



JUNE 2020

Terra AC: ChargerSync App & Essentials Operational portal



—

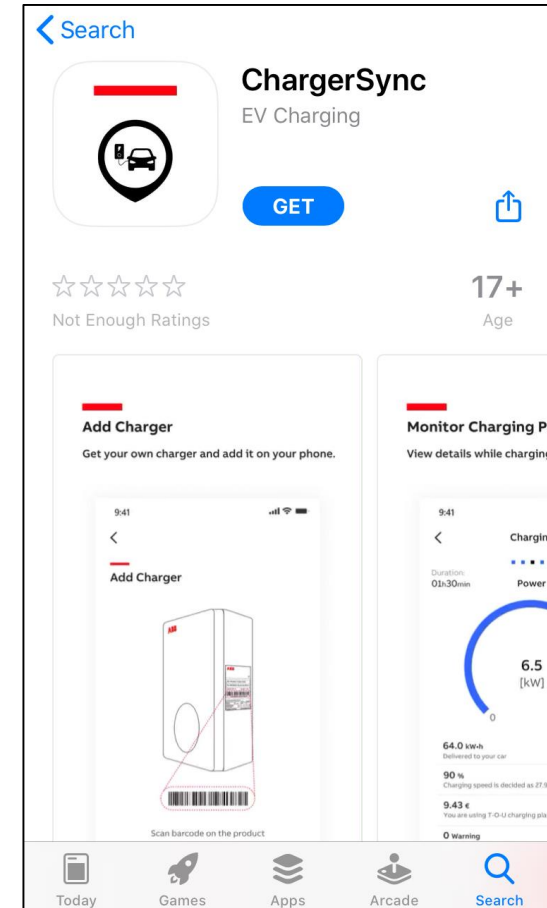
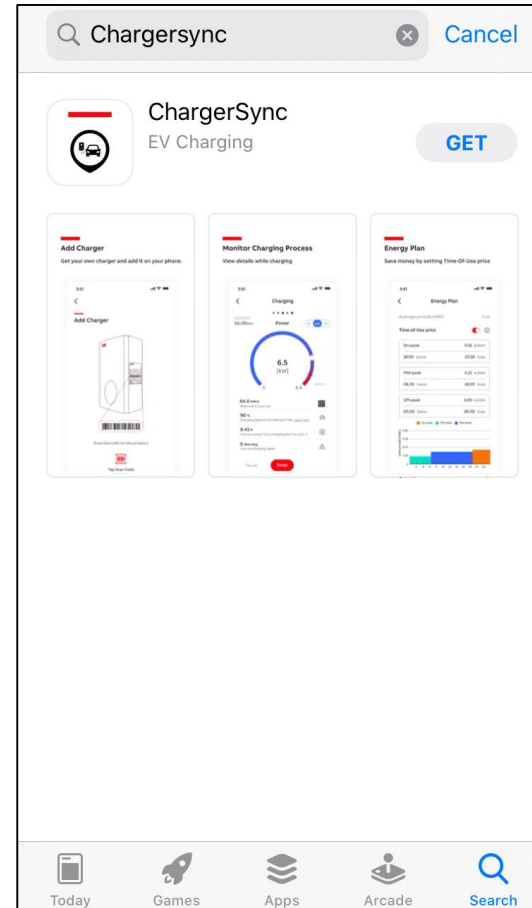
App

Where to find the ChargerSync App?

By 'ChargerSync' in App or Google play store



Note:

Previously downloaded iOS App version need to be updated.




Create an account + log in

Create your own free account
(For the EV driver)



Log in



E-mail address

Password 

[Forget your password?](#)


Login


Need an account? [Sign up](#)



Create Account


Christian

Christian.van-maurik@nl.abb.com 




☒ I have read and agree to the [Privacy Policy](#) and [Terms of Service](#).

Continue



Thank you!



We have sent you an email to confirm your account.

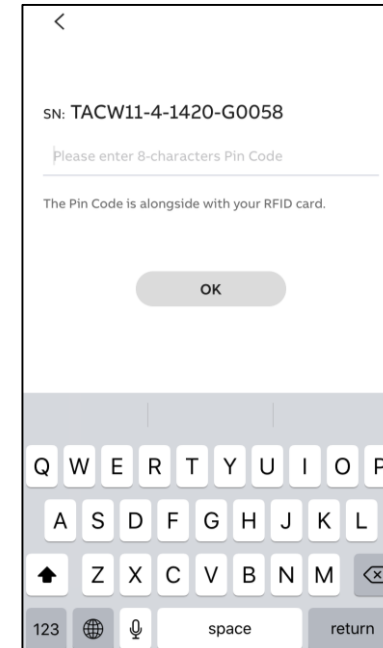
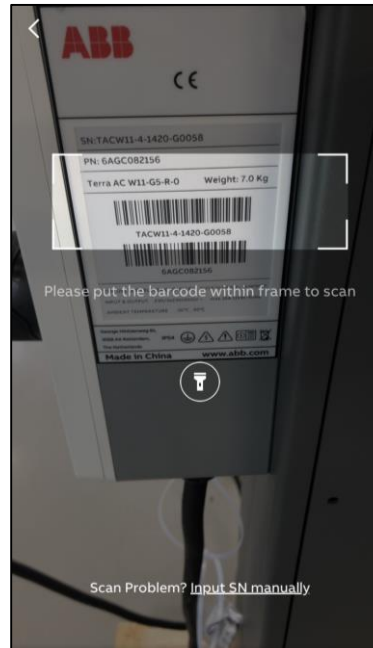
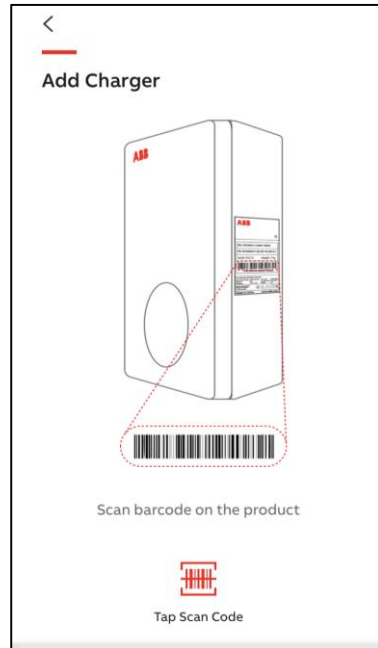
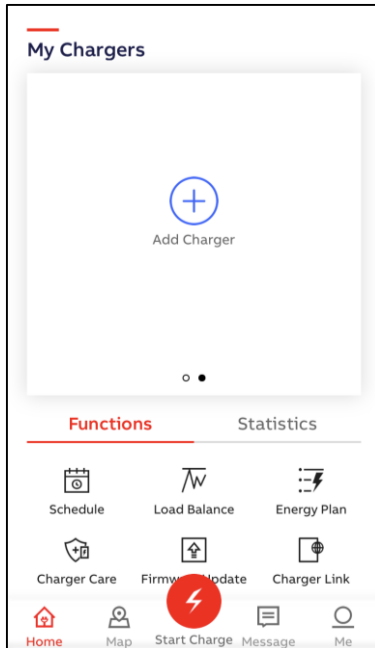
OK

Didn't receive the email ? [Resend](#)

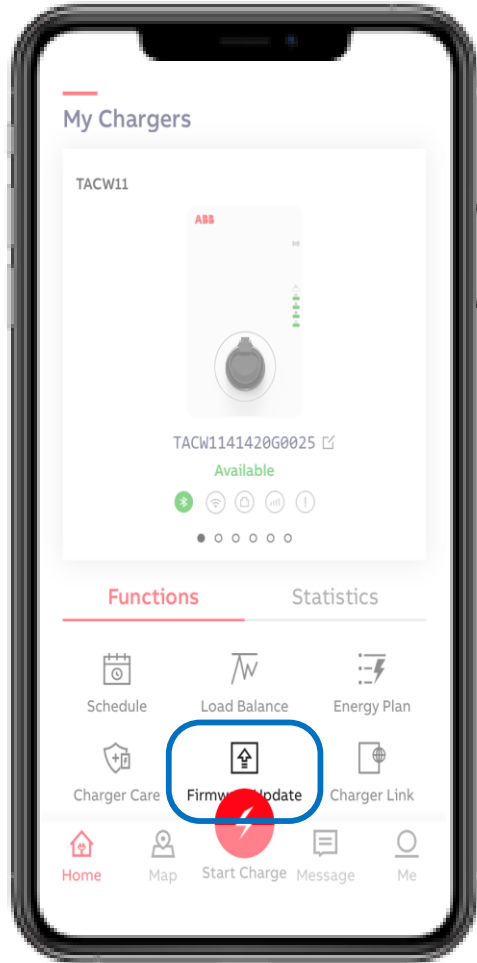
Add Terra AC to your account

1. Install Terra AC
2. Select 'Add Charger' in home screen
3. Scan (top) barcode on the charger or manually input the charger serial number.
4. Enter the PIN code which can be found with the RFID card. This will establish the 'binding' between user account and charger.

Note: !Do not lose the PIN code. In case of loss, there is a separate manual service team ticket procedure.

