MaxiCharger DS960

Commissioning Guide

Version 1.1

CE Model

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

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This guide describes the commission and activation of the MaxiCharger DS960 power cabinet, together with the DT500, DT800 and DT1500 dispensers.

NOTICE

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

1. Pre-configuration

NOTICE

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 URL of the platform is *https://omcb-eu.autel.com/*.

   For Asia-Pacific users, please visit *https://omcb-apac.autel.com/*.

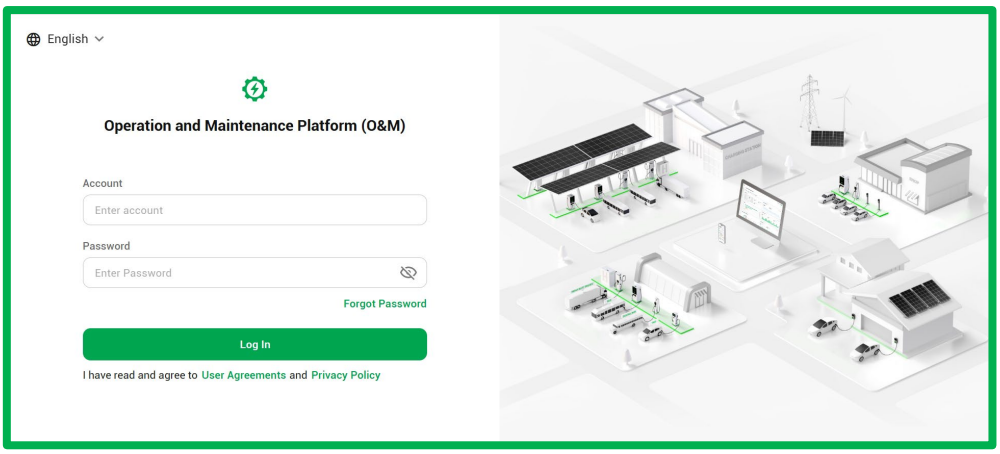


Figure 1-1 Log-in Screen

NOTICE

- Autel will assign a merchant account to the customer. An email will be sent to the super administrator account created when activating the merchant account, with a link to set the password and merchant information. 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 "**people icon**" on the upper left of the screen to enter the User Manger screen.

3. On the User Manager screen, click on **"+ Invite User"**, input the user's name and email, and select the role. Then click on **Next** to set data permissions, and then click on **Add and Invite** to proceed.

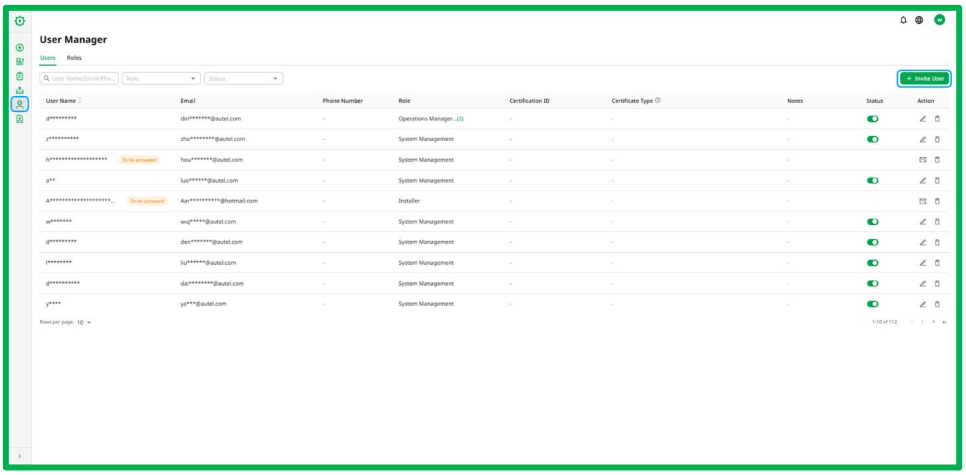
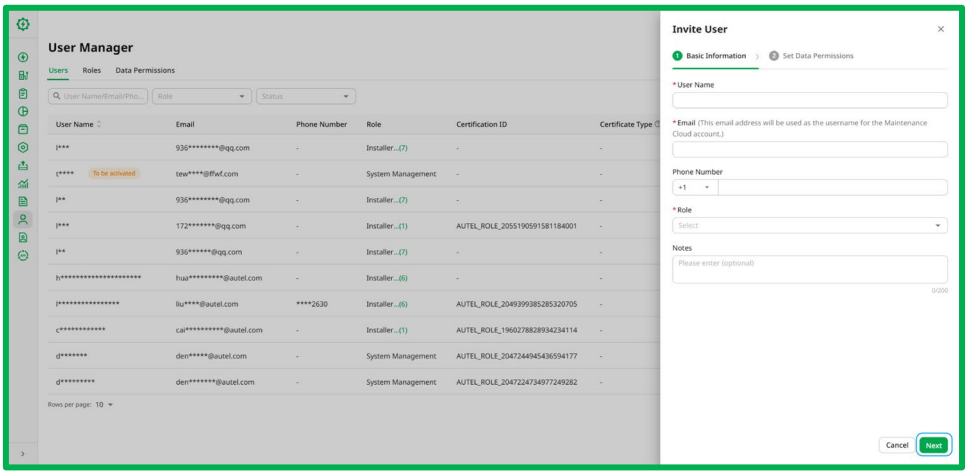


Figure 1-2 User Manager Screen



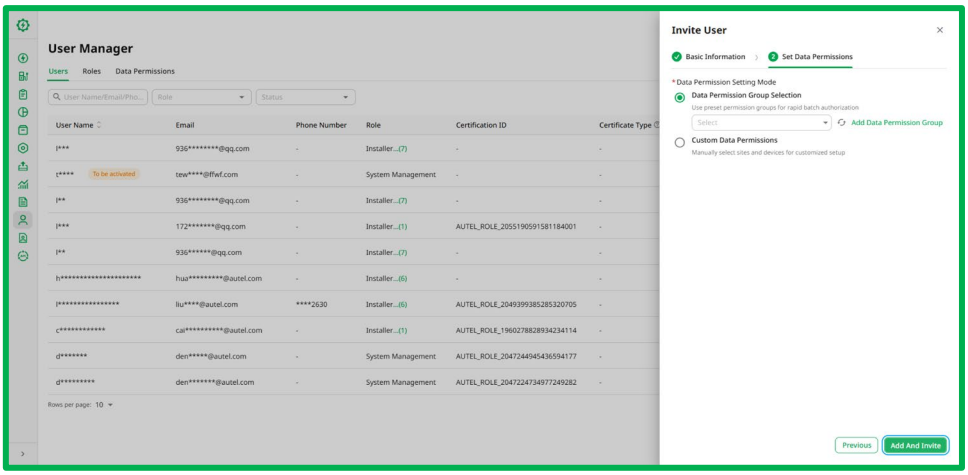


Figure 1-3 Inviting User Screen

NOTICE

- The email address input here will be the users' account for logging in to the Autel Config app. After being invited, the installer will receive an email which offers an access to set the account and the password for logging into the Autel Config app. **The account must be activated for the follow-up operations.**
- If the owner does not need to assign any roles for the site, skip **Steps 2** to **3** to proceed.
- Only personnel who have completed product training are authorized to activate the charger. Please contact Autel technical support or local dealer to obtain authorization.

4. Click on the "**charging station icon**" on the upper left of the screen to enter the Devices screen.

5. On the Devices screen, click on "**+ Add Device**", input the SN (serial number) and PIN of the power cabinet and the dispenser that need to be configured to add them to the platform, and then click on **OK** to proceed.

For cabinet, please refer to *Figure 1-6 Location of PIN & SN of Power Cabinet*

For DT500/DT800 dispenser, please refer to *Figure 1-7 Location of PIN & SN of DT800 Dispenser*

For DT1500 dispenser, please refer to *Figure 1-8 Location of PIN & SN of DT1500 Dispenser*

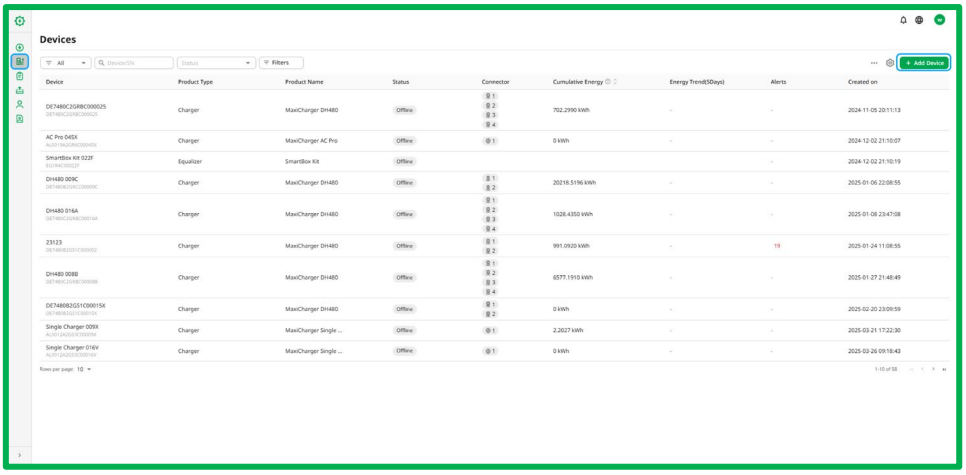


Figure 1-4 Devices Screen



Figure 1-5 Adding Device Screen

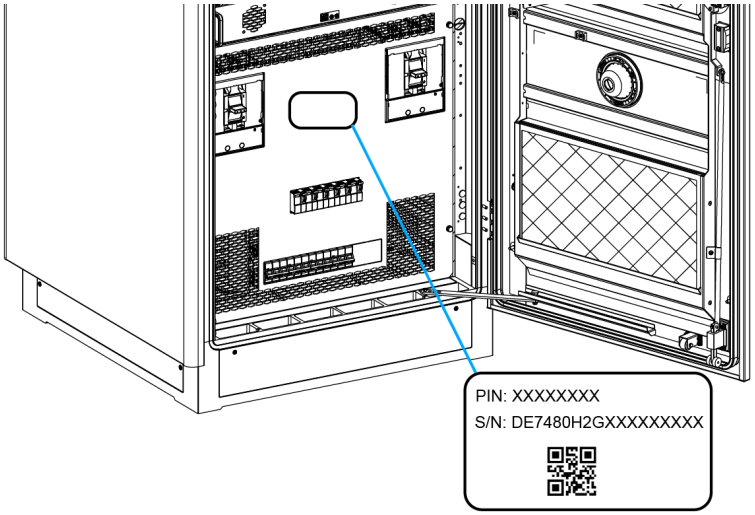


Figure 1-6 Location of PIN & SN of Power Cabinet

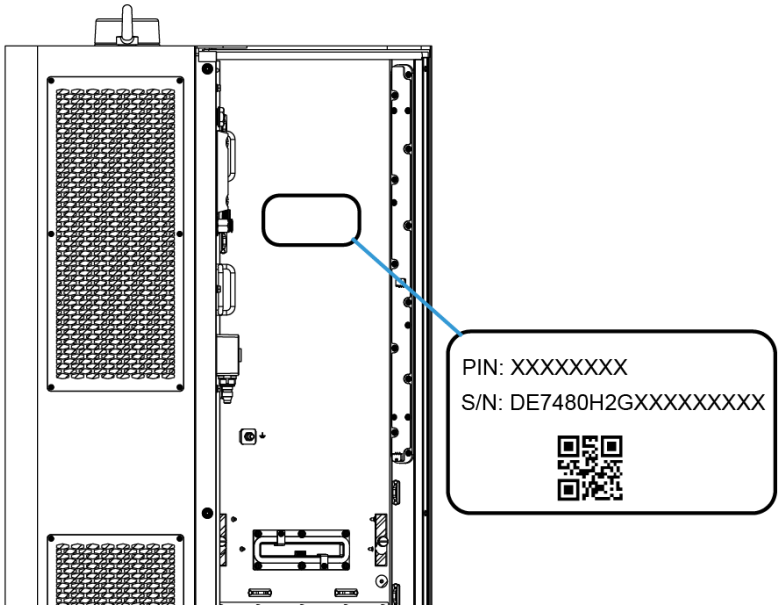


Figure 1-7 Location of PIN & SN of DT800 Dispenser

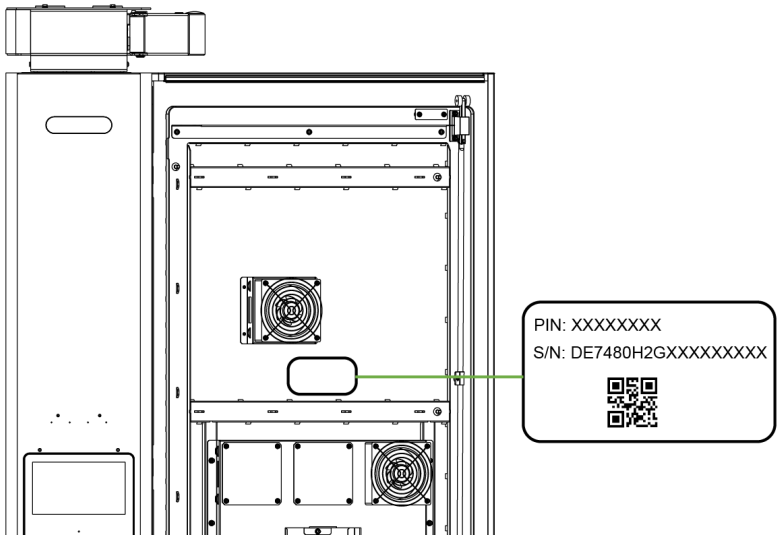


Figure 1-8 Location of PIN & SN of DT1500 Dispenser

NOTICE

- The label positions of liquid-cooled dispensers (DT800) and air-cooled dispensers (DT500) are the same.
- If the PIN code is not available, contact Autel technical support to obtain the SN and PIN of the charger.

6. Click on the **"lightning icon"** on the upper left of the screen to go back to the Sites screen.

7. Create a site.

1) Click on the "**+ Add Site**" on the Sites screen.

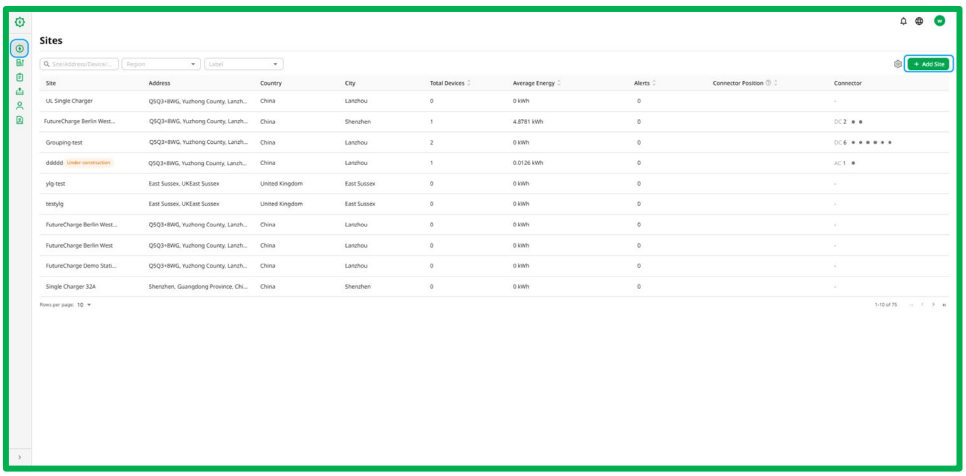


Figure 1-9 Sites Screen

2) Follow the on-screen prompts to operate. The fields marked with asterisk are mandatory. After entering the information, click on **OK** to create a site.



Figure 1-10 Adding Site Screen

NOTICE

The email you entered will receive notifications concerning the status of the installation ticket (confirmed or cancelled) and the installation work (started or completed).

3) Click on **Enter Site Creation Guide** to proceed.

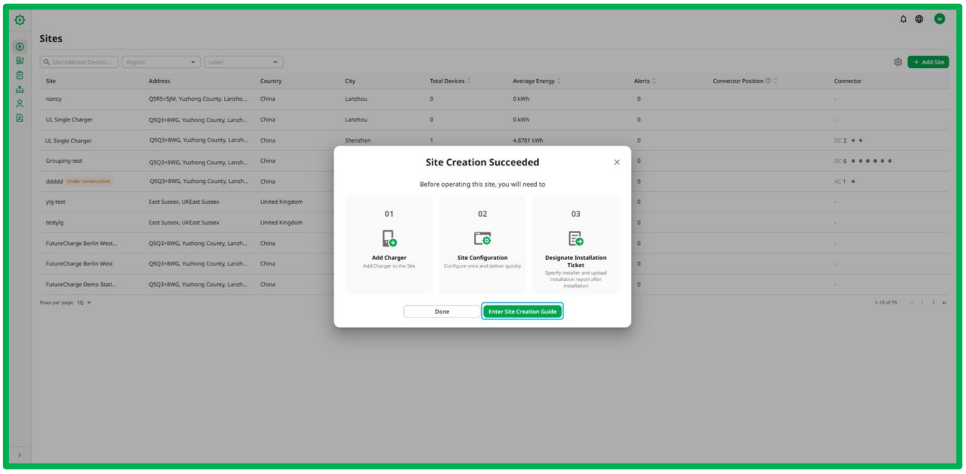


Figure 1-11 Site Creation Succeeded Screen

8. On the Site Creation Guide screen, click the **box** to the left of the SN to select the power cabinet and the dispenser as required. Or click **"+ Enter manually"** to batch enter the device's SN for quick addition. Then click on the **Next** button to proceed.

