

# eOPERATE

Instructions Self Service Charging Point -  
Commissioning

# eOPERATE

## 1. Introduction

The eOPERATE Portal is the leading software solution for efficient and easy operation of a charging infrastructure network. From monitoring to billing, the eOPERATE Portal with its promising technology is already prepared for the growing demands of electric mobility and allows to sustainably improve the electric driving experience of your end users.

The cloud-based solution is addressed to the needs of B2B customers, who mainly take on the roles of CPOs (charging point operators) and EMPs (electric mobility providers). As a web application, the eOPERATE portal is accessible from anywhere and on any device and, as a white label solution, offers the possibility to make the portal appear in the look & feel of B2B customers. On the one hand, it allows operators to run operations by remotely monitoring and controlling their charging stations in real time. For example, the portal provides real-time insight into the power consumption of the charging infrastructure and allows you to remotely manage the process of a charging operation. On the other hand, the eOPERATE portal allows you to configure your own charging infrastructure, report on the charging processes performed including all charging data and perform various administrative tasks. Accordingly, operators have, for example, various options for configuring access and access options to the charging infrastructure.

In addition to controlling the charging infrastructure, eOPERATE offers various options for marketing your charging infrastructure. The prices for the charging infrastructure can be flexibly configured based on the business model of the respective B2B customers and offer you a concept for charging processes. By networking with various roaming platforms, the range of your charging infrastructure can be significantly increased. In the role as EMP, basic functions for pricing and billing for B2C customers are provided by eOPERATE. Here, too, there is the option of further increasing your customers' charging options by networking with various roaming platforms. The EMP functions can be flexibly expanded to include additional products in order to be able to operate on the market as an independent EMP.

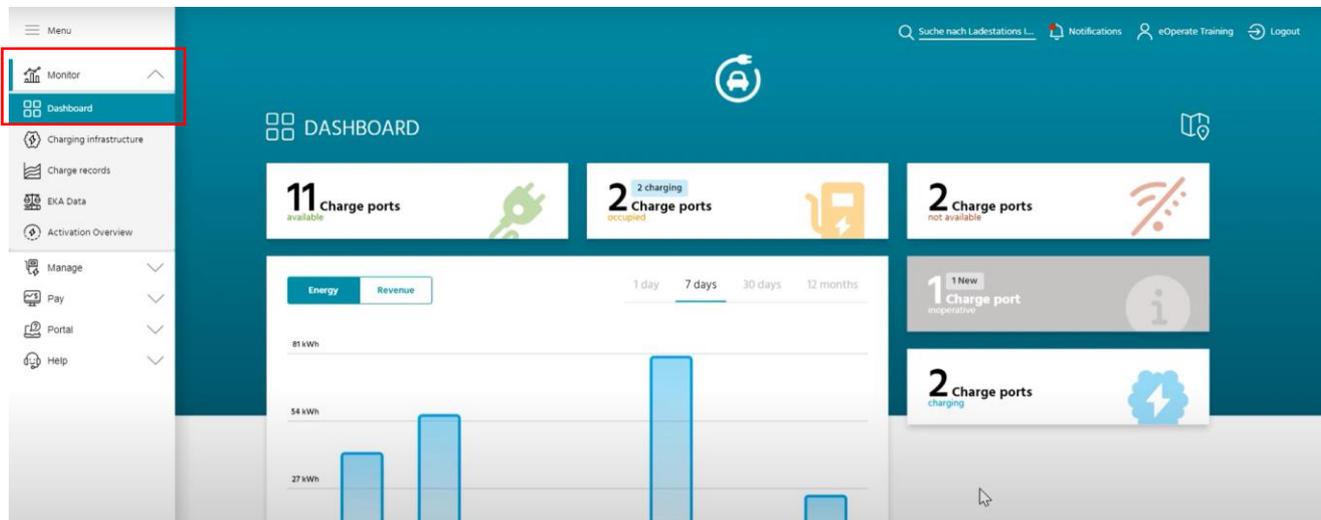
## 2. Preparation

Make sure that your charging station has been installed correctly and that the setup has been performed using the eCONFIG app on site!