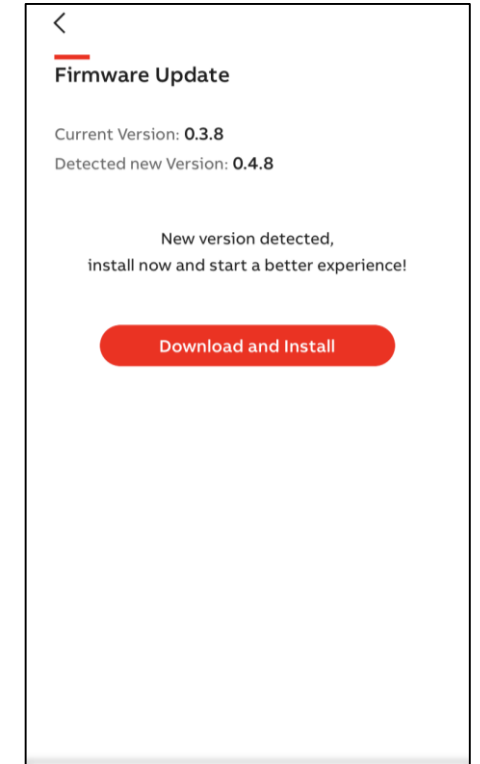
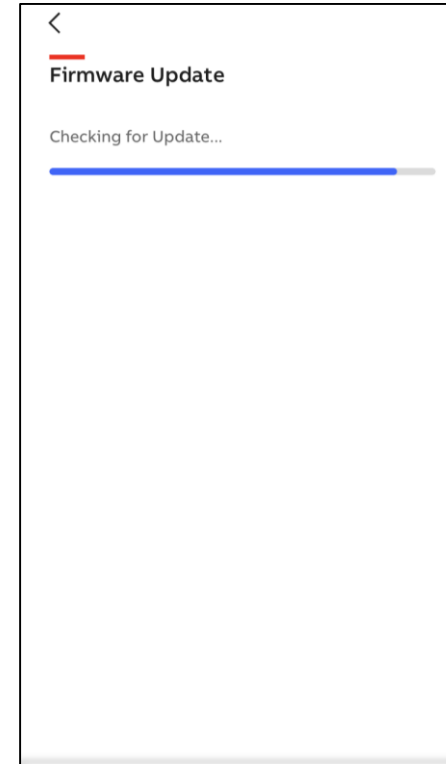


Home screen – Firmware Update

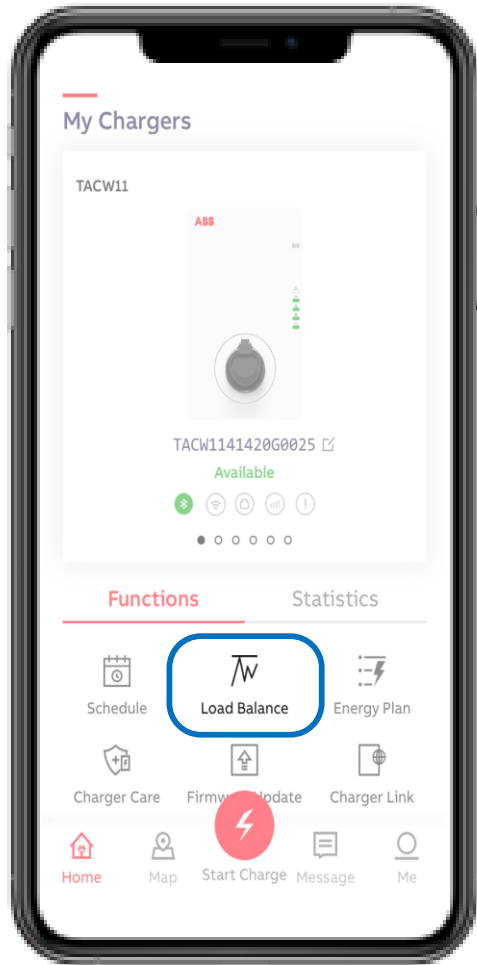


Update charger firmware to latest available version

- Update takes +/- 5 min
- Keep charger and phone powered during update
- Keep Bluetooth connection and phone network settings untouched
- !Do not upgrade during charging session



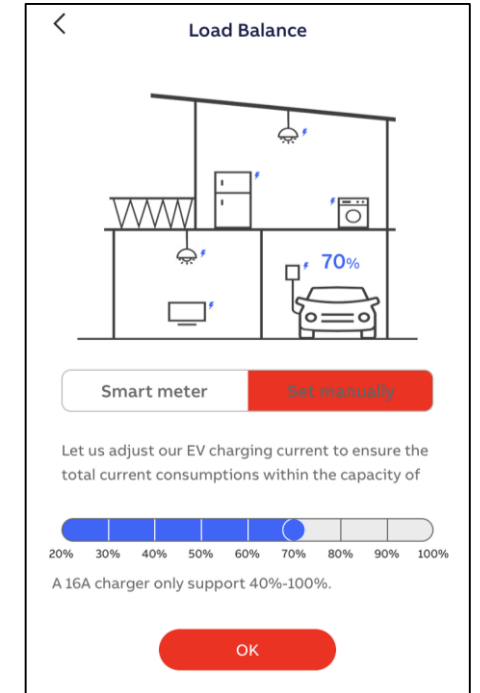
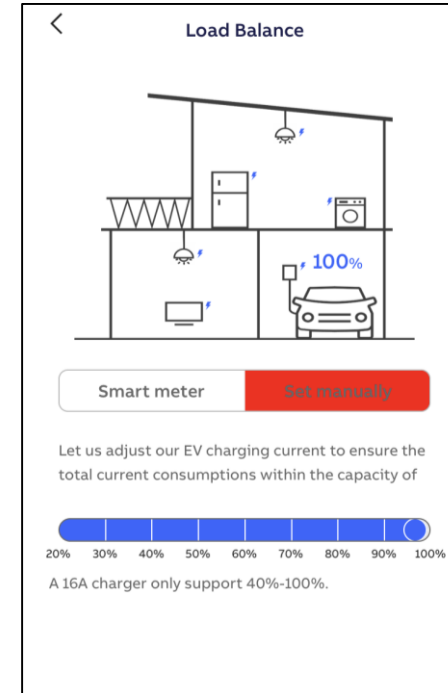
Home screen – Static Load Balance



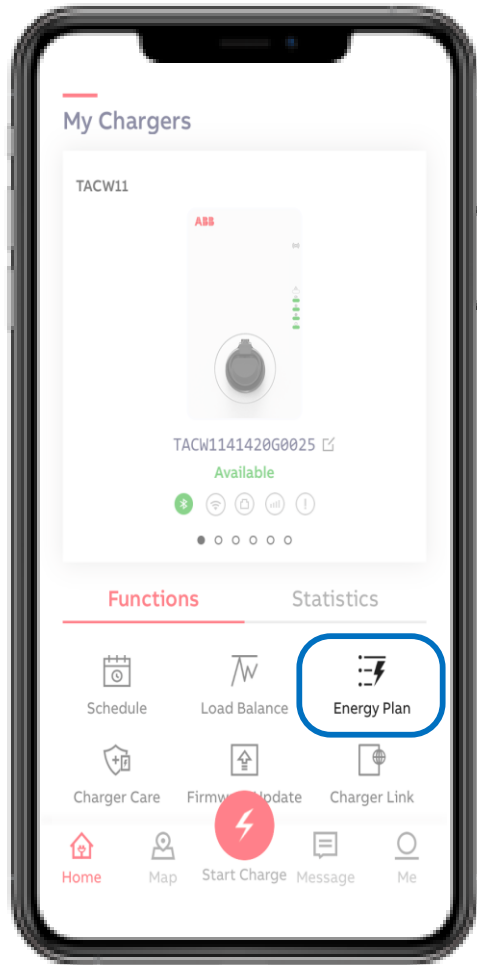
With Load Balance a user selected power limit can be set. The option 'Set manually' is ready pre-selected. The option 'Smart meter' will be released later.

- By sliding the blue dot in the bar preferred percentage can be set.
- Confirm by 'OK'

To limit energy costs in peak energy period.

