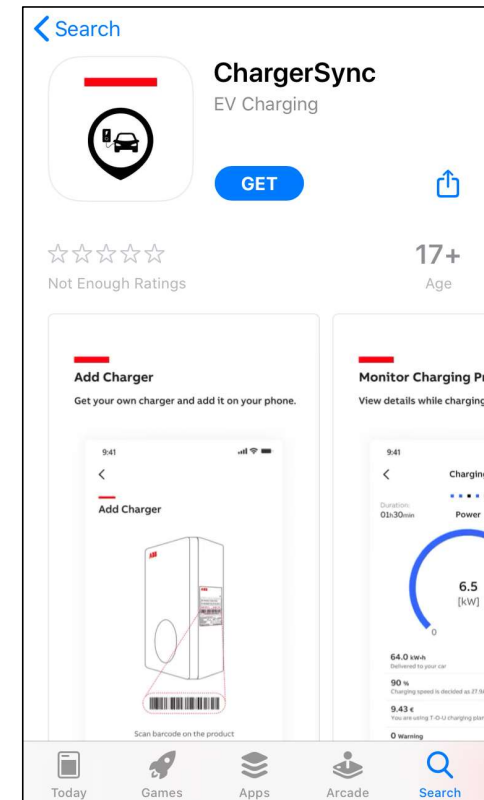
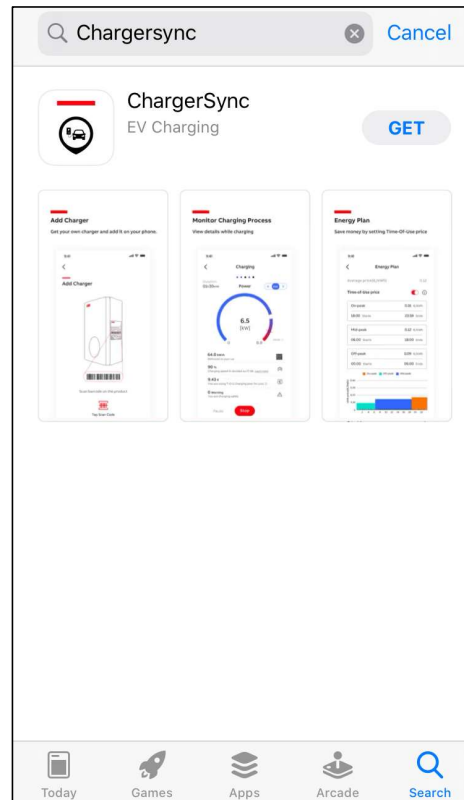

ChargerSync App

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)

English ▼

Log in

E-mail address

Password 

[Forget your password?](#)

Login

Need an account? [Sign up](#)

English ▼

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!



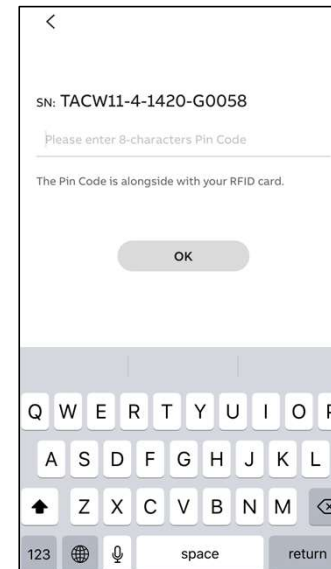
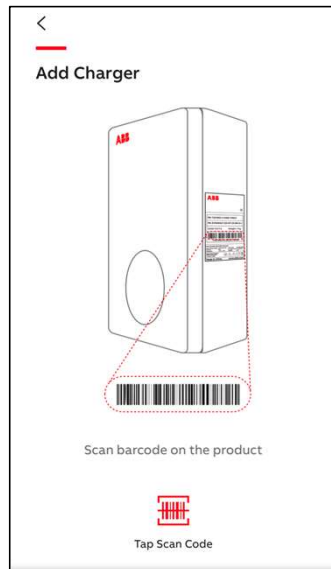
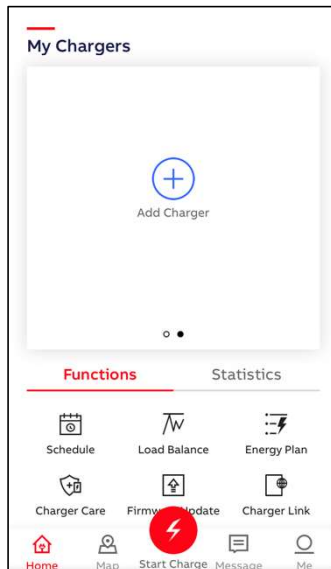
We have sent you an email to confirm your account.

