



TELTONIKA ENERGY

QUICK USER GUIDE



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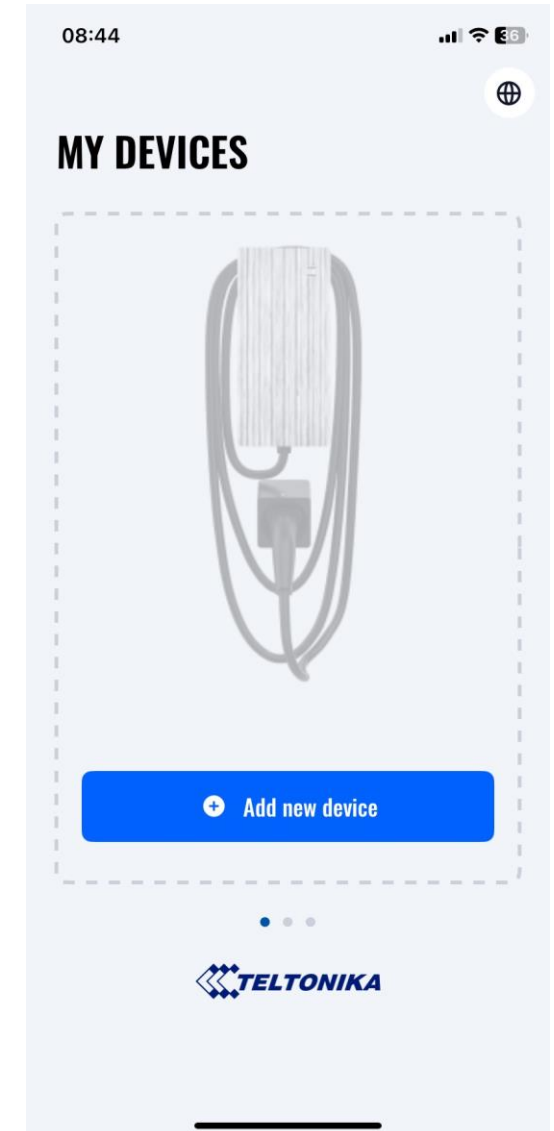
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DOWNLOAD TELTONIKA ENERGY APP



- 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.



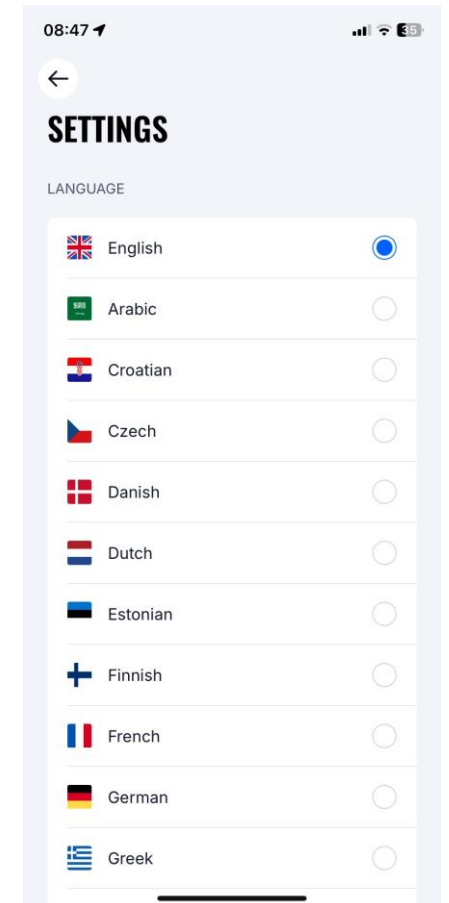
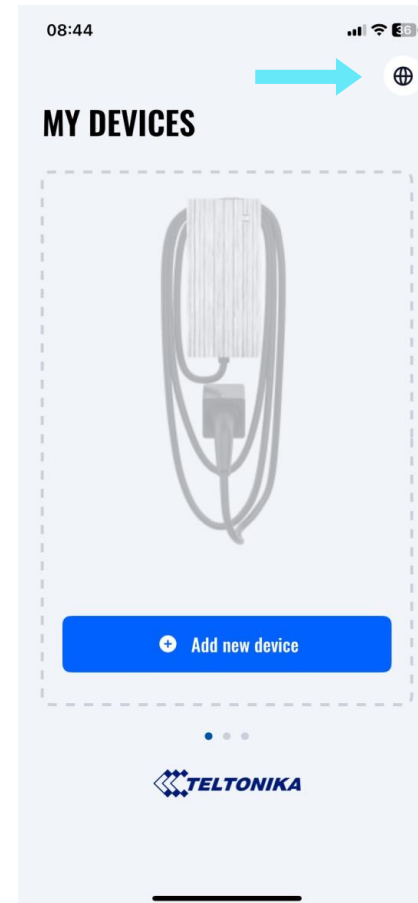


CHOOSE LANGUAGE

This feature let customer choose his own language.

Before setting up your app, choose your language:

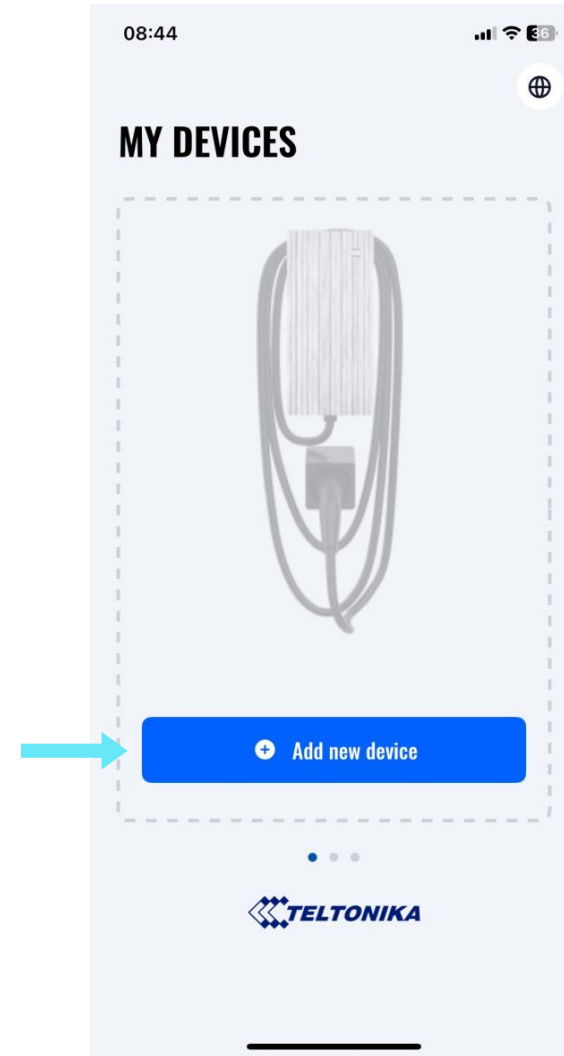
1. Press settings button
2. Choose your language
3. Press save button.





PAIR TELTOCHARGE WITH A SMART DEVICE

- Make sure Bluetooth is enabled on your smart device.
- Turn on the Teltonika Energy app.
- Press the "Add new device" button.

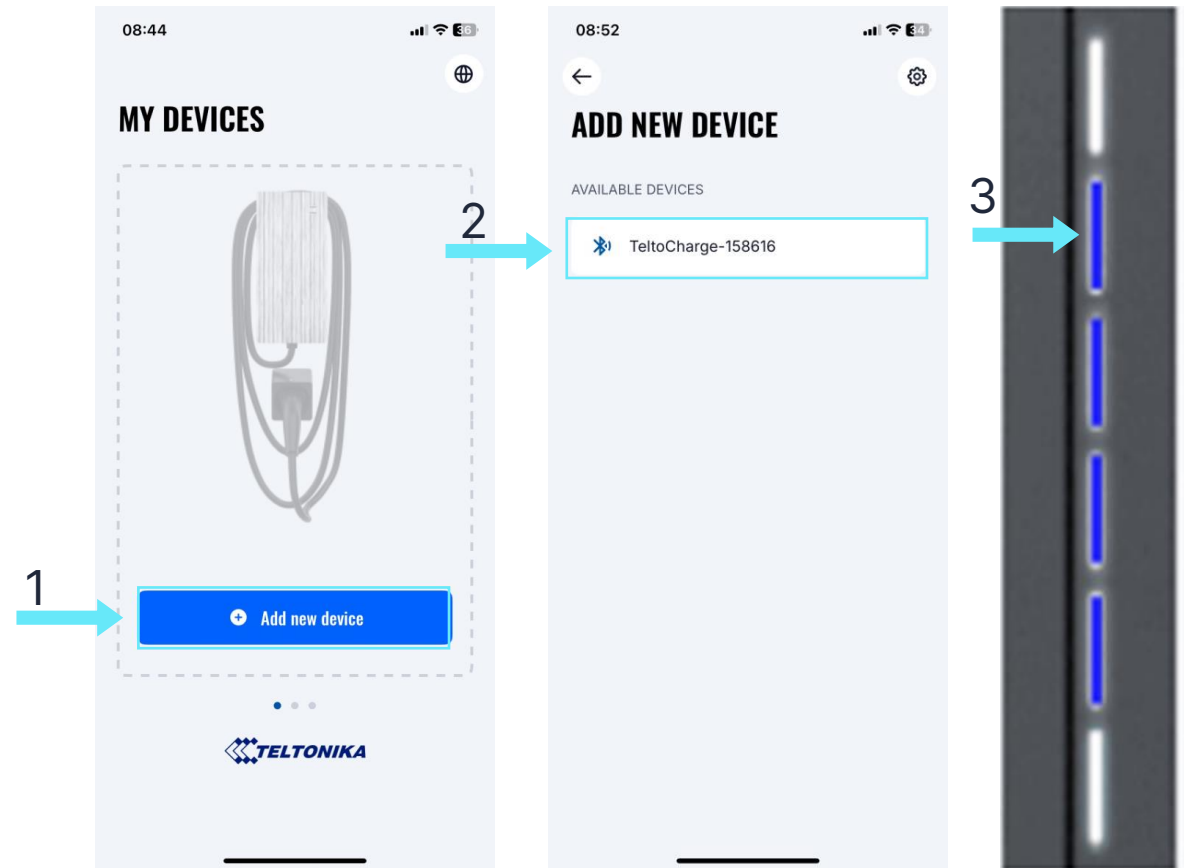




PAIR TELTOCHARGE WITH A SMART DEVICE

1. Press "Add new device"
2. Select Charger from the list*
3. TeltoCharge will light up **BLUE** leds

Note: * Numbers indicate last 6 digits of your TeltoCharge Serial Number (S/N).



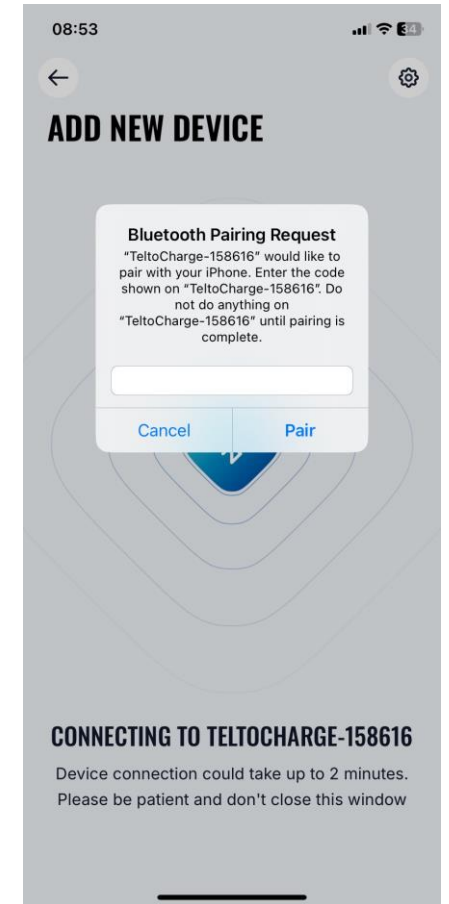
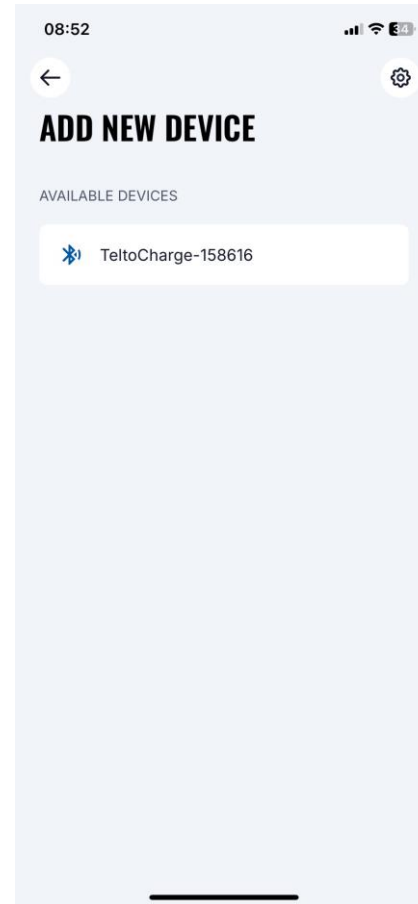


PAIR TELTOCHARGE WITH A SMART DEVICE

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



Pairing code can be found on the top right corner of product's middle plate.





DEVICE DETAILS

If successfully paired you will be redirected to “*Device Details*” window. Here you will be asked to:

1. Change your TeltoCharge device name.
2. Set your local currency
 - If your currency is not EUR, USD, GPD, you would need to set it by hand:
 - a. Select “Other”
 - b. Name it in 3 letters
3. Set average electricity price for kWh.
4. Press “Continue” button.

The image shows a sequence of three screenshots from a mobile application, illustrating the steps to configure device details. The screenshots are labeled with numbers 1, 2, 3, a, b, and 4, indicating the sequence of actions.

- Screenshot 1 (08:53):** Shows the "DEVICE DETAILS" screen. The "Device name" field is highlighted with a red arrow labeled "1". The "Currency" field is set to "EUR". The "Average price/kWh" field is set to "0.25". A blue "CONTINUE" button is at the bottom.
- Screenshot 2 (09:02):** Shows the "DEVICE DETAILS" screen. The "Currency" field is highlighted with a red arrow labeled "2". The "Average price/kWh" field is set to "0.25". A blue "CONTINUE" button is at the bottom.
- Screenshot 3 (09:02):** Shows the "DEVICE DETAILS" screen. The "Currency" field is highlighted with a red arrow labeled "a". The "Other" option is selected in the "Currency" field, and the "Other" field is highlighted with a red arrow labeled "b". The "Average price/kWh" field is set to "0.25". A blue "CONTINUE" button is at the bottom.

A red arrow labeled "4" points to the "CONTINUE" button in the third screenshot.





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

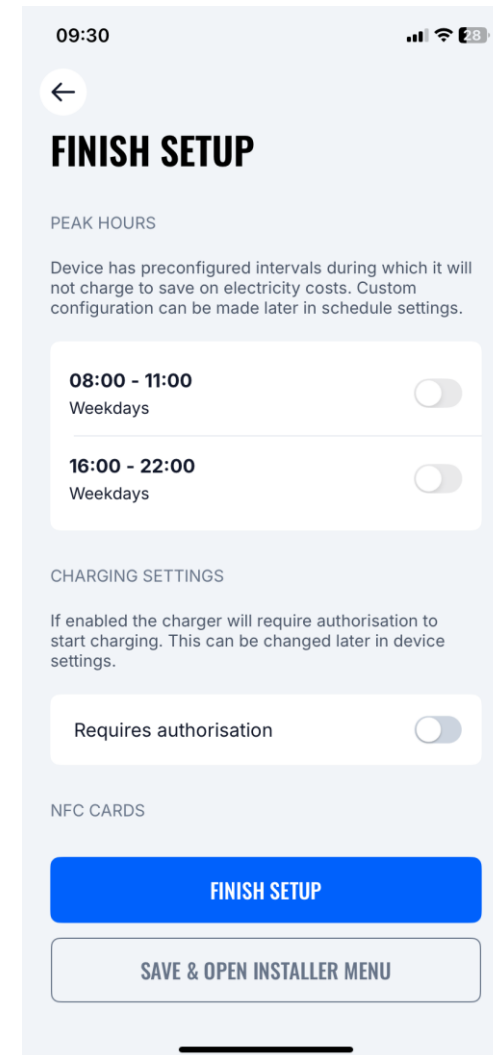
If needed, turn on authorization feature and add an NFC card (this can be done later).

Finish Setup

Configuration could be finished leaving charger in default settings

Save & open [installer](#) menu

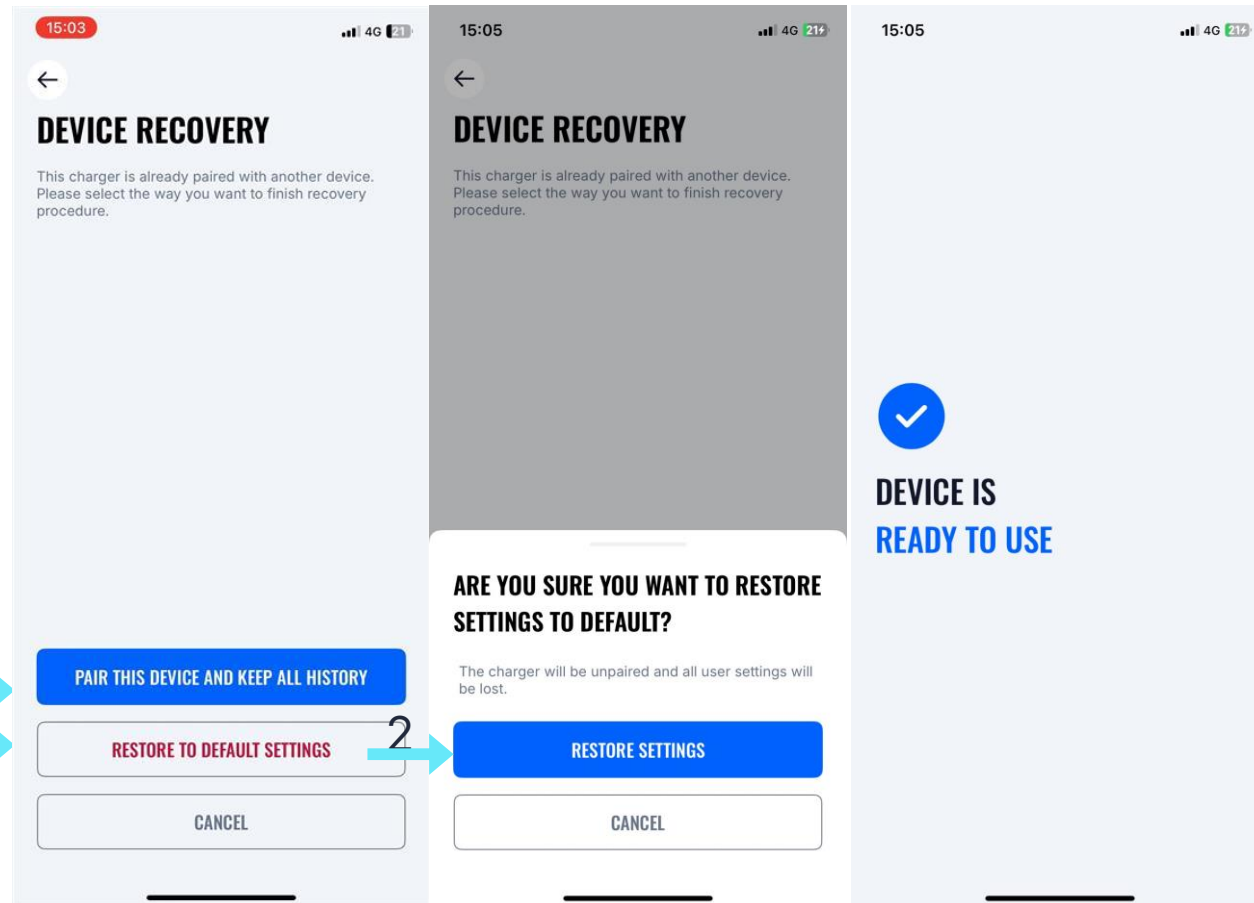
Configuration could be continued by setting installer menu





PAIR OTHER TELTOCHARGE WITH A SMART DEVICE

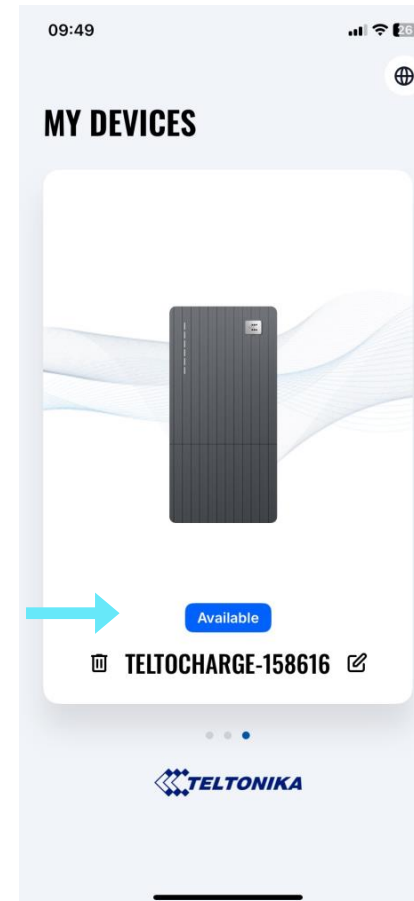
- If you want to pair a second smart device with TeltoCharge. There are a few necessary steps:
 - A. First, you will need to reboot the EV charger. (If the charging station has at least 1.13.5 FW this step could be skipped).
 - B. Then you will have 5 minutes to pair a different smartphone. (This feature is disabled since 1.13.5 FW)
- 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 the charger to the default settings.





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 “UNAVAILABLE” 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).

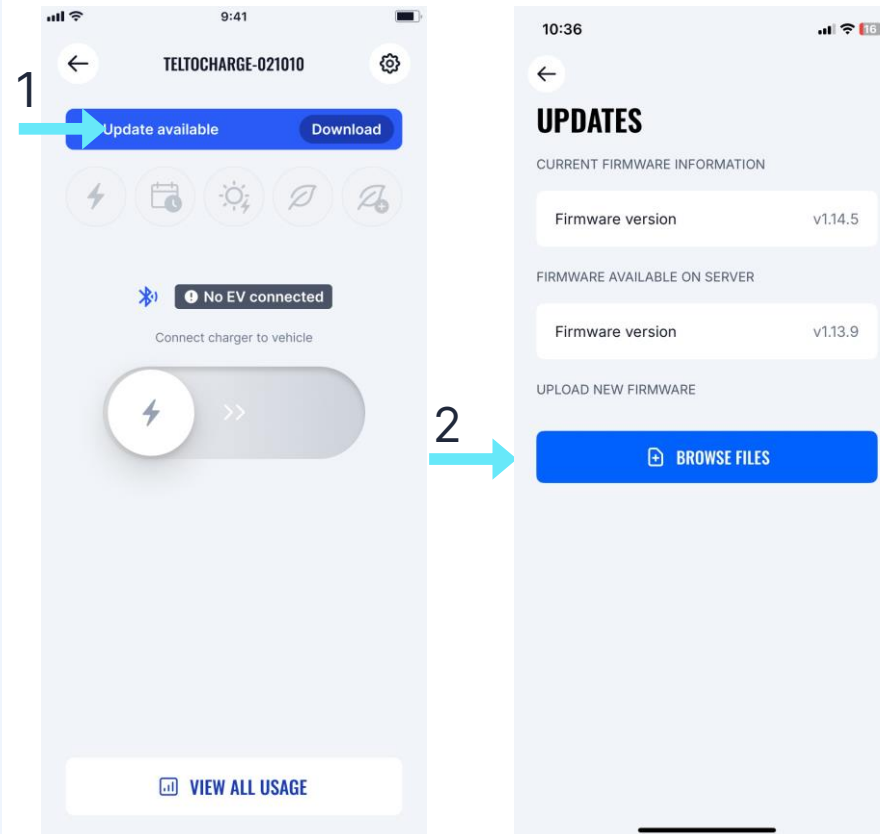




FIRMWARE UPDATE

1. Press on a pop-up
 - You will be redirected to the update window and update will start automatically
2. Also you have the availability to do the update manually by pressing “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)

After you select the file, press “Update firmware” button and wait until update is completed.