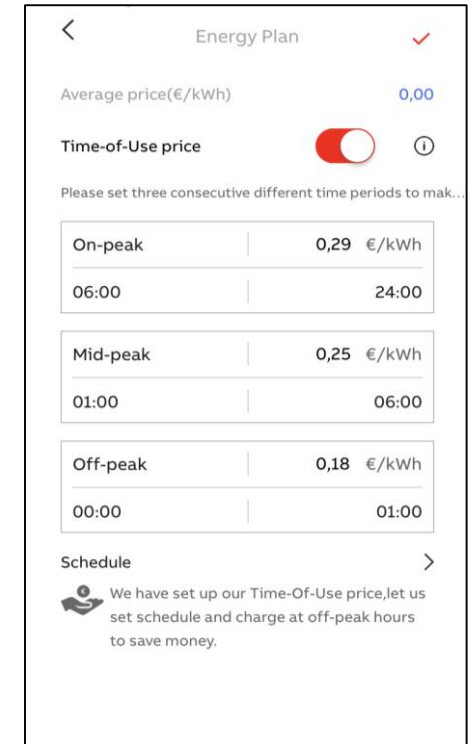


Home screen – Energy Plan

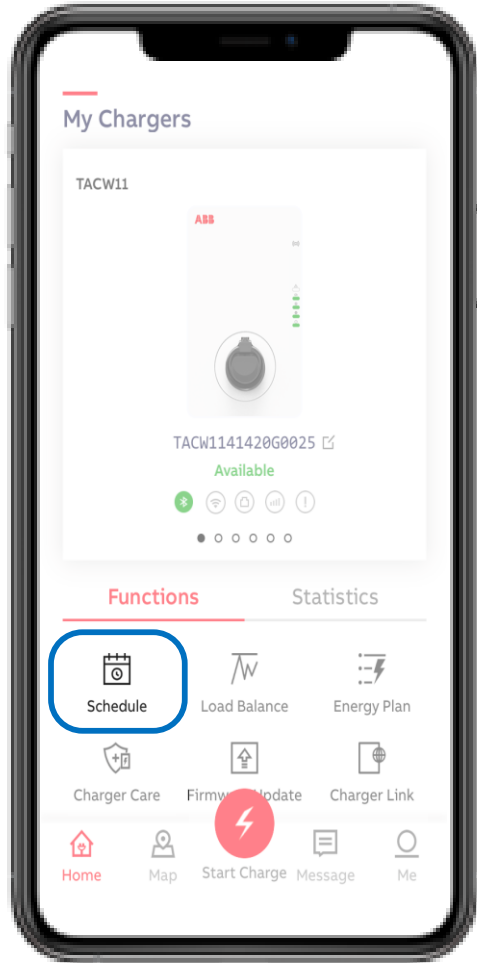


With Energy Plan price per kWh can be set and can be used for own energy monitoring.

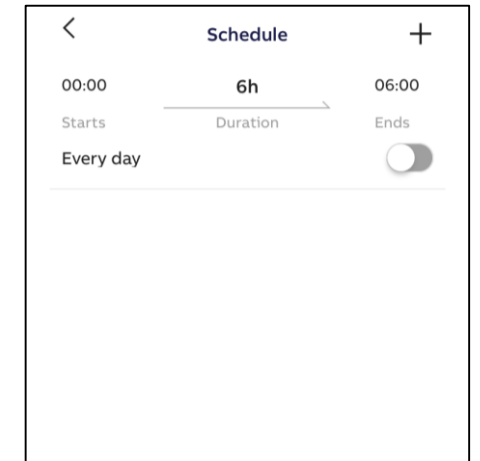
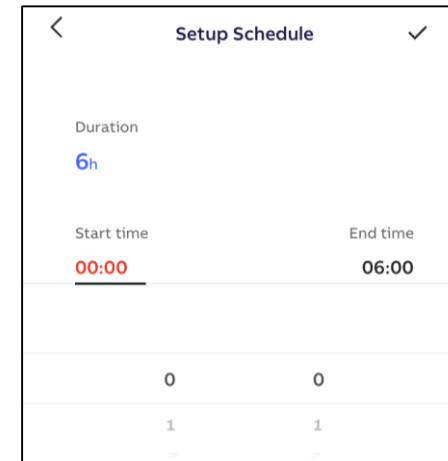
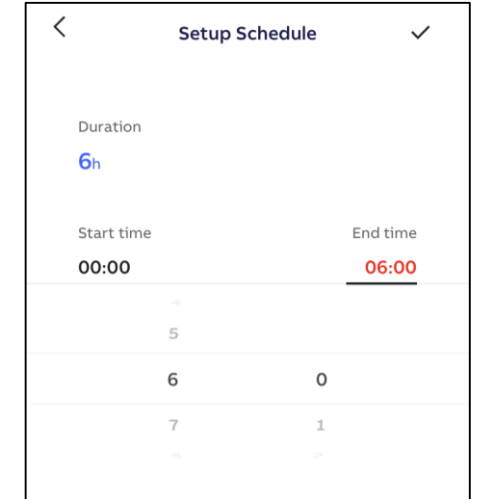
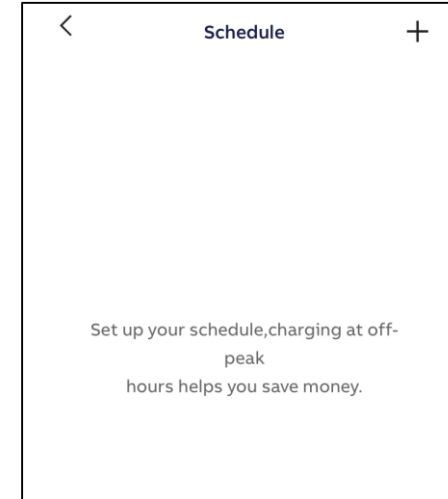
Different currency and time of use prices will be released later.



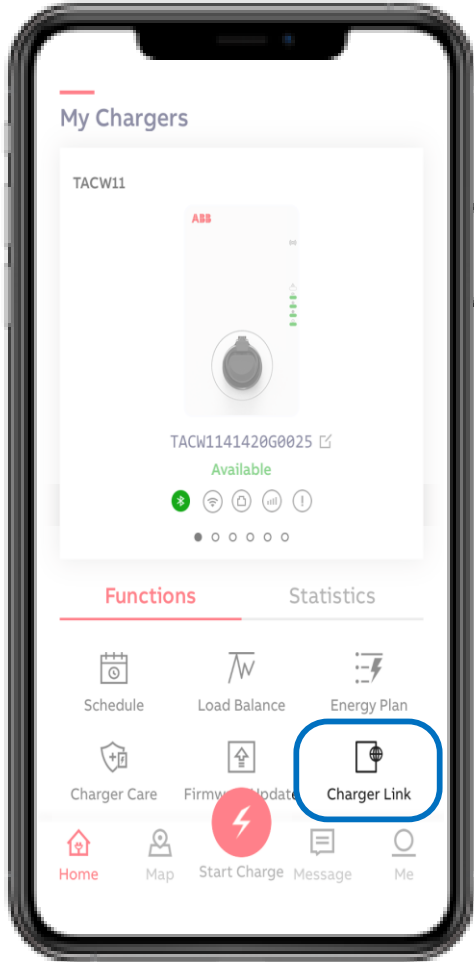
Home screen – Schedule



With Schedule specific charge time period(s) can be set to start delayed charge session.
Free access mode as there is no authorization needed when making use of Schedule.



Home screen – Charger Link



With Charger Link the connectivity option can be selected between charger and ABB server back-end.

Available connectivity options depends on charger model.

Options are LAN, WIFI, 4G (is optional feature)

Charger Link function in Charger Sync app currently not supported will be released later.



LAN = plug & play (requires an ethernet cable)