OK

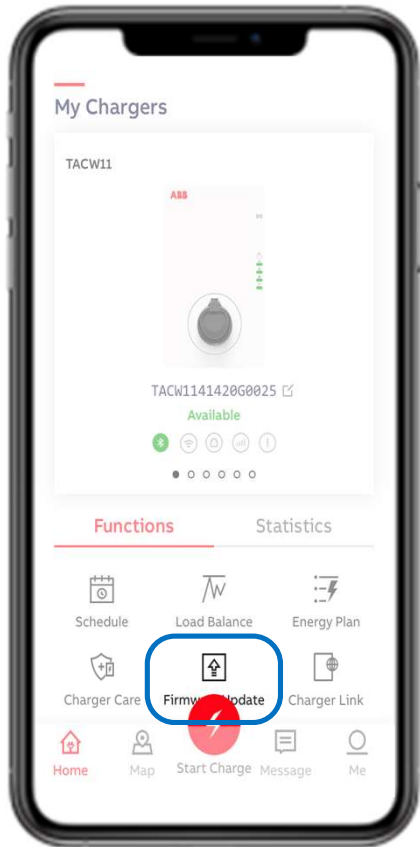
Didn't receive the email ? [Resend](#)

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.

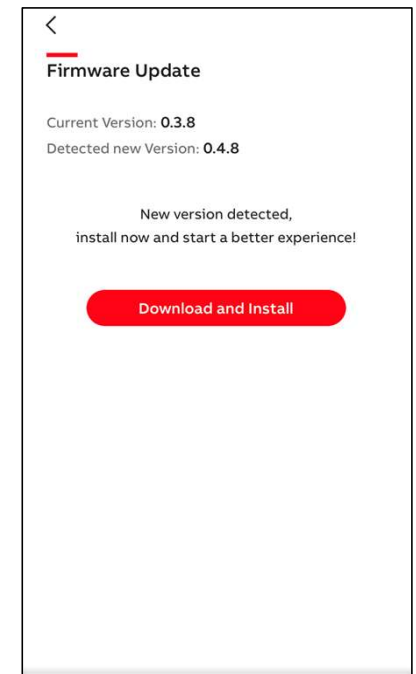
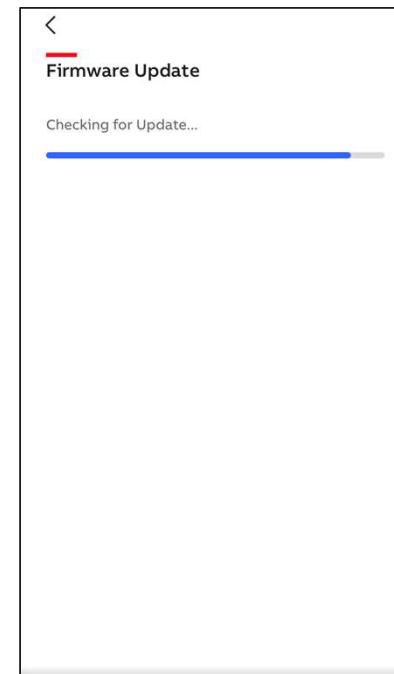


Home screen – Firmware Update

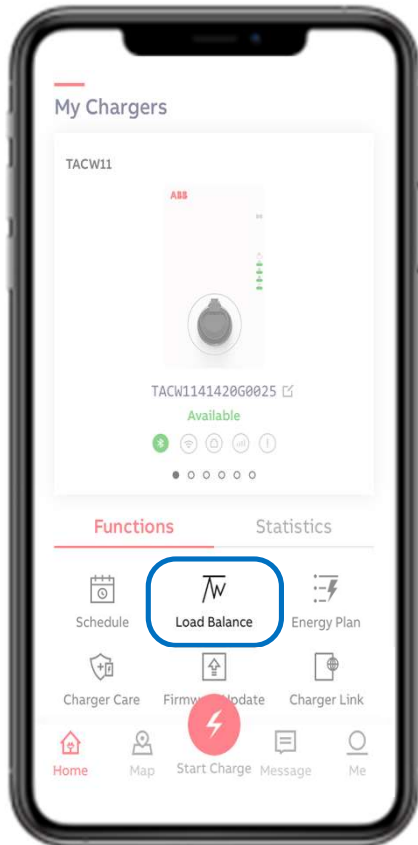


Update charger firmware to latest available version

- 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



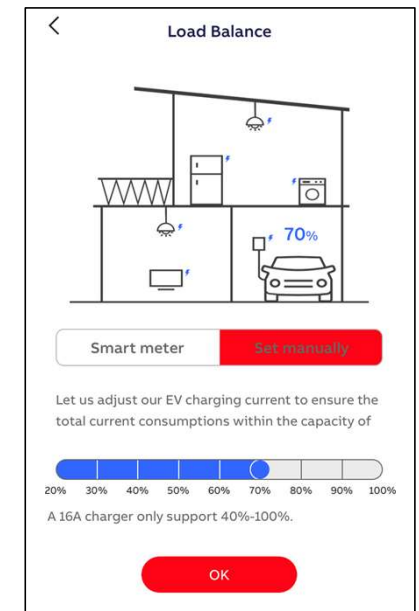
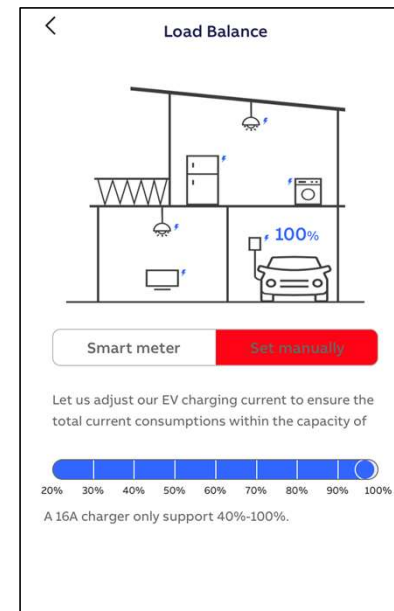
With Load Balance a user selected power limit can be set.

