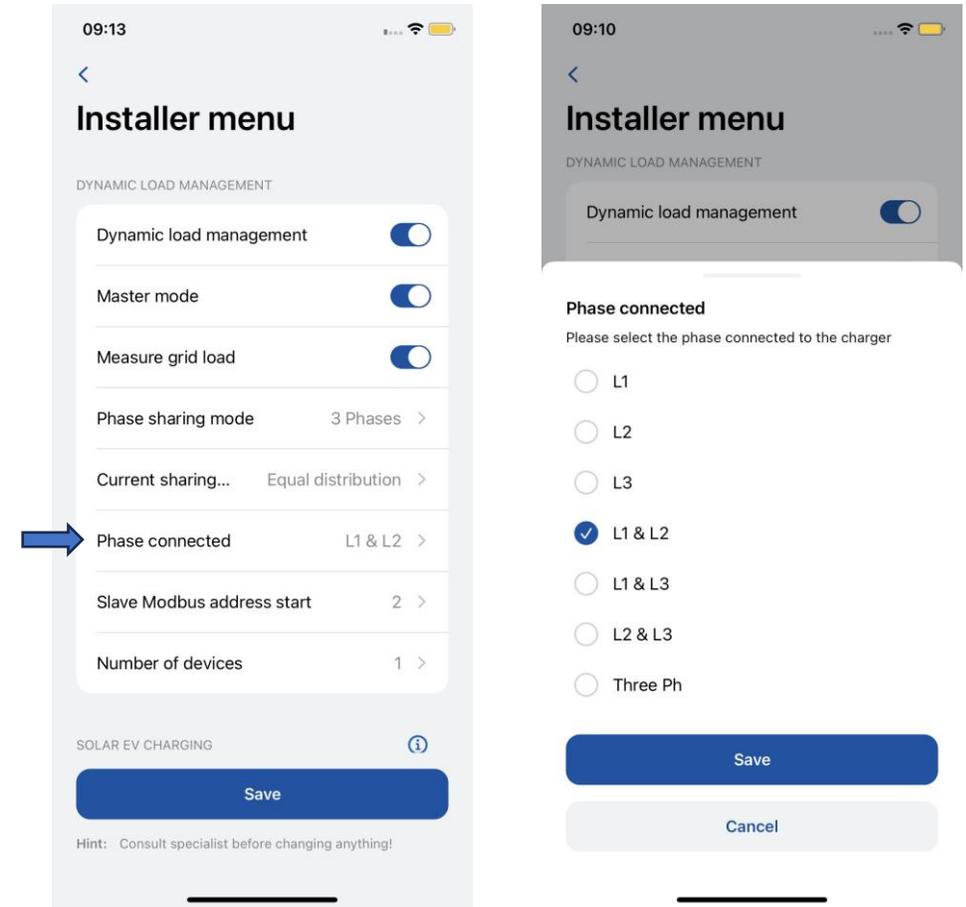
# INSTALLER MENU / DYNAMIC LOAD MANAGEMENT/CURRENT SHARING MODE

- There are two distinct current sharing modes available:
- Equal distribution: Energy will be distributed equally among all active chargers.
- Distribution by priority: Energy will be distributed based on priority. Chargers will be prioritized according to their charging state, and those with higher priority will receive maximum charging power.



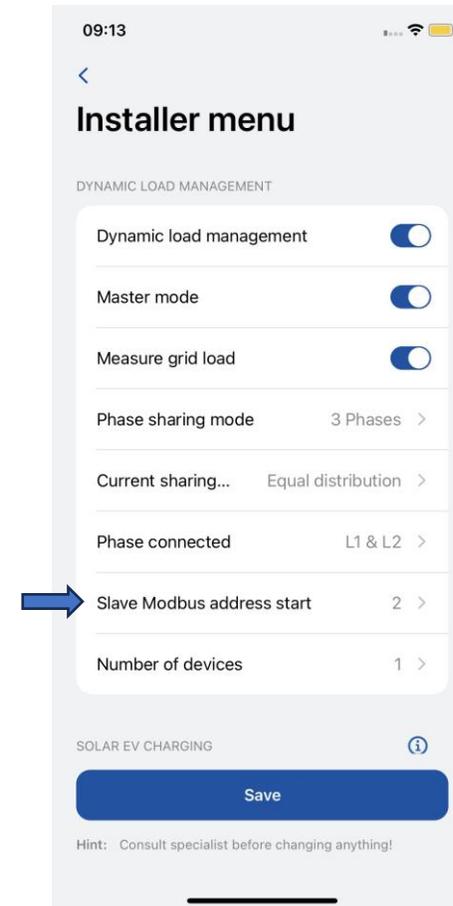
# INSTALLER MENU / DYNAMIC LOAD MANAGEMENT/PHASE CONNECT

- The user needs to select this option for each charger in the circuit.
- Setting allows charging station to know what wires are connected and to which ports.
- Configuring this accurately is crucial for more efficient load balancing. It is important to ensure that the phase numbering aligns with the meter's phase numbering; otherwise, DLM functionality may be affected.



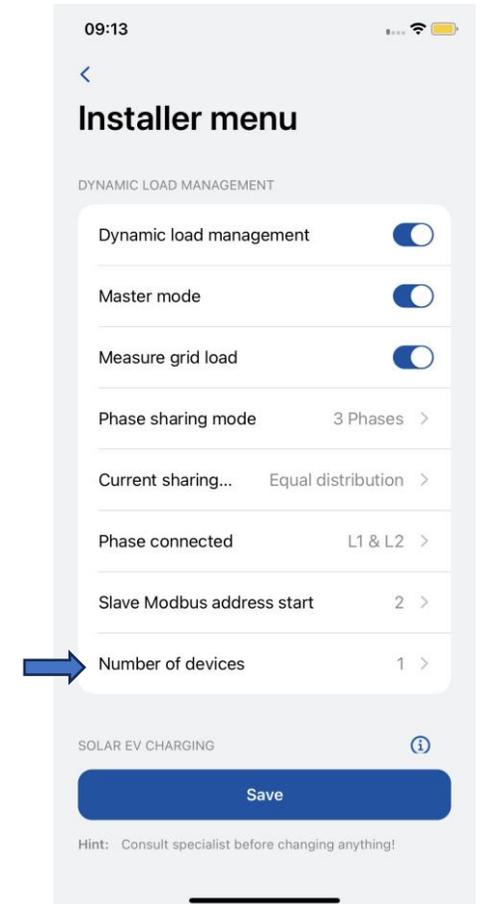
# INSTALLER MENU / DYNAMIC LOAD MANAGEMENT/SLAVE MODBUS ADDRESS START

- **Slave Modbus address start** - This setting is exclusive to the master charger. The user needs to specify the starting address for the slave chargers. For instance, if the start address is set to 1, the first slave charger should have address 1, the second should have address 2, the third should have address 3, and so on.
- Each slave charger has its own specific setting called "**Slave Modbus address**". This setting must be configured individually for each charger.



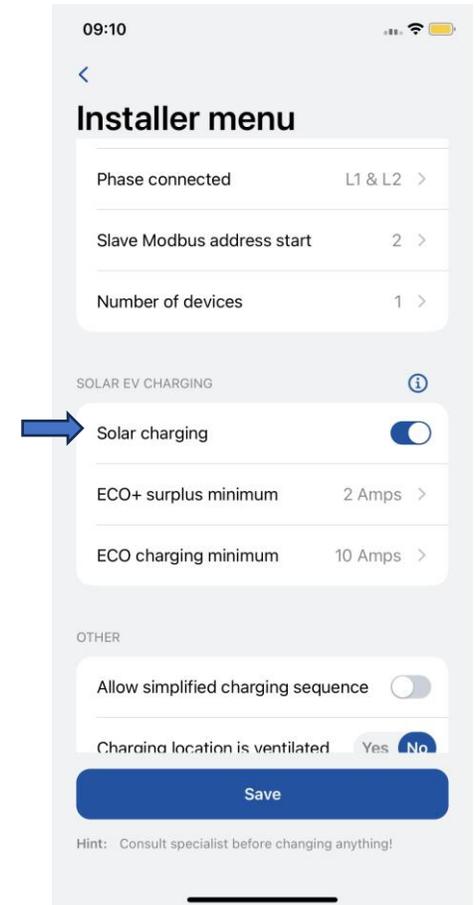
# INSTALLER MENU / DYNAMIC LOAD MANAGEMENT/NUMBER OF DEVICES

- This setting is available only for the master charger. The administrator must specify the total number of slave chargers that will be connected in the circuit.
- The maximum number of charger which can be connected is 20.



