ChargerSync –Web Portal Guide

Portal Version 1.13.0

1CDP0004V001_CSPortalSep26

Energizing the future

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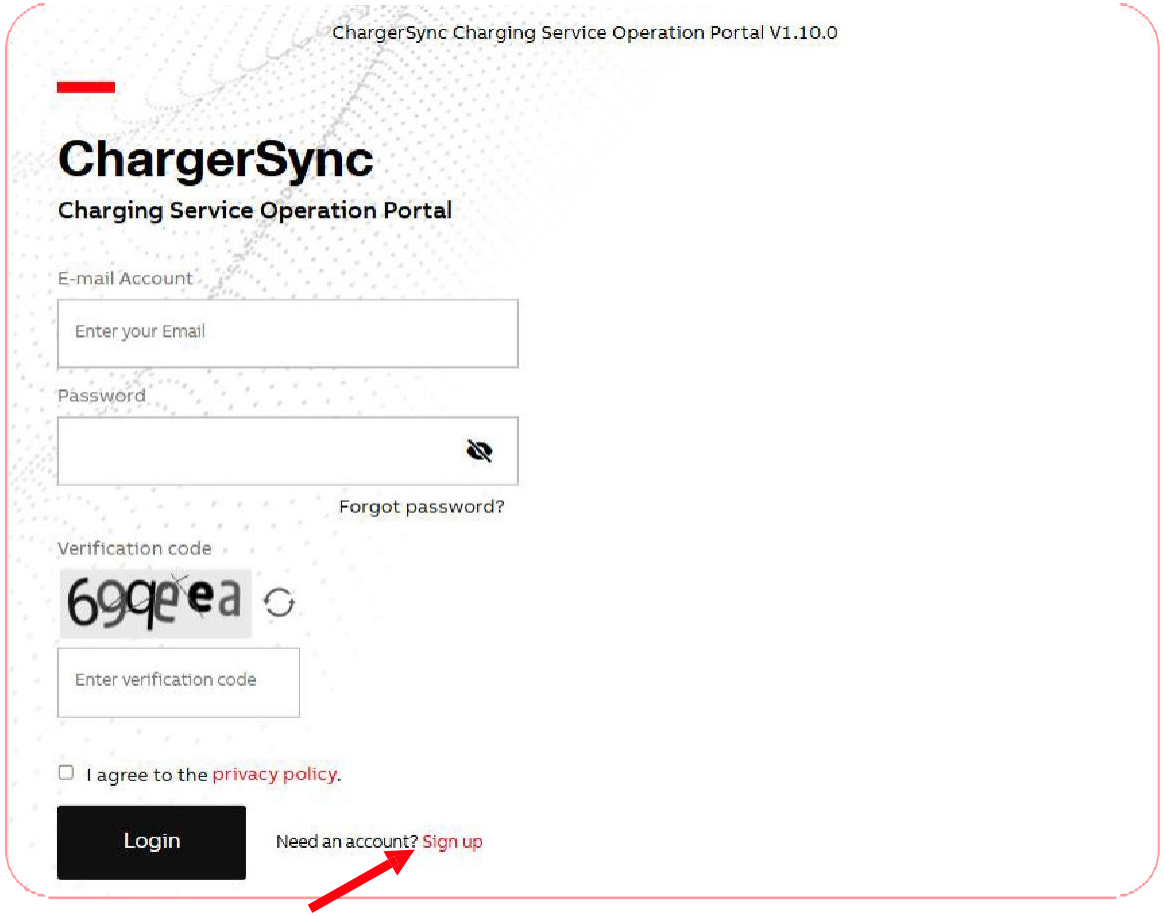
1 Login / Registration

Create a new account

Sign Up

Click on **Sign up** to create a new account.

You can sign up here: [ChargerSync Sign Up]



Create a new account

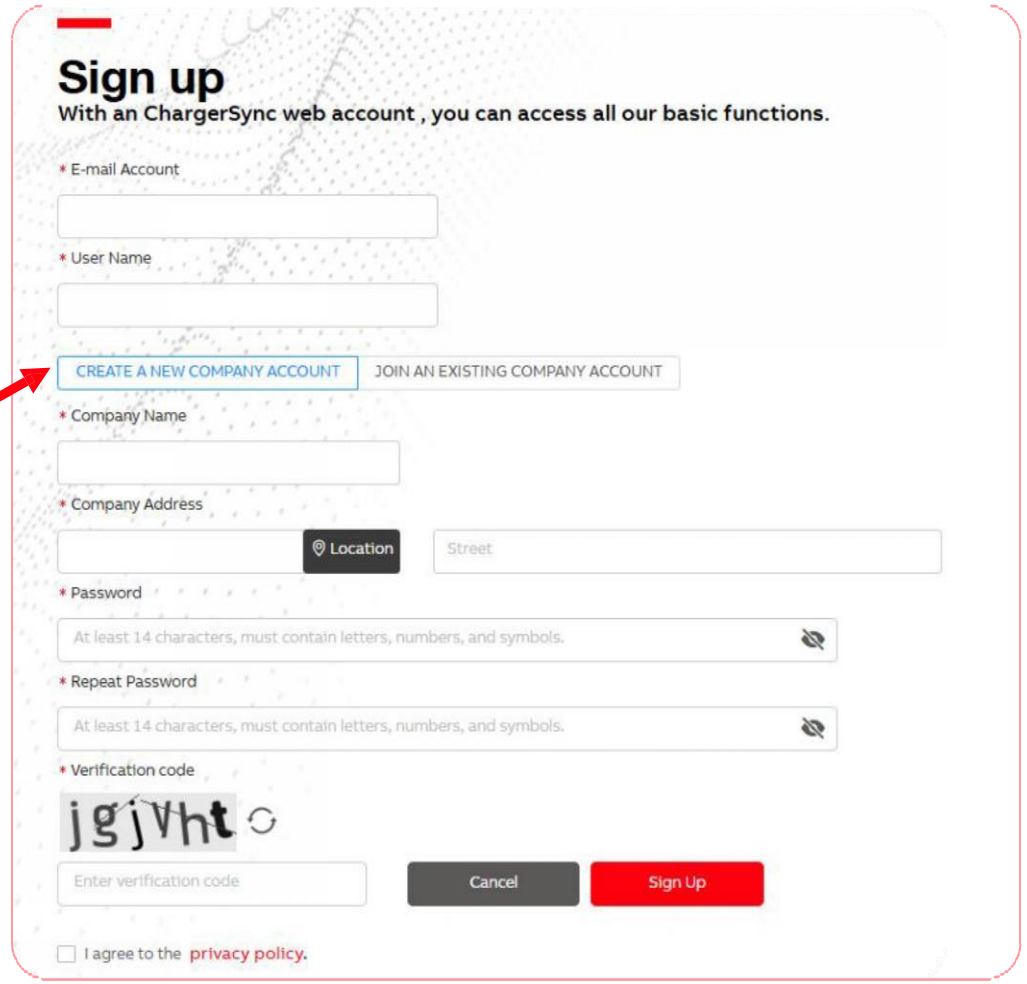
Create new company

Enter your data:

- E-Mail address
- User Name

Create a NEW Company Account

- Company Name
- Company address
- Password (generate a new password)
  - Must contain: 14 characters that include letters, numbers and symbols



Create a new account

Join existing company

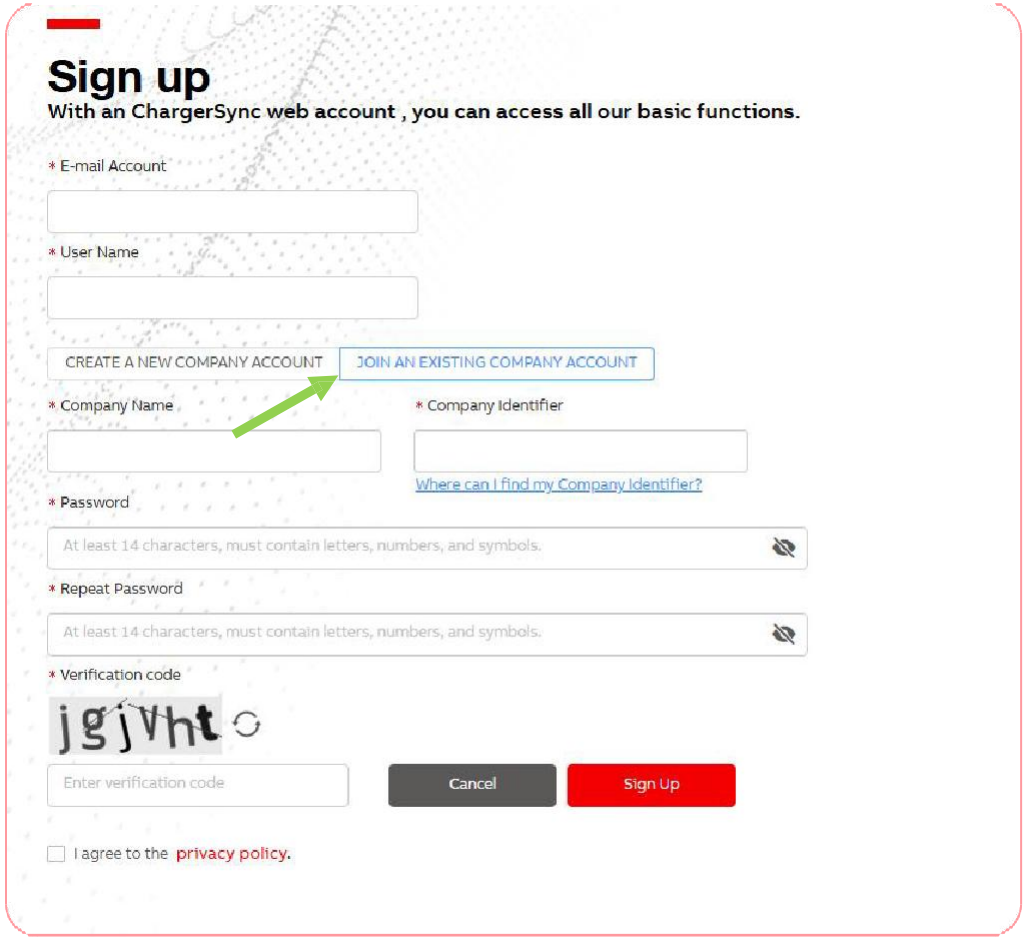
Enter your data:

- E-Mail address
- User Name

Join an EXISTING Company Account

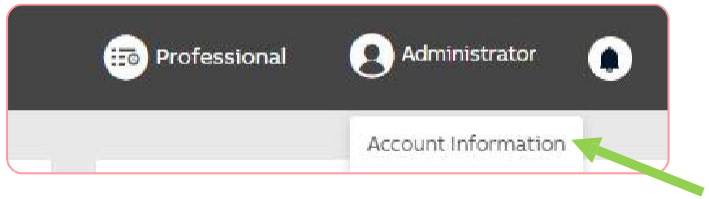
- Company Name
- Company Identifier*
- Password (generate a new password)

Must contain: 14 characters that include letters, numbers and symbols



* Copy the Company Identifier of the existing account

Location (top right corner):



Login

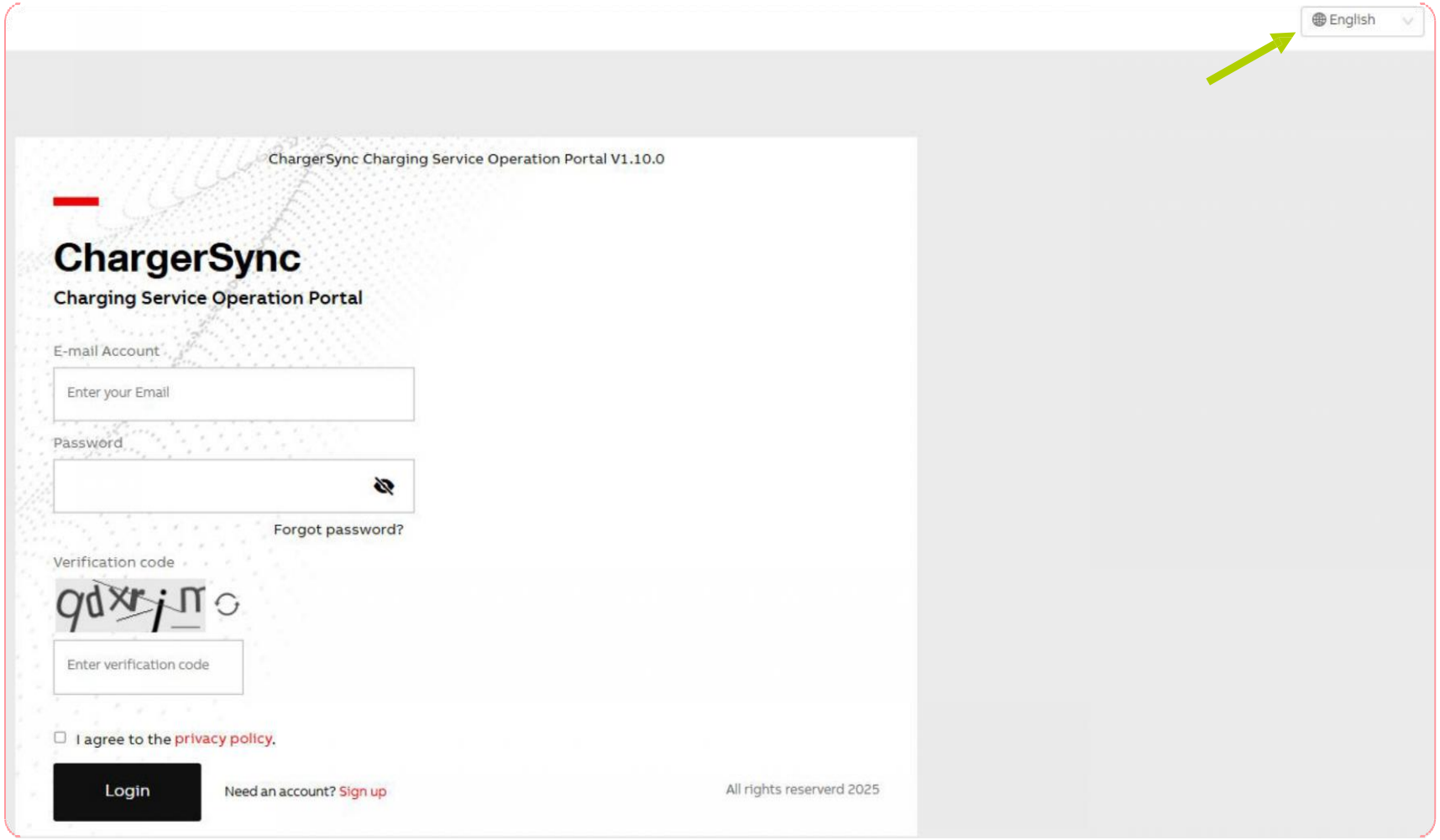
Change language

Login after you have entered your account details, Captcha and agreeing to the privacy policy.

