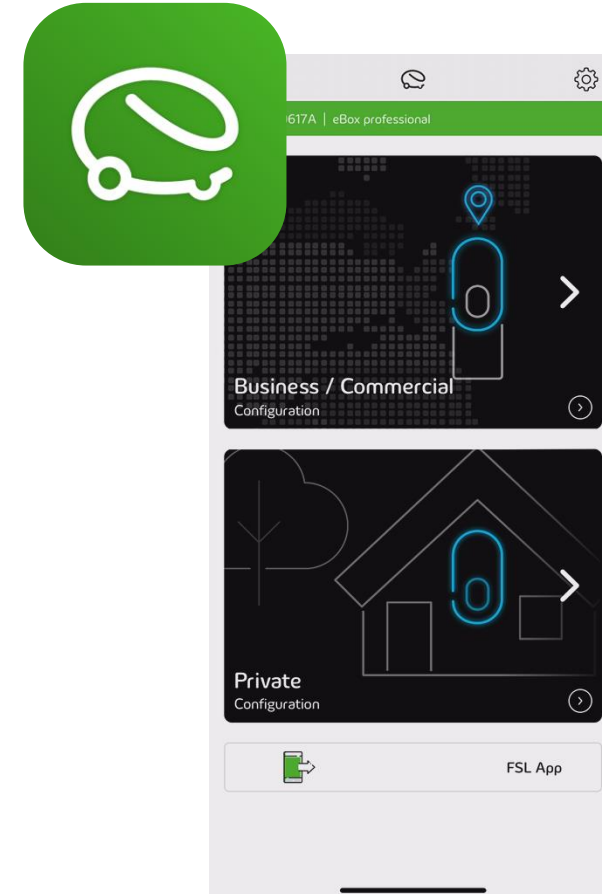


Compleo eCONFIG

Instruction for use

General



Compleo eCONFIG

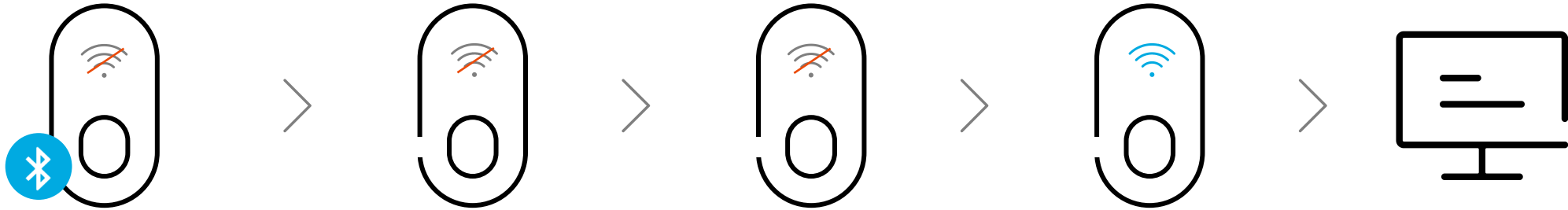
The app simplifies for installers the installation process of an eBOX smart, professional & touch (generation 3).

Highlights

- **Strong partners:** The perfect companion for installers
- **Easy handling:** Convenient setup and configuration process
- **Several use cases:** For B2B and B2C use case available
- **Available for free:** Available on the Apple App Store & Google Play Store



Installer Journey



1 To **start** the set-up connect the eBOX to your smartphone via **Bluetooth**.

2 Get **access** to the eBOX configuration via the unique **PUK** of the eBOX.

3 Enter the **parameters** for the **technical settings** (phases, current, asymmetric load).

4 Configure a **network access** and establish connection to a **backend**.

5 Configure the **backend settings** (URL, chargebox ID, APN, etc.).

! Please make sure that at least the **firmware version 1.1** is installed on the eBOX, to configure OCPP parameters.