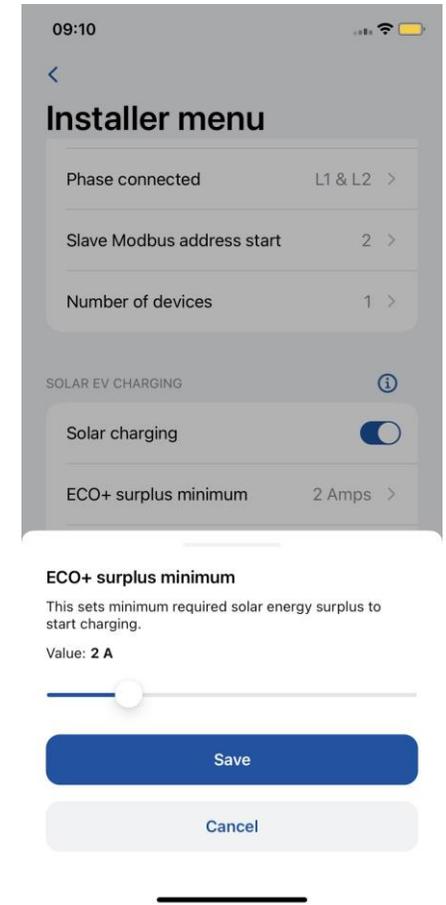
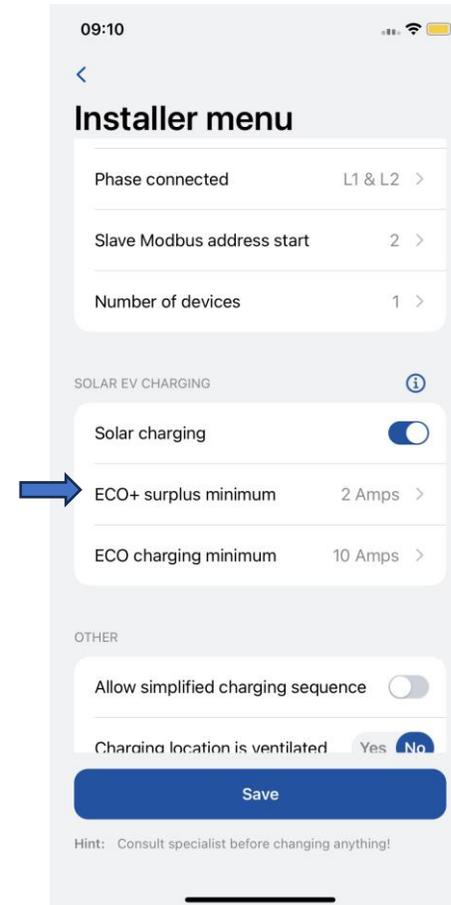
# INSTALLER MENU/SOLAR CHARGING

- Once the charger is properly connected to the electrical grid and interconnected with energy meter, the next step is to configure the settings using the Teltonika Energy app.
- Solar charging feature has two modes:
  1. ECO+ surplus minimum
  2. ECO charging minimum



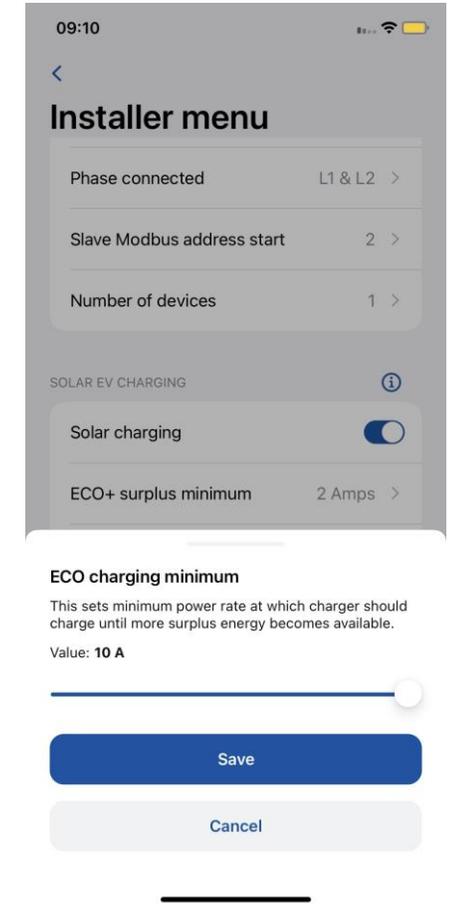
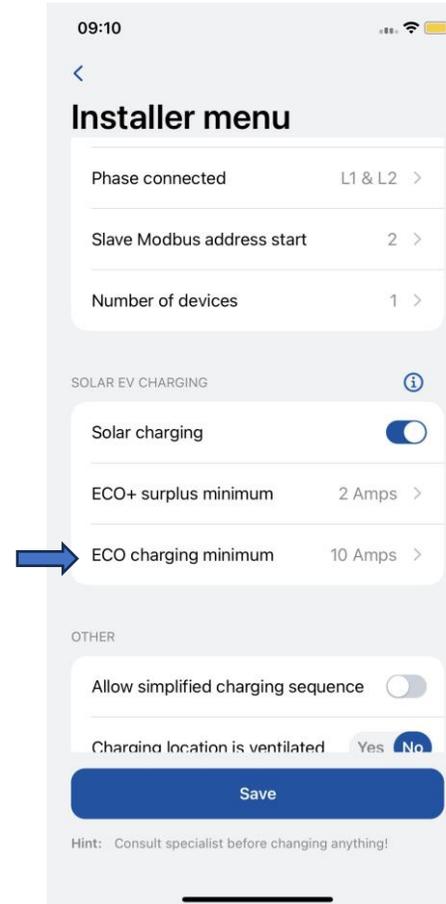
# INSTALLER MENU/SOLAR CHARGING/ECO+ SURPLUS MINIMUM

- This setting requires the minimum value of surplus solar energy to be reached in order to initiate a charging session.
- If the minimum value of surplus energy is not achieved, the charger will remain in "On hold" mode, awaiting.



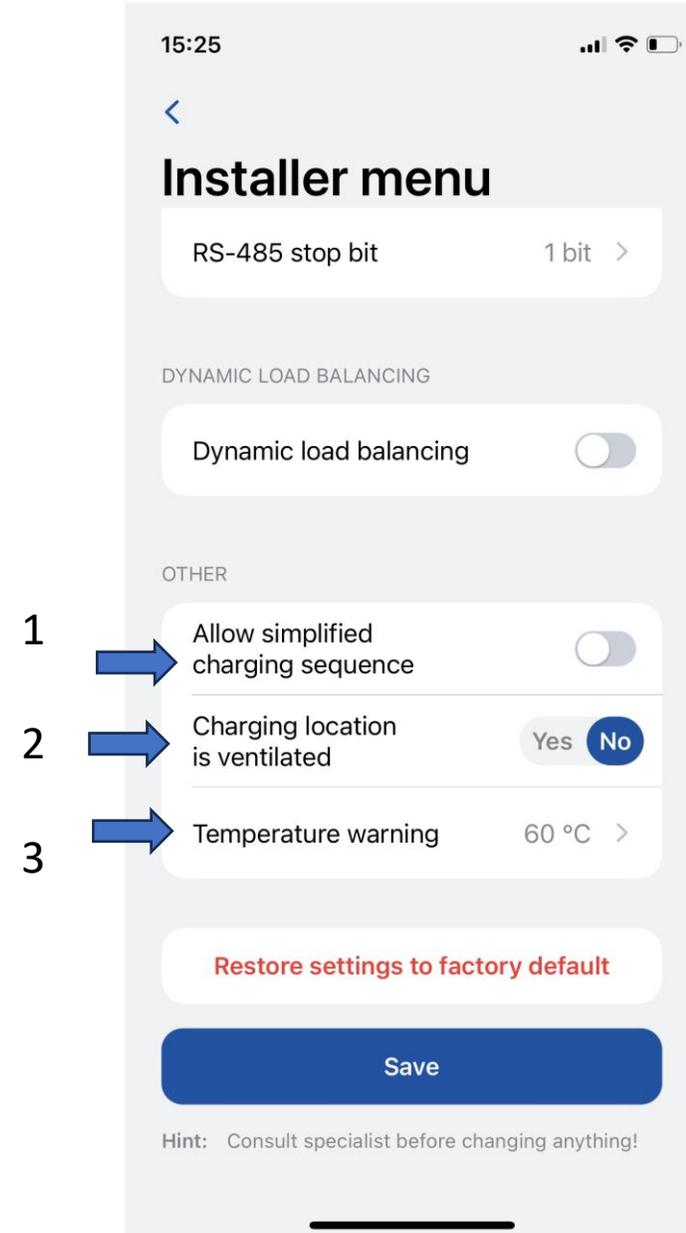
# INSTALLER MENU/SOLAR CHARGING/ECO+ CHARGING MINIMUM

- This setting specifies the minimum value required to commence the charging process. This value include both – solar and house grid into calculation.
- Solar energy is prioritized. Additional difference is taken from the house grid.



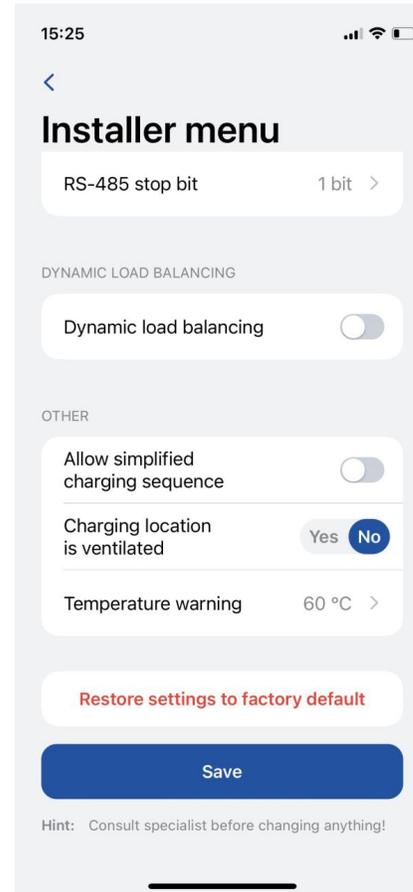
# INSTALLER MENU /OTHER

- There are EVs which do not use state B in the charging process. In such cases, a charging state goes from A to C. It means that for this kind of vehicles it is needed to **“Allow simplified charging sequence”**.
- Some EVs use batteries that can emit toxic gas while charging, thus the location of the vehicle charged must be ventilated. For this reason, it is important to indicate if **“Charger location is ventilated”**.
- An installer can increase the **“Temperature warning”** level. When the EV charger reaches this temperature level, it starts decreasing its charging power.

