MaxiCharger DH120

Commissioning Guide

Version 1.0

CE Model

Trademarks

Autel® and MaxiCharger® are trademarks of Autel Digital Power Co., Ltd., registered in China, the United States and other countries. All other marks are trademarks or registered trademarks of their respective holders.

Copyright Information

No part of this manual may be reproduced, stored in a retrieval system or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Autel.

Disclaimer of Warranties and Limitation of Liabilities

All information, specifications, and illustrations in this manual are based on the latest information available at the time of printing. Autel reserves the right to make changes at any time without notice. While the information in this manual has been carefully checked for accuracy, no guarantee is given regarding the completeness and correctness of the contents, including, but not limited to, the product specifications, functions, and illustrations.

Autel will not be liable for any direct damages or for any special, incidental, or indirect damages or for any economic consequential damages (including the loss of profits).

For Services and Support (24/7):

Web: *www.autelenergy.eu*

Tel: 00-800-0825-1039 (United Kingdom, Netherlands, Germany, France, Italy, Switzerland)

00-800-0825-1052 (Denmark, Iceland)

20798959 (Sweden)

Working Time: Monday-Friday, CET 9:00 AM-6:00 PM, local working days

Email: *evsupport.eu@autel.com*

Address: Laan van Waalhaven 217, 2497GL ’s-Gravenhage, the Netherlands

For technical assistance in all other markets, please contact your local distributor.

CONTENTS

1. Pre-configuration 1

2. Activation 22

2.1 Installation Task 25

2.2 Activation Task 29

This guide describes the commissioning and activation of the MaxiCharger DH120.

NOTICE

The commissioning of the charger must be performed solely by professionally qualified personnel, in accordance with local regulations and safety standards. These personnel must have completed the mandatory training courses provided by Autel.

1. Pre-configuration

The commissioning of the charger will be completed by the owner or the site operator, the installer, and the commissioning personnel. The steps are as follows.

– The owner or the site operator adds the charger, creates the site, configures the charger and designates the installation ticket on the Autel Operation and Maintenance Platform (O&M).

– The installer installs the charger and inspects the installation.

– The commissioning personnel synchronizes the configuration to the charger using the Autel ConfigAPP.

NOTICE

- The role of the installer and the commissioning personnel on the Autel Operation and Maintenance Platform (O&M) is **the installer**.
- The installation and commissioning of the charger can be carried out by different people or by the same person.
- Pre-configuration should be done before installing the charger.

1. Log in to the Autel Operation and Maintenance Platform (O&M) by inputting the account and the password. The platform URL is *https://omcb-eu.autel.com/*.

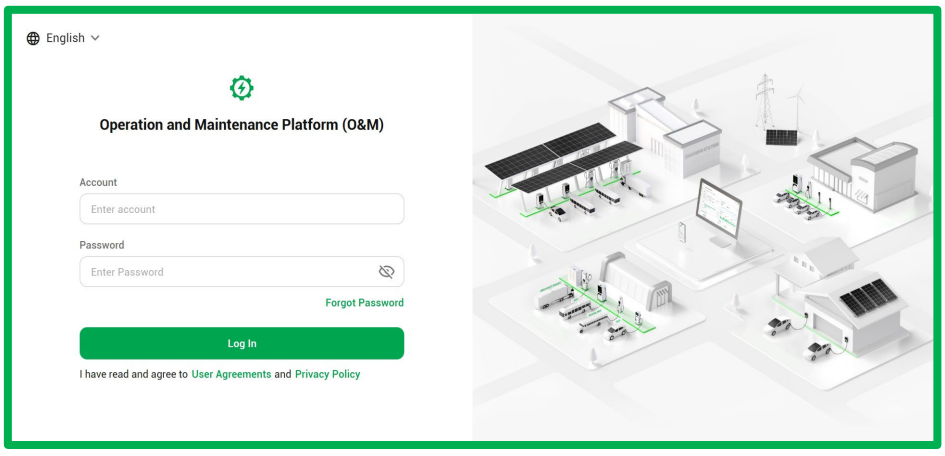

Figure 1-1 Log-in Screen

NOTICE

- Autel will assign a merchant account to the customers whose purchase orders can be checked in our system. An email with a link to set the password will be sent to the super administrator account created when the merchant account is activated. If you have any questions, contact Autel technical support or your local distributor.
- The illustrations depicted in this section are only for reference. Please refer to the actual product.

2. Click on the "**person icon**" on the upper left of the screen to enter the User Manager screen.

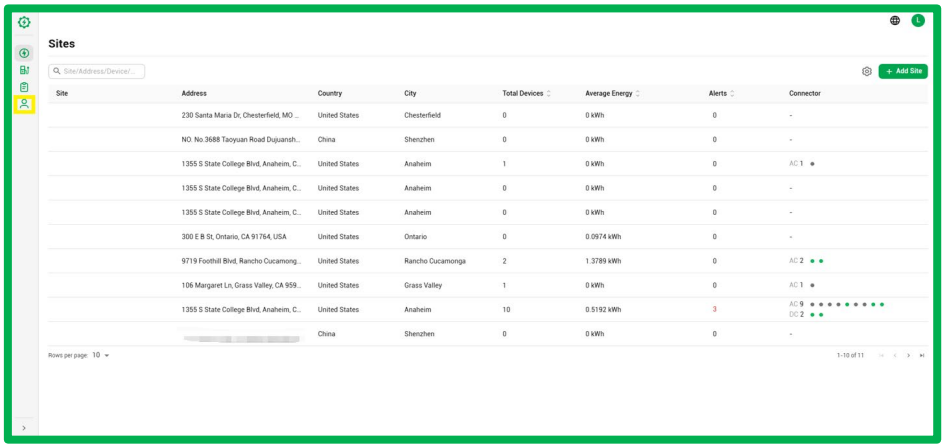

Figure 1-2 Sites Screen (1)

3. On the User Manager screen, click on the "**+ Invite User**" button.

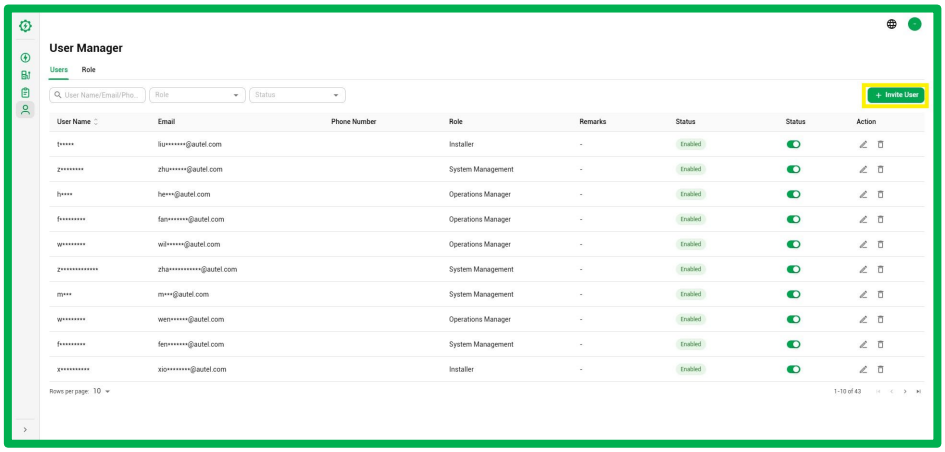

Figure 1-3 User Manager Screen (1)

4. Input the user name, email and phone number of the user and select the role. Click on the **Next** button.

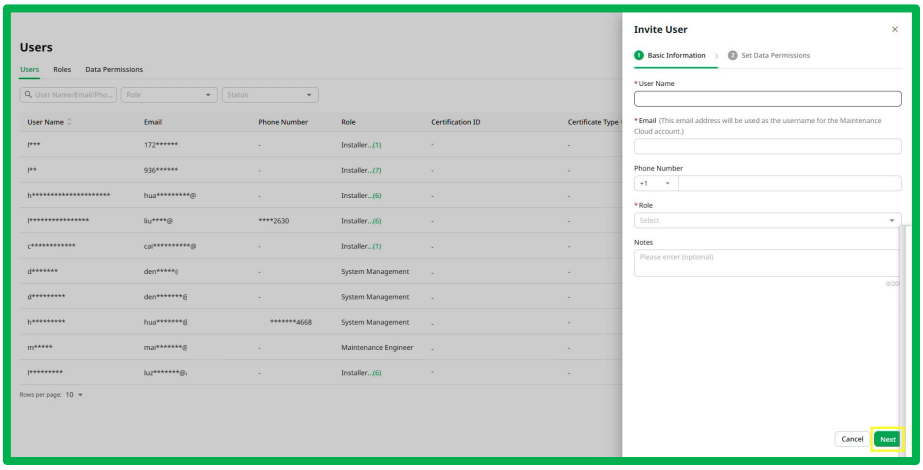

Figure 1-4 Invite User (Basic Information) Screen

NOTICE

- After being invited, the installer will receive an email that provides access to set the account and password for logging into the Autel ConfigAPP. **The account must be activated for the follow-up operations.**
- Only personnel who have completed product training are authorized to activate the charger. Please contact Autel technical support or local dealer to obtain authorization.

---

5. On the **Set Data Permissions** tab, determine the data permission setting mode.

- Select the **Data Permission Group Selection** option to choose the associated permission group. Then click on the **Add And Invite** button to proceed.

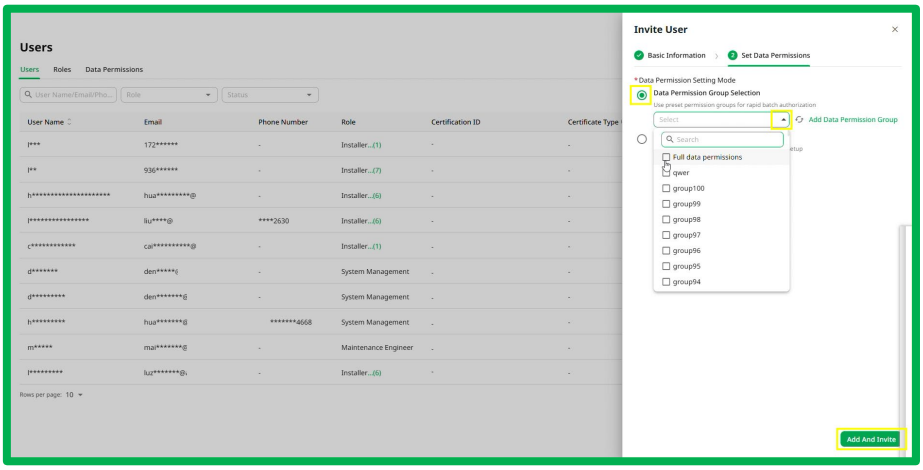

Figure 1-5 Invite User (Data Permission Group Selection) Screen

- Select the **Custom Data Permissions** option. Then click on **Sites in Group** to select the sites with permissions. Then click on the **Add And Invite** button to proceed.

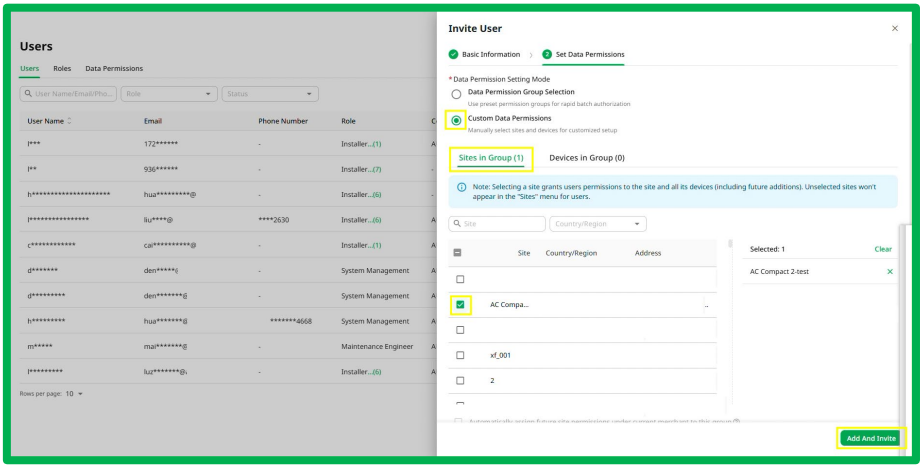

Figure 1-6 Invite User (Sites in Group) Screen

- Select the **Custom Data Permissions** option. Then click on **Devices in Group** to select the devices with permissions. Then click on the **Add And Invite** button to proceed.