Change the **language** if desired in the top right corner:

- English
- Chinese
- German

Login ChargerSync Web Portal



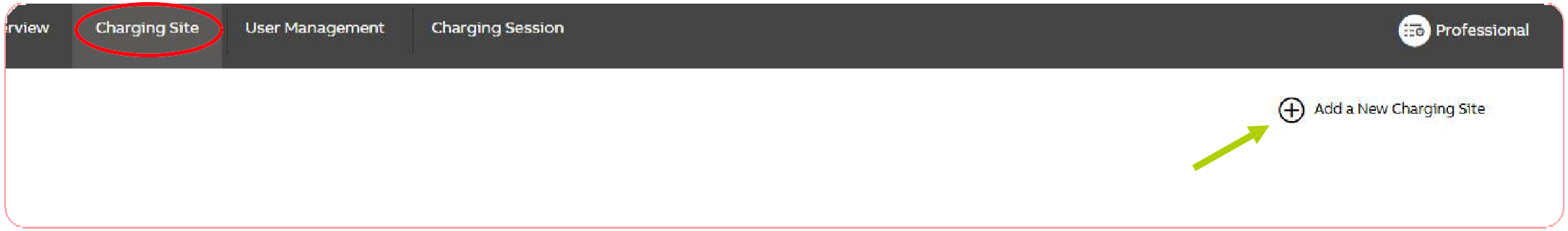
2 CHARGING SITE

Charging Site

Create a New Charging Site

To add a charger to the account, a charging site have to be created first and described as follows. Select the tab Charging Site

- Click **Add a New Charging Site**

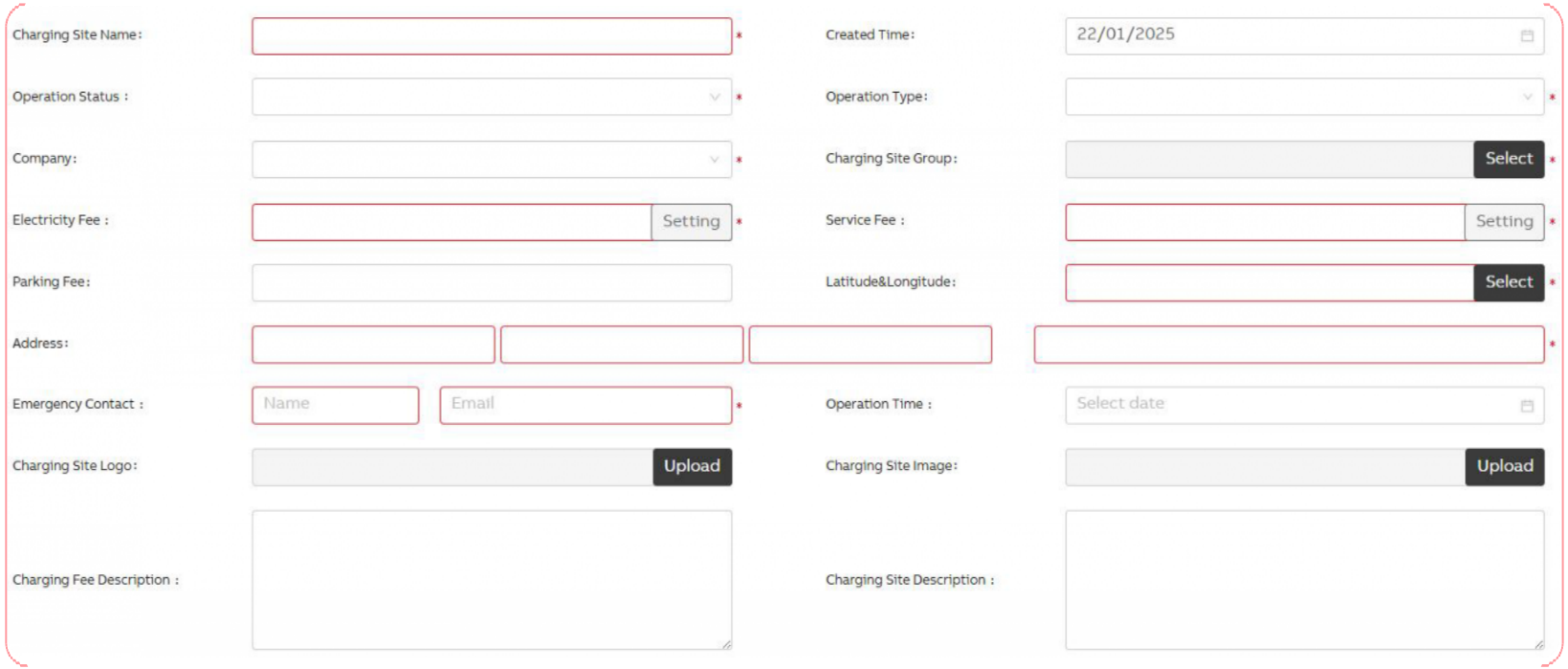


Charging Site

Create a New Charging Site

Enter the fields that are required*:

- Charging Site Name
  (must be unique)
- Operation Status
- Operation Type
- Company
- Charging Site Group
- Electricity Fee*
  currency/kWh , decimal point with dot
- Service Fee*
  currency/kWh , decimal point with dot
- Latitude & Longitude
  (Address)

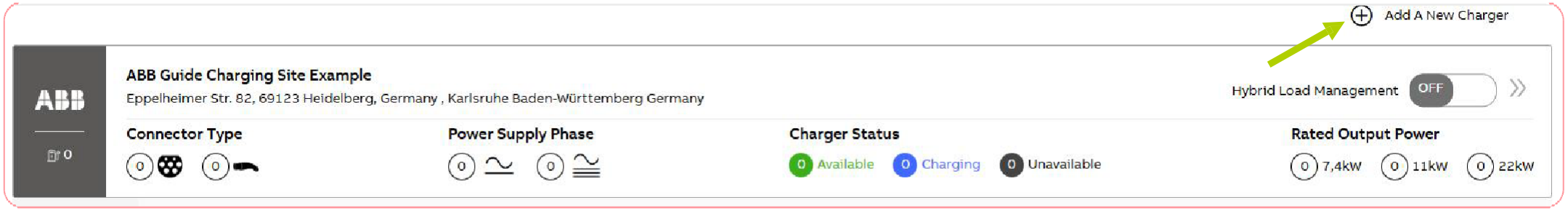


* First field can be filled in, then click anywhere to get the other fields filled in automatically.

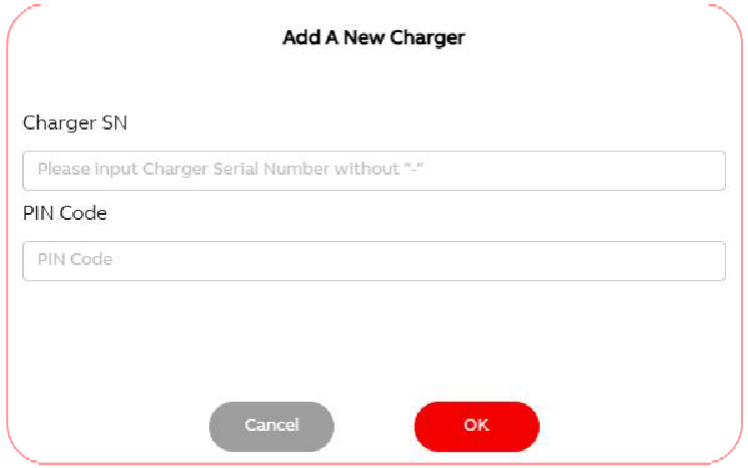
Charging Site

Add Charger

Click on your created Charging Site to **Add a New Charger** and insert your serial number and PIN Code**.**



Insert Charger Serial number (SN) and PIN Code which is included in the supplied documents**.**



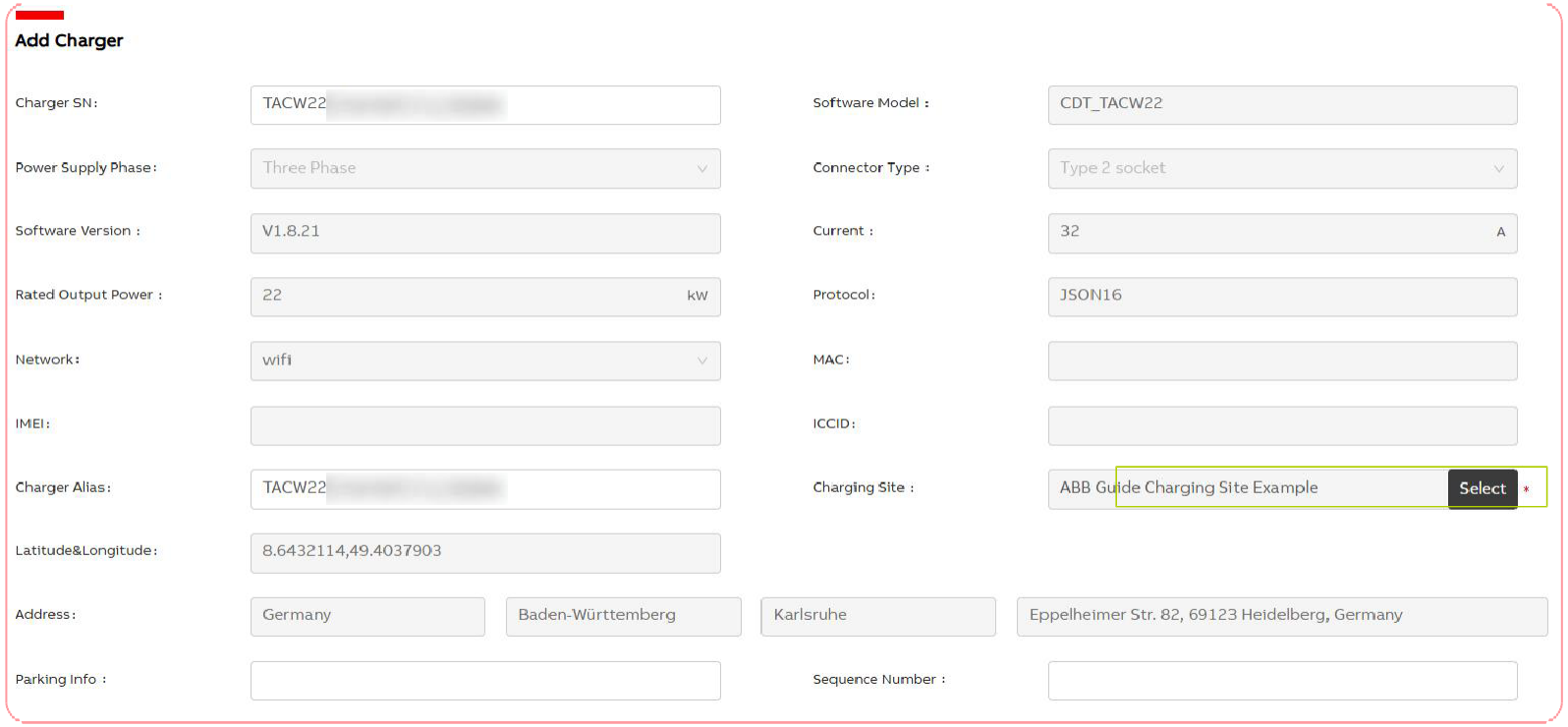
Charging Site

Add/Edit Charger

Enter the fields that are required*:

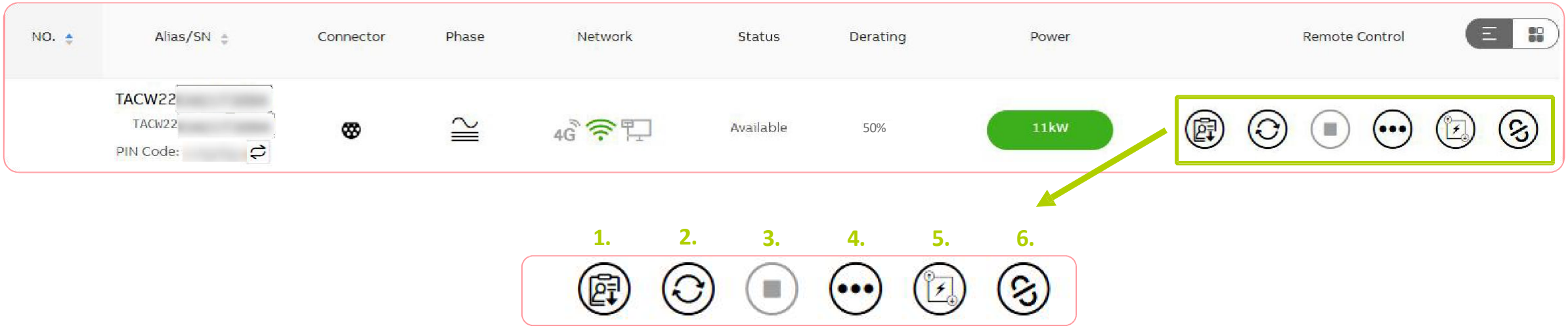
- Charging Site

Click on **OK** to confirm or **Next** to add another charger



Charging Site

Charger Remote Control



1. Local White List	2. Hard/ Soft Reset	3. Stop	4. Status	5. Load management	6. Unbind
Add local white list, Must be created first.	Restart charger	Stop current charging session	Charger Status, detailed overview	Quick load control	Delete charger from charging site

Charging Site

Hybrid Load Management

Dynamic Load Management (DLM) optimizes the charging infrastructure as it allows for dynamic change of available power by immediate reaction to capacity changes. DLM provides the possibility to balance the power distribution to all EVs and taking full volume whenever the capacity is available.