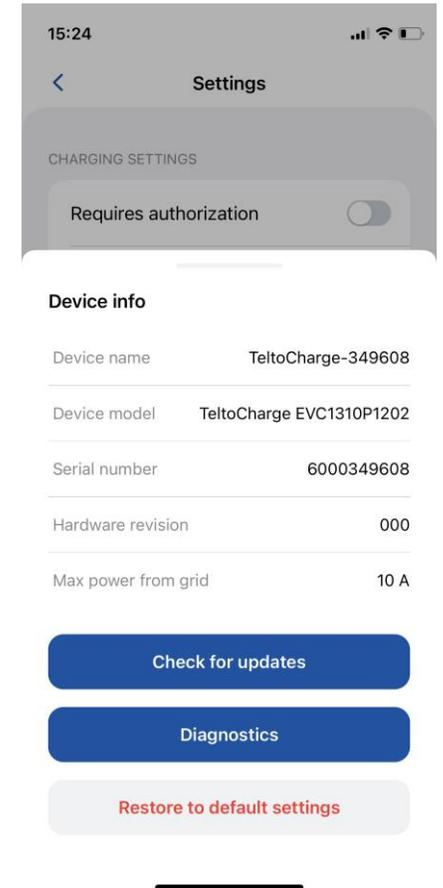


# INSTALLER MENU / OTHER

- There are 2 types of factory reset:
  1. In the Installer menu – it can be done only by an installer and it restores *all configurations* to the default settings.
  2. In the “**Device info**” section – it restores all the configurations *except for the ones inside the Installer menu*.



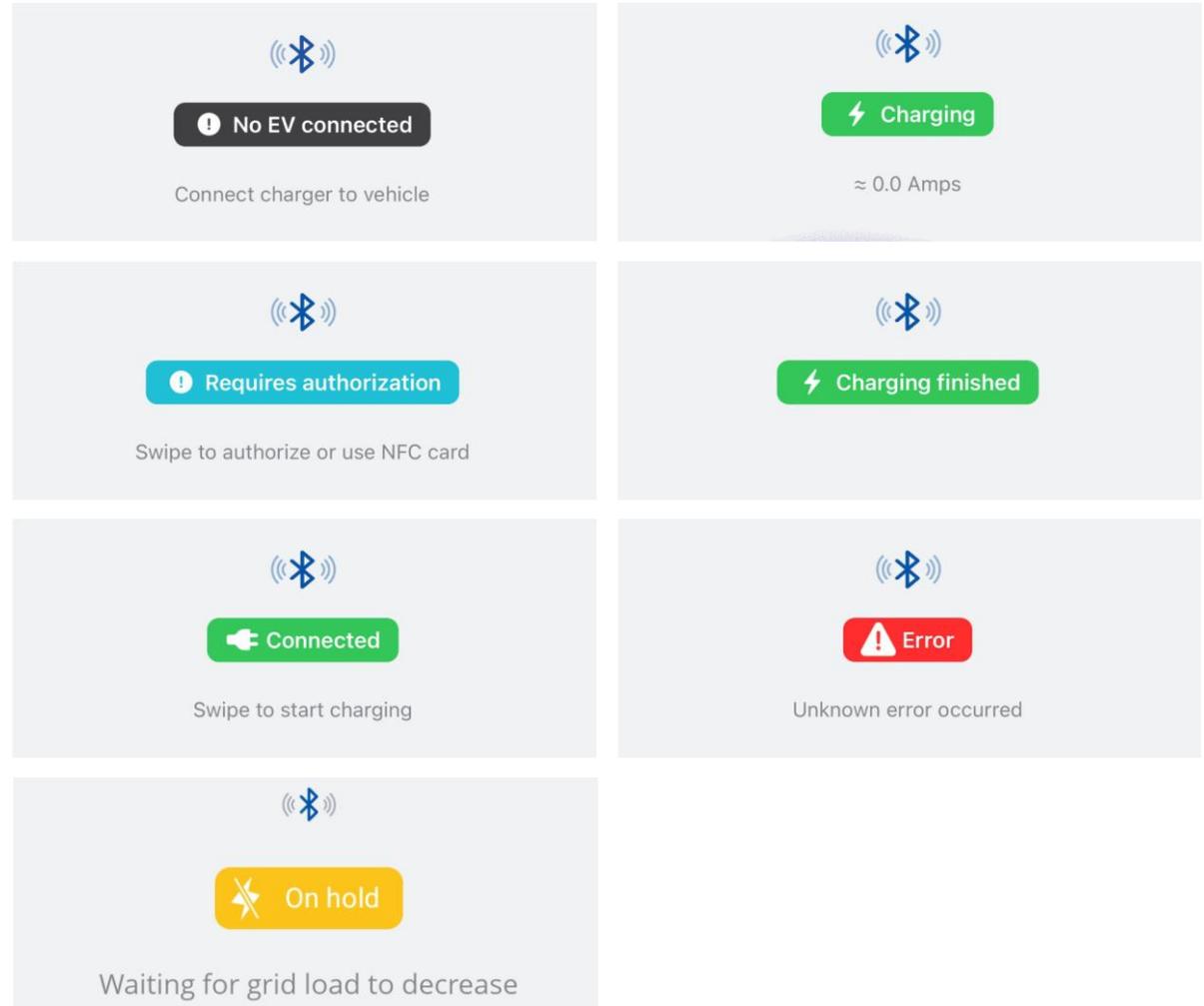
1



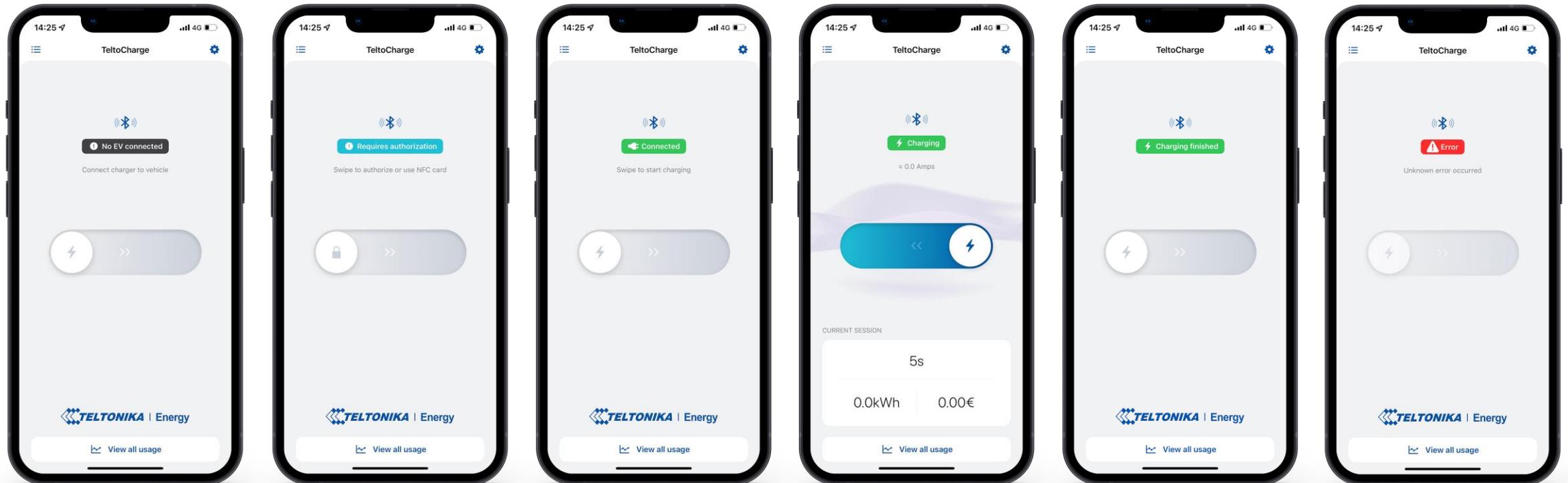
2

# CHARGING STATUSES

- **No EV connected** – a charging cable is not connected to the EV
- **Requires authorization** – hold an NFC/RFID card near the NFC/RFID reader on the EV charger or swipe the button for authorization
- **Connected** – a charging cable is connected and is waiting for the EV signal to start charging
- **Charging** – charging is in progress.
- **Charging is finished** – the EV sends a signal to change the state from C to B.
- **Error** – the EV charger is in an error state and requires a fix.
- **On hold** – Charging can not continue, because available power is less than 6A. Waiting for load to decrease.