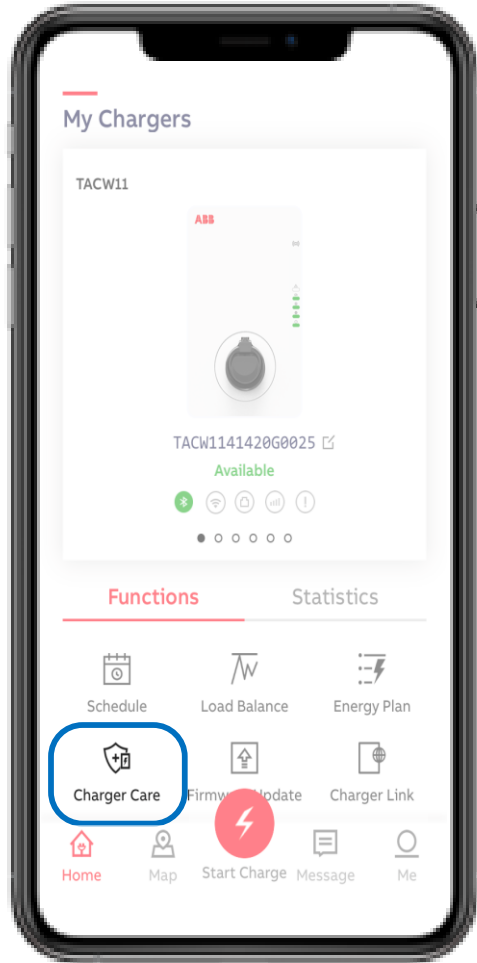


WIFI = settings can be configured via Terra Config App



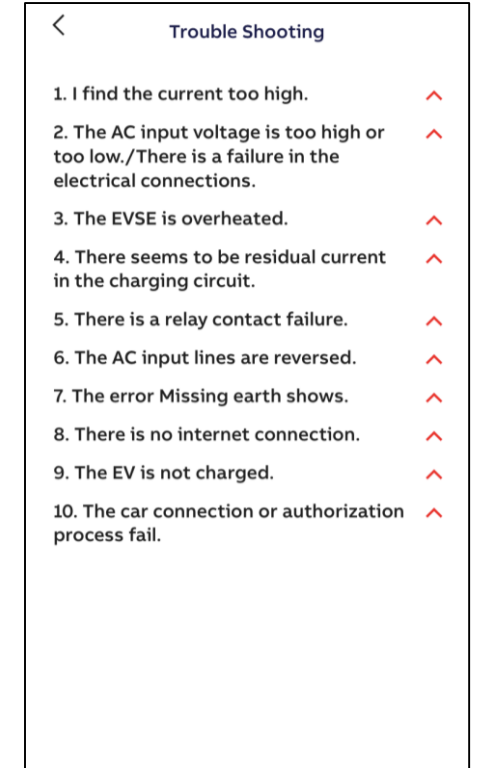
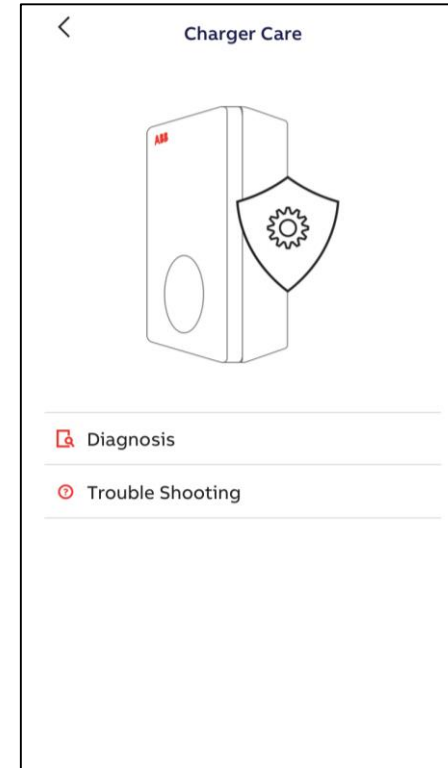
4G = certain (nano) sim cards work automatically or can otherwise configured via Terra Config App

Home screen – Charger Care

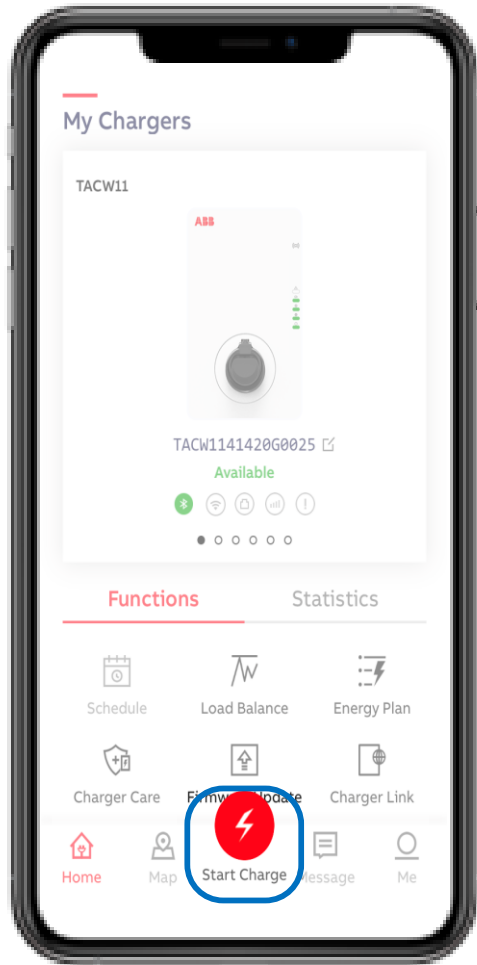


Basic Trouble Shooting guide for the EV driver can be in Charger Care.

With Diagnosis the charger log file can be found *(to be released later)*.

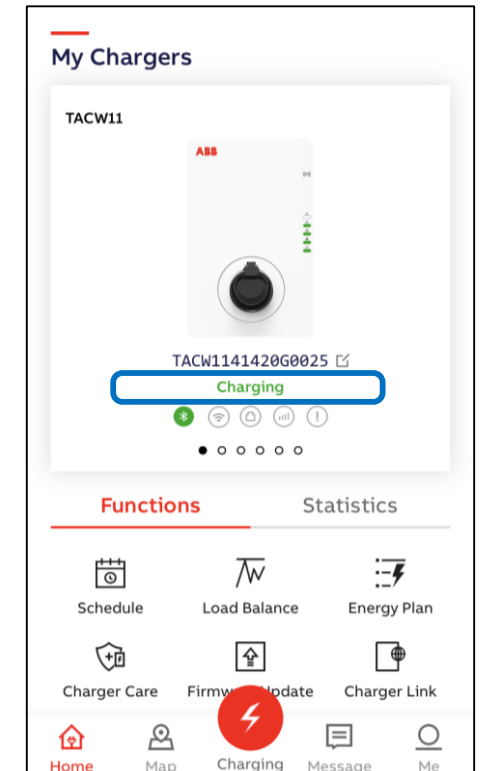
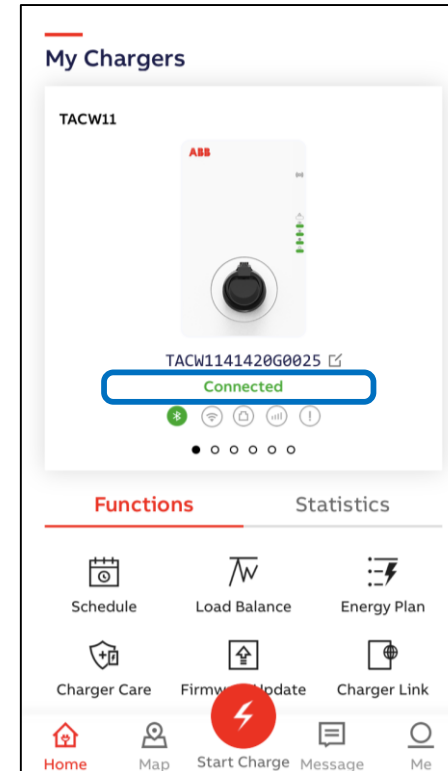


Home screen – Start – Charging



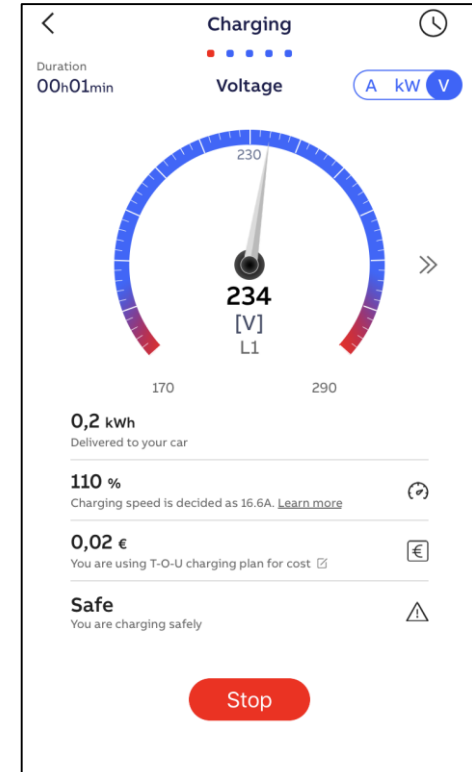
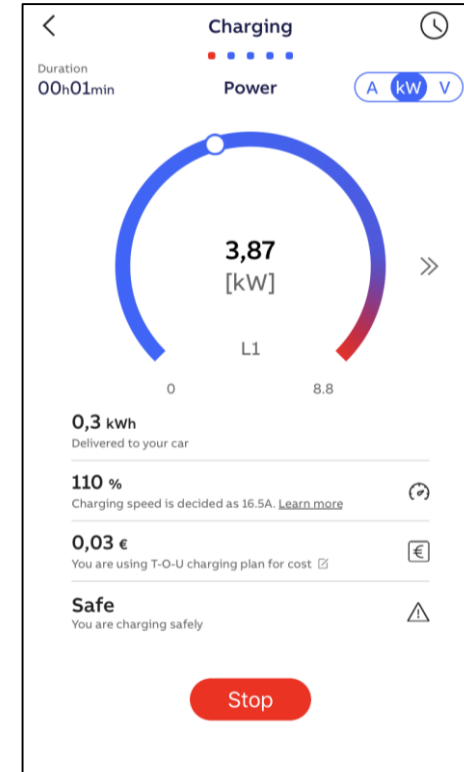
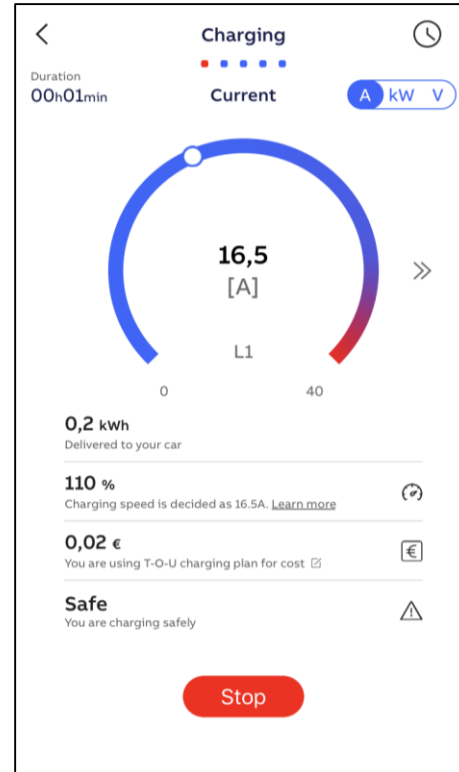
When connecting the charger to the EV the status message bar will change from 'Available' to 'Connected'.