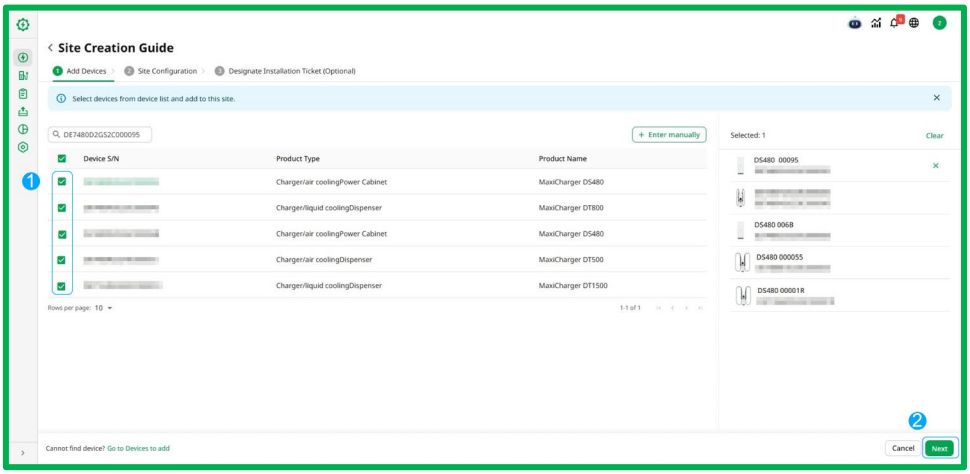


Figure 1-12 Site Creation Guide Screen

NOTICE

If you cannot find your charger, click on **Go to Devices** to add at the bottom left corner of the screen to add your device.

9. Determine whether to use the existing site configuration.

a) Click on **No** to start setting up a new site configuration.

b) Click on **Use And Assign Ticket** to use the existing site configuration. Then skip **Steps 10** to **15** to proceed.

c) Click on **Yes** to use the existing site configuration. Then skip **Steps 10** to **15** to continue.

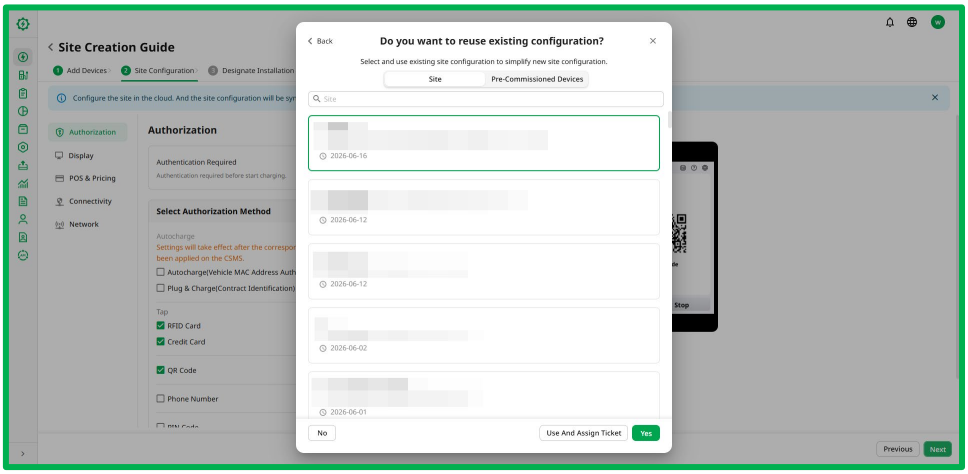


Figure 1-13 Selecting Site Configuration Screen

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

a) If the authorization function is not required, insert the connector into the charging port on the EV to start a charge session directly.

b) 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 on the screen

- PIN
- Telephone

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

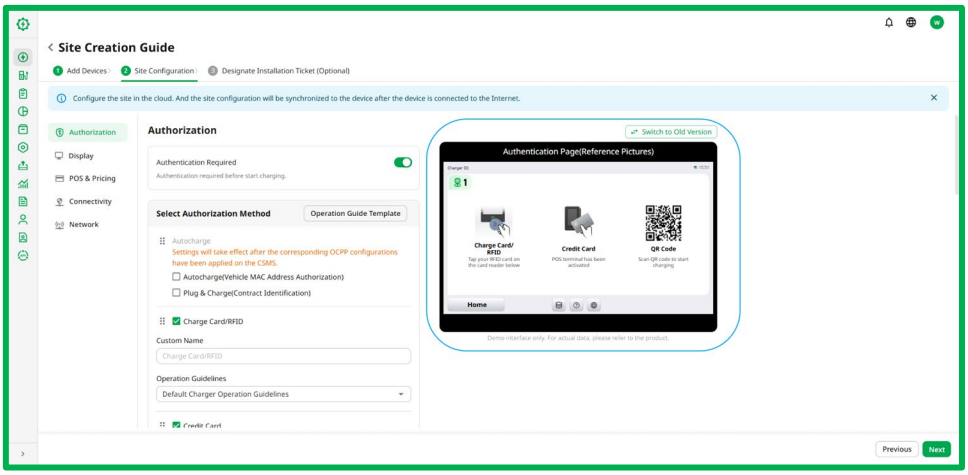


Figure 1-14 Selecting Authorization Methods

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

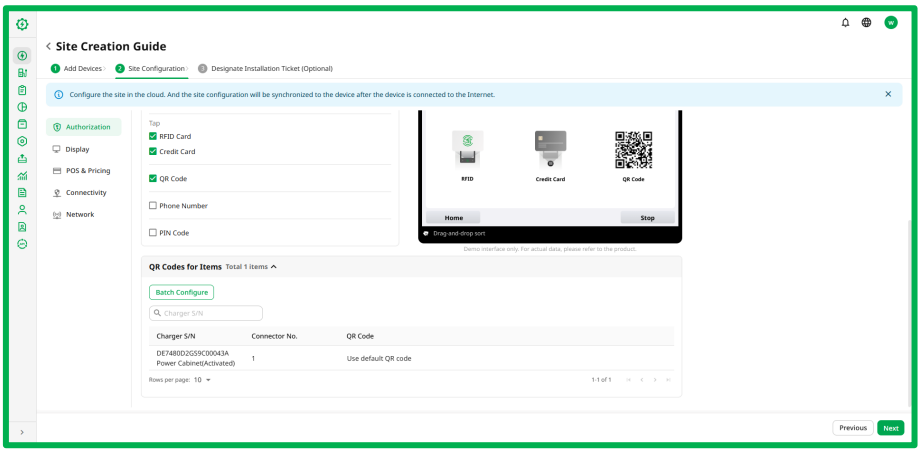


Figure 1-15 Adding the URL Screen

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

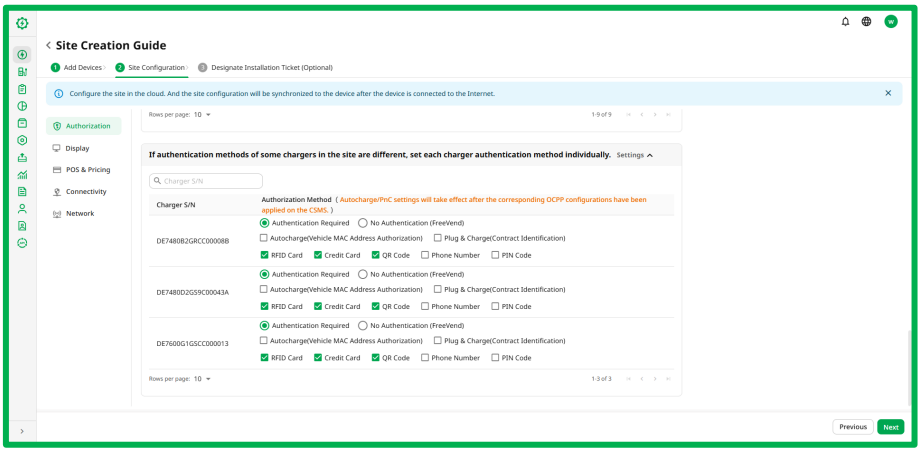


Figure 1-16 Setting the Authentication Method for Each Charger

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NOTICE

When there is only one charger at the site, the screen of configuring different authentication methods for different chargers won't be displayed.

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

11. Display Configuration.

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

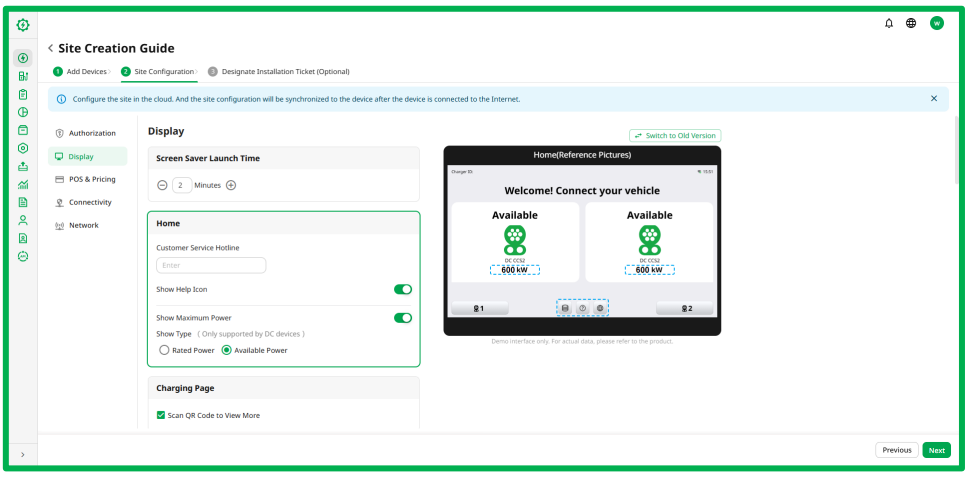

Figure 1-17 Setting the Standby (Home) Screen

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

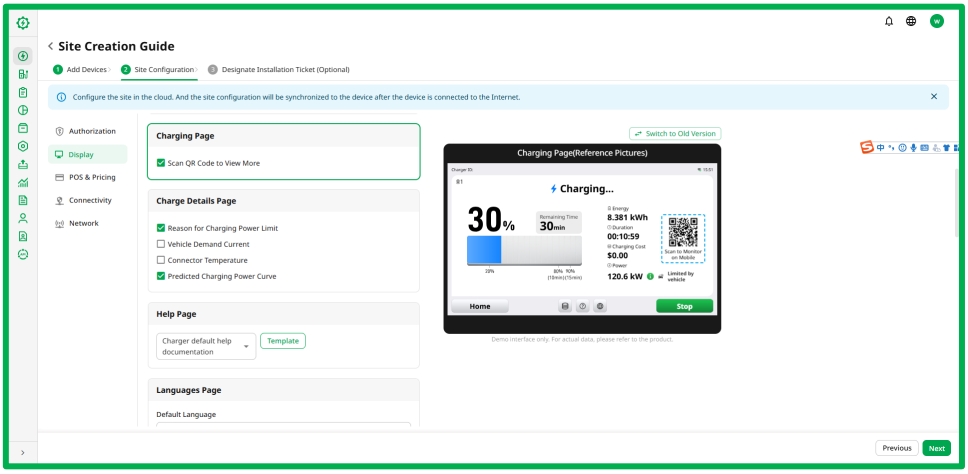

Figure 1-18 Setting the Charging Screen

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

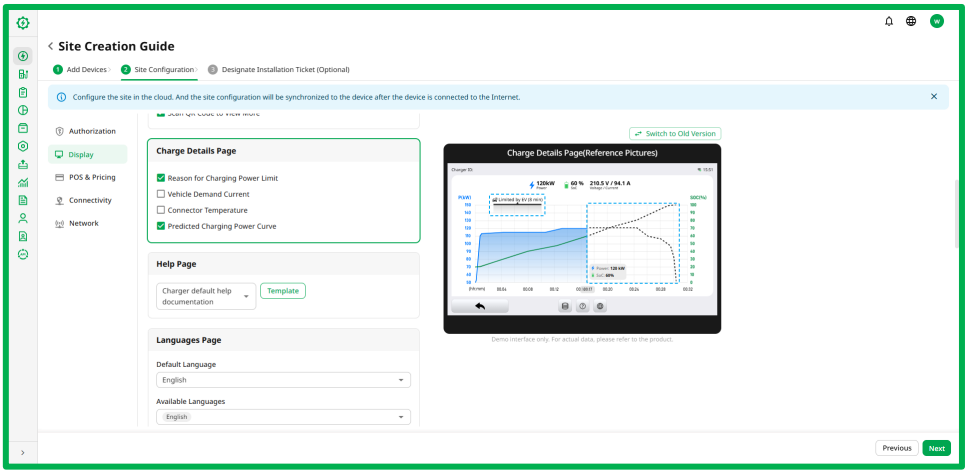

Figure 1-19 Setting the Charging Details Screen

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

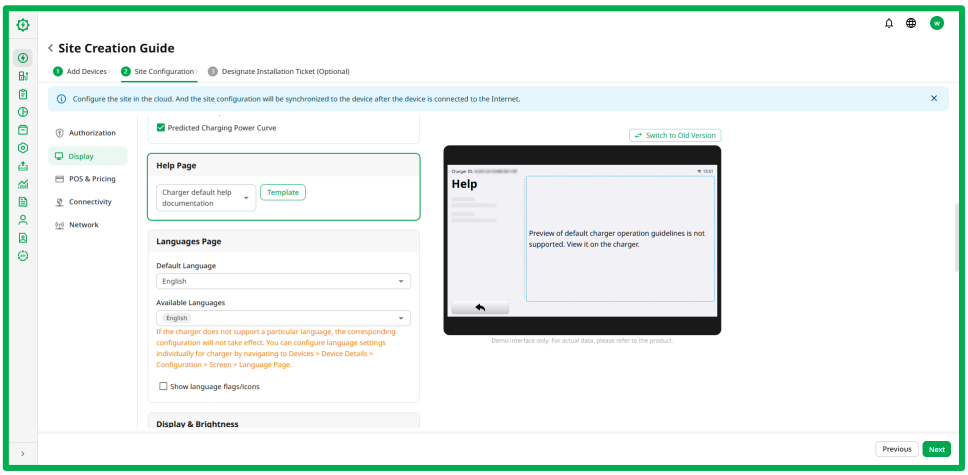

Figure 1-20 Selecting the Template for the Help Screen

5) Select the default language and add available languages for the charger.

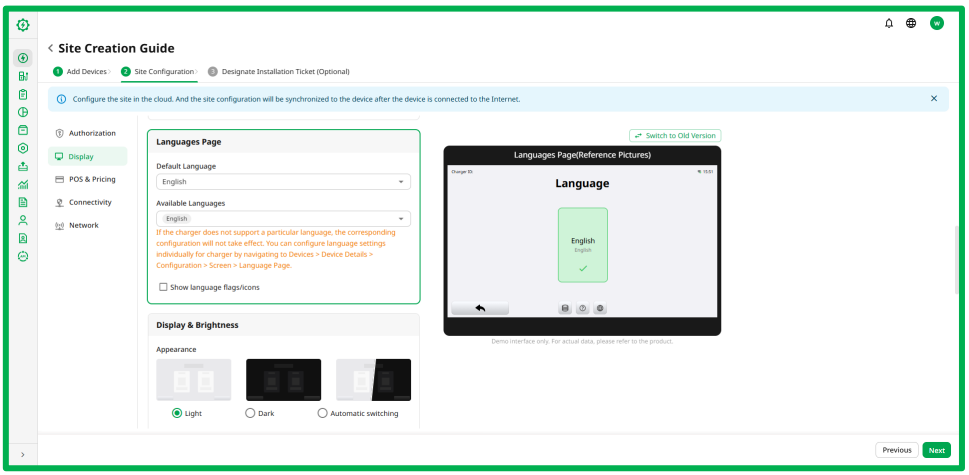

Figure 1-21 Setting the Default Language Screen

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

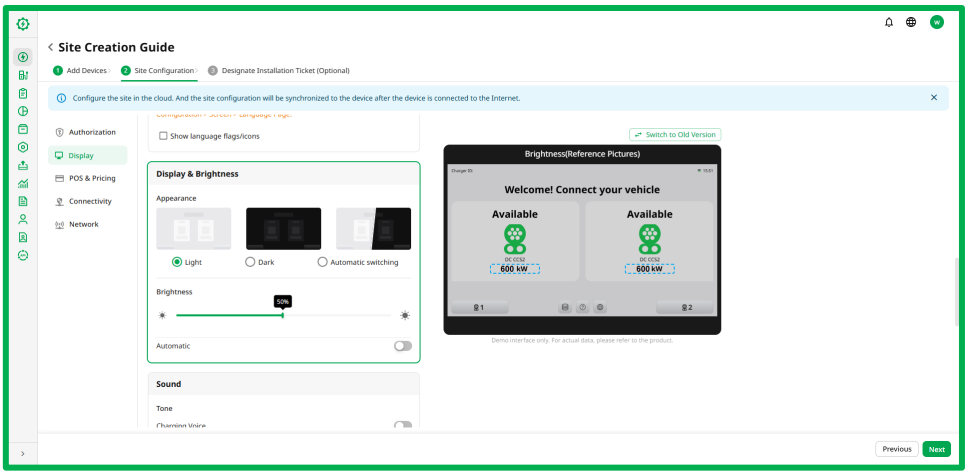

Figure 1-22 Display & Brightness Screen

NOTICE

The brightness can also be adjusted on the charger.