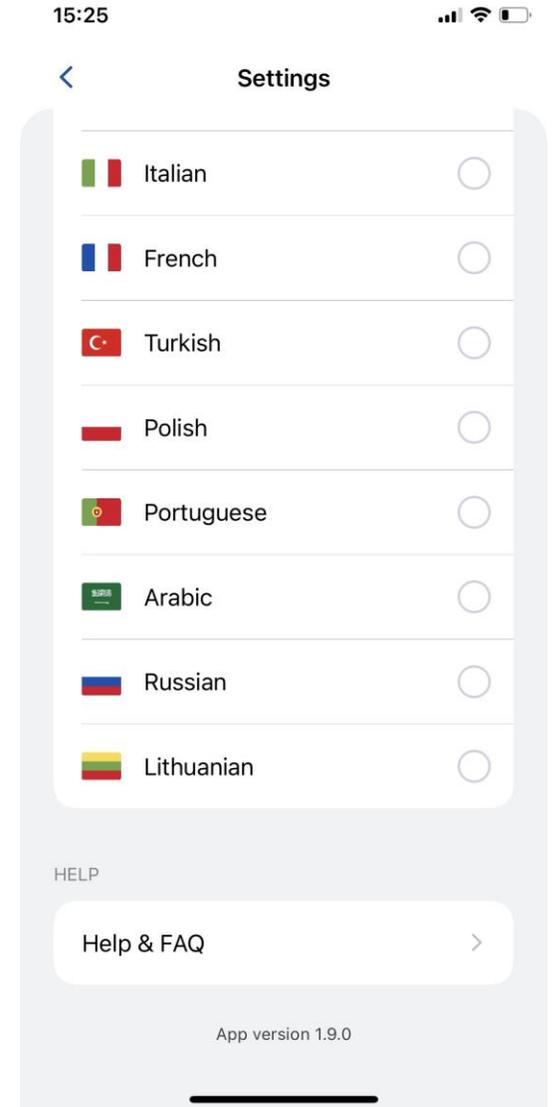
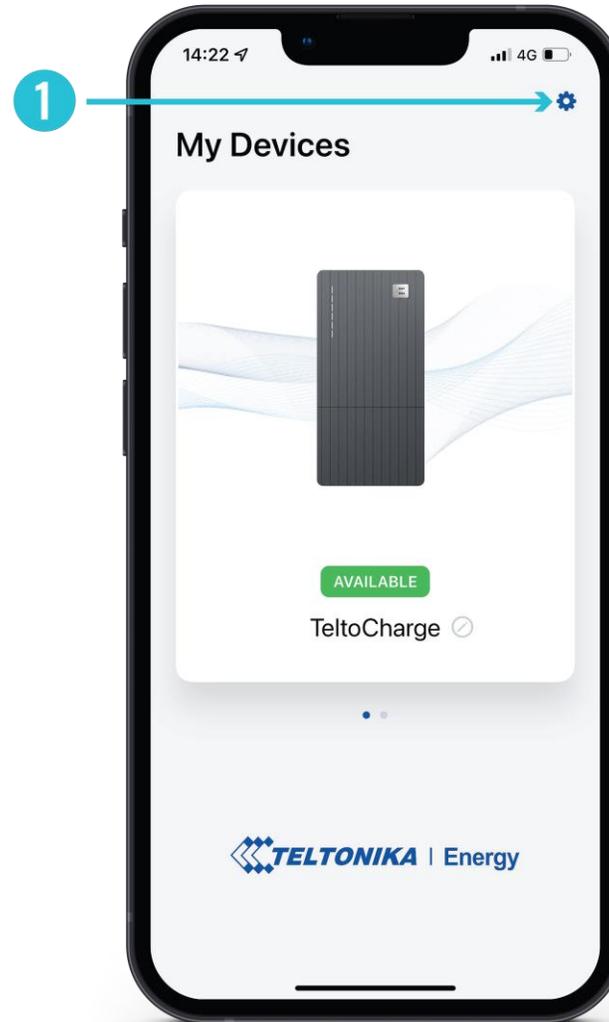


# CHARGING STATUSES



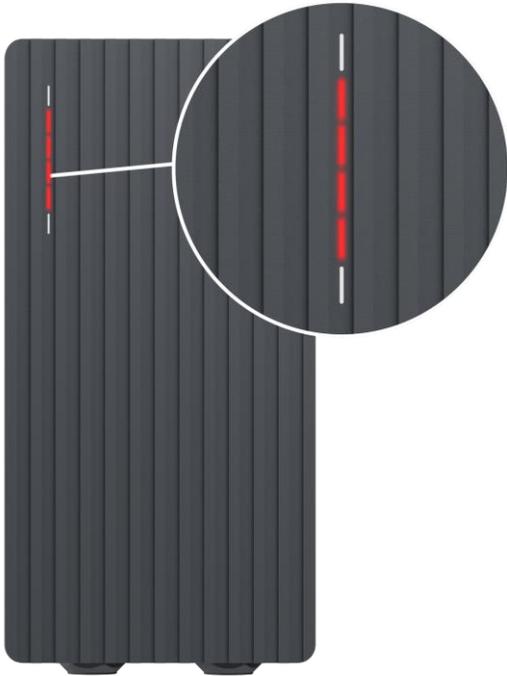
# APP VERSION

1. To know which app version you are using at the moment, go to the main **“My devices”** window and open settings menu at the top right corner.
2. At the bottom of the window you will find the current app version.



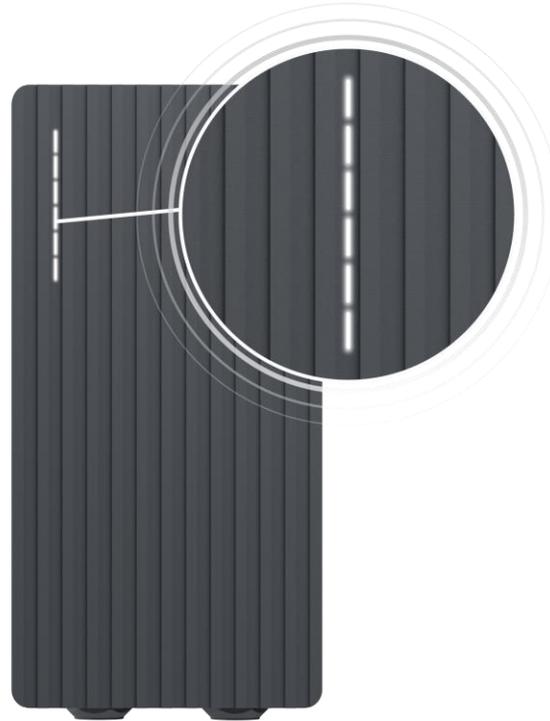
**Note:** To update your app version, you need to go to the Google Play or App Store and update the app.

# LED INDICATORS



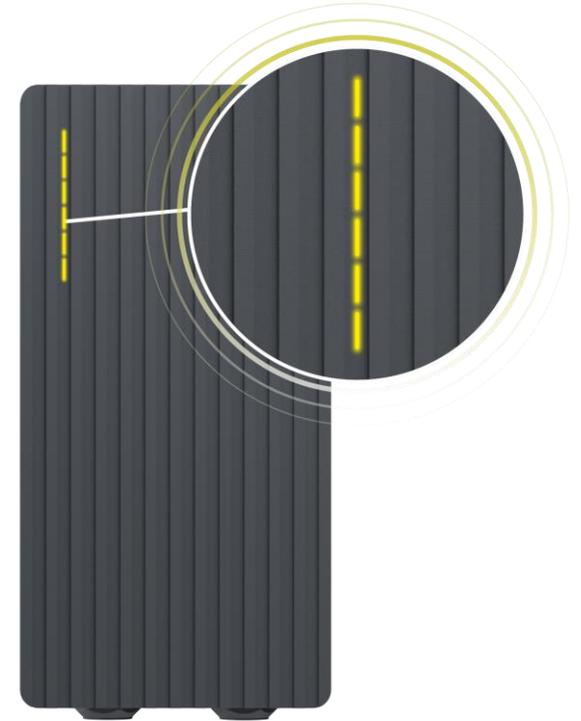
## Red – four middle LEDs turn on

Authorization from the cloud server is declined.



## White – LEDs pulsing

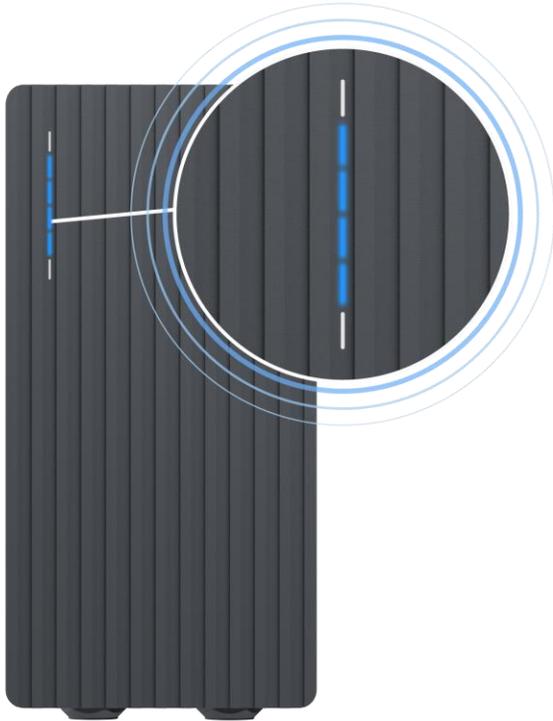
TeltoCharge is in a standby mode and waiting for an action.



## Yellow – LEDs pulsing

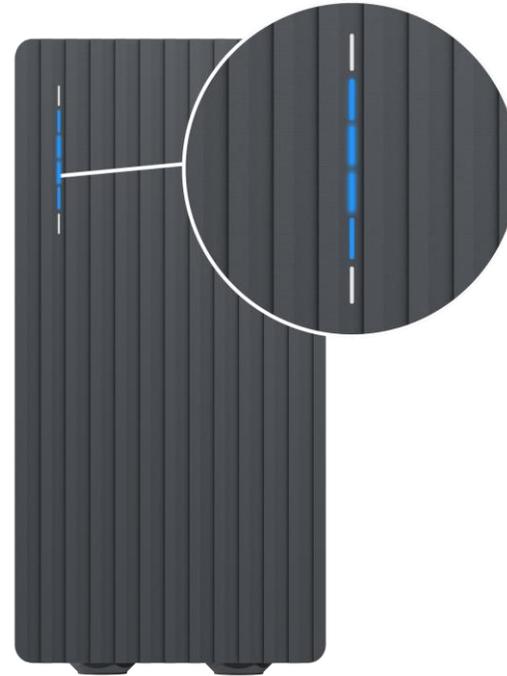
TeltoCharge is in a standby mode **with default settings**.