(For more information check our load management documentation)

Select one charging site to click on **hybrid load management**.

Enable hybrid load management on the right side once so you can fill in the required fields.

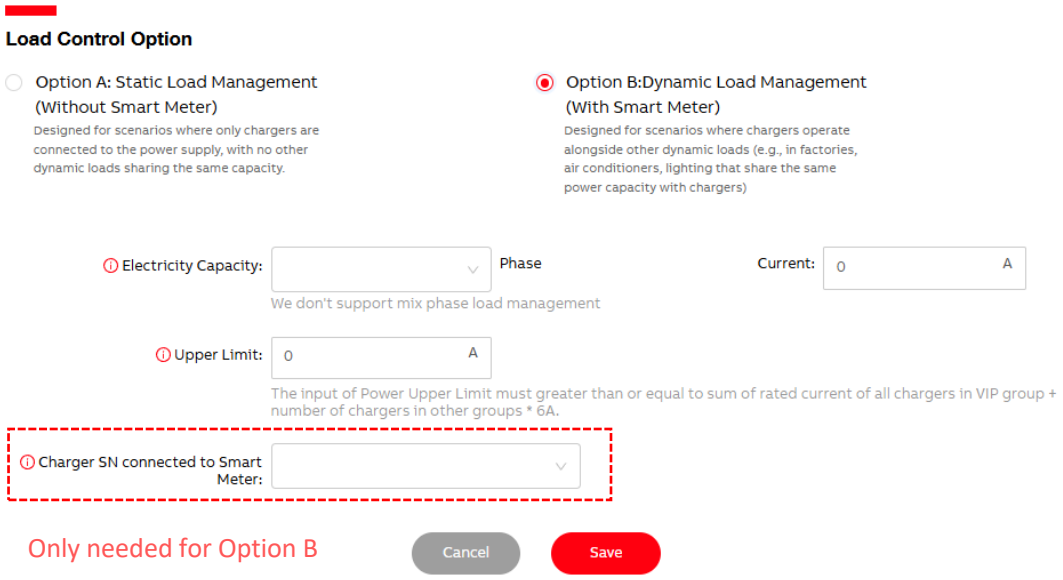
Charging Site

Hybrid Load Management

Load Control Options

- Option A: Static Load Management (Without Smart Meter) designed for scenarios where only chargers are connected to the power supply, with no other dynamic loads sharing the same capacity.
- Option B: Dynamic Load Management (With Smart Meter) designed for scenarios where chargers operate alongside other dynamic loads (e.g., in factories, air conditioners, lighting that share the same power capacity with chargers)

  For this Option, the TerraAC must be configurated with the TerraConfig APP(energy management)



Fill in the required fields:

Options A and B:

- Electricity Capacity: 1 or 3 phase(s)
- Current: Electricity house connection
- Upper Limit: Current value to be exceeded at which the power is reduced.

Option B:

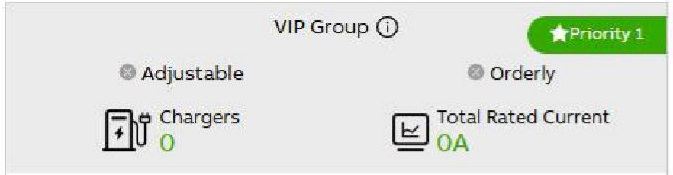
- Connected Smart Meter: Charger SN should be shown in the drop-down menu.
  (If not check our load management documentation and configurate the charger with the *TerraConfig* app)
- Recheck that the load management is enabled

TerraConfig im App Store / TerraConfig – Apps bei Google Play

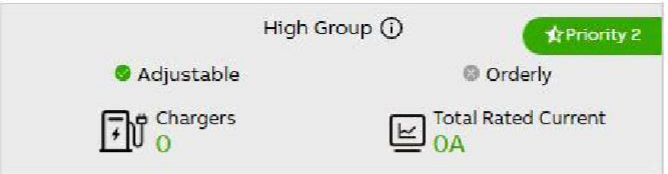
Charging Site

Hybrid Load Management

Charger can be sorted into load control groups to allow prioritization.



Highest priority and always put VIP full charging as the first goal.



Second priority, 6A charging for High group is the second target.

Lowest priority, after the above conditions are met, chargers in medium group will charge in sequence according to the remaining available current.

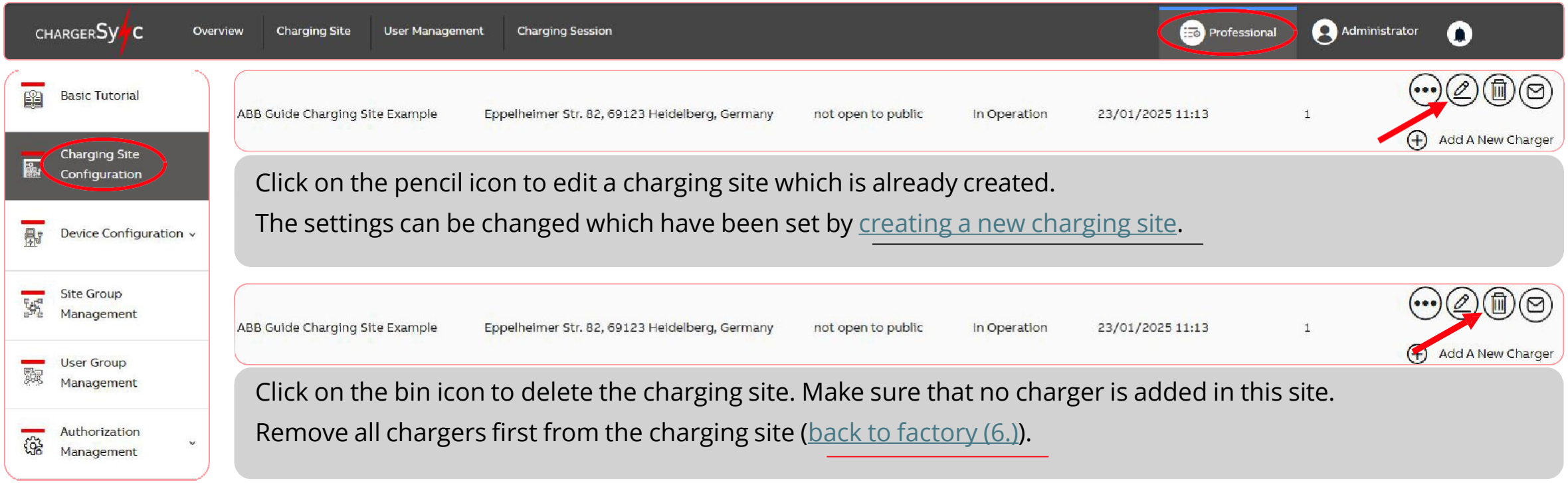
Click on **Edit** for easy drag and drop to place charger SN in different groups. **Save** your changes!

For more explanation of DLM algorithm, please refer to Cloud load management on CS portal

Charging Site

Edit / Delete Charging Site

Select the **Professional** Tab and choose **Charging Site Configuration** on the left side.



Click on the pencil icon to edit a charging site which is already created.

The settings can be changed which have been set by creating a new charging site.

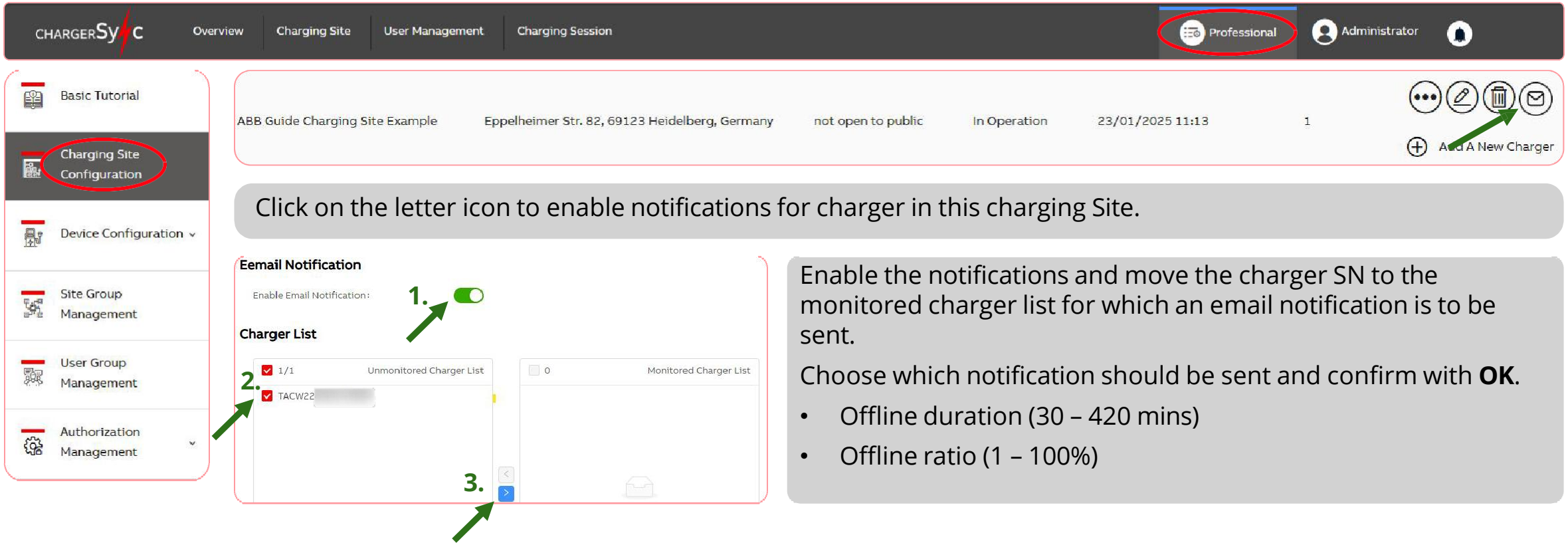
Click on the bin icon to delete the charging site. Make sure that no charger is added in this site.

Remove all chargers first from the charging site (back to factory (6.)).

Charging Site

Enable e-mail notifications

Select the **Professional** Tab and choose **Charging Site Configuration** on the left side.



Click on the letter icon to enable notifications for charger in this charging Site.

Enable the notifications and move the charger SN to the monitored charger list for which an email notification is to be sent.

Choose which notification should be sent and confirm with **OK**.

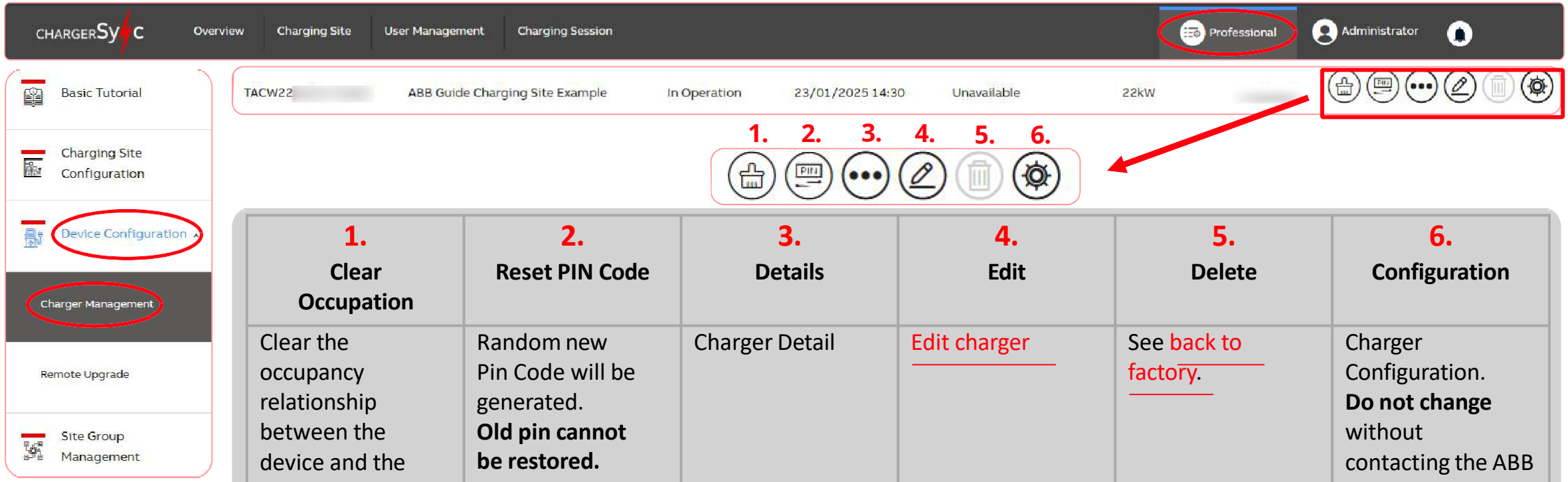
- Offline duration (30 – 420 mins)
- Offline ratio (1 – 100%)

3 DEVICE CONFIGURATION

Device Configuration

Charger Management

Select the **Professional** Tab and choose **Device Configuration (Charger management)** on the left side.