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

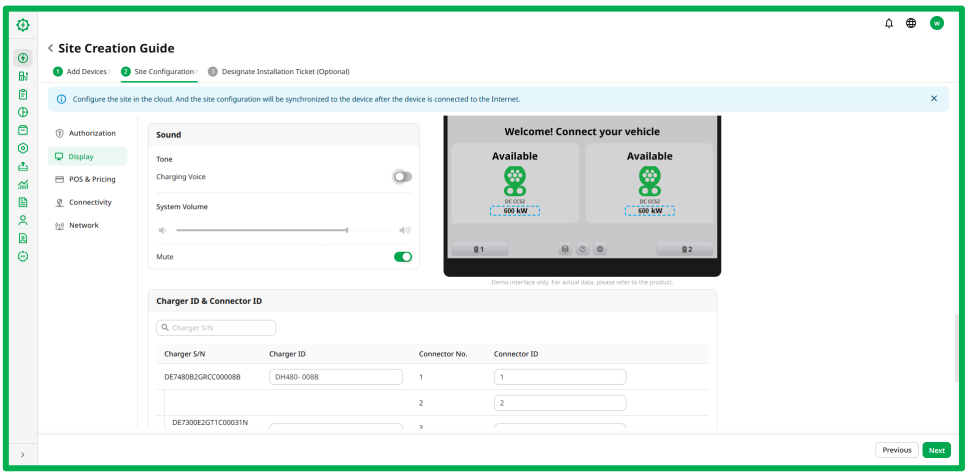

Figure 1-23 Setting the Sound Screen

NOTICE

The volume can also be adjusted on the charger.

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8) Name the charger and the connector.

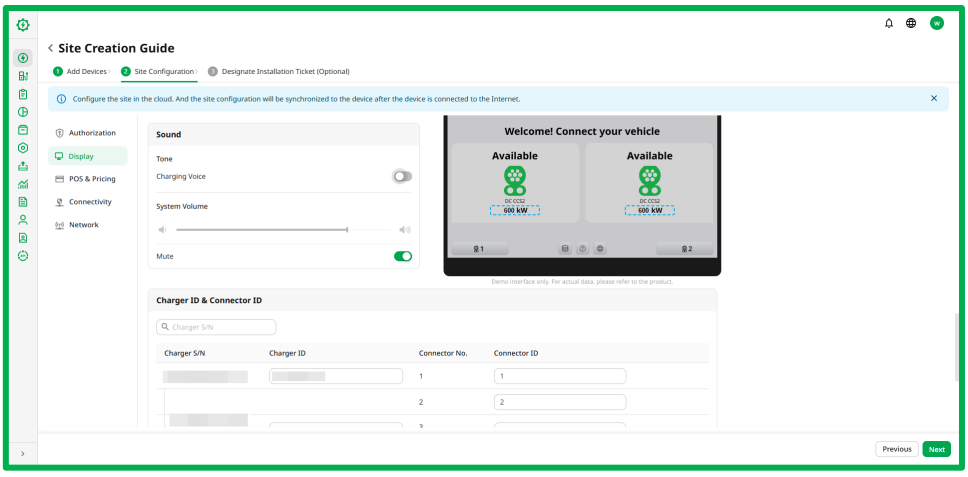

Figure 1-24 Naming the Charger and the Connector Screen

9) Click on **Next** to proceed.

12. (Optional) **POS & Pricing Configuration**. For the Function Mode, you can choose either Local POS or Cloud POS. If you go with Local POS, configuring the pricing rules is needed.

1) Select **Local POS**.

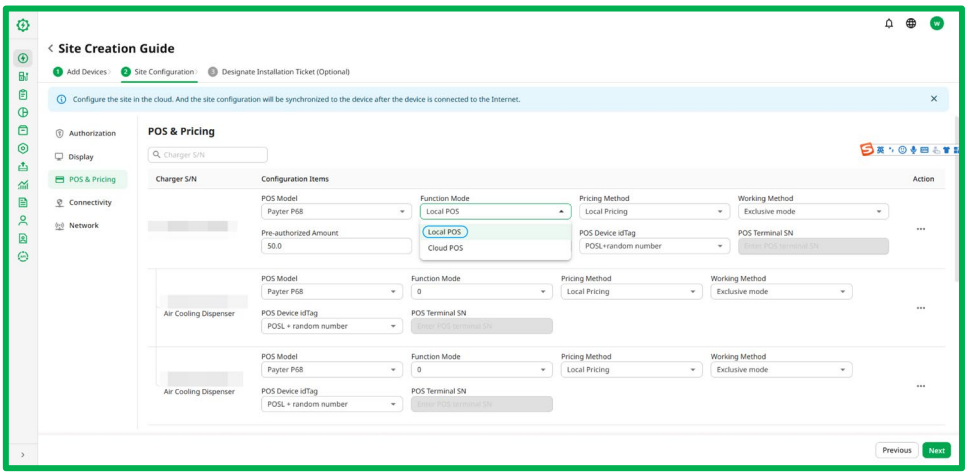

Figure 1-25 POS & Pricing Screen

2) Click **View** to proceed.

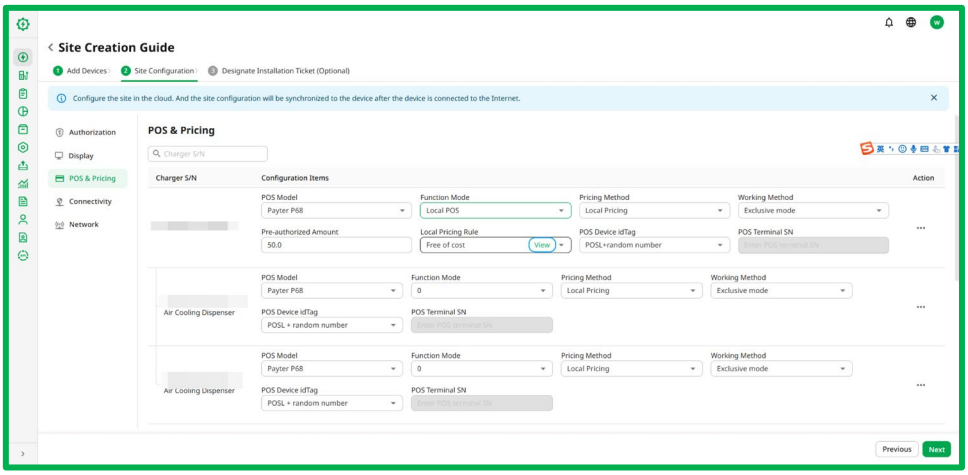

Figure 1-26 POS & Pricing Screen

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

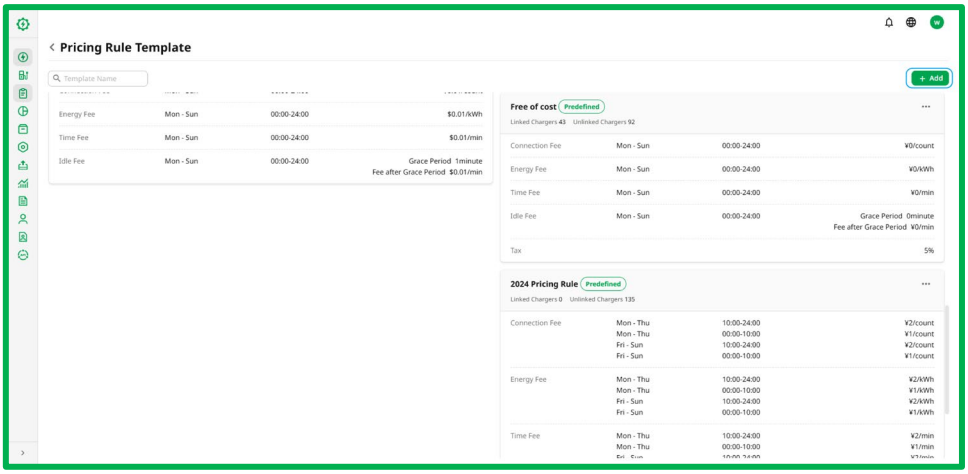

Figure 1-27 Pricing Rule Template Screen

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

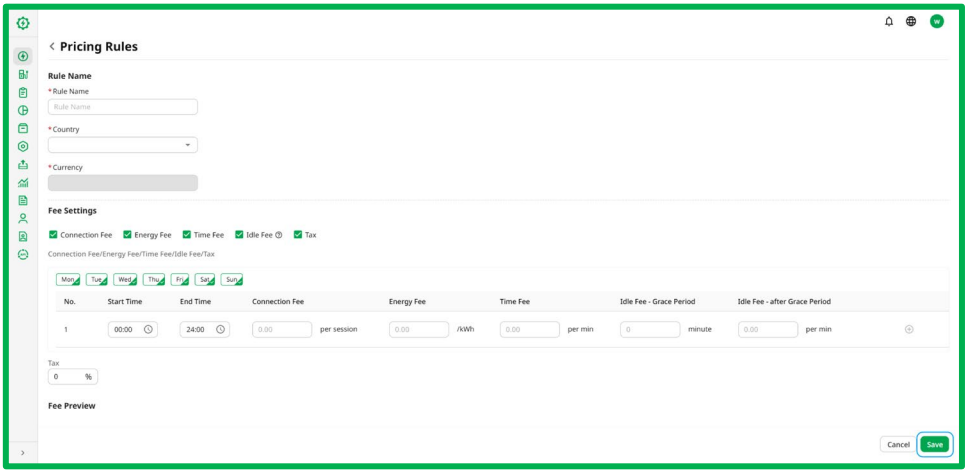

Figure 1-28 Pricing Rules Configuration Screen

13. **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 **Next** to proceed.

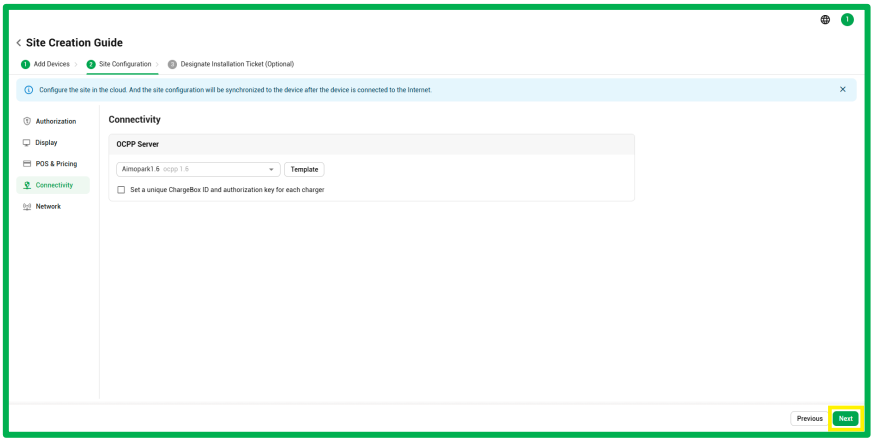

Figure 1-29 Connectivity Configuration Screen

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

1) Click on **Template** on the screen.

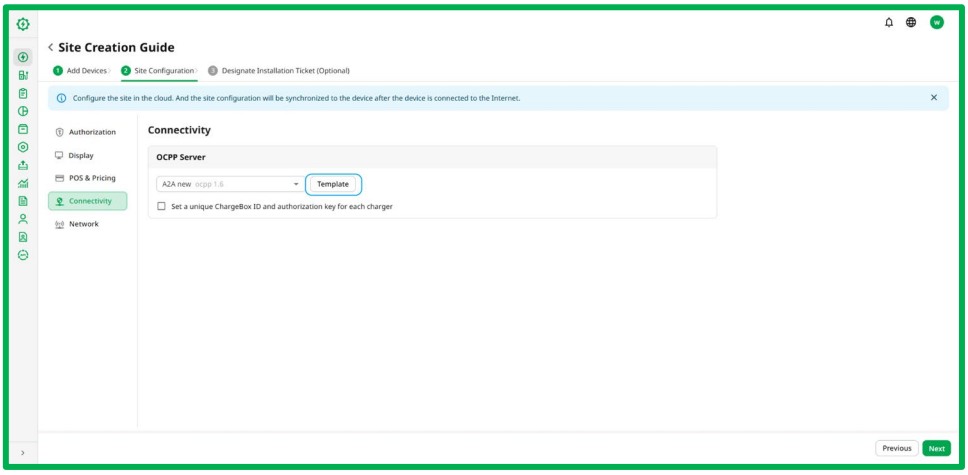

Figure 1-30 Connectivity Configuration Screen

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

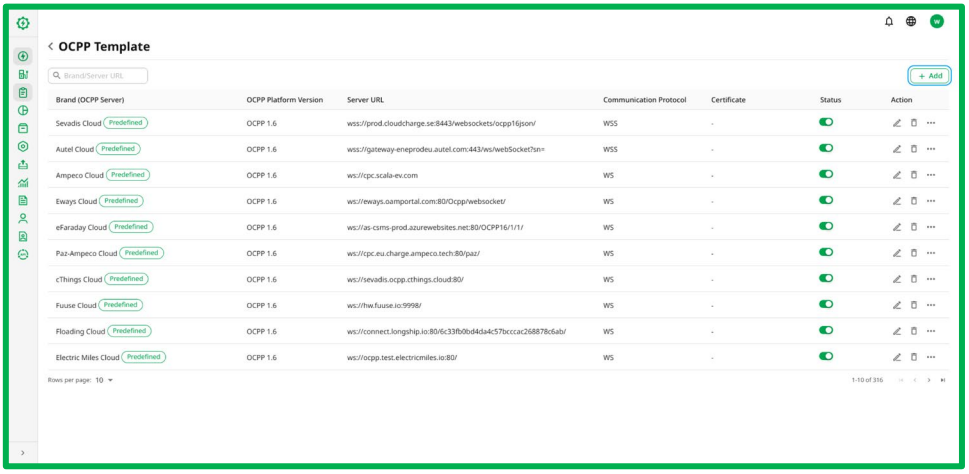

Figure 1-31 OCPP Template Screen

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

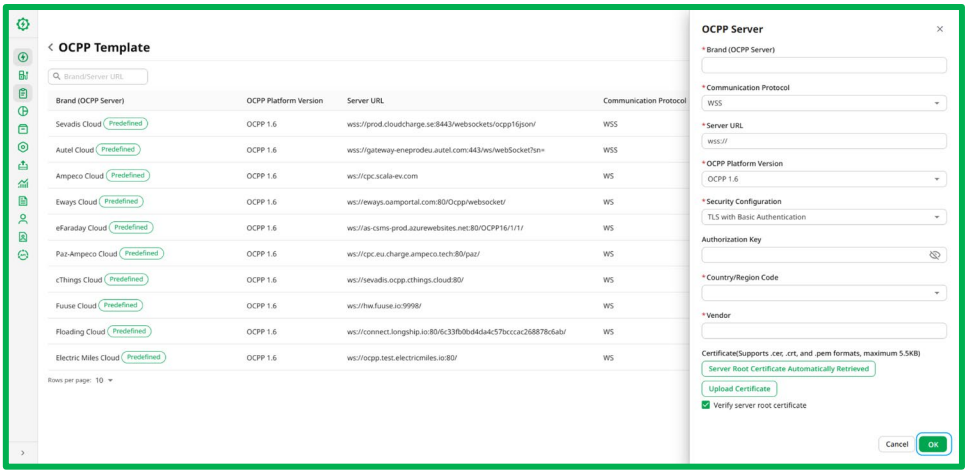

Figure 1-32 OCPP Server Configuration Screen

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

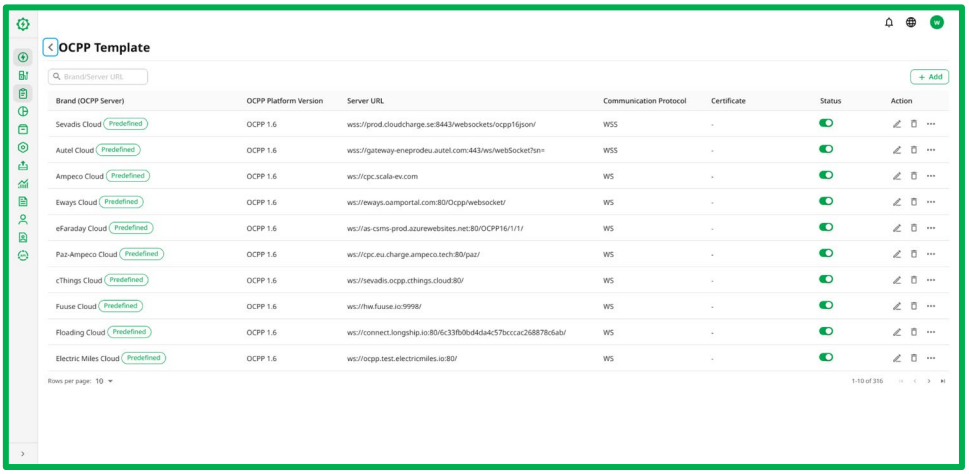

Figure 1-33 OCPP Template Screen

14. **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) **Via cellular network:** If the APN of the SIM card used needs to be configured, contact the service provider of the SIM card to obtain the related information of the APN.