# LED INDICATORS



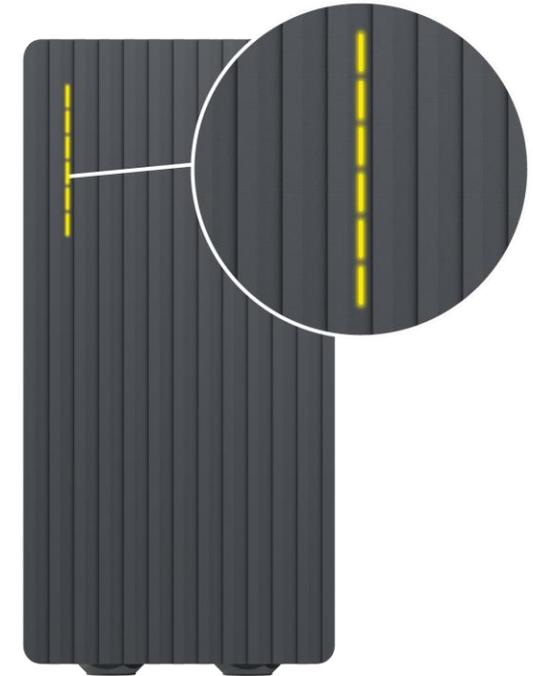
**Blue – four middle LEDs pulsing**

TeltoCharge is waiting to add a new NFC card.



**Blue – LEDs lighting up from the middle**

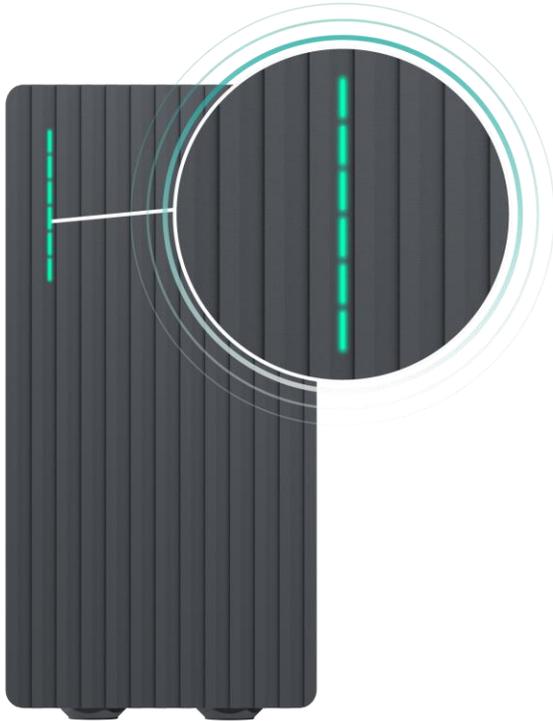
TeltoCharge does not require permission, it is waiting for an EV to initiate the charging process (go to state C).



**Yellow – all LEDs on**

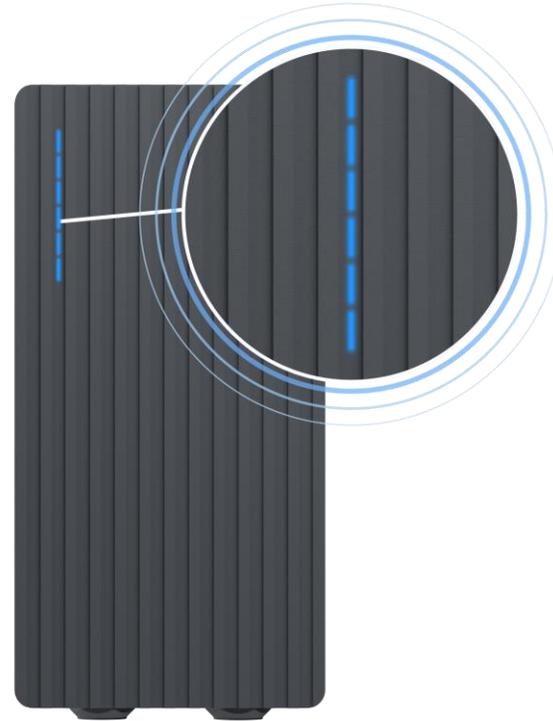
TeltoCharge is not charging, simplified charging sequence is required.

# LED INDICATORS



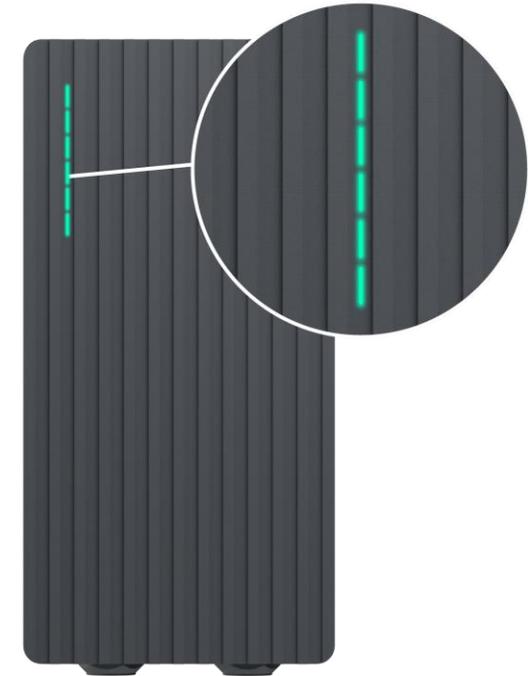
**Green – all LEDs pulsing**

Initialization of charging.



**Blue – all LEDs pulsing**

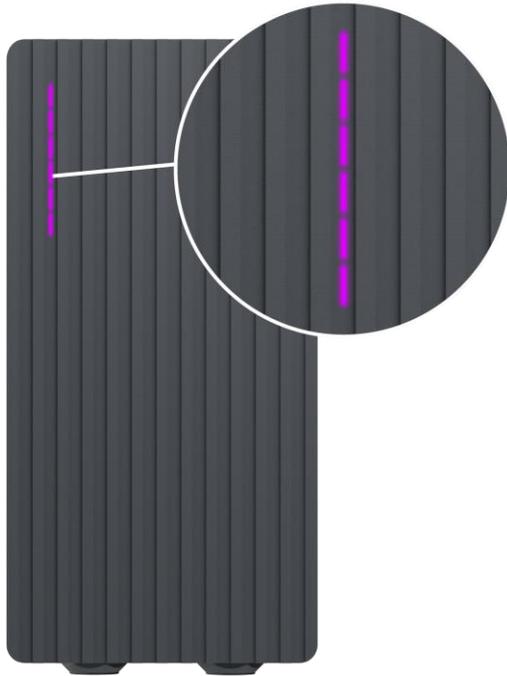
Permission to charge is not granted, TeltoCharge requires authorization.



**Green – all LEDs on**

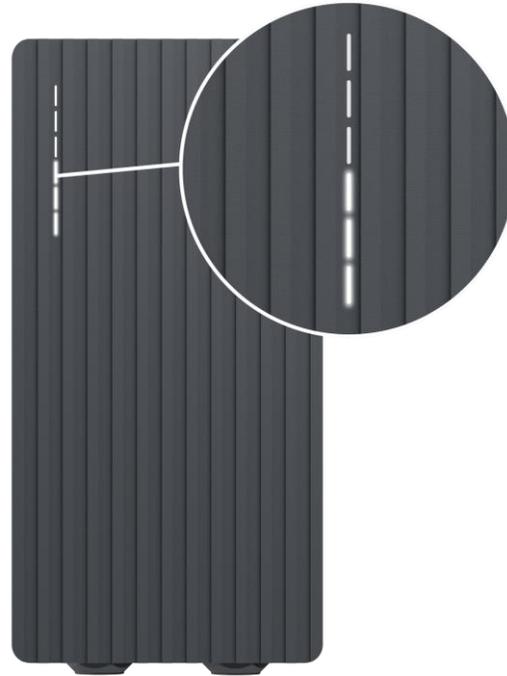
TeltoCharge finished charging.

# LED INDICATORS



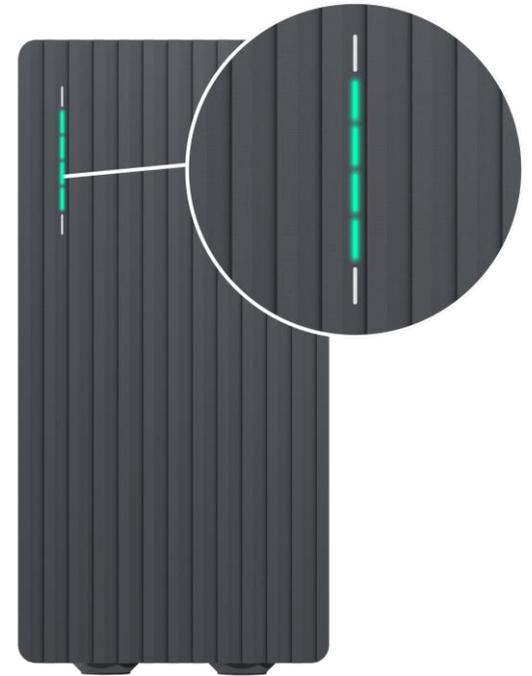
**Purple – all LEDs turn on**

TeltoCharge requires ventilation  
**(charging is done in a state D).**



**White – LEDs rolling from the bottom to the top**

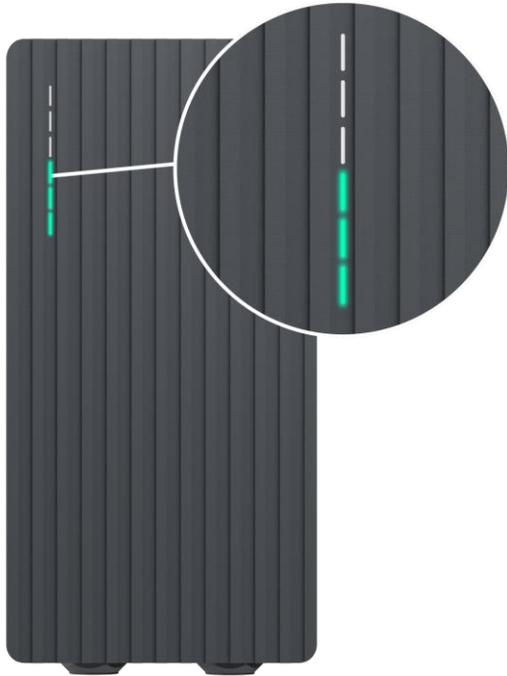
TeltoCharge is booting up.