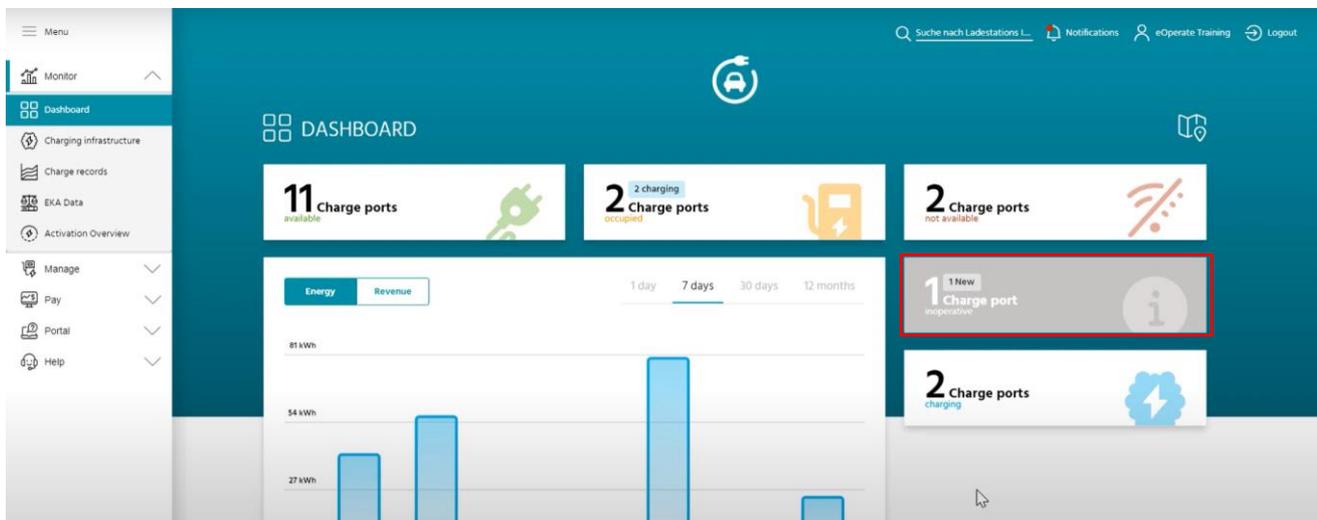
# eOPERATE

## 3. Commissioning

1.) Log in to the eOPERATE portal and click on the "Dashboard" field under the "Monitor" tab in the navigation menu.



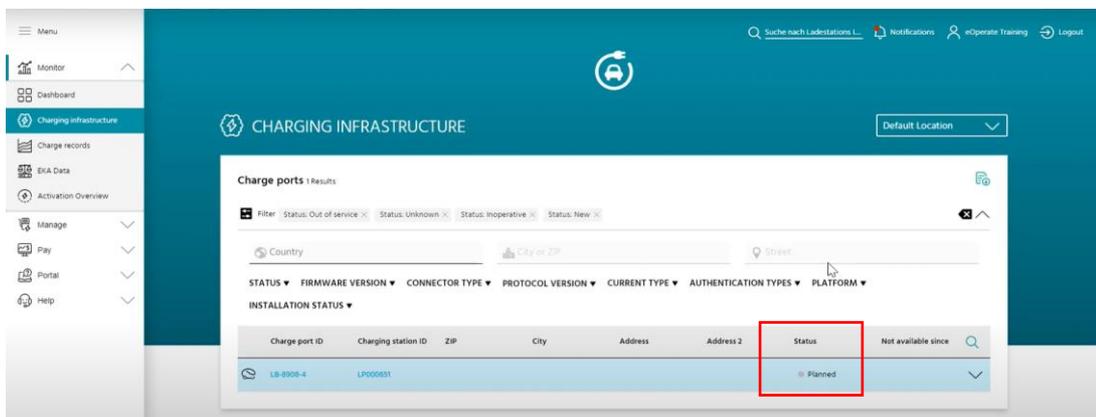
2.) In the dashboard, a new charge point appears in the gray field.