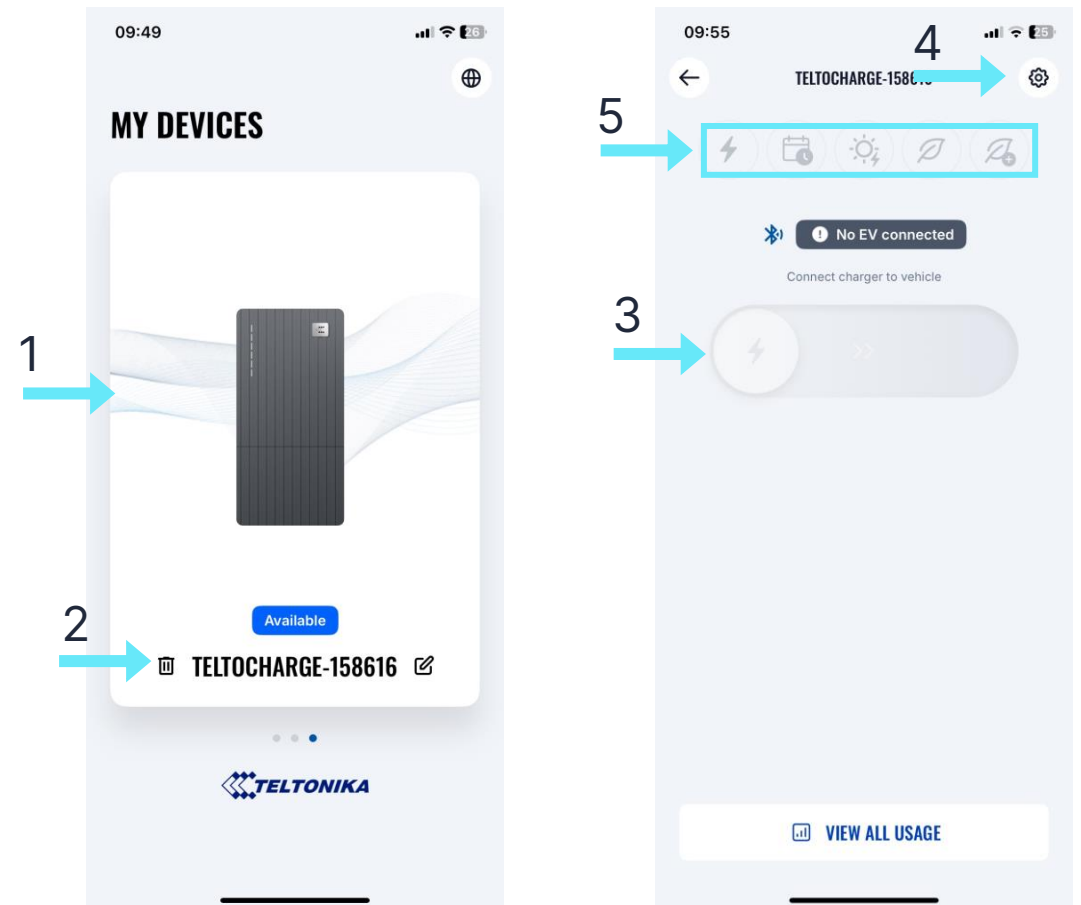




TELTOCHARGE MAIN SCREEN

1. To select active charging station for configuration, please press on Available charger illustration in „My Devices“ menu.
2. To delete charging station from phones history, press on „bin“ icon
3. With the slider, you will be able to authorize yourself and start or stop charging your EV. While charging is not active, slider is in OFF state and greyed out.
4. Here you can reach main Settings window
5. Here you are able to change charging mode*

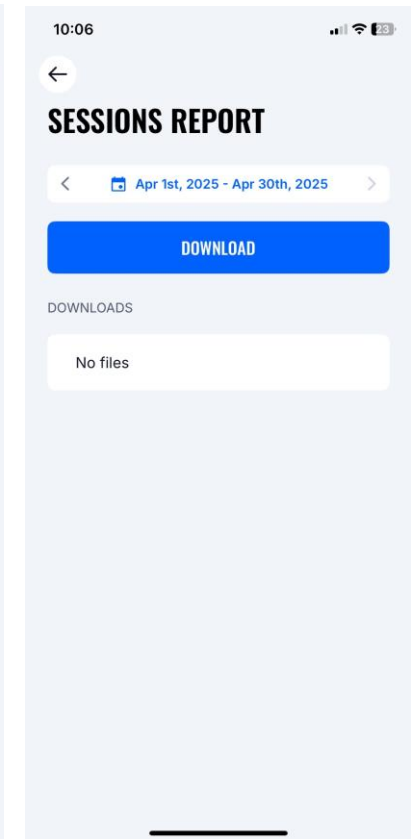
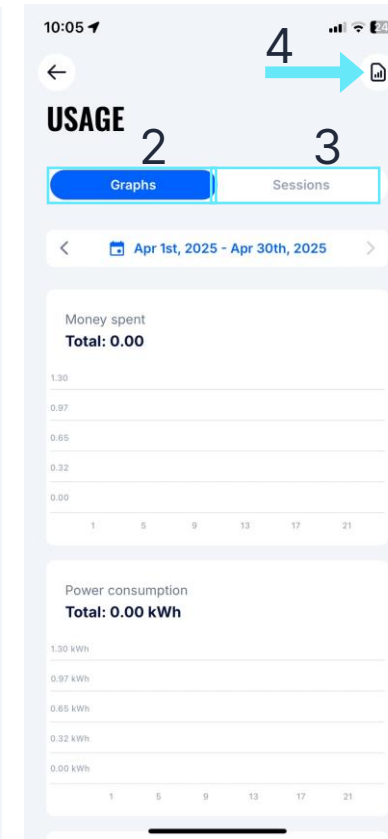
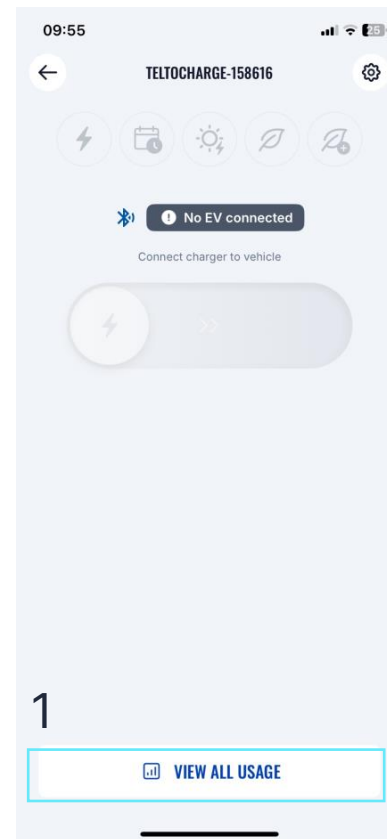
**Note: If Solar is disabled, half buttons will be gray and Inaccessible*





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
3. Pressing **Sessions** open up the same data but in more separated number and session specific.
4. By pressing document symbol at the top right of the screen, you will be able to download all data to excel file



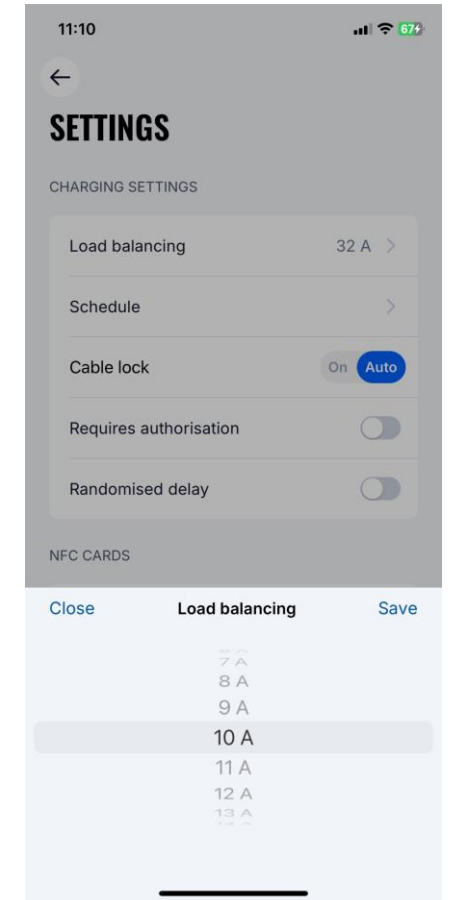
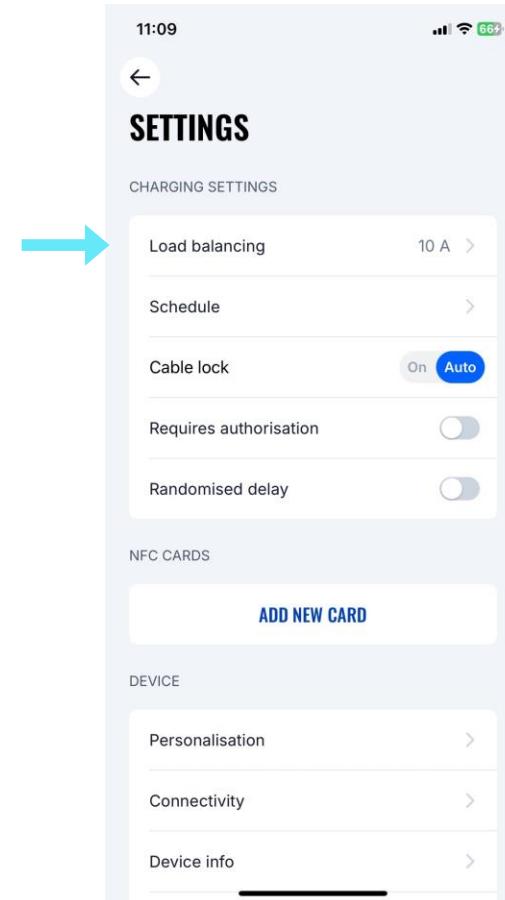


STATIC LOAD BALANCING

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.
- Set this value accordingly to local electrical grid in order to optimize usage

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.

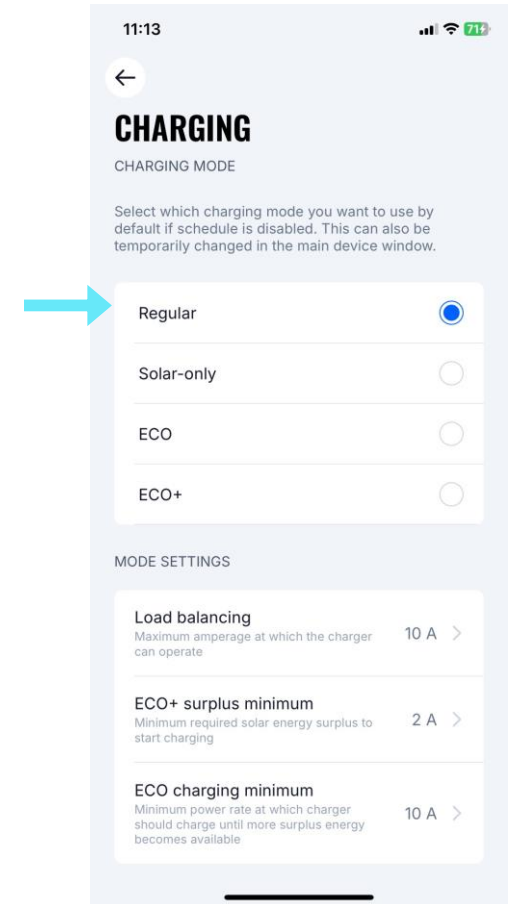
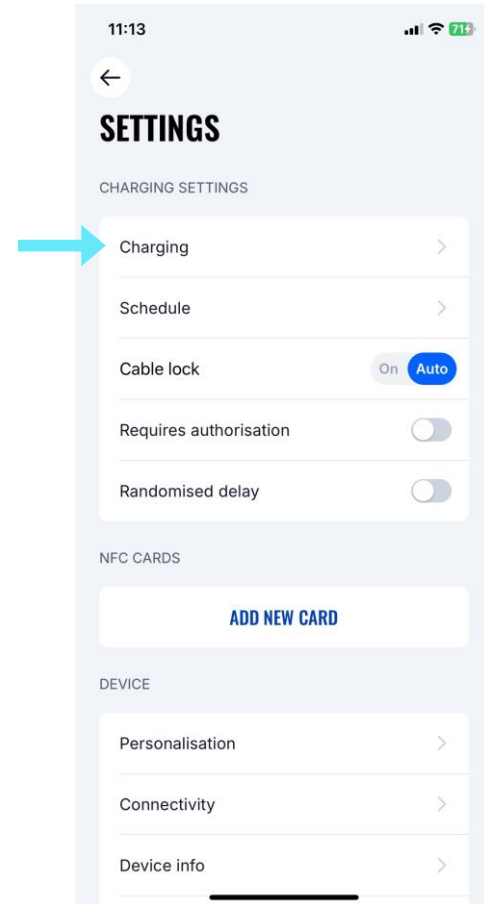




SELECTION OF CHARGING MODES

If you activate **Solar Charging** functionality, **Load Balance** migrates to “**Charging**” section.

Here you will be able to select which Charging mode shall be used for next session and adjust solar’s mode charging output

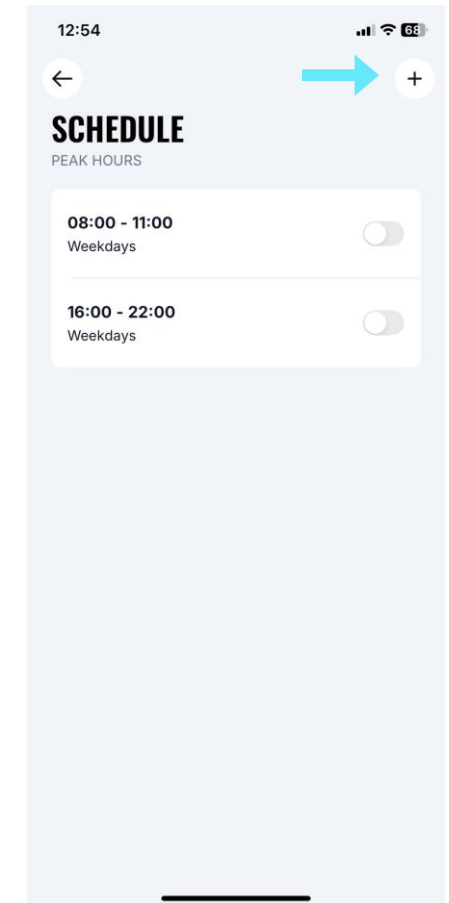
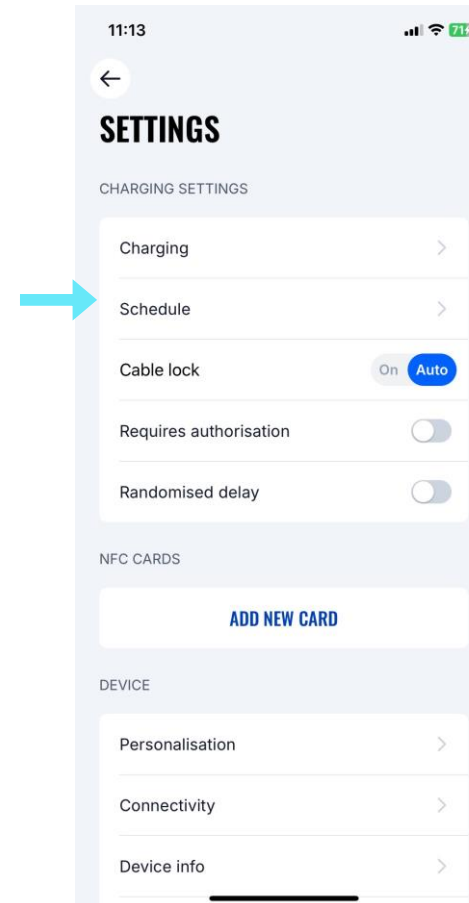




SCHEDULE

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

1. If **Solar charging** functionality is disabled. User will only be able to create 2 types of schedules:
 - 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
2. If **Solar charging** functionality is enabled. User will only be able to create 3 additional types:
 - Solar-only
 - ECO+
 - ECO

12:57

←

CREATE NEW SCHEDULE

SCHEDULE SETTINGS

Enable schedule

Type Regular >

Start time 12:00 AM

End time 12:00 AM

Repeat schedule

Frequency Daily >

SAVE

12:54

←

CREATE NEW SCHEDULE

SCHEDULE SETTINGS

Enable schedule

Type Regular >

Start time 12:00 AM

End time 12:00 AM

Repeat schedule

Frequency Daily >

Close Type Save

1

Regular

Peak hours

12:57

←

CREATE NEW SCHEDULE

SCHEDULE SETTINGS

Enable schedule

Type Regular >

Start time 12:00 AM

End time 12:00 AM

Repeat schedule

Frequency Daily >

Close Type Save

2

Peak hours

Regular

Solar-only

ECO+

ECO



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

12:55

←

CREATE NEW SCHEDULE

SCHEDULE SETTINGS

Enable schedule

Type Regular >

Start time 12:00 AM

End time 12:00 AM

Repeat schedule 12:00 AM

Frequency 1

SAVE

12:55

←

REPEAT FREQUENCY

Choose when the schedule should repeat.

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

SAVE



AUTHORIZATION VIA NFC

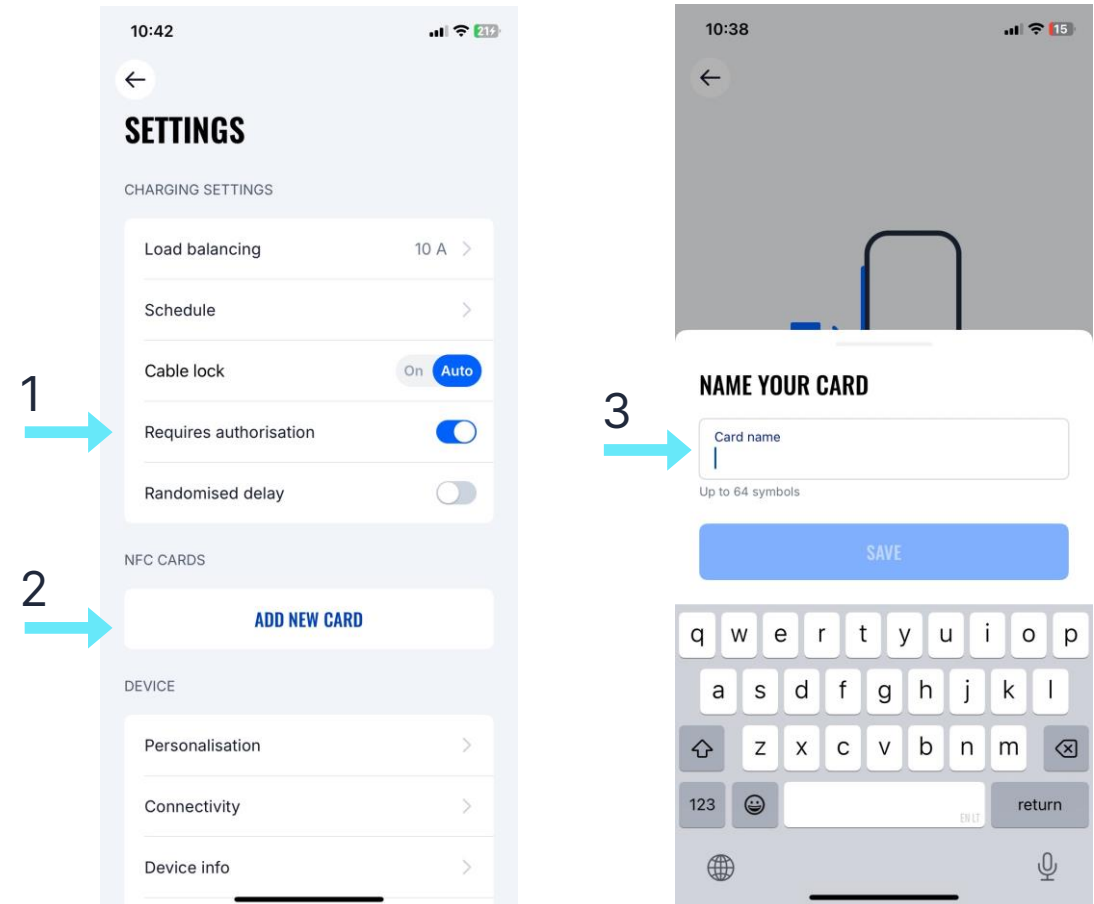
There is a possibility to turn ON/OFF authorization for TeltoCharge.

With Authorization enabled, station will not begin charging session until user authorizes it with manual input. This prevents third parties from using your personal device without permission.

Input can be understood as adding a registered NFC card to the side or moving slider on the main window.

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. To complete it, you will be asked to name the card. (It is required in order to separate cards from each other)

By default Authorization is disabled.

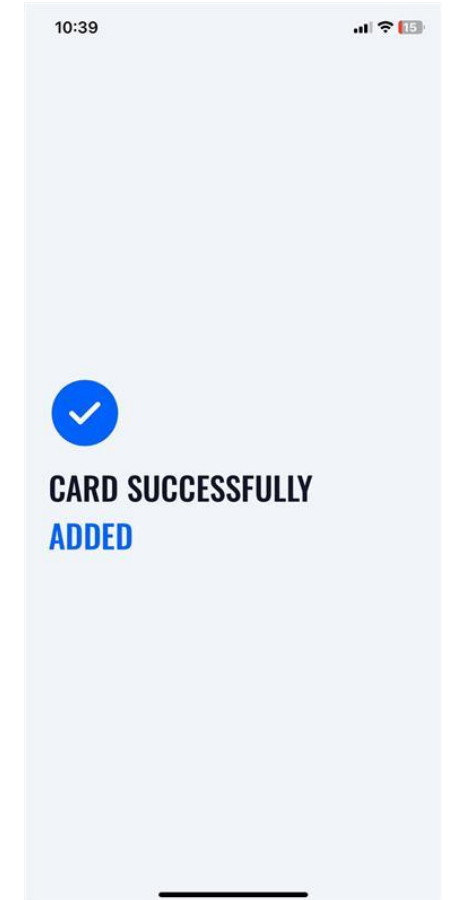
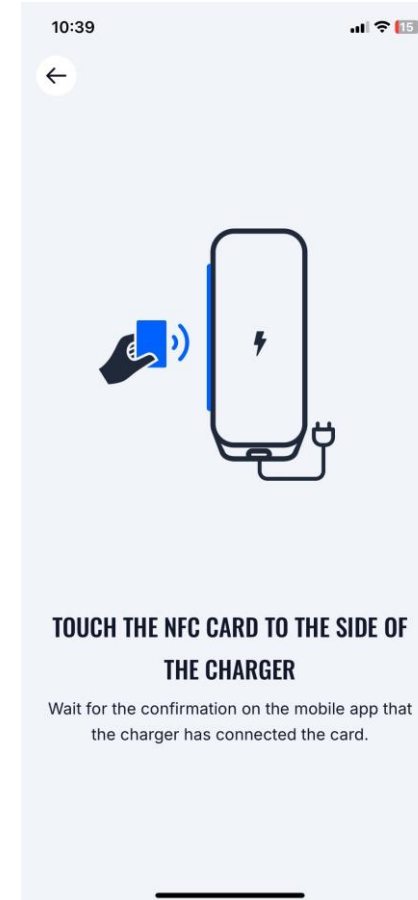




AUTHORIZATION

After naming new card you will need to:

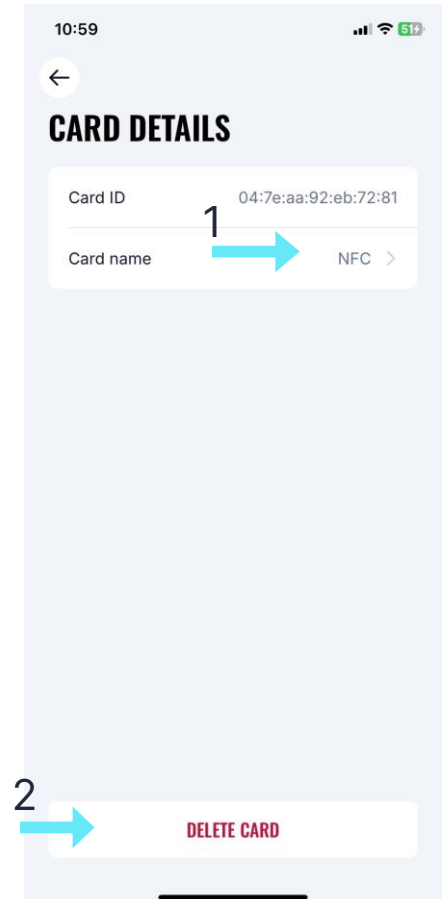
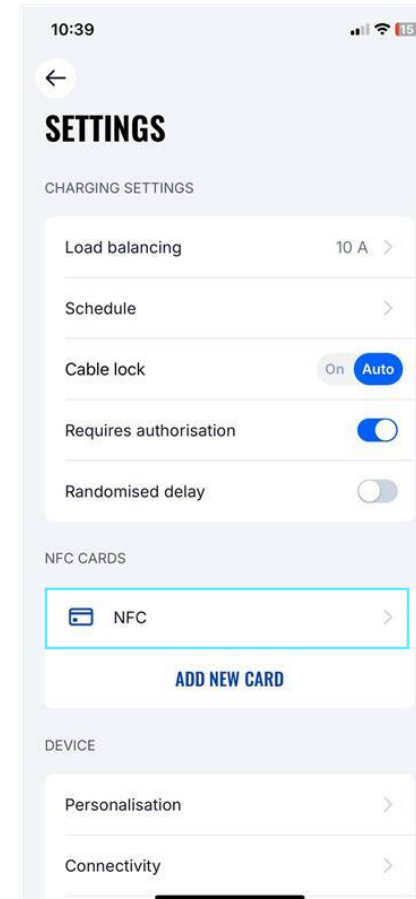
1. Touch the NFC card to the side of the EV charger.
2. Wait for the pop-up window to indicate a successful addition of your card.