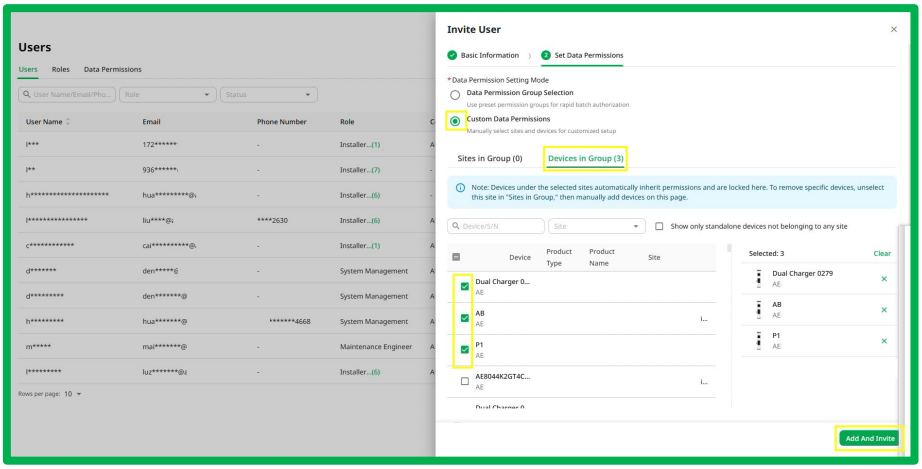

Figure 1-7 Invite User (Devices in Group) Screen

6. Click on the "**MaxiCharger icon**" on the upper left of the screen to enter the Devices screen.

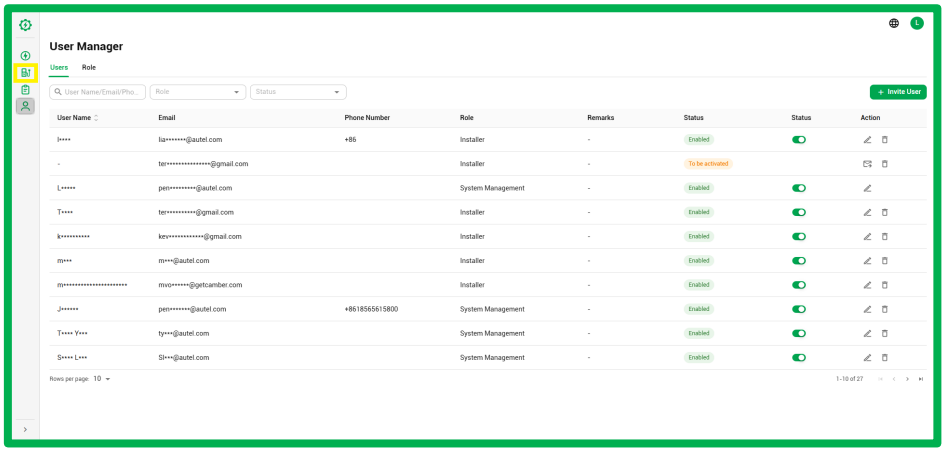

Figure 1-8 User Manager Screen (2)

7. On the Devices screen, click on "**+ Add Device**" on the upper right of the screen.

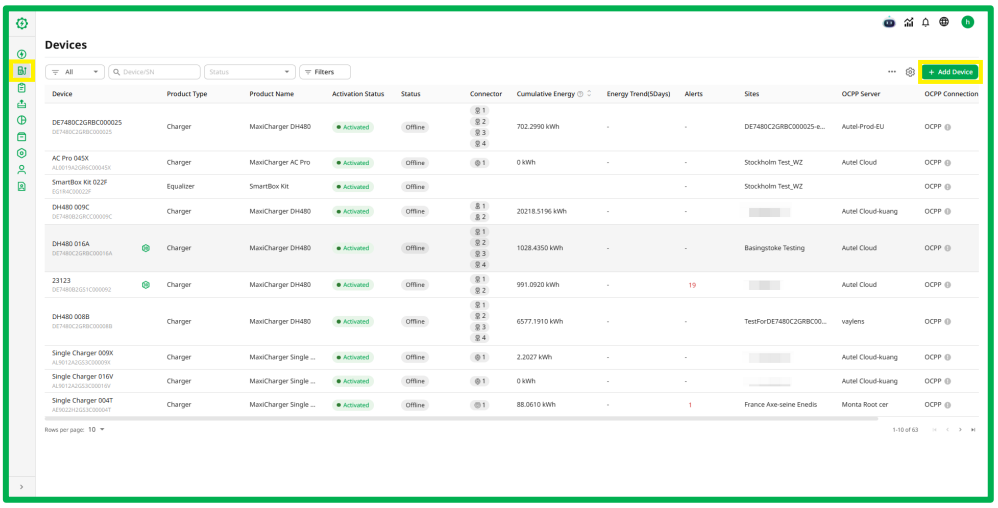

Figure 1-9 Devices Screen

8. Input the SN (serial number) and PIN of the charger and then click on the **OK** button to add the charger to the Autel Operation and Maintenance Platform (O&M). The SN and PIN of the charger are located on the inside of the cabinet door.

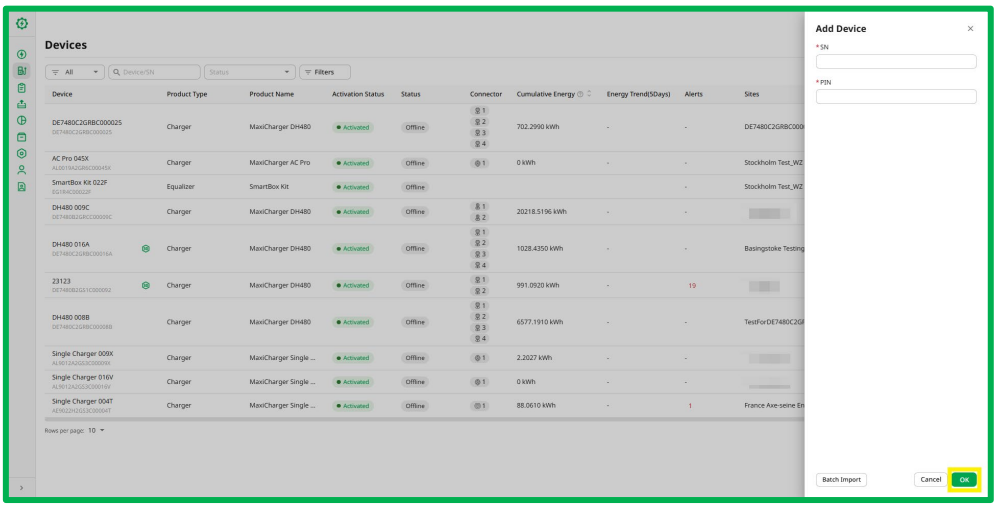

Figure 1-10 Adding Device Screen

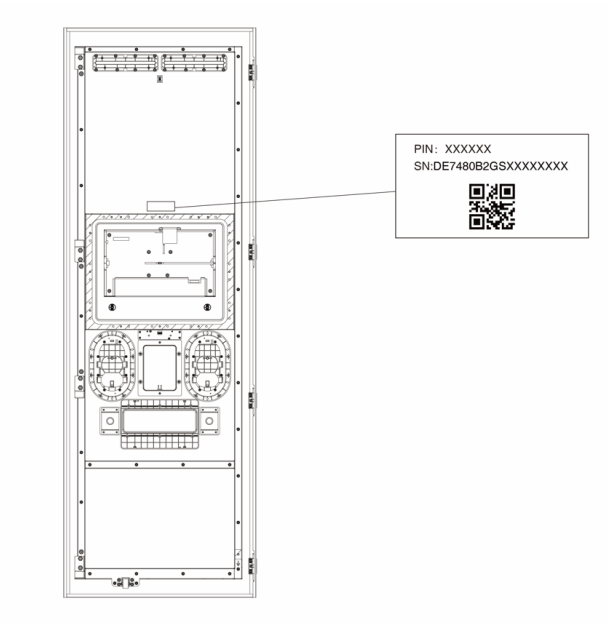

Figure 1-11 Location of PIN and SN

9. Click on the "**lightning icon**" on the upper left of the screen to go back to the **Sites** screen. Then click on the "**+ Add Site**" button on the upper right of the screen.

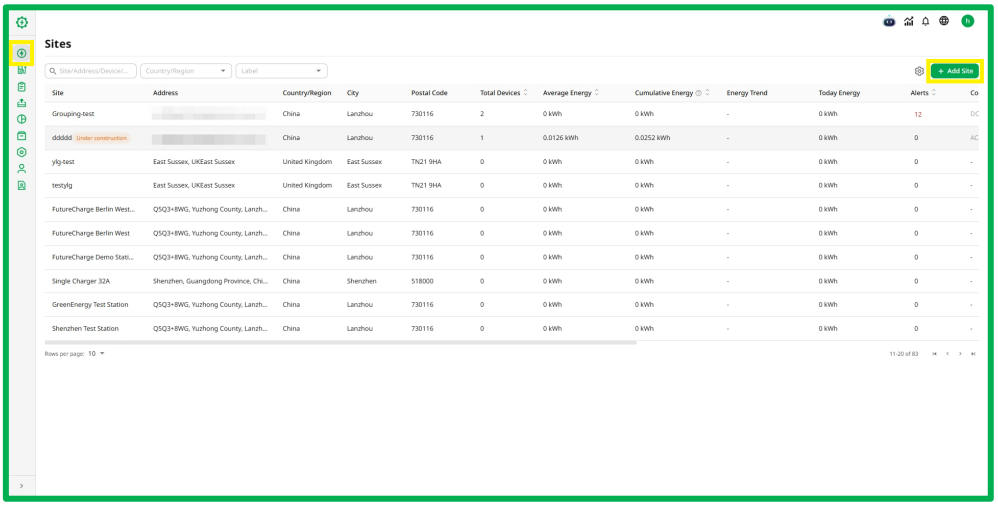

Figure 1-12 Sites Screen (2)

10. In the **Add Site** tab, fields marked with an asterisk are mandatory. Fill in the site information, and then click **OK** to proceed.

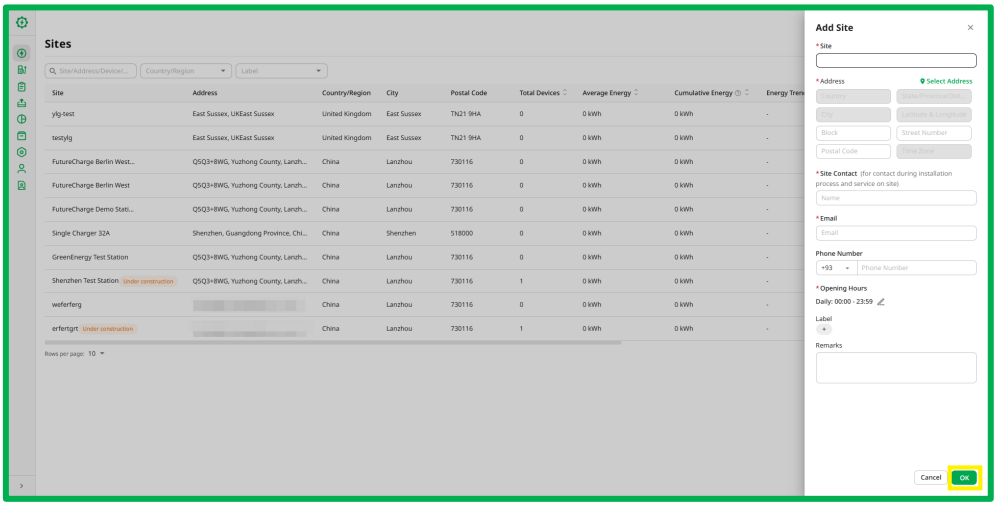

Figure 1-13 Adding Site Screen

NOTICE

With the email address provided here, you can receive notifications about the status of the installation ticket (confirmed or cancelled) and the installation work (started or completed).

---

11. Click on **Enter Site Creation Guide** to proceed.

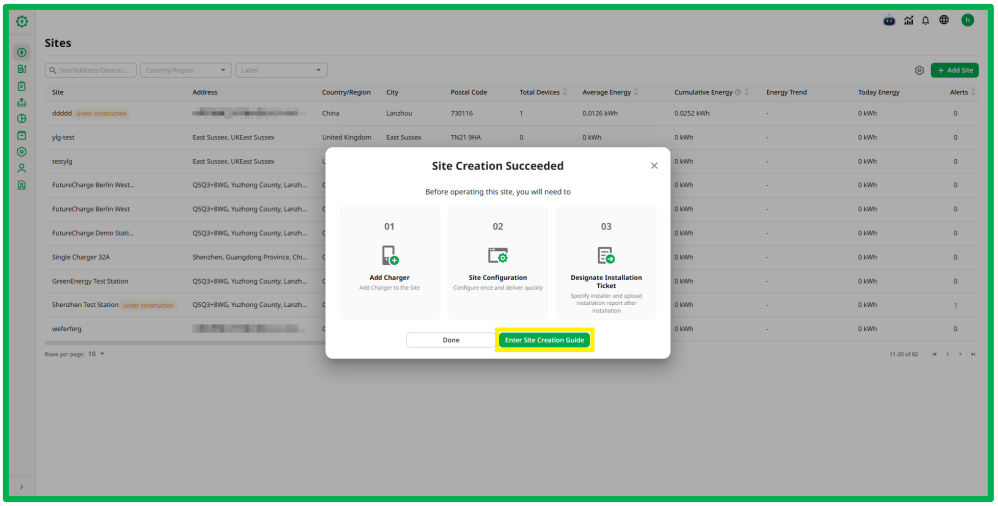

Figure 1-14 Site Creation Succeeded Screen

12. On the **Site Creation Guide** screen, click the **box** to the left of the SN to select the charger as required. Then click on the **Next** button to proceed.

