EnerCharge

DCW Wallbox   ECC320   EC500   DC BusPillar

Operating Manual

Web Service Tool - DC Product Line

About this Document

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# 1.	Introduction

EnerCharge's DC product line (EC500, ECC320, DCW Wallbox and DC BusPillar) is an innovative and future-proof solution for the public and industrial charging sector.

The DC Product line by EnerCharge (EC500 ECC320, DCW Wallbox and DC BusPillar) is supplied pre-configured. For the installation procedure, refer to the "Transport, Installation and Start-Up" manual. The operating instructions also provide important information on operation.

This user manual describes the web interface of the DC Product LIne and provides information about all functions of the web interface that are available for the configuration of the EC500, ECC320, DCW Wallbox and DC BusPillar products.

EnerCharge products are permanently developed further and fulfill all European-wide valid regulations and standards for the charging operation of E-vehicles according to the standard IEC 61851-1, Mode 4.

Visit our website at **www.enercharge.at**

## 1.1	Structure of this Manual

> **General:**
Contains general information about the operating instructions of the web interface.

> **Safety:**
Contains information on the presentation of safety instructions.

> **Operation:**
Contains all information about the operation of the web interface.

> **Layout and Functions:**
Contains all information about the structure and functions of the web interface. In this section, for example, the adjustment of parameters or the adjustment of the pricing models are explained in detail.

> **Attachmetns:**
Includes information on customer service and legal notice.

2. General

This document contains all important information for operating the web interface of the DC charging systems via web browser. It is an original part of the complete product provided by the manufacturer and serves as an aid for the operation and configuration of the product.

This manual is an essential operating aid for operating and setting the web interface. This is done via a web browser and the web interface is identical for all models of the DC Product Line - EC500, ECC320, DCW Wallbox and DC BusPillar.

Read this manual carefully before you start operating the web interface.

This manual will help you to:
> operate the service tool,
> change or set important functions and parameters,
> administrate the pricing models, invoice information and loyalty cards,
> change the layout and lighting,
> identify status and error codes.

These operating instructions are only intended to provide assistance for the web interface. For information on the installation and startup of the charging system, please refer to the "Transport, Installation and Start-Up" and "Operating" manuals.

Keep this operating manual for later use and pass on all documents if the charging station is used by other persons. Any use that deviates from this operating manual is not permitted and will result in the exclusion of warranty, guarantee and liability.

All notes that are important for the safety of the user are marked with a corresponding symbol. This is important information which, if ignored, may cause health consequences for the user and damage to the charging station, the vehicle or the building.

The following symbols are important to note when reading this manual:

Symbol	Explanation
✅	Requirement: Indicates a requirement that must be met, before the next action can be performed.
▶	Action step: Indicates a single action step.
① ② ③ ④	Sequence of action: Indicates a sequence of action steps, that must be executed in sequence.
📋	Result: Indicates the result of an action.
☞ INFORMATION	Information: Indicates information for special attention.

2.1   Safety Symbols

Please take note of the following safety symbols:

⚠ DANGER **Nature, Source**

This symbol in conjunction with the signal word "Danger" signifies an immediate danger. Disregarding this safety notice can lead to serious injury or death.

- *This is a warning text with a known remedial action*

⚠ WARNING **Nature, Source**

This symbol in conjunction with the signal word "Warning" signifies a possibly dangerous situation. Disregarding this safety notice can lead to serious injury or death.

- *This is a warning text with a known remedial action*

⚠ CAUTION **Nature, Source**

This symbol in conjunction with the signal word "Careful!" signifies a possibly dangerous situation. Disregarding this safety notice can lead to minor or slight injuries.

- *This is a warning text with a known remedial action*

! ATTENTION

Passages marked with this symbol contain important notices or particular information necessary for successful operation. Actions marked with this symbol should be carried out as required.

3. Operation of the Web Service Tool

3.1 Web Service Tool Controls

> **⚠ ATTENTION**
>
> Information on how to integrate the charging system into a LAN or WAN network can be found in the respective "Transport, Installation and Start-up" manual for the charging station in question.

The graphical web interface allows the charging system to be adjusted via a web browser from a computer, smartphone or other web-enabled interface. The following functions can be adjusted:

> Display of the current status of charge points and statistical evaluation of charging processes: daily or monthly evaluation by payment methods, turnover, energy.

> Display of the read-in loyalty cards (RFID/NFC) and updating of the loyalty cards.

> Adjustment of charging system parameters, such as visualization, lighting and notifications.

> Adjustment of the pricing model and tariffs of the active charge points.

> Retrieve specific device information on payment, maintenance and logging.

3.2 Default User Data

You can log in for the first time with the default user data.
Important: Change the user data immediately (see):

> **ℹ INFORMATION**
>
> When logging in as "User", the functions of the web interface are only available to a limited extent. Settings can only be adjusted to a reduced extent. The operating instructions show the possibilities when logged in as "Operator".

> **Log-in Data Operator:**
> User: operator@enercharge.at

> Passsword: !OP15944ksdkl

> **Login-in Data User:**
> User: user@enercharge.at
> Password: !Us75676dkJkd

3.3   Remote Access to Charging Station

For remote access to the charging station, EnerCharge offers three connection types for the customer to choose from.

The following connection types are available:

1. Access via internal network (internal IP address): Remote access from external IPs is not possible with this connection type.

   Example: https://192.168.100.101:8000

2. Access via public IP address:
   This connection type requires a public IP address for the Internet connection. Monthly costs are incurred via the provider (e.g. t-mobile). Note: A public IP address can only be requested via the provider and not via EnerCharge.