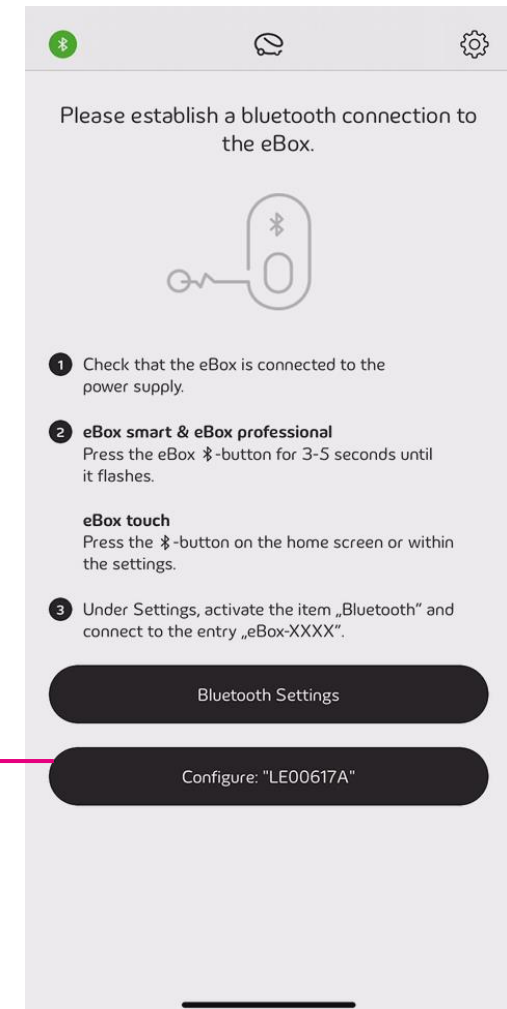
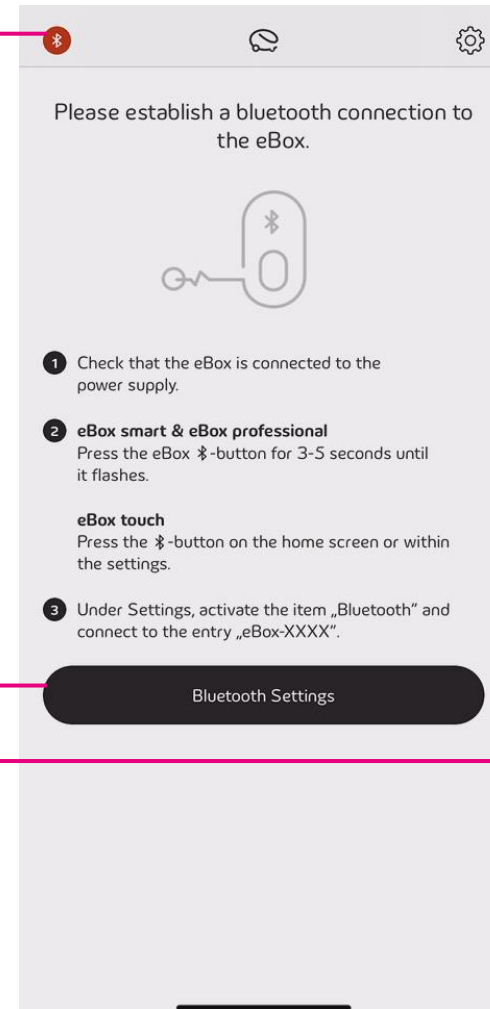
Configuration



When launching the app, a guide appears, providing instructions to establish a **Bluetooth connection to the eBOX**.

The **red symbol** indicates a missing connection.

Once you, the installer, have established a Bluetooth connection to the eBOX, the **icon turns green** and the configuration can continue.