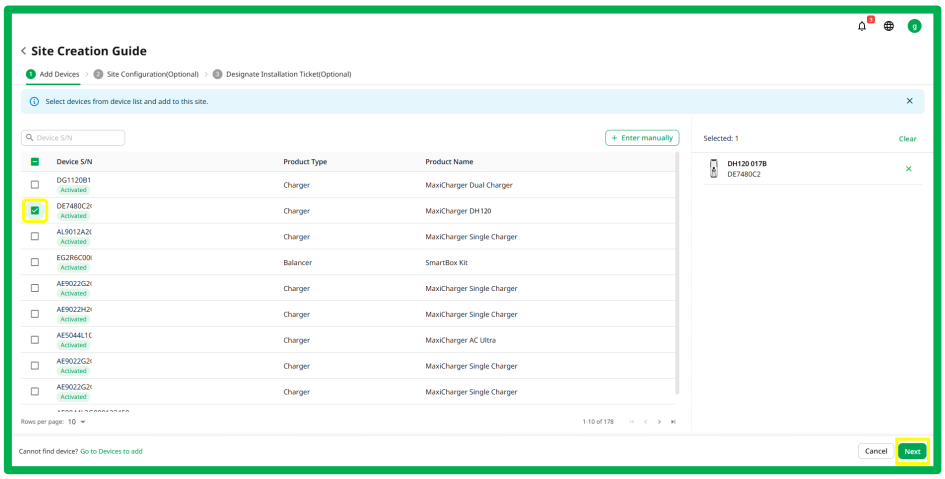

Figure 1-15 Site Creation Guide Screen

13. A prompt will appear. Determine whether to use the existing site configuration.

- Click on the **No** button to start setting up a new site configuration.
- Click on **Use And Assign Ticket** to use the existing site configuration. Then skip **Steps 14** to **19** to proceed.
- Click on the **Yes** button to skip **Steps 14** to **19** to proceed.

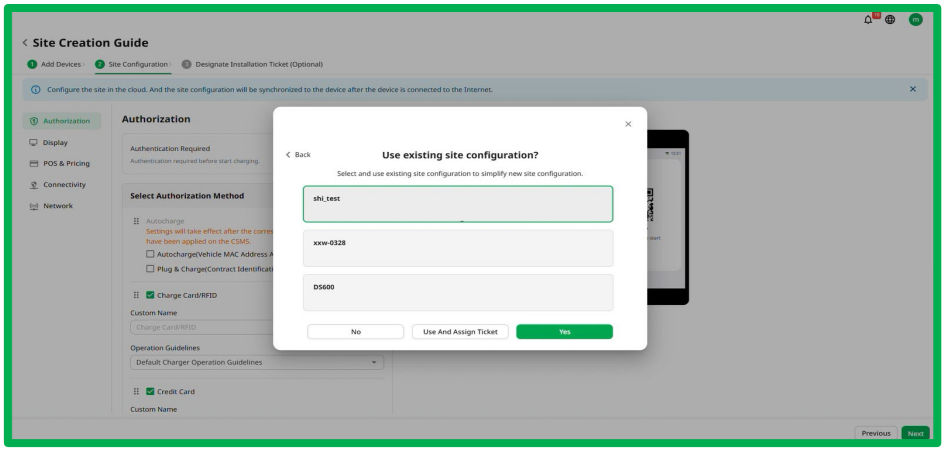

Figure 1-16 Selecting Site Configuration Screen

14. **Authorization Configuration**. Determine whether to enable the authentication function.

- If the authorisation function is not required, insert the connector into the EV's charging port to start a charge session directly.
- If the authorization function is required, toggle to enable the Authorization function.

1) Choose any of the following methods to start a charge session by tapping the **box** to the left of it.

- AutoCharge
- Plug & Charge
- RFID Card
- Credit Card (optional)
- QR Code
- Telephone
- PIN

2) Drag and drop the icon of the authorization methods and position them on the screen as required.

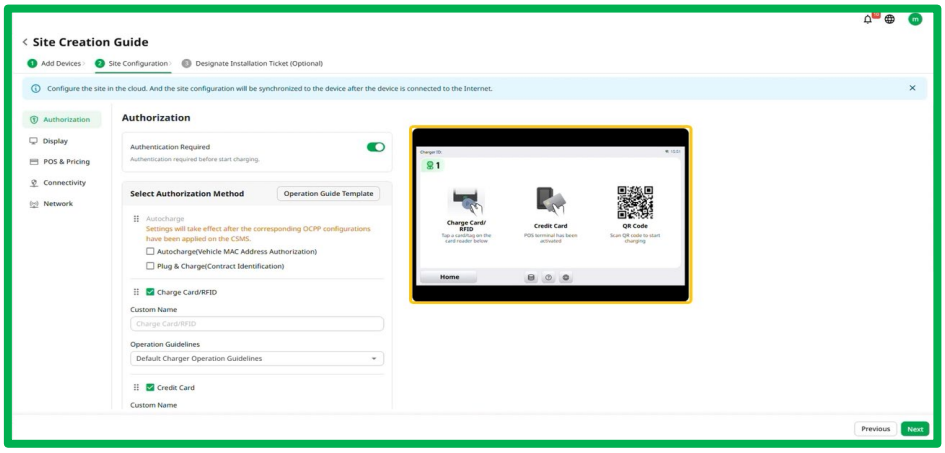

Figure 1-17 Selecting Authorization Methods Screen

3) Add the URL of the items contained in the QR Code for accessing related details of the connector.

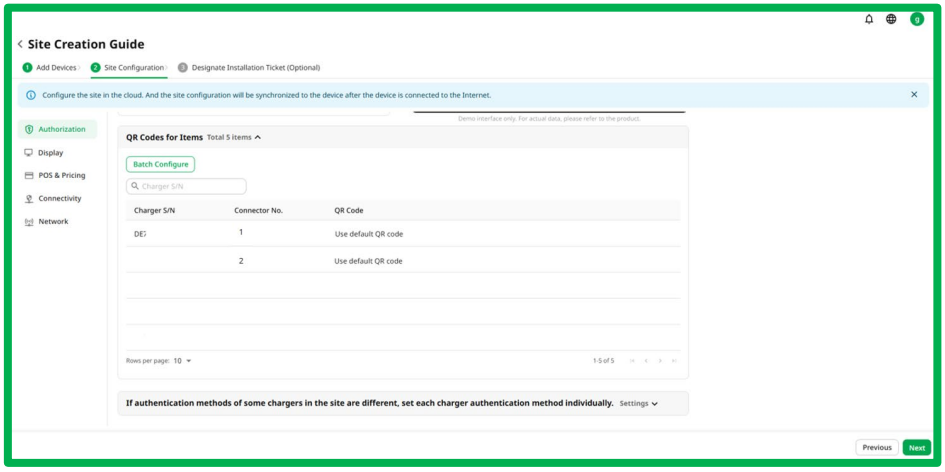

Figure 1-18 Adding the URL Screen

4) If there is more than one charger at the site and you want to set the different authentication methods for each charger individually, choose the authentication methods as required.

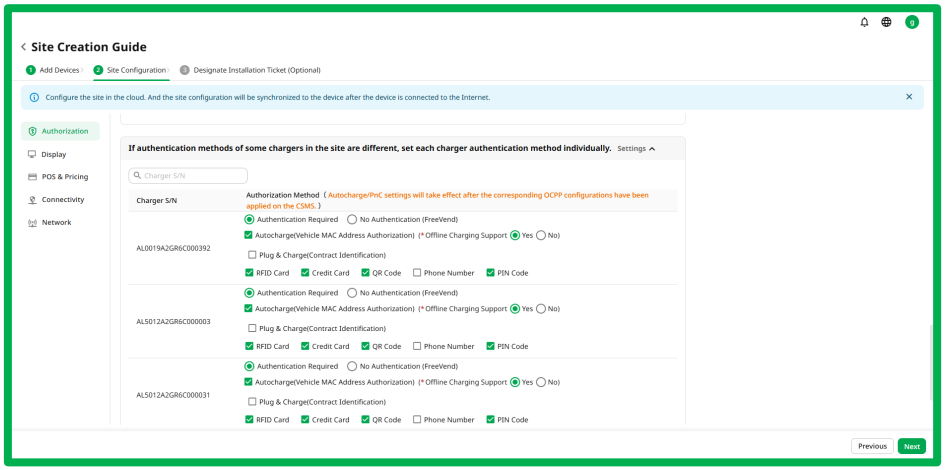

Figure 1-19 Setting the Authentication Method for Each Charger

---

NOTICE

For sites with a single charger, the screen to configure authentication methods for different chargers won't be displayed.

---

5) Click on the **Next** button to proceed.

15. Display Configuration.

a) Input the customer service hotline and choose where to position it on the standby (Home) screen.

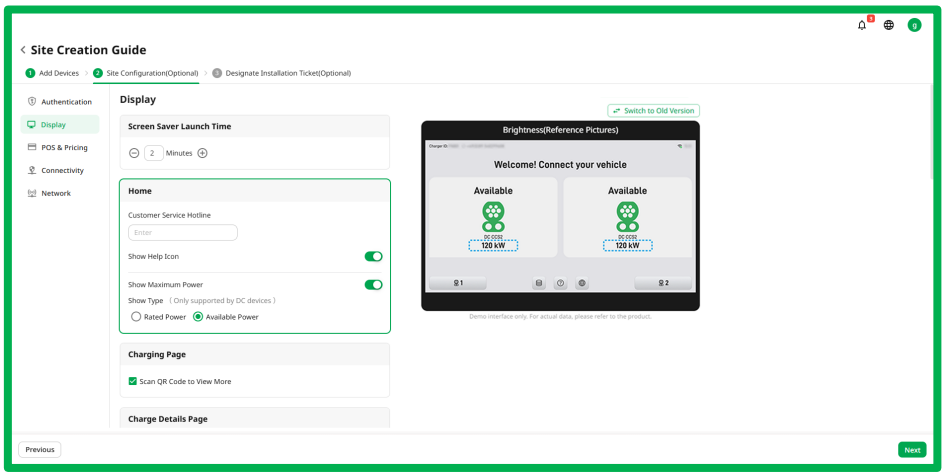

Figure 1-20 Setting the Standby (Home) Screen

b) Choose whether to place the QR Code on the Charging screen for accessing the charging details.

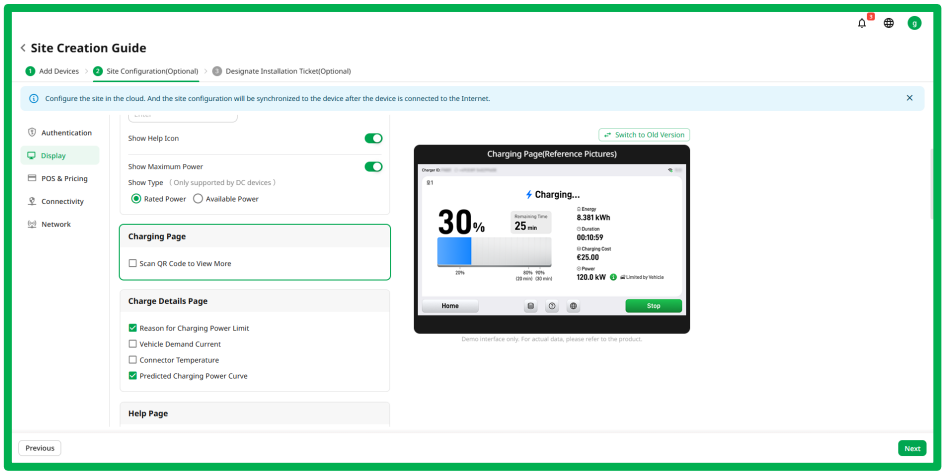

Figure 1-21 Setting the Charging Screen

c) Choose the items you want to display on the Charging Details screen.

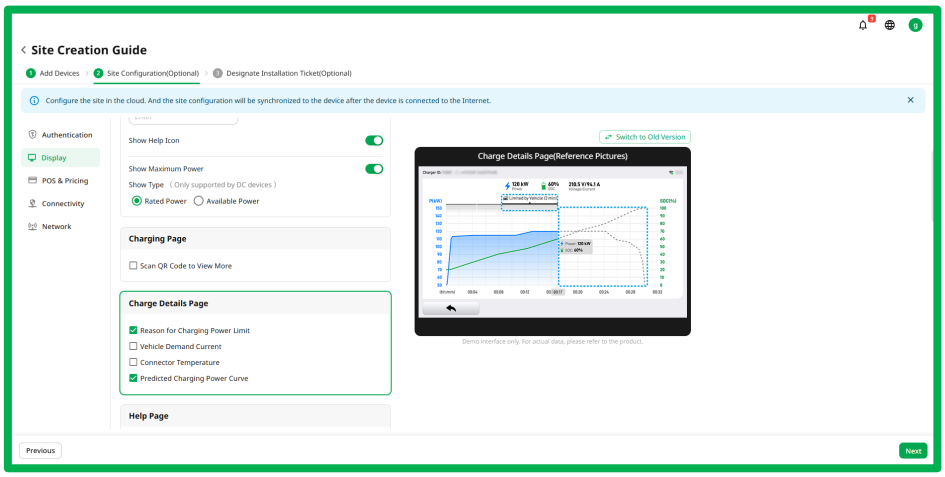

Figure 1-22 Setting the Charging Details Screen.

d) Choose the template for the Help screen. You can also customize the template as required.