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

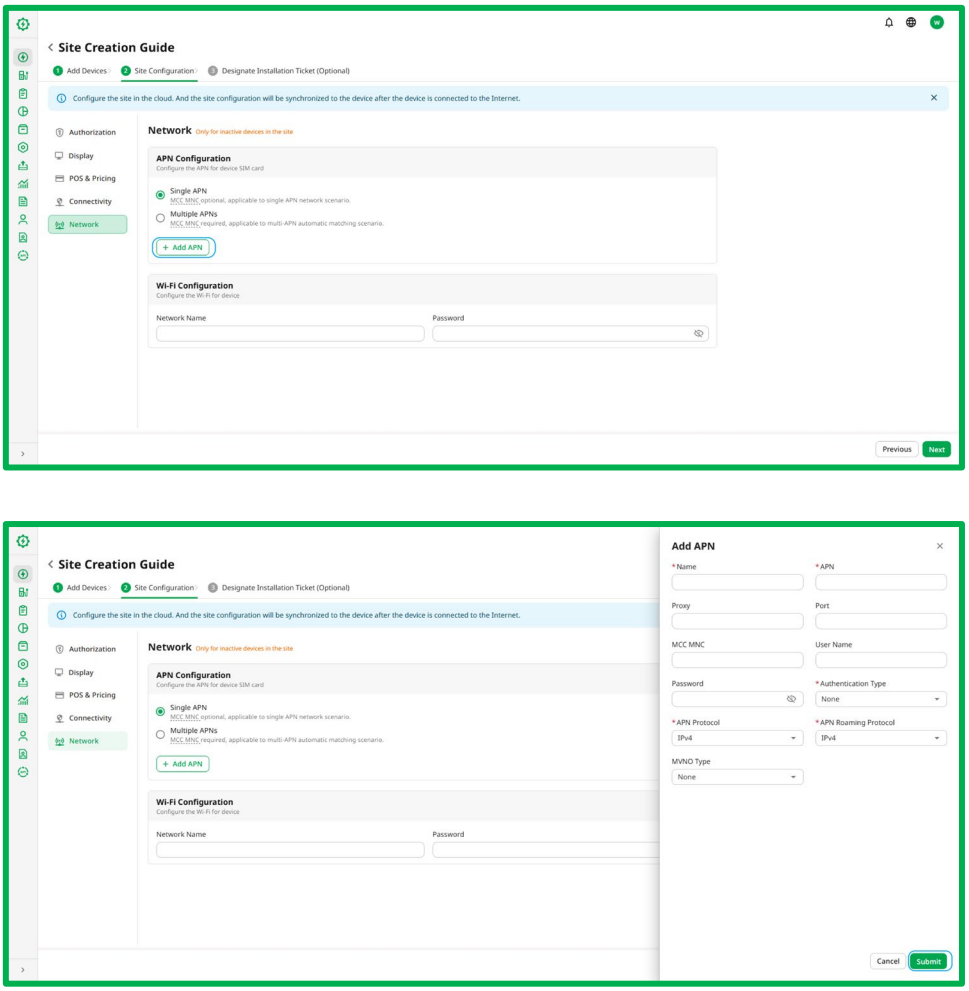

Figure 1-34 Configuring Single APN Screens

II. For Multiple APNs, click on "**+ Add APN**" and configure the APN according to the on-screen prompts. The fields marked with asterisk are mandatory, **especially the MCC MNC of the SIM card used for connecting the charger to the Internet**. Click on **Submit** after finishing the configuration.

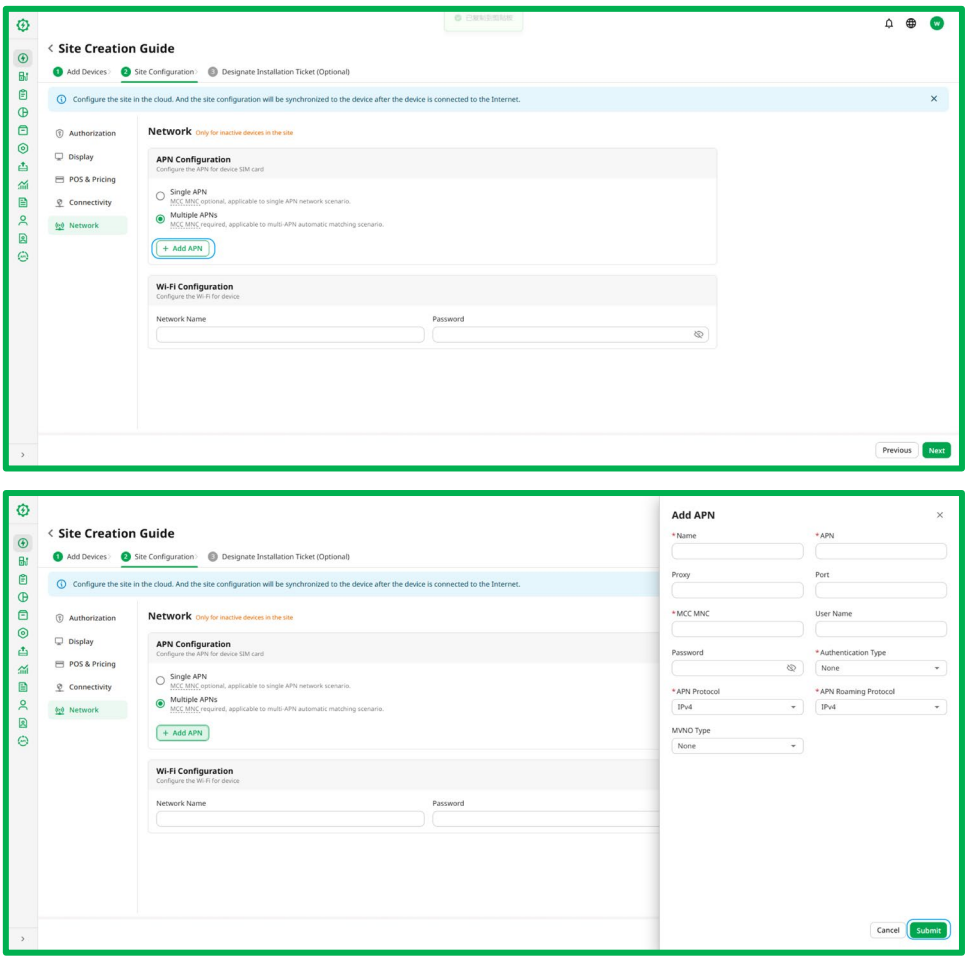

Figure 1-35 Configuring Multiple APNs Screens

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

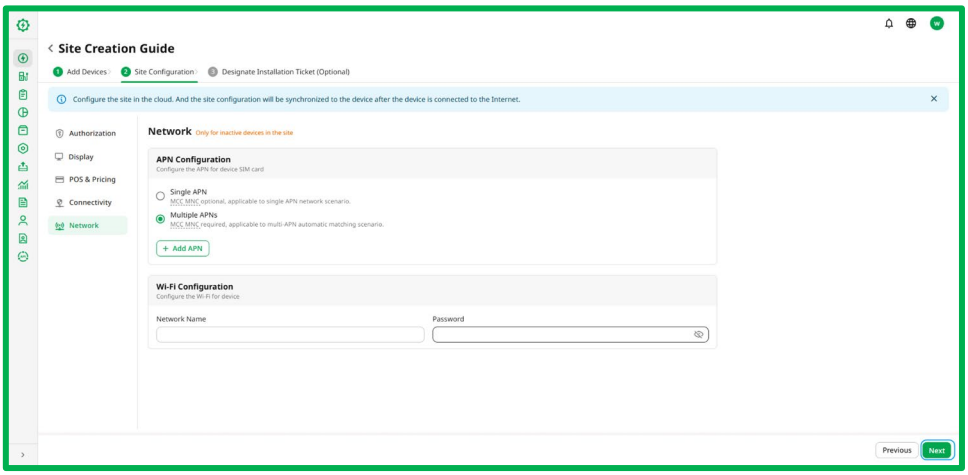

Figure 1-36 Configuring the Wi-Fi Screen

NOTICE

When connecting the charger to the Internet via cellular network or Ethernet that does not require APN configuration, there is no need to scan the QR code with the Autel Config app to synchronize the configuration to the charger. After the installation is completed, and the charger is powered on and connected to the Internet, the configuration will be synchronized automatically and the charger will be activated automatically.

c) Configure the Mesh ID of the MaxiCharger 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.

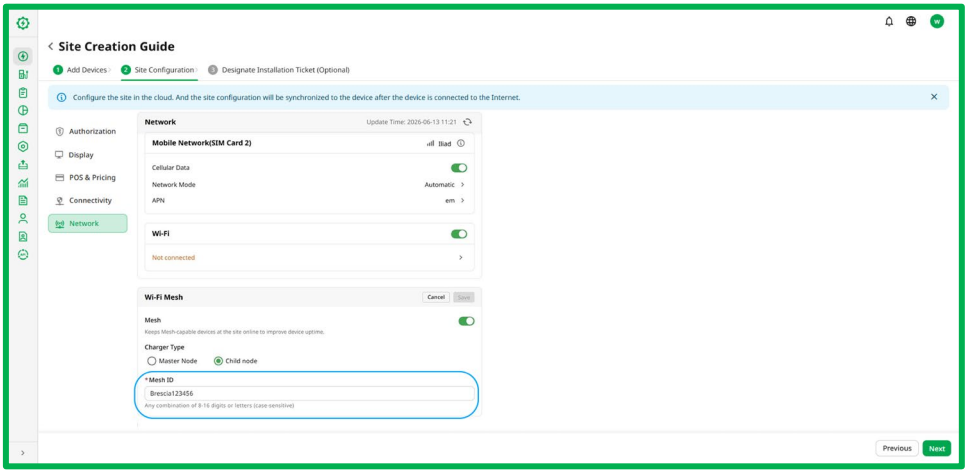

Figure 1-37 Configuring the Mesh ID

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.

15. After finishing the configuration for the device, select installation time and installation technician for **Installation Process**, and on-site time and installation technician for **Configuration Activation** as well. The technicians who can be selected are users invited before. Click on **Save and Create Ticket** to designate the installation ticket.

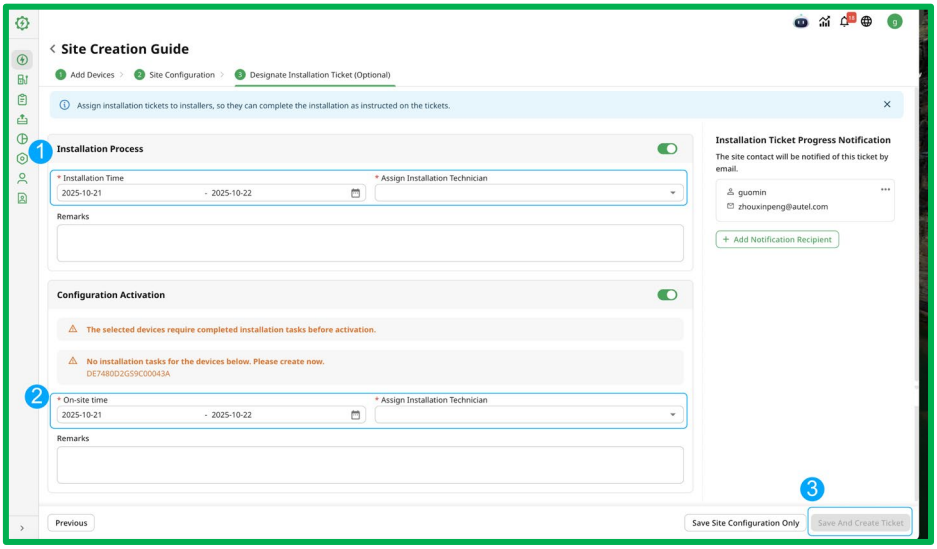

Figure 1-38 Designating Installation Ticket Screen

NOTICE

- The Installation Process ticket is designed to assign installation task, whereas the Configuration Activation ticket is intended for assigning activation task. Assigning an Installation Process ticket is not mandatory; you can disable this function and directly assign a Configuration Activation ticket for activating the device instead.
- When connecting the charger to the Internet via an Ethernet connection or cellular network that does not necessitate APN configuration, log in to the Autel Config app, select the activation task required, and click on "**Start Processing**" to proceed. The configuration will be synchronized to the charger, which will be activated and restart.

2. Activation

1. Scan the QR code below to download the Autel Config app 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 correctness of the region, manual region switching is also available. Check and choose base on your region.



Figure 2-1 Switching Region Screen

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

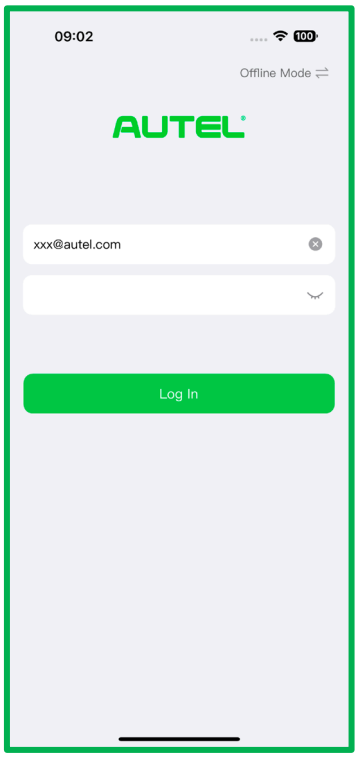

Figure 2-2 Log-in Screen

NOTICE

- The account for logging in to the app is the email address entered when inviting user on the Autel Operation and Maintenance Platform. After being invited, the user will receive an email which offers an access to set up the password, which is used for login.
- Make sure all devices and the Autel Config app 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.

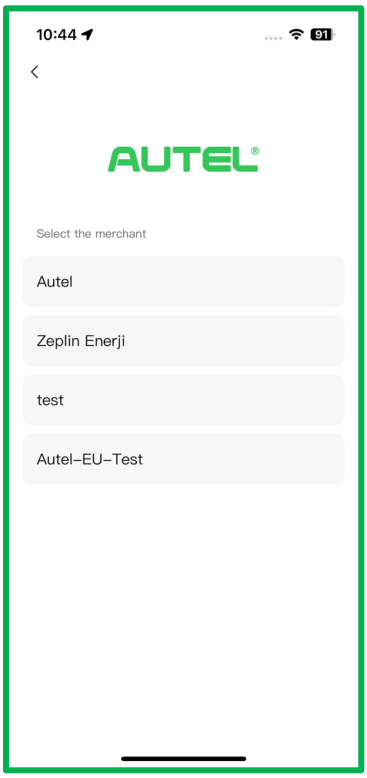

Figure 2-3 Selecting the Merchant

5. 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.