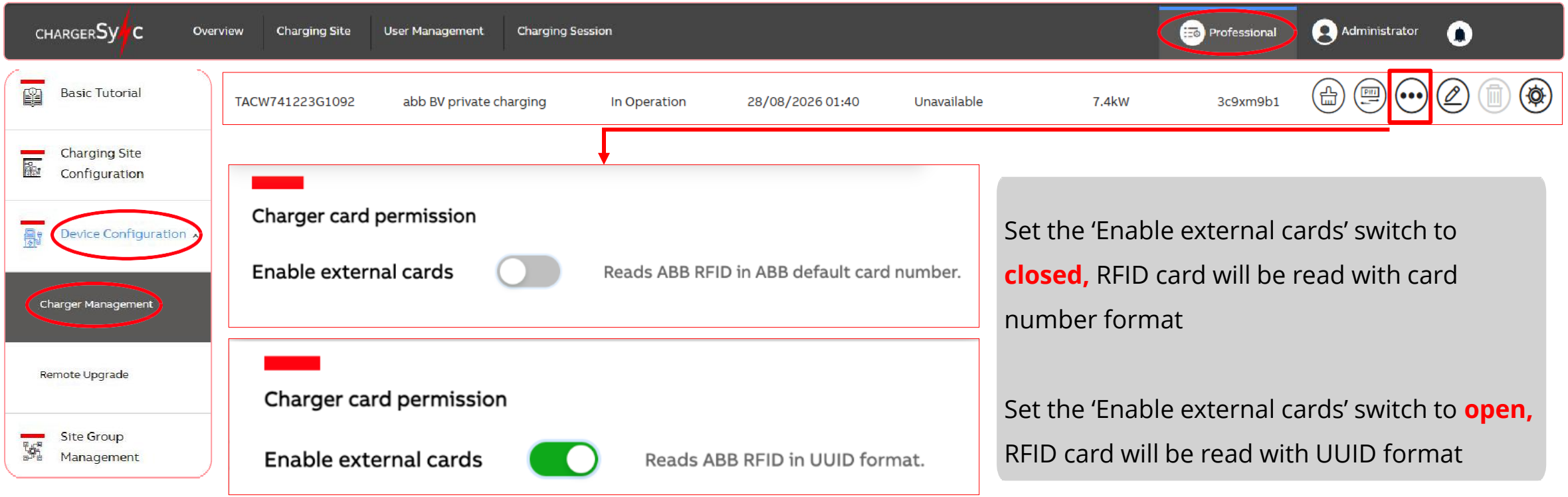


1. Clear Occupation	2. Reset PIN Code	3. Details	4. Edit	5. Delete	6. Configuration
Clear the occupancy relationship between the device and the user.	Random new Pin Code will be generated. **Old pin cannot be restored.**	Charger Detail	Edit charger	See back to factory.	Charger Configuration. **Do not change** without contacting the ABB AC Support.

Device Configuration

Charger Management

Change the authorization data format of ABB RFID card



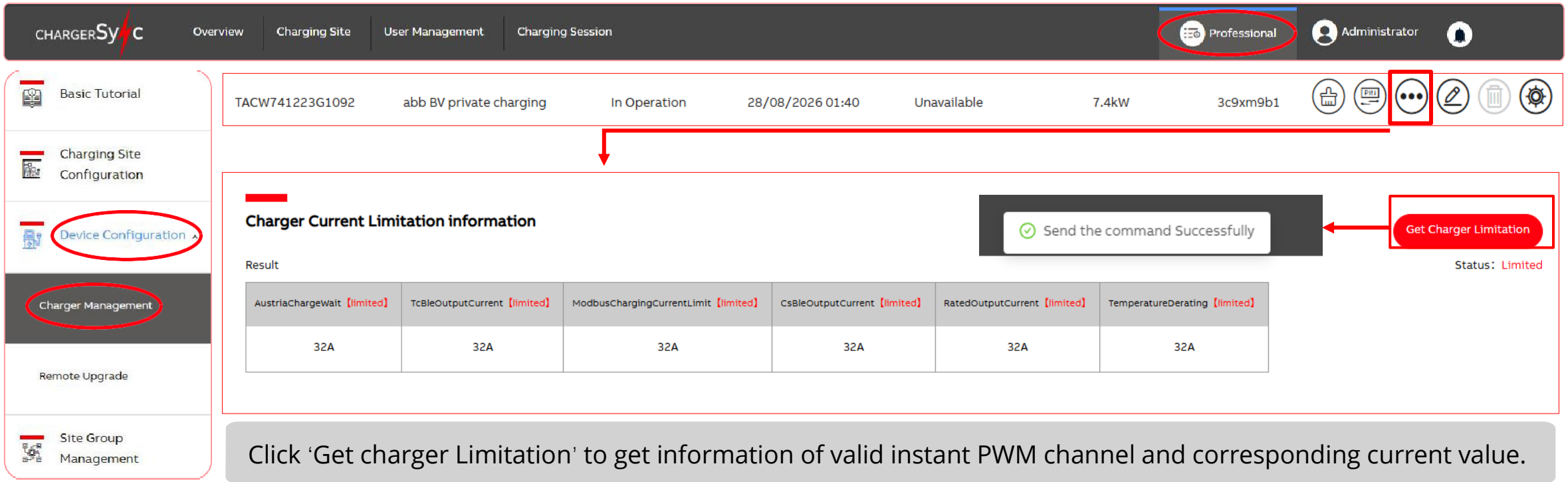
Set the 'Enable external cards' switch to **closed,** RFID card will be read with card number format

Set the 'Enable external cards' switch to **open,** RFID card will be read with UUID format

Device Configuration

Charger Management

View the channel info when charger connects to ChargerSync portal in order for user to know which channel is limiting the charging current

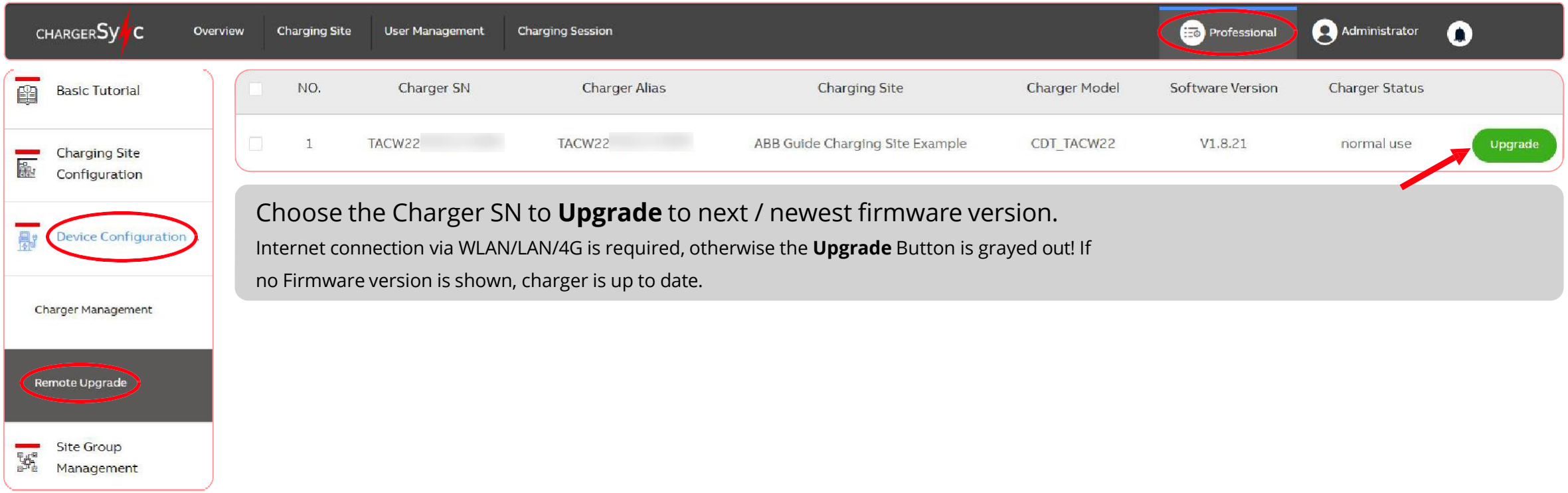


Click 'Get charger Limitation' to get information of valid instant PWM channel and corresponding current value.

Device Configuration

Remote Upgrade

Select the **Professional** Tab and choose **Device Configuration (Remote Upgrade)** on the left side.



Choose the Charger SN to **Upgrade** to next / newest firmware version.

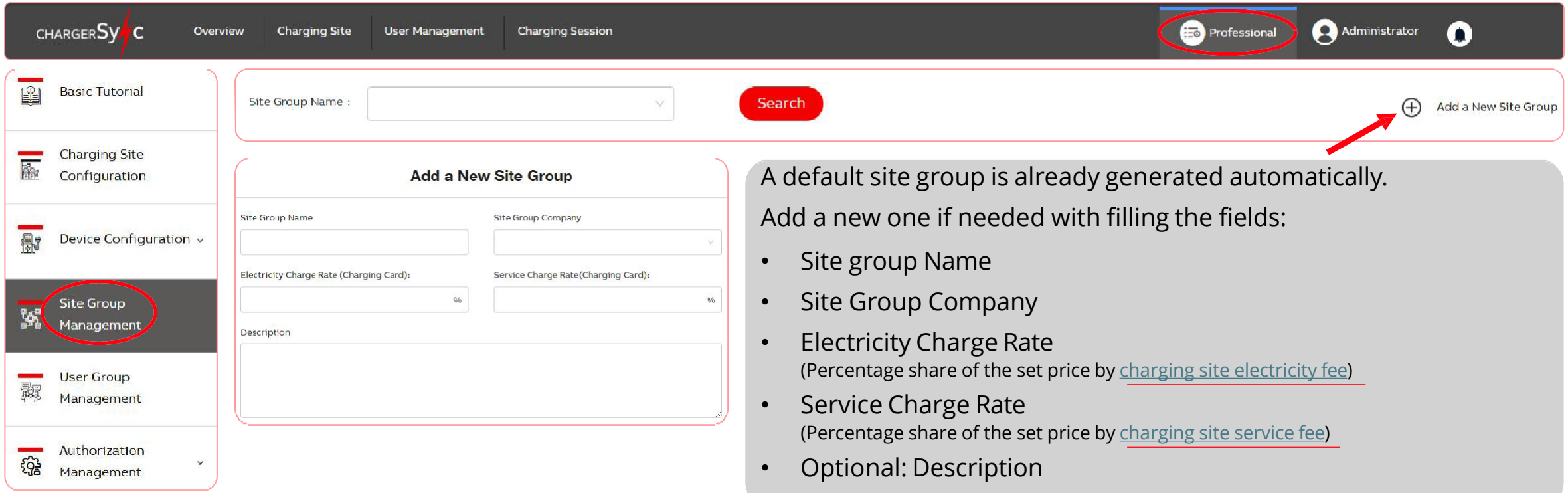
Internet connection via WLAN/LAN/4G is required, otherwise the **Upgrade** Button is grayed out! If no Firmware version is shown, charger is up to date.

4 SITE GROUP CONFIGURATION

Site Group Management

Add Charging Site Group

Select the **Professional** Tab and choose **Site Group Management** on the left side.



A default site group is already generated automatically.

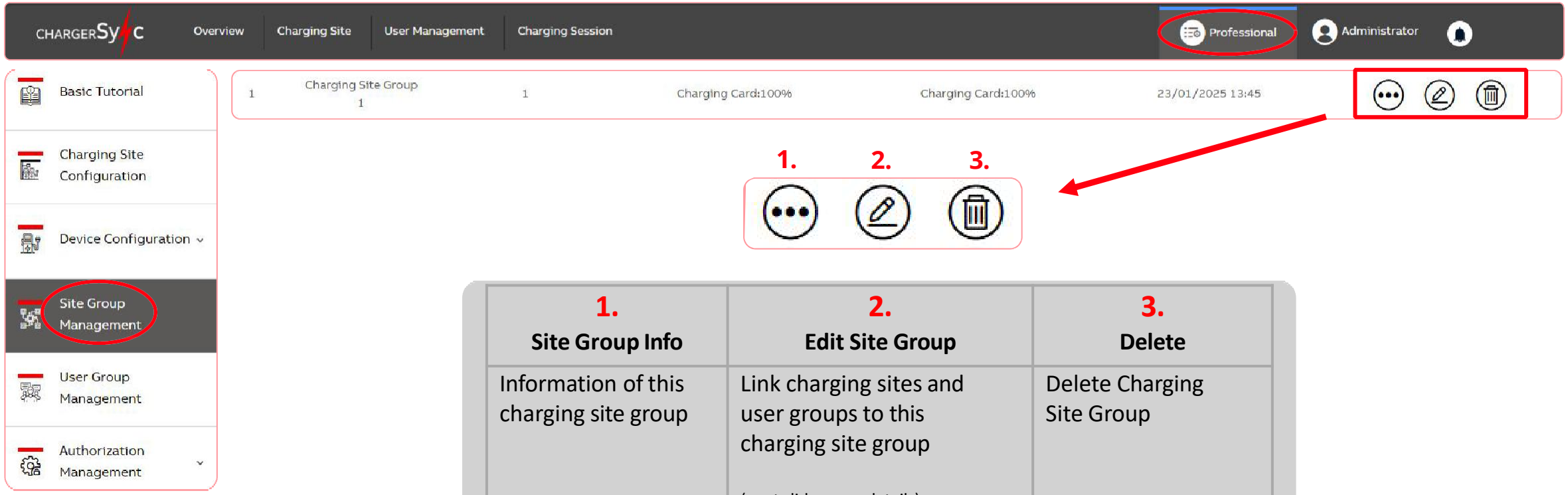
Add a new one if needed with filling the fields:

- Site group Name
- Site Group Company
- Electricity Charge Rate
  (Percentage share of the set price by charging site electricity fee)
- Service Charge Rate
  (Percentage share of the set price by charging site service fee)
- Optional: Description

Site Group Management

Details

Select the **Professional** Tab and choose **Site Group Management** on the left side.