AUTHORIZATION

1. To update the name of your card, press the field with a name, type the new one and press the “Save” button.
2. To remove the card, press “Delete card” button.





DYNAMIC LOAD BALANCE / CHARGING

If [Solar charging](#) function enabled, user can select three different [solar charging modes](#), each offering unique benefits for various situations.



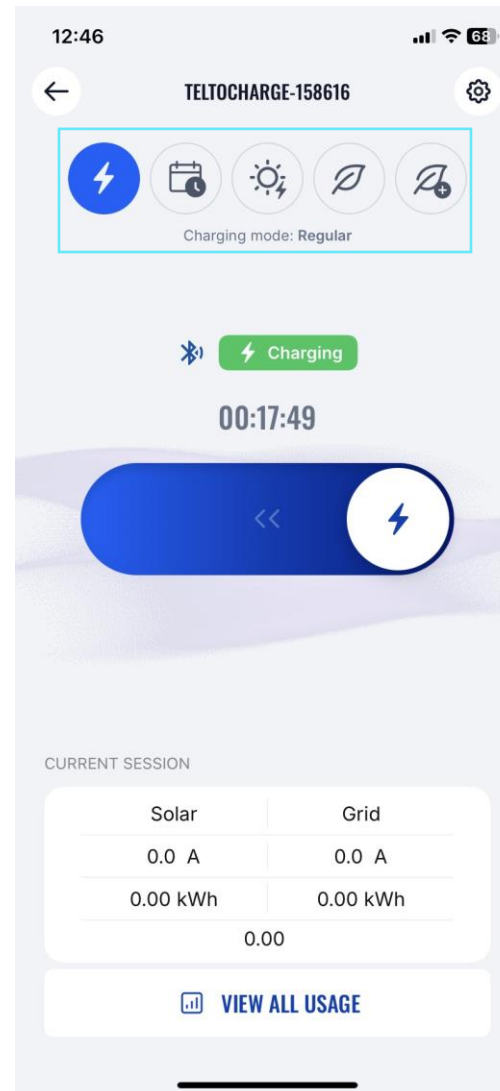
Solar only



ECO



ECO +



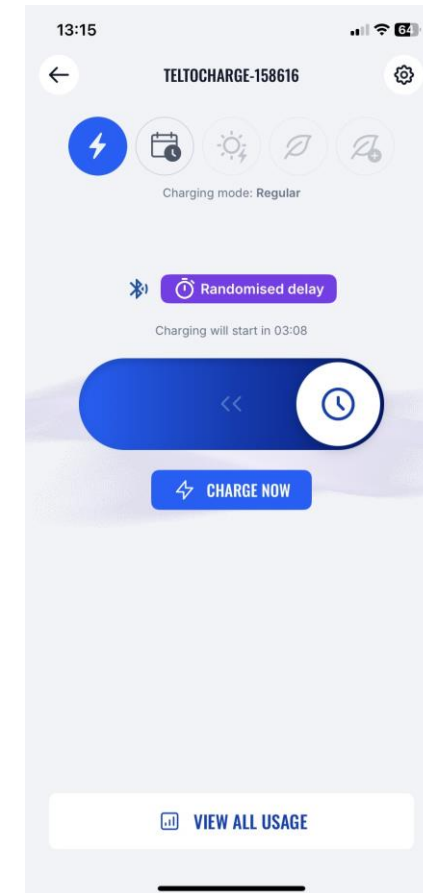
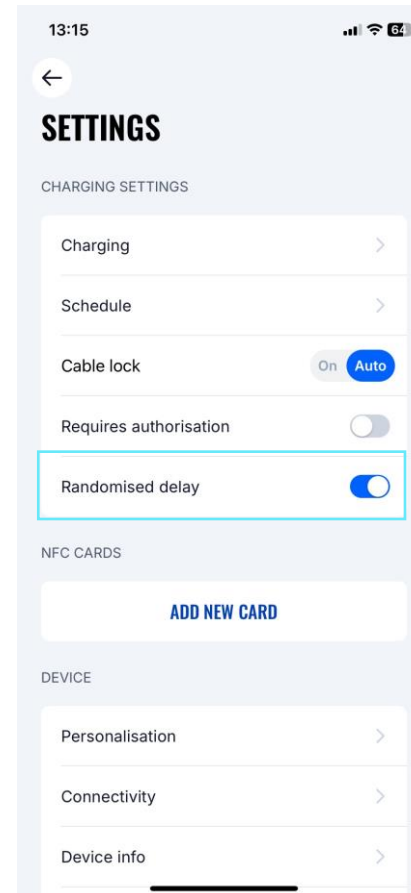


RANDOMIZED DELAY

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.



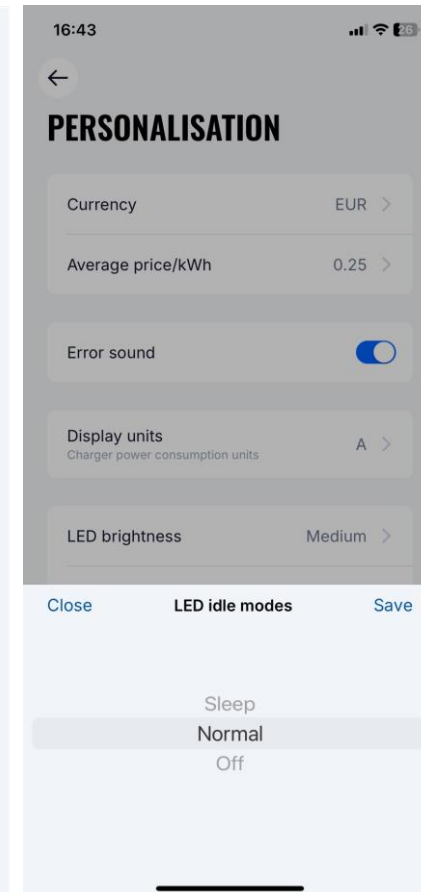
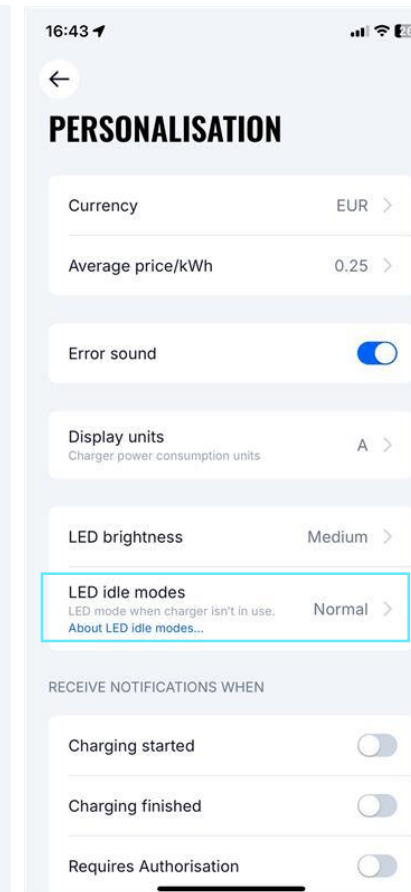
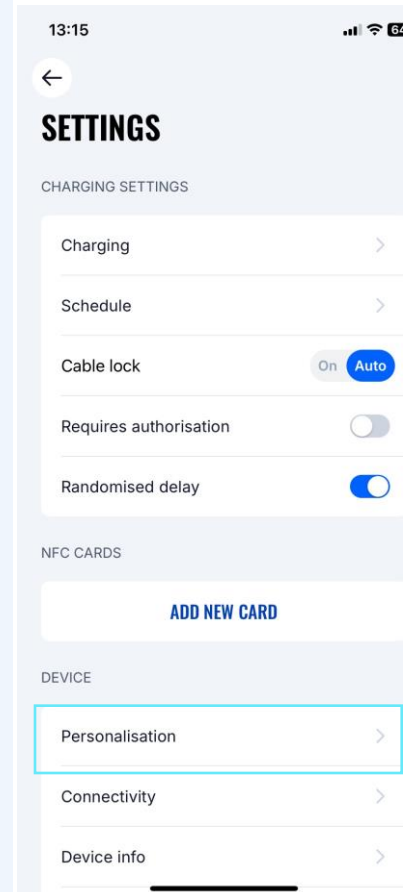


PERSONALISATION

Settings that will not affect charging behavior are listed in the [personalization](#).

In this menu, it's possible to:

- Change currency and pricing
- Disable error sound
- Select display units (Amps or kWh)
- Reduce brightness of LED
- Dim or turn off LEDs when the charger is inactive for 5 minutes
- Enable notifications (notifications are only sent if the charger is connected to the internet. Notifications do not allow you to control the charging station)



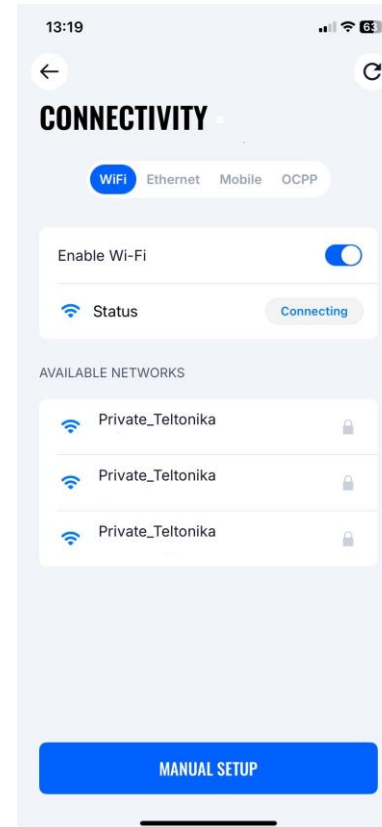


CONNECTIVITY

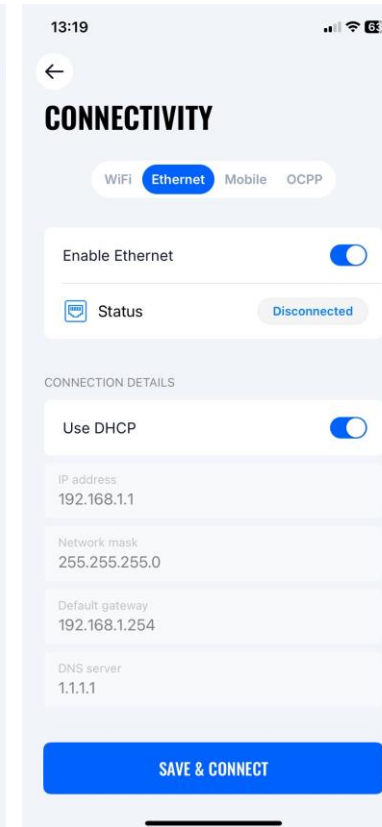
TeltoCharge can be connected to the Internet in three different ways.

1. **WiFi** - select your network from the list, insert the password and connect.
2. **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).
3. **MOBILE*** - insert SIM card and turn on. (Only EVC12X1 products have this function, it must be added to TeltoCharge at the time of order)

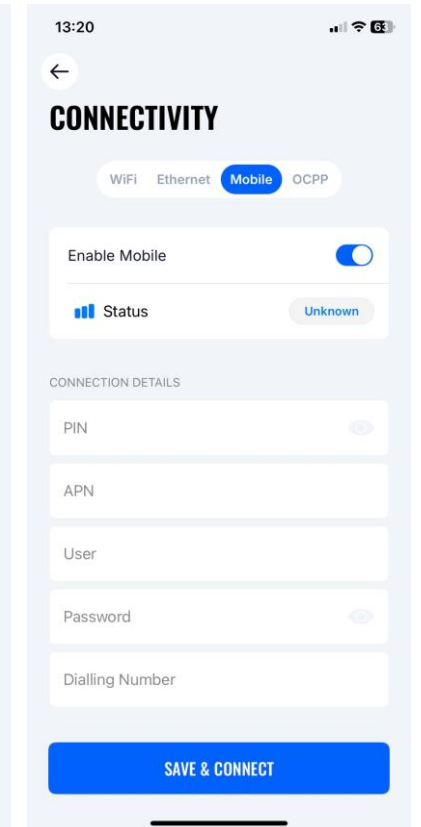
Note: In order to have MOBILE Internet connection function, inform your sales manager



1



2



3

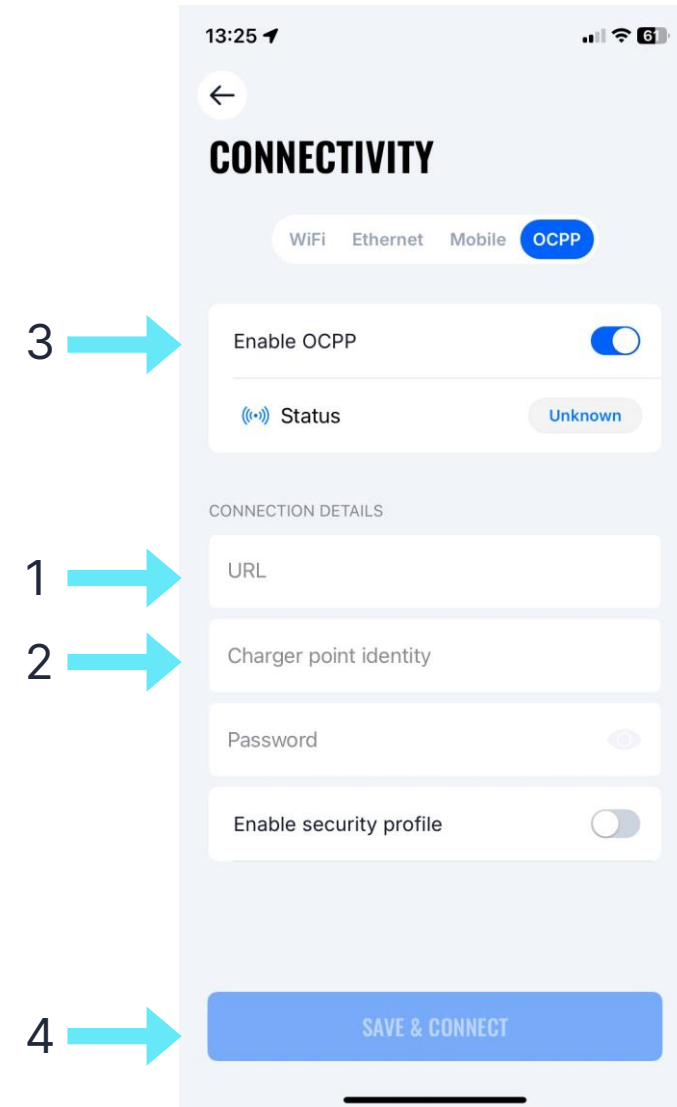


CONNECTIVITY/OCPP

TeltoCharge also has the ability to connect to the 3rd 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.

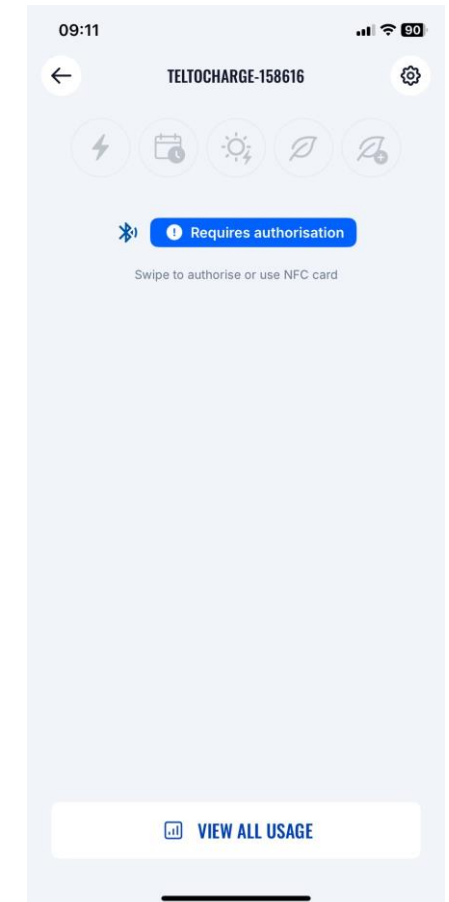
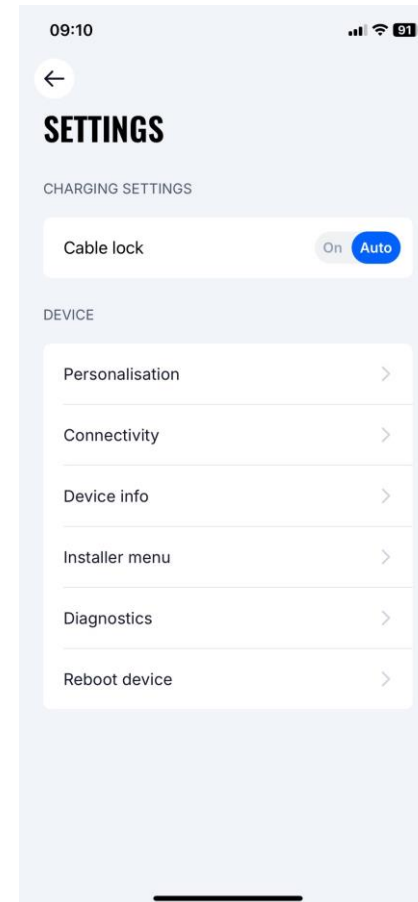
If required, application provides option to include Root and Client certificates





OCCP SCREEN CHANGES

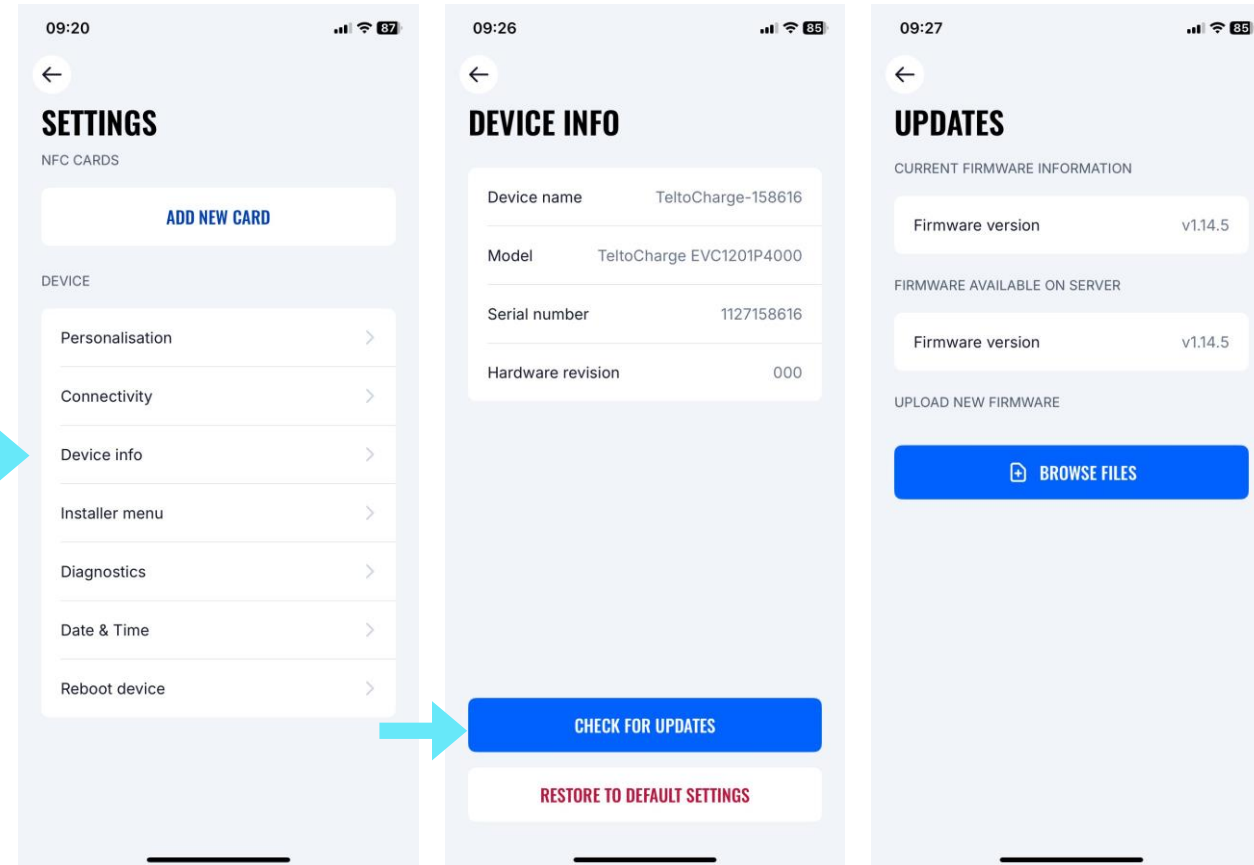
- After enabling OCCP connection, you will see a different TeltoCharge settings menu. Some of the configurations will be hidden to avoid request duplication from the server and the app.





DEVICE INFO

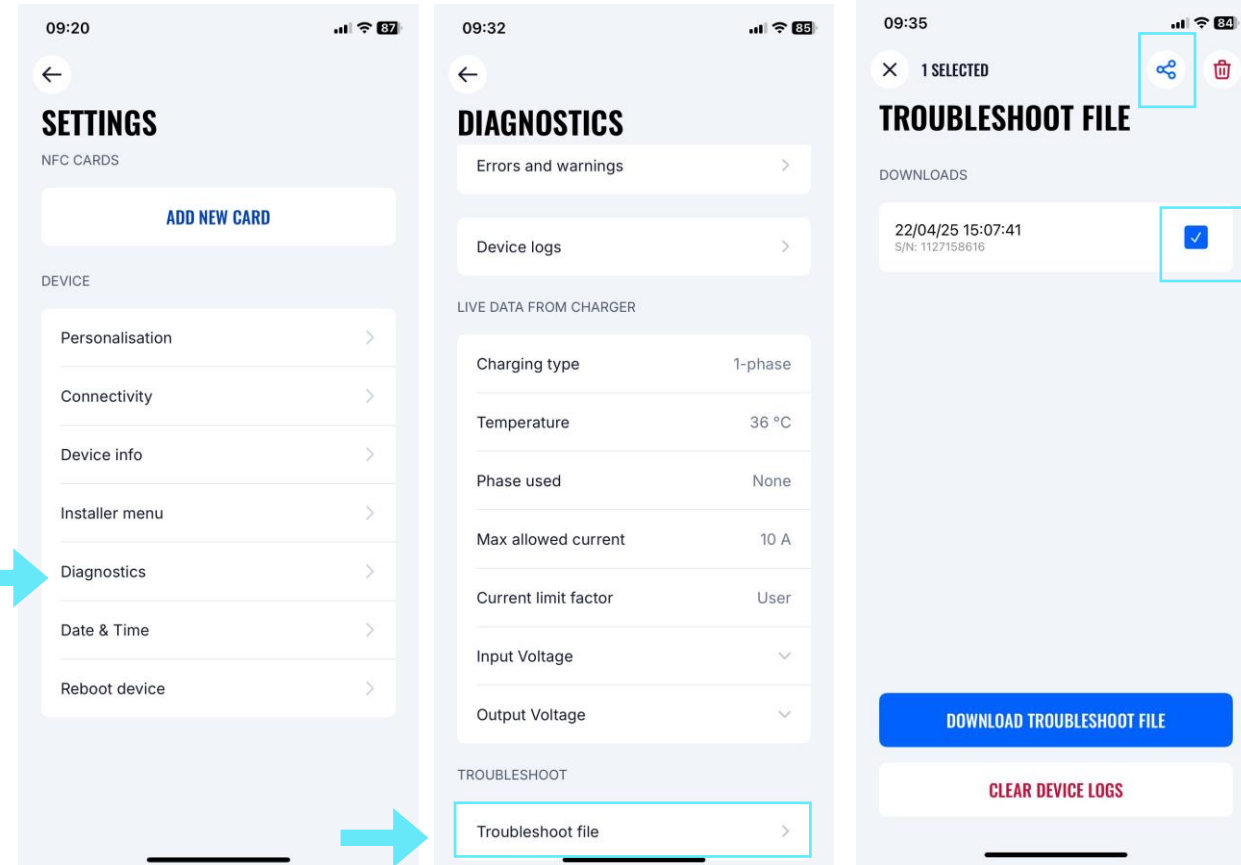
- In Device info section user can check product code and Firmware version.
- After pressing Check for updates, new window pops up, where user/installer can see information about current FW and update it.