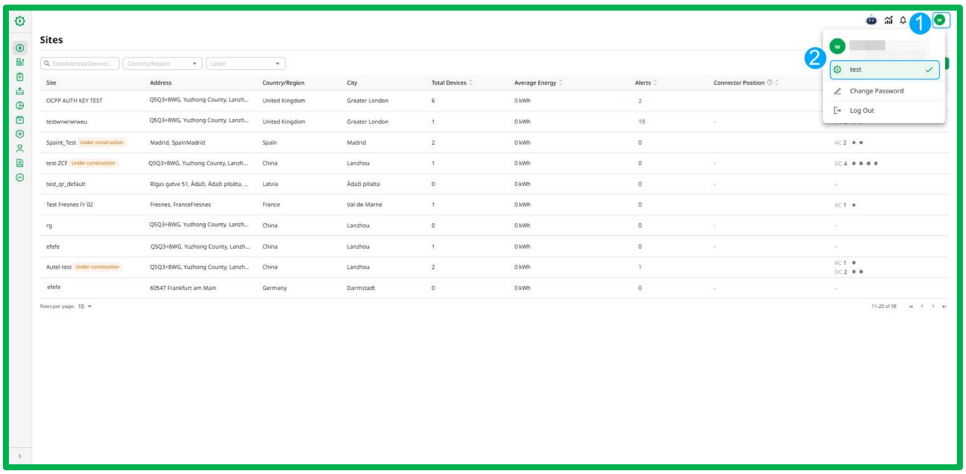

Figure 2-4 Accessing Merchant information

2.1 Installation Task

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

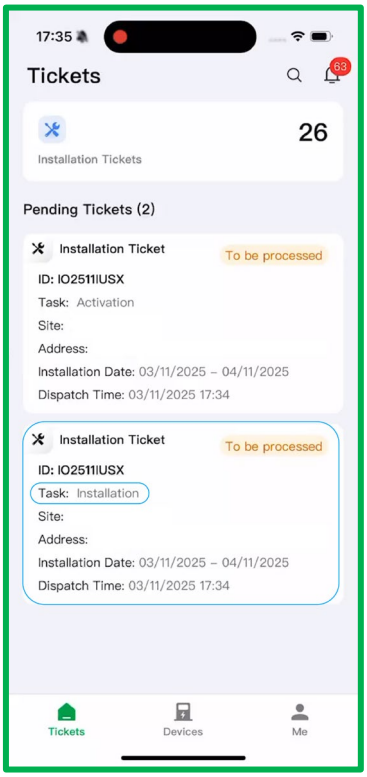

Figure 2-5 Tickets Screen

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

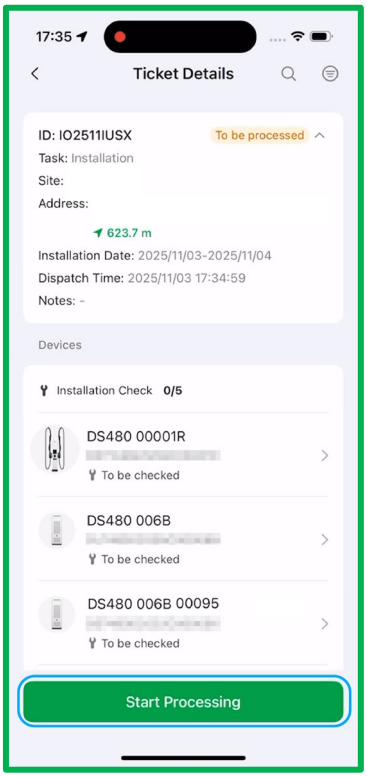

Figure 2-6 Ticket Details Screen

3. Tap **Scan** and scan the QR code on the dispenser screen to enter the Installation Check screen.

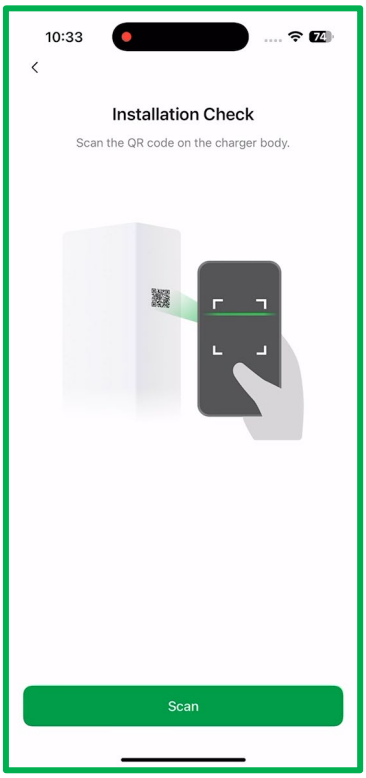

Figure 2-7 Scanning the QR Code Screen

➢ Via the Dispenser Screen

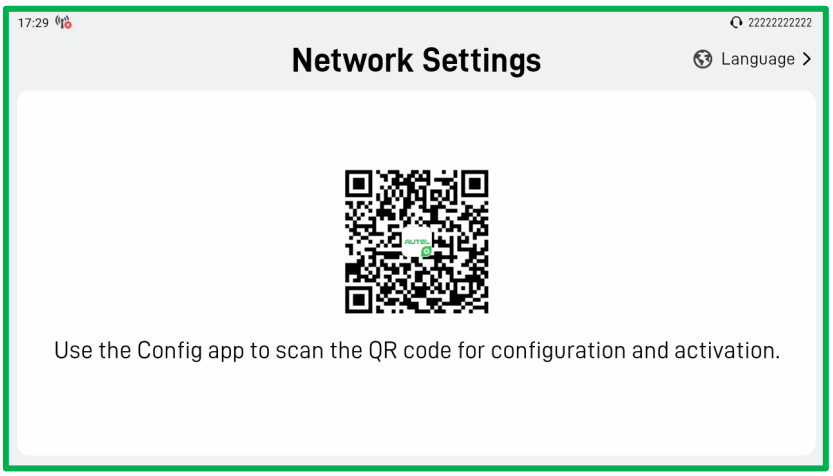

Figure 2-8 QR Code on the Dispenser Screen

4. Tap **Start Check**, and then follow the prompts on the screen to finish the cabinet installation check.

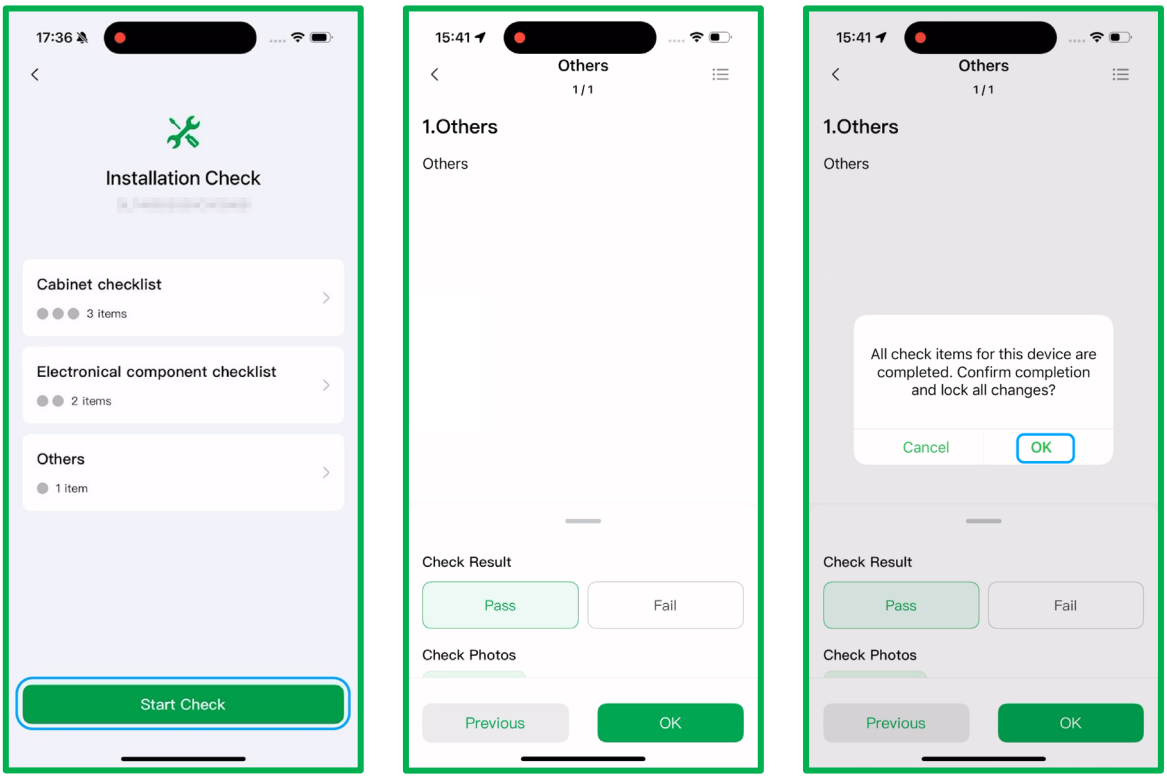

Figure 2-9 Checking Cabinet

Dispenser-1 Installation Check

5. Tap **Continue to Check Next Device > Start Check** to check the dispenser. Follow the prompts on the screen to finish the installation check.

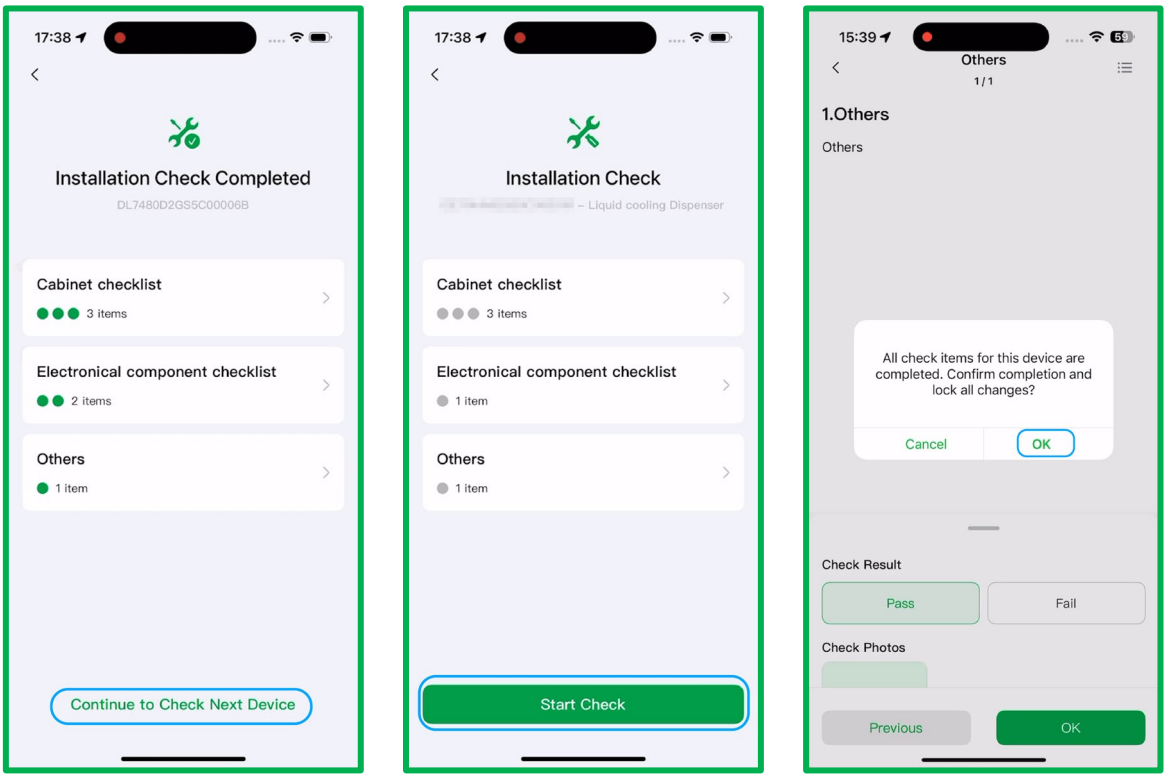

Figure 2-10 Checking Dispenser-1

Dispenser-2 Installation Check

6. Tap **Continue to Check Next Device > Start Check** to check the dispenser. Follow the prompts on the screen to finish the installation check.

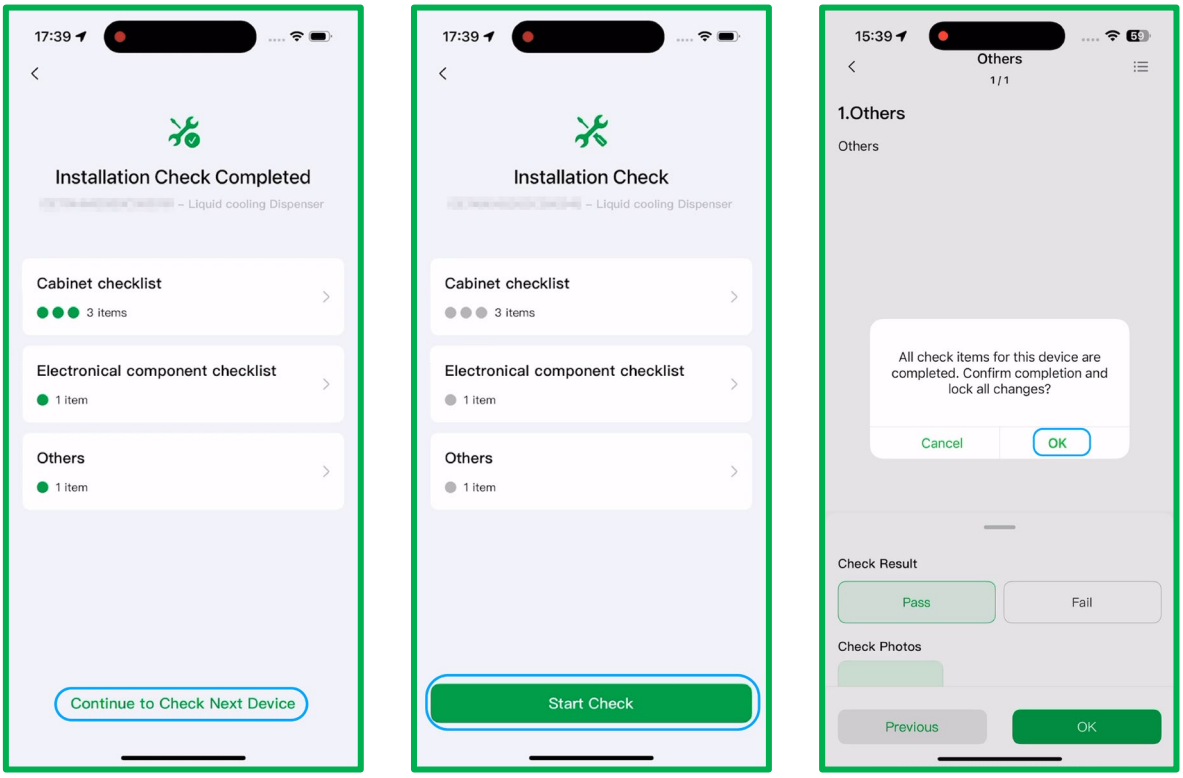

Figure 2-11 Checking Dispenser-2

Cabinet-2 Installation Check

7. Tap **Continue to Check Next Device > Start Check** to check the dispenser. Follow the prompts on the screen to finish the installation check.

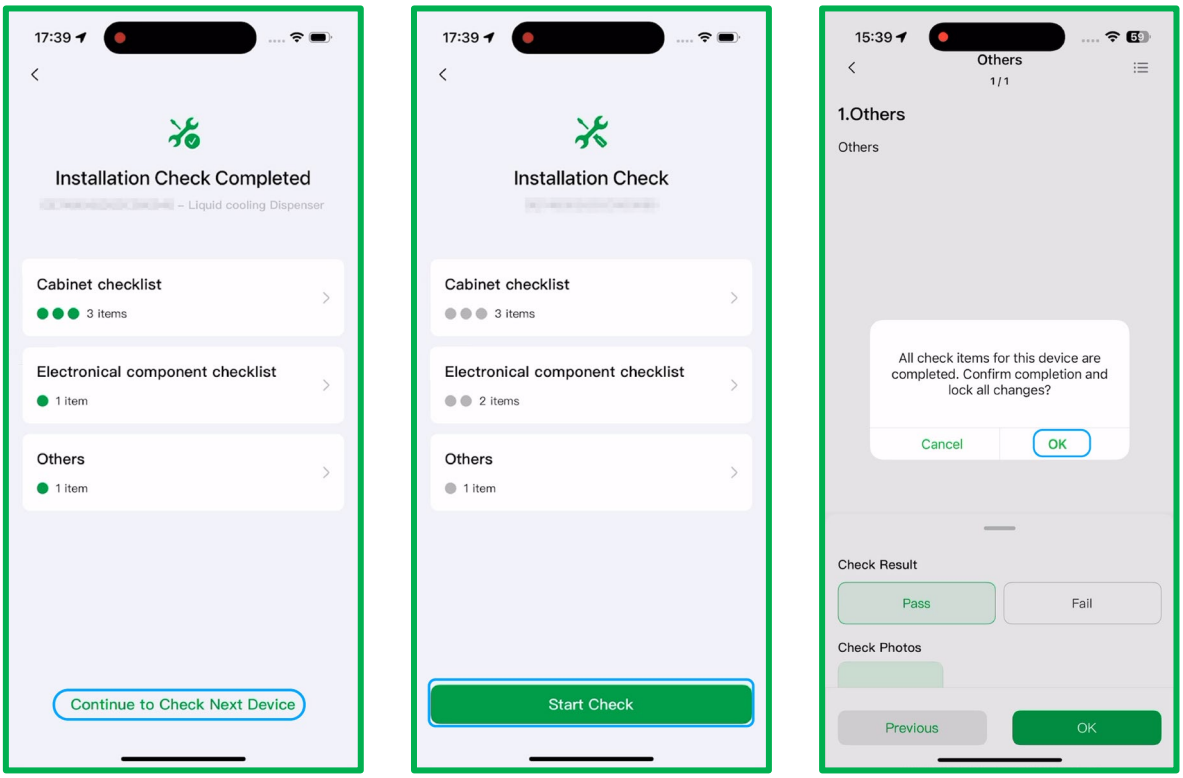

Figure 2-12 Checking Cabinet-2

Dispenser-3 Installation Check

8. Tap **Continue to Check Next Device > Start Check** to check the dispenser. Follow the prompts on the screen to finish the installation check.