The option 'Set manually' is ready pre-selected.

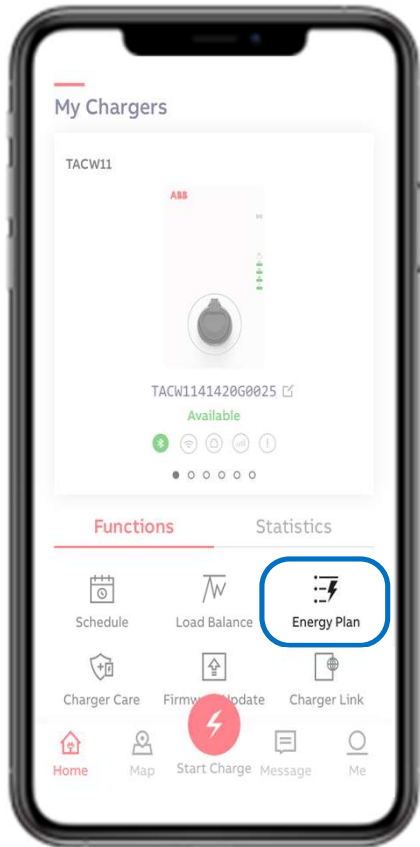
By sliding the blue dot in the bar preferred percentage can be set.

- Confirm by 'OK'

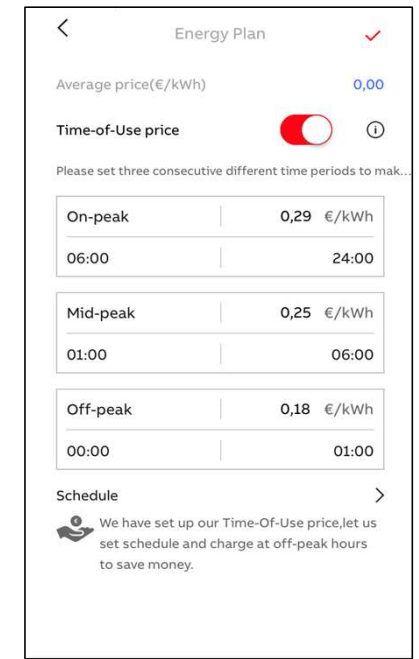
To limit energy costs in peak energy period.