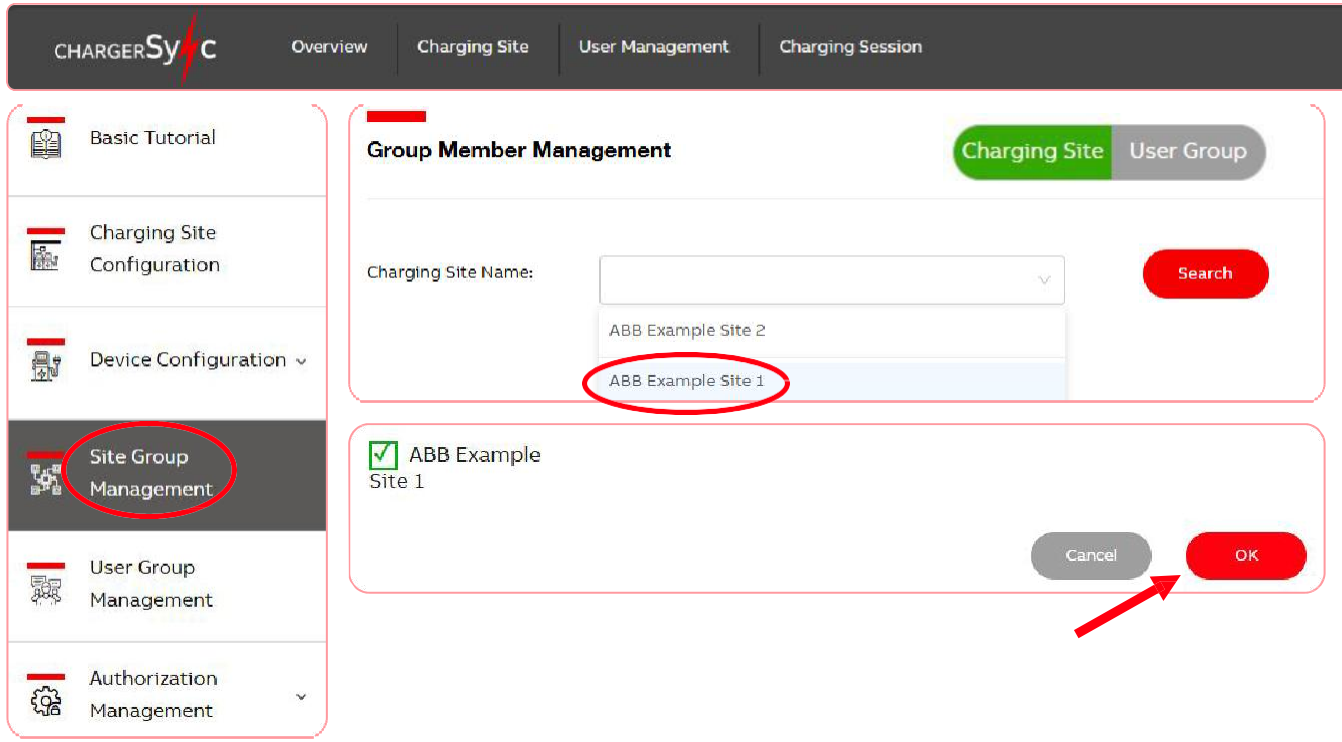
1. Site Group Info	2. Edit Site Group	3. Delete
Information of this charging site group	Link charging sites and user groups to this charging site group (next slide more details)	Delete Charging Site Group

Site Group Management

Link charging site in site group

Edit Site Group 1/2

Select the **Professional** Tab and choose **Site Group Management** on the left side. Click on the pen icon to edit a site group.



Click on the charging Sites in the drop-down menu, you want to add, in this case example site 1.

Confirm with **OK**.

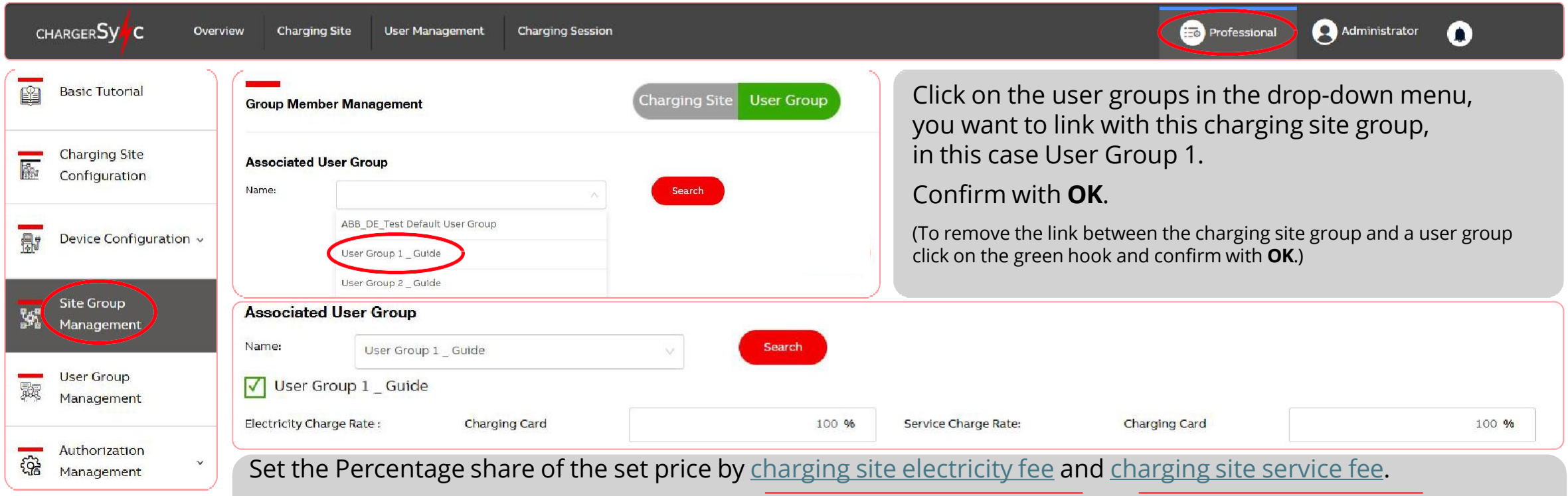
(To remove the link between the charging site group and a charging site, click on the green hook to remove it and confirm with OK.)

Site Group Management

Link user group to site group

Edit Site Group 2/2

Select the **Professional** Tab and choose **Site Group Management** on the left side. Click on the pen icon to edit a site group.



Click on the user groups in the drop-down menu, you want to link with this charging site group, in this case User Group 1.

Confirm with **OK**.

(To remove the link between the charging site group and a user group click on the green hook and confirm with **OK**.)

Set the Percentage share of the set price by charging site electricity fee and charging site service fee.

Note: It is the same setting as for edit user group.

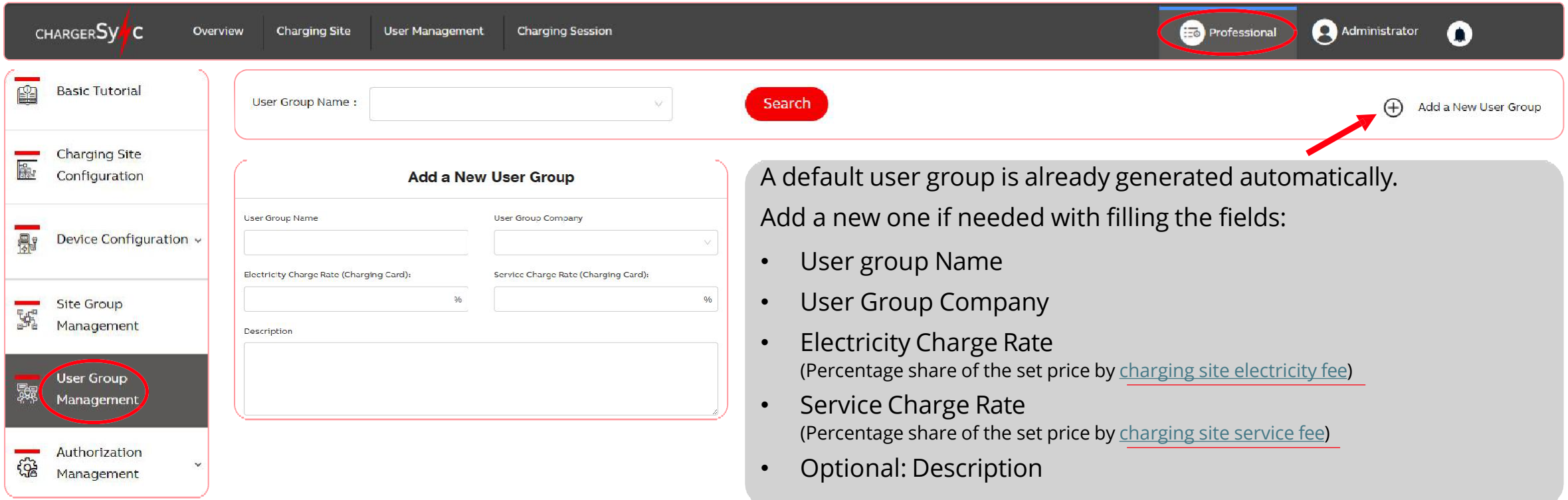
(View the relation between charging site groups and user groups for better understanding)

5 USER GROUP CONFIGURATION

User Group Management

Add User Group

Select the **Professional** Tab and choose **User Group Management** on the left side.



A default user group is already generated automatically.

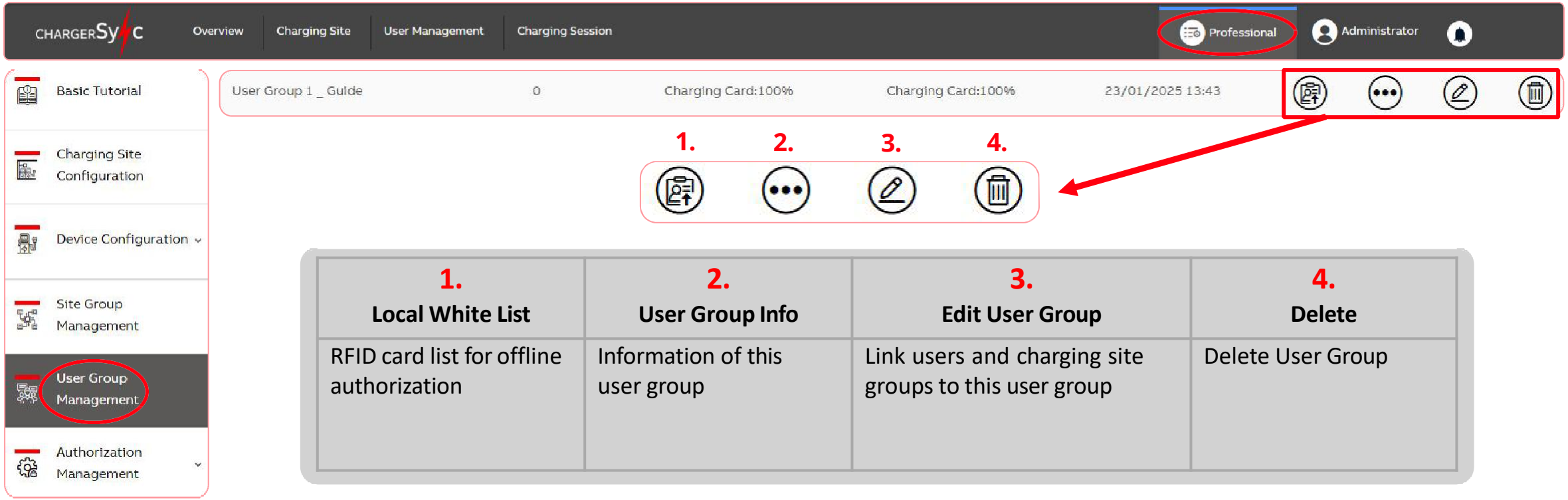
Add a new one if needed with filling the fields:

- User group Name
- User Group Company
- Electricity Charge Rate
  (Percentage share of the set price by charging site electricity fee)
- Service Charge Rate
  (Percentage share of the set price by charging site service fee)
- Optional: Description

User Group Management

Details

Select the **Professional** Tab and choose **User Group Management** on the left side.