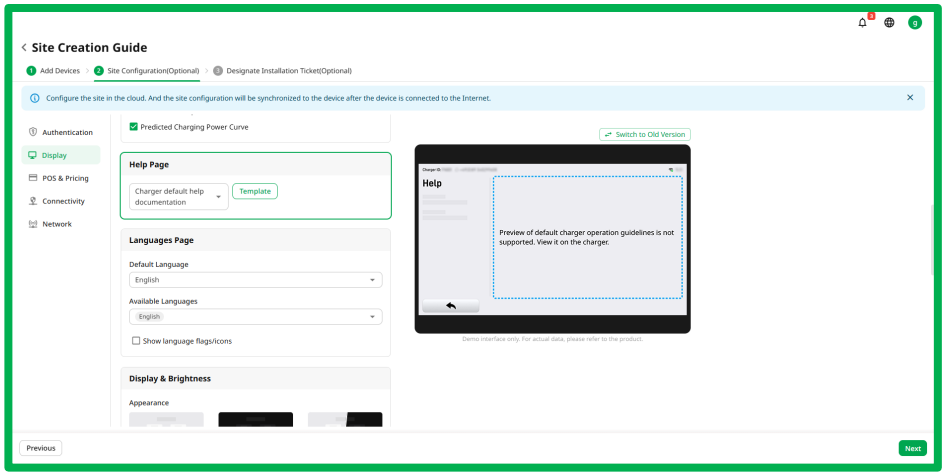

Figure 1-23 Selecting the Template for the Help Screen

e) Set the default language and add available languages for the charger.

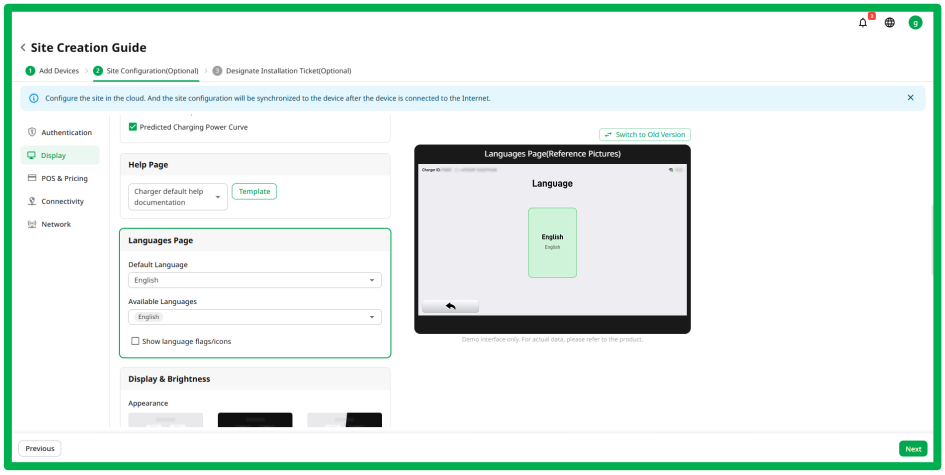

Figure 1-24 Setting the Default Language

f) Select the appearance for the display, set the brightness, and choose whether the charger should automatically detect the ambient brightness.

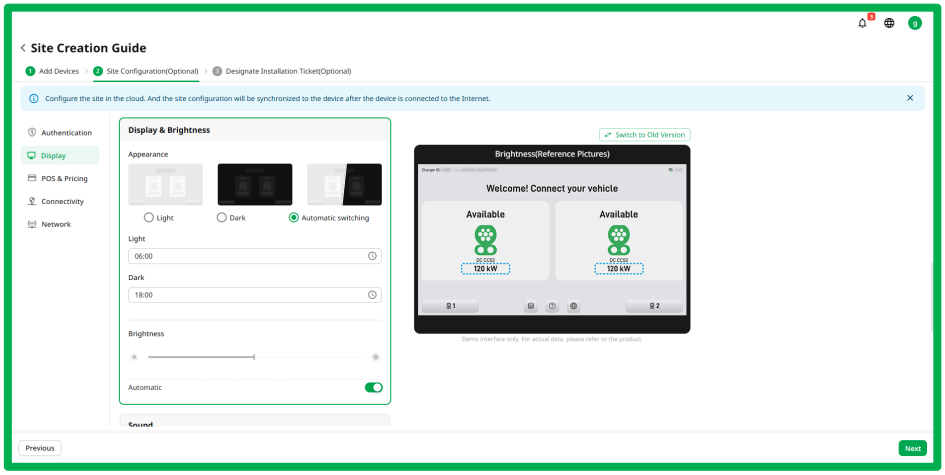

Figure 1-25 Display & Brightness Screen

g) Choose whether to turn on the charging voice and set the system volume.

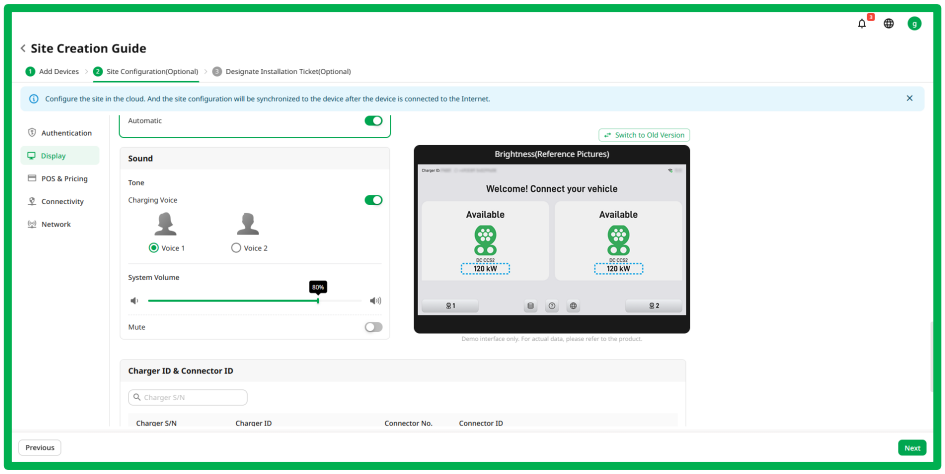

Figure 1-26 Setting the Sound

h) Name the charger and the connector.

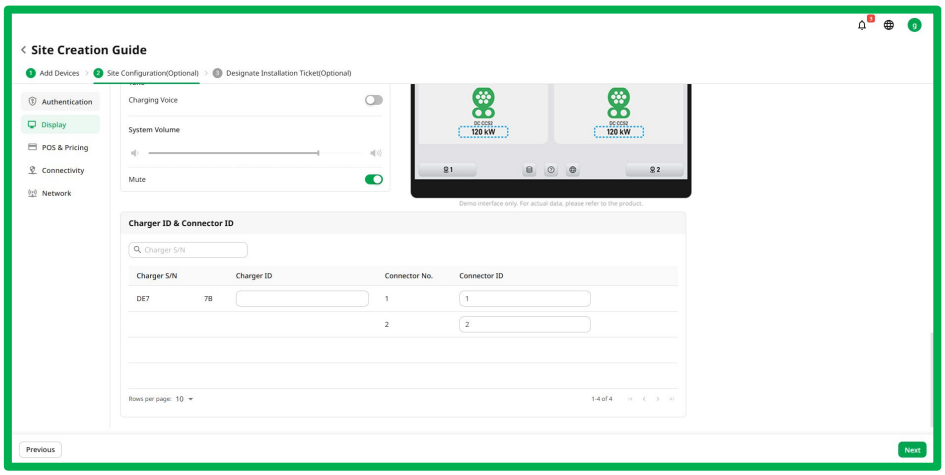

Figure 1-27 Naming the Charger and the Connector

i) Click on the **Next** button to proceed.

NOTICE

The illustrations on the right side of the screens above are used only to demonstrate the pages for these configurations.

---

16. **POS & Pricing Configuration**. For the Function Mode, you can choose either Local POS or Cloud POS. If you go with Local POS, you'll need to configure the pricing rules.

a) Select **Local POS**.

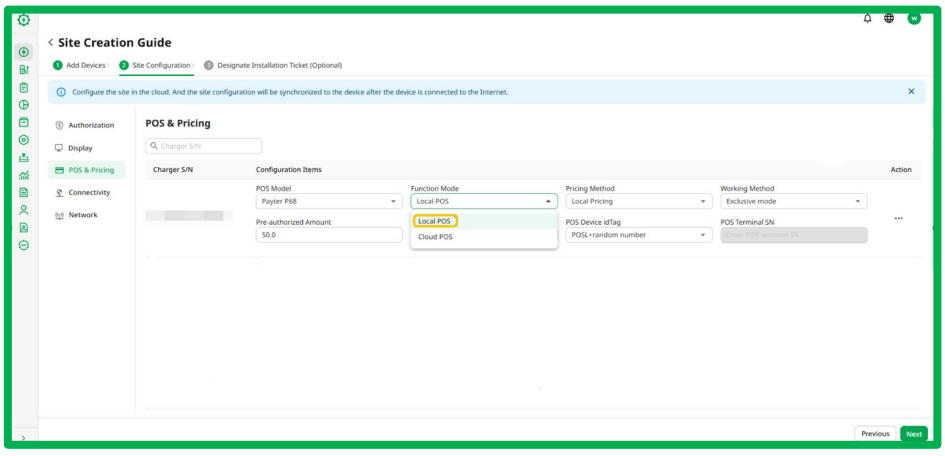

Figure 1-28 POS & Pricing Screen (1)

b) Click **View** to proceed.

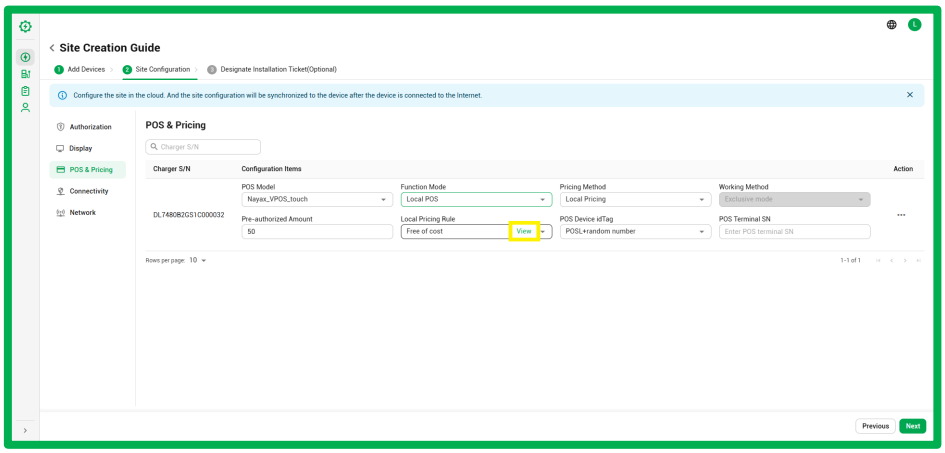

Figure 1-29 POS & Pricing Screen (2)

c) Click **+Add** on the upper right of the screen.

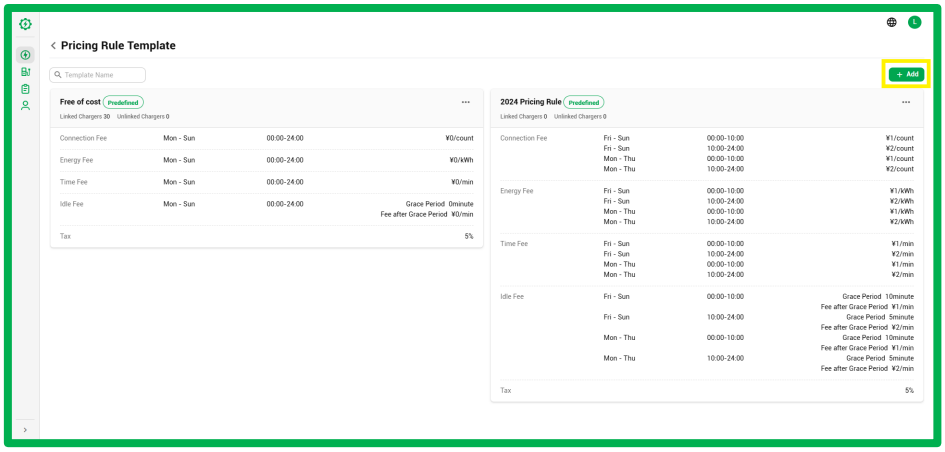

Figure 1-30 Pricing Rule Template Screen

d) Configure the pricing rules according to the on-screen prompts. The fields marked with an asterisk are mandatory. Then click **Save** to save the configuration.