Charge session can be start via red 'Start Charge' button . The charge session will start after quick check between charger and EV (seconds). Status message bar will change in 'Charging'.



Charging monitoring data

When charging the following monitoring data can be displayed per phase: Current, Power and Voltage.

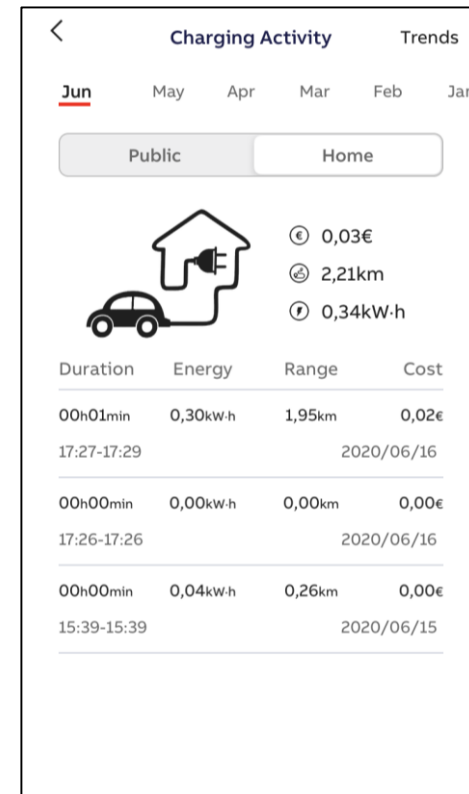
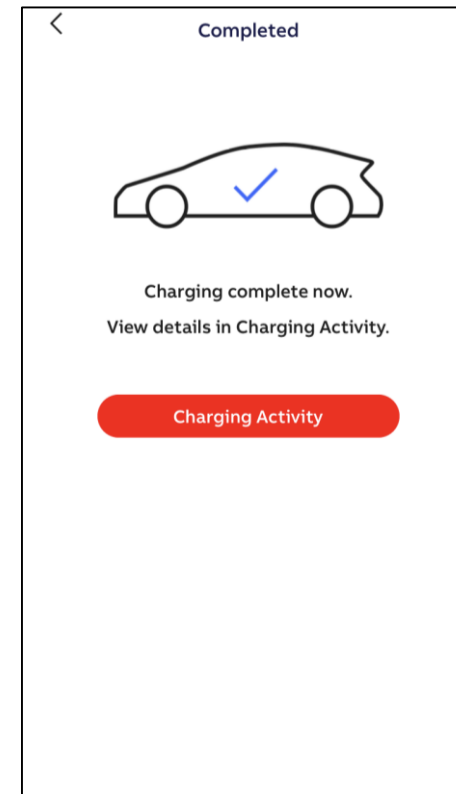
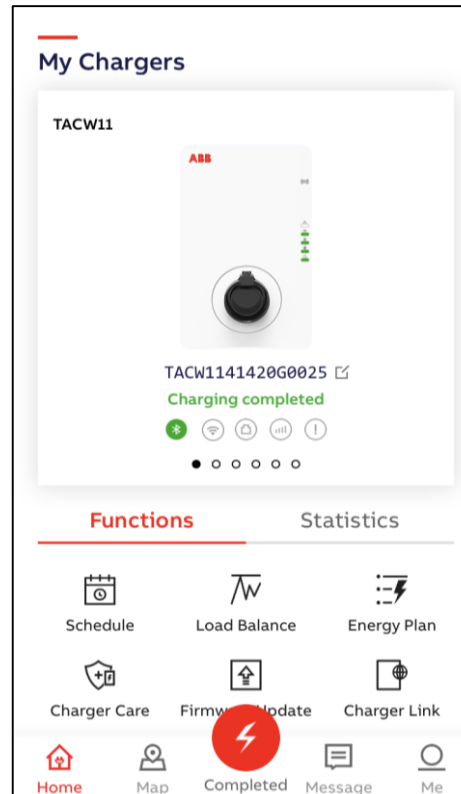
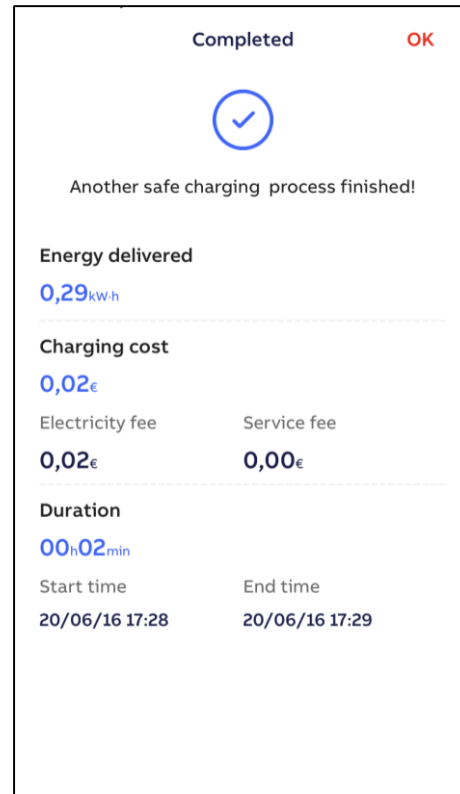


Charging Complete

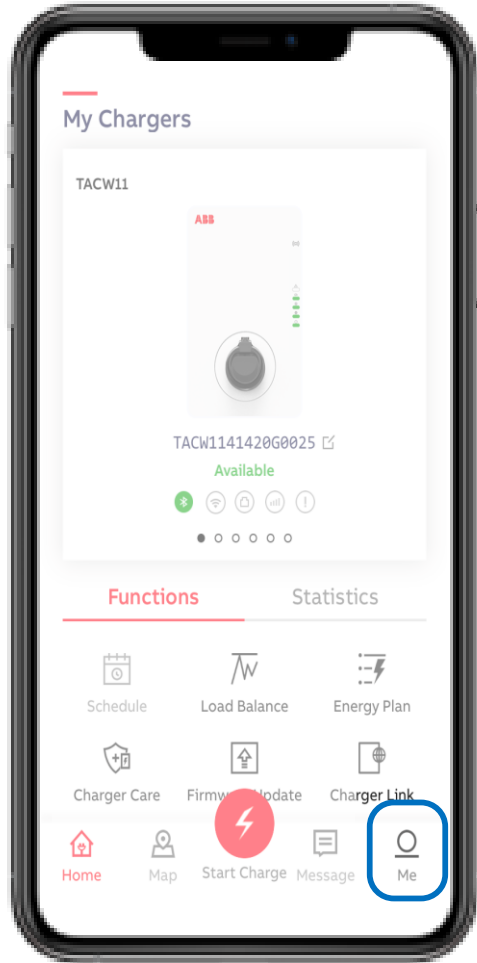
To Stop the charge session can be done via the red 'stop' button. Status bar will change in 'Charging complete'.

Charge session details will be showed in 'Completed'.

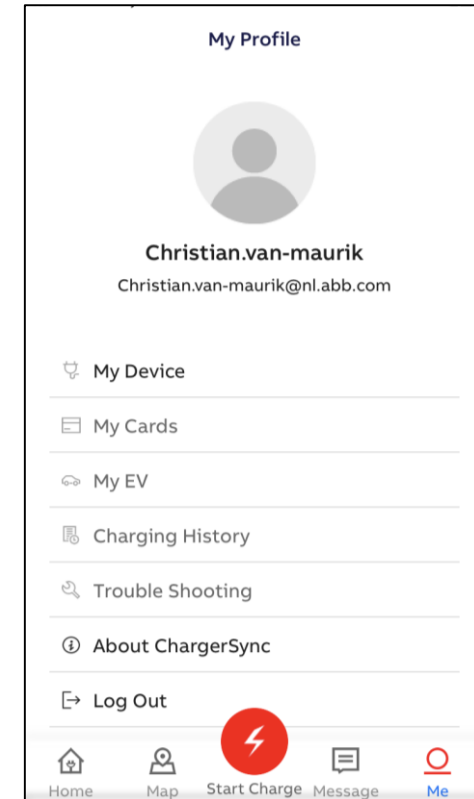
All Charge sessions can be found with 'Charging Activity'.