**Green – four middle LEDs turn on**

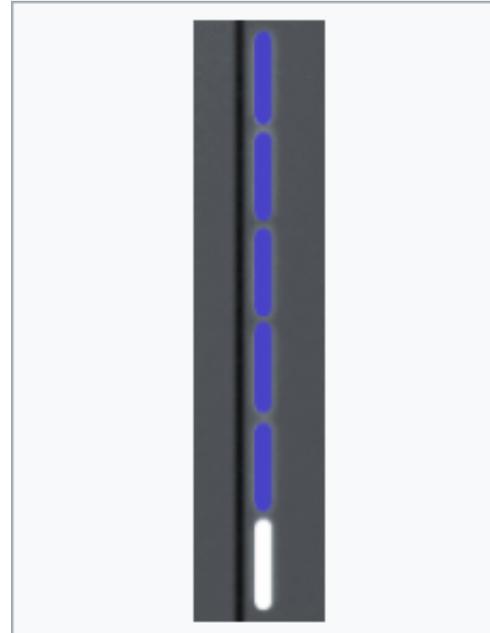
Authorization from the cloud  
server is accepted.

# LED INDICATORS



**Green – LEDs rolling upwards from the bottom**

TeltoCharge is in the charging process.



**Blue – LED's rolldown from up to down**

1. Wait for scheduled time.
2. No dynamic power – DLB/DLM/Solar enabled and no sufficient power.
3. EVSE suspended.
4. Reserved charge.

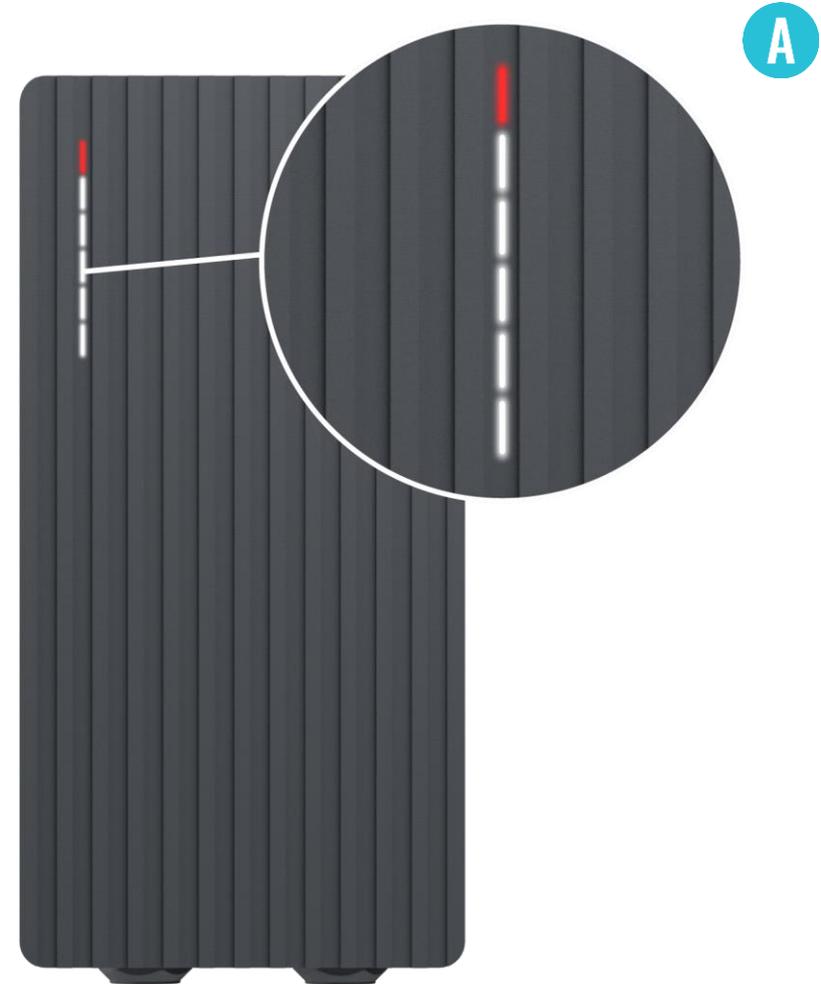
# TROUBLESHOOTING (1)

## Input voltage

- › Overvoltage;
- › Undervoltage;
- › Wrong wiring;

## Troubleshooting:

- › Check if input wiring is connected correctly;
- › Measure input voltage;
- › Check if supply voltage and voltage tolerance are in accordance with the measured input voltage in the Installer menu settings.



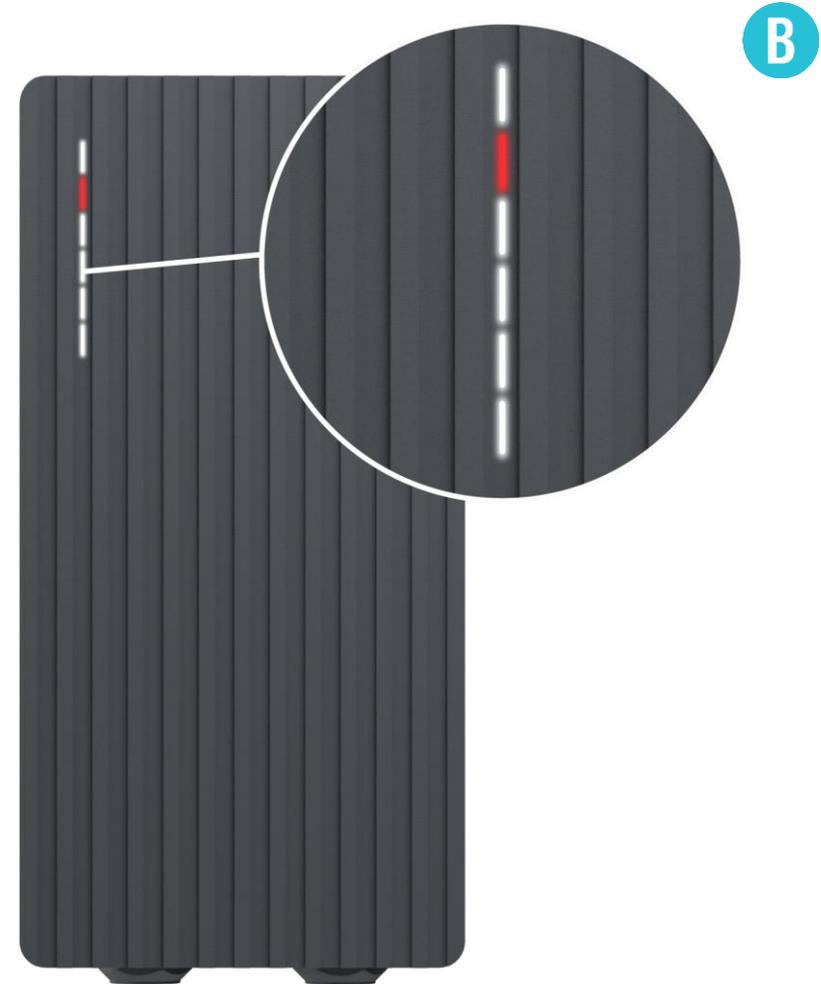
# TROUBLESHOOTING (2)

## Output voltage or current fail

- › Overvoltage;
- › Undervoltage;
- › Output current;

## Troubleshooting:

- › Disconnect a charging cable from the EV and check if the issue remains.
- › Reboot an EV charger and try to connect the EV again.