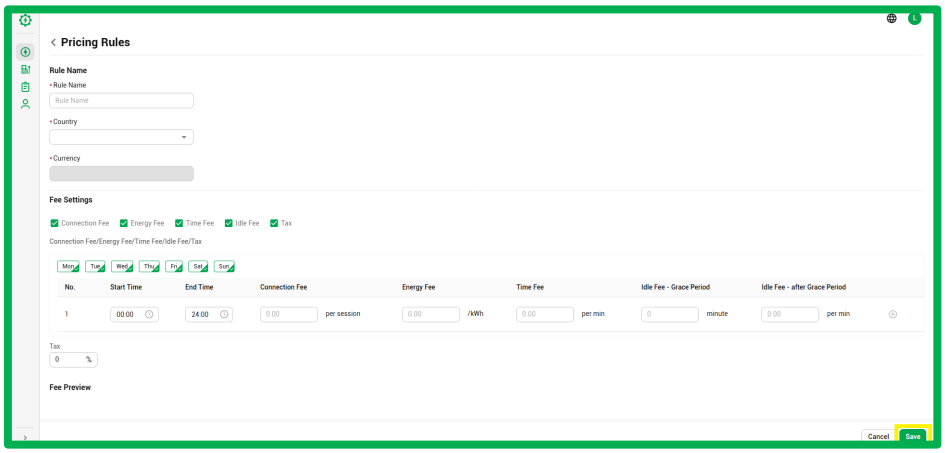

Figure 1-31 Pricing Rules Configuration Screen

17. **Connectivity Configuration**. Choose the OCPP Server for the charger and decide whether to set a unique ChargeBox ID and authorization key for each charger. Then click on the **Next** button to proceed.

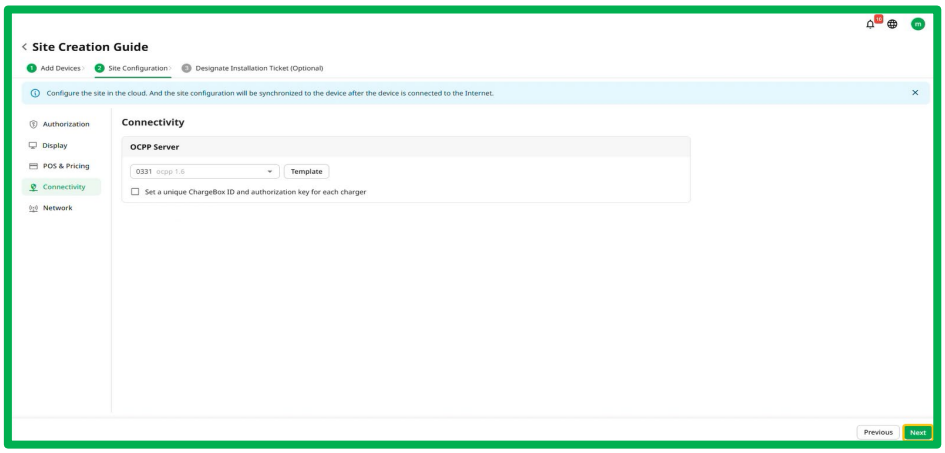

Figure 1-32 Connectivity Configuration Screen (1)

If the OCPP Server you need is not in the list, set the OCPP template for the charger:

a) Click on the **Template** button on the screen.

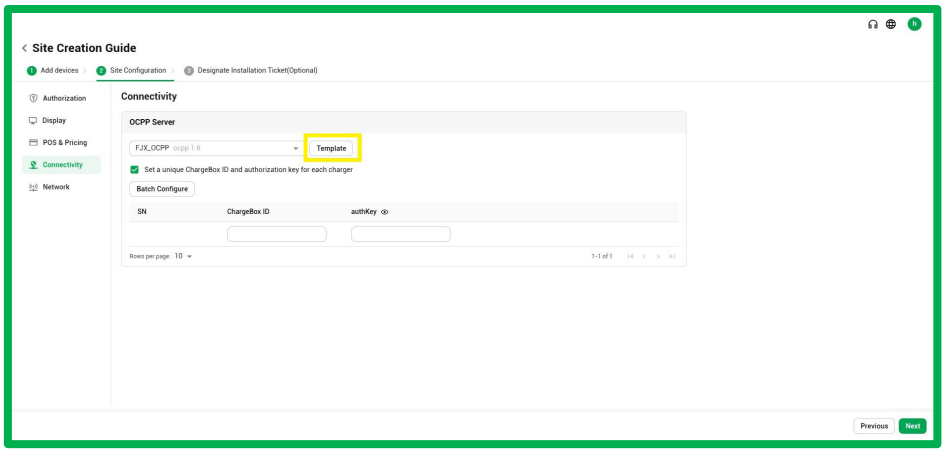

Figure 1-33 Connectivity Configuration Screen (2)

b) Click on the **+ Add** button on the upper right of the screen.

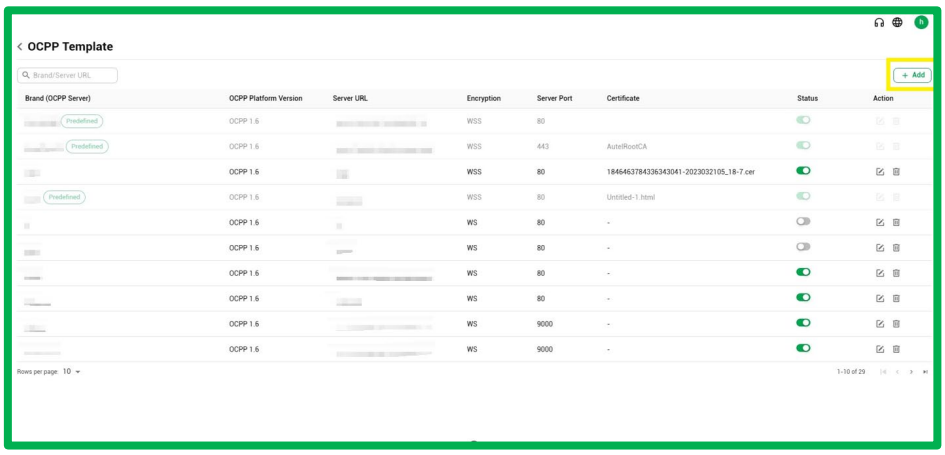

Figure 1-34 OCPP Template Screen (1)

c) Configure the OCPP Server according to the on-screen prompts. Then click on the **OK** button to complete the configuration.

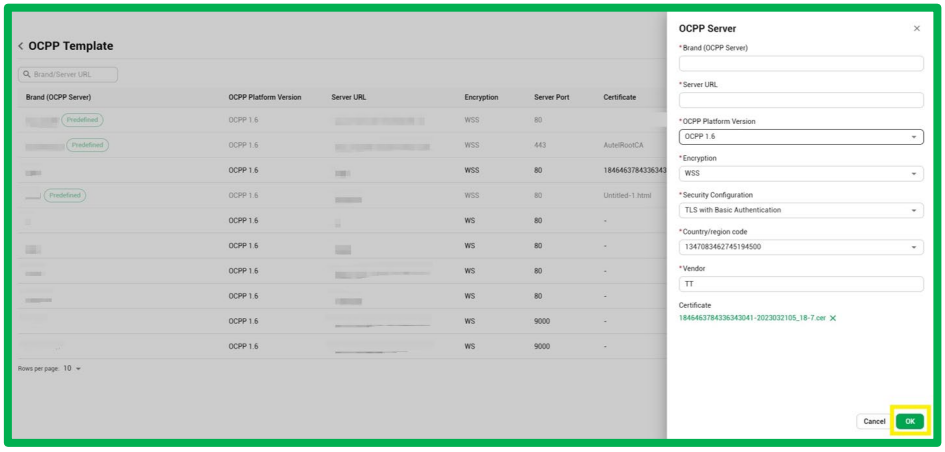

Figure 1-35 OCPP Server Configuration Screen

d) Click on the "**<**" button to go back to the connectivity configuration screen and then click on the **Next** button to proceed.

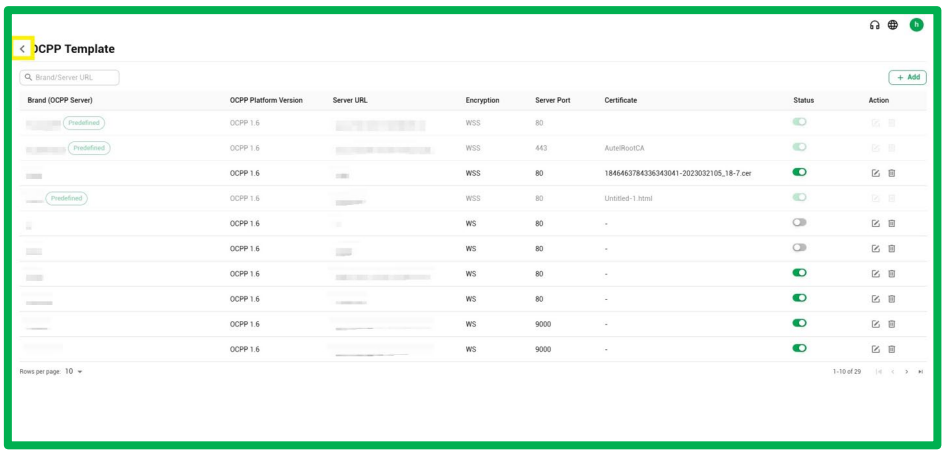

Figure 1-36 OCPP Template Screen (2)

18. **Network Configuration**. The charger can be connected to the Internet via Ethernet, cellular network, or Wi-Fi. Choose the desired method for Internet connection.

a) Connect the charger to the Internet via cellular network. If the APN of the SIM card needs to be configured, contact the SIM card's service provider to obtain the relevant APN information.

➢ For Single APN, click on **+ Add APN** and configure the APN according to the on-screen prompts. The fields marked with an asterisk are mandatory. Click on **Submit** after finishing the configuration.

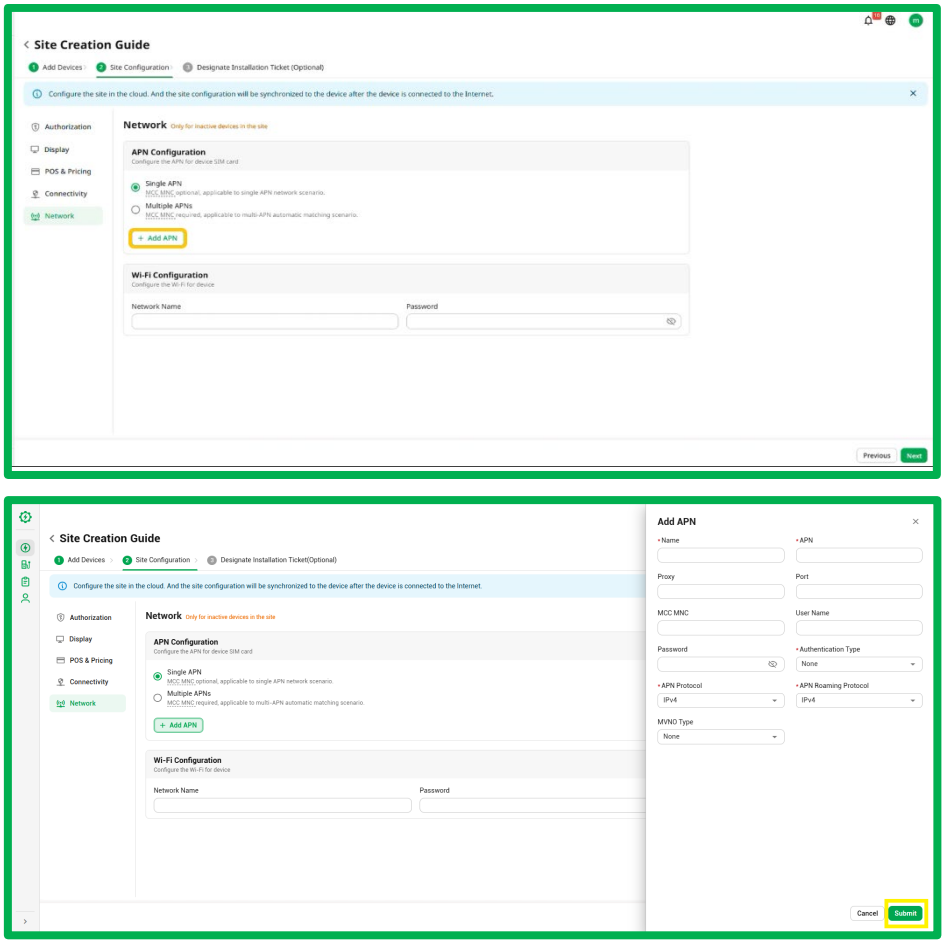

Figure 1-37 Configuring Single APN Screen

➢ For Multiple APNs, click on + Add APN and configure the APN according to the on-screen prompts. The fields marked with an asterisk are mandatory, especially the SIM card's MCC/MNC when connecting the charger to the Internet. Click on Submit after finishing the configuration.