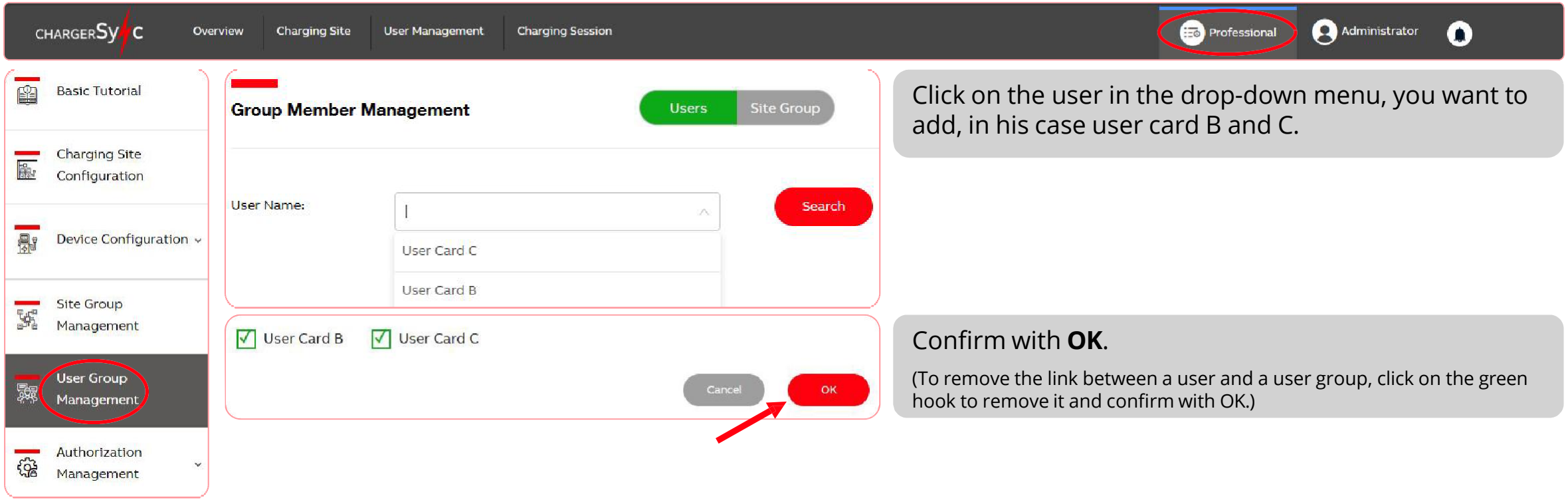
1. Local White List	2. User Group Info	3. Edit User Group	4. Delete
RFID card list for offline authorization	Information of this user group	Link users and charging site groups to this user group	Delete User Group

User Group Management

Link user in user group

Edit User Group 1/2

Select the **Professional** Tab and choose **User Group Management** on the left side. Click on the pen icon to edit a site group.



Click on the user in the drop-down menu, you want to add, in his case user card B and C.

Confirm with **OK**.

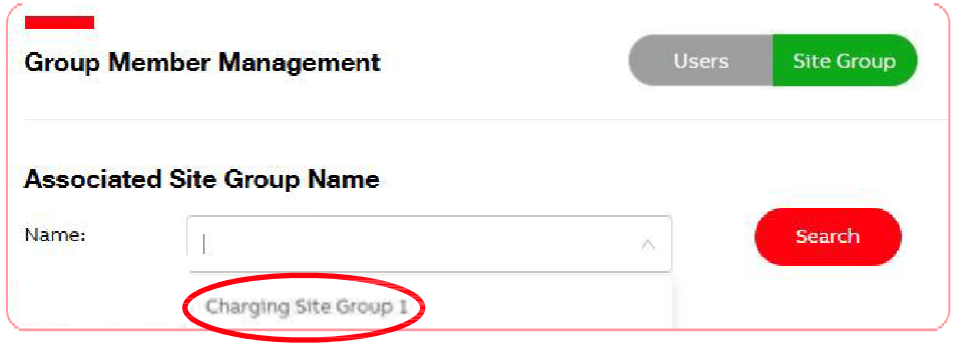
(To remove the link between a user and a user group, click on the green hook to remove it and confirm with OK.)

User Group Management

Link site group to user group

Edit User Group 2/2

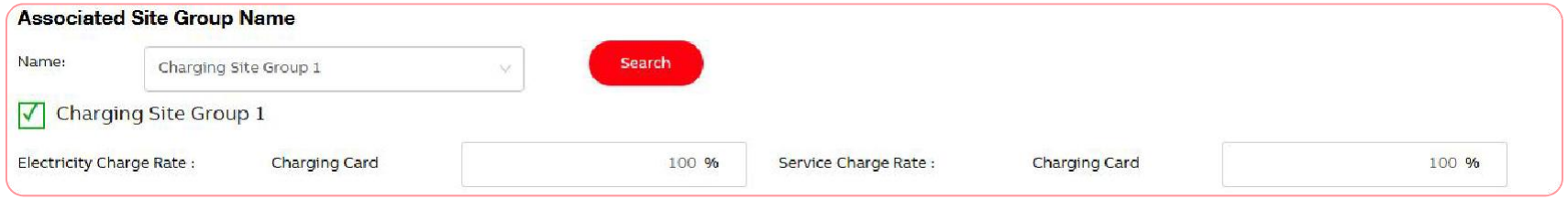
Select the **Professional** Tab and choose **User Group Management** on the left side. Click on the pen icon to edit a site group.



Click on the site groups in the drop-down menu, you want to link with this user group, in this case Charging Site Group 1.

Confirm with **OK**.

(To remove the link between the charging site group and a user group click on the green hook and confirm with **OK**.)



Set the Percentage share of the set price by charging site electricity fee and charging site service fee.

Note: It is the same setting as for edit site group.

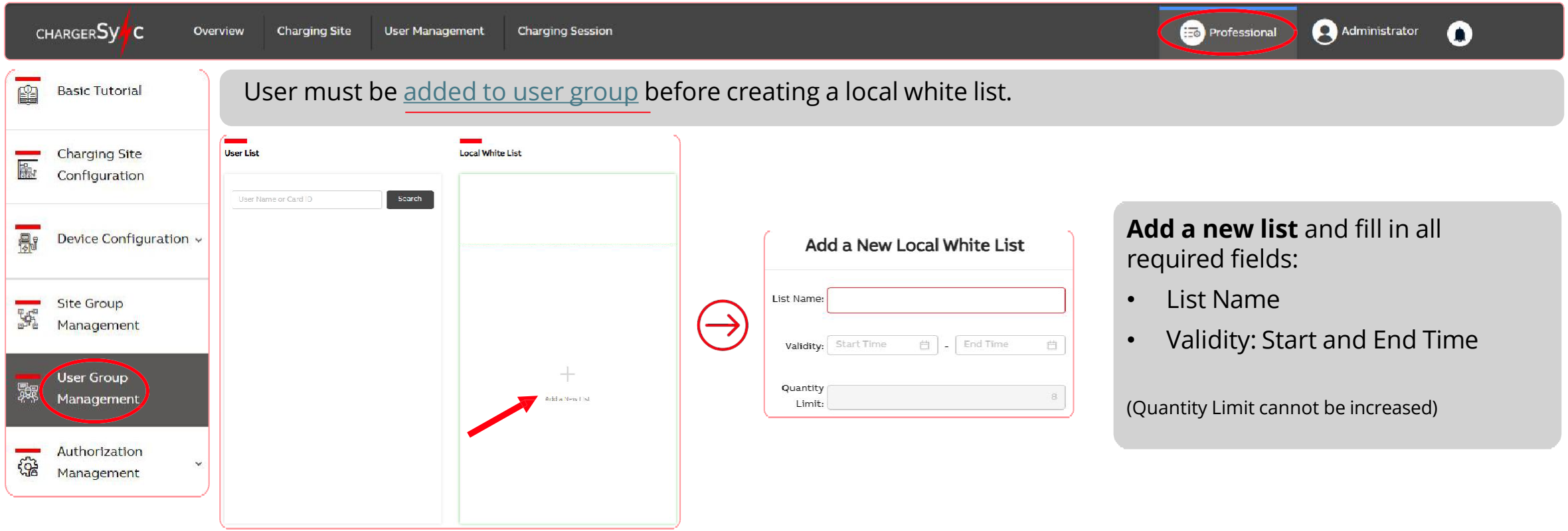
(View the relation between charging site groups and user groups for better understanding)

User Group Management

Local White List

Add White List 1/2

Select the **Professional** Tab and choose **User Group Management** on the left side. Click on the White List icon.



User must be added to user group before creating a local white list.

Add a new list and fill in all required fields:

- List Name
- Validity: Start and End Time

(Quantity Limit cannot be increased)

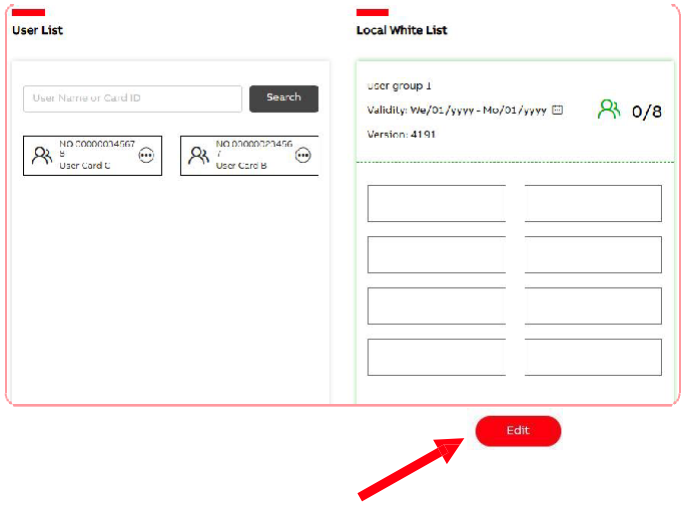
User Group Management

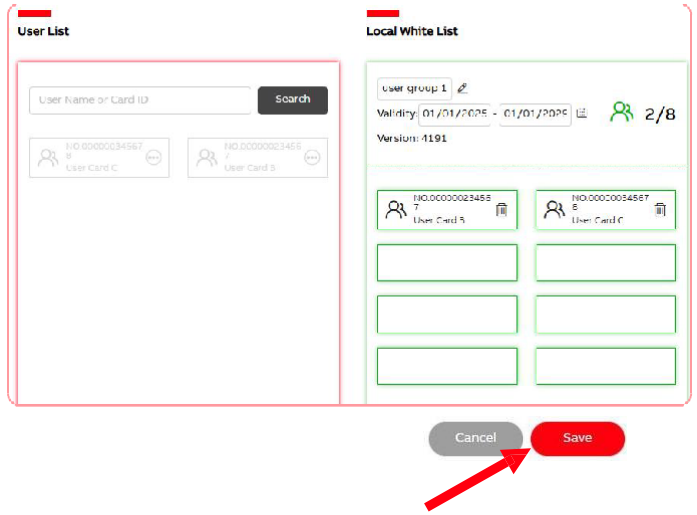
Local White List

Add White List 2/2

Select the **Professional** Tab and choose **User Group Management** on the left side. Click on the White List icon.

User must be added to user group before creating a local white list.





Click on **Edit**.

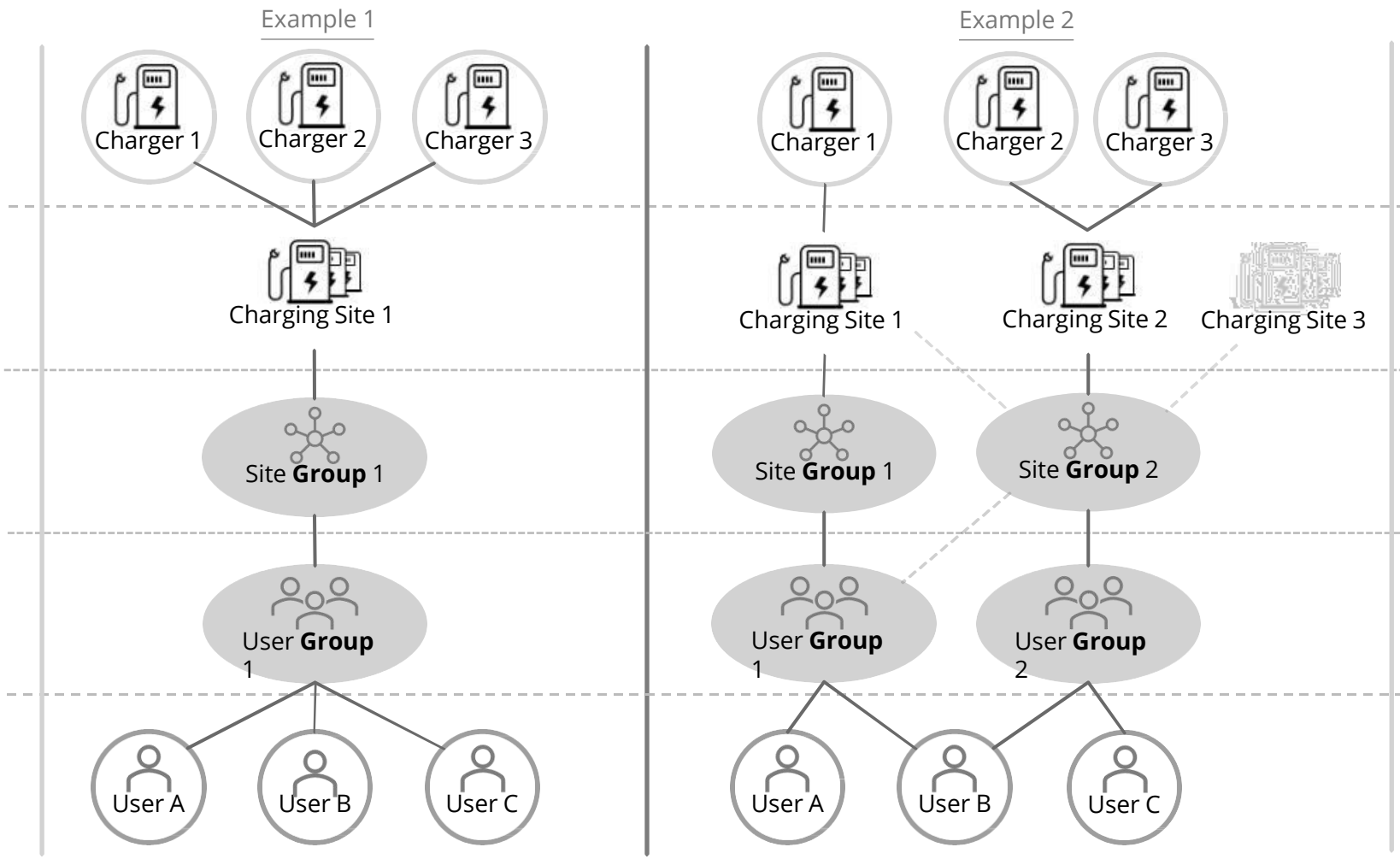
Move (drag & drop) users from User List to local white list who should use the charger offline.