DIAGNOSTICS

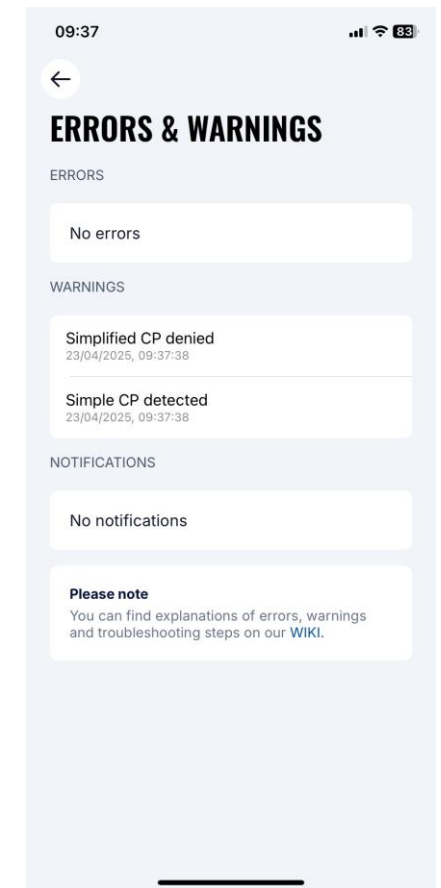
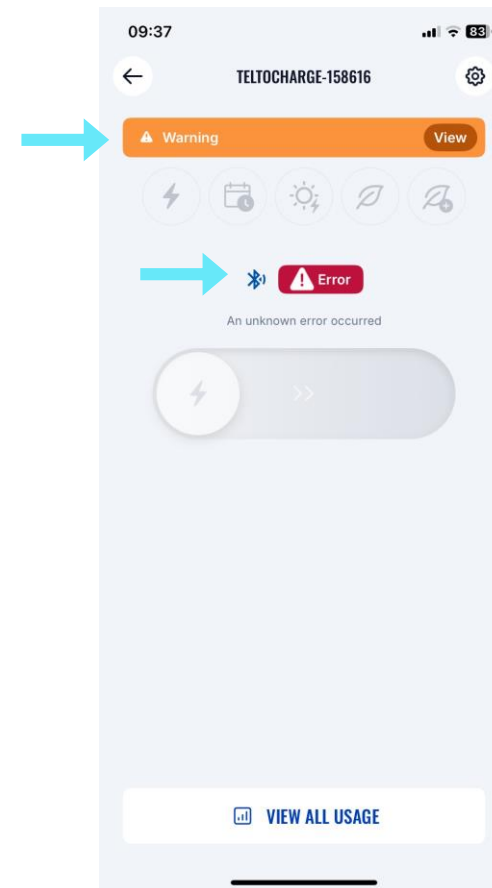
- In Diagnostics tab user/installer can see live information about charger (maximum allowed current, real-time temperature and voltage).
- Here you can also download the Diagnostics file. It will be used only by the Customer support engineers while solving risen issues.
- File will be downloaded to mobile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





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.

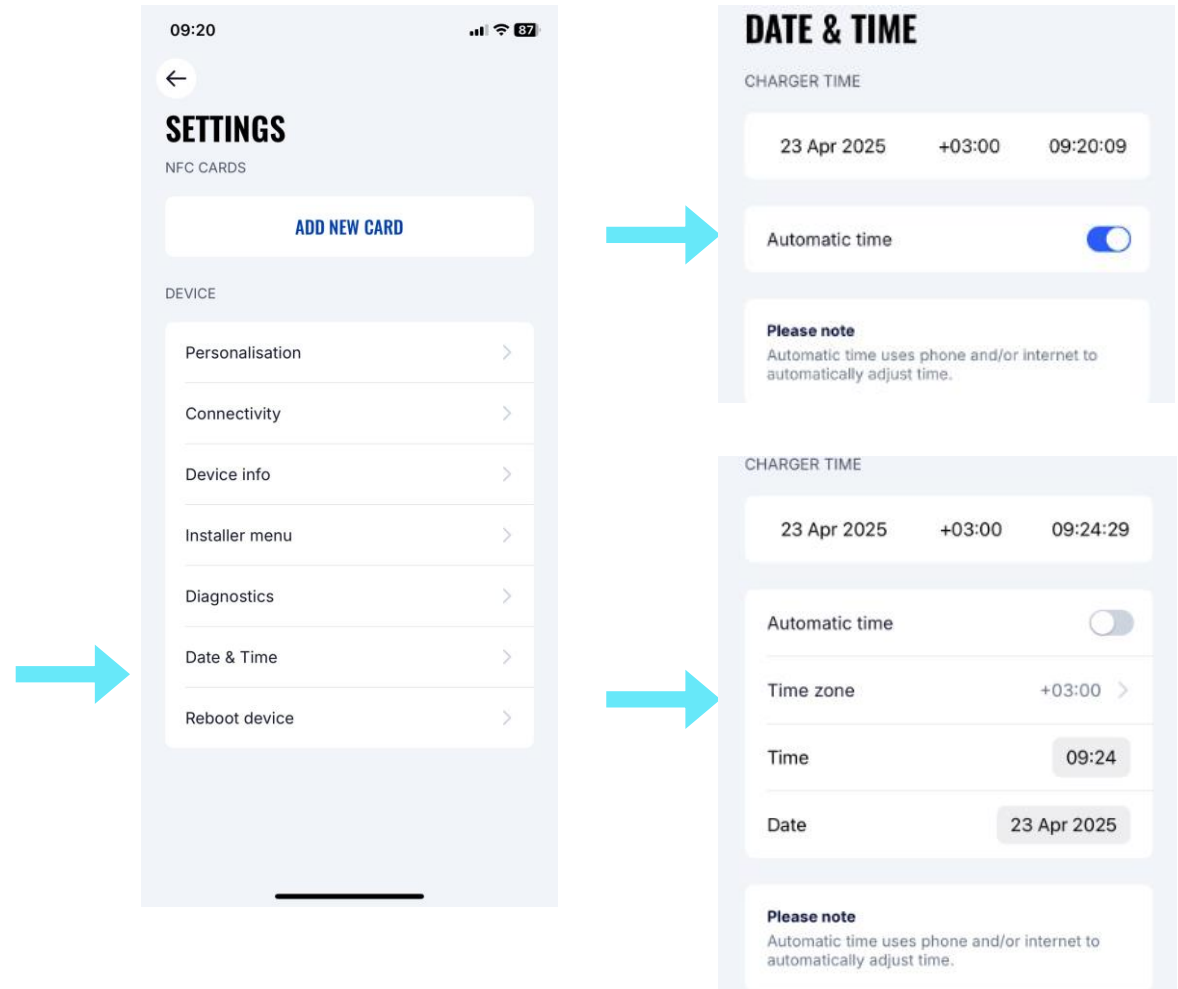




DATE&TIME

In the date and time tab, users can set a date and time.

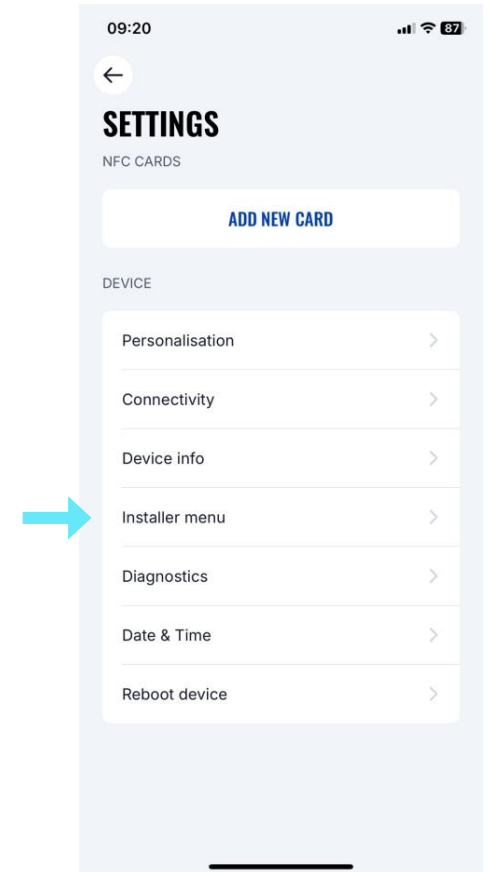
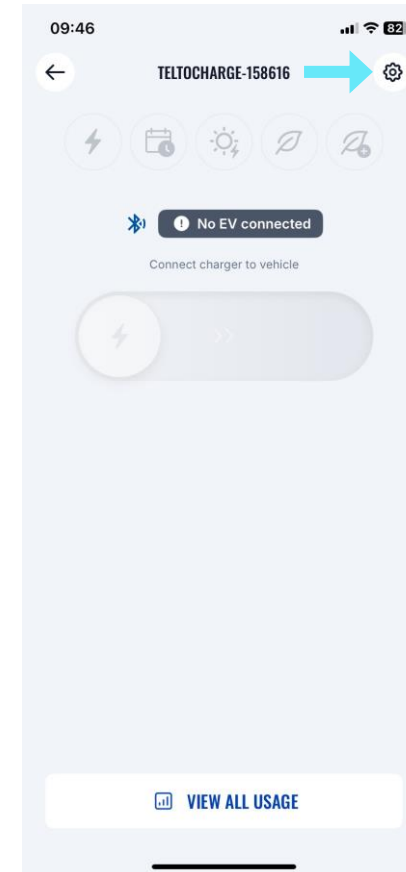
1. Automatic time is enabled by default, and it will sync the time with the user's phone.
2. If automatic time is disabled, users can set a custom date and time.





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".





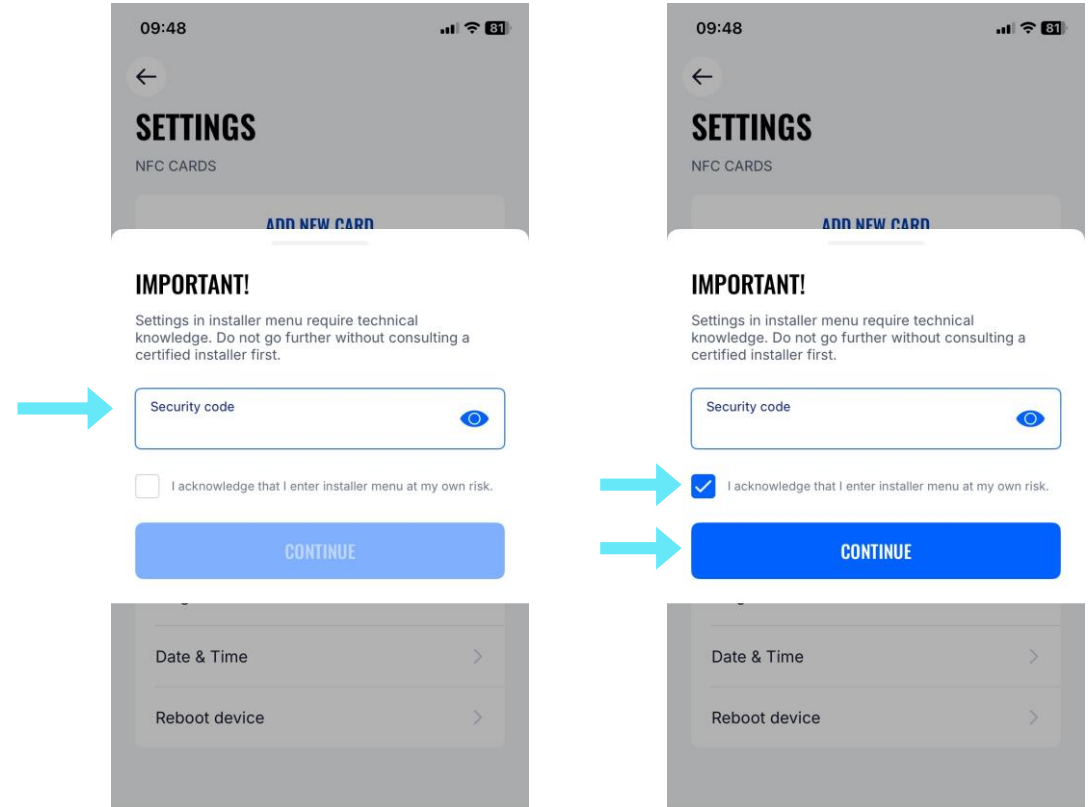
INSTALLER MENU

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.

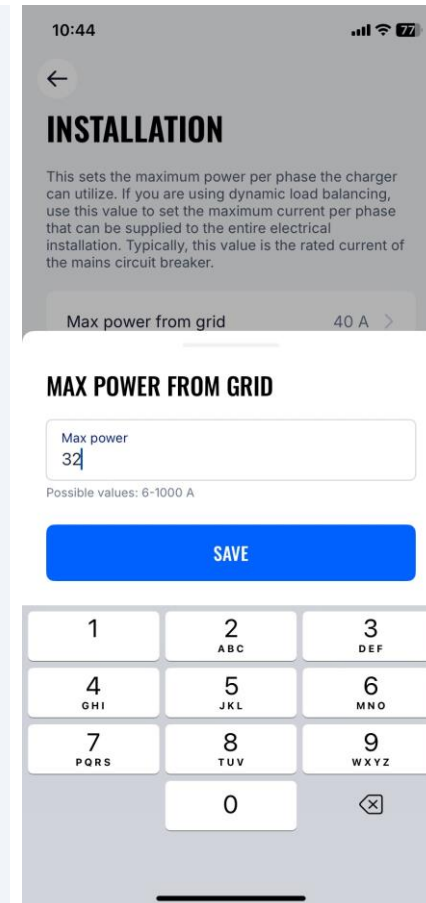
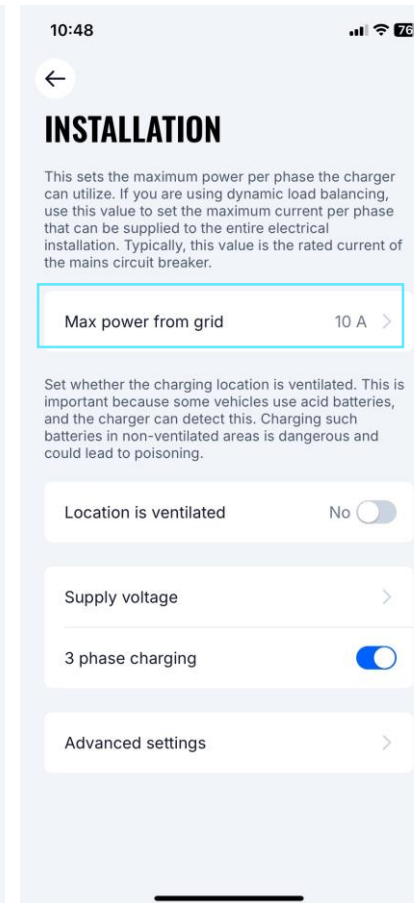
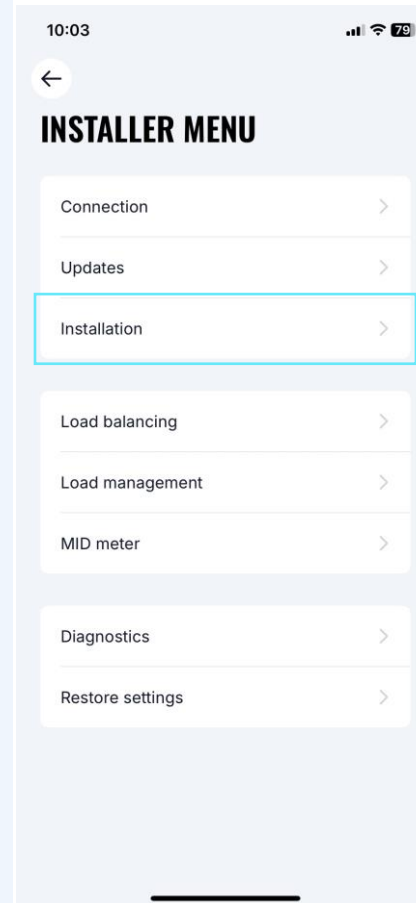




INSTALLATION / MAX POWER FROM GRID

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.
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 (if a 7,4 or 22 kW EV charger is installed) or 16 amperes (for 11kW EV charger).





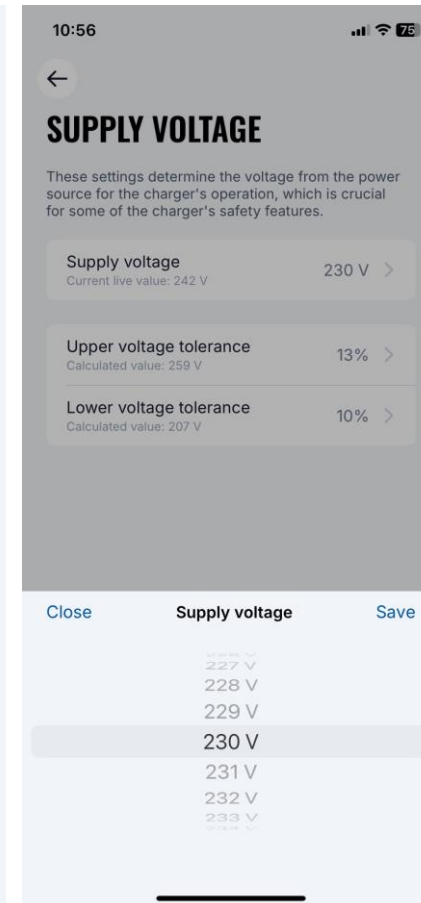
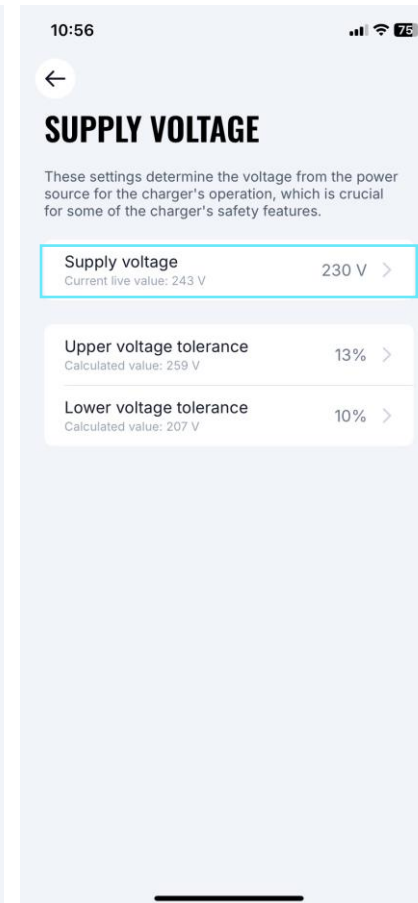
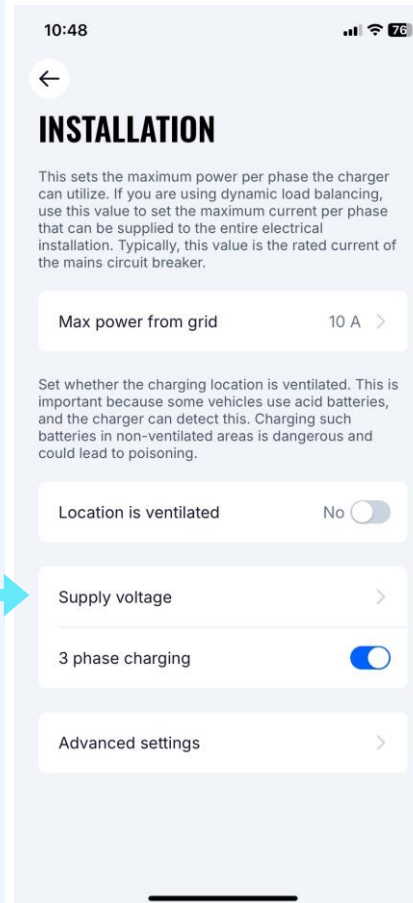
INSTALLATION MENU / SUPPLY VOLTAGE

Supply voltage feature show voltage on single phase.

The default value for TeltoCharge is set to:

- 230 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.





INSTALLATION MENU /UPPER & 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.



The image displays three sequential screenshots of a mobile application interface for configuring an EV charger. The first screenshot, titled 'INSTALLATION', shows the 'Upper voltage tolerance' setting highlighted with a red box and a red arrow pointing to the second screenshot. The second screenshot, titled 'SUPPLY VOLTAGE', shows the 'Upper voltage tolerance' setting set to 13% and the 'Lower voltage tolerance' set to 10%. A red arrow points from the 'Upper voltage tolerance' setting in the second screenshot to the third screenshot. The third screenshot shows a selection menu for the 'Upper voltage tolerance' setting, with 13% selected. The menu options range from 10% to 16%.

INSTALLATION

This sets the maximum power per phase the charger can utilize. If you are using dynamic load balancing, use this value to set the maximum current per phase that can be supplied to the entire electrical installation. Typically, this value is the rated current of the mains circuit breaker.

Max power from grid 10 A >

Set whether the charging location is ventilated. This is important because some vehicles use acid batteries, and the charger can detect this. Charging such batteries in non-ventilated areas is dangerous and could lead to poisoning.

Location is ventilated No

Supply voltage >

3 phase charging

Advanced settings >

SUPPLY VOLTAGE

These settings determine the voltage from the power source for the charger's operation, which is crucial for some of the charger's safety features.

Supply voltage 230 V >
Current live value: 243 V

Upper voltage tolerance 13% >
Calculated value: 259 V

Lower voltage tolerance 10% >
Calculated value: 207 V

SUPPLY VOLTAGE

These settings determine the voltage from the power source for the charger's operation, which is crucial for some of the charger's safety features.

Supply voltage 230 V >
Current live value: 243 V

Upper voltage tolerance 13% >
Calculated value: 259 V

Lower voltage tolerance 10% >
Calculated value: 207 V

Close Upper voltage tolerance Save

10%
11%
12%
13%
14%
15%
16%

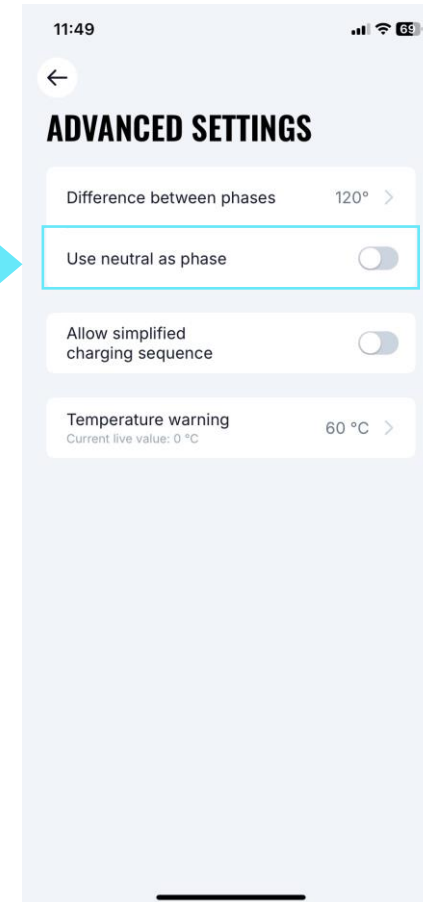
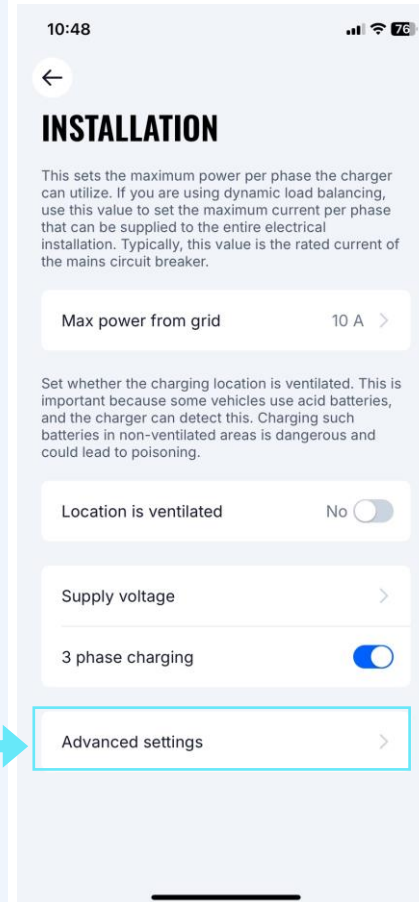


INSTALLER MENU / DELTA GRID SETTINGS

To operate the charger in a Delta grid configuration, the following changes are mandatory.