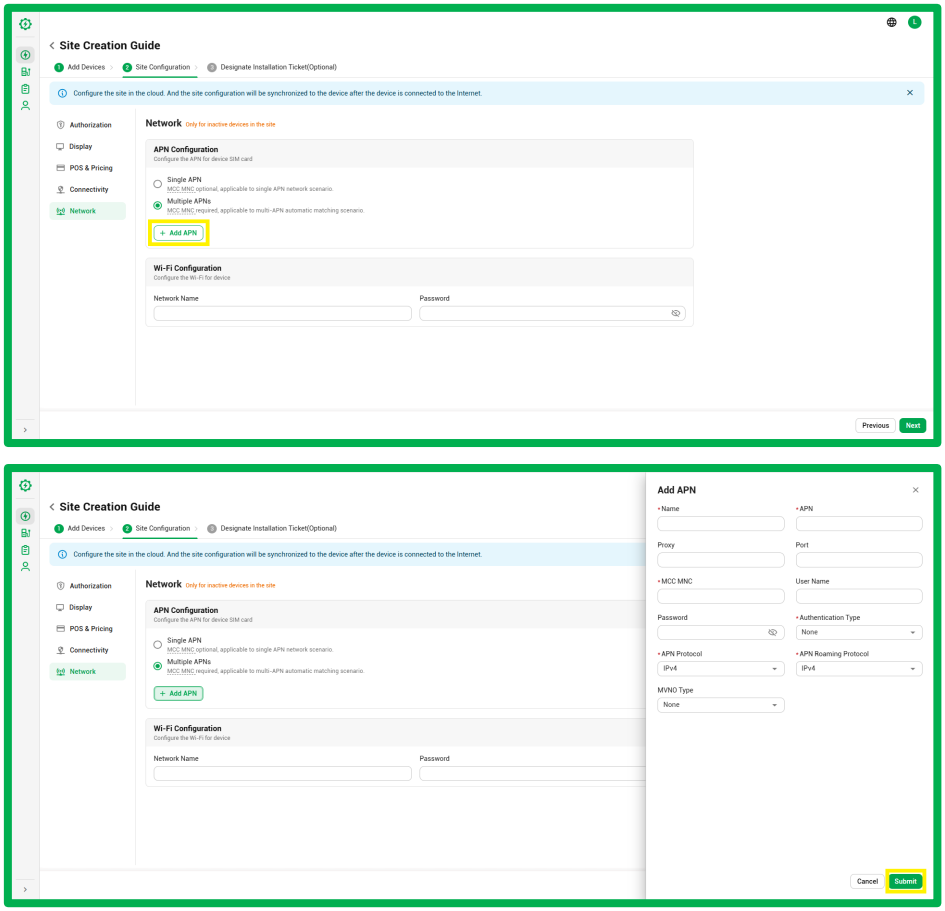

Figure 1-38 Configuring Multiple APNs Screen

b) Configure the Wi-Fi for the charger by inputting the network name and its password. Then click on the **Next** button to proceed.

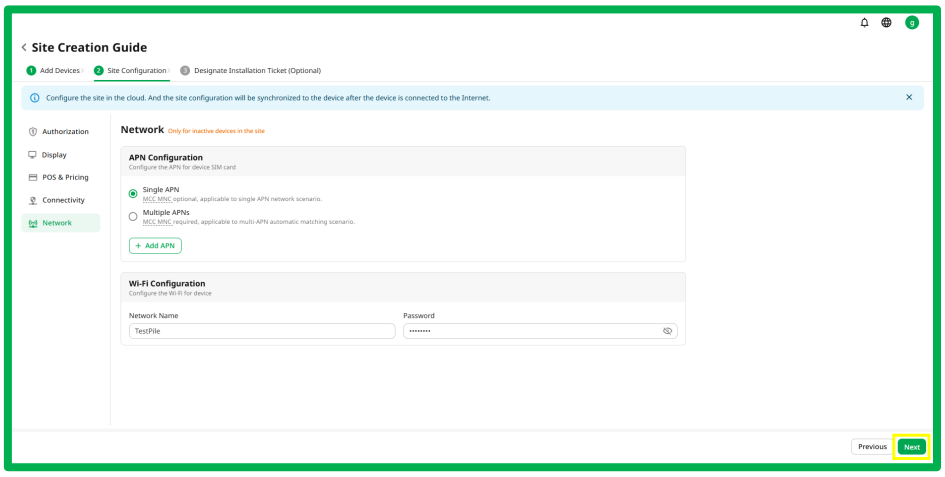

Figure 1-39 Configuring the Wi-Fi Screen

NOTICE

For devices connected to the Internet via Ethernet or cellular network that does not need APN configuration, there is no need to scan the QR code with the Autel ConfigAPP to synchronize the configuration. After the devices are powered on and connected to the Internet, the configuration will be automatically synchronized, leading to automatic activation of the devices.

c) Configure the Mesh ID of the charger so that all chargers at the same site have the same Mesh ID. One of the chargers at the site should be selected as the master node, and the others as child nodes. Then click on **Next** to proceed.

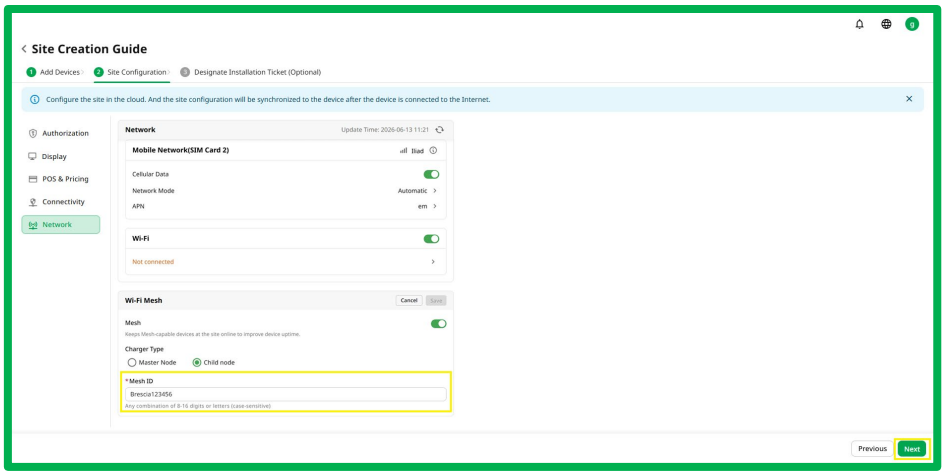

Figure 1-40 Configuring the Wi-Fi Mesh Screen

NOTICE

It is recommended to enable Wi-Fi Mesh. After enabling Wi-Fi Mesh and configuring the same Mesh ID for chargers at the same site, chargers with the same Mesh ID will form a local area network. When one of the chargers experiences 4G failure or goes offline, it will automatically switch to the Wi-Fi Mesh network and use the 4G network of other chargers to maintain connectivity, thereby improving device uptime.

19. Select installation time and installation technician for **Installation Process**, and activation time and installation technician for **Configuration Activation** as well. The technicians who can be selected are users who were invited before. Then click on **Save and Create Ticket** to designate the installation ticket.

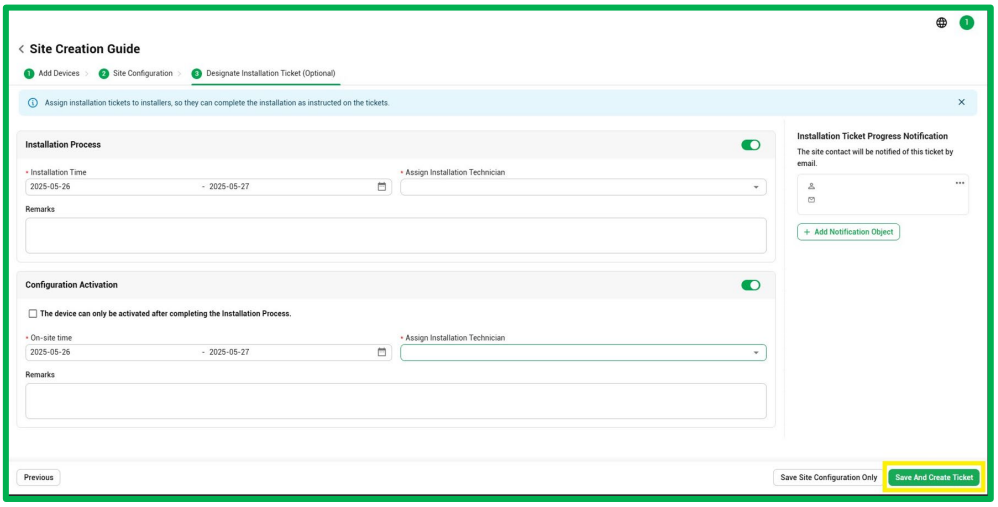

Figure 1-41 Designating Installation Ticket Screen

NOTICE

- Installation Process and Configuration Activation are included in the same installation ticket.
- For description and operation of the **Load Balancing** function, please refer to the *Energy Management System Installation and Operation Manual*.

2. Activation

1. Scan the QR code below to download the Autel ConfigAPP to your mobile device from the Google Play or App Store.

GET IT ON Google Play

Download on the App Store

2. (Optional) When launching the app, the region will be automatically determined. To ensure the region is correct, manual region switching is available. Check and choose based on your region.



Figure 2-1 Switching Region Screen

3. Log in to the Autel ConfigAPP by inputting the account and password.

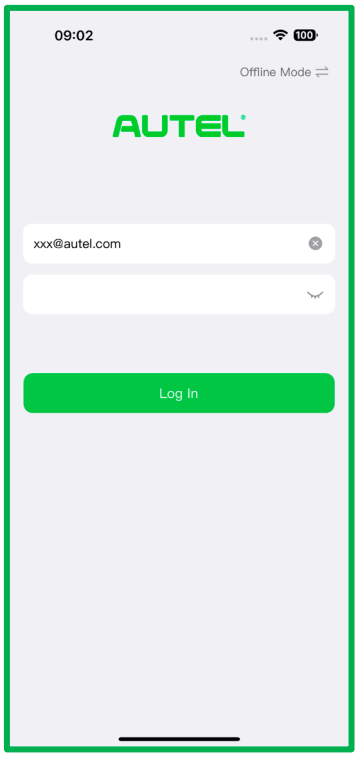

Figure 2-2 Log-in Screen

NOTICE

- The login account is the email address used when inviting a user to the Autel Operation and Maintenance Platform (O&M). After being invited, the user will receive an email that offers access to set up the password used for login.
- Make sure all devices and the Autel ConfigAPP are running the latest software versions.
- The illustrations depicted in this section are only for reference. Please refer to the actual product.

4. Select the merchant.

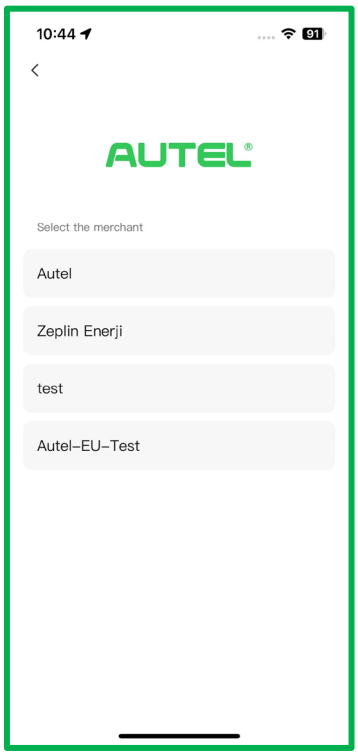

Figure 2-3 Select the Merchant Screen

Log in to the Autel Operation and Maintenance Platform (O&M). Click the user avatar in the upper-right corner to view the merchant information.

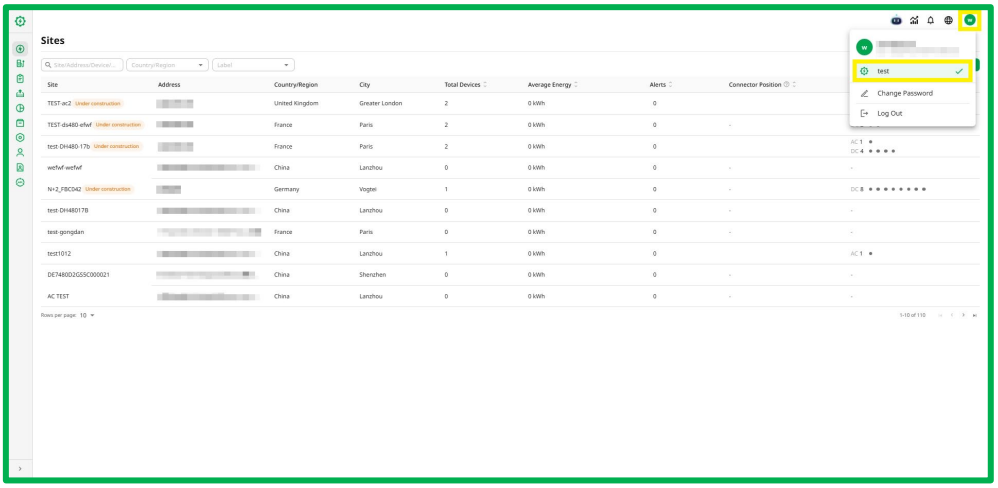

Figure 2-4 Accessing Merchant Information

2.1 Installation Task

1. On the **Tickets** screen, select **Installation Ticket (Task: Installation)**.

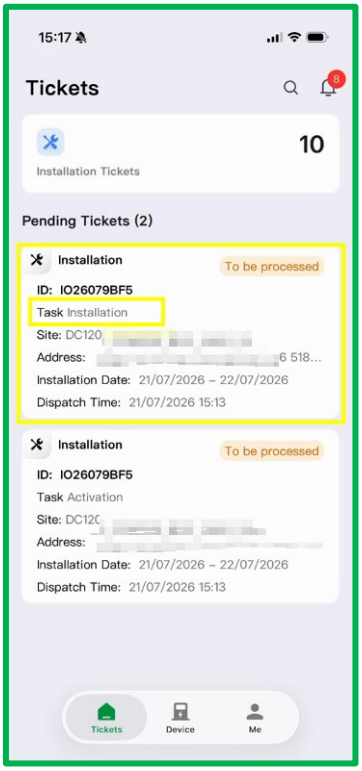

Figure 2-5 Tickets Screen

2. On the **Ticket Details** screen, tap **Start Processing** to proceed.

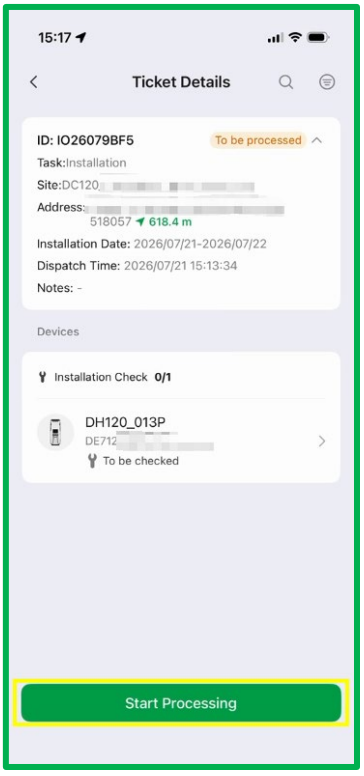

Figure 2-6 Ticket Details Screen

3. (Optional) Tap **Scan** and scan the QR code on the charger's screen to enter the Installation Check screen.