   Example: https://80.120.233.84:8000

3. Access via web-direct link:
   This requires no public IP address. Remote access is via a web-direct link provided by EnerCharge. There is an annual subscription cost for this optional service.
   Note: If a web direct link is desired, contact EnerCharge Support.

   Example: https://v0014987-6500.prj3774-mpn.mdex.de/

3.4   Opening the Web Service Tool

Access the web interface by entering an IP address directly in the web browser. Keep the IP address safe and only share this information with people who are authorized to access the web interface.

To open the web interface in the browser
please note the following action steps:

> ⚠ **ATTENTION**
>
> EnerCharge recommends using the "Microsoft Edge or Mozilla FireFox" browsers. For information about installing a web browser on a computer or other interface, refer to the browser provider's installation instructions.

> ⚠ **ATTENTION**
>
> The IP address depends on the type of remote access. Please see: „3.3 Remote Access to Charging Station" on page 8.

Action steps: Open the Service Tool		
✅	The charging system and the computer/smartphone/interface are connected to the Internet.	
①	Make a note of the IP address of your charging system: *e.g.: https://XX.XXX.XXX.XXX:5001*	☝ **INFORMATION** The IP address depends on the type of remote access. See: **„3.3 Remote Access to Charging Station" on page 8**
②	Open a web browser on your computer/smartphone/interface and enter the IP address from step 1 in the browser's address bar (see image on the right). ☝ **INFORMATION** Accept the certificate when you open the web interface for the first time.	
☑	The web interface of the charging system opens.	

EnerCharge
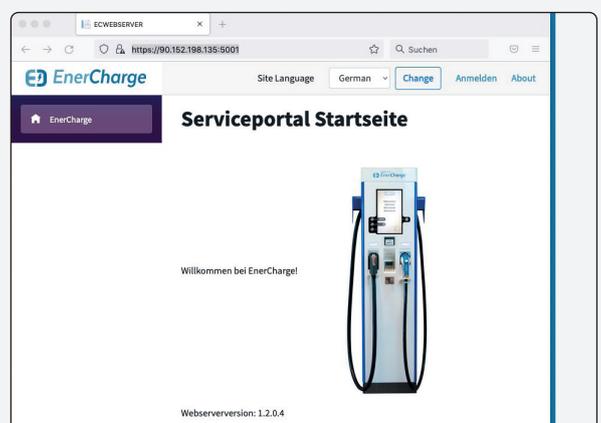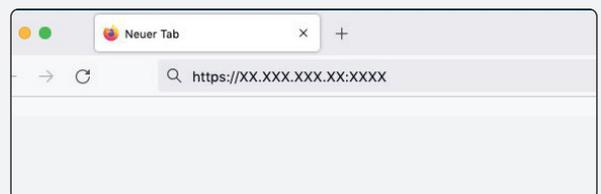
3.5 Logging into the Web Service Tool

The start page The start page of the Service Tool web interface provides information on the "Status", "Functions", "Parameters", "Maintenance" and "Logging" of the DC charging system. The start page is primarily used for an overview. Changes can be made after *„Login"*.
Observe the following steps when "Logging in":

> ⚠ **ATTENTION**
>
> The user data for the first login can be found in this documentation. Change this user data after the first login. Make a note of the new user data for later use. See also: .

Action steps: Open the Start Page

☑	The web interface is open: see **3.4**.
❶	Click the ❶ tab and select the desired language. Then click the button *„Change"*.
🗒	The desired language is set.
❷	Klick the *"Sign in"* button ❷ on the top right side of the start page.
🗒	The sign-in window opens.
❸	Log in with your access data (see **3.2**). The access data can also be found in the documents you received when you purchased the charging station.
❹	Click the ❹ *„Sign in"* button.
🗒	The start page is open.
▶	To log out, cklick the ❺ *„Sign out"* button.
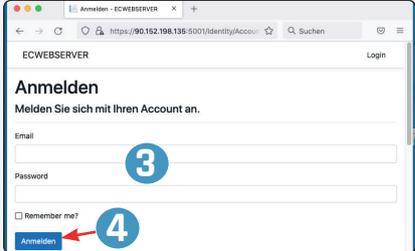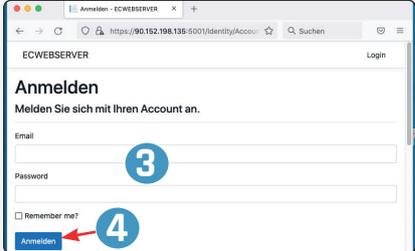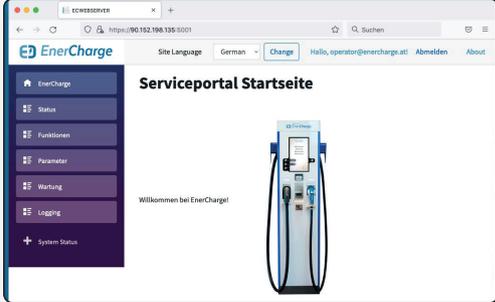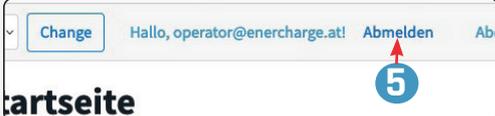
3.6   Changing Your Log-in Information

After the first log-in, the user name and password should be changed immediately.
To do this, follow the action steps below:

Action Steps: Changing the Log-in Information	
✅	You have successfully logged in: see **3.5**.
❶	Click on "Hello, XXX@XXX.at" (Log-In Username) ❶.
❷	The window "**Manage your account**" opens. Enter the desired phone number and click the button ❷ „*Save*".
❸	Click on the menu item ❸ⓐ „*Email*" on the left. Enter the desired email address and click the button ❸ⓑ „*Change email*".
☑	The email address has been successfully changed.
❹	Click the menu item ❹ⓐ „*Password*" on the left. ❹ⓑ Enter your current passwort in the "Current password" field. ❹ⓒ Enter your new password in the "New password" field. ❹ⓓ Enter your new password in the "Confirm new password" field. Click the button ❹ⓔ „*Update password*".
☑	The password has been successfully changed.
❺	Click on the menu item ❺ⓐ „*Personal data*". ❺ⓑ Click on „*Download*" to download your personal data. ❺ⓒ Click on „*Delete*" to delete your personal data.
❻	Click on the menu item ❻ „*ECWEBSERVER*" on the top left.
☑	The start page opens.
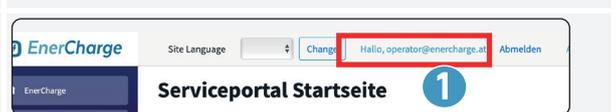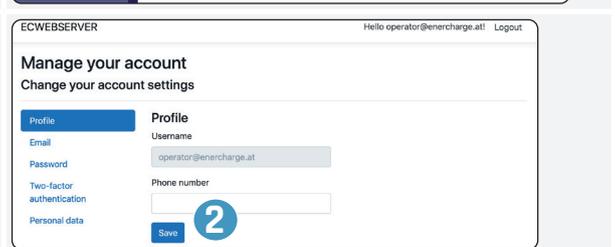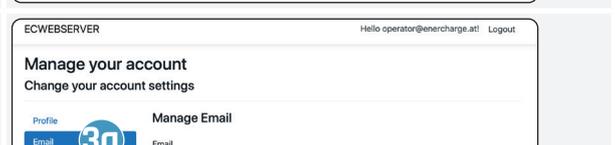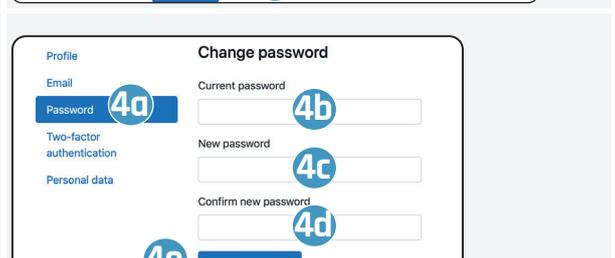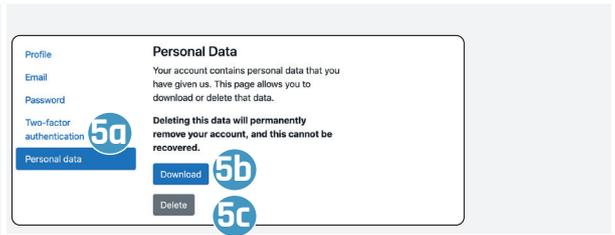
4. Layout and Functions of the Web Service Tool

This section provides an overview of the structure and functions of the web interface. The menus and the individual functions are explained in the following sections of this operating manual.

4.1 Start Page
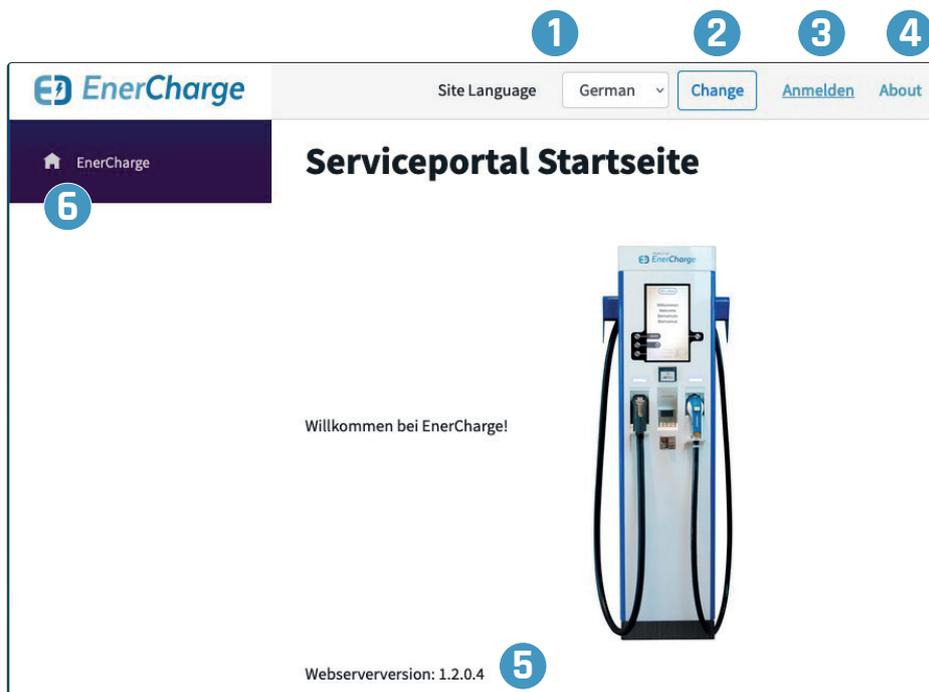
① Site Language
By clicking on the tab, the language of the service portal is selected.
To confirm, click on „*Change*".

② Change
Confirmation of the selected language for the service portal.