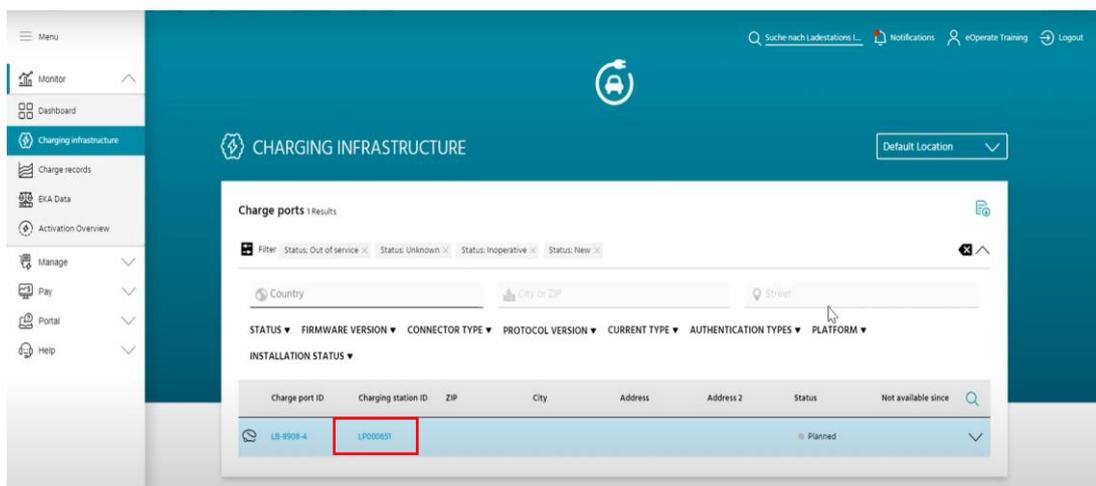
# eOPERATE

## 3. Commissioning

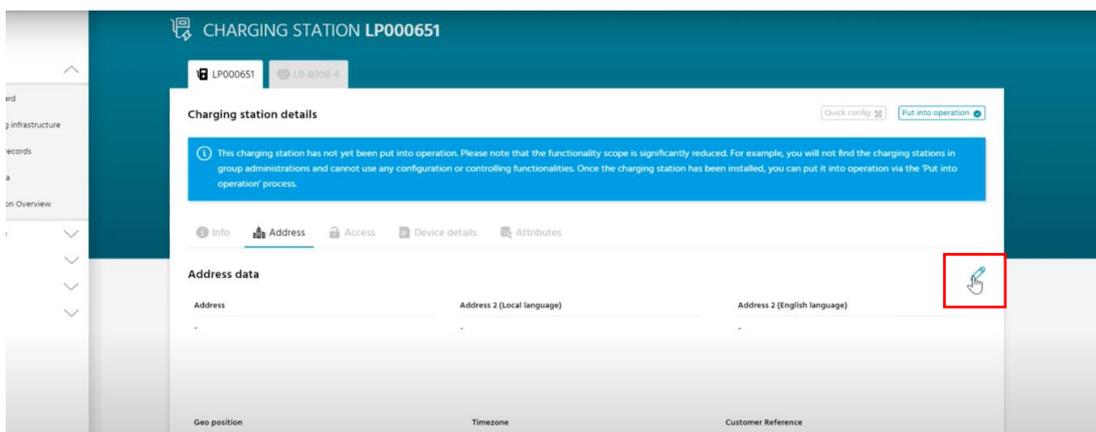
3.) Clicking on the gray field opens the charging infrastructure page. Under the status "planned", all charging stations that have not yet been put into operation are displayed.



4.) Click on the charging station ID to open the charging station details.



5.) You can enter all data in the respective tabs in advance. To do this, click on the pencil icon in each case.