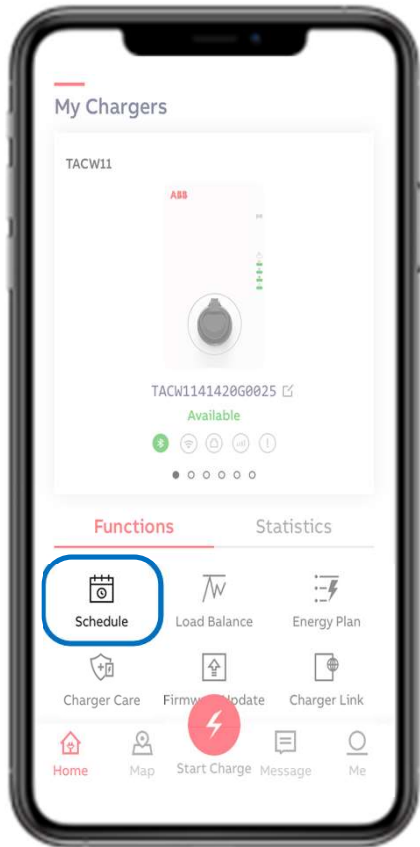
Home screen – Energy Plan



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

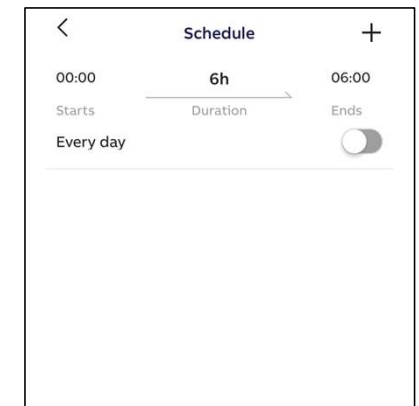
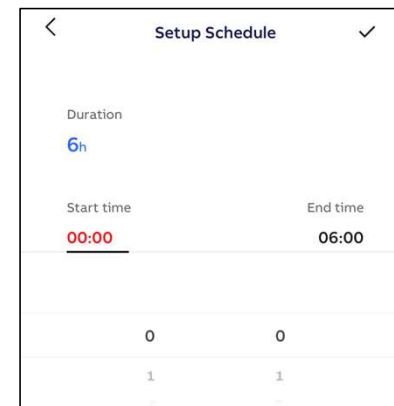
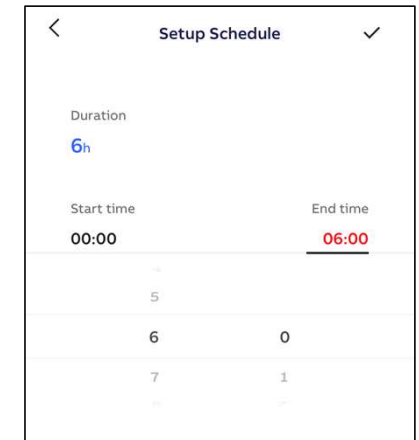
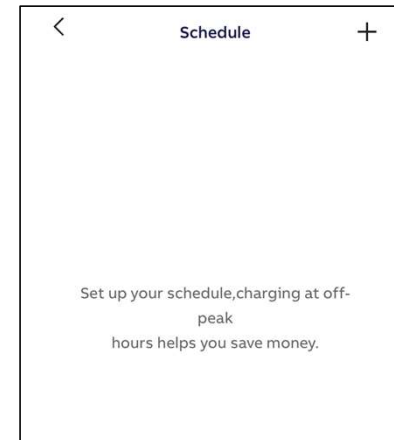


Home screen – Schedule

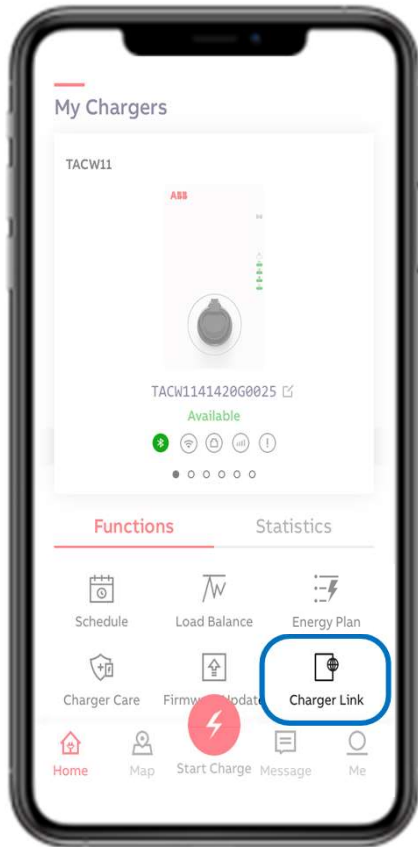


With Schedule specific charge time period(s) can be set to start delayed charge session.

Free access mode as there is no authorization needed when making use of Schedule.



Home screen – Charger Link



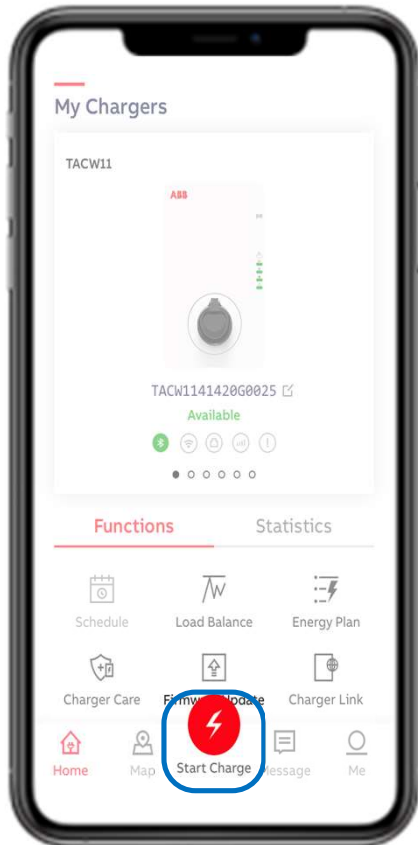
With Charger Link the connectivity option can be selected between charger and ABB server back-end.

Available connectivity options depends on charger model.

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

-  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

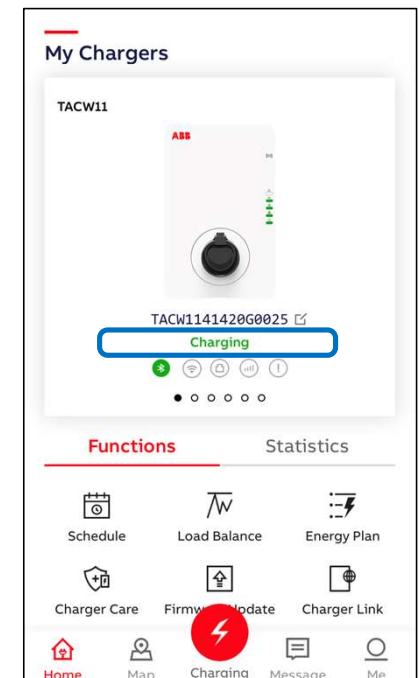
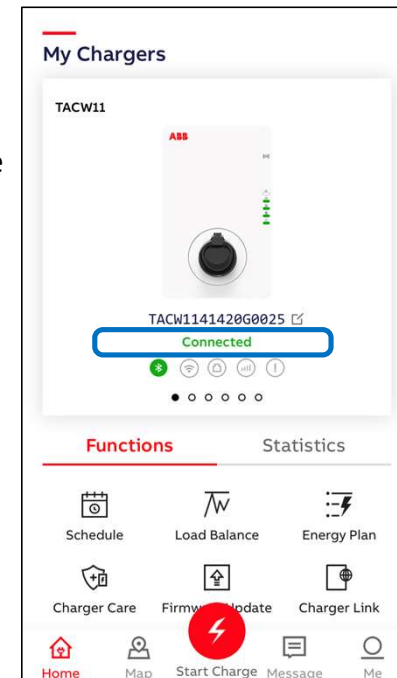
Home screen – Start – Charging



