



Category	Questions	Answers
APP-General information	<b>What should I do if the payment method fails to process?</b>	Please try another payment method. If the payment continues to fail, please contact our customer service: <a href="mailto:evsupport.eu@autel.com">evsupport.eu@autel.com</a>
APP-General information	<b>Where can I find the Autel MaxiCharger App?</b>	<p>Please download the Autel Charge App from the Apple Store or Google Play Store:</p> <div style="text-align: right;"> <p>IOS V1.4(1.03.13):</p>  <p>Android V1.4(1.03.14):</p>  </div>

<p><b>APP-General information</b></p>	<p><b>How to connect the Charger with Autel MaxiCharger App</b></p>	<p>After downloading the Autel MaxiCharger App, please follow the below steps:</p> <ul style="list-style-type: none"> <li>•Login with your mobile phone number or email, if you don't have an account yet, you can easily register from the APP.</li> <li>•To bind the charger, simply scan the QR code on the Quick Reference Guide.</li> <li>•After binding, you can choose to connect with Bluetooth, Wi-Fi, 4G, or internet cable.</li> <li>•Tap Start on the Charge screen to start a charge session. The Charge screen will display.</li> <li>•Click Stop to stop charging.</li> </ul> <p>Note:</p> <ul style="list-style-type: none"> <li>•Make sure the Wi-Fi or Bluetooth is enabled on your mobile device in order to properly connect the charger.</li> <li>•The charge cards in the package are bound to the charger by default.</li> <li>•If the power supply is suddenly interrupted, the charger will not stop working immediately and all data will be saved.</li> <li>•We recommend you reinsert the EV charge cable if you want to restart a charge session as some vehicle manufacturers have restrictions on restarting.</li> </ul> <p>With the app you can see the following info:</p> <ul style="list-style-type: none"> <li>•When your EV starts charging, the screen will automatically display charging information, status, work function keys, and a navigation bar.</li> <li>•Click on View more to see the current and voltage as well as the power meter.</li> <li>•All battery VIN and other information are visible. The VIN can be entered manually or automatically by scanning.</li> <li>•From My screen: you can view basic information about the charging station, you can modify the relevant settings and can bind the charging station by using the Add button.</li> <li>•The settings section allows the user to charge the terminal, update the firmware, change the language, mileage, and currency units, clear the cache, log out, etc...</li> </ul>
<p><b>APP-General information</b></p>	<p><b>Why I cannot bind my charger to the app?</b></p>	<p>The QR scan button on the homepage is for scanning Public Chargers. If you scan the Home charger in this way you will get an error, such as "GUN DOESN'T EXIST".</p> <p>Home chargers need to be added as follows:</p> <ul style="list-style-type: none"> <li>•If you don't have any previous charger: click on "Home charger", then Add charger.</li> <li>•If you already have a home charger and need to scan for it, go to "Me" and then "My Charger", and click "Add" in the top right corner.</li> </ul>

<b>APP-General information</b>	<b>How many cell phones can be linked with my charger?</b>	There is no limit. However, for account security reasons, they cannot log in at the same time. For this reason, after the account is logged in on another mobile phone, the current mobile phone will automatically log out.
<b>APP-General information</b>	<b>Why can't the charge history for the home charger be found in the Autel Charge app?</b>	Charge history is displayed after the charger is connected to the network.
<b>APP-General information</b>	<b>How should I proceed if the Bluetooth connection fails?</b>	Check whether the QR code on the charger is consistent with the QR code on the Quick Reference Guide. If so, please confirm the items below: <ul style="list-style-type: none"> <li>•The charger is connected to a power supply.</li> <li>•The phone's Bluetooth is connected.</li> <li>•The phone is near the charger.</li> </ul> If you have linked this charger before, go to Settings > Bluetooth on your phone and select the device with the serial number of the current charger from the device list. Then tap Forget This Device or disconnect and connect Bluetooth again with the app.  If the QR code on the charger is not consistent with the QR code on the Quick Reference Guide, contact customer support.
<b>APP-General information</b>	<b>Why is the schedule feature not working?</b>	The schedule feature may be disabled if you have performed a manual charge after connecting the vehicle. Please do not perform a manual charge once the schedule feature is set.
<b>Charge Card-General information</b>	<b>How can I activate the RFID (Radio Frequency Identification)?</b>	Please log in to the Autel Charge app, select My cards and enter the card number, and then tap Save.
<b>Charge Card-General information</b>	<b>Can I link a third-party RFID (Radio Frequency Identification) card to the application?</b>	The Autel Charge app does not support linking third-party RFID cards with public chargers.
<b>Charge Card-General information</b>	<b>How many charge cards can be bound to my account?</b>	Five charge cards can be bound to your account at most. After binding the card, you need to wait 30 seconds for it to work.  Scan QR code > Bind mobile phone > connect to Bluetooth > Bind card. When binding, the charger will beep twice to prove that the card has been bound.