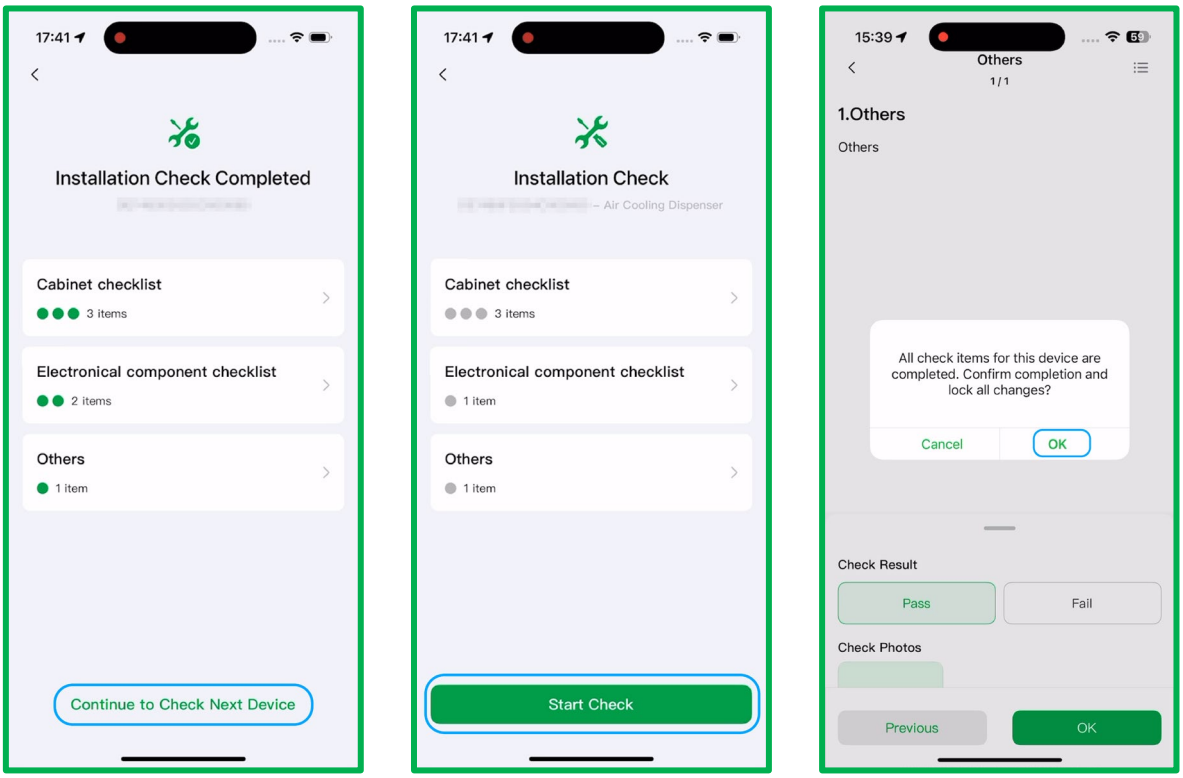

Figure 2-11 Checking Dispenser-3

9. Tap **OK** > **Complete Ticket**, then tap **<** (in the left corner) to go back to **Tickets**.

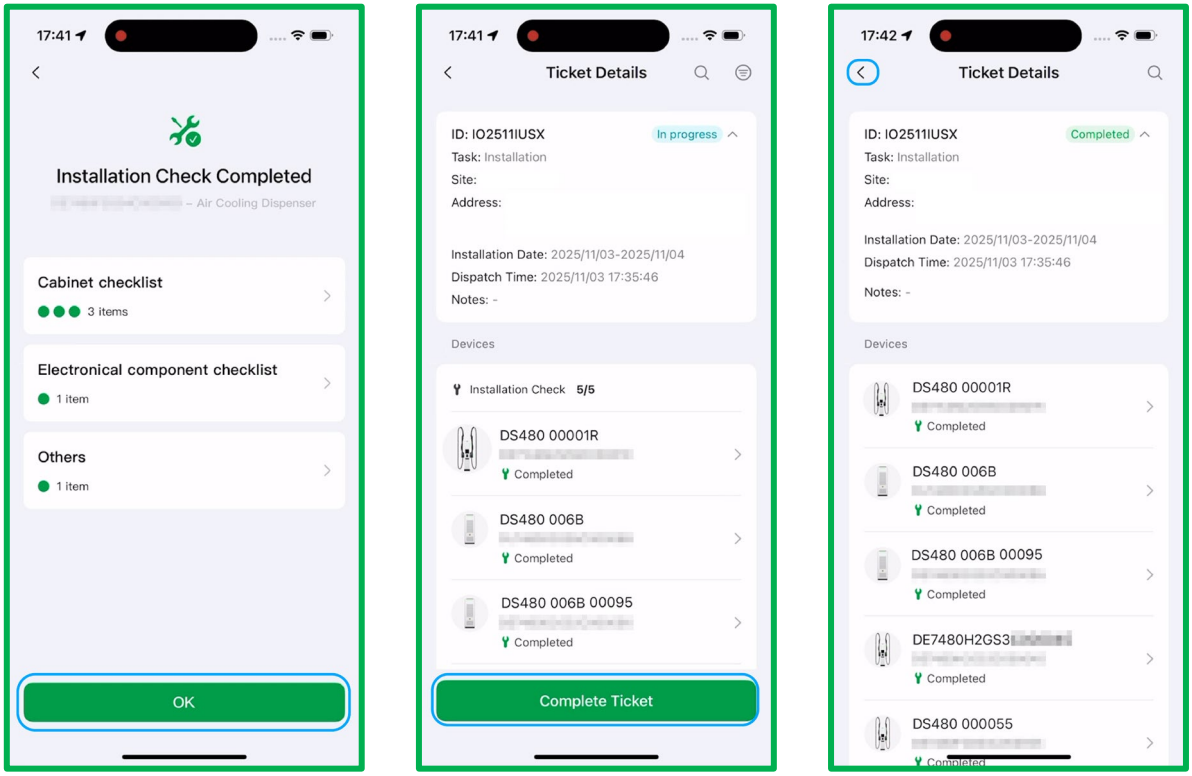

Figure 2-12 Installation Check Completed and Ticket Details Screens

2.2 Activation Task

1. On the Tickets screen, tap **Installation Ticket (Task: Activation)** > **Start Processing** to proceed.

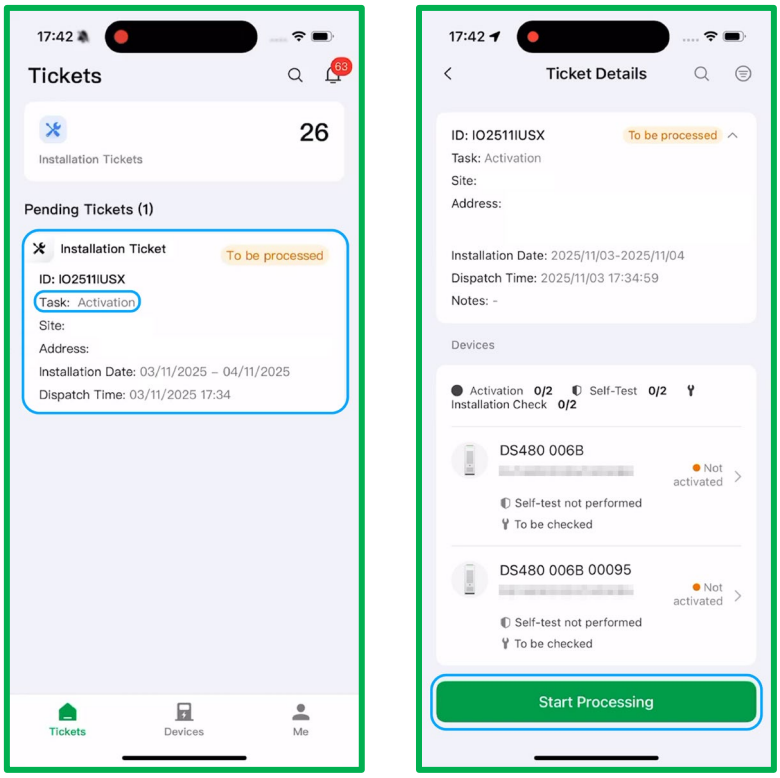

Figure 2-13 Tickets Screen

NOTICE

- On the **Ticket Details** screen, only the power cabinet is displayed. The dispensers will be activated automatically after the cabinet is activated.
- The DS960 consists of two DS480 cabinets. Please activate each cabinet separately.

2. Configure the network for the two cabinets.

a) **Via Ethernet or SIM card (no APN configuration required):** If both cabinets are connected via the Ethernet cable or have the SIM card inserted, it will automatically change to **Activating. Please wait…**. After a short while, the **Continue** button appears. Tap it to proceed.

You can skip directly to *Step 6*.

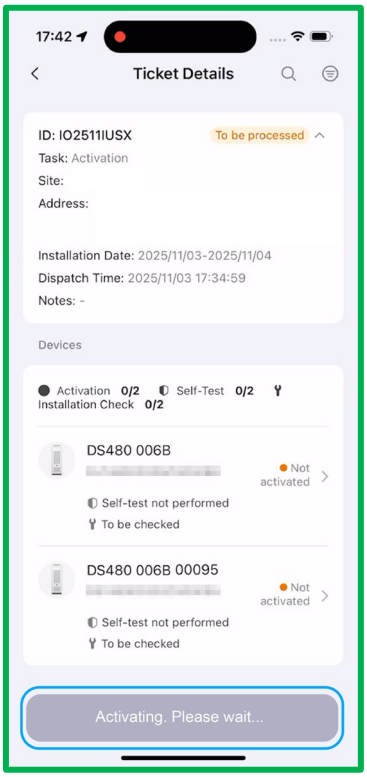

Figure 2-14 Activation Complete Screen

NOTICE

Make sure the network status indicator on the cabinet is steady on, indicating that the device is connected to the Internet.

Via Wi-Fi or SIM card (APN configuration required):

3. Tap **Scan** to scan the QR code on the dispenser screen to finish the network connection of both cabinets separately.

There are two cabinets, please scan the dispenser that is connected to the cabinet via the power cable.

For cabinet A , scan the dispenser 1 or 2

For cabinet B , scan the dispenser 3

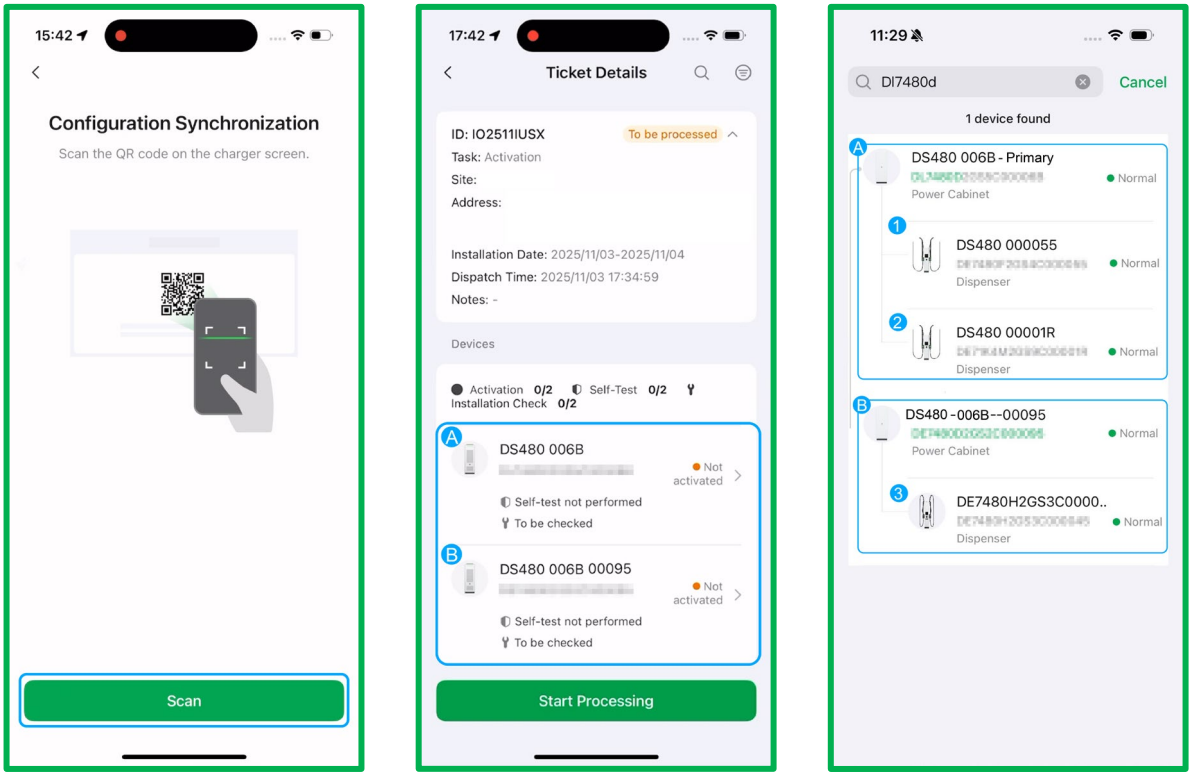

Figure 2-15 Scanning Screen

➢ Via the Dispenser Screen

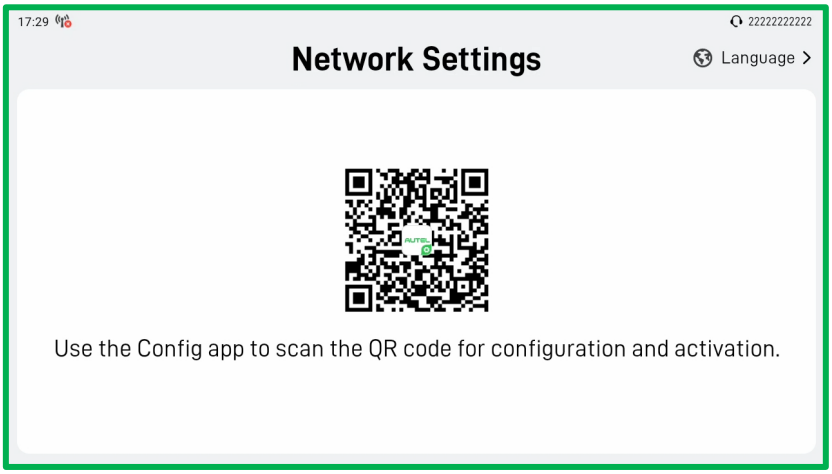

Figure 2-16 QR Code on the Dispenser Screen

b) **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.

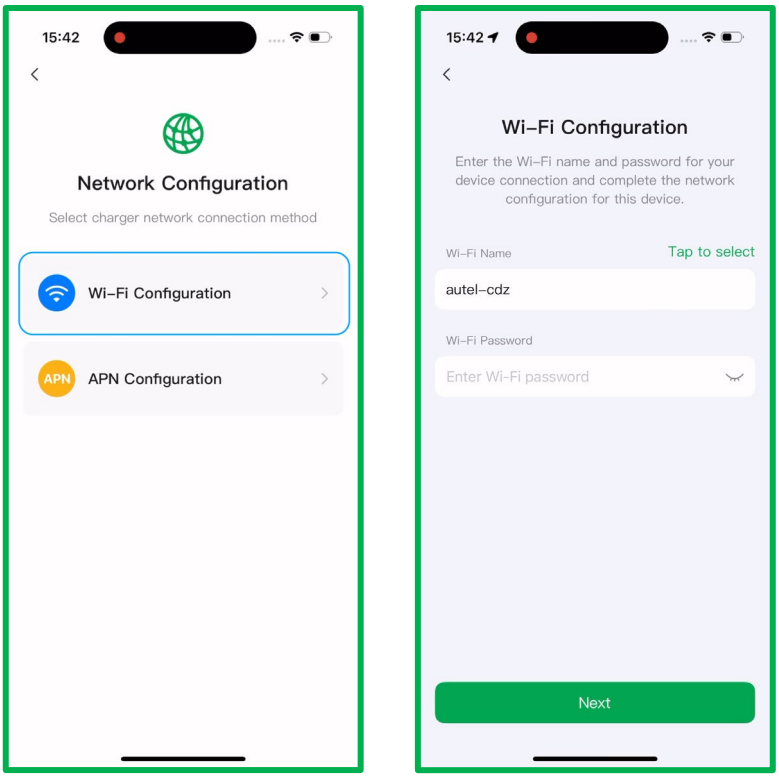

Figure 2-17 Network Configuration and Wi-Fi Configuration Screens

NOTICE

- If the Wi-Fi has been configured during the site creation and configuration, its name and password will be entered by default. A new Wi-Fi can be set manually.
- The Wi-Fi entered here is used for connecting the device to the Internet. To configure the Wi-Fi for the device, ensure the Wi-Fi used is a public Internet Wi-Fi.

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

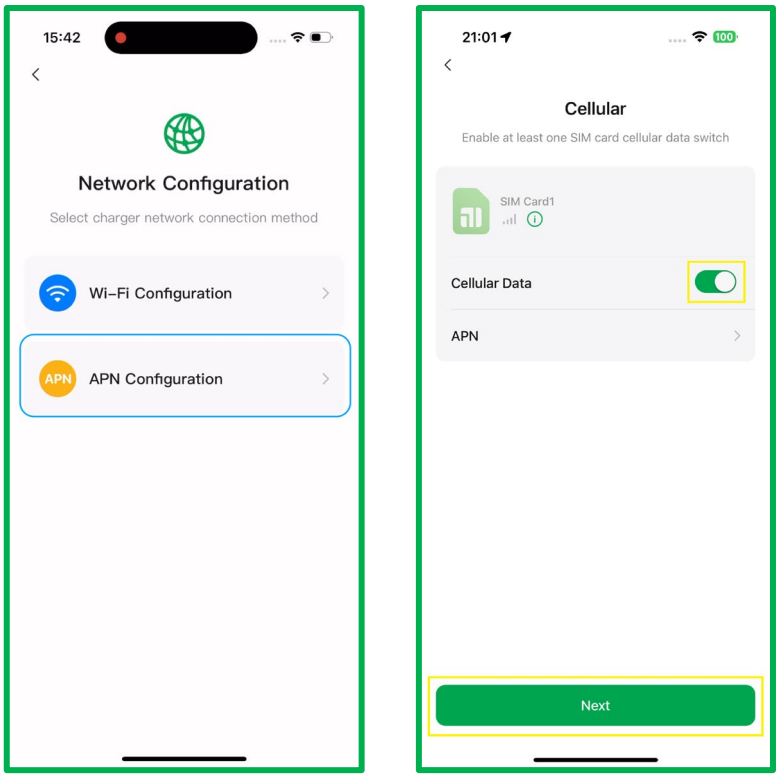

Figure 2-18 Network Configuration and APN Configuration Screens

NOTICE

If the APN has been configured during the site creation and configuration, its name and password will be entered by default. A new APN can be set manually.