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

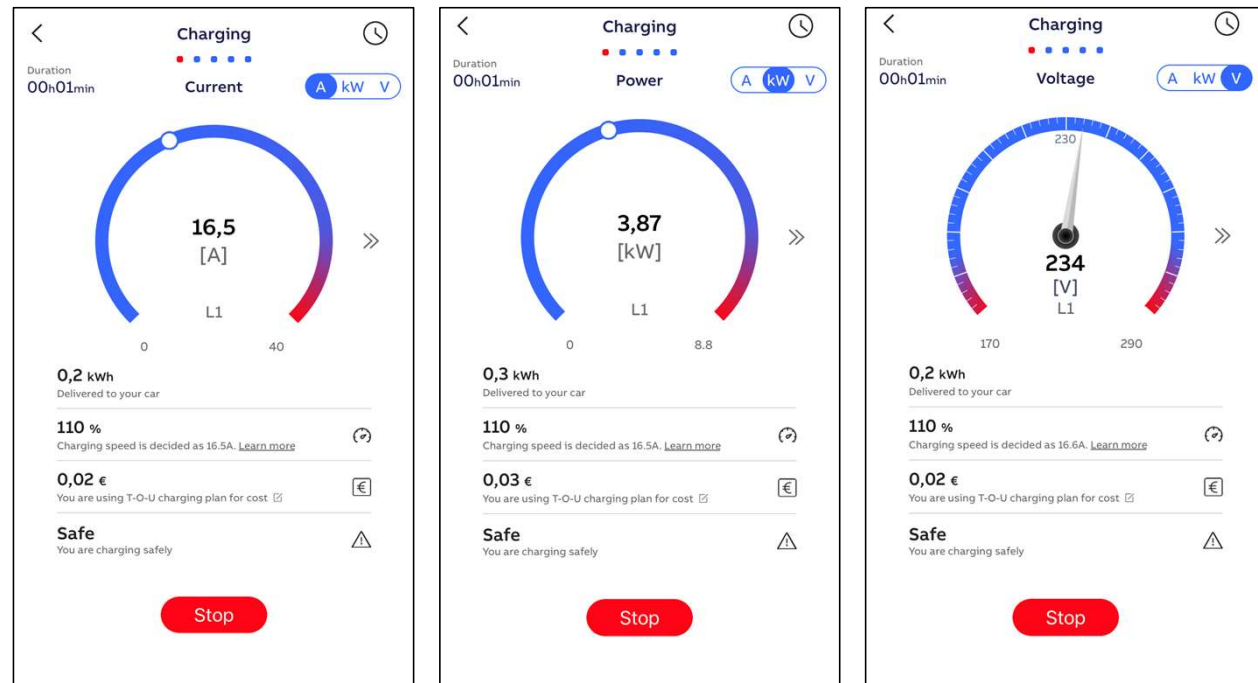
Charge session can be start via red 'Start Charge' button . The charge session will start after quick check between charger and EV (seconds).

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.