③ Sign in / Sign out
Logging in and logging out as a user on the service portal. Bei Clicking on „*Sign in*" opens the sign-in window.

④ About
Link to the EnerCharge website: „*www.enercharge.at*".

⑤ Webserver version
Information on the current version of the web server: „*X.X.X.X*".

Sign-in Window
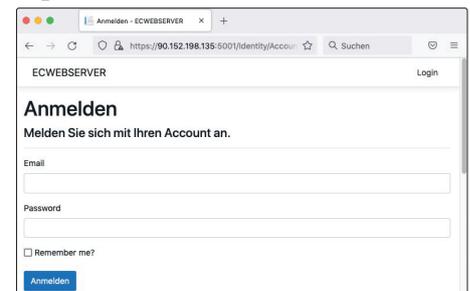
4.2   Menu

The extended menu of the start page provides information on the available functions. The submenus open by clicking on the individual menu items in the left area of the start page. The advanced menu provides access to the advanced settings areas of the charging system.

> ☝ **INFORMATION**
>
> As a customer/operator, you can make individual settings at "Status", "Functions" and "Parameters". The menu items "Maintenance" and "Logging" are for information only.

6   EnerCharge
Home-Button: Access the start page

7   Status
Displays information about the charge points:
E.g. turnover, availability and current charging power.

8   Functions
Customer card management: shows all currently scanned customer cards (RFID/NFC).

9   Parameters
Display and adjust all basic settings such as station name, address, serial number, payment settings, LED settings, billing email and OCPP settings.

10   Maintenance
Shows the current software version, any error messages and the status of the charging station or EC controller. It also shows whether an update is available.

11   Logging
Display of the system log data with date, time, command and description.

4.3   Status

The "Status" menu item shows the following information
and allows the following functions:

4.3.1   Live Charging View

Shows live data of the active charge points 1 and 2:

> Type: DC *(DC = direct current)*

> Status: *available / not available*

> Current power output: 0 kW *(e.g. 50 kW = 50 kilowatts of charging power)*

> Click button **1** *„Details"* for extended information on the desired charge point.

> Click button **2** *„Minimize"* to hide the extended information.

4.3.1.1   Charging View Screen

4.3.2   Analysis

Enables the monthly or daily display of statistical evaluations accor-
ding to turnover (Euro) and energy (kWh). In addition, the individual
payment methods are displayed.

Action steps: Display and Download of Evaluations	
✓	The extended "Status" menu is open.
❶	Click on the menu item „**Analysis**".
❷	Click on „**Day**" or „**Month**" to select the desired evaluation time frame.
❸	Click on the „**Calendar**" symbol to select a date.
❹	Click „**Search**" to show the corresponding evaluation.
☑	The selected evaluation is displayed. Find the information in the tables and graphs displayed. In the lower area there is a table of all charging processes of the selected period with detailed information such as amount of energy, charging time, parking time, tariff, payment method, etc.	
❺	Click on „**Download**" to save the invoice information for the selected time period on your device (computer/smartphone/interface).	
❻	In the pop-up window, select „**Save File**" and click on „**OK**".	
☑	The table with the invoice information is saved locally as a CSV file and can be edited with "Microsoft Excel", for example.	

4.4   Functions

The "Functions" menu item provides information on customer cards and enables the management of customer cards (RFID/NFC). These can be easily added, edited or removed.

① See section:

4.4.1   Card Management

4.4.1.1   Updating/Deleting Loyalty Cards

Action Steps: Adjust/Delete Loyalty Cards		
✓	The extended "Functions" menu is open.	
①	Click on the menu item „*Card Management*".	
②	To change customer cards click in the desired field in the desired line. Select existing text and enter new text.	
③	Scroll the display window to the right side to view or change all data windows.	
④	To confirm your changes, click on the „*Change*" button for the corresponding line.	
⑤	To delete a card, click on the „*Delete*" button for the corresponding line.	
📋	Loyalty cards successfully changed/deleted.	

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4.4.1.2 Add a New Loyalty Card

Action Steps: Adding new Loyalty Cards

✔	The extended "Functions" menu is open.	
❶	Click on the menu item „**Card Management**".	
❷	Click on „**Refresh**" to display the last RFID/NFC customer data read at the charging station.	
📋	The data of the last customer cards read in are displayed in the lower part of the window.	
❹	Click „**Add**" to create a new loyalty card.	
❺	Transfer the data (Tag ID, CARDTOKEN or CARTOKEN) of the last customer card read into the newly created line of customer cards.	
❹	To confirm your changes, click on the „**Change**" button for the corresponding line.	
❺	The new loyalty card is displayed at the top of the page under "Loyalty Cards".	
📋	New loyalty card successfully added.	