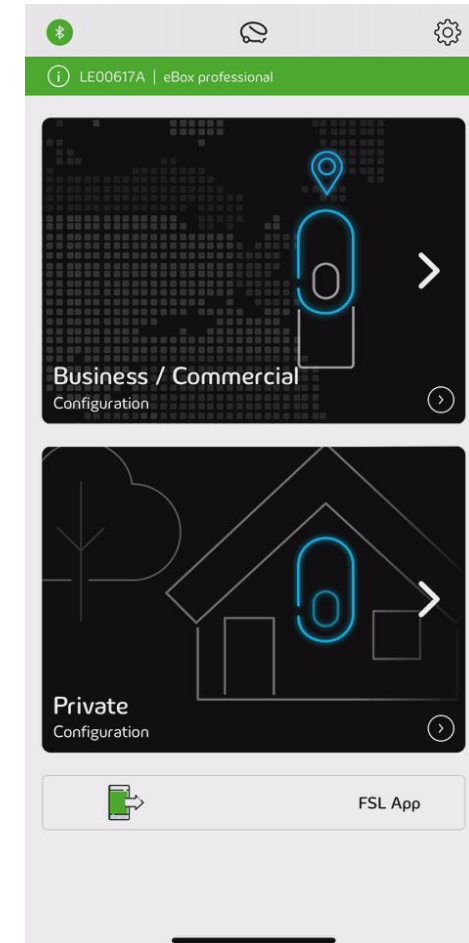
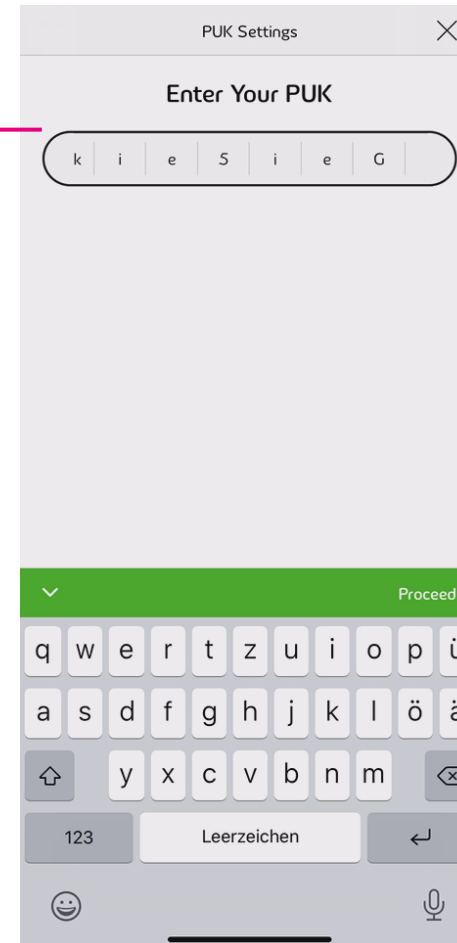


Get Access to Compleo eBOX



The PUK is located on the **back of the user manual** that came with the eBOX.

After the eBOX has been successfully unlocked, you as the installer can choose between a **business or private installation**.



Technical Configuration



You as the installer can directly adjust:

The **region** the eBOX is operating in (US or EU)

The **number of phases** connected to the eBOX
(1 phase or 3 phases)

The **available charging load** of the eBOX (16A, 20A, 32A)

Enable or disable **asymmetric load detection**



The detection of asymmetric load is mandatory in Germany.

The screenshot shows the 'Business / Commercial Configuration' screen with the following settings:

- eBox Region: EU
- Select Phase: 1 Phase
- Select Charging Current: 16 A (3,7 kW)
- Unsymmetric Load Detection: Disabled

An information box at the bottom states: "Carefully enter the values for number of phases and amperage noted on the eClick. Otherwise, functional restrictions will occur."

A 'Proceed' button is located at the bottom of the screen.