Click on **Save**.

(To delete a white list, delete the user group)

Relationship illustration

Site / User groups



Charger

TerraAC's

Charging Sites

Includes one or more chargers.

Site Group

May include more than one charging site.

(Recommendation: One site group for each charging site)

User Group

Includes one or more RFID cards (User),
can be linked to one or more charging site groups

Users

Unlimited users (RFID cards) can be created.

6 AUTHORIZATION MANAGEMENT

Authorization Management

Company Management / Add a New Charging Company

Select the **Professional** Tab and choose **Authorization Management (Company Management)** on the left side

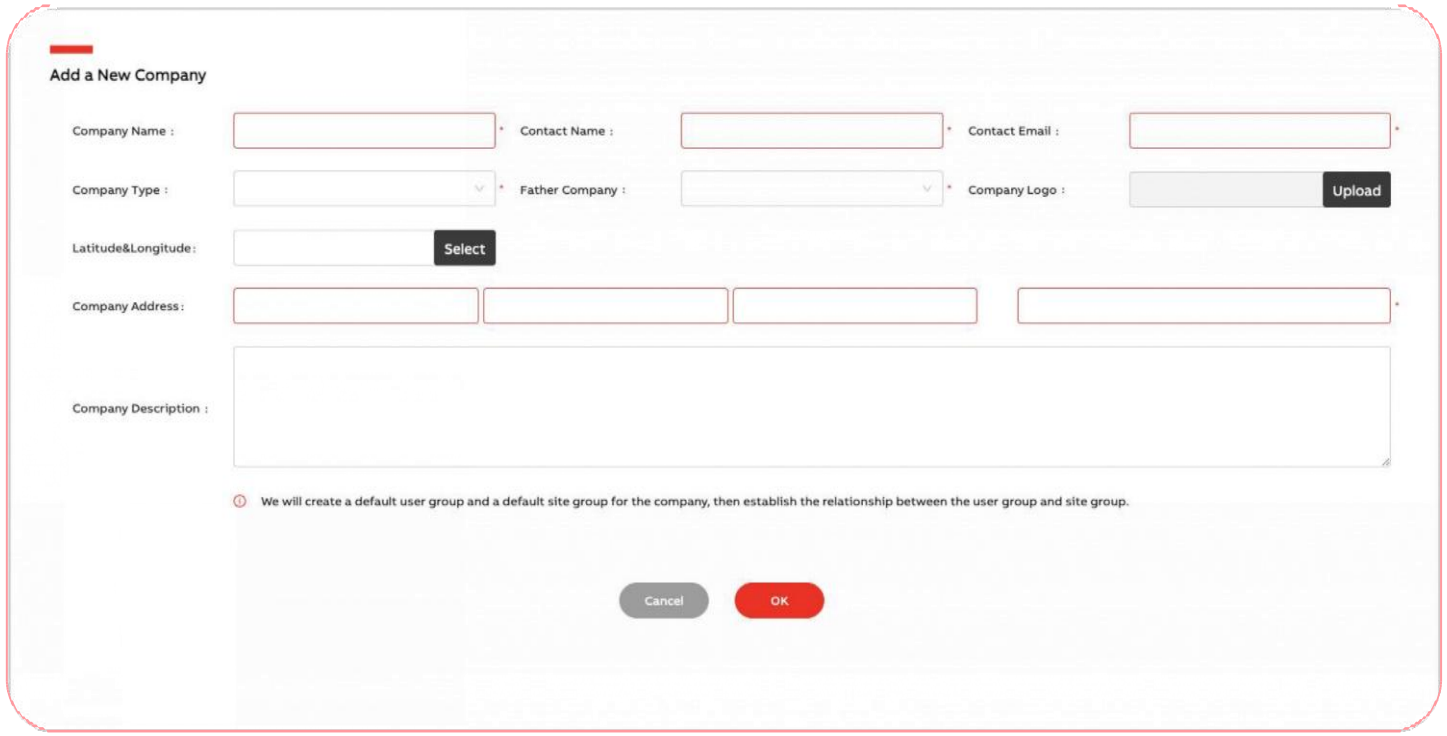
- Click **Add a New Charging Company**

Authorization Management

Company Management / Add a New Charging Company

Enter the fields that are required*:

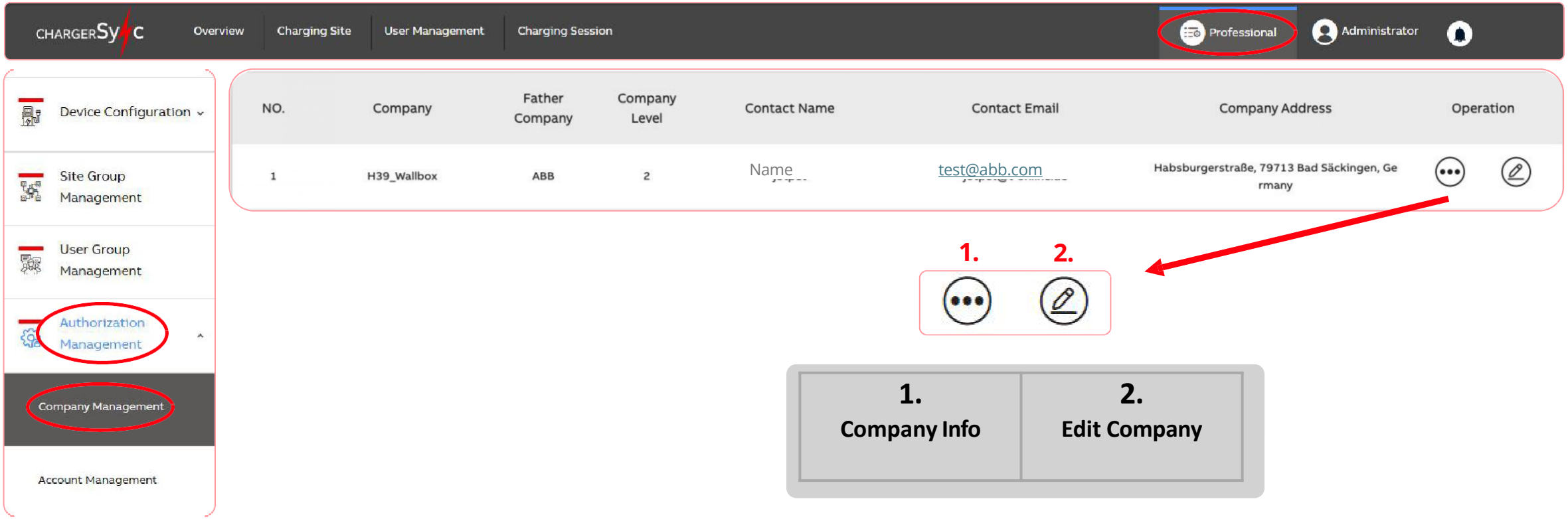
- Company Name
- Contact Name
- Contact Email
- Company Type
- Father Company
- Company Address



Authorization Management

Company Management

Select the **Professional** Tab and choose **Authorization Management (Company Management)** on the left side.

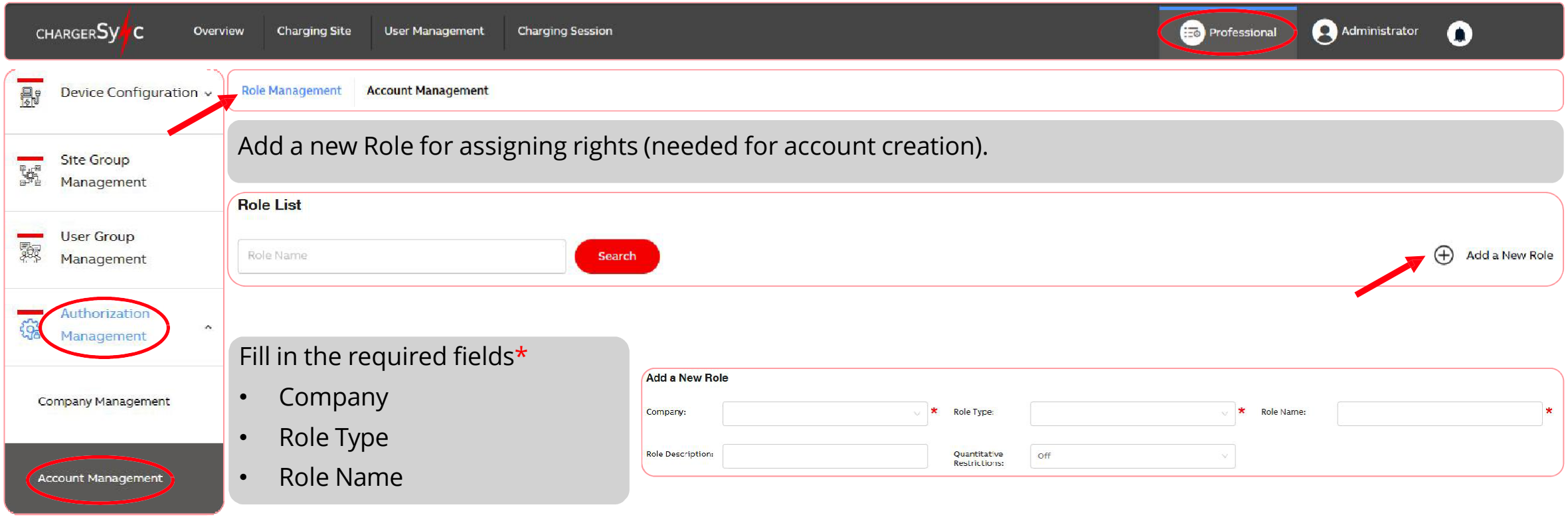


1.	2.
Company Info	Edit Company

Authorization Management

Account Management / Add an account

Select the **Professional** Tab and choose **Authorization Management (Role Management)** on the left side. A role must be added to the account for creating an account first.



Add a new Role for assigning rights (needed for account creation).