4.5 Parameters

The "Parameters" menu item provides information and enables settings for the system, visualization, payment system, notifications and OCPP:
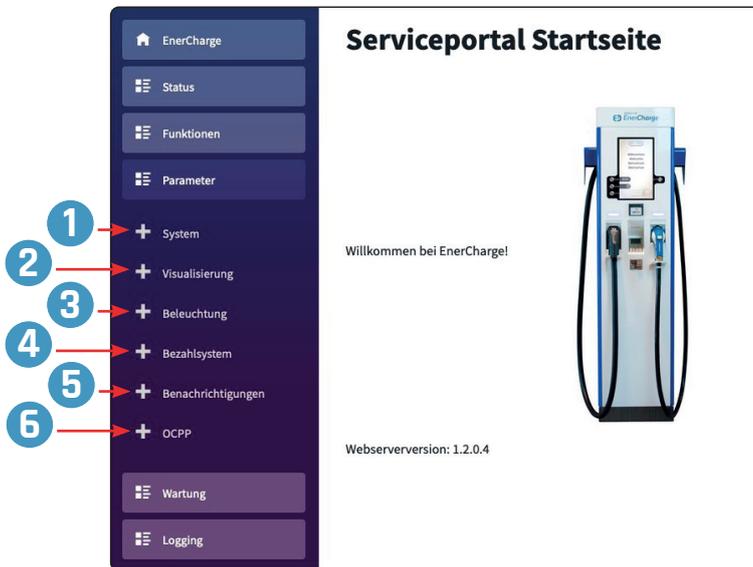
	See section:
1	See section: 4.5.1 on page 18
2	See section: 4.5.2 on page 19
3	See section: 4.5.3 on page 20
4	See section: 4.5.4 on page 21
5	See section: 4.5.5 on page 23
6	See section: 4.5.6 on page 24

4.5.1 System

Shows the current basic settings of the charging system:

> Station name: Name of the charging station
> Address line 1/2:   Address for the charging sttion
> ZIP: Address ZIP code
> Country: Country of installation
> Station abbreviation: Short unique identifier for the charging station
> Serial number: Serial number of the charging station

4.5.1.1 Changing the Station Data

Action Steps: Change the Station Data

✓	The extended menu "Parameters" is open.	
1	Click on the menu item „*System*".	
2	Click in the respective field and enter the desired station data.	
3	To confirm your changes, click on the „*Set*" button for the correspoding line.	
📋	Station data changed successfully.	

4.5.2 Visualization

Shows the current visualization settings for the charging system:

General settings:

>	Standard Display language:	Set default display language: *e.g. DE = German, EN = English*
>	Standard Payment method:	Set default payment method
>	Accept loyalty cards:	Define whether the system accepts loyalty cards as payment: *Inactive = no/active = yes*
>	Accept Debit/Credit cards:	Define whether the system accepts debit/credit cards: *Inactive = no/active = yes*
>	Accept App Payment:	Define whether the system accepts app payments: *Inactive = no/active = yes*
>	Show QR Code:	Define whether QR code for live view is displayed during charge: *Inactive = no/active = yes*

Advanced Parameters:
Indication of display duration in seconds (*e.g.: 180 = 180 seconds*)

>	Timeout thank you message and QR:	Display time of screen showing thank you message and QR code
>	Timeout user interface:	Time until menu activates home screen when inactive
>	Timeout plug not in holder:	Display time of information that plug is not correctly in holder
>	Timeout QR code charging view:	Display time of information about current charge incl. QR code
>	Timeout car not plugged:	Time until menu activates home screen when car is not connected and no activity is registered

4.5.2.1 Changing the Visualization

Action Steps: Adjust the Visualization	
✓ The extended menu "Parameters" is open.	+ System + Visualisierung
❶ Click on the menu item „*Visualization*".	
❷ Click in the respective field and make the desired changes/adjustments.	
❸ To confirm the changes/adjustments click the „*Set*" button in the respective line.	
❹ Click on „*Change*" to make any changes to areas of the "General settings". Additionally, see section „4.5.2 Visualization" on page 19 for more details.	
☑ Visualization successfully changed.	
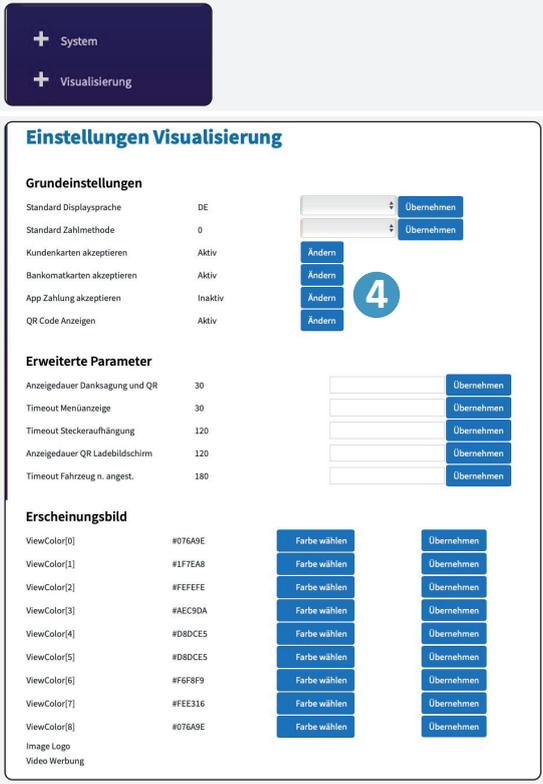
4.5.3   Lighting

Shows the current color settings for the LED system status:

R = Red
G = Green,
B = Blue
* = Blinking

Basic Settings:

> Head LED Status Occupied: LED color set, *e.g. B = Blue*
> Head LED Status Charging: LED color set, *e.g. B = Blue*
> Head LED Status Service: LED color set, *e.g. R* = blinking Red*
> Head LED Status Error: LED color set, *e.g. R = Red*
> Head LED Status Available: LED color set, *e.g. G = Green*
> Plug LED Status Selection: LED color set, *e.g. G* = blinking Green*
> Plug LED Status Occupied: LED color set, *e.g. B = Blue*
> Plug LED Status Available: LED color set, *e.g. G = Green*

1 Head LED:
left and right

2 Plug LED:
left and right

4.5.3.1   Changing the Lighting

Action Steps: Changing the Lighting	
☑	The extended menu "Parameters" is open.
❶	Click on the menu item „***Lighting***".
❷	Click in the respective field and make the desired changes/adjustments.
❸	To confirm your changes/adjustments, click the „***Set***" button in the respective line.
☑	Lighting successfully changed.