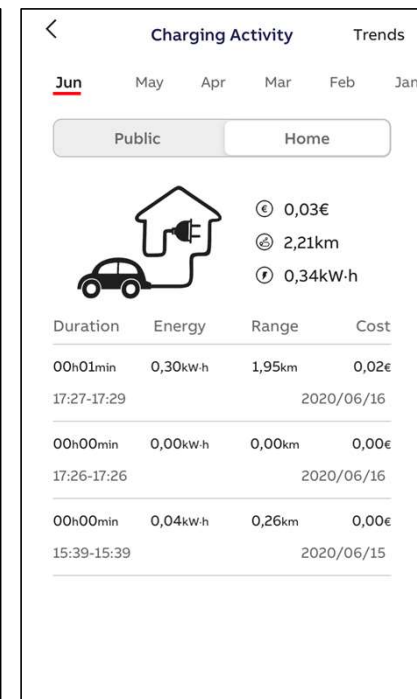
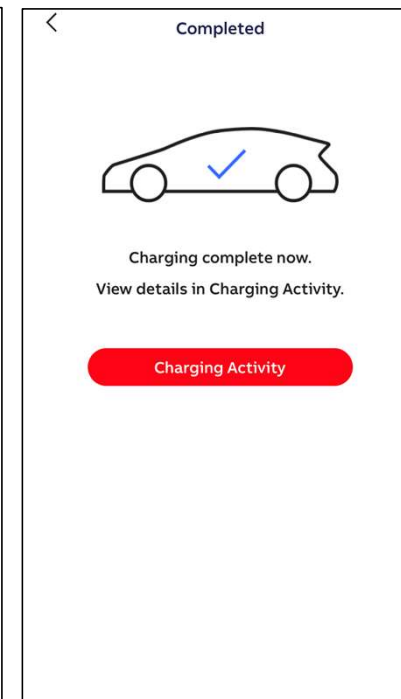
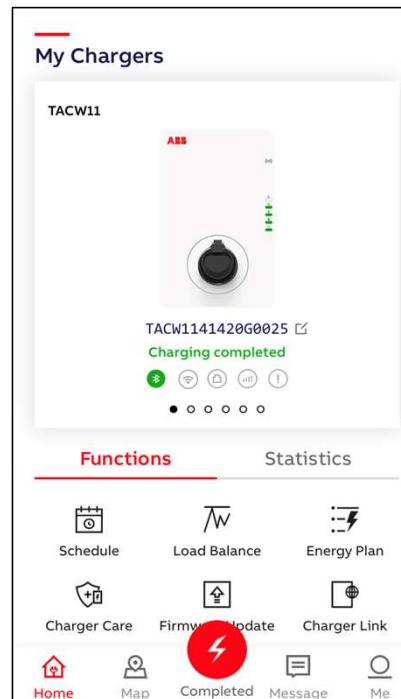
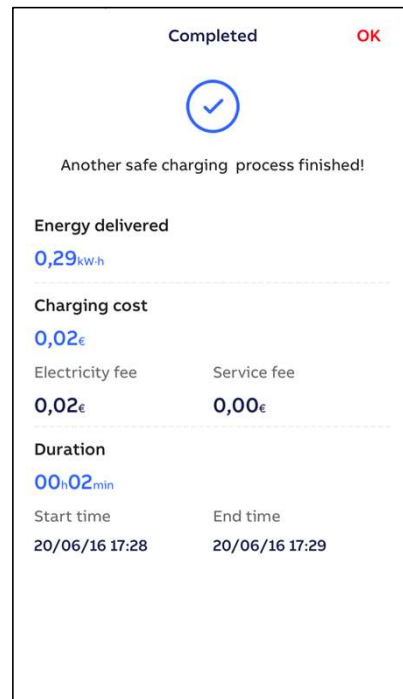


Charging Complete

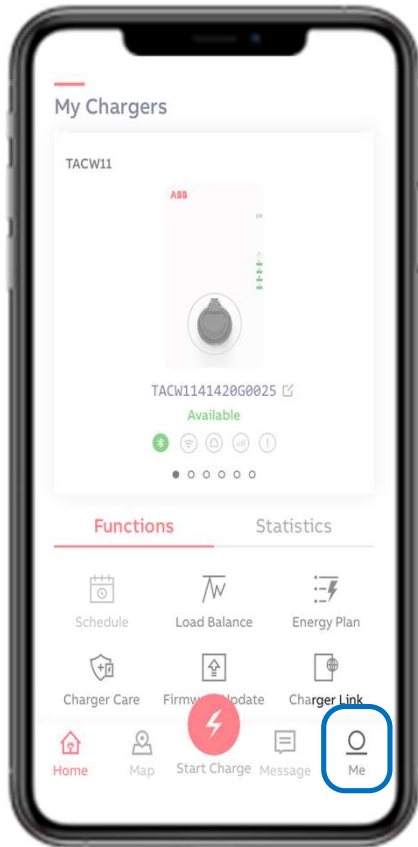
To Stop the charge session can be done via the red 'stop' button. Status bar will change in 'Charging complete'.

Charge session details will be showed in 'Completed'.