Fill in the required fields*

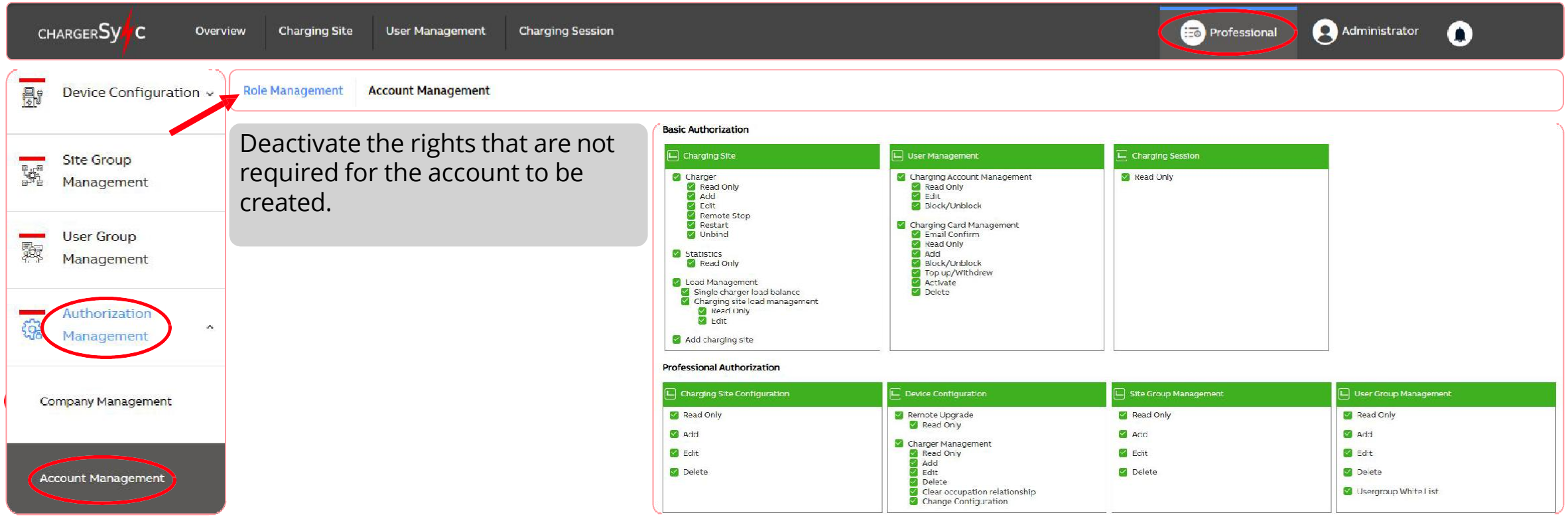
- Company
- Role Type
- Role Name

Authorization Management

Account Management / Add an account

2/3

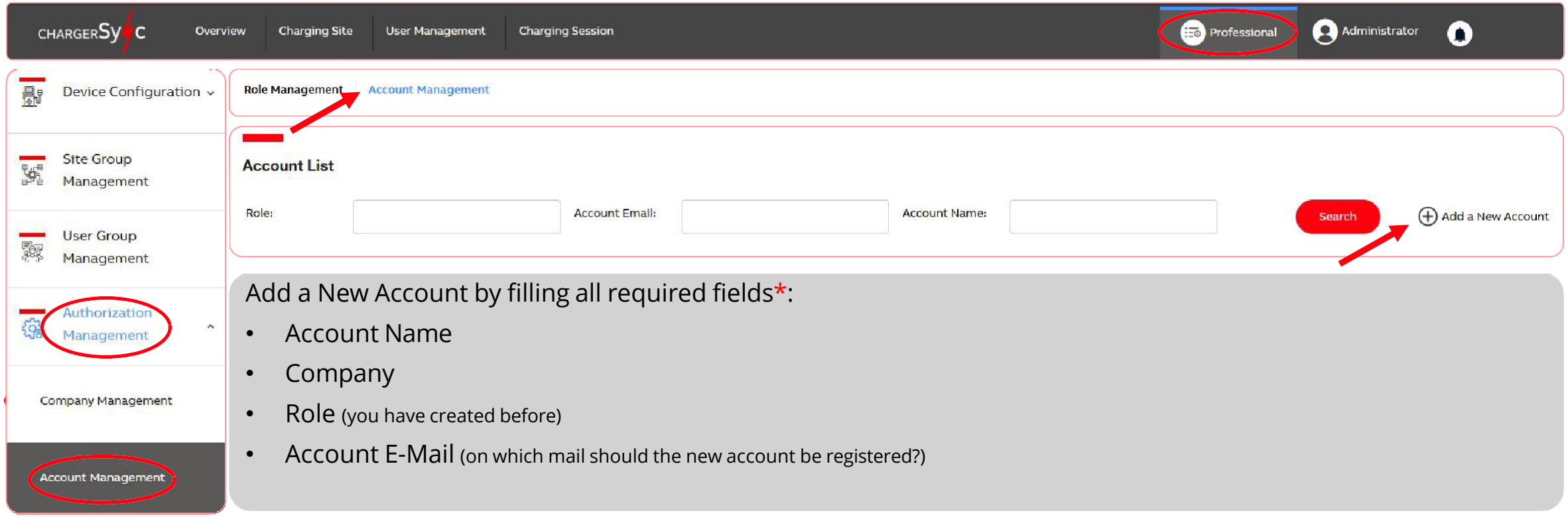
Select the **Professional** Tab and choose **Authorization Management (Role Management)** on the left side.



Authorization Management

Account Management / Add an account

Select the **Professional** Tab and choose **Authorization Management (Account Management)** on the left side.



Add a New Account by filling all required fields*:

- Account Name
- Company
- Role (you have created before)
- Account E-Mail (on which mail should the new account be registered?)

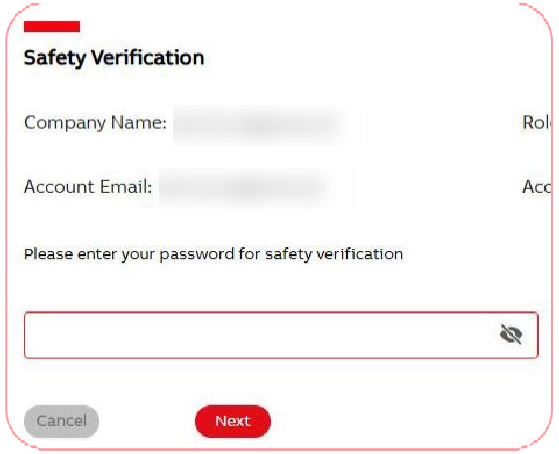
7 ACCOUNT INFORMATION

Account Information

Delete your account

Select the **Name** Tab and choose **Account Information** on the right side.

Attention:
To delete your account, transfer your charging sites/ charger etc. to another account first **or** delete all RFID cards/ chargers and charging sites first.



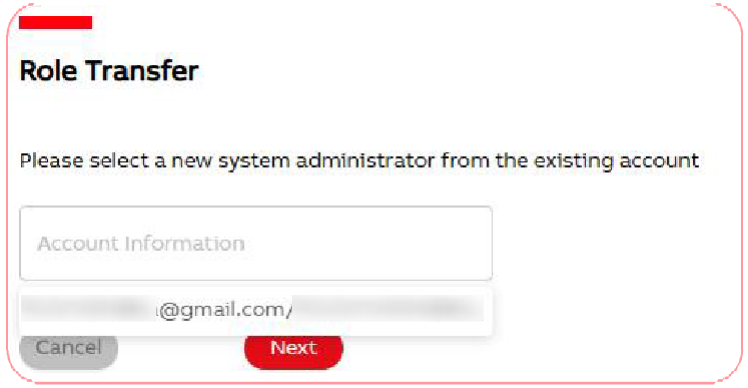
Confirm the deletion with entering your password and clicking on **Next**.

Account Information

Transfrer admin rights to another account

Select the **Name** Tab and choose **Account Information** on the right side.

Transfer the admin rights with all settings that are made to another account by selecting the desired account. If no other account was added via Account Management, no transfer an be done.



Confirm the deletion by clicking on **Next** and **Confirm** it in next step.

8 DOWNLOAD CENTER

Download Center

Save downloaded documents

Select the **Name** Tab and choose **Download Center** on the right side.

After downloading, documents will be generated in **Download Center**.

Once finished, click **Download** to save them.

9 USER MANAGEMENT

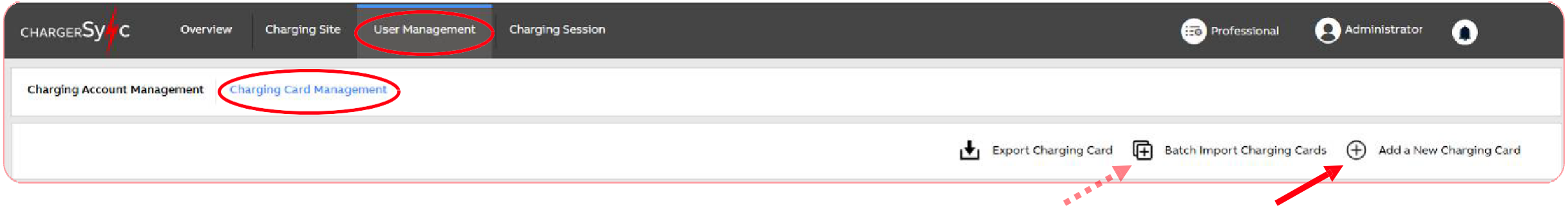
User Management

Add RFID Card

1. Select **User Management** Section
2. Click **Charging Card Management**
3. Click **Add a New Charging Card**

Alternative: Import Charging Cards via .xls- or .csv-file by **Batch Import Charging Cards**

(Sample can be downloaded by clicking on this feature to make it easy to fill out)



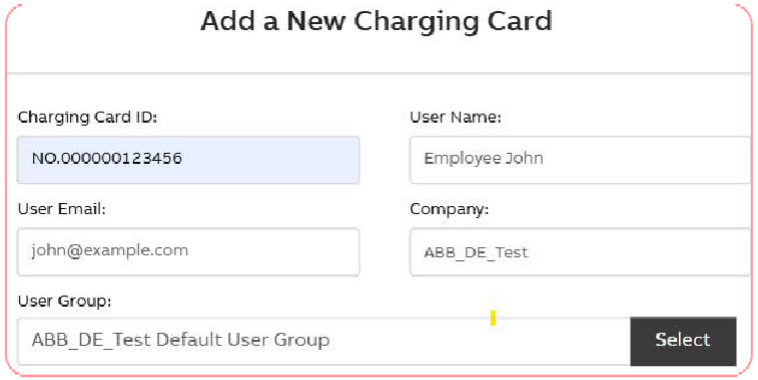
User Management

Add RFID Card

Fill in all fields and select a User Group.

(Card ID: type in Dez/ Hex number)

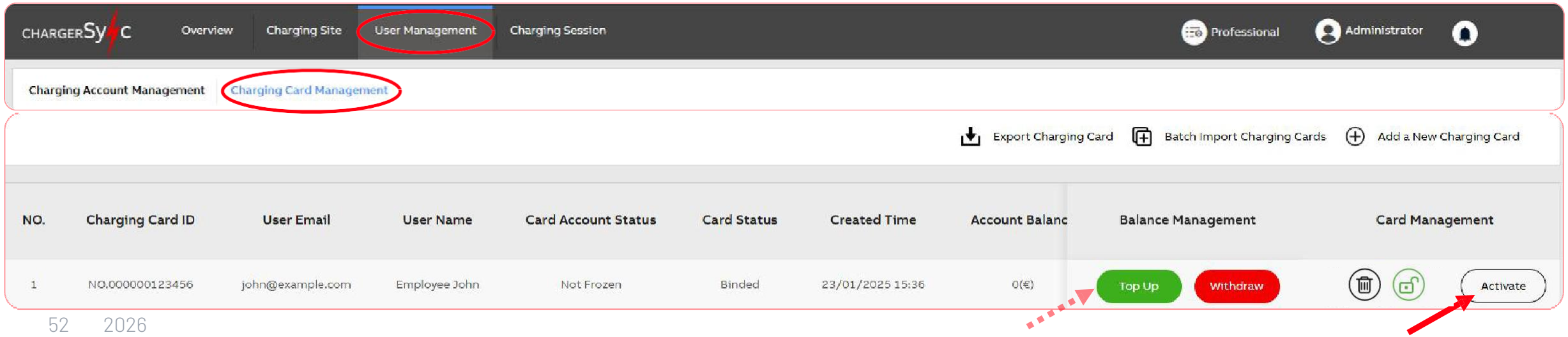
Confirm with **OK**.



Activate your RFID card after created.*

Top Up the balance of this card if a price for electricity and/or service fee have been set by creating a new charging site.

(Otherwise, the cards will be declined by the charger)

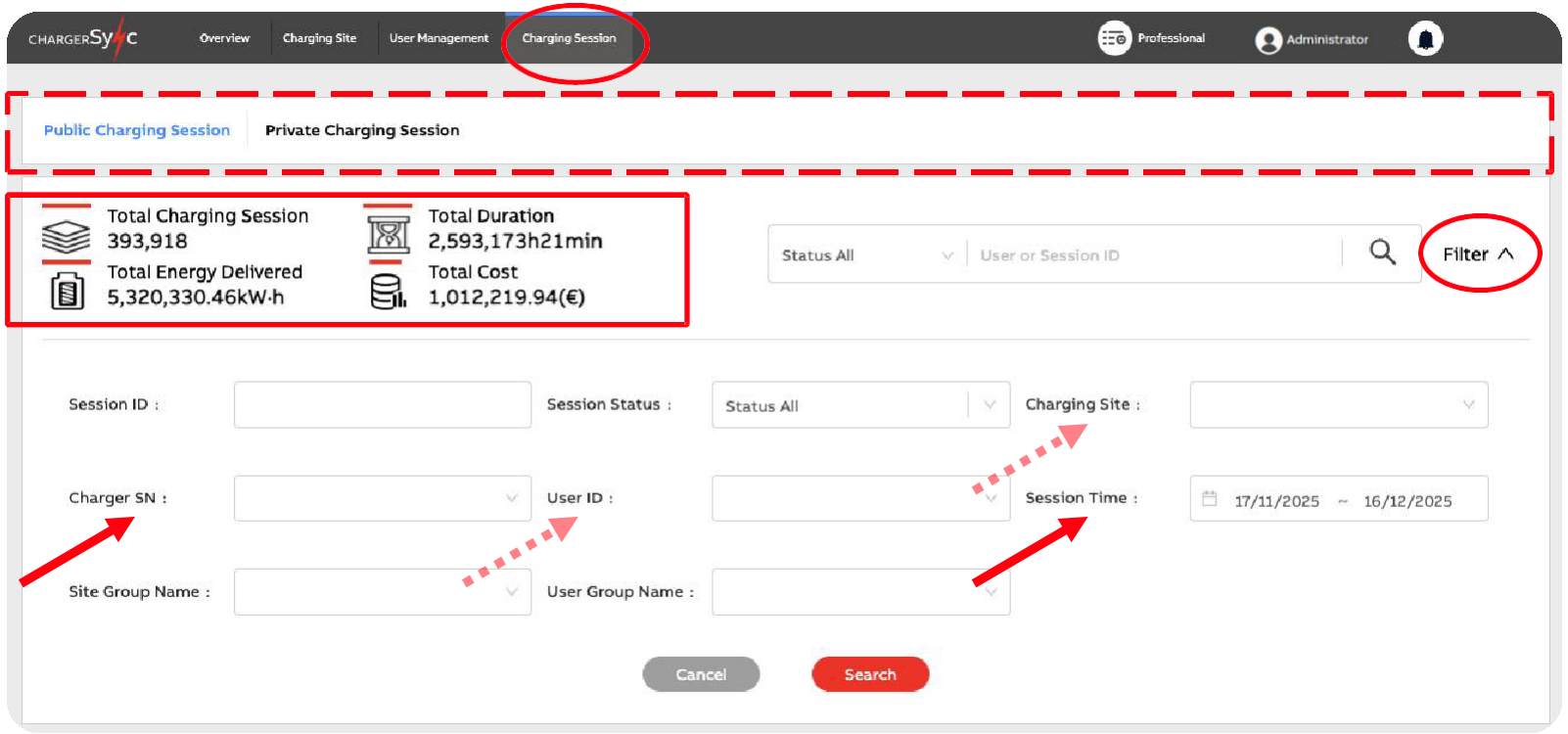


10 CHARGING SESSIONS

Charging Session

Loading data history

- Get an overview from your charging sessions by clicking on **Charging Session** Tab.



- Only L1 account have **Public/Private Charging Session** Option.

- To filter, dropdown the **Filter** options and fill in or select (available for both L1 and L2 account):
  - Charger SN (serial number) Alternative: User ID or Charging Site
  - Session Time (period)
  - Confirm with **Search**

- Statistics(available for both L1 and L2 account) on the top-left of this section summerize the total number of all sessions diaplayed on the current page.

Thank you

Energizing the future