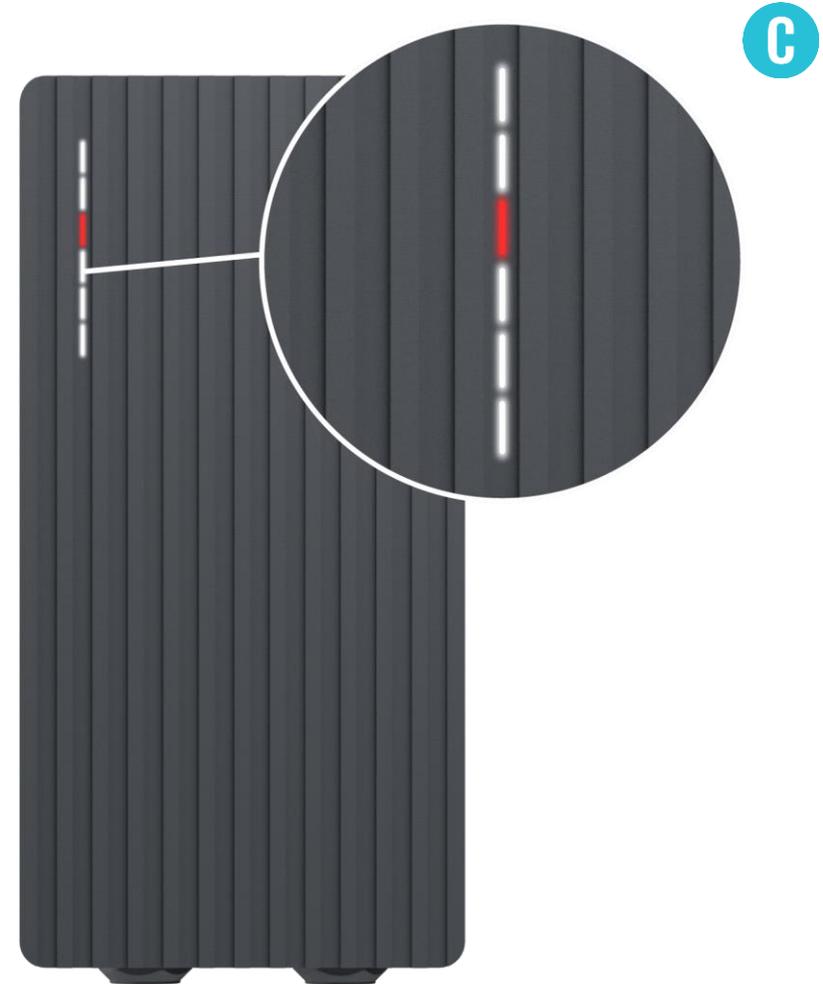
# TROUBLESHOOTING (3)

## Current leakage detected

- › Current leakage detected

### Troubleshooting:

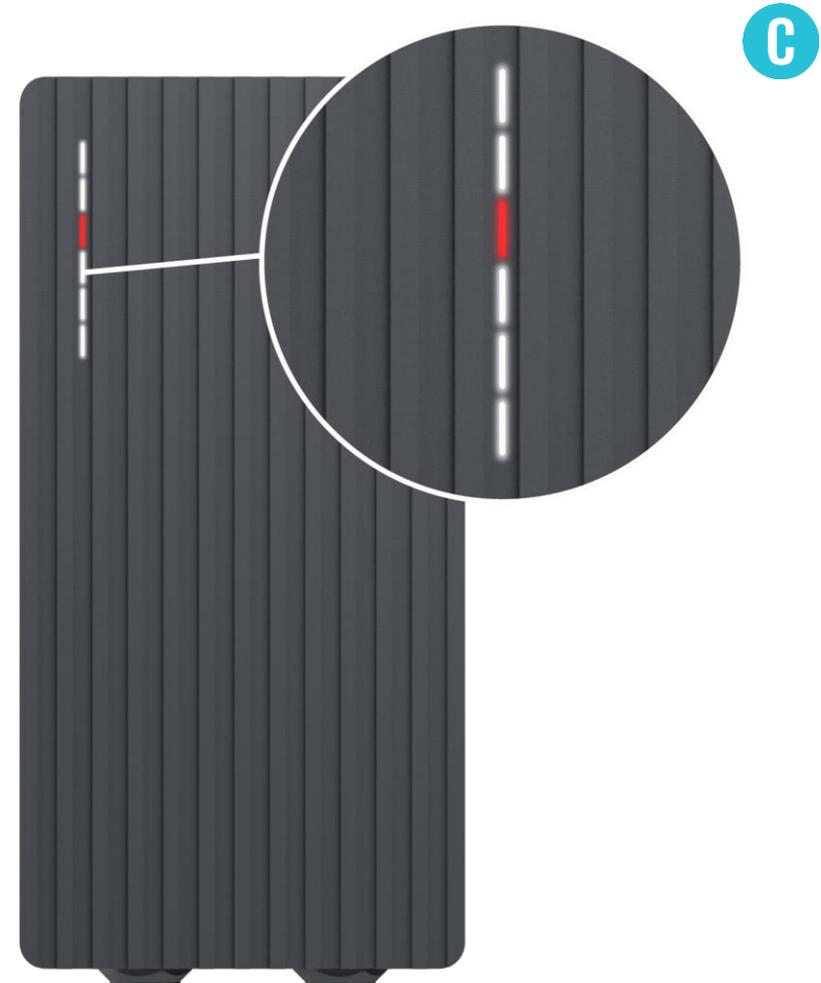
- › Disconnect the charging cable from the EV and check if the error persists.
- › If the error is cleared, try to start charging. If the error occurs once again, try the following steps:



# TROUBLESHOOTING (3)

## Troubleshooting:

- Check if a charging cable is fully plugged into a socket and/or EV.
- Check if the inside of both the socket and the plug has no foreign materials inside (is clean).
- Visually check if the cable is not damaged.
- Check if the boards are not covered in dust and/or other materials.



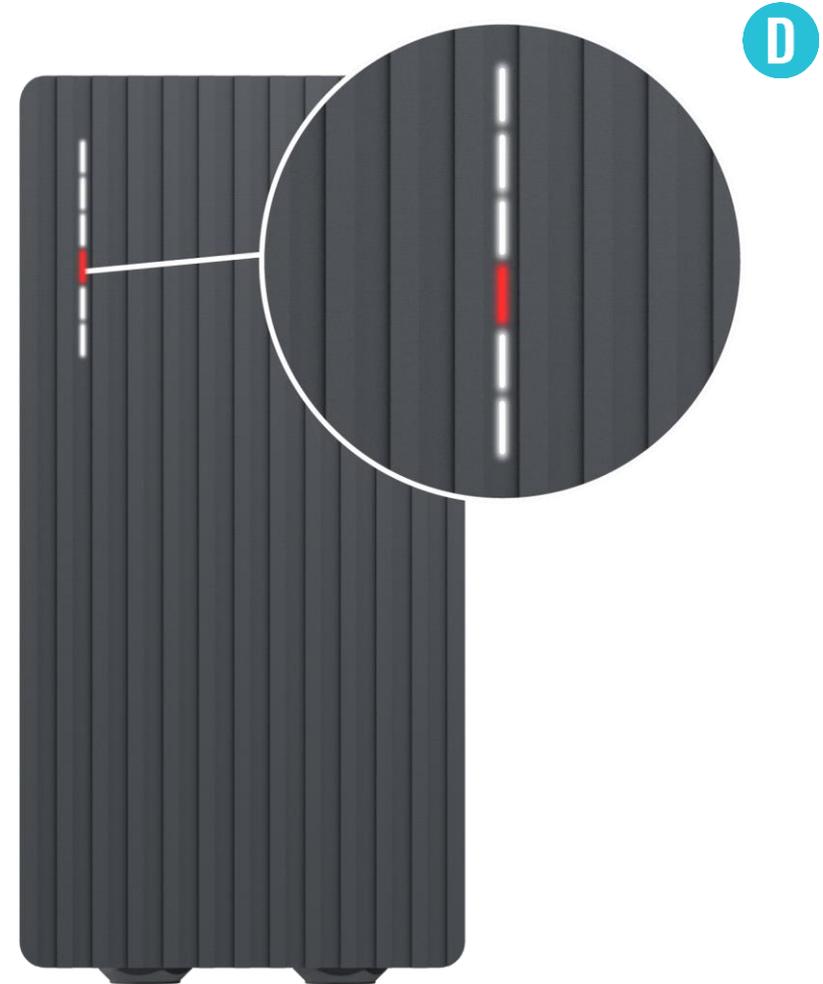
# TROUBLESHOOTING (4)

## Input voltage

- › Cable lock;
- › PP fail;
- › Car diode;

## Troubleshooting:

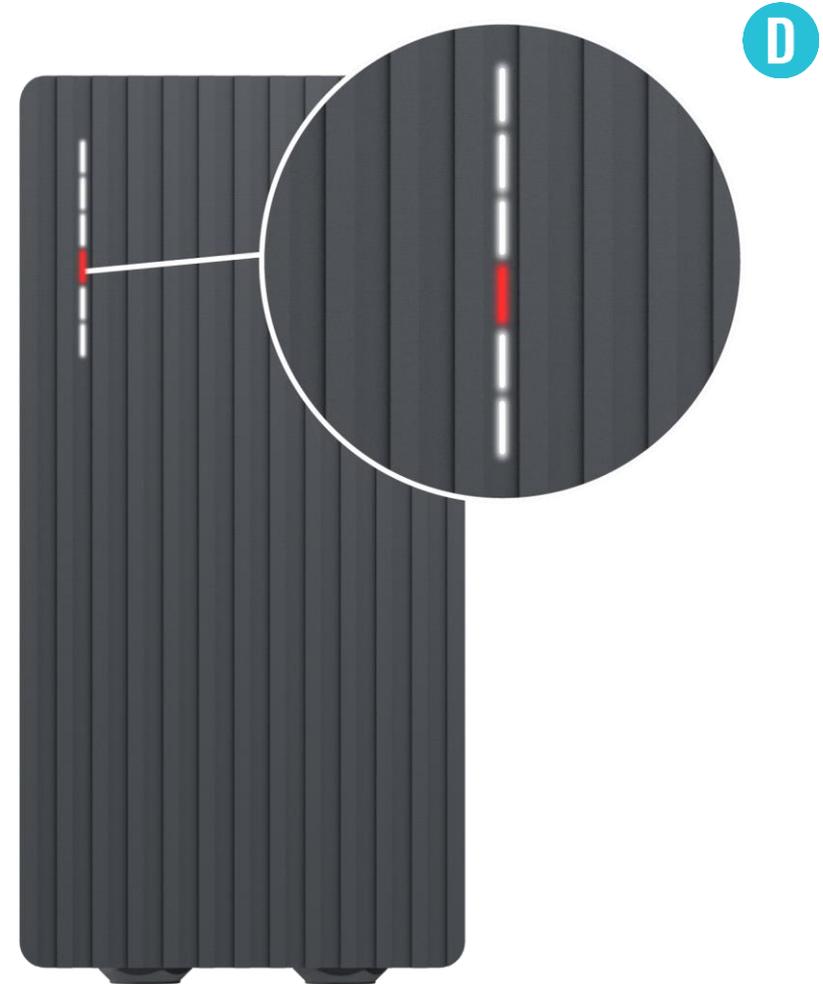
- › Check if the charging cable is connected correctly from the EV charger side (socket version) and from the EV side;
- › Try to reconnect the charging cable to the EV and EVSE (if it is a socket version).