4.5.4   Payment Module

Shows the current settings for the payment module of the charging system:

Vendor:

>	Vendor:	Company name on invoice
>	Address line 1/2/3:	Company address on invoice
>	Telephone number:	Company phone number on invoice
>	Email address::	Company e-mail address on invoice
>	VAT No.:	Company VAT number for invoice
>	Currency:	Set currency for billing and invoice
>	VAT rate:	Tax percentage (*e.g. 20% = Austria*)
>	Operator Service Hotline:	Hotline number

Advanced Parameters:

> Stop without Loyalty cards: Charging process can be terminated without presenting customer card again: *Inactive = no/active = yes*

> Stop without Debit/Credit: Charging process can be terminated without presenting bank/credit card again: *Inactive = no/active = yes*

> Payment module active: Payment module is set to active: *Inactive = no/active = yes*

Pricing (charge point configuration):   see section „4.5.4.2 Changing the Pricing Model" on page 22.

4.5.4.1   Changing the Vendor Data

Action Steps: Changing the Vendor Data		
✓	The extended menu "Parameters" is open.	
❶	Click on the menu item „***Payment Module***".	
❷	Click in the respective field and make the desired changes/adjustments.	
❸	To confirm your changes/adjustments, click the „***Set***" button in the respective line.	
❹	Click on „***Change***" to make changes to the advanced parameters. See also section „4.5.4 Payment Module" on page 21 for a more detailed explanation.	
☑	Vendor data successfully changed.	
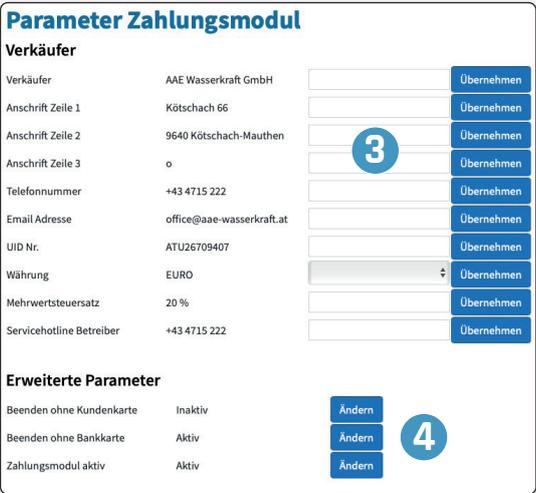
4.5.4.2 Changing the Pricing Model

Dieser Bereich allows setting and adaptation of the price model and tariffs for charge points CP1 and CP2. The following price models are available:

> **Flat rate:** The charging system charges a flat rate in EUR per charging process. Other factors such as time (minutes) or kilowatt hours (kWh) are not taken into account in flat-rate charging.

> **Consumption-based 1/2:** Via the integrated power meter, the charging system allows billing per kilowatt hour. The billing amount in EUR per kWh can be freely selected. In addition, a base fee in EUR per minute can be defined. This base fee is charged after a definable time (in minutes).

Action Steps: Adjust Pricing Models for Charge Points 1 and 2

✓	The extended menu "Parameters" is open.	
①	Click on the menu item „*Payment Module*". Scroll to the "Pricing Model" area	Pricing Model
②	Select the desired pricing model for „*CP1*": - Flat Rate - Consumption-based Option 1 - Consumption-based Option 2	
③	Select the desired pricing model for „*CP2*": - Flat Rate - Consumption-based Option 1 - Consumption-based Option 2	
④	Set the desired values for „*CP1*" and „*CP2*" according to the selected pricing model: - Consumption: - Base Fee: - Base Fee billed after (minutes): - Reservation Amount: or - Flat Rate: - Reservation Amount:	
📋	Currently set price models and tariffs for „*CP1*" and „*CP2*" are visible in the red marked areas.	
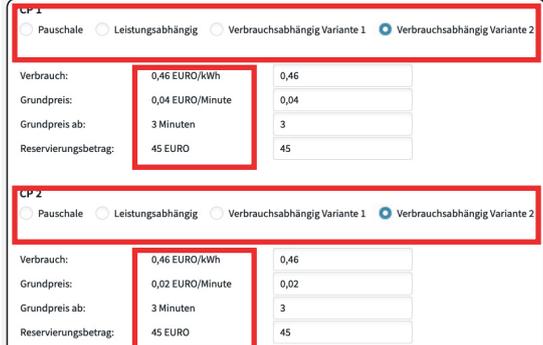
4.5.5   Notifications

Shows the current notification settings:

General Settings:

>	Send Reports via Email:	Reports are sent via e-mail: *Inactive = no/active = yes*
>	Send status information via Email:	System notifications are sent via e-mail: *Inactive = no/active = yes*
>	Send Email errors:	Error notifications are sent via e-mail: *Inactive = no/active = yes*
>	Send invoices via Email:	Invoices are sent via e-mail: *Inactive = no/active = yes*
>	Email invoice recipients:	E-mail addresses to which in voices are sent *xxx.xxx@xxx.xx*
>	Email report recipients:	E-mail addresses to which reports are sent *xxx.xxx@xxx.xx*