<b>Charge Card-General information</b>	<b>Why can't the RFID (Radio Frequency Identification) card be identified?</b>	For home chargers, please go to My Charger > Charge Card to confirm whether the RFID card has already been linked.  For public chargers, it could be one of the reasons as follows:
<b>Charge Card-General information</b>	<b>What to do if my charging card is lost?</b>	If your RFID card is missing, please go to Me > My Charger > Charge Card to unlink this card in order to avoid fraudulent use.
<b>Charger-General information</b>	<b>What to do if I lose my QR and PIN code?</b>	<ul style="list-style-type: none"> <li>•If you lose your credentials, you can contact the after-sales service and get the SN + PIN two-in-one QR code through the serial number written on the charging pile.</li> <li>•If the serial number sticker on the device is also aged and cannot be seen clearly, you can check it through the app.</li> <li>•If the app is also unbound, or the mobile phone is lost, you can obtain the serial number of the pile by searching the Bluetooth name of the pile through the Bluetooth of the mobile phone. (The serial number of the charging pile is the same as that of Bluetooth, and there is a corresponding relationship).</li> </ul>
<b>Charger-General information</b>	<b>What is the difference between the Maxi EV Charging Cable types?</b>	<ul style="list-style-type: none"> <li>•T1: Type 1, suitable for the U.S./Japanese market.</li> <li>•T2: Type 2, suitable for the EU market.</li> <li>•T2-T2: Type 2 to Type 2, both charging handles are suitable for the EU market. This cable is meant to be used with the Socket version of our MaxiCharger.</li> <li>•T2-T1: Type 2 to Type 1, the charging handle to the charging station is for the EU market, and the charging handle to the vehicle is for the U.S./Japanese market. This cable can be used with the Socket version of our MaxiCharger.</li> </ul> <p>For more information please visit the Maxi EV Charging Cable section on our website.</p>
<b>Charger-General information</b>	<b>How to install the charger on the wall?</b>	<p>Check this video and follow the guide step by step, when you have any questions while installation:  <a href="https://www.youtube.com/watch?v=1bLgUQMQZyE">https://www.youtube.com/watch?v=1bLgUQMQZyE</a>  Please before installation:</p> <ul style="list-style-type: none"> <li>•Make sure you have prepared all the tools needed for installation.</li> <li>•Make sure that the power supply of the Wallbox is disconnected.</li> <li>•Because the installation process of this charger involves work with electrical wiring, in order to ensure safety, it should only be installed by an Approved Installer.</li> </ul> <p>Please check the webpage below, in order to download the AC Installation Manuals and the AC User Manuals in your language:  <a href="https://autelenergy.eu/pages/installation">https://autelenergy.eu/pages/installation</a></p>

<b>Charger-General information</b>	<b>How to ensure the charger is functioning properly and safely?</b>	<p>Close the switch to power up the charger and wait until the charger has completed a series of self-tests to ensure that the charger is functioning properly and safely. The charging LED will turn orange if a fixable error is detected or red if a non-fixable error is detected.</p> <p>Do not disconnect the charging gun during charging, otherwise, there is a risk of damage to the charging socket or your electric vehicle connector.</p>
<b>Charger-General information</b>	<b>Can a charger be bound to multiple users at the same time?</b>	<p>Each charger can only be bound by one user at a time. In order to bind the charger, you need to enter your charger's SN and PIN on the APP. Only users who are bound to the charger can connect to it through Bluetooth. After binding the charger, it can also be unbound. After unbinding, the charger can be bound by others.</p>
<b>Charger-General information</b>	<b>What to do if my EV Charger is unable to charge properly?</b>	<p>Firstly, please remove the gun and insert it again or restart the device. If the problems still present, contact the professionals to rectify the fault.</p>
<b>Other Troubleshooting</b>	<b>How can I prevent other people to use the QR code on my charger?</b>	<p>Binding the charger requires the MaxiCharger's SN (Serial Number) + PIN. The QR code on the device only contains its SN. Only the QR code on the Quick Guide contains SN + PIN.</p>
<b>Other Troubleshooting</b>	<b>Why is the line graph of charging details incomplete?</b>	<p>Please link the charger via Bluetooth or Wi-Fi prior to charging the vehicle to receive charging details.</p>