# TROUBLESHOOTING (4)

## Troubleshooting:

- Listen if you can hear a clicking sound from the TeltoCharge when you plug the cable to EV. The EV charger should lock a cable plug. If you cannot hear it, try to unplug the cable (from EVSE side) while it is plugged from the EV side. If it is possible to unplug, report this problem via VIP helpdesk or your sales manager.
- If any of these steps help, measure the voltage between PE and PP and check if it is in accordance with the standard.



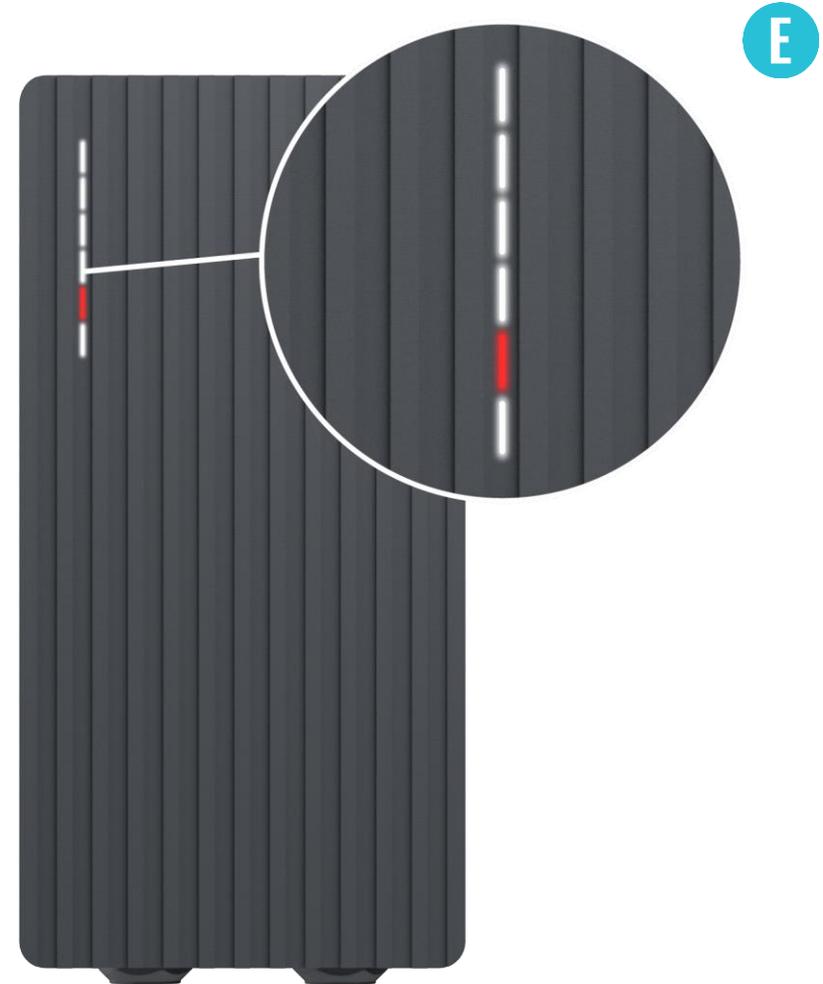
# TROUBLESHOOTING (5)

## Temperature

- › Temperature reached 85°C

## Troubleshooting:

- › Check the temperature inside the *Teltonika Energy app > Device info*. If the temperature is higher than 85°C wait while the EV charger cools down.



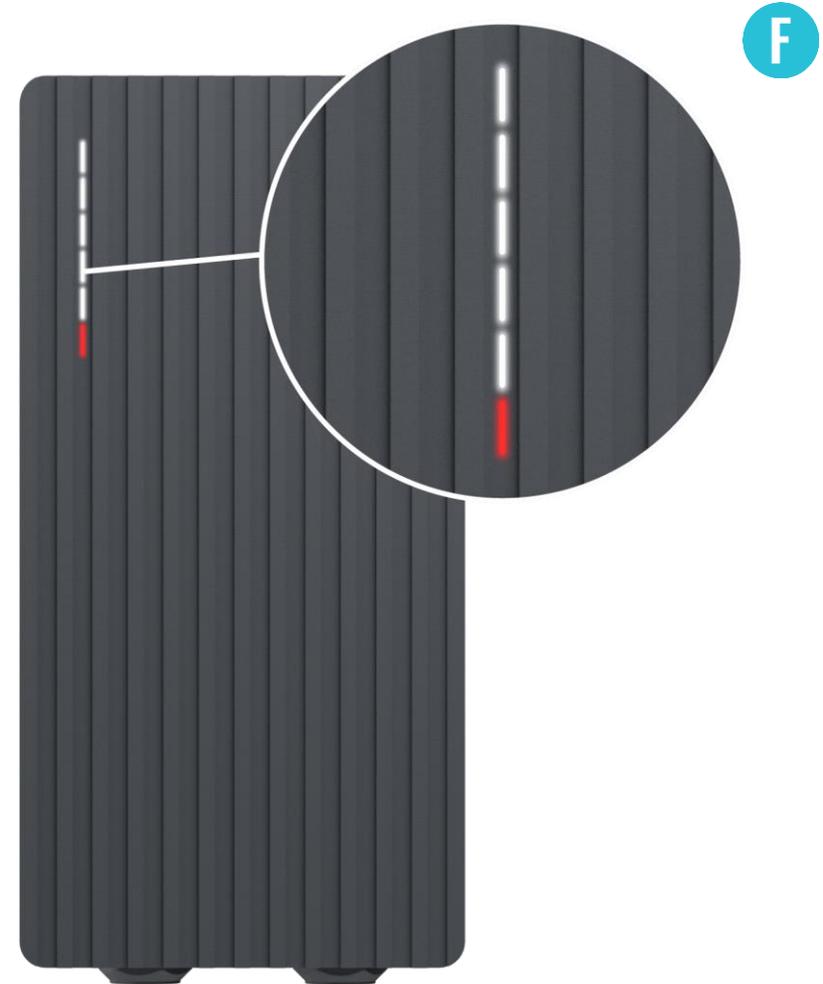
# TROUBLESHOOTING (6)

## Internal errors

➤ -12V

## Troubleshooting:

➤ Restart TeltoCharge.



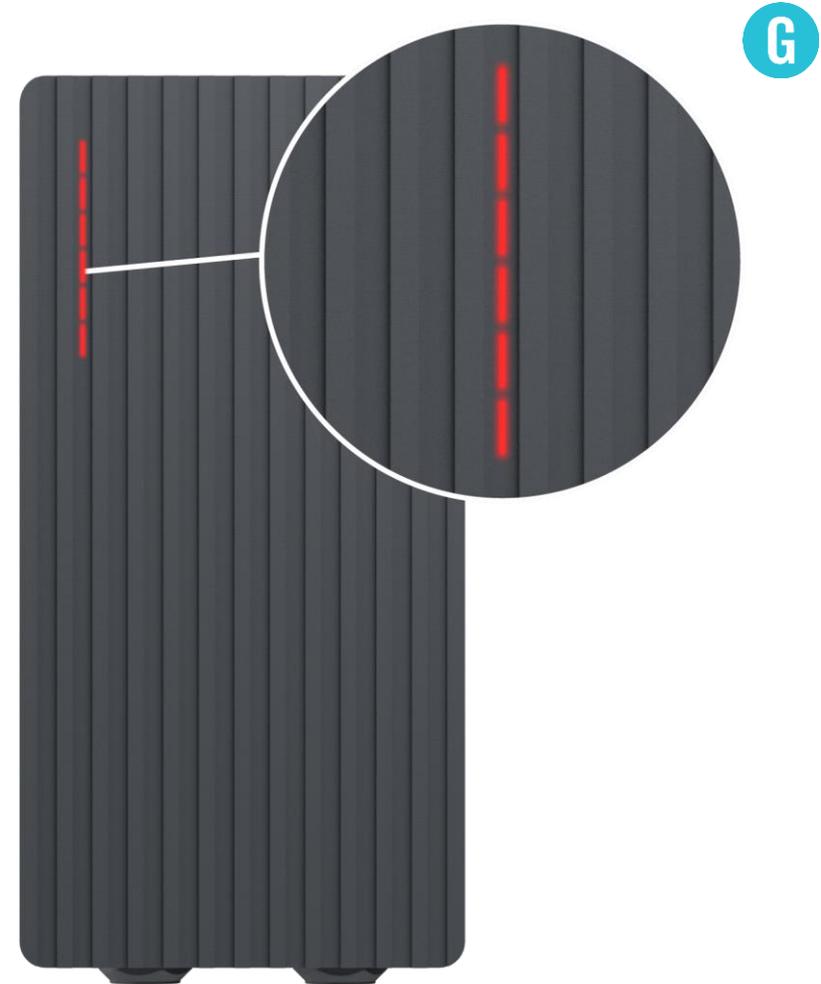
# TROUBLESHOOTING (7)

## Faulty connection to EV

- CP fail

### Troubleshooting:

- Try to reconnect charging cable from the EV side. There might be control pilot communication problem which can occur with different EV models.



# 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 v 1.0 in mind. Always refer to the latest version, which can be found on our WIKI page.