4.5.5.1   Changing the Notification Settings

	Action Steps: Adjusting the Notification Settings	
✓	The extended menu "Parameters" is open.	➕ Beleuchtung ➕ Bezahlsystem ➕ Benachrichtigungen
①	Click on the menu item „*Notifications*".	**Email Parameter** Grundeinstellungen Email Reports senden — Inaktiv — Ändern Email Systemmeldungen senden — Inaktiv — Ändern ④ Email Errormeldungen senden — Inaktiv — Ändern Email Rechnungen senden — Aktiv — Ändern Email Rechnungsempfänger — et.rechnung@enercharge.at was.einkauf@aae.at r.klauss@aae.at — Übernehmen ③ Email Reportempfänger — et.report@enercharge.at — Übernehmen
②	Click in the respective field and make the desired changes/adjustments to the e-mail addresses.	
③	To confirm your changes/adjustments, click the „*Set*" button in the respective line.	
④	Click on „*Change*" to make adjustments to the settings. Siehe also section <u>„4.5.5 Notifications" on page 23</u> for further explanation.	
📋	Notification settings successfully changed.	
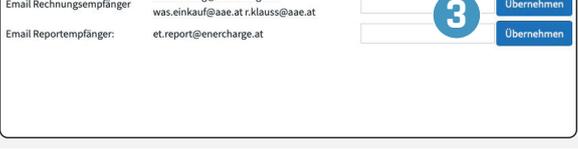
4.5.6 OCPP

Shows the current settings for the OCPP parameters:

Basic settings:

> URL: URL of the OCPP server
> User: User name of the OCPP account
> Password: Password for the OCPP account
> UID: UID number

☝ **INFORMATION**

If you wish to change these settings, please contact EnerCharge:
see „5.2 Customer Service" on page 31

4.6   Maintenance

The menu section "Maintenance" shows the following information and provides the following functions:

4.6.1   System Overview

Shows the current values and status of the charger, chargecontroller and EC controller:

Software Version Charger:

> actual version: shows the current software version of the charger: *X.X.X.X*

> software is running: shows whether the software is currently active: *True = yes/False = no*

Software Version Chargecontroller:

> Chargecontroller 1 Software: shows the current software version of the chargecontroller for CP1

> Chargecontroller 1 Firmware: shows the current firmware version of the chargecontroller for CP1

> Chargecontroller 2 Software: shows the current software version of the chargecontroller for CP2

> Chargecontroller 2 Firmware: shows the current firmware version of the chargecontroller for CP2

> Charging Cable 1:   shows the current software version of the charging cable for CP1

> Charging Cable 2:   shows the current software version of the charging cable for CP2

Serial Numbers:

> Serial numbers Charger: shows the serial number of the charger

> Serial number 2/3/4:   shows additional serial numbers 2/3/4 (if applicable)

Charger Status:

> Boot process running: Shows whether boot process is currently active: *True = yes/False = no*

> Boot process ended: Shows whether boot process is done: *True = yes/False = no*

> Station "Out of Service":   Shows whether the charger is out of service: *True = yes/False = no*

Charger Errors:

> Error 1:   shows whether an error is present: *1 =yes/0 = no*

> Error 2:   shows whether a second error is present: *1 =yes/0 = no*

> Error 3:   shows whether a third error is present: *1 =yes/0 = no*

> Error 4:   shows whether a fourth error is present: *1 =yes/0 = no*

EC Controller Status:

> CPU Usage: shows the current CPU usage in percent: *XX %*

> Memory Usage: shows the memory utilization (RAM) in megabytes: *XX MB*

> Drive C/D/E Freespace: shows the free capacities of the drives C/D/E in percent: *XX %*

4.6.1.1   System Overview Screen

Systemübersicht

Software Version Ladesäule

Bezeichnung	Wert
aktuelle Version	1.1.3.8
Software wird ausgeführt	True

Software Version Ladecontroller

Bezeichnung	Wert
Ladecontroller 1 Software	2.11.1
Ladecontroller 1 Firmware	0.0.110
Ladecontroller 2 Software	0.0.0
Ladecontroller 2 Firmware	0.0.0
Ladekabel 1	0.0.0.0
Ladekabel 2	0.0.0.0

Seriennummern

Bezeichnung	Wert
Seriennummern Ladesäule	SN0000244
Serialnumber 2	0
Serialnumber 3	0
Serialnumber 4	0

Ladesäulen Status

Bezeichnung	Wert
Bootvorgang läuft	False
Bootvorgang beendet	True
Anlage 'Out of Service'	False

Ladesäulen Fehlermeldungen

Bezeichnung	Wert
Error 1:	0
Error 2:	0
Error 3:	0
Error 4:	0

EC Controller Status

Bezeichnung	Wert
CPU Usage:	0 %
Memory Usage:	0 MB
Drive C Freespace:	54,1 %
Drive D Freespace:	13,6 %
Drive E Freespace:	79,9 %

Menu items: EnerCharge, Status, Funktionen, Parameter, Wartung, Systemübersicht, Fehlerübersicht, Software Updates, Administration, Logging

4.6.2.1 System Overview Controls

> **ℹ INFORMATION**
>
> If you wish to change these settings, please contact EnerCharge:
> see „5.2 Customer Service" on page 31

Steuerbefehle

Bezeichnung	Wert
Software Ladesäule beenden	Setzen
Software Ladesäule Starten	Setzen
Ladesäule 'Out of Service' setzten	Setzen
Lade alle Parameter	Setzen

4.6.2 Error Overview

> **ℹ INFORMATION**
>
> This page shows possible errors of the charging station. In case of error,
> please contact EnerCharge immediately: „5.2 Customer Service" on page 31

4.6.3   Software Updates

Shows the current software on the charger and the status of the update and boot process:

Charger Software:

> Software is running: shows whether the software is currently active:: *True = yes/False = no*
> available version: shows the latest software version: *X.X.X.X*
> installed version: shows the installed software version: *X.X.X.X*

Status:

> Update possible: shows whether an update is possible: *True = yes/False = no*
> Boot process running: shows whether the boot process is currently active: *True = yes/False = no*
> Boot process ended: shows whether the boot process is done: *True = yes/False = no*
> Update running: shows whether an update is currently running: *True = yes/False = no*
> Update process %:   shows the update progress in percent: *e.g. 15 = 15 percent*
> Station "Out of Service":   shows whether the charger is out of service: *True = yes/False = no*

4.6.3.1   Software Updates Screen

4.6.4.1 Software Update Controls

> **ℹ INFORMATION**
>
> If you wish to change these settings, please contact EnerCharge:
> see „5.2 Customer Service" on page 31

4.6.4.2 Administration

> **ℹ INFORMATION**
>
> If you wish to change these settings, please contact EnerCharge:
> see „5.2 Customer Service" on page 31

4.6.4 Administration

> **ℹ INFORMATION**
>
> If you wish to change these settings, please contact EnerCharge:
> see „5.2 Customer Service" on page 31

4.7 Logging

The menu item "Logging" shows all log data of the system. The log data is sorted by date and time.
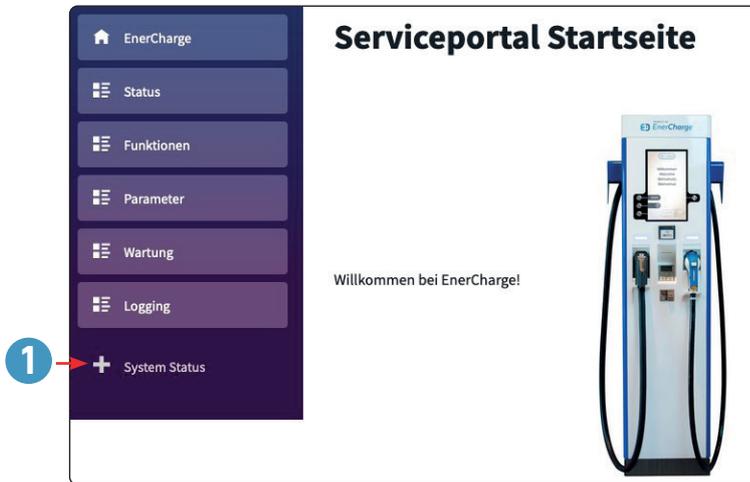
4.7.1 System Status

Shows the current software on the charger and the status of the update and boot process:

System Log Data:

> Date/Time: Date and time of the log entries. Sorting is done by date and time: *DD/MM/YYY HH:MM:SS*

> Error message: XXXX: *X.X.X.X*

> Description: XXXX: *X.X.X.X*

> Click the button **2** *„Load more"* to show further log data.
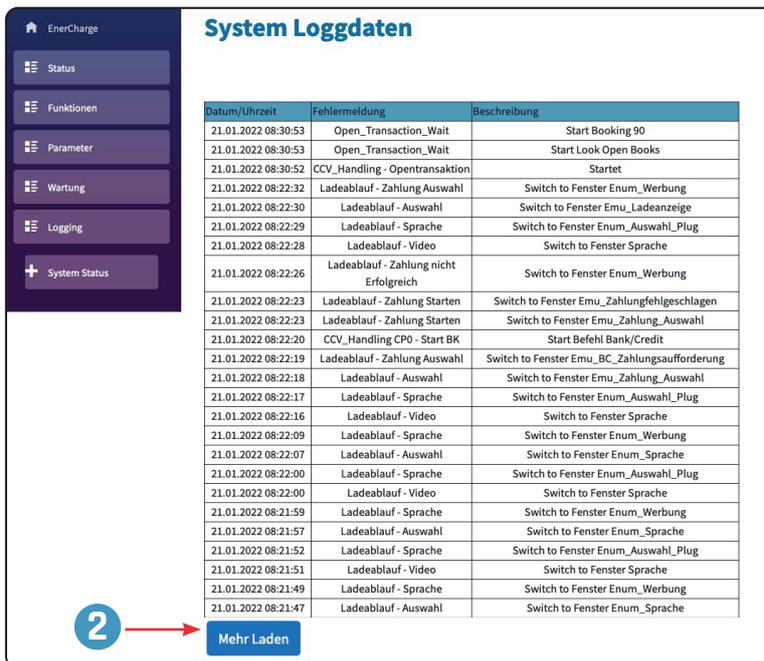
5. Attachments

5.1 Copyright

All information in this manual is subject to change without notice and does not represent a commitment on the part of the manufacturer. All illustrations in this manual may differ from the delivered product and do not represent any obligation on the part of the manufacturer. The manufacturer accepts no responsibility for losses and/or damages that occur due to statements or possible misinformation in this manual. This manual may not be reproduced in whole or in part, stored in an electronic medium, or transmitted in any form or by any means, electronic, electrical, mechanical, optical, chemical, photocopying, or audio, without the express written permission of the manufacturer.

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5.2 Customer Service

The EnerCharge GmbH customer service is available during the regular opening times from **Monday to Thursday between 9am and 5pm (Fridays until 12 noon)**. Please note, that this service number is not meant for use by the end customers.

You can reach our customer service at the following number: **+43 (0) 4715 22901 3339000**

5.3 Legal Notice

The manufacturer and distributor of the DC Productline as well as the author of this user manual is:

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#Be**EnerCharge**d

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