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

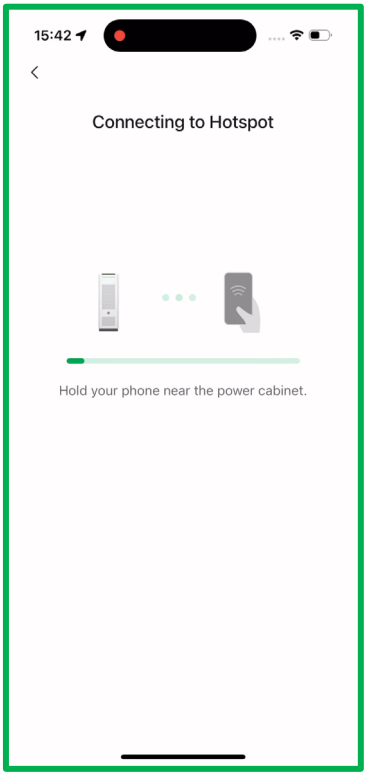

Figure 2-19 Connecting to Hotspot Screen

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

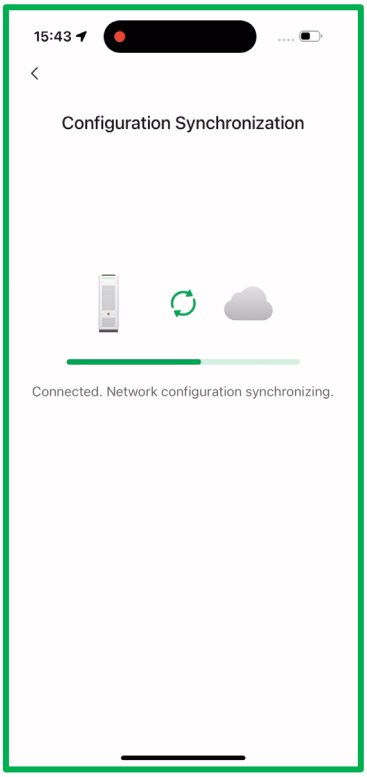

Figure 2-20 Configuration Synchronization Screen

6. Tap **Check** to conduct post-activation check..

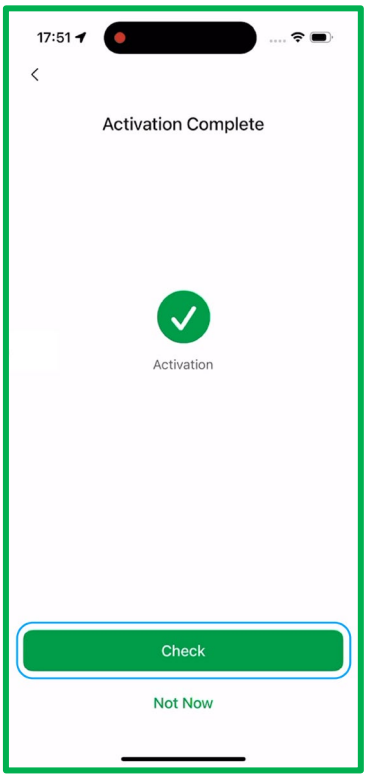

Figure 2-21 Activation Complete Screen

Post-activation Check for Cabinet-1 & Dispensers

➢ Post-activation Check for Dispenser-1 of Cabinet-1

7. Tap **Start Check**, and follow the prompts on the screen to finish post-activation check. Tap **OK** to confirm completion.

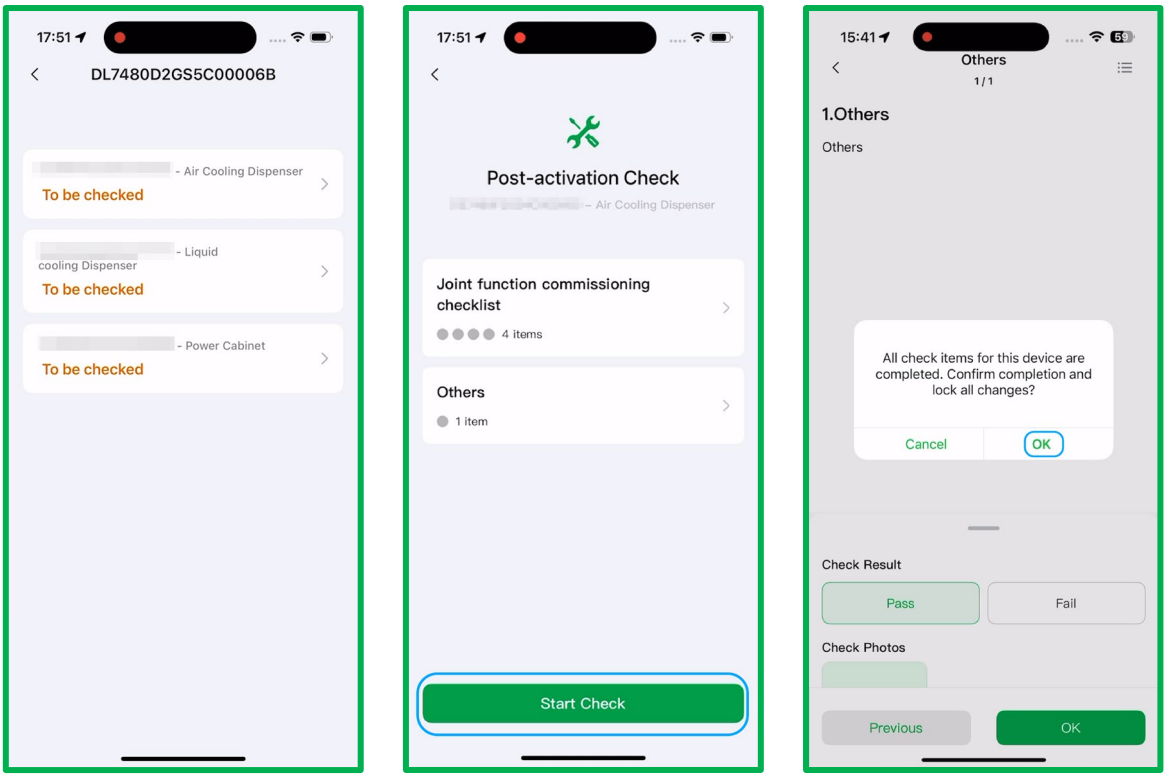

Figure 2-22 Post-activation Check for Dispenser-1 of Cabinet-1

➢ Post-activation Check for Cabinet-1

8. Tap **Continue to Check Next Device** > **Start Check**, and follow the prompts on the screen to finish post-activation check. Tap **OK** to confirm completion.

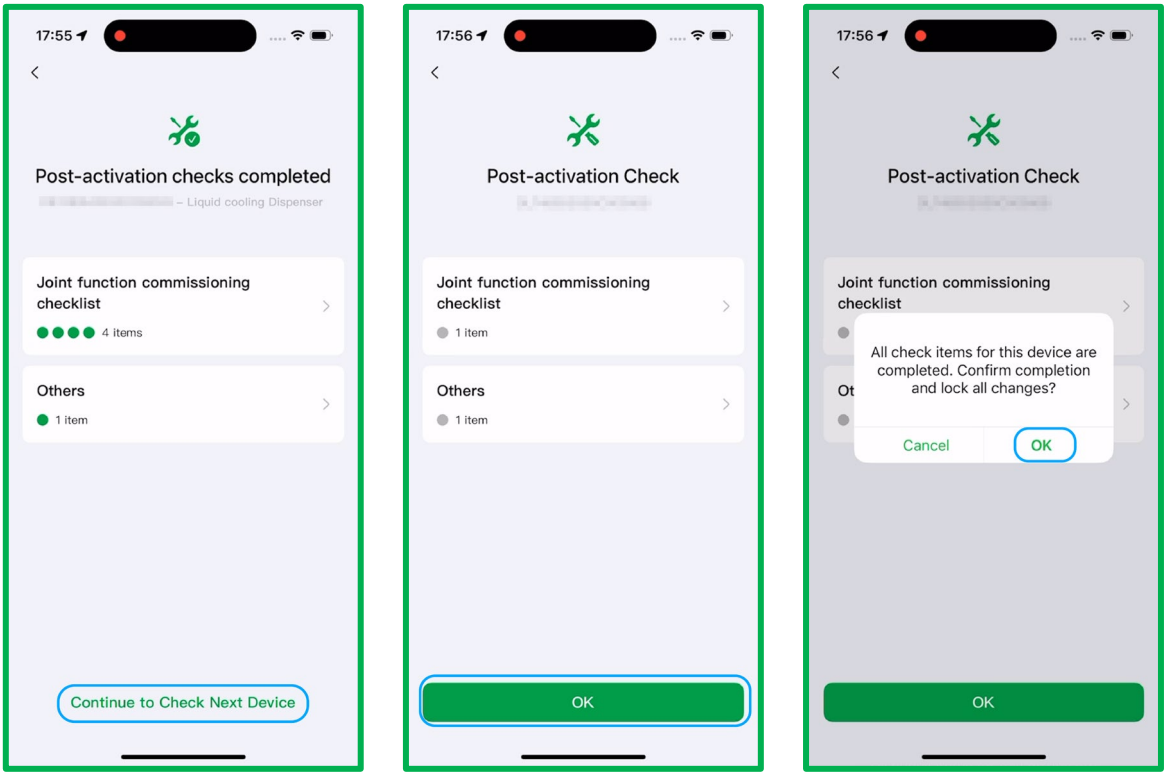

Figure 2-23 Post-activation Check for Cabinet-1

➢ Post-activation Check for Dispenser-2 of Cabinet-1

9. Tap **Continue to Check Next Device** > **Start Check** > **OK** to confirm completion. Tap **OK** button to go back to **Ticket Details.**

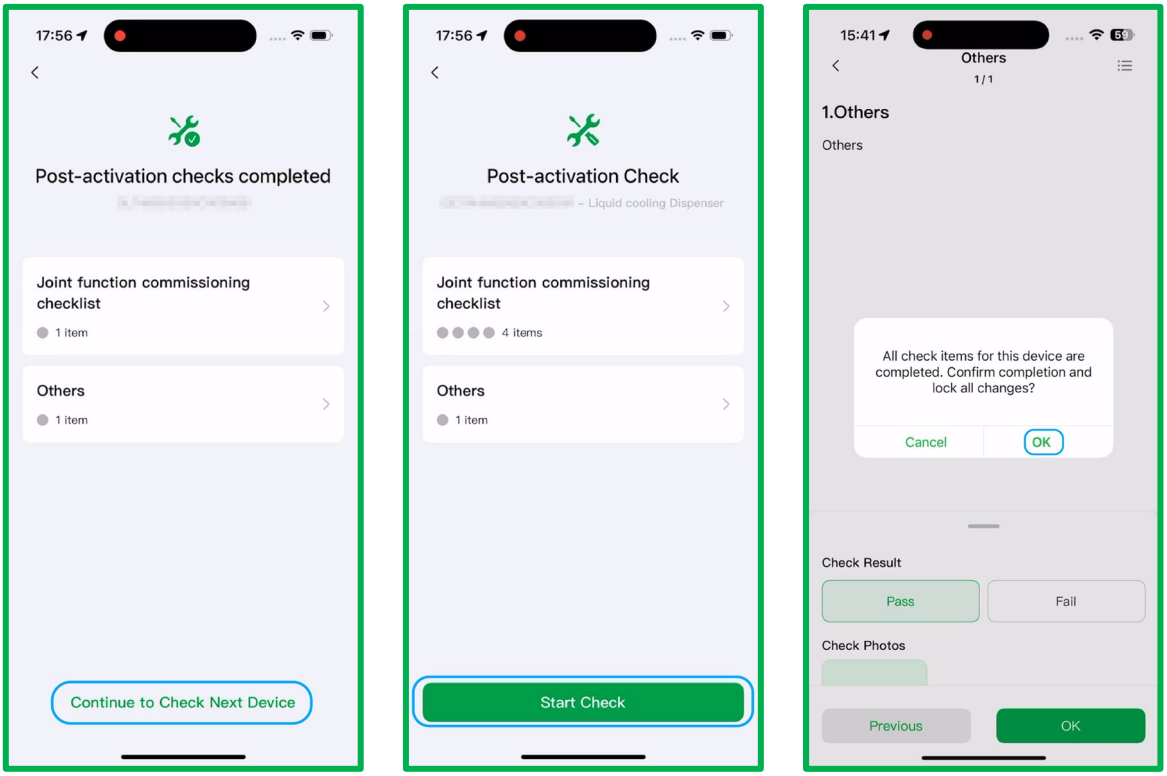

Figure 2-24 Post-activation Check for Dispenser-2 of Cabinet-1

Post-activation Check for Cabinet-2 & Dispensers

➢ Post-activation Check for Dispenser-1 of Cabinet-2

10. Tap **Dispenser > Start Check > OK** to confirm completion. Tap **OK** button to go back to Ticket Details.

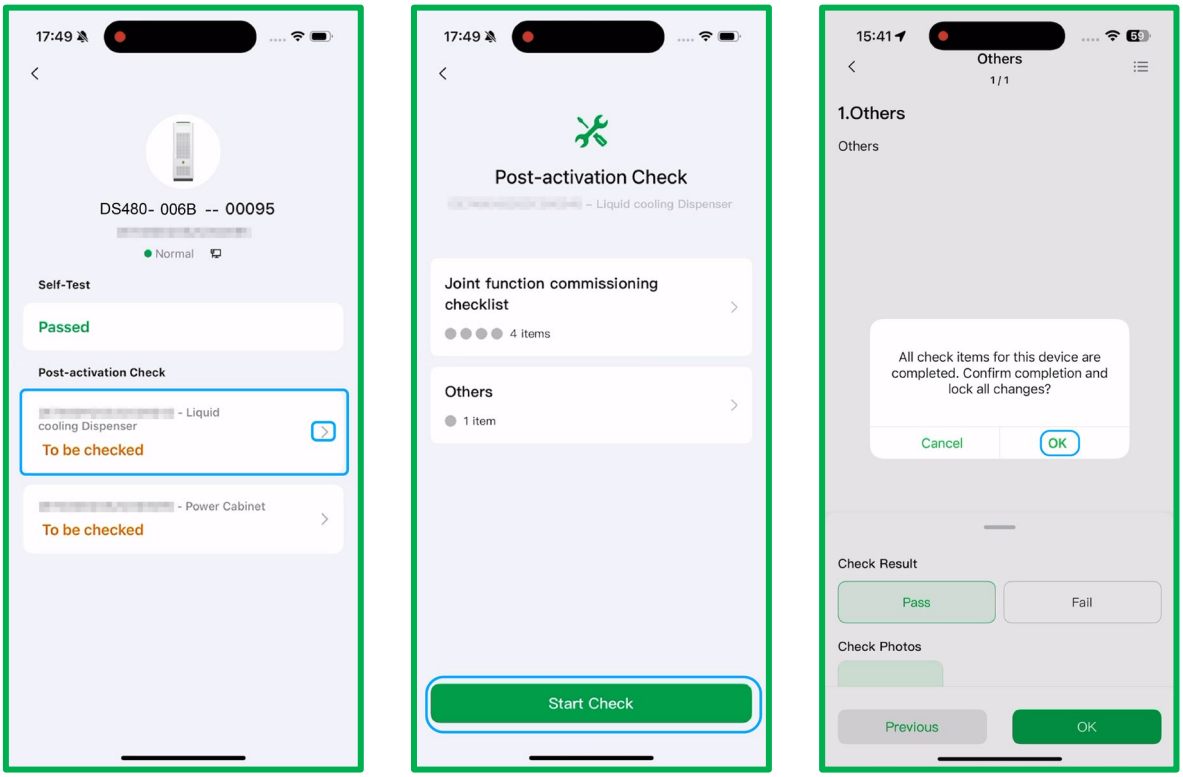

Figure 2-25 Post-activation Check for Dispenser-1 of Cabinet-2

➢ Post-activation Check for Cabinet-2

11. Tap **Continue to Check Next Device > Start Check > OK** to confirm completion. Tap **OK** button to go back to Ticket Details.

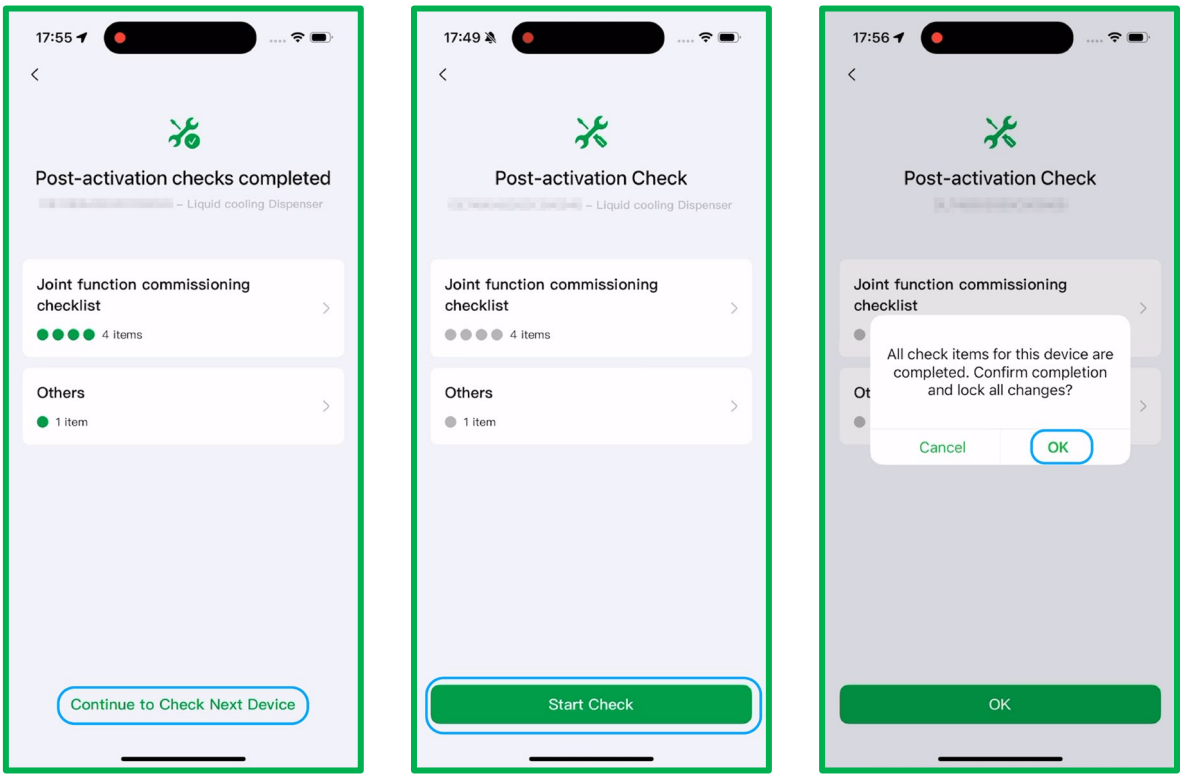

Figure 2-26 Post-activation Check for Cabinet-2

12. It will automatically change to **Wait for the Self-test to Complete**. After a short while, the **Complete Ticket** button appears. Tap it to complete the activation.