1. Use Neutral as phase enabled
2. Supply Voltage will be automatically adjusted to 120V

! 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.

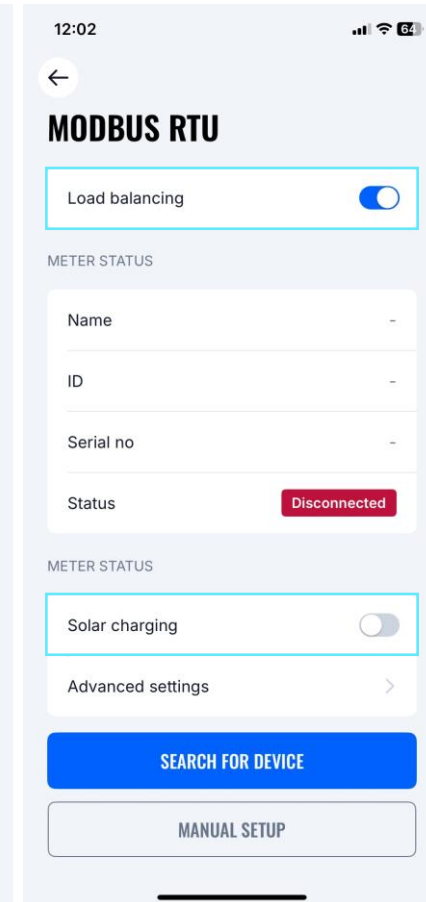
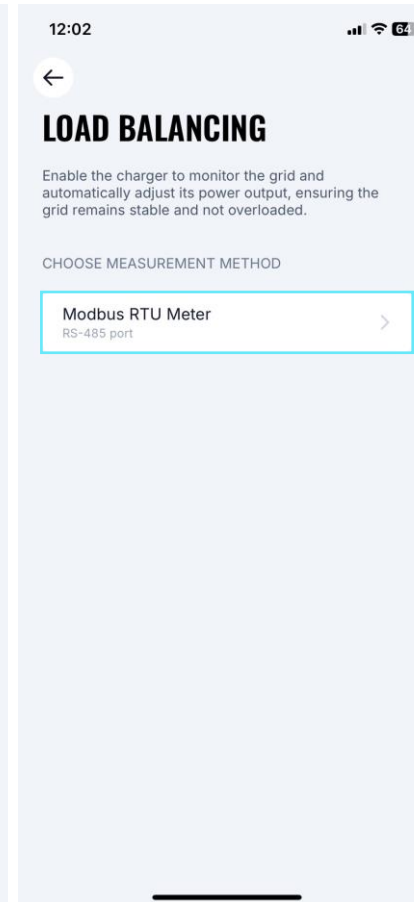
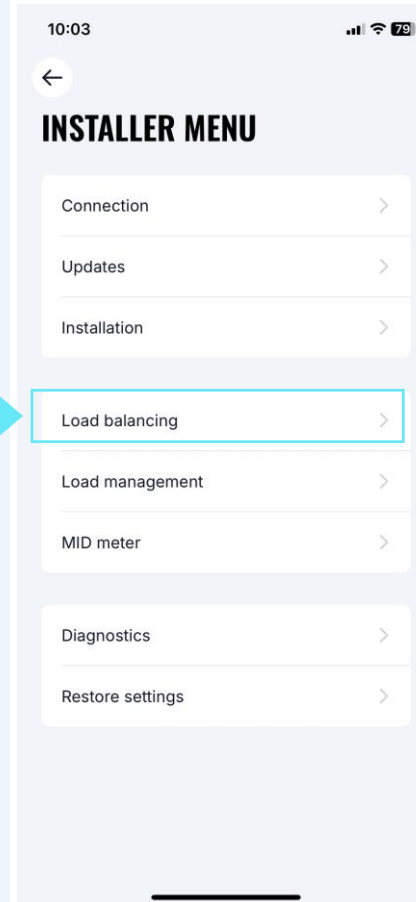
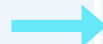




DYNAMIC LOAD BALANCING / SOLAR CHARGING

Load Balancing 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 also in this section user could also enable [solar mode](#)

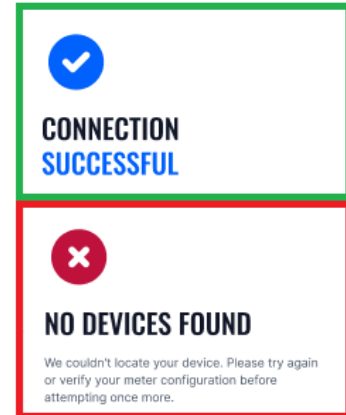
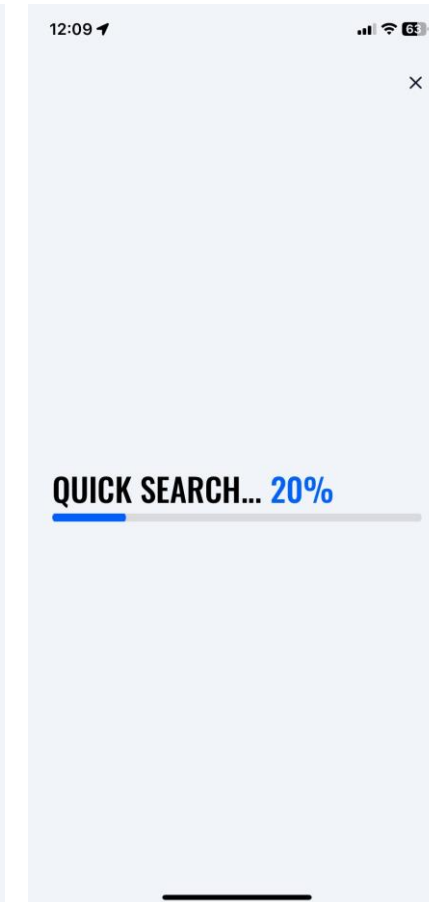
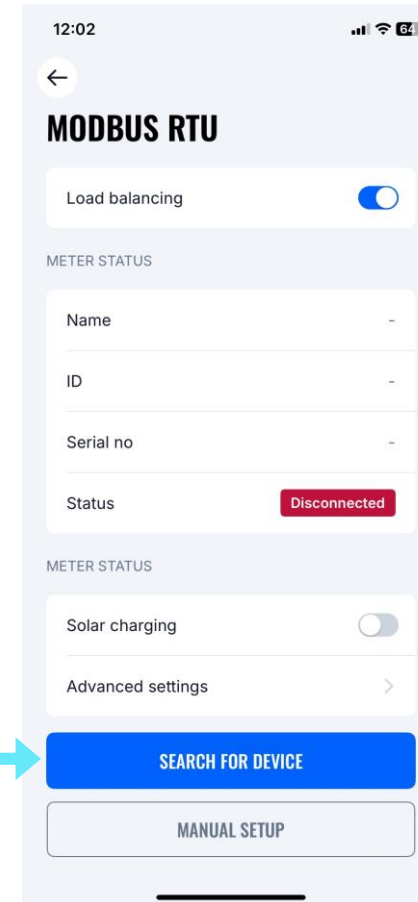
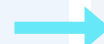




DYNAMIC LOAD BALANCING / AUTOMATIC SEARCH

Automatic search feature was implemented in 1.14FW. EV charger will try to automatically establish communication with the smart energy meter

- This feature can be found in the **MODBUS RTU** menu.
- After „[Search for Device](#)“ status of search will be displayed
- If the smart meter cannot be located, it is recommended to check [load balancing page](#).

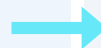




DYNAMIC LOAD BALANCING / MANUAL SETUP

It's also possible to set smart meter manually. All the settings could be wrote manually or it could adjusted according to pressedet smart energy meter model

- This feature can be found in the **MODBUS RTU** menu.
- If the smart meter cannot be located, it is recommended to check [load balancing page](#).



12:02

←

MODBUS RTU

Load balancing

METER STATUS

Name -

ID -

Serial no -

Status **Disconnected**

METER STATUS

Solar charging

Advanced settings >

SEARCH FOR DEVICE

MANUAL SETUP

13:15

←

MANUAL SETUP

Select which meter you are planning to use

Device-specific preset >

Meter ID 1 >

Meter type 3PH RS485 >

RS-485 baud rate 9600 >

RS-485 parity None >

RS-485 stop bit 1 bit >

CONNECT

13:15

←

MANUAL SETUP

Select which meter you are planning to use

Device-specific preset >

Meter ID 1 >

Meter type 3PH RS485 >

RS-485 baud rate 9600 >

RS-485 parity None >

RS-485 stop bit 1 bit >

Close **Device-specific preset** Save

EM540
DDSU666
DTSU666
DTSU666-CT
SDM72CT-M
SDM230-M
SDM54-M

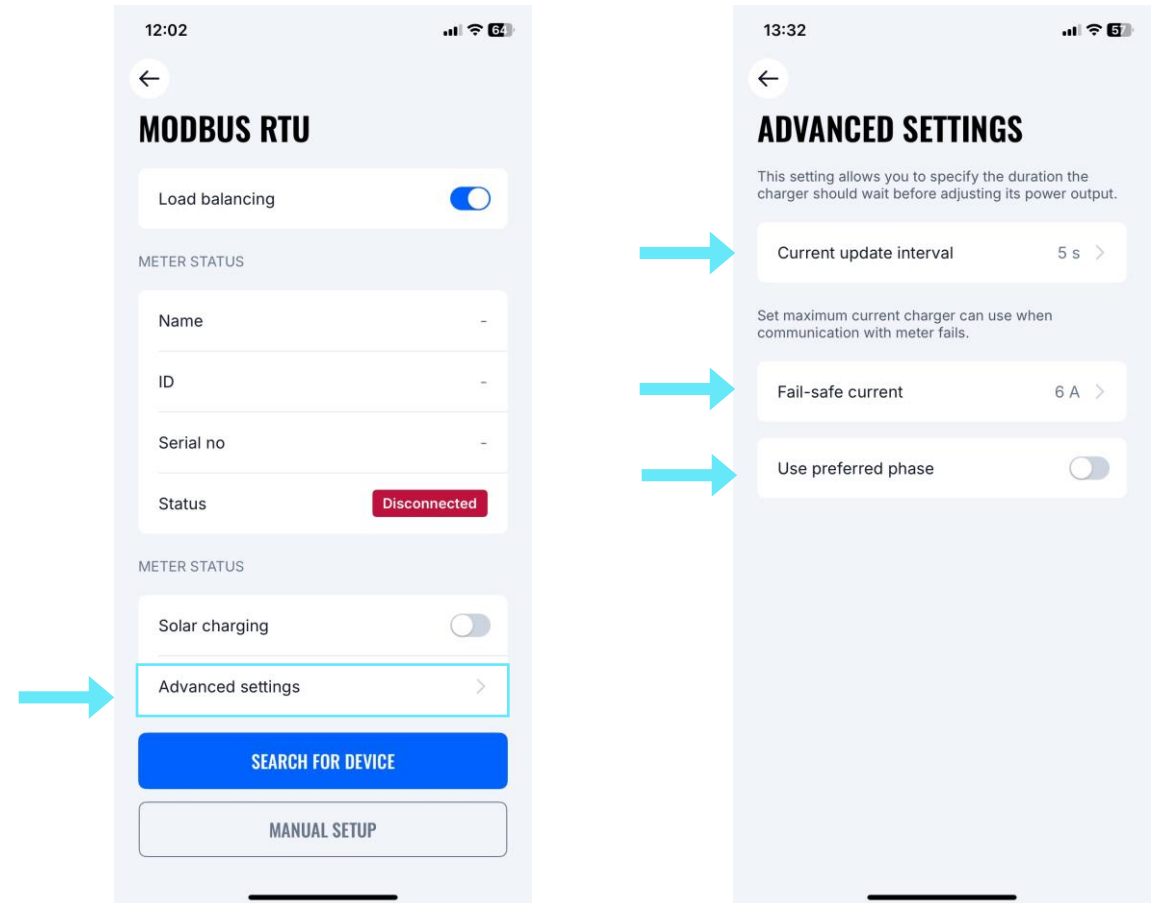


DYNAMIC LOAD BALANCING / ADVANCED SETTINGS

In **MODBUS RTU** menu there are **Advanced settings** section for settings that most of the time are left default.

There could be a special project where those settings could be changed:

1. **Current update interval** – how many seconds charger have to react change of available current
2. **Fail-safe current** – how many amperes will be charging if EV charger loses connection with Smart energy meter
3. **Use preferred phase** – to which phase charger should change in 1phase charging mode



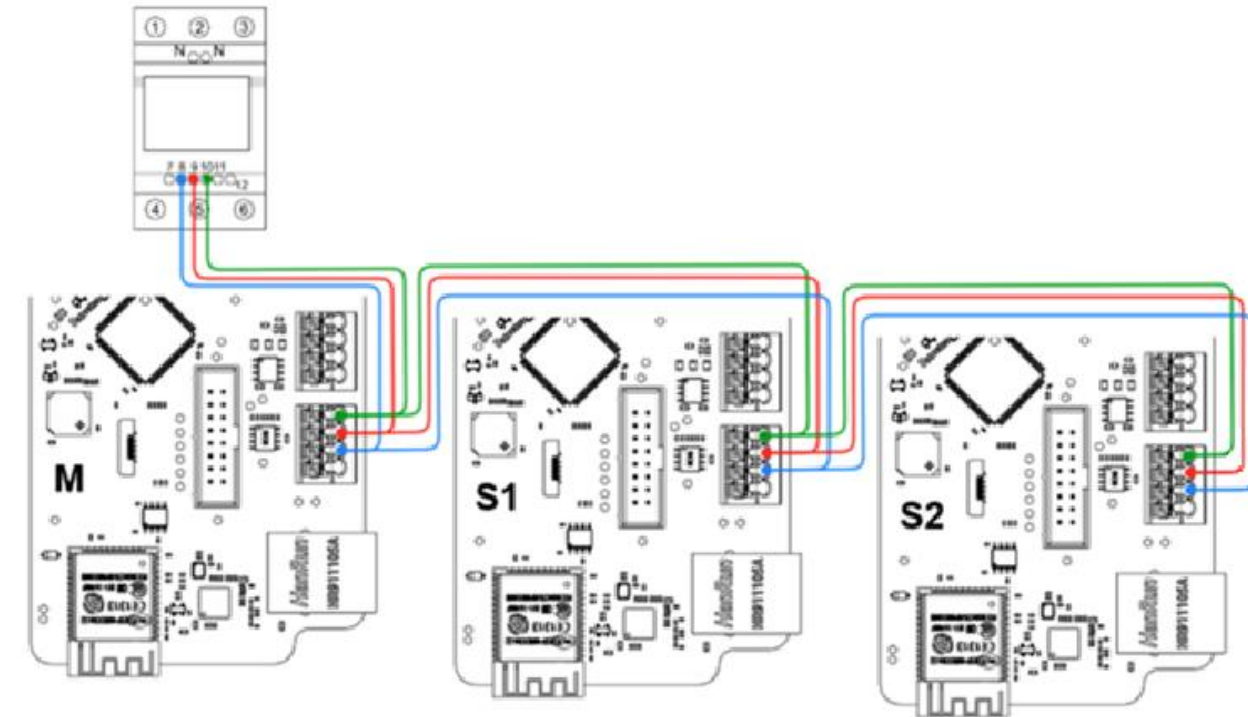


DYNAMIC LOAD MANAGEMENT

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.

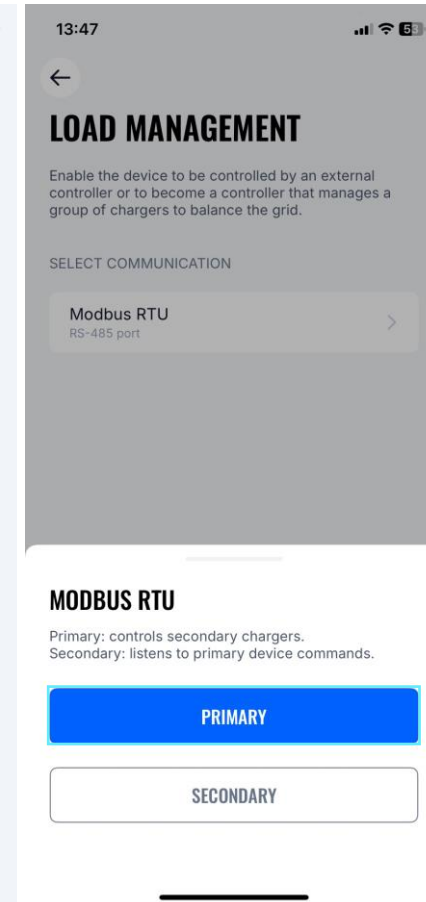
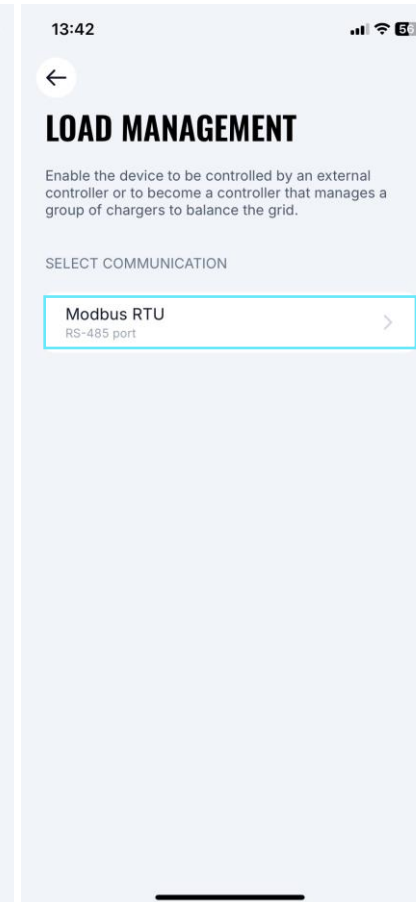
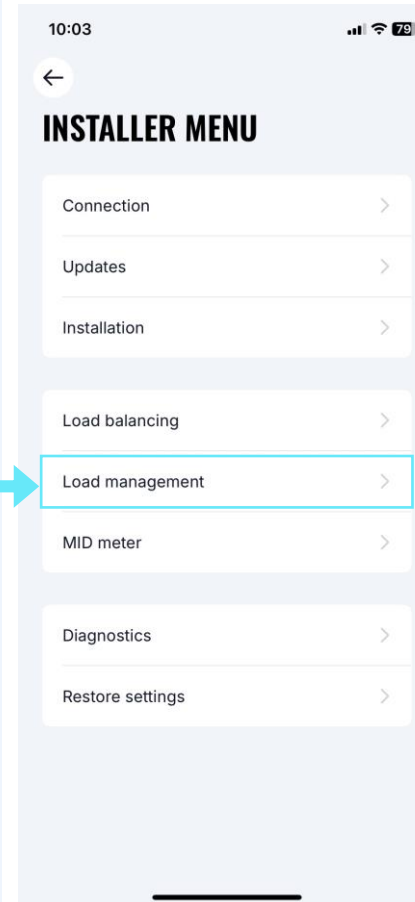
Serial connection:





DYNAMIC LOAD MANAGEMENT / PRIMARY MODE

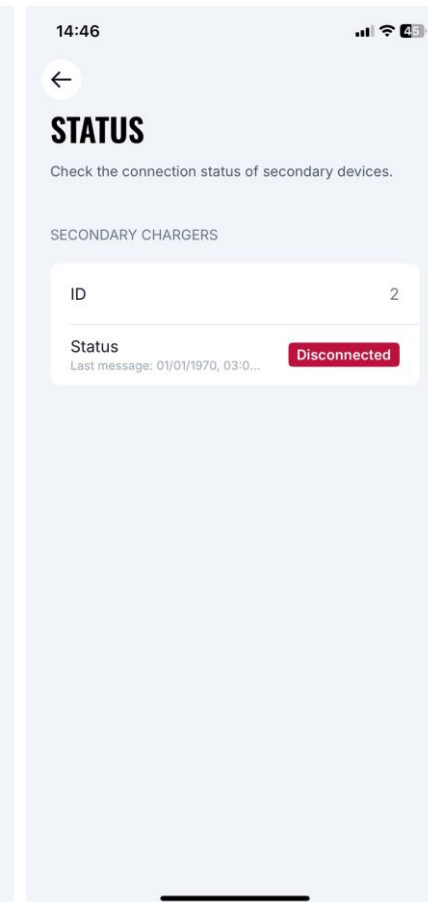
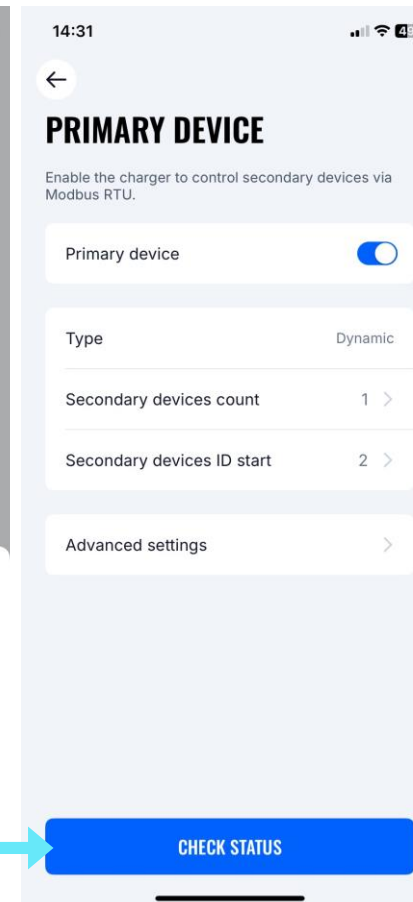
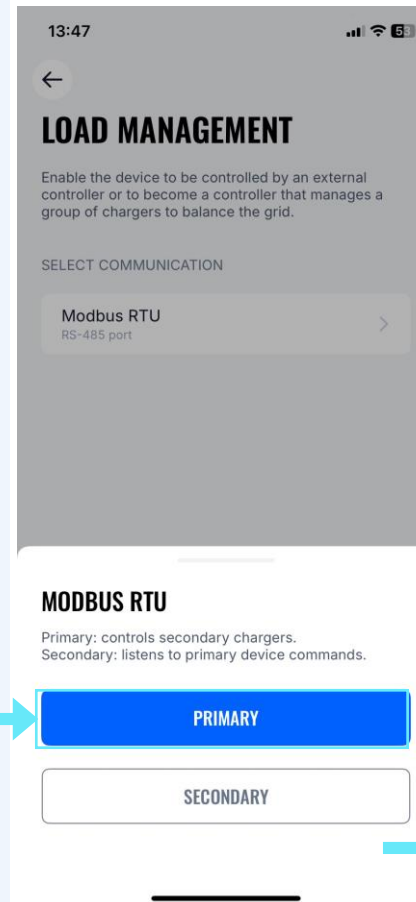
- This setting designates the charger as the primary charger
- It should only be enabled **for one charger**, which will handle all the calculations and establish communication with the smart meter and control whole group (maximum group size is 20 devices).
- Setting „**Measure grid load**“ have to be 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.



DYNAMIC LOAD MANAGEMENT / PRIMARY MODE

This setting enabled the charger as the primary charger and allows to change the settings that will effect whole group:

1. **Primary device** – Confirms that this is primary device that will control the group
2. **Type**
 1. Dynamic – using Smart meter to balance
 2. Static – balancing only from [Max power from grid](#) parameter
3. **Secondary device count** number of secondary devices
4. **Secondary device ID start** id from which chargers will be counted (If it's set „2“, first secondary device must have adres 2 and this address must be increased by 1 with each new secondary device
5. **Advanced settings**
6. **Check status** – possibility to check comunication type with secondary devices





DYNAMIC LOAD MANAGEMENT / PRIMARY MODE

Advanced settings are the settings that most of the time are left default. Only in special occasions those settings must be changed.