Network & Backend Connection

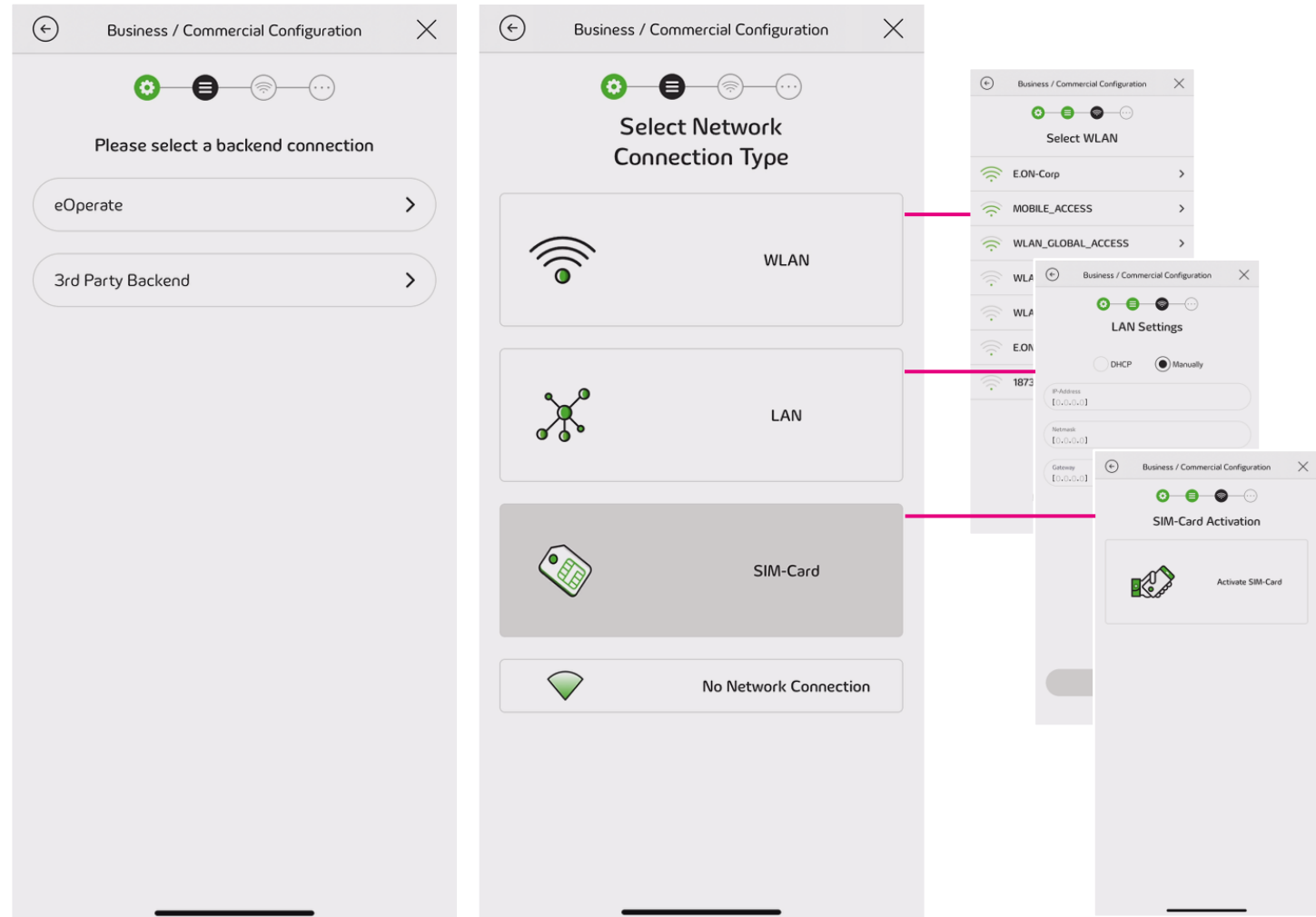


During commissioning you as the installer can choose between a connection with **eOperate** or a **3rd party backend (B2B)**.