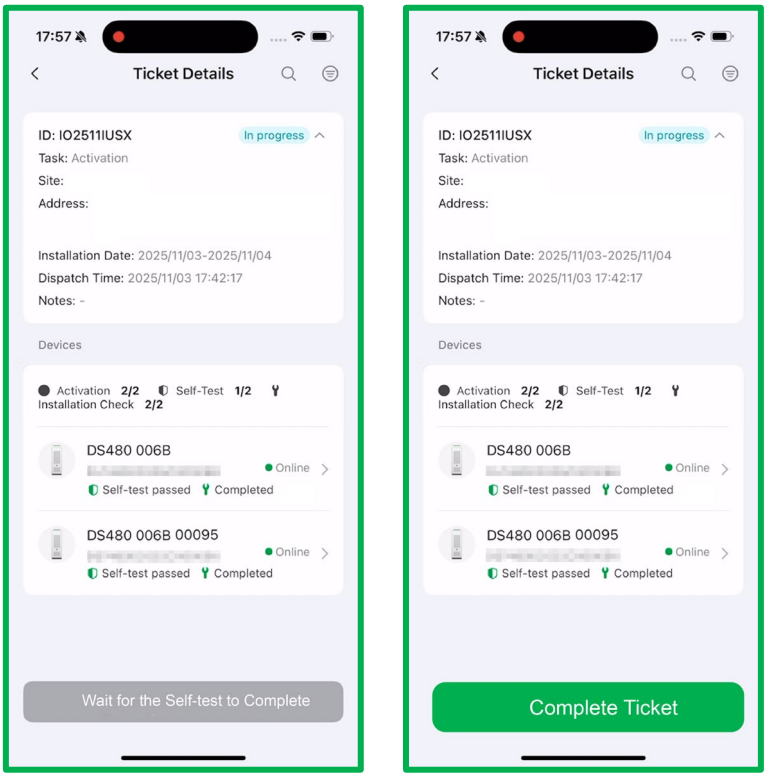

Figure 2-27 Post-activation Completed and Ticket Details Screens

NOTICE

For the proper operation of the liquid-cooled charger, ensure the liquid coolant is filled into the cooling unit. Please refer to the *MaxiCharger DT800 Spare Parts Replacement Manual* for detailed instructions.

2.3 Primary-Secondary Cabinet Configuration

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

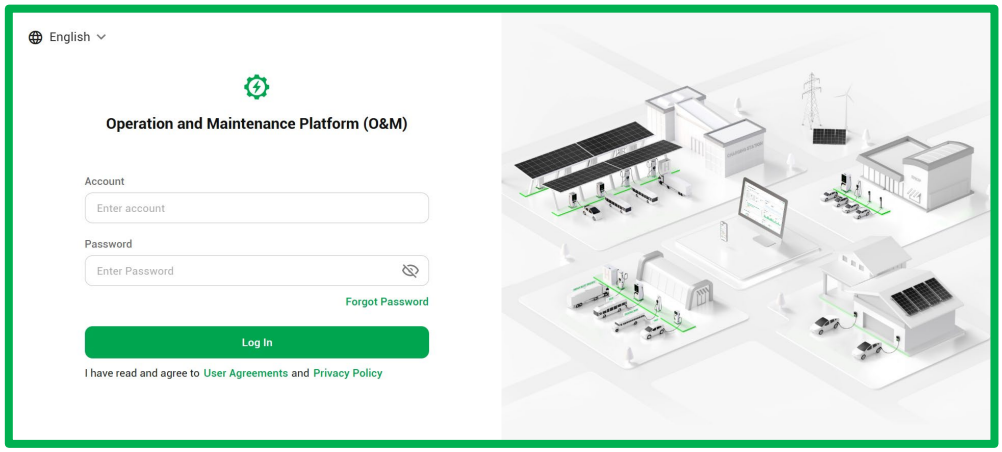

Figure 2-28 Log-in Screen

2. Click on the **"lighting icon"** on the upper left of the screen to enter the **Sites** screen.

3. On the **Site** screen, enter the hint information to find the newly created site in *1. Pre-configuration*.

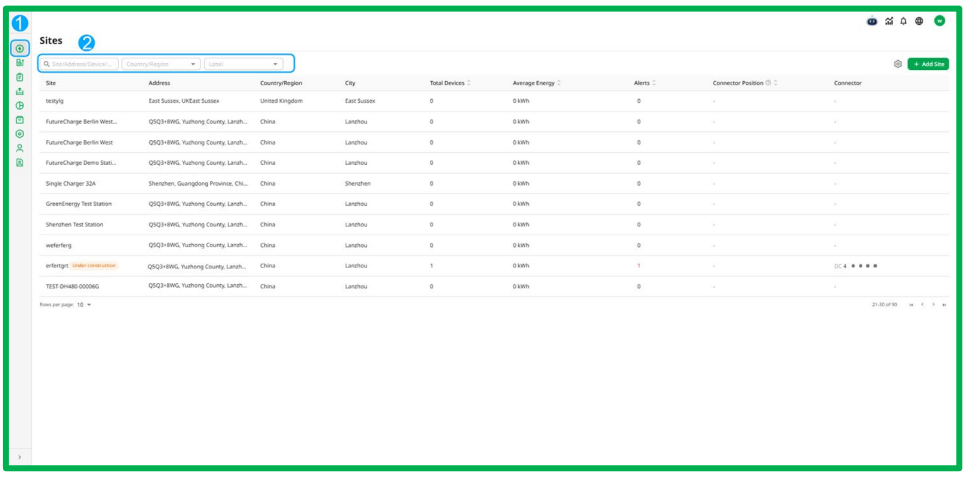

Figure 2-29 Site Screen

4. Click on the **“Devices”** and choose any device to enter the **Device** screen.

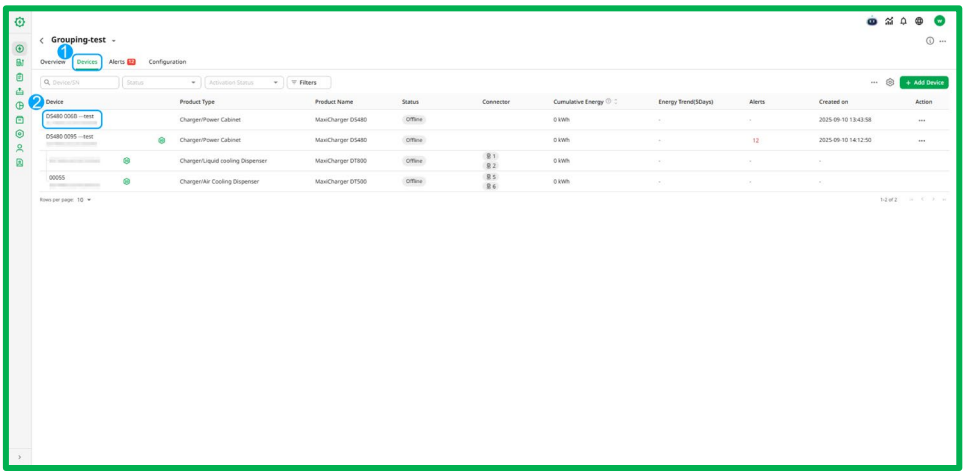

Figure 2-30 Device Screen

5. Click on the **“Action > Configuration”**.

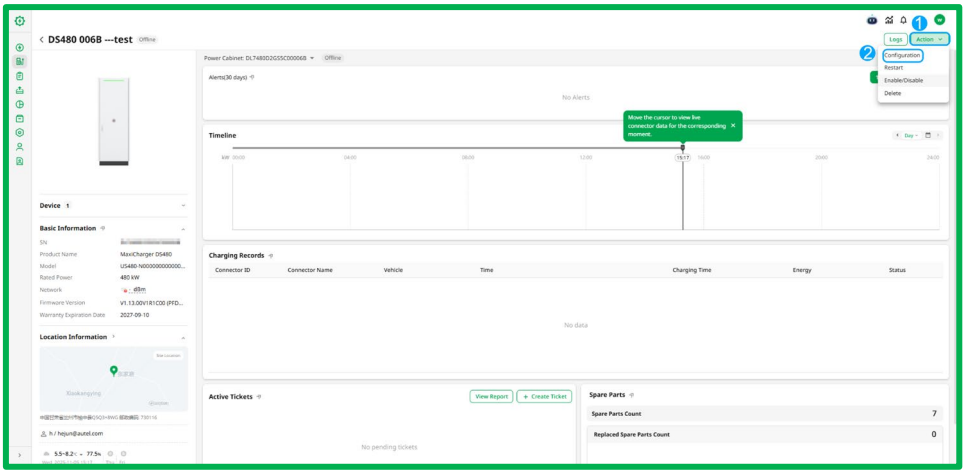

Figure 2-31 Configuration Screen

6. Click on **Grouping > Edit icon** to modify the configuration.

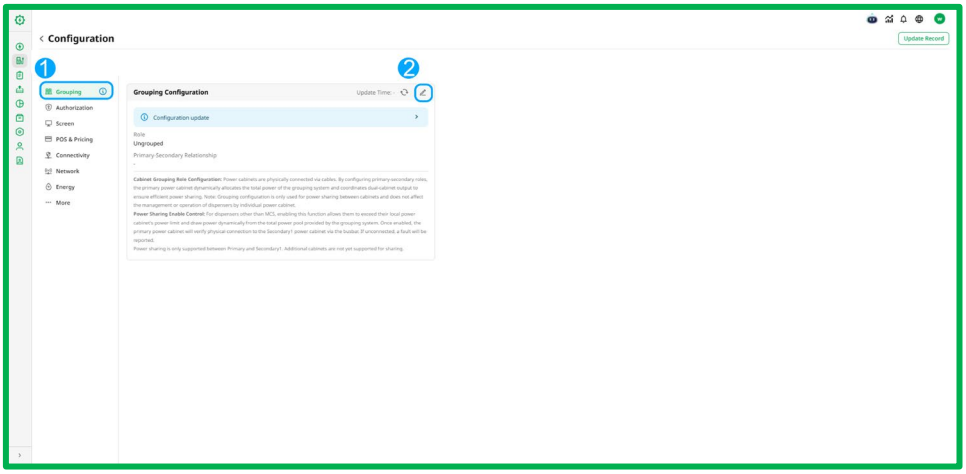

Figure 2-32 Grouping Screen

7. Click on **Add to Group**, and add other activated DS480 cabinets at the same site.

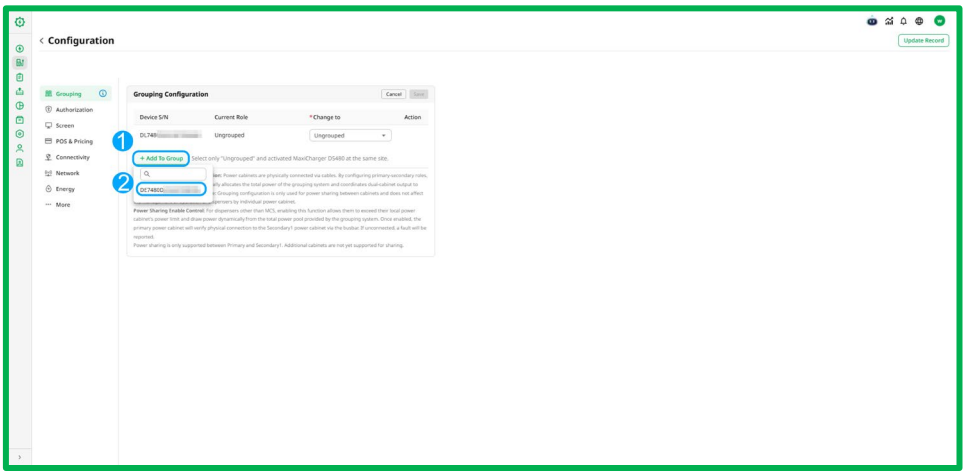

Figure 2-33 Adding other Activated Cabinets

8. Please select the role of each cabinet 2 based on the description provided below 1.

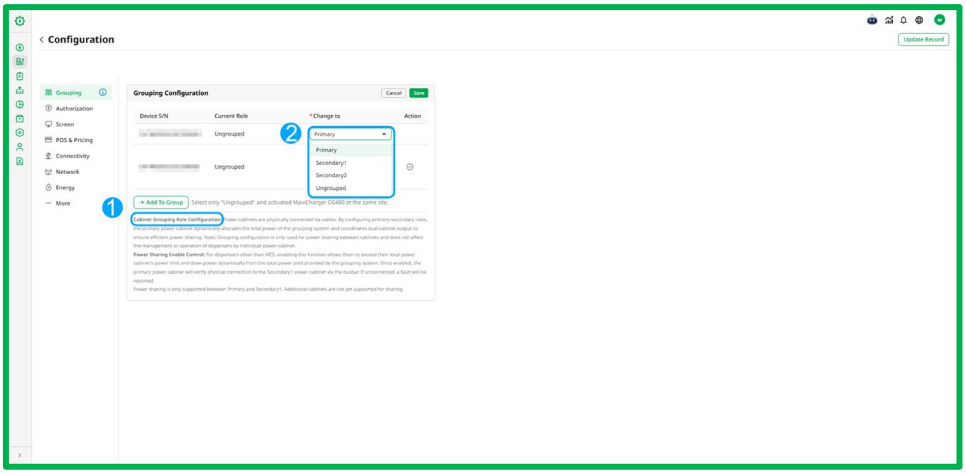

Figure 2-34 Configuring the Primary-Secondary

9. Select or clear this option 2 based on the description provided below 1.

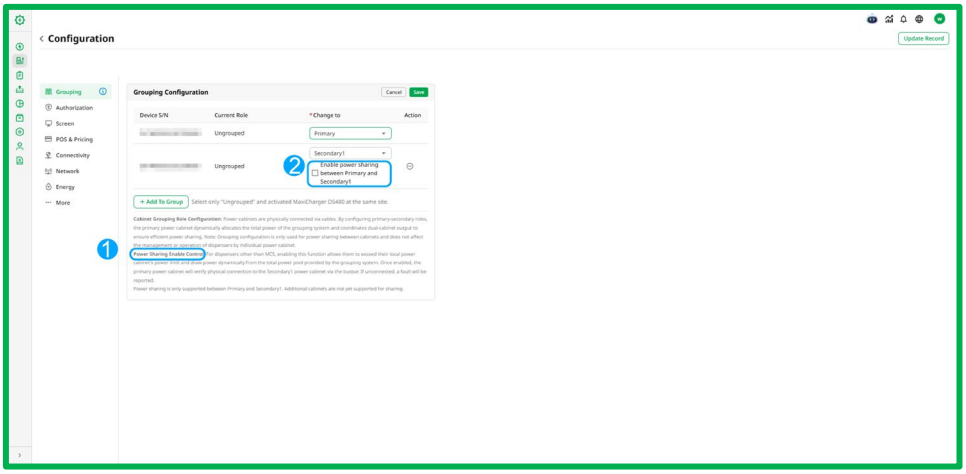

Figure 2-35 Enabling Power Sharing

10. If you set 1 as Primary and 2 as Secondary, verify the primary-secondary relationship in **App > Device**.

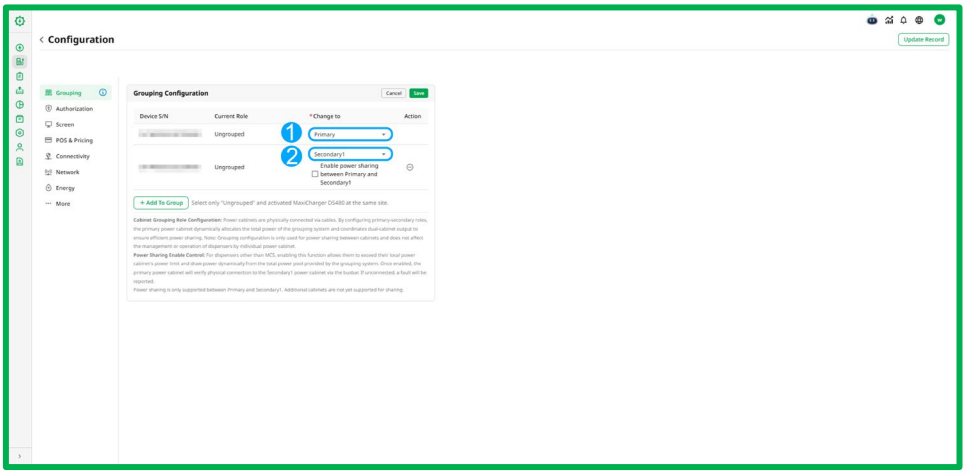

Figure 2-36 Configuration on the Web

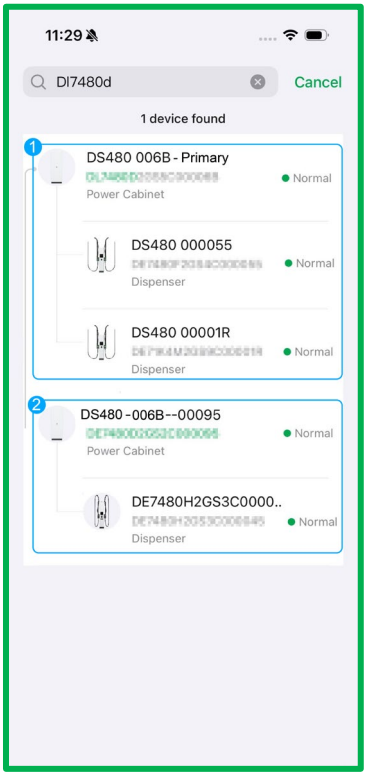

Figure 2-37 Checking Primary-Secondary on the App

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