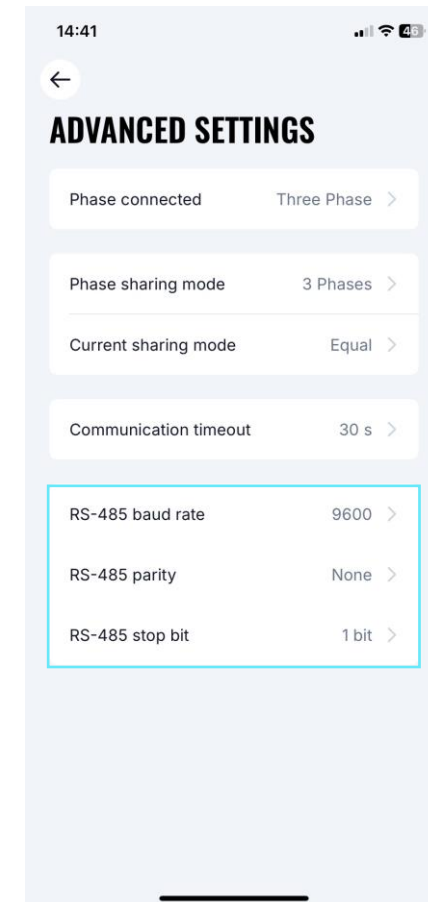
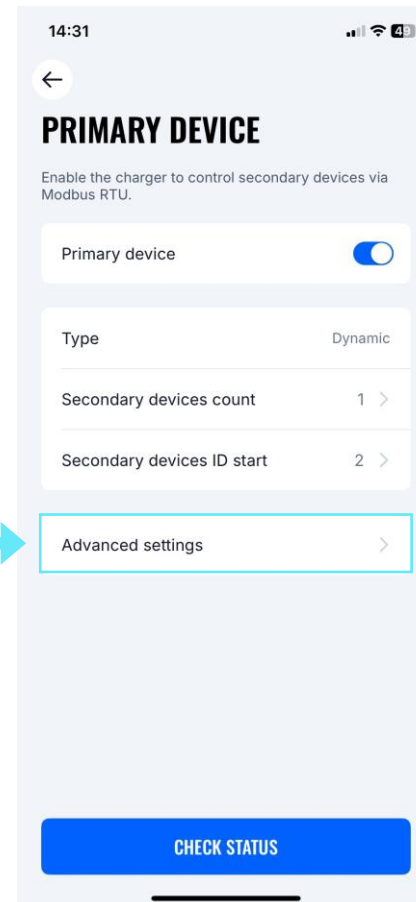
Phase connected – detected automatically

Phase sharing mode – type of chargers in group

Current sharing mode – how current is distributed

Communication timeout – delay before warning

Communication settings – settings must be the same for all the devices in the group



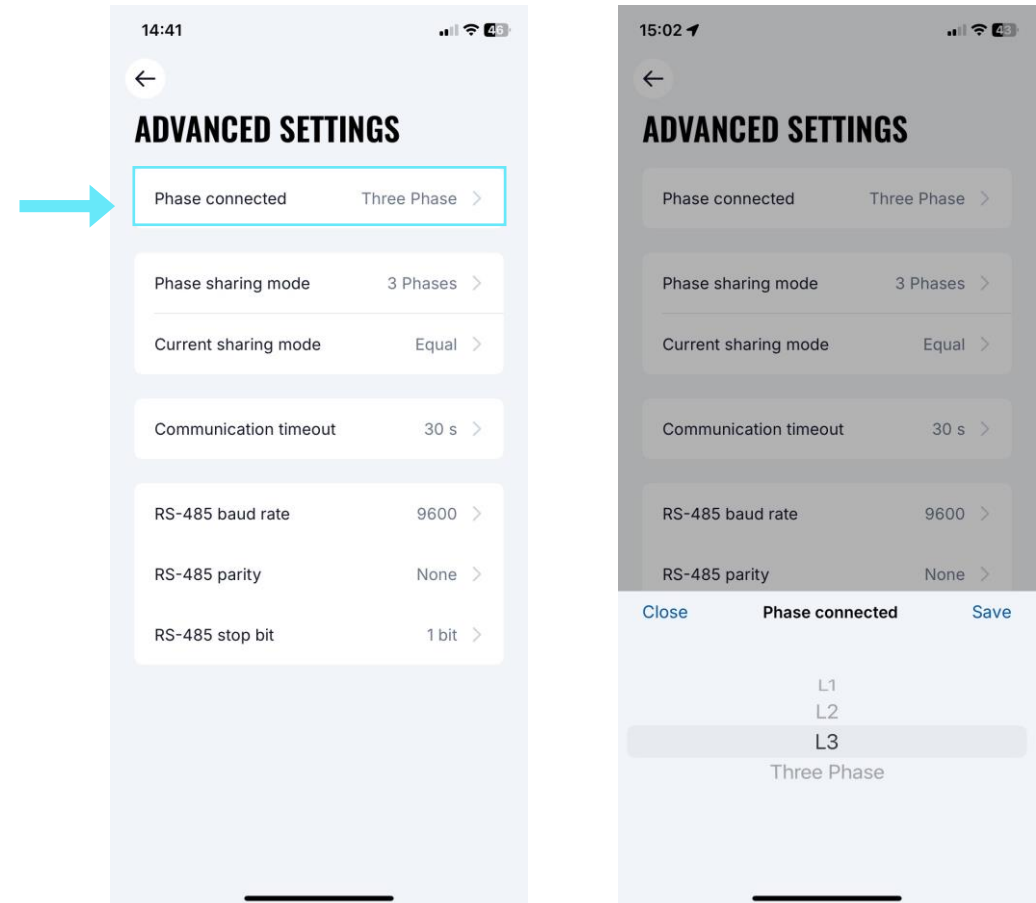


DYNAMIC LOAD MANAGEMENT/PHASE CONNECTED

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.

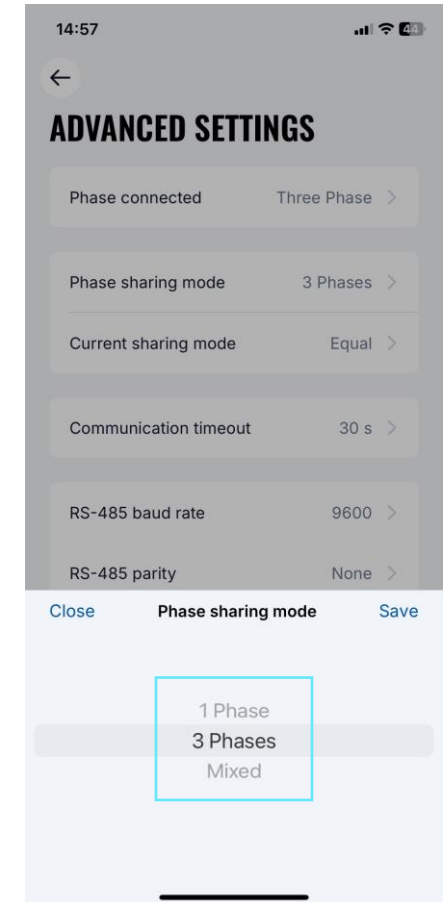
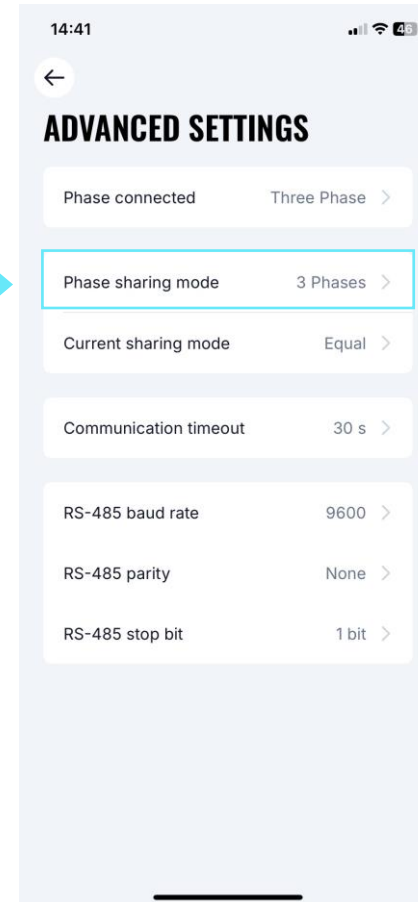




INSTALLER MENU / DYNAMIC LOAD MANAGEMENT/PHASE SHARING MODE

This configuration determines the type of chargers being used in the circuit.

- If all chargers are a single phase, select "1 Phase."
- If all chargers are three phases, select "3 Phase.,,"
- If there is a mix of one-phase and three-phase chargers, select "Mixed."

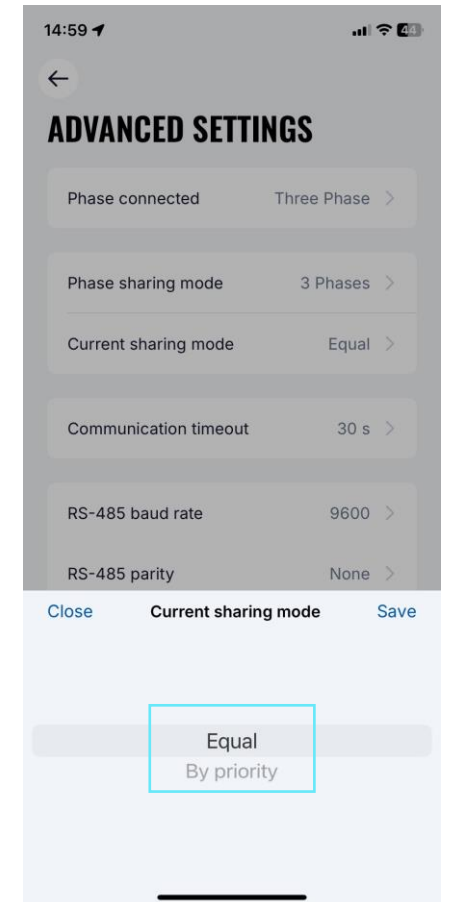
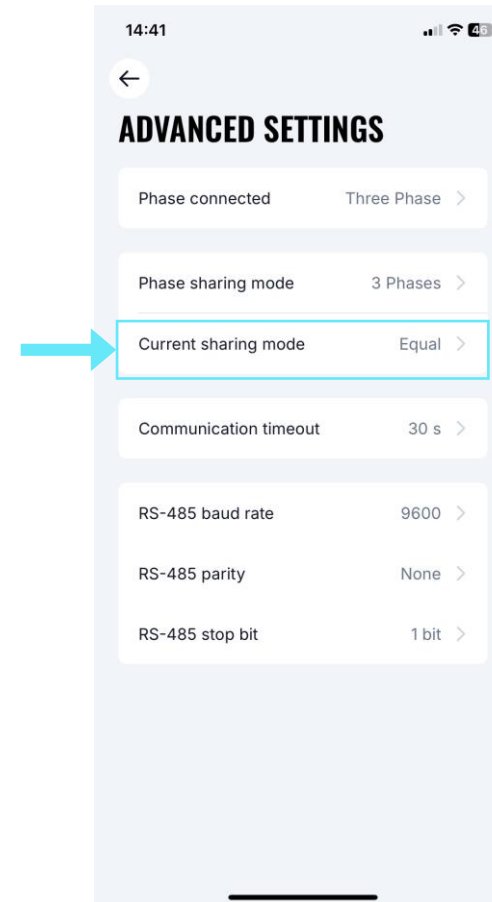




DYNAMIC LOAD MANAGEMENT/CURRENT SHARING MODE

There are two distinct current sharing modes available:

1. Equal distribution: Energy will be distributed equally among all active chargers.
2. Distribution by priority: Energy will be distributed based on priority. Chargers will be prioritized according to their [charging state](#).

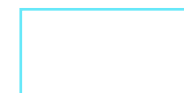
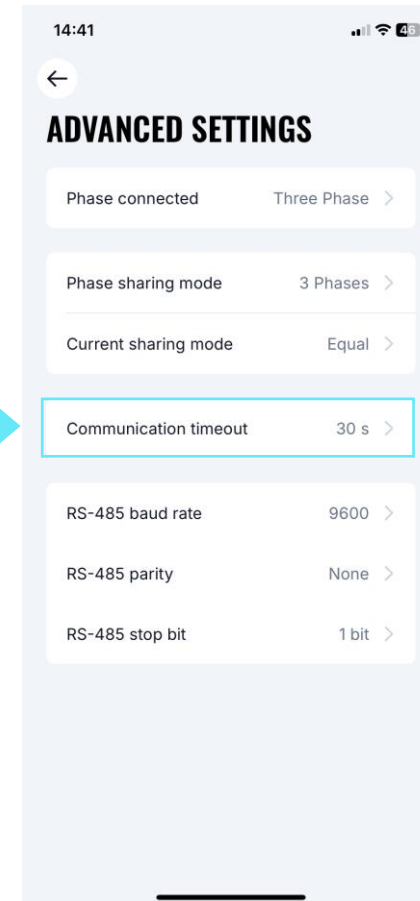




DYNAMIC LOAD MANAGEMENT/ COMMUNICATION TIMEOUT

There is a possibility so set timer for communication timeout

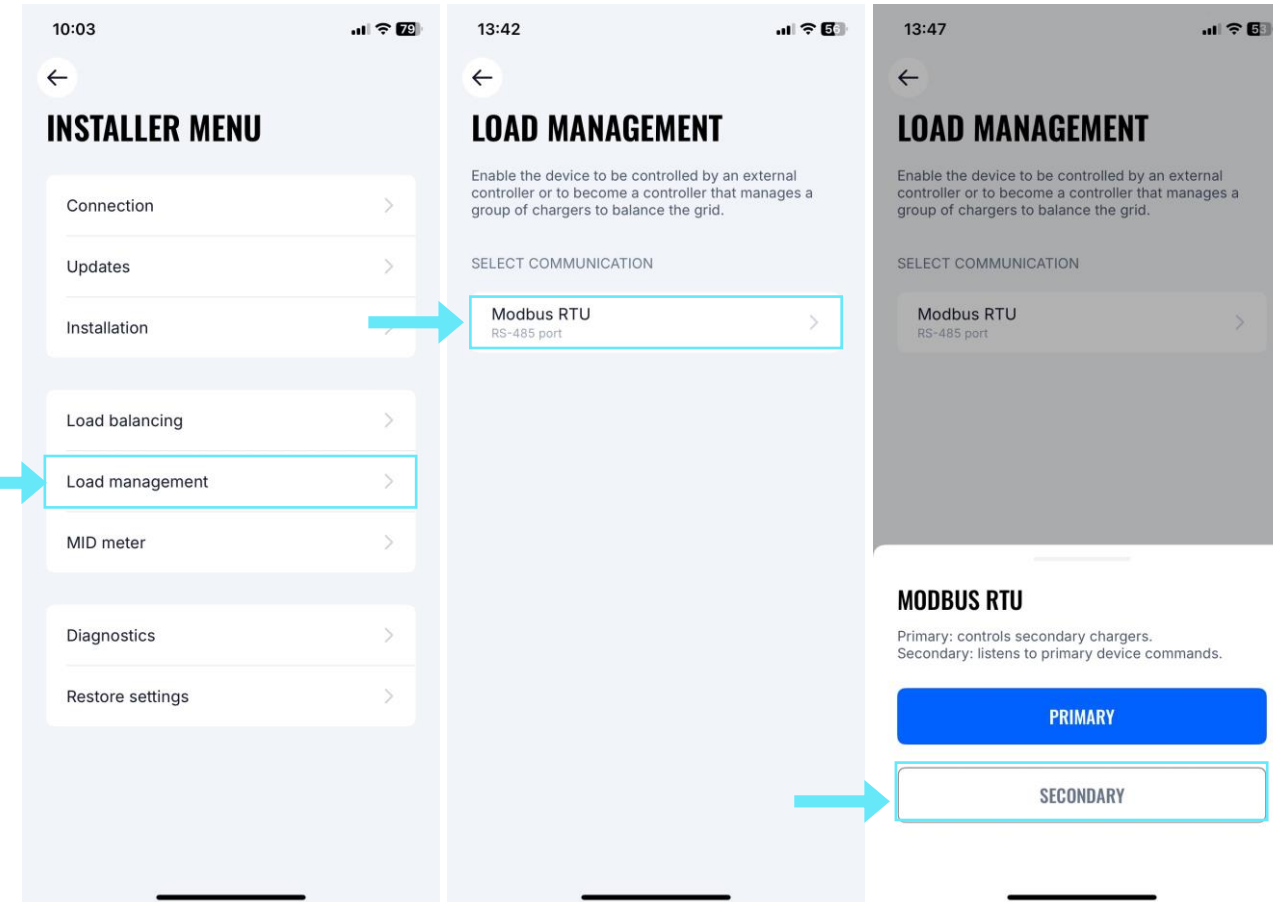
30 seconds is a default value, it could be adjusted. This is the time how much chargers will be waiting until going in to an warning state. (while the charger is in the warning it will charge on [fail-safe value](#))





DYNAMIC LOAD MANAGEMENT/ SECONDARY DEVICE

- After Primary device configuration, it's mandatory to enable [Dynamic load management](#) mode and correctly [set-up](#) each secondary device. (This action must be repeated for each new secondary device)

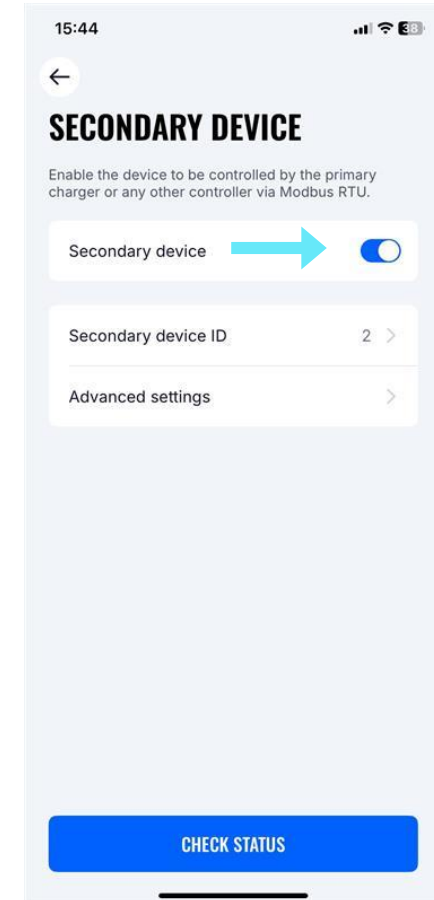
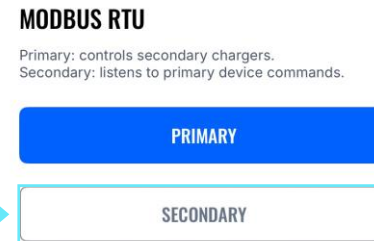
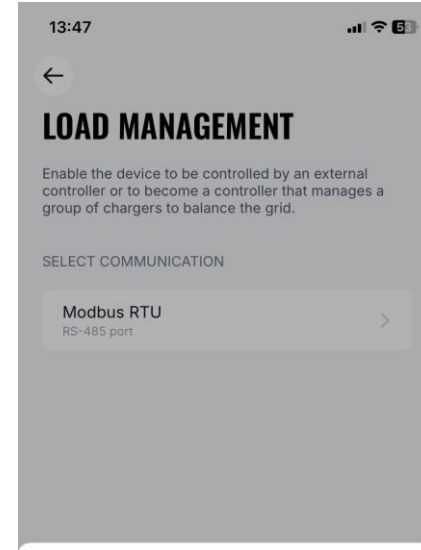




DYNAMIC LOAD MANAGEMENT/ SECONDARY DEVICE

For each secondary device few settings must be adjusted:

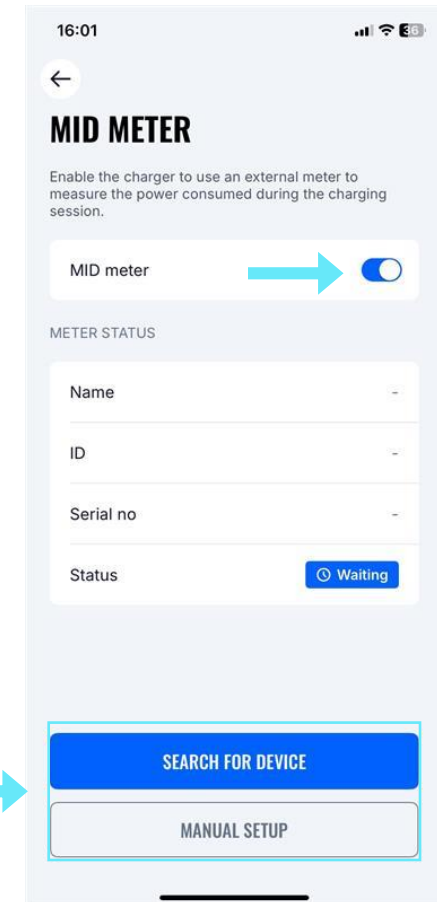
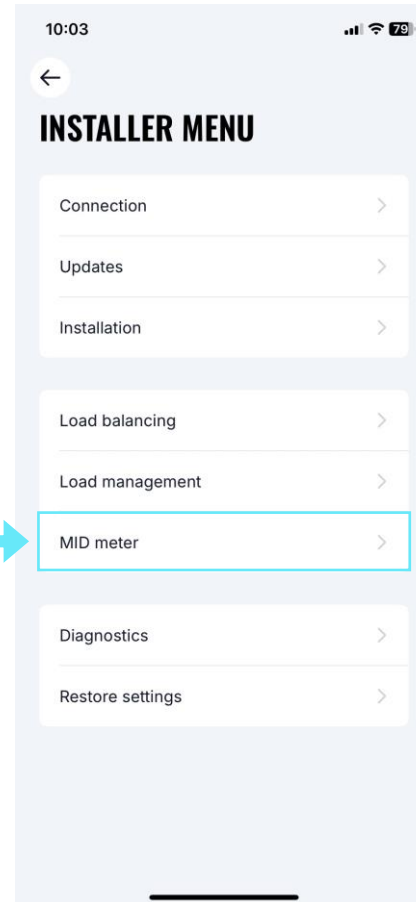
- [Secondary device](#) – enabled
- [Secondary device ID](#) – for first device it must be as set in the master, for each new secondary device this must be increased by 1
- [Advanced settings](#) – must match with the primary device [settings](#)





MID METER (EXTERNAL)

- It's possible to configure the Teltocharge to read charging data and compare to installed external MID meter.
- To set up MID meter procedure is the same as for [dynamic load balancing](#)
- *NOTE: to have a working Dynamic Load Balancing and MID consumption 2 separate energy meters are required*

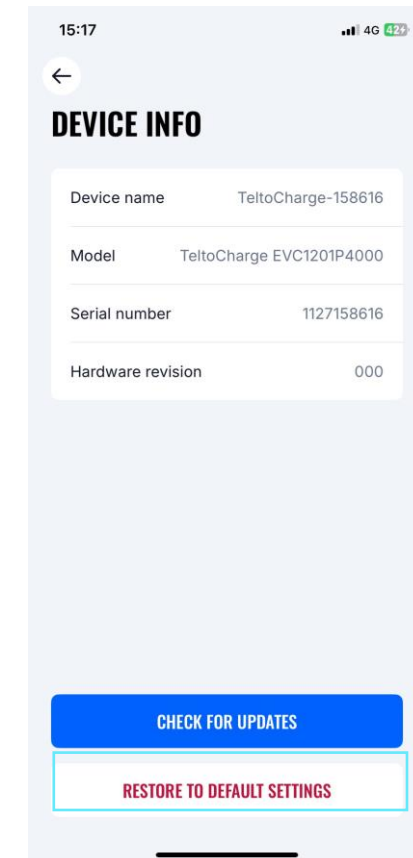
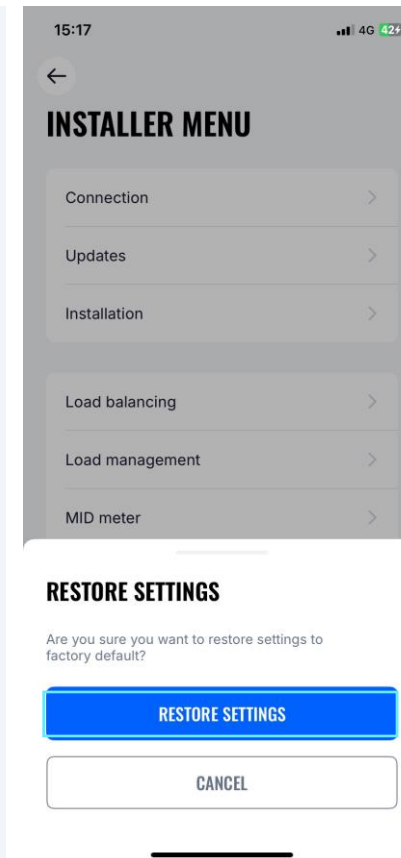
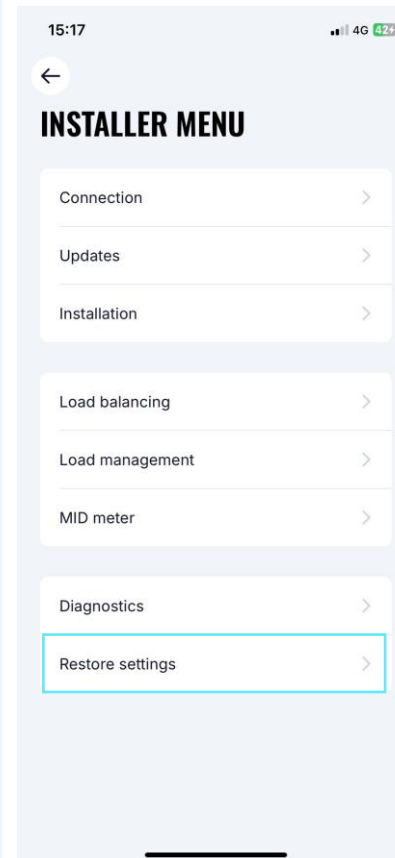