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

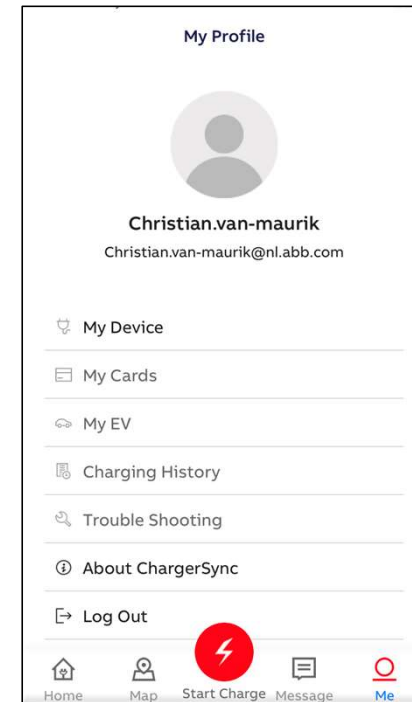


Home screen – Me – User Account

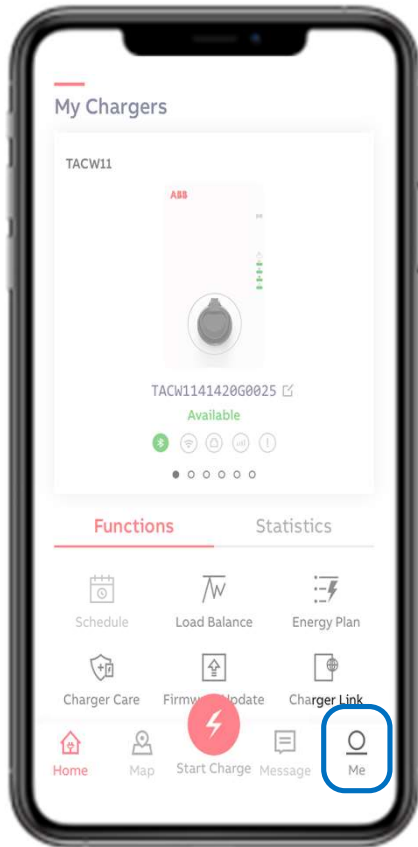


User account details can be found in 'Me'.

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)

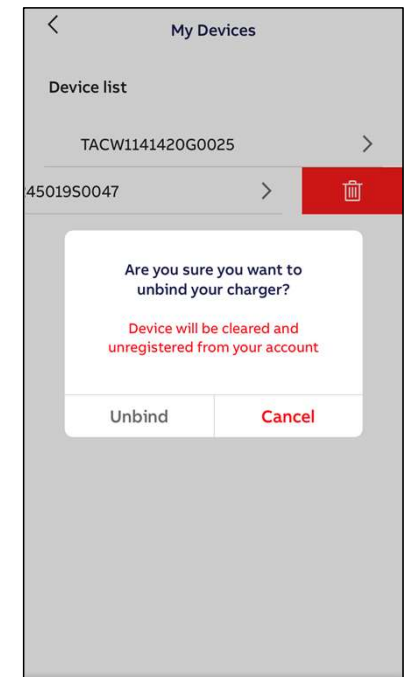
To remove the device(s) from the user account can be done via 'unbind' option.

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

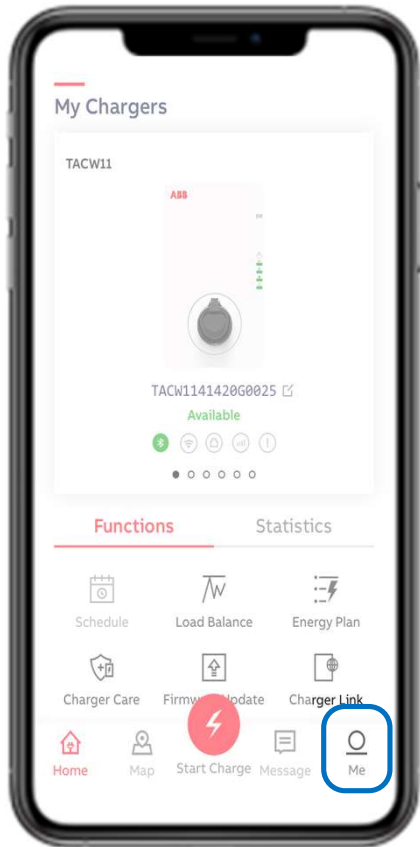
By 'Unbind' the charger will be removed from the user account.

Note:

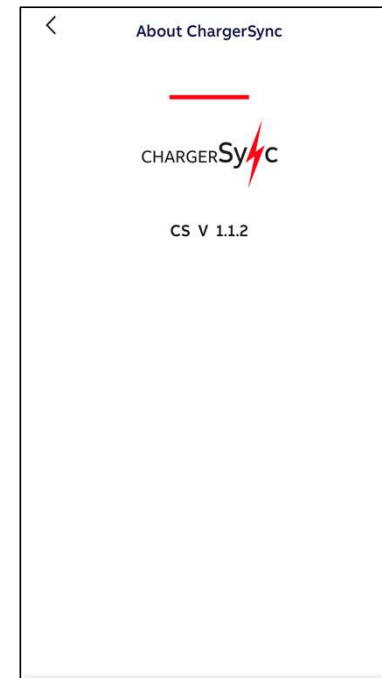
the owner of the PIN code is the owner of the Charger



Home screen – Me – Charger Sync App version



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



ChargerSync APP: pin code and unbind

ChargerSync APP

Pin code lost: How to restore it ?