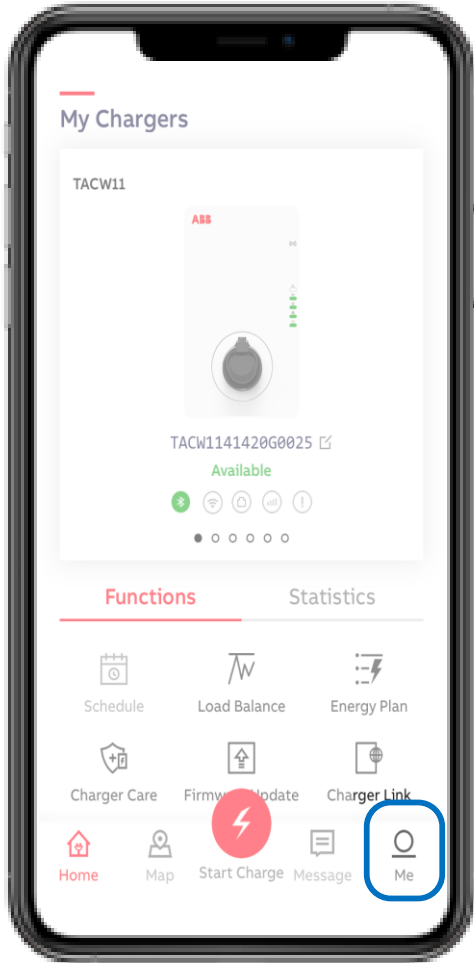
Home screen – Me – User Account



User account details can be found in 'Me'.
As well the option to 'Log Out' from user account.



Home screen – Me – Unbind the Charger



In 'My devices' the list of owned device(s) to the user account can be found.

(Authentication via PIN code)

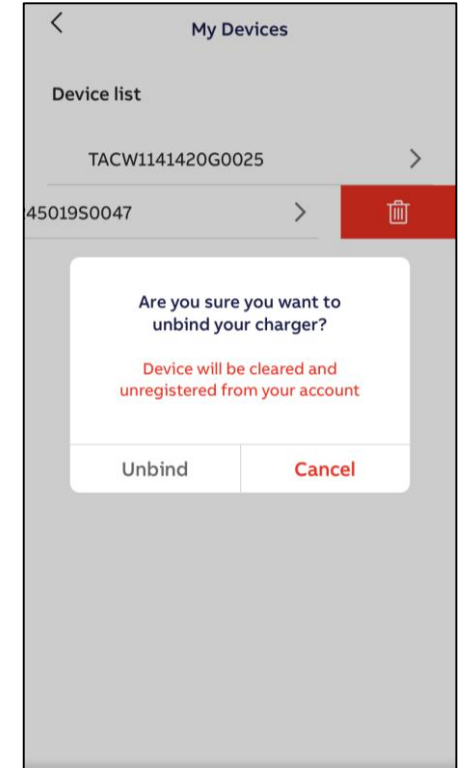
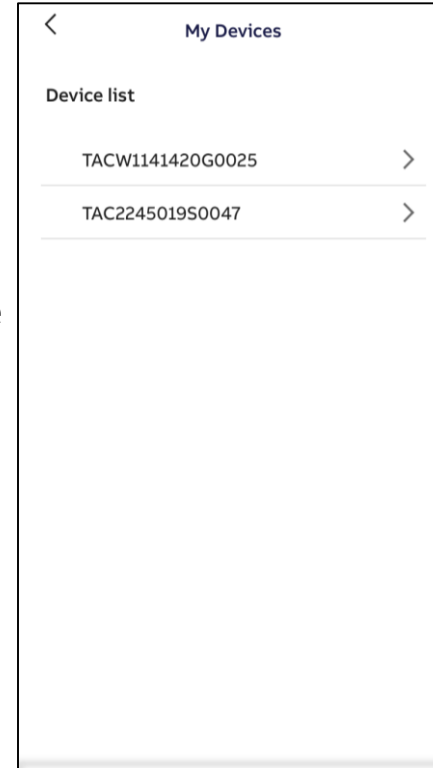
To remove the device(s) from the user account can be done via 'unbind' option.

Slide the device from right to left and use the red delete bin to open the unbind option.

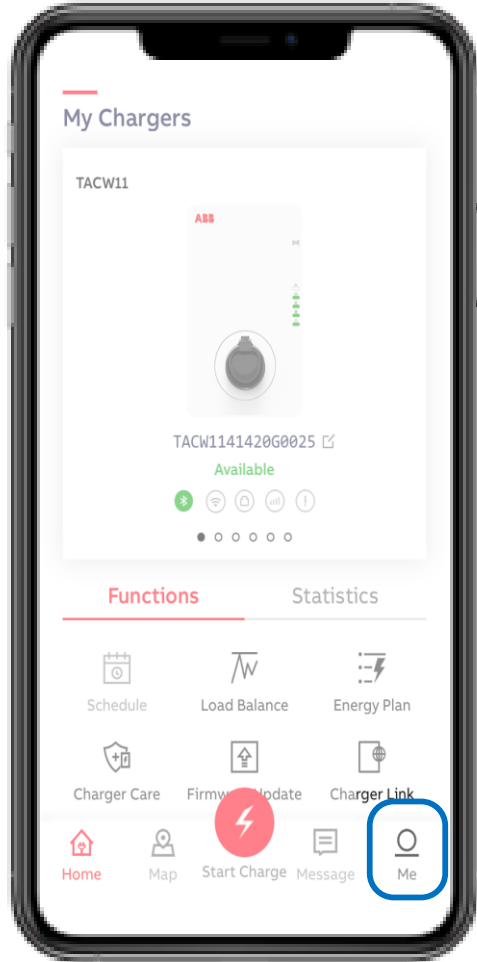
By 'Unbind' the charger will be removed from the user account.

Note:

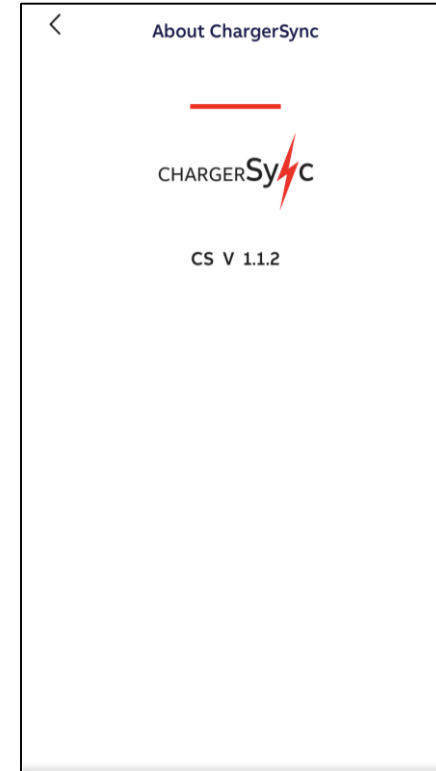
the owner of the PIN code is the owner of the Charger



Home screen – Me – Charger Sync App version



In 'About ChargerSync' the App version number can be found.