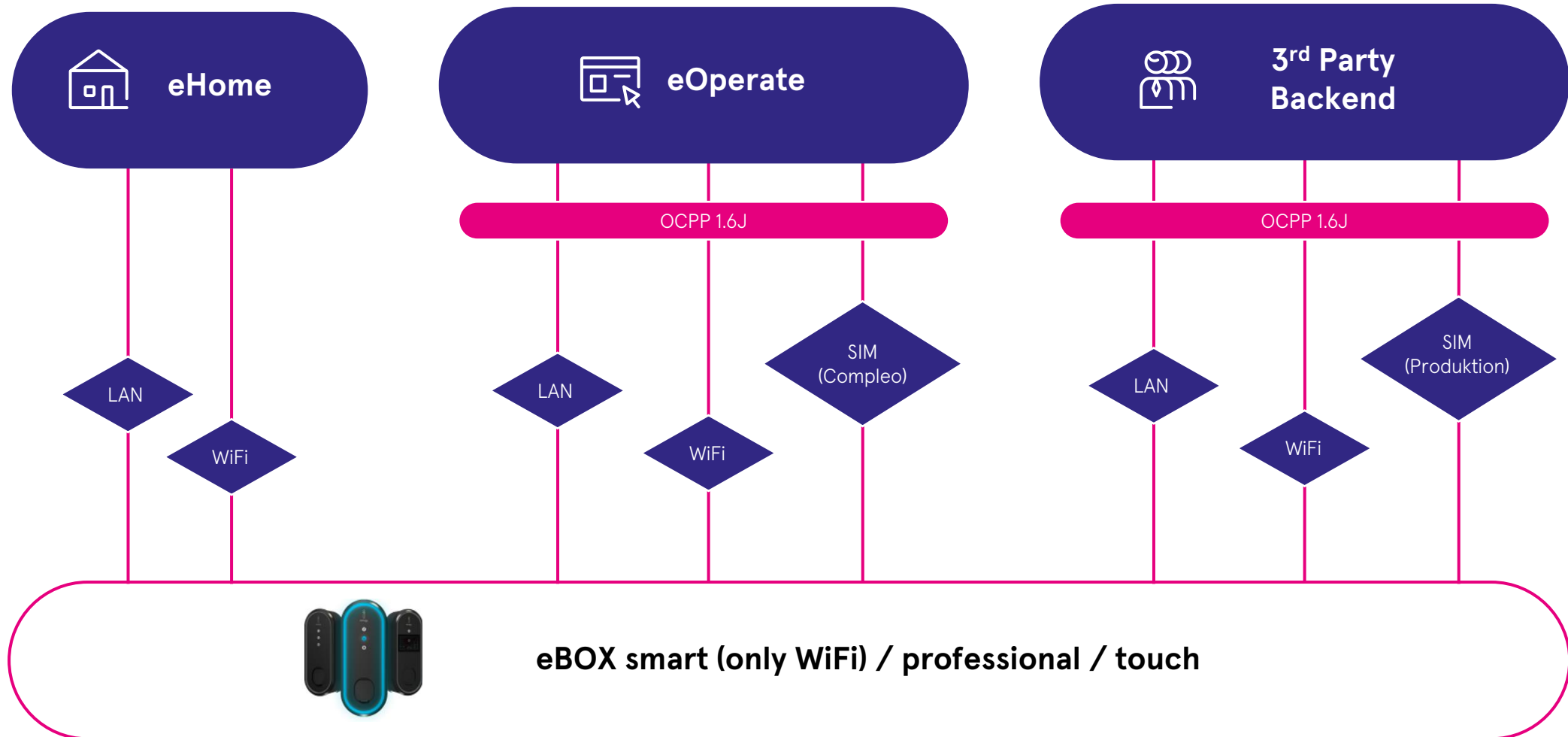
A connection can be established via **WIFI**, **LAN** or **SIM**.

The **SIM card** must be installed and activated.

This can happen during installation or during production for clients with agreements concerning this matter.



Overview Backend Connection



Backend Configuration

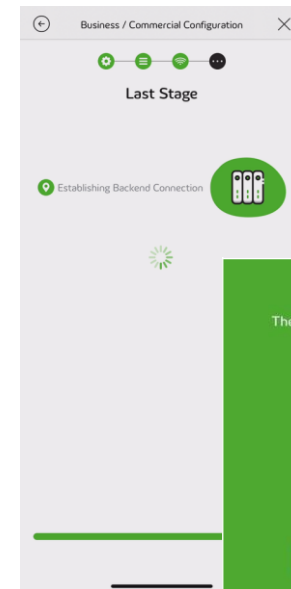
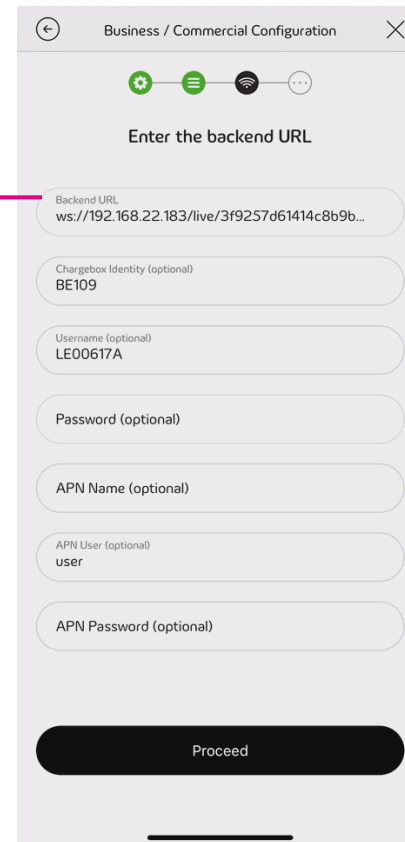
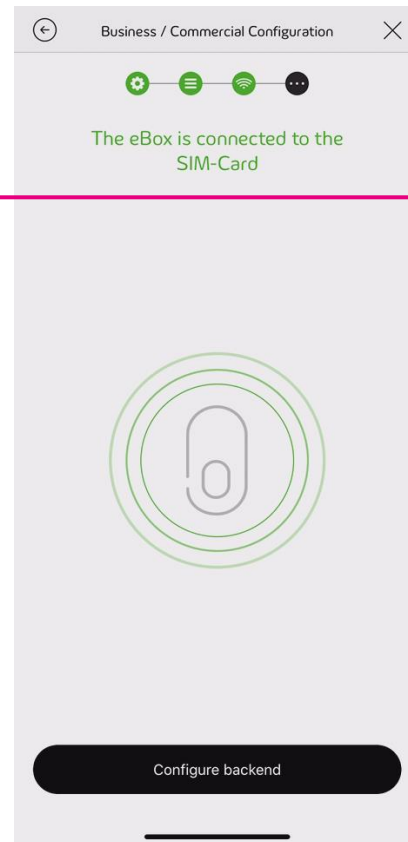


When a **valid network connection** is established, then you can proceed with the **backend settings**.

As the most important field, the **Backend URL** must be entered by the installer.

When continuing, the **backend connection** is validated.

A **green screen** with the “rolling e” indicates a successful configuration. The eBOX will now reboot and apply the changes.



Reconnect and Validate

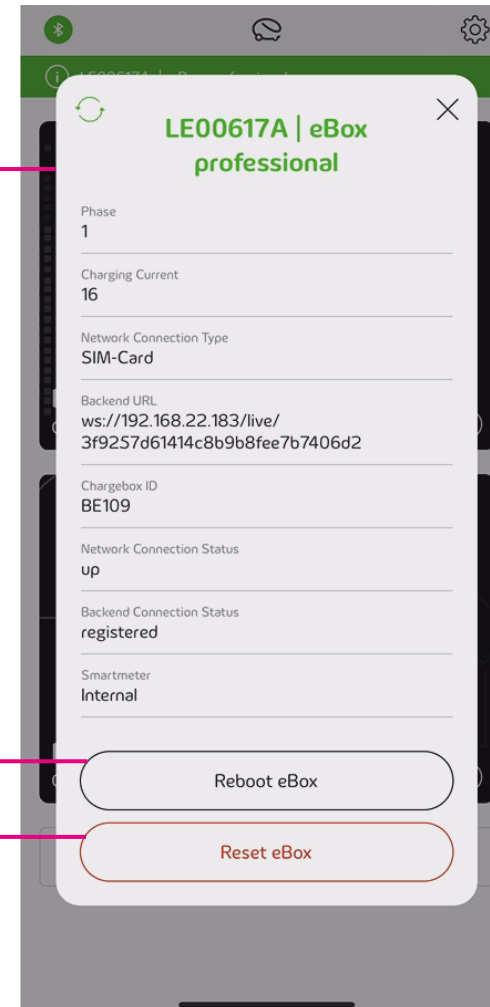


After successful commissioning, you can **access and configure** the eBOX via its **backend portal**.

When reconnecting to the eBOX, a **summary of the configuration** is displayed. Use this view to validate the entered parameters.

You can **update** the data via the refresh icon, **reboot** the eBOX or **reset** it to factory settings.

If you want to **adjust parameters**, you must complete the commissioning process again.



03/2022
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