INSTALLER MENU / OTHER

There are 2 types of factory reset:

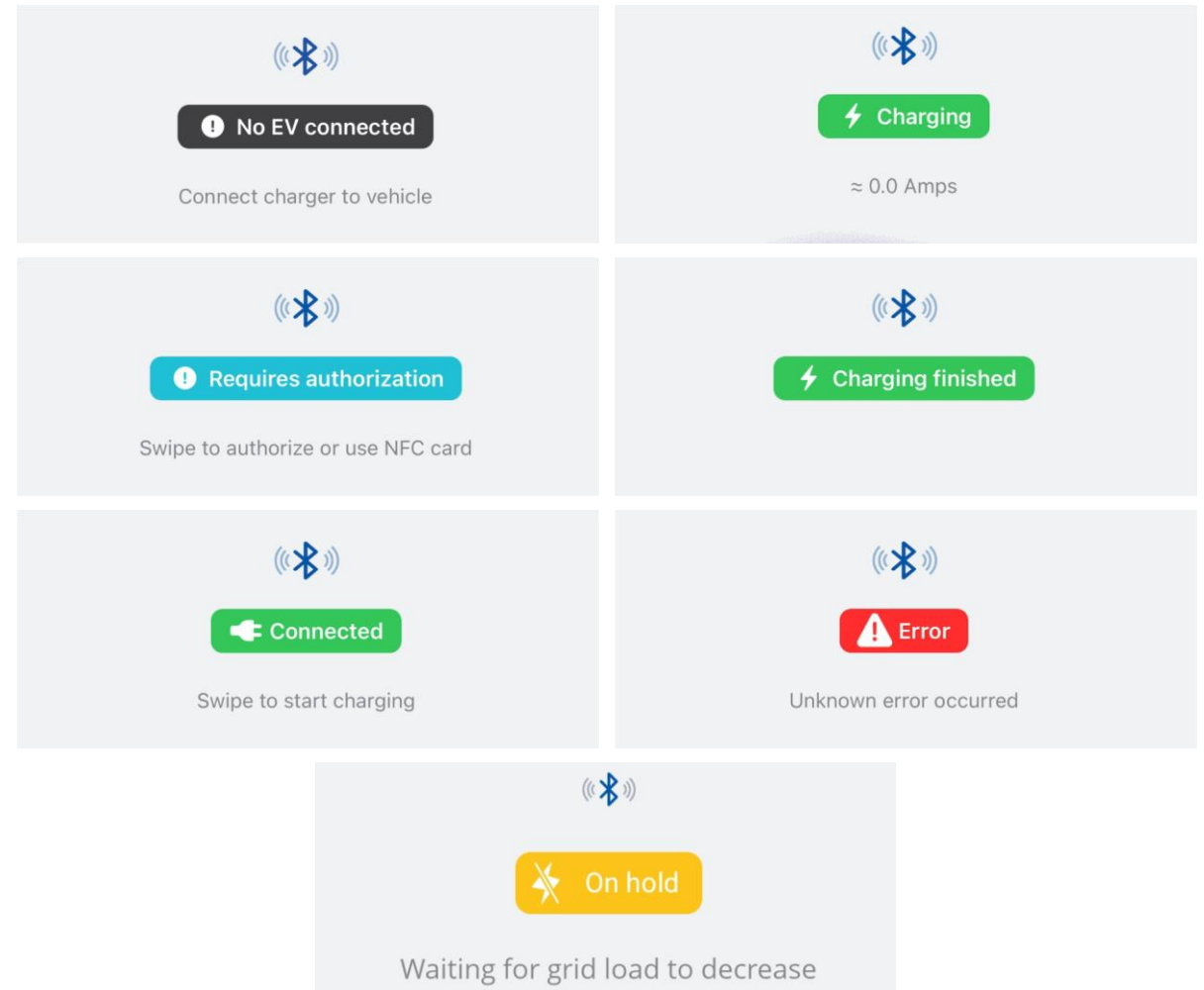
1. In the Installer menu – it can be done only by an installer and It *restores all configurations* to the default settings.
2. In the “Device info” section – it restores all the configurations *except for the ones inside the Installer menu*.





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 required. Explanatory messages can show: *“Waiting for grid load to decrease”, „Waiting for solar energy“ or „Waiting for available power“*

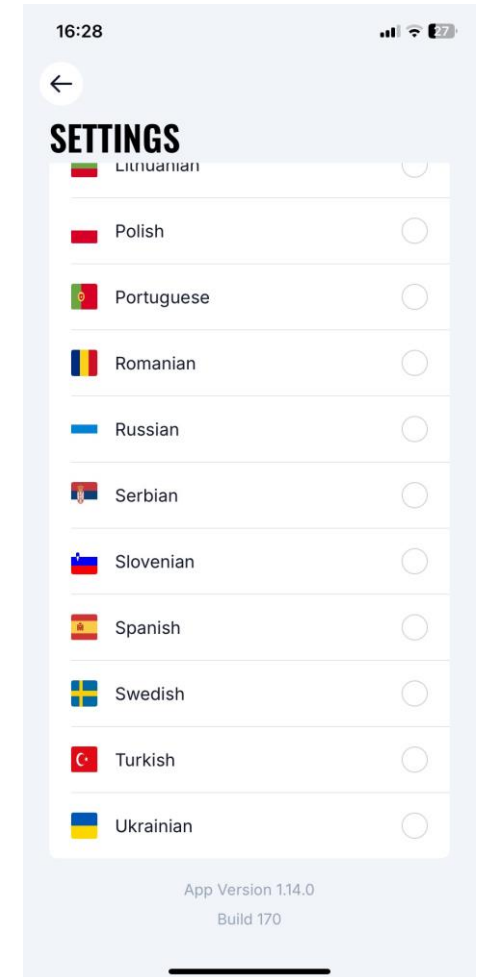
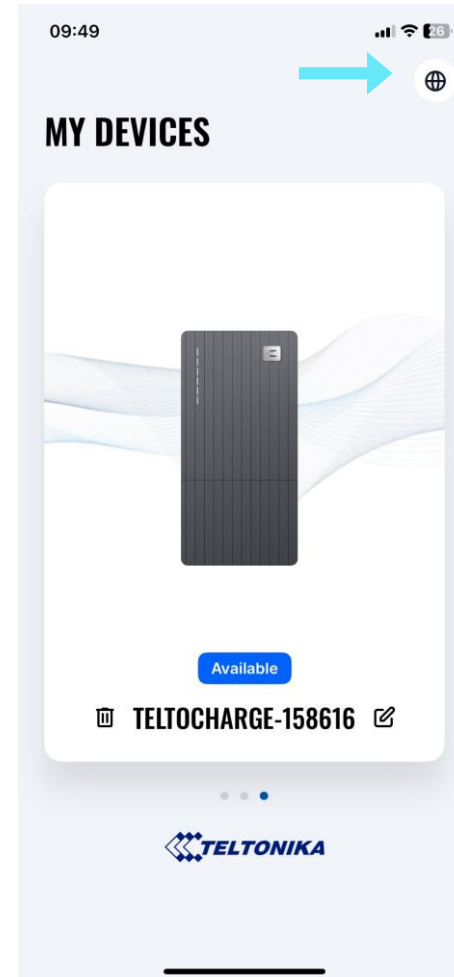




APP VERSION

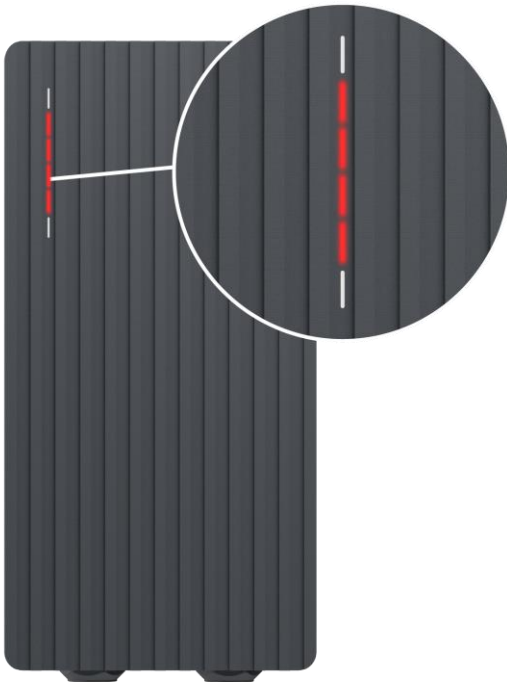
1. To know which app version you are using at the moment, go to the main “My devices” window and open settings menu at the top right corner.
2. At the bottom of the window you will find the current app version.

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



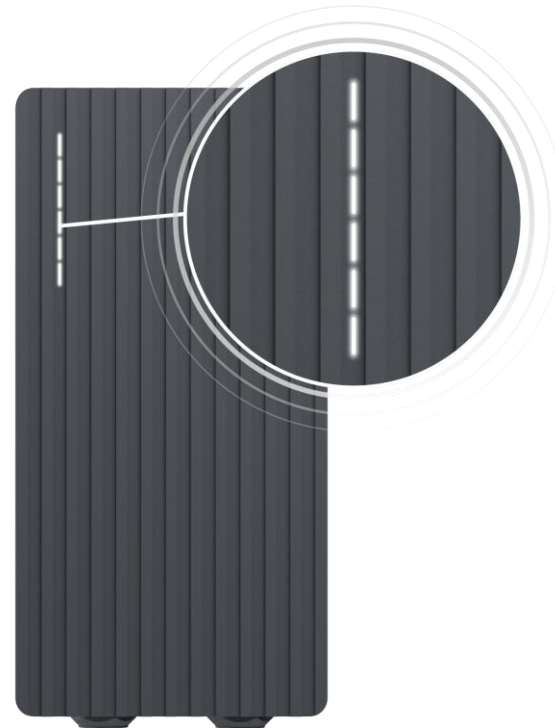


LED INDICATORS



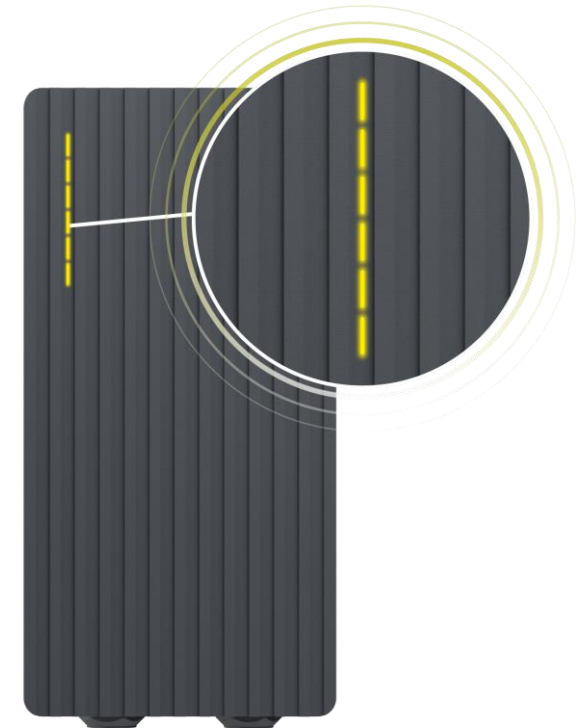
Red – four middle LEDs turn on

Authorization from the cloud server is declined.



White – LEDs pulsing

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

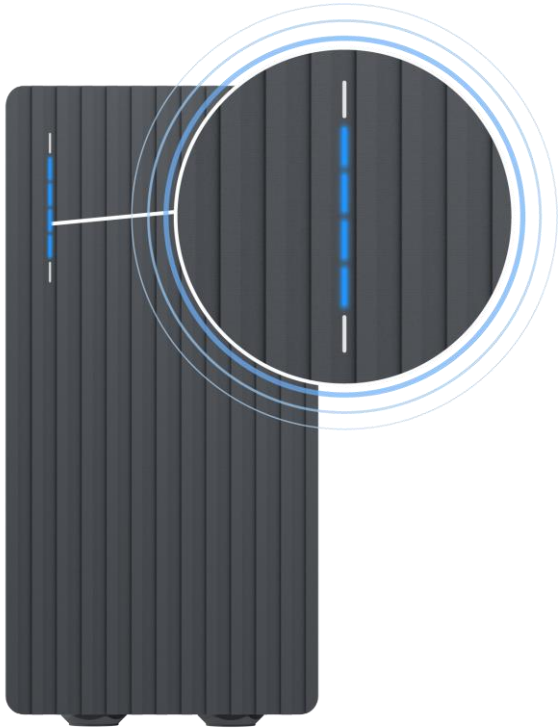


Yellow – LEDs pulsing

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

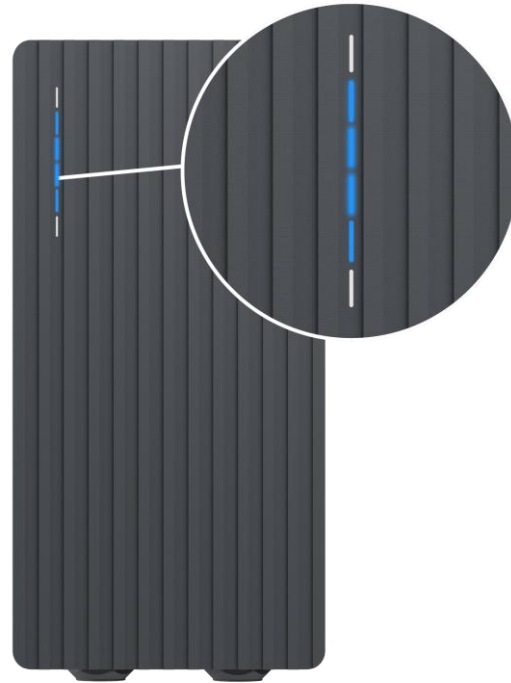


LED INDICATORS



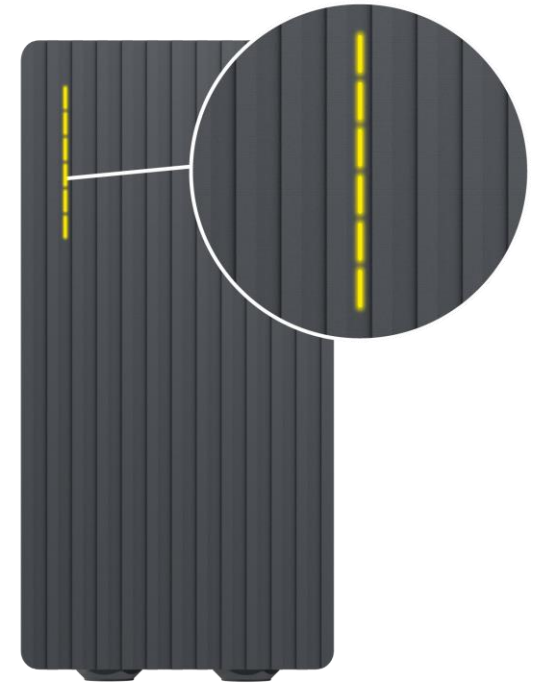
Blue – four middle LEDs pulsing

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).

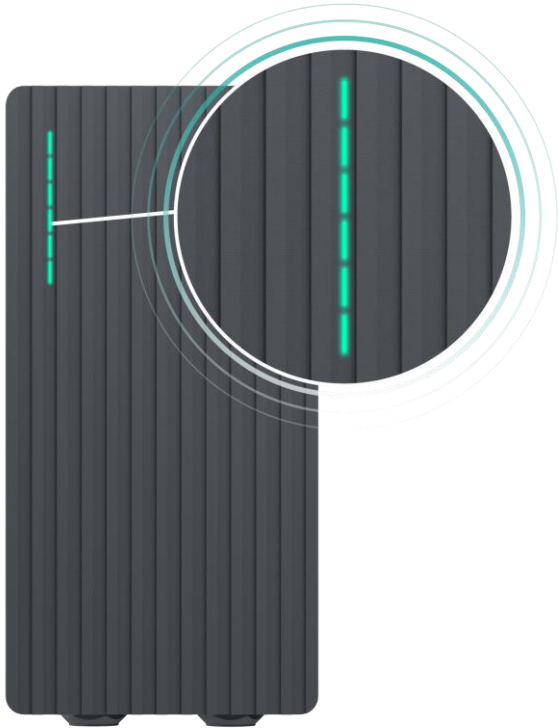


Yellow – all LEDs on

TeltoCharge is not charging, simplified charging sequence is required.

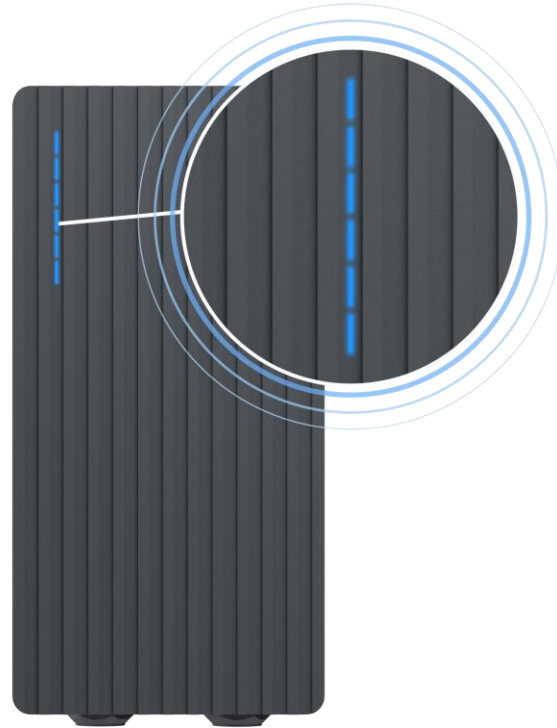


LED INDICATORS



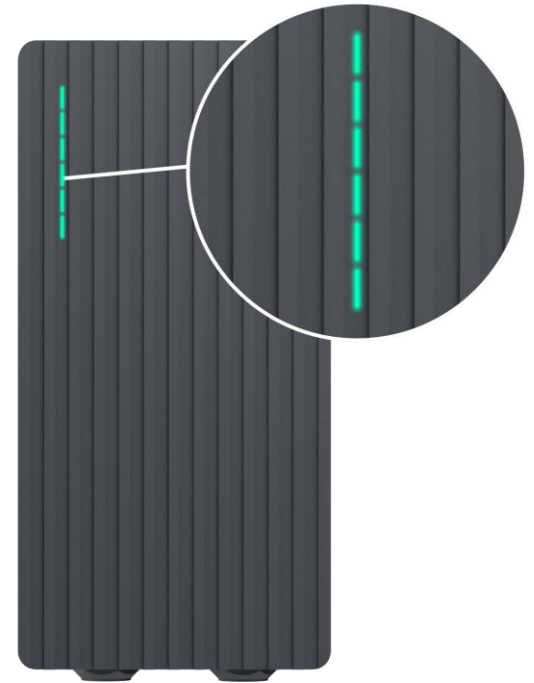
Green – all LEDs pulsing

Initialization of charging.



Blue – all LEDs pulsing

Permission to charge is not granted, TeltoCharge requires authorization.

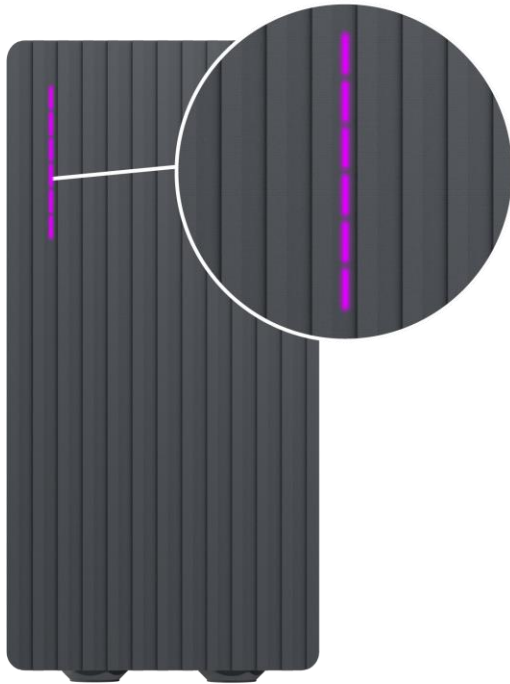


Green – all LEDs on

TeltoCharge finished charging.

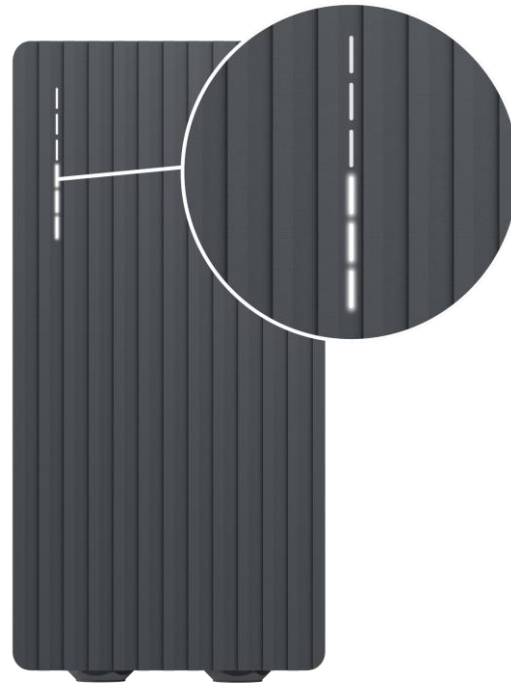


LED INDICATORS



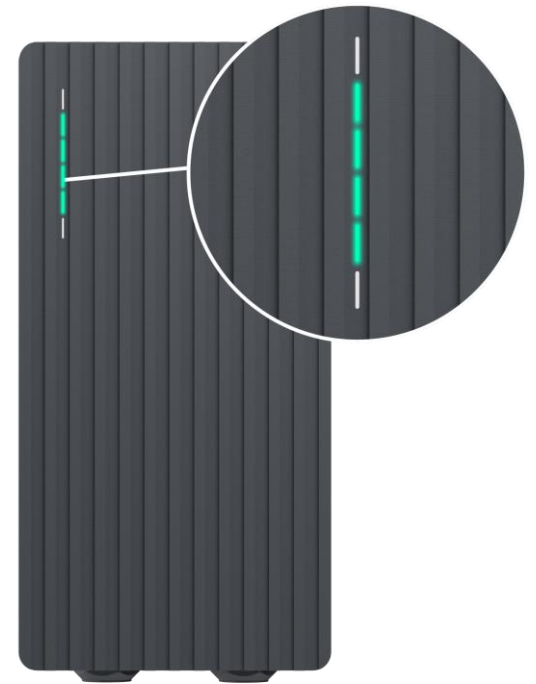
Purple – all LEDs turn on

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



White – LEDs rolling from the bottom to the top

TeltoCharge is booting up.

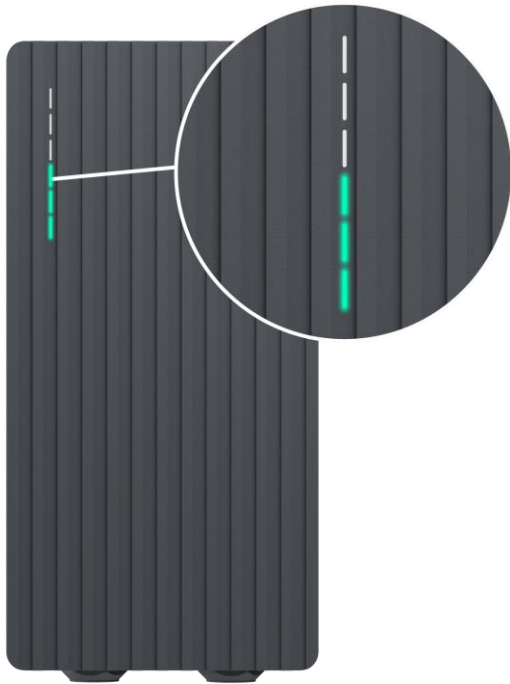


Green – four middle LEDs turn on

Authorization from the cloud server is accepted.