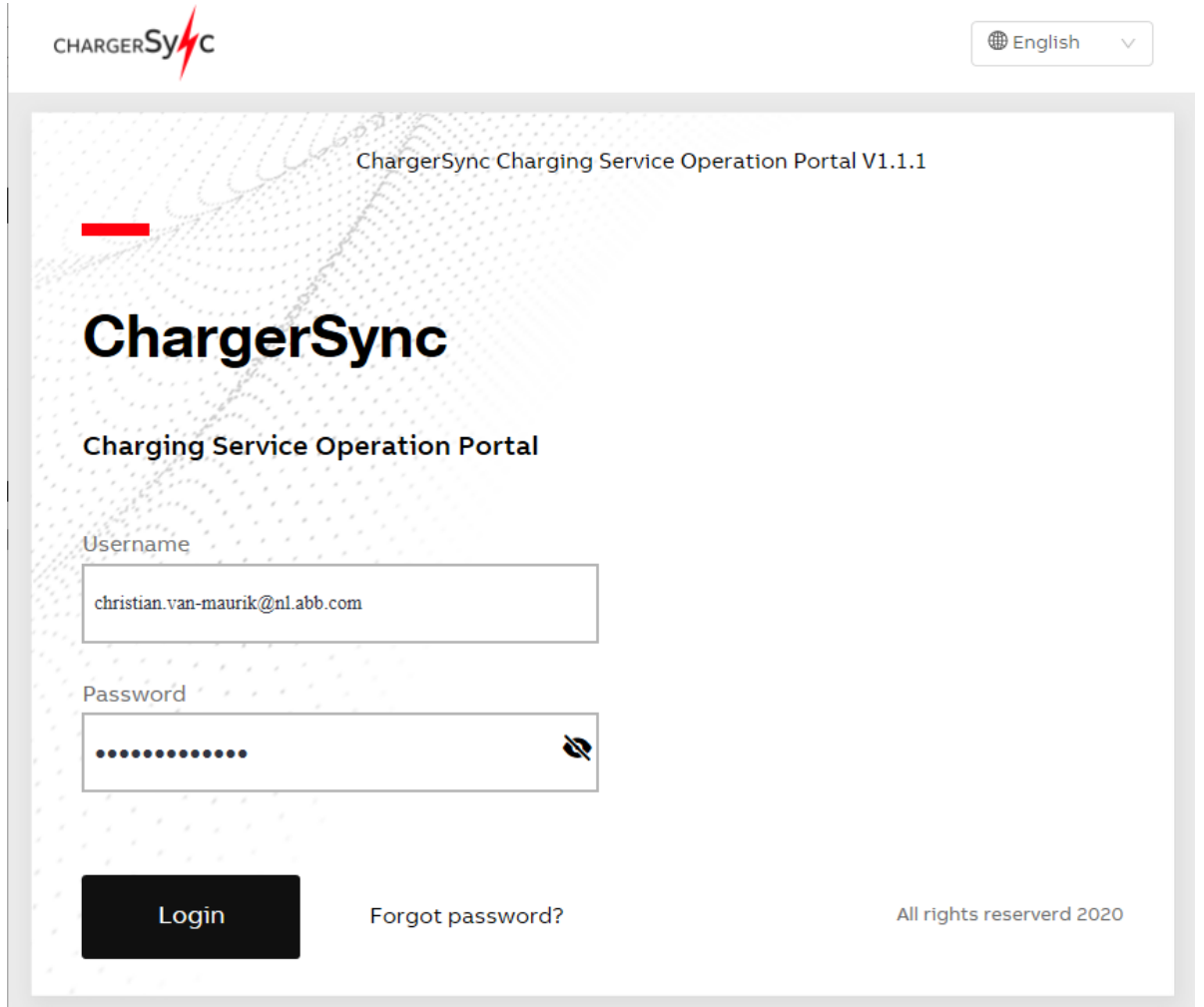




Portal

ChargerSync Essentials Operational portal

Account owner can be the remote administrator of a site/installation/group of chargers. In order to do that the owner creates an account and adds chargers and users to that account.



The screenshot shows the login interface of the ChargerSync Charging Service Operation Portal V1.1.1. At the top left is the 'CHARGERSync' logo, and at the top right is a language dropdown menu set to 'English'. The main heading is 'ChargerSync' in a large, bold font, followed by 'Charging Service Operation Portal'. Below this are two input fields: 'Username' with the value 'christian.van-maurik@nl.abb.com' and 'Password' with masked characters. A 'Login' button is positioned below the password field. To the right of the button is a 'Forgot password?' link. At the bottom right, it says 'All rights reserved 2020'.

ChargerSync Essentials Operational portal - Charging Site

Example of Charging Site:

- Charging Site 'test site Delft' with two chargers
- List of chargers can be filtered by Connector type/phase(s)/status/rated power
- To Add new charger

The screenshot displays the CHARGERSync Essentials Operational portal for a Charging Site. The interface includes a top navigation bar with 'Overview', 'Charging Site' (highlighted), 'User Management', and 'Charging Session'. A sidebar on the left shows 'test site Delft' selected. The main area features a 'Charger' tab with filters for 'Connector Type', 'Power Supply Phase', 'Charger Status', and 'Rated Output Power'. Below the filters is a table listing two chargers.

NO.	Alias/SN	Connector	Phase	Network	Status	Derating	Current	Remote Control
1	TACW1141420G0025 TACW1141420G0025	CHAdeMO	3	4G	Available	70%	11.2A	[Icons]
2	TACW741320G0018 TACW741320G0018	CHAdeMO	3	4G	Available	100%	32A	[Icons]

ChargerSync Essentials Operational portal - Charging Site

Example of Charging Site:

☐ Status connectivity option

☐ Remote control

Restart/stop/status details/ static load management






☐ Set Static load management percentage

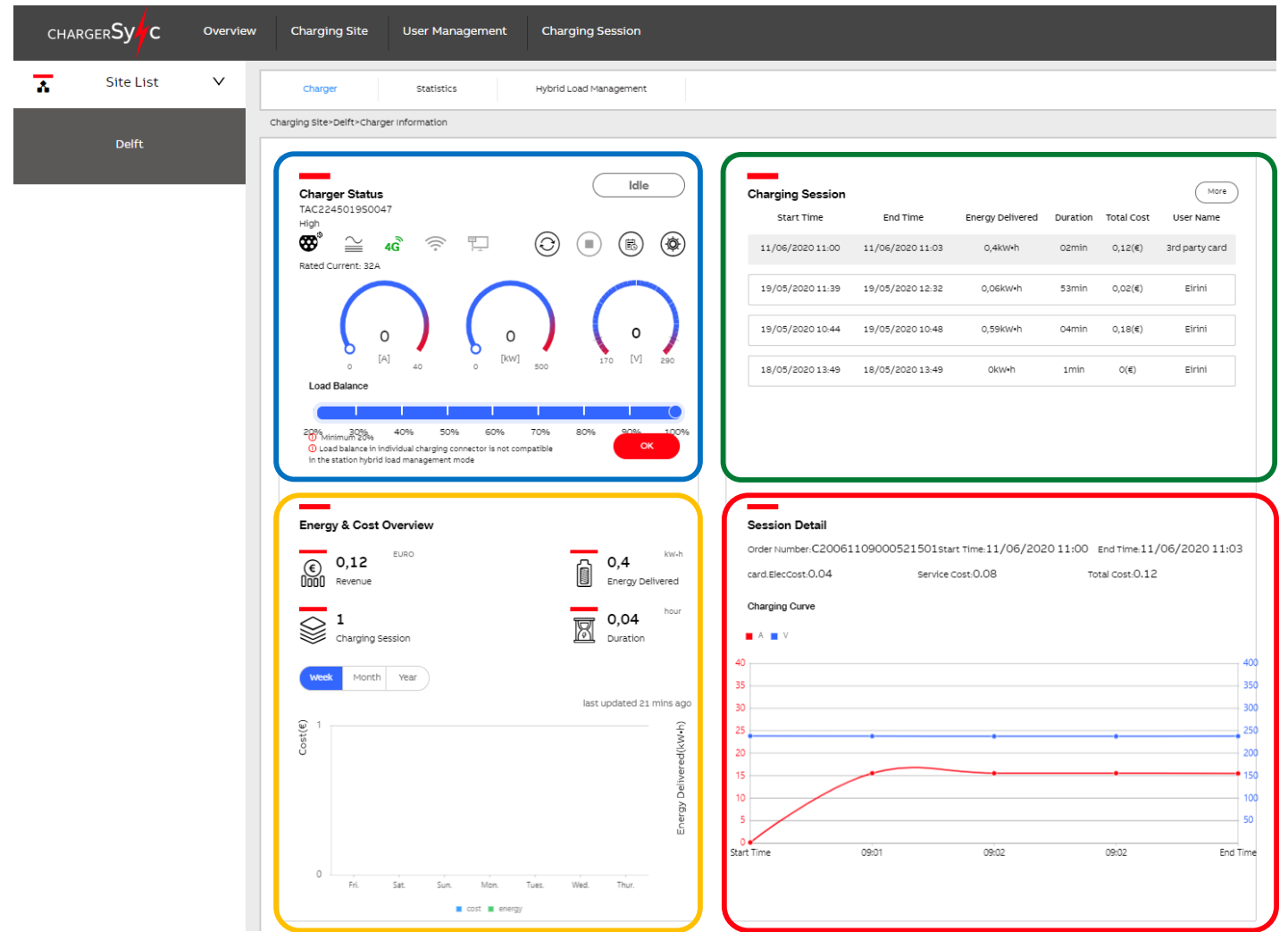
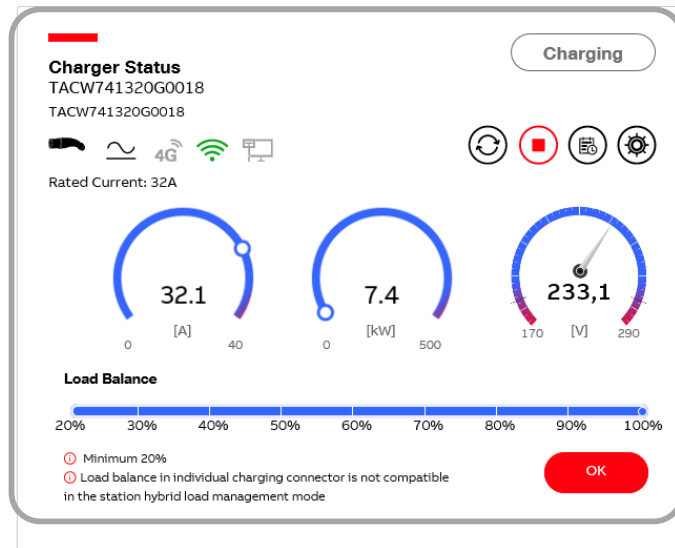
☐ Switch off/on or configure Hybrid load management

The screenshot displays the 'ChargerSync' web portal for a 'test site Delft'. The interface includes a top navigation bar with tabs for 'Overview', 'Charging Site', 'User Management', and 'Charging Session'. A left sidebar shows 'Site List' with 'test site Delft' selected. The main content area is titled 'Charging Site>test site Delft>Charger' and features a summary card for 'test site Delft' (Heertjeslaan, 2629 JD Delft, Netherlands). This card shows 'Connector Type' (0, 2), 'Power Supply Phase' (1, 1), 'Charger Status' (2 Available, 0 Charging, 0 Unavailable), and 'Rated Output Power' (1 7.4kW, 1 11kW, 0 22kW). A 'Hybrid Load Management' toggle is set to 'ON'. Below this is a table of chargers with columns: NO., Alias/SN, Connector, Phase, Network, Status, Derating, Current, and Remote Control. Charger 1 (TACW1141420G0025) is highlighted with a blue box around its network status (4G, Wi-Fi, Ethernet) and a green box around its remote control icons. A yellow box highlights the 'Load Balance' section for charger 1, showing a 'Manual Load Balance for TACW1141420G0025' slider set to 70% (11.2A) and an 'OK' button. Charger 2 (TACW741320G0018) is also listed with a 100% derating and 32A current.