<p><b>Other Troubleshooting</b></p>	<p><b>LED panel explanation</b></p>	<p>Power LED:  <ul style="list-style-type: none"> <li>•Solid Green: the MaxiCharger is on.</li> <li>•Light OFF: the MaxiCharger is off.</li> <li>•Flashing Yellow: data transmission starts and firmware is upgrading.</li> <li>•Solid Yellow: firmware upgrade fails.</li> <li>•Solid Blue: data transmission fails; will turn solid green in five seconds.</li> </ul> </p> <p>Internet Connection LED:  <ul style="list-style-type: none"> <li>•Solid Green: the MaxiCharger is connected to the Internet via WiFi, LAN or cellular network.</li> <li>•Light OFF: the MaxiCharger is not connected to the internet.</li> </ul> </p> <p>Charging LED:  <ul style="list-style-type: none"> <li>•Solid Blue: an electric vehicle is connected.</li> <li>•Flashing Blue: a schedule is active.</li> <li>•Flashing Cyan: the charging station is reserved.</li> <li>•Flashing Green: an electric vehicle is charging.</li> <li>•Solid Green: a charging session has ended.</li> <li>•Light OFF: no electric vehicle connected.</li> <li>•Solid Orange: a recoverable error has occurred.</li> <li>•Solid Red: an irrecoverable error has occurred. (Please contact support.)</li> </ul> </p> <p>Bluetooth Connection LED:  <ul style="list-style-type: none"> <li>•Flashing Green: the MaxiCharger is connected to a mobile device via Bluetooth.</li> <li>•Flashing Blue: the MaxiCharger is connected to a VCI (Vehicle Communication Interface) via Bluetooth.</li> <li>•Flashing Cyan: the MaxiCharger is connected to a mobile device and a VCI simultaneously via Bluetooth.</li> <li>•Light OFF: the MaxiCharger is not connected via Bluetooth.</li> </ul> </p>
<p><b>Other Troubleshooting</b></p>	<p><b>Why does the charging LED flash green?</b></p>	<p>When charging, the charging LED flashes green.  If you are in doubt whether it is charging properly, try re-plugging or contact your local dealer for technical support.  If you disconnect the EV charging cable directly, the charging post is automatically disconnected and everything stops functioning.  If your car is fully charged, the charging port will also automatically stop supplying power.</p>
<p><b>Other Troubleshooting</b></p>	<p><b>Why is WiFi unavailable?</b></p>	<p>Please confirm that your Wi-Fi is 2.4 GHz. Chargers do not support 5 GHz connections currently.</p>
<p><b>Other Troubleshooting</b></p>	<p><b>What to do if there is a network connection failure?</b></p>	<p>Please remove the gun and insert it again or restart the device. If the problems still present, contact the professionals to rectify the fault.</p>

<b>Other Troubleshooting</b>	<b>How to solve overvoltage or undervoltage issues?</b>	<ul style="list-style-type: none"> <li>•Most likely, overvoltage is due to a grid fault. Please use the multimeter to check whether the voltage on the power input is too high. If the result is above 0.01 V, contact the local power grid company.</li> <li>•Undervoltage is caused by a power grid and connection fault. Please use the multimeter to check whether the voltage on the power input is not sufficient. If the result is below 0.01 V, contact the local power grid company.</li> </ul>
<b>Other Troubleshooting</b>	<b>How to solve a missing phase issue?</b>	Check the wires in the distribution box. If two wires are connected together accidentally, please separate the wires.
<b>Other Troubleshooting</b>	<b>How to solve grounding fault of charging pile (bad grounding)?</b>	Please always ensure proper grounding to avoid ground faults of the charging pile (bad grounding). Please check whether the system has PE grounding and grounding cable connection or whether the PE cable is properly connected. You can also ask professionals for help.
<b>Other Troubleshooting</b>	<b>How to solve power grid and/or cable connection problem?</b>	Check the sequence of connecting cables L and N to the PDB and piles. Moreover, please let troubleshoot power grid and line faults by professional personnel.
<b>Other Troubleshooting</b>	<b>How to solve overheating issues?</b>	<ul style="list-style-type: none"> <li>•Check whether the EV charge cable is securely connected.</li> <li>•Ensure the operating temperature is within the specified range on the product label.</li> <li>•Stop charging.</li> <li>•Restart charging in half an hour.</li> </ul>
<b>Other Troubleshooting</b>	<b>What to do in case of residual current detected?</b>	Unplug the vehicle and plugin again. If the problem persists, contact your local representative.
<b>Other Troubleshooting</b>	<b>What to do if there is no proximity guide connection or proximity guide failure?</b>	Firstly check the connection status of the EV charging cable; secondly, make sure that the EV charging cable is not damaged or worn; thirdly, if the problem persists, please contact your local sales representative.
<b>Other Troubleshooting</b>	<b>What to do if the E-lock fails?</b>	<ul style="list-style-type: none"> <li>•Check the EV charging cable connection.</li> <li>•Remove the gun and insert it again or restart the device.</li> </ul> <p>If the problem persists, please contact your local sales representative.</p>
<b>Other Troubleshooting</b>	<b>How to solve a Vehicle CP negative failure?</b>	Please check our common technical questions webpage: <a href="#">Autel Charger FAQs</a>

<b>Other Troubleshooting</b>	<b>Still can't find a solution?</b>	Please check our common technical questions webpage: <a href="#">Autel Charger FAQs</a>
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