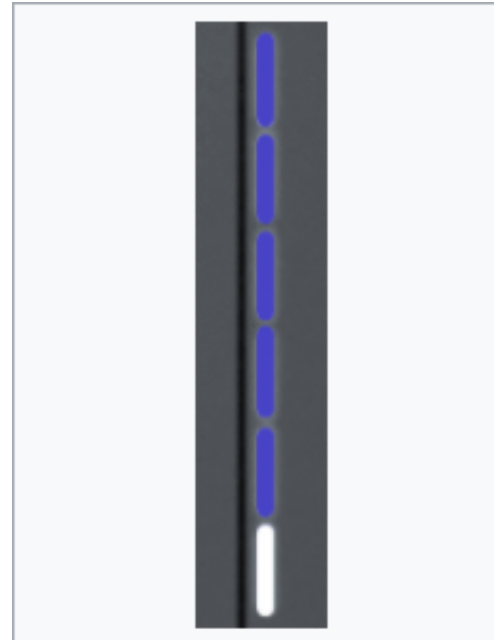


LED INDICATORS



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.



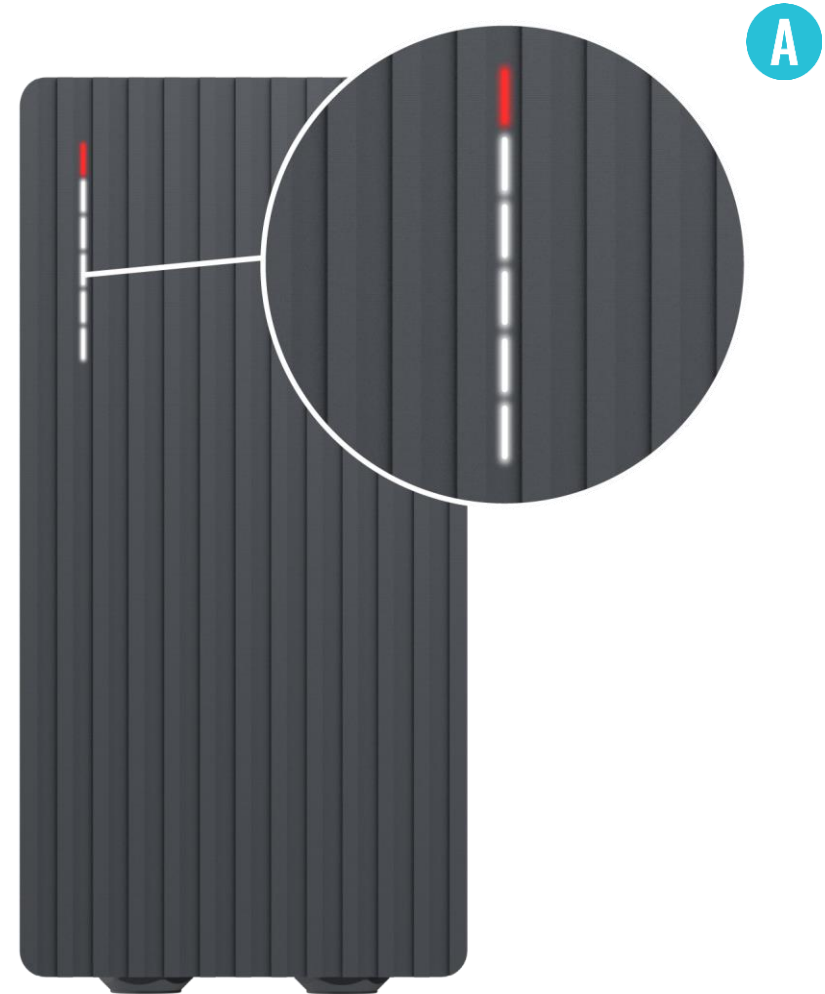
TROUBLESHOOTING (1)

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.





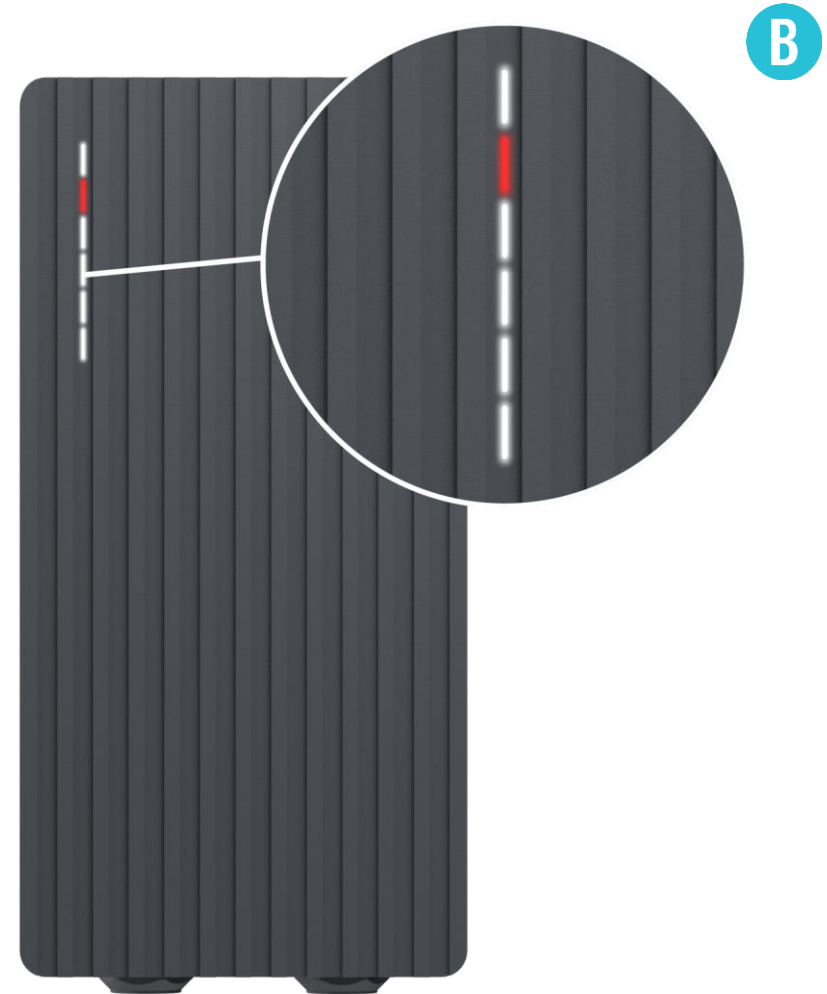
TROUBLESHOOTING (2)

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





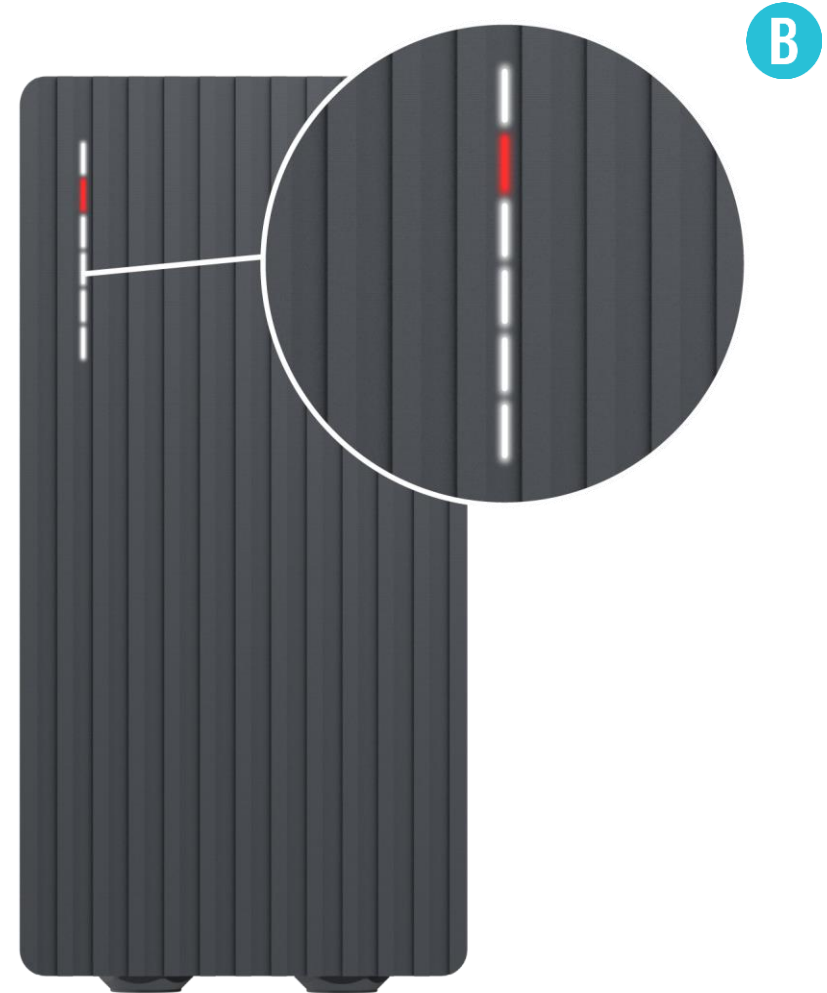
TROUBLESHOOTING (3)

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:

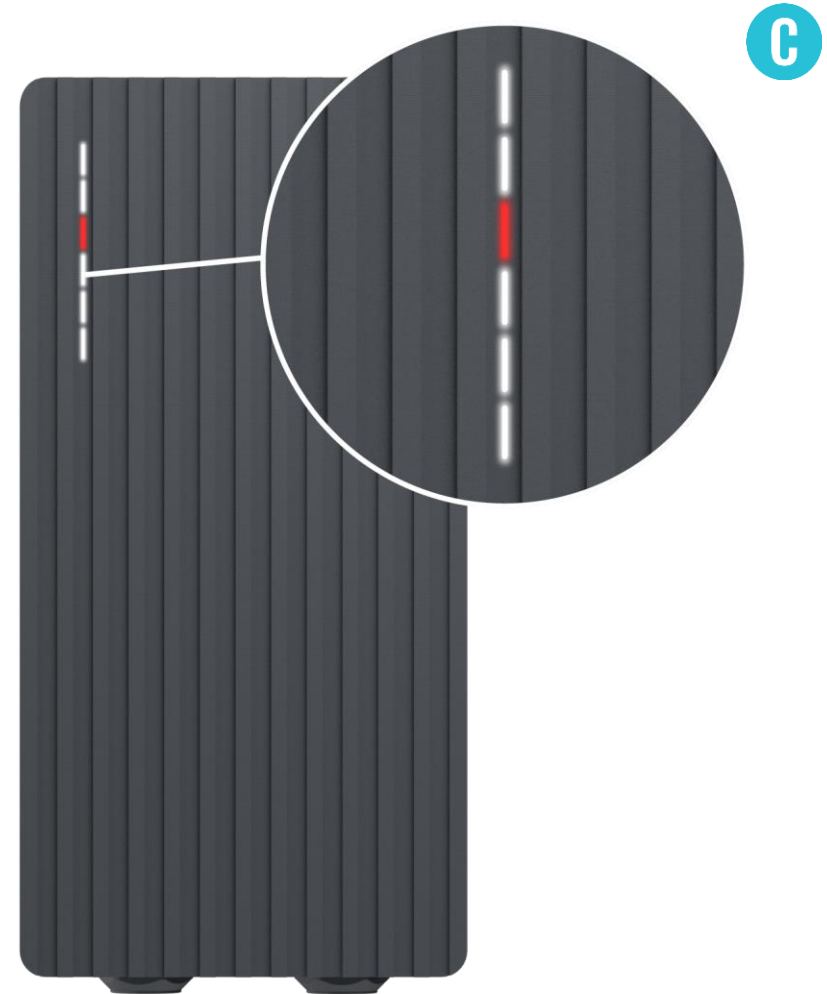




TROUBLESHOOTING (3)

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.





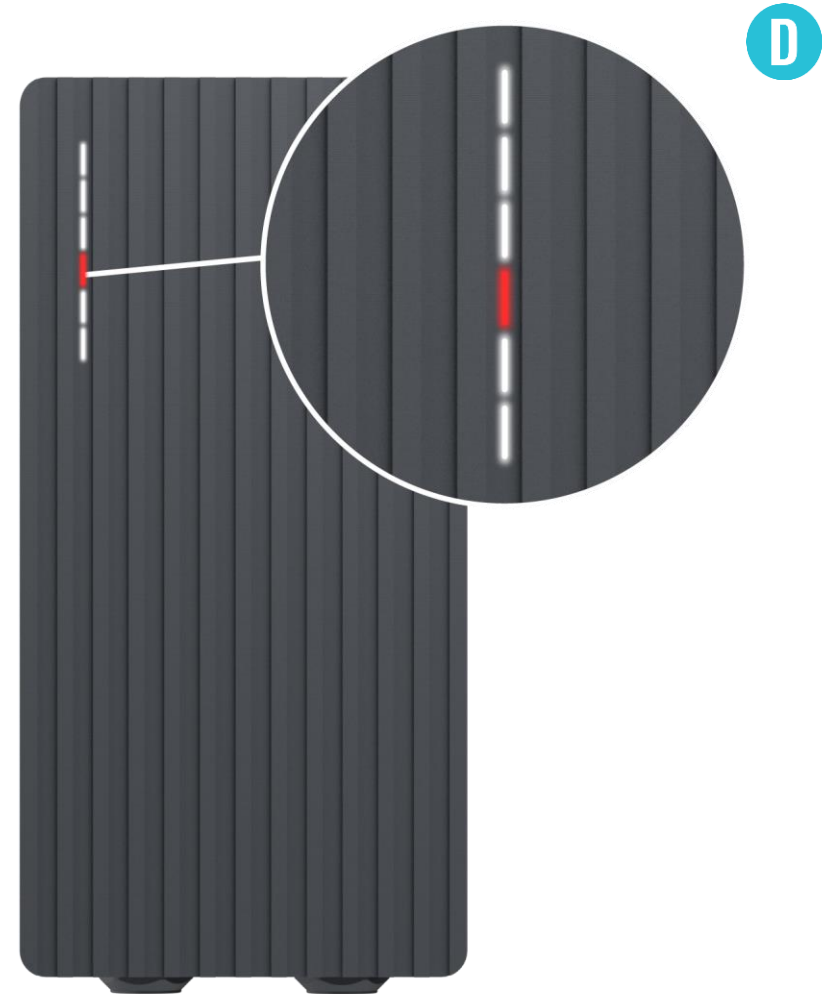
TROUBLESHOOTING (4)

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).

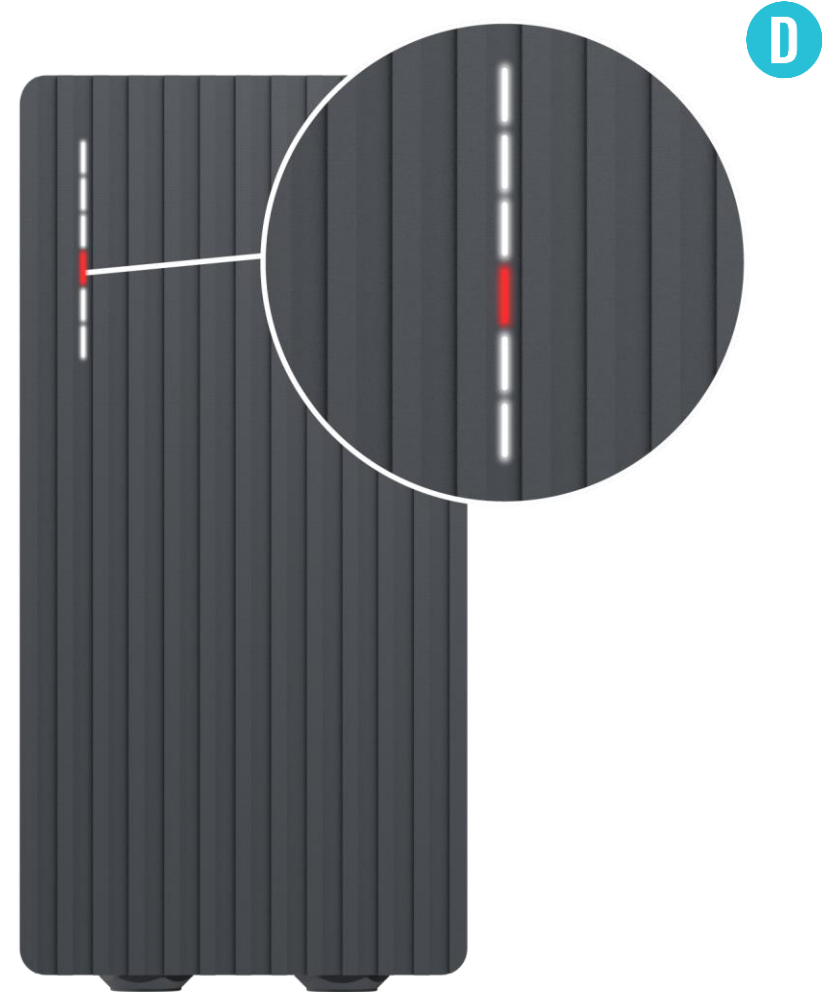




TROUBLESHOOTING (4)

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.





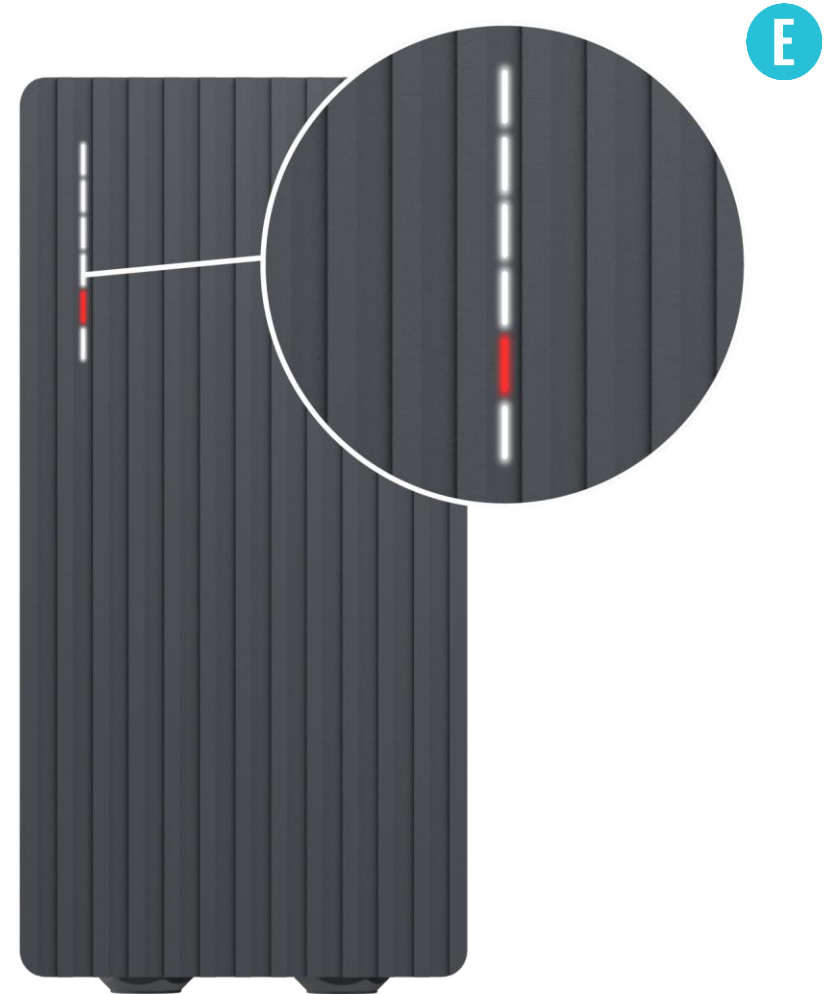
TROUBLESHOOTING (5)

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.





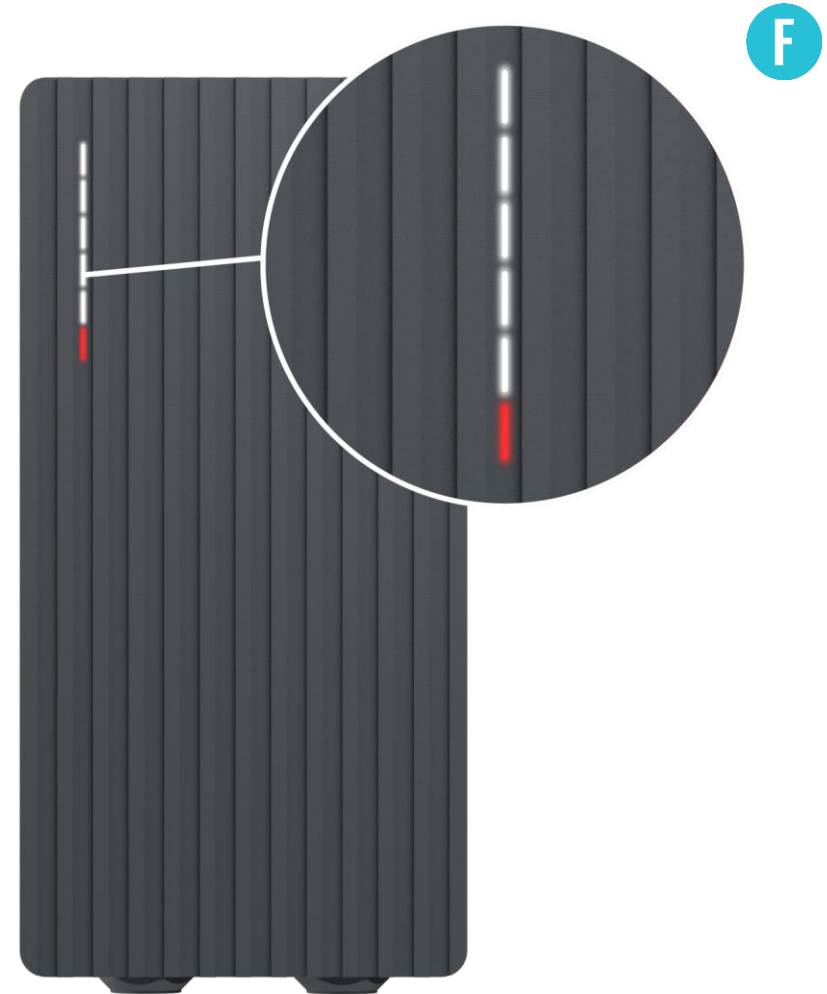
TROUBLESHOOTING (6)

Internal errors

- -12V

Troubleshooting:

- Restart TeltoCharge.





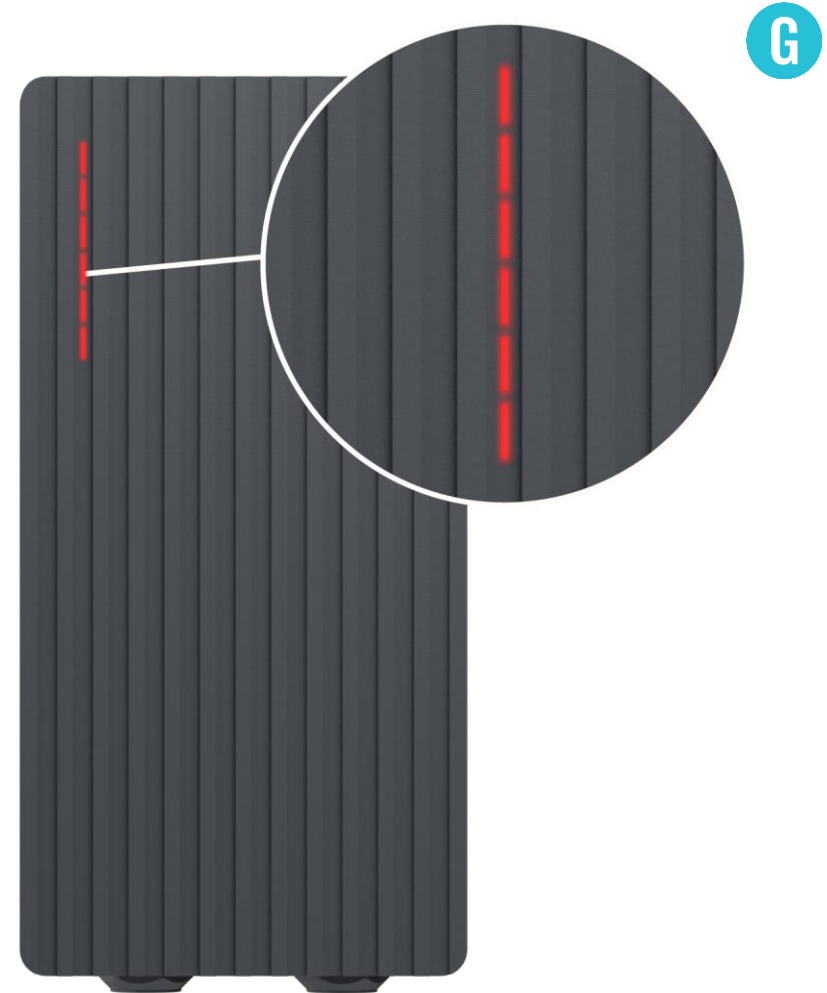
TROUBLESHOOTING (7)

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 v1.0 in mind.

Always refer to the latest version, which can be found on our WIKI page.