Figure 2-7 Scanning Screen

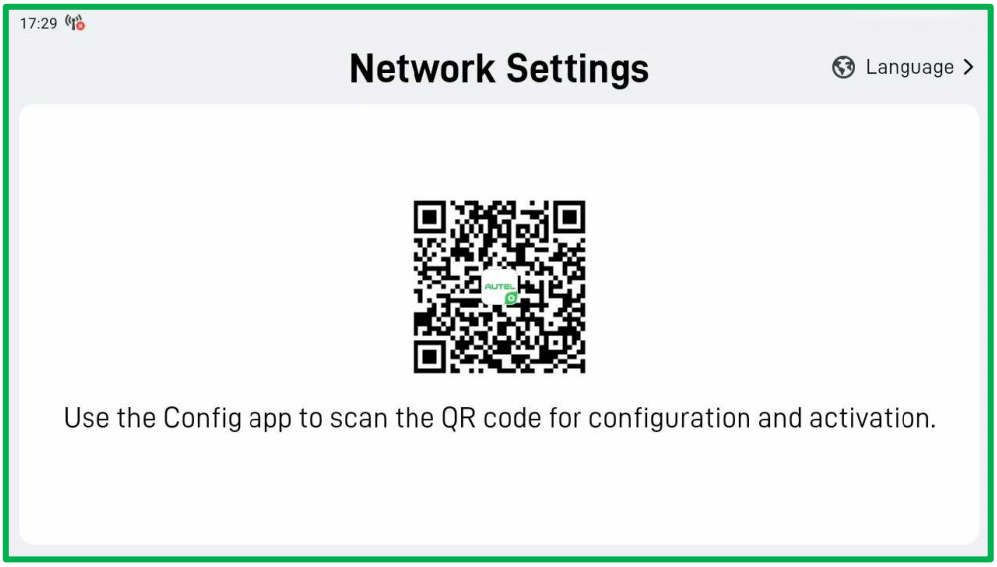

Figure 2-8 QR Code on the Charger Screen

NOTICE

This step is not required if there is only one charger at the site.

4. Tap **Start Check** and follow the prompts on the screen to conduct the installation check. After finishing the check items, tap **OK** to confirm completion.

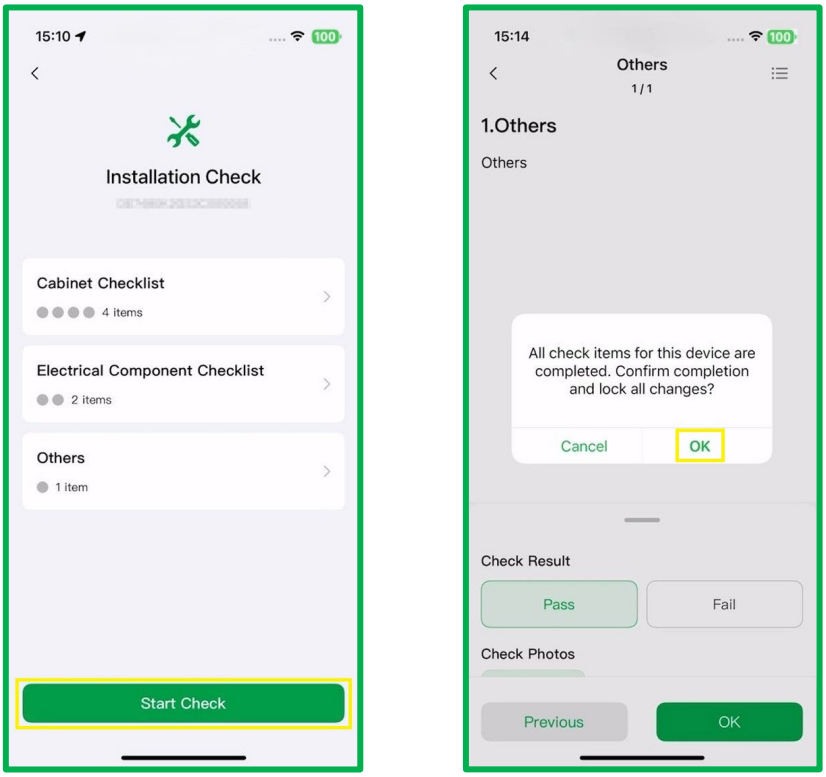

Figure 2-9 Installation Check Screens

NOTICE

- The items marked with an asterisk are mandatory.
- Installation tickets containing failed checklist items will be marked as "Fail." Detailed results can be viewed on the Autel Operation and Maintenance (O&M) Platform or via the corresponding ticket in the Autel ConfigAPP.

---

5. Tap **OK** > **Complete Task** to end the Installation task, and then tap **<** at the left corner to go back to the **Tickets** screen.

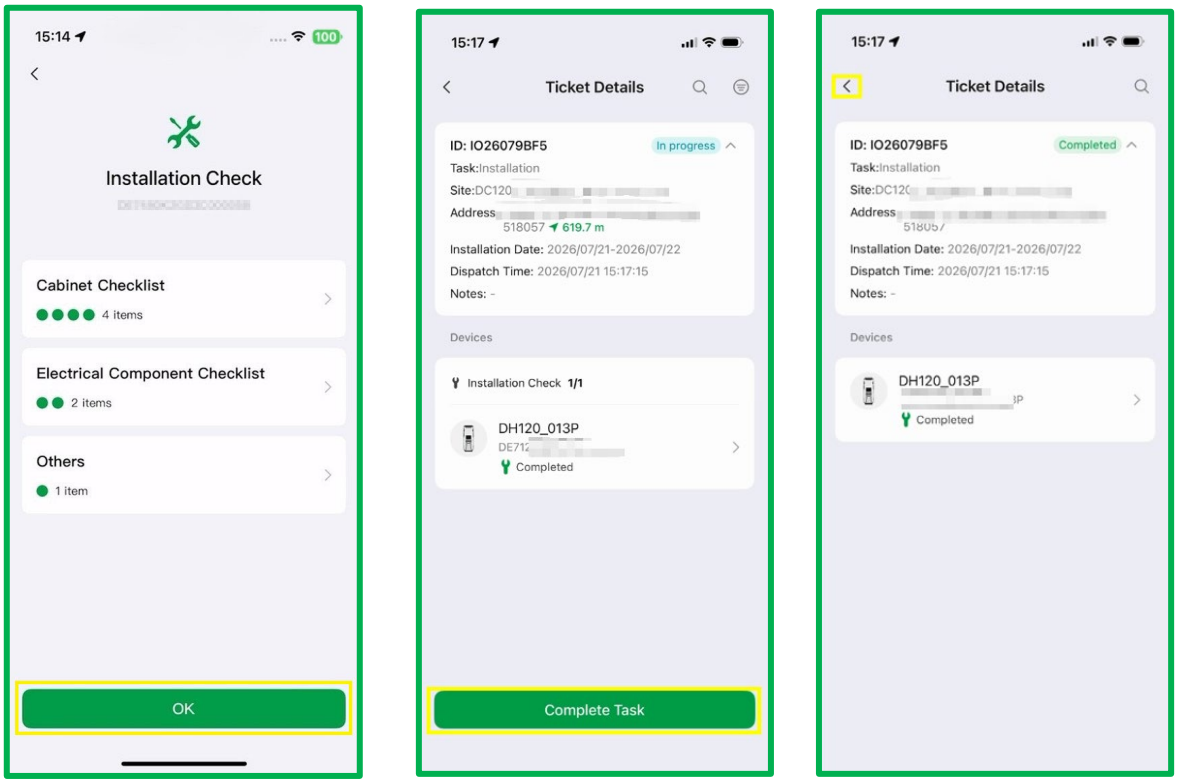

Figure 2-10 Installation Check Completed and Ticket Details Screens

2.2 Activation Task

1. On the **Tickets** screen, tap **Installation Ticket (Task: Activation)**.

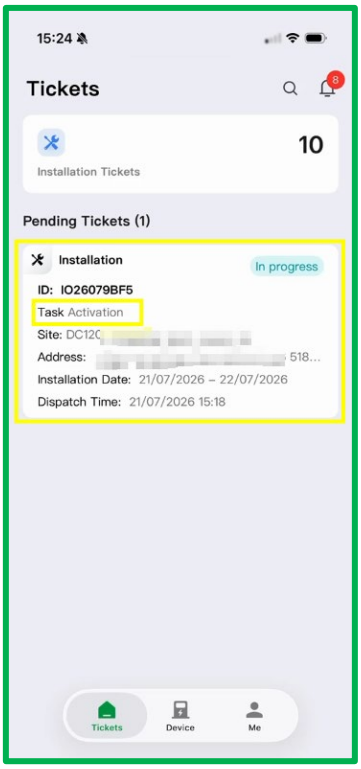

Figure 2-11 Tickets Screen

2. On the **Ticket Details** screen, tap **Start Processing** to proceed.

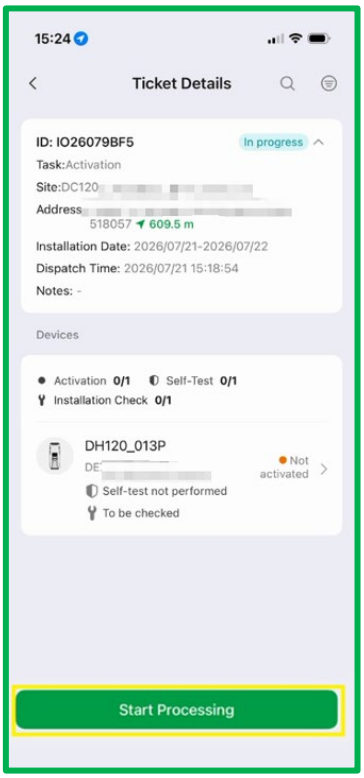

Figure 2-12 Ticket Details Screen

NOTICE

When the charger has been connected to the Internet via Ethernet or cellular network that does not require APN configuration, the configuration will be synchronized automatically to the charger, which will be activated and restarted automatically after tapping **Start Processing**. You can skip directly to ***Step 8*** to proceed.

3. Tap **Scan** and scan the QR code on the charger's screen to synchronize the configuration.



Figure 2-13 Scanning Screen

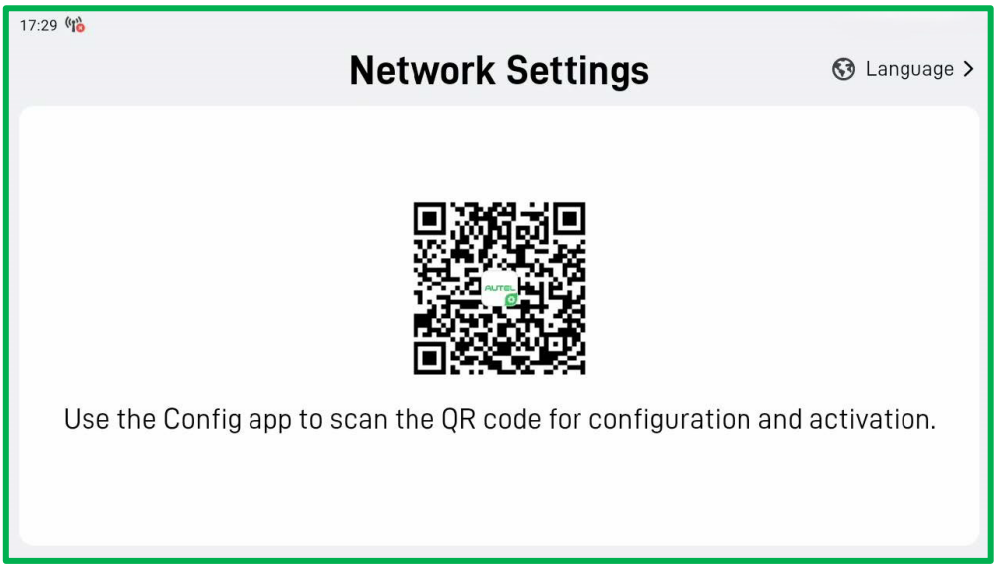

Figure 2-14 QR Code on the Charger Screen

4. Configure the network for the charger.

a) **Via Wi-Fi:** Select **Wi-Fi Configuration** and configure the Wi-Fi by entering the Wi-Fi name and password. Then tap **Next** to proceed.