NO.	Alias/SN	Connector	Phase	Network	Status	Derating	Current	Remote Control
1	TACW1141420G0025 TACW1141420G0025			4G	Available	70%	11.2A	
2	TACW741320G0018 TACW741320G0018			4G	Available	100%	32A	

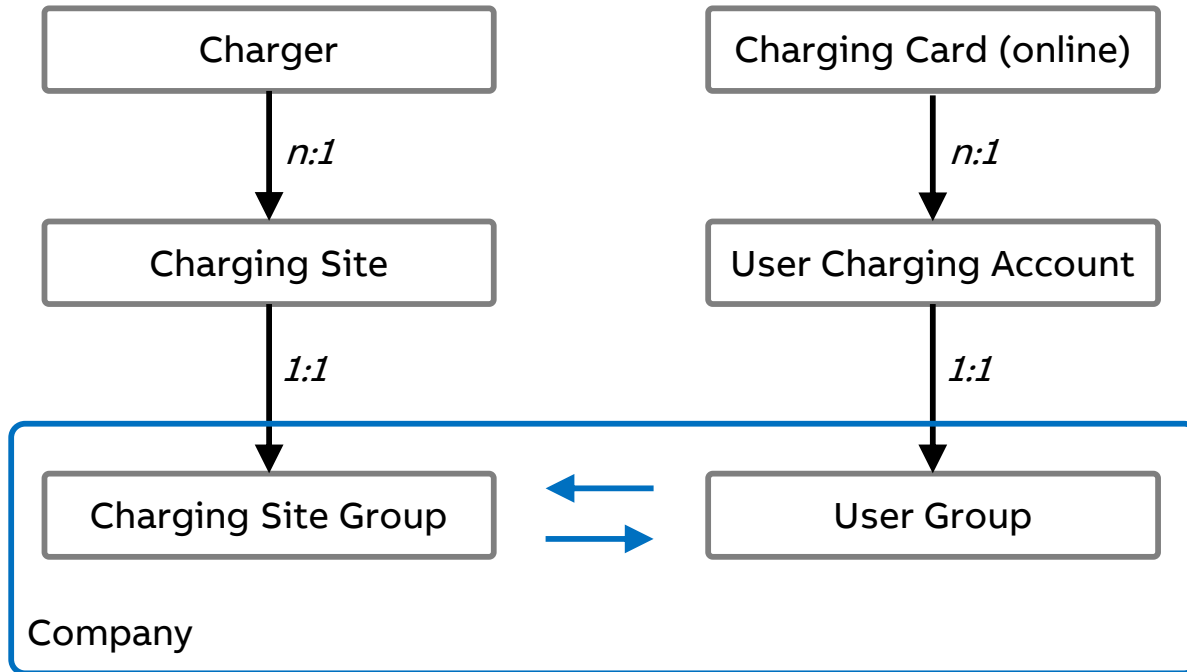
ChargerSync Essentials Operational portal - Charger Details

-  Charger status
-  list of Charging sessions
-  Energy & Cost overview
-  Session Details
-  Charger status during charge session

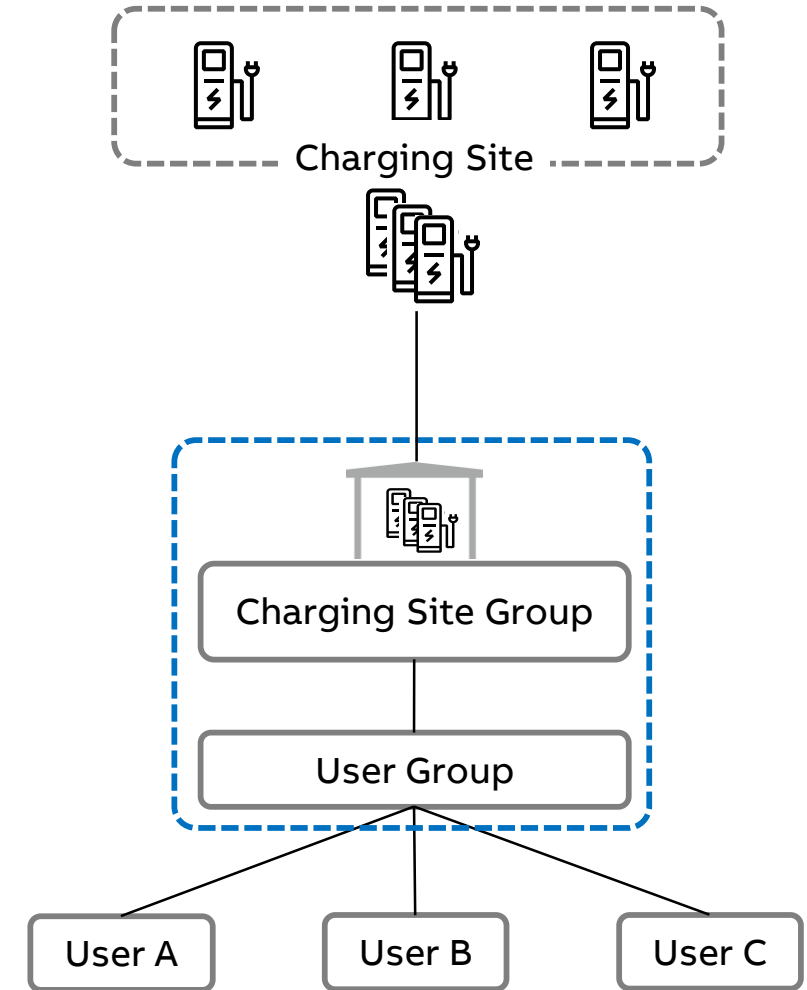


ChargerSync Essentials Operational portal

Relation between user group and site group



When creating the company by default it creates the Charging Site Group and User Group



ChargerSync Essentials Operational portal - User Management

In User Management,
Charging Account
management
account can be operated.

☐ RFID card number

☐ User details

Charging Account Management

Charging Card Management

User ID:




Account Status:

All

User Name:

User Email:

Search

NO.	User ID	User Email	User Name	Bound Cards	Account Status	Account Management
1	3059340550		3rd party card	-	Not Frozen	  

ChargerSync Essentials Operational portal - User Management

In User Management,
Charging card Account
card balance can be
operated.

☐ User details

☐ Balance

CHARGERSync

OverviewCharging SiteUser ManagementCharging Session

Professionaladmin

Charging Account ManagementCharging Card Management

Created Time:

Start date ~ End date

Charing Card ID:

Card Account Status:

All

User Name:

User Email:

Card Status:

All

Search

+ Add a New Charging Card

NO.	Charing Card ID	User Email	User Name	Card Account Status	Card Status	Created Time	Account Balance	Balance Management	Card Management
1	3059340550	christian.van-maurik@nl.abb.com	3rd party card	Not Frozen	Activated	11/06/2020 16:59	19.88(€)	<div>Top UpWithdraw</div>	<div><div></div><div></div><div>Activate</div></div>

ChargerSync Essentials Operational portal - Charging session

- List of sessions
- Details per session
- Session charge curve

CHARGERSync

OverviewCharging SiteUser ManagementCharging Session

Professionaladmin

53

Total Charging Session

21h08min

Total Duration

146,22unit.energ

Total Energy Delivered

39,78(unit.mone

Total Cost

Status All

Station Group, User, User Group or Session ID

Filter

NO.	Session ID	Charger Alias/SN	Start Time	End Time	Duration	Energy Delivered	Total Cost	Session Status	User Name	Details
1	C20061109000521501	TAC224501950047	11/06/2020 11:00	11/06/2020 11:03	00h02min26s	0.402kwh	0.12(€)	Paid	3rd party card	>
2	C2006081610000981	TAC2244919G0022	08/06/2020 18:09	08/06/2020 18:24	00h14min09s	4.873kwh	1.46(€)	Paid	Elrini	⌵

Session Detail

Session ID: C2006081610000981

✓ Paid

Charger Info

SN: TAC2244919G0022Connector Type:Power Supply Phase:Rated Output Power: 22kw

Alias: MediumLatest Session:Charging Site: Delft

Billing Info

User Name: ElriniUser ID: 2003060208/06/202018:0914min18:244.87kwhFully charged or unplug

Electricity Charge: 0,49€Service Charge: 0,97€Total : 1,46€

Charging Curve

A

V

40

35

30

25

20

15

10

5

0

Start Time

16:11

16:13

16:14

16:16

16:17

16:19

16:21

End Time

400

350

300

250

200

150

100

50

0

ABB