# eOPERATE

## 3. Commissioning

6.) Enter the data in the fields provided and confirm by clicking on "Update".  
The mandatory fields are marked with an asterisk and in red.

LP000651 Address data

Address *	32	Address 2 (Local language)	40	Address 2 (English language)	40
City *	42	ZIP *	5	Customer Reference	10
Country *	Germany (DE)				
Geo position		Longitude *			
Latitude *	51.498613	Longitude *	7.474010		

Update

7.) Repeat the process for all tabs in the overview.

CHARGING STATION LP000651

LP000651 LB-8908-4

Charging station details

Quick config Put into operation

This charging station has not yet been put into operation. Please note that the functionality scope is significantly reduced. For example, you will not find the charging stations in group administrations and cannot use any configuration or controlling functionalities. Once the charging station has been installed, you can put it into operation via the 'Put into operation' process.

Info Address Access Device details Attributes

Address data

Address	Address 2 (Local language)	Address 2 (English language)
Geo position	Timezone	Customer Reference

### Mandatory data:

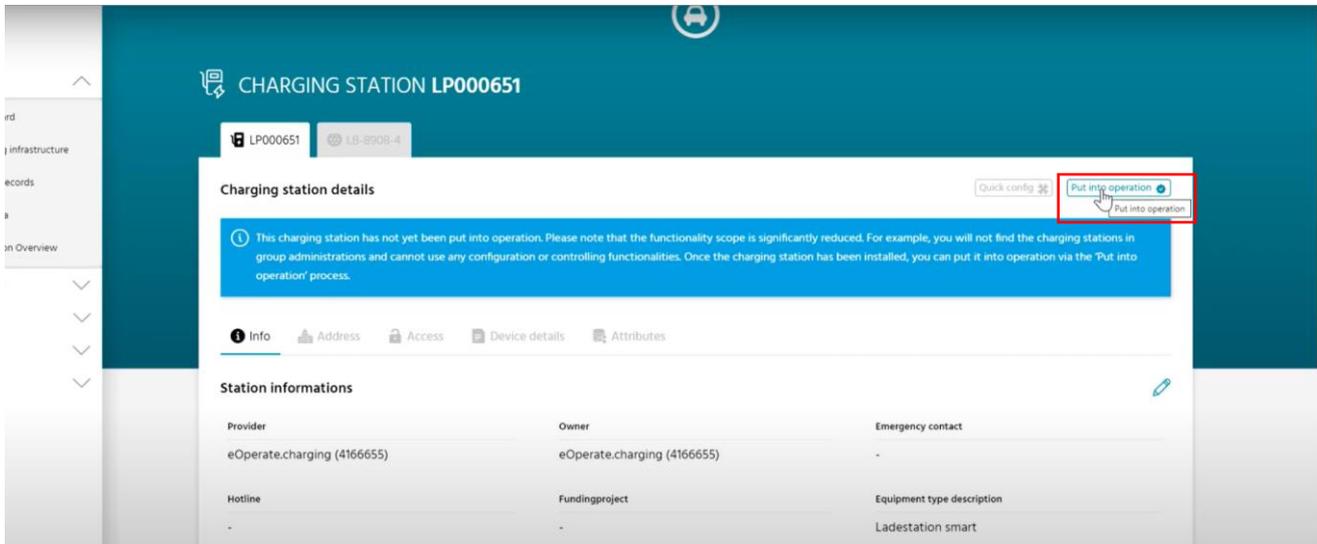
Emergency contact	Hotline	Country
Address	Postcode	City
Latitude	Longitude	Phase
Counter type		

This information is important! It may be shared with roaming systems and published in EV apps. Please verify that the information you enter is complete and correct to provide your customers with an optimal charging experience.