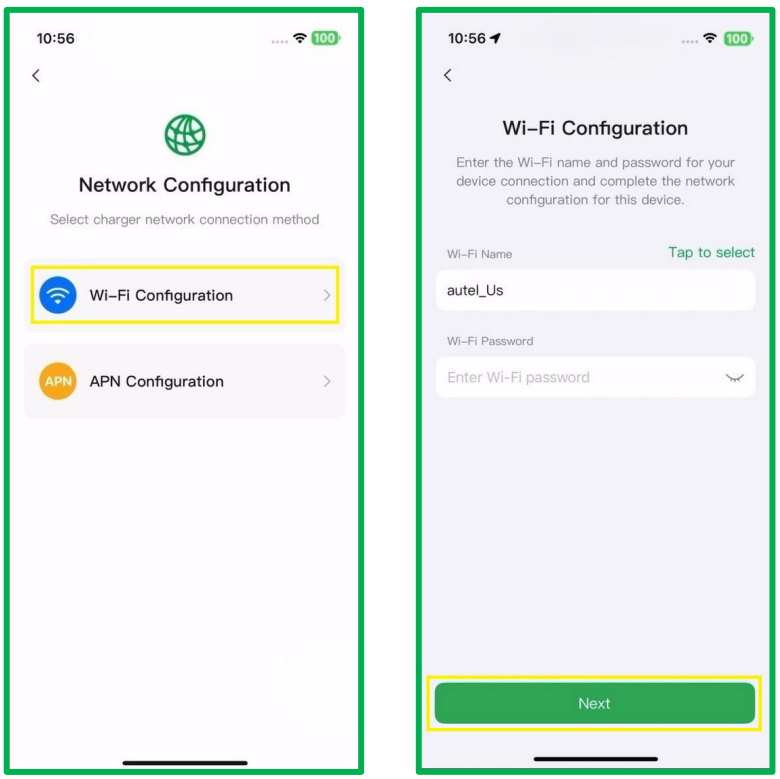

Figure 2-15 Network Configuration and Wi-Fi Configuration Screens

NOTICE

- If Wi-Fi was configured during site creation and configuration, its name and password will be entered automatically. A new Wi-Fi can be set manually.
- The Wi-Fi connection here is used to connect the device to the Internet. To configure the device's Wi-Fi, ensure the Wi-Fi network can connect to the Internet.

b) **Via cellular network:** Select **APN Configuration** and enable the cellular data switch of the SIM card. Then tap **Next** to proceed.

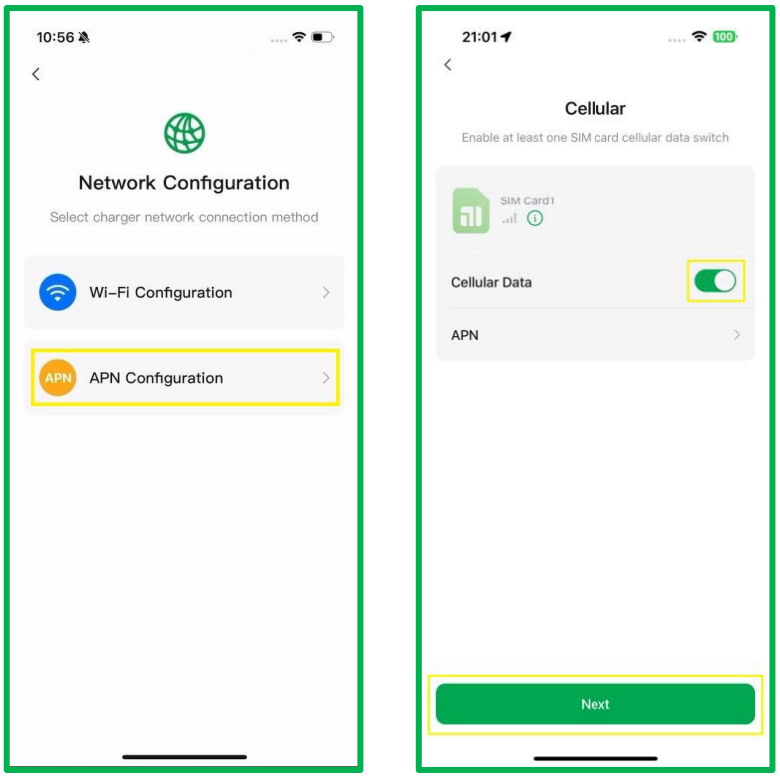

Figure 2-16 Network Configuration and APN Configuration Screens

NOTICE

If the APN was configured during site creation and configuration, its name and password will be entered automatically. A new APN can be set manually.

5. Hold your mobile device near the charger to connect to its hotspot.

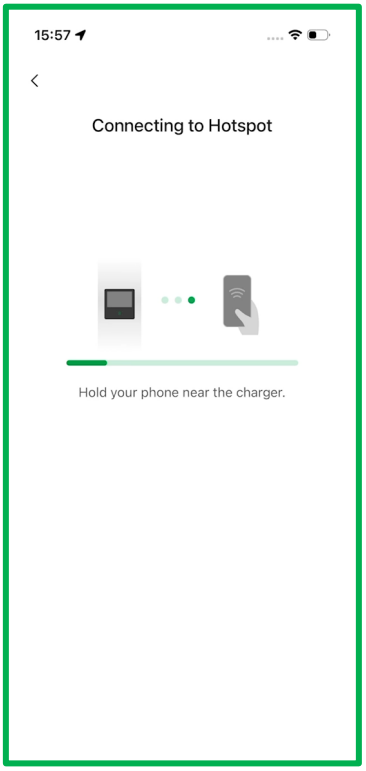

Figure 2-17 Connecting to Hotspot Screen

6. After your mobile device is connected to the hotspot of the charger, the configuration will be synchronized to the charger.

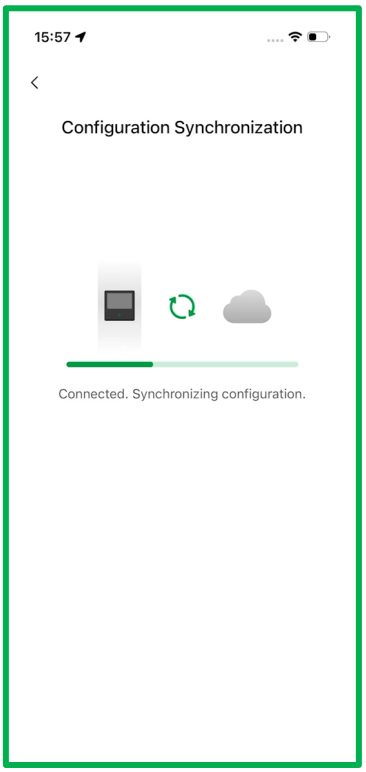

Figure 2-18 Configuration Synchronization Screen

7. After the configuration is synchronized, the charger will be activated. Tap **Check** to proceed.

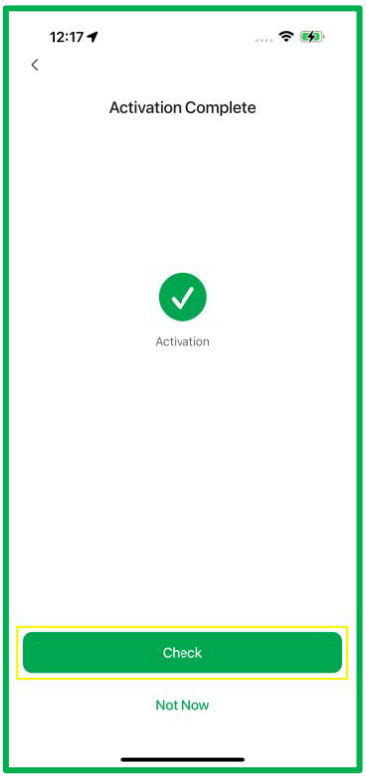

Figure 2-19 Activation Complete Screen

NOTICE

- After the charger is activated, the self-test will start automatically.
- If you select **Not Now** here, it will return to the **Ticket Details** screen. Tap **Continue** to conduct a post-activation check when needed.

8. Tap **Start Check** and follow the prompts on the screen to conduct the post-activation check. After finishing the check items, tap **OK** to confirm completion.

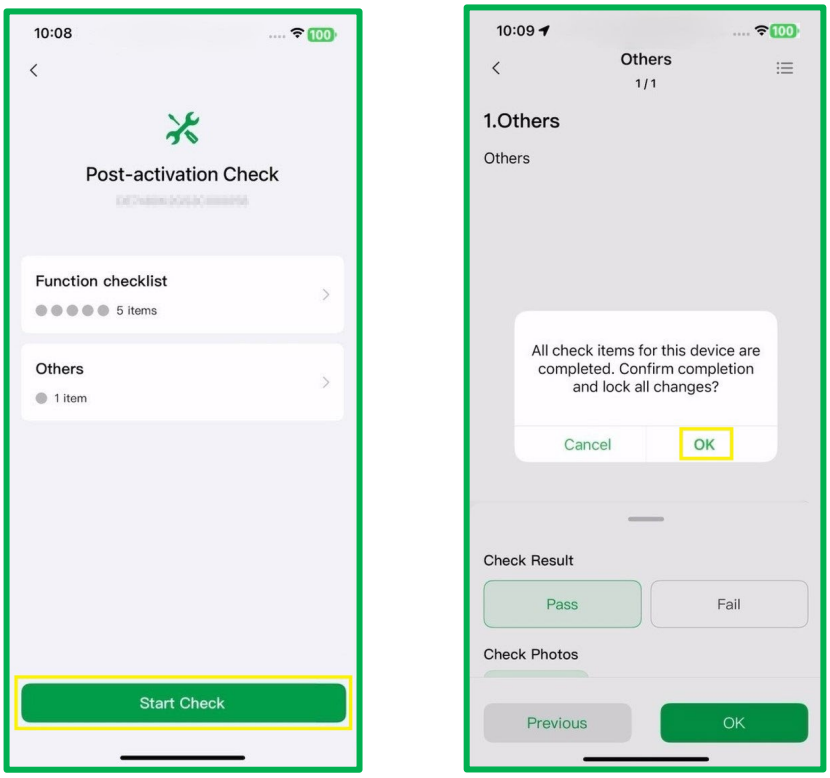

Figure 2-20 Post-activation Check Screens

NOTICE

- The items marked with an asterisk are mandatory.
- Installation tickets containing failed checklist items will be marked as "Fail." Detailed results can be viewed on the Autel Operation and Maintenance (O&M) Platform or via the corresponding ticket in the Autel ConfigAPP.

9. Tap **OK** > **Complete Task** to end the Activation task.

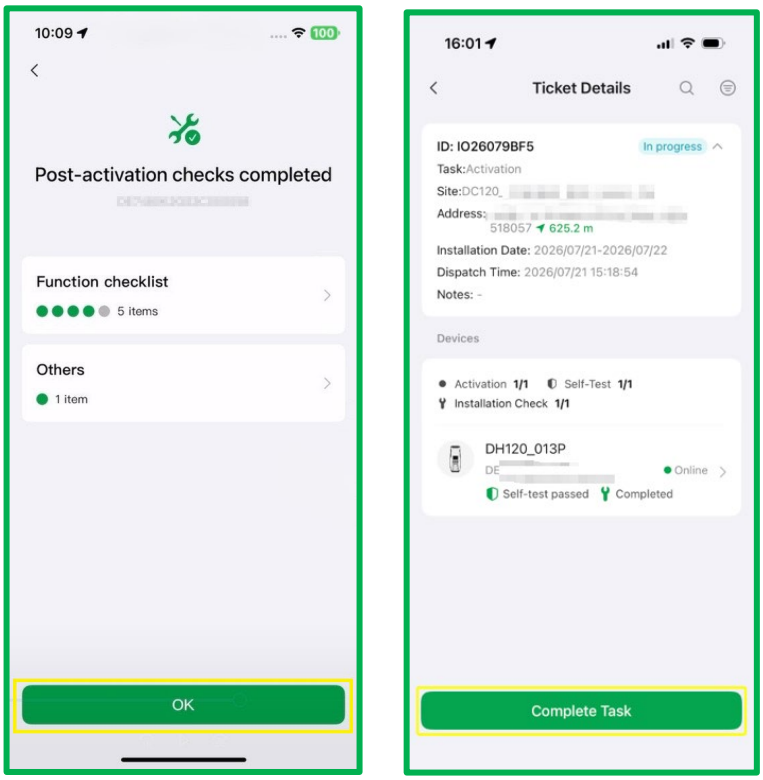

Figure 2-21 Post-activation Completed and Ticket Details Screens

AUTEL®

www.autelenergy.com