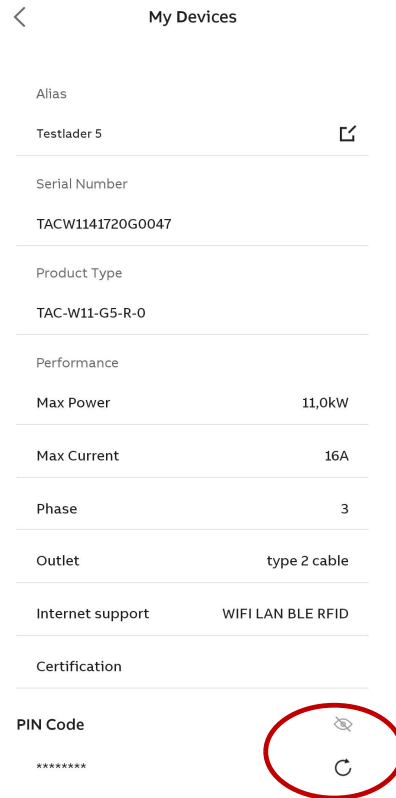
If you are already bound to your charger via ChargerSync APP and you have lost the pin code, there is a way to restore it.

On ChargerSync APP, go to → **Me** → **My Devices** → **click on your charger**

At the bottom you will be able to find your current pin code and change it, if needed.

How to change it: Click on the arrow icon

Warning: Once you change it, the previous pin code will not work anymore!



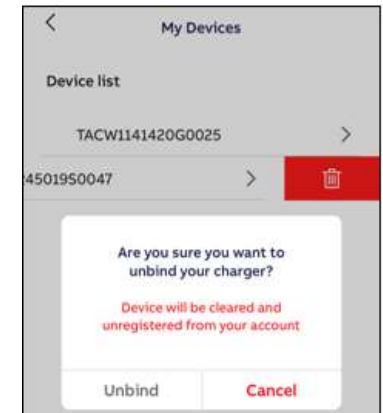
How to unbind?

Terra AC can bind to only **one solution**.

To unbind go to → **Me** → **My Devices** → **swipe left your charger** → **Click on trash icon**

GPG Service and Support Team can help you to unbind the chargers from the ChargerSync Web Portal but we cannot unbind AC Terra from ChargerSync APP remotely.

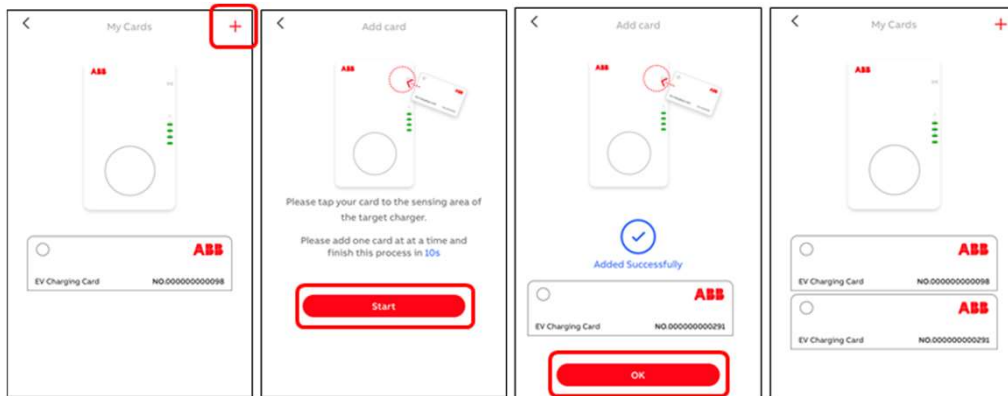
If you want to connect AC Terra via ChargerSync APP and the charger has been used before, please contact the previous owner or user and ask him to unbind.



RFID cards

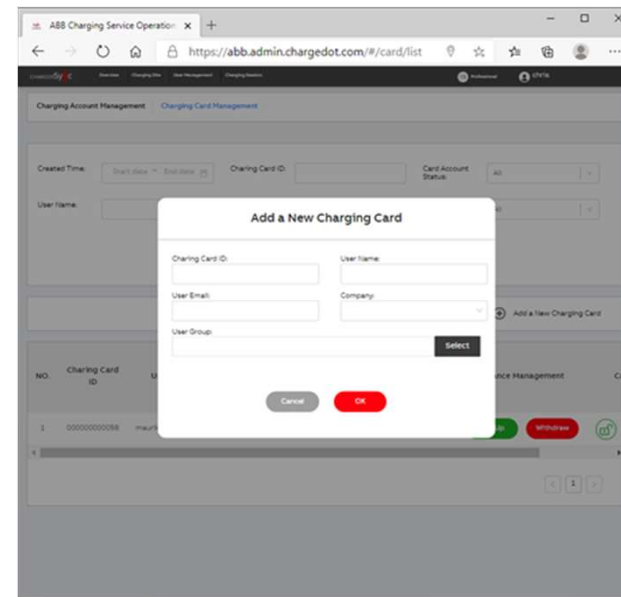
Off and Online RFID Cards

Charger package includes 1x offline card.
Additional cards can be ordered. When adding the card via ChargerSync App the card will be an offline card.
The offline card is stored in the memory of the charger.
The charger can be offline authorized.



ChargerSync App

When adding cards via ChargerSync Essentials Operational Portal in the Charging Card Management, the card will be an online card. The charger requires internet connection to authorized online cards.



ChargerSync Essentials Operational portal

Note:

Card(s) on the ChargerSync Essentials Operational Portal can be blocked (but not deleted).

Card(s) on the ChargerSync App can not be blocked or deleted.