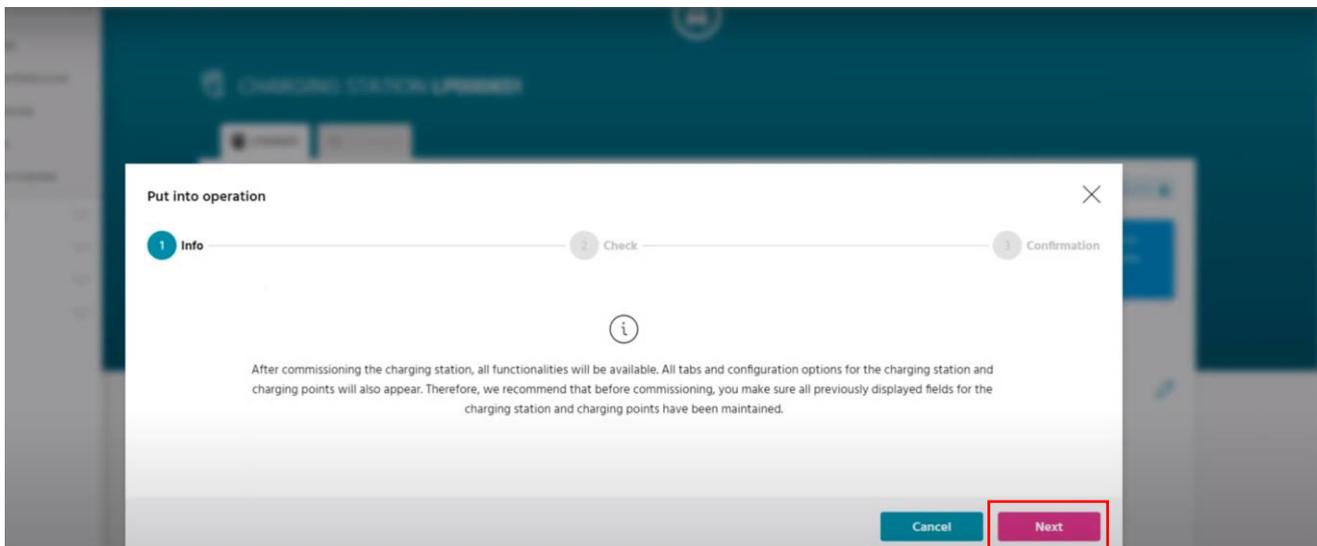
# eOPERATE

## 3. Commissioning

8.) To start commissioning, click in the upper right field. Have all documentation for the charging station ready.



9.) Read this note and confirm it with "Next".



## 3. Commissioning

10.) All missing information about the charging station is marked in red and must now be added.

Put into operation

1 Info 2 Check 3 Confirmation

Please check the following data before commissioning the charging station. To correct the data, please exit the modal and incorporate the changes on the respective details page.

LP000651

Station informations

Provider  
eOperate.charging (4166655)

Emergency contact \*  
-

Hotline \*  
-

Owner \*  
eOperate.charging (4166655)

Address data

Address \*  
Address 2 (Local language)  
Address 2 (English language)

11.) Check your entries for correctness and confirm them. If your information is complete, you will receive a confirmation of successful commissioning.

12.) The charging station is displayed as "New" and not yet as "Available". To set the charging point to "Available", perform one of the following options:

1. Reboot the charging points in the eOPERATE portal.
2. Perform a charging process.
3. Briefly de-energize the charging point on site.

13.) In the overview of your charging point, you can perform a reboot from the eOPERATE portal.

Ladepunkt Details

Schnellkonfiguration \* 🗨️ 📄

Steuerung ⚙️ Konfiguration 📄 Geräte Details 📄 LG2WAN Parameter

Info letzter Kommunikationsversuch: 13.10.2021 13:00:10

Operativer Status

Verfügbar ~ AC

Letzter Ladevorgang

13.10.21 09:15 - 13.10.21 12:58 ~40,39 kWh

Compleo Charging Technologies GmbH  
Oberste-Wilms-Straße 15a | D-44309 Dortmund  
servicedesk@compleo-cs.com | compleo.-cs.com

03/2022  
Document Center:

