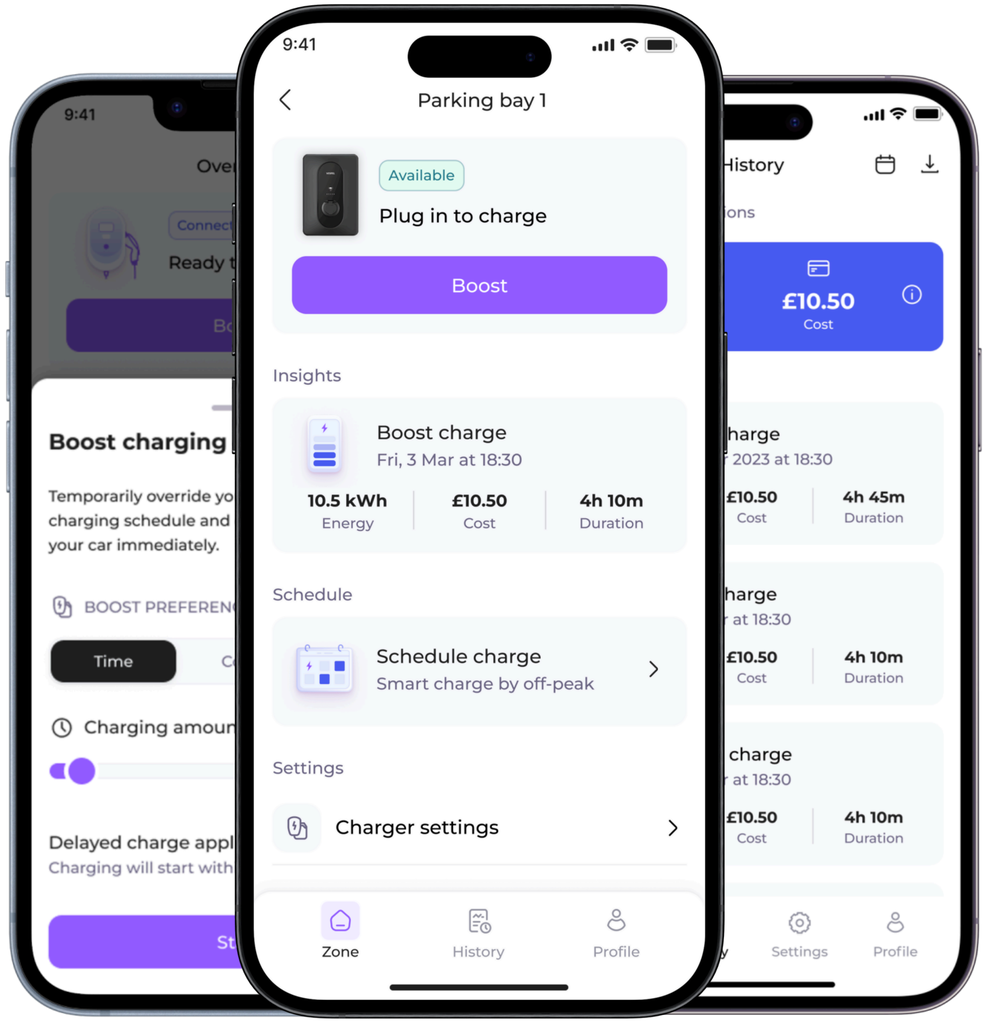
Electric Miles
Smart Charging App
User Manual



SMART ENERGY MANAGEMENT

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1. Welcome to Electric Miles

This is your all-in-one solution solution for both home and business EV charging needs. Download the app now to start your seamless charging experience.

Download the app from here:

GET IT ON Google Play

Download on the App Store

em SMART ENERGY MANAGEMENT

VESTEL

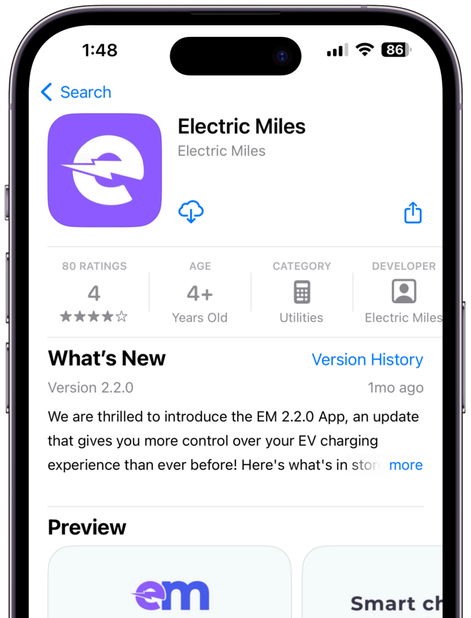
2. Getting started

Step 1 : Creating an Account

You can use your email, Google, or Apple ID to create a new account with us.
If registering with Apple, ensure you agree to share your email address for support purposes.

Watch our Getting Started video
Scan the QR code:

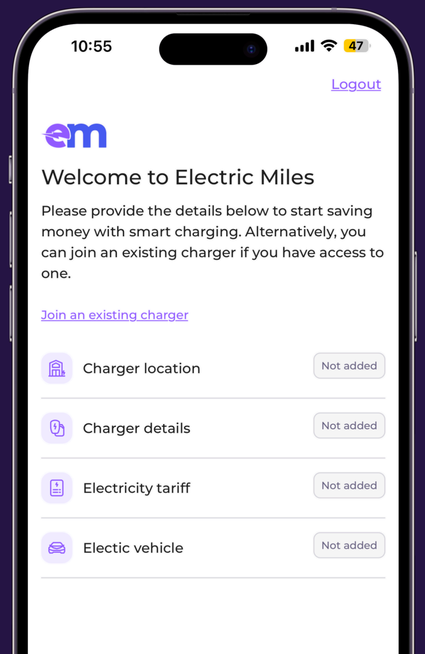
Ideal for
Home

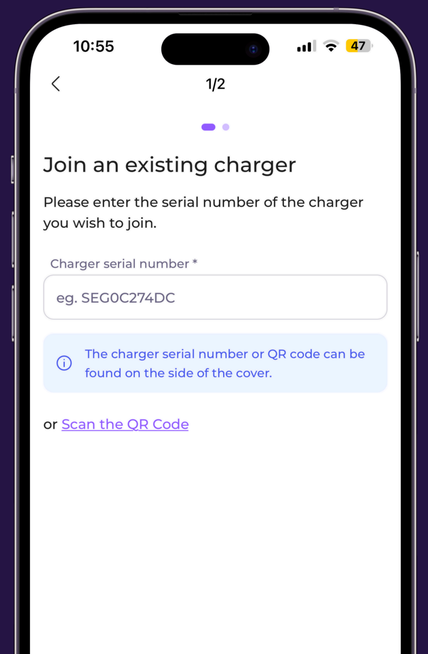


Best for
Business

Step 2 : Creating a Zone

A zone is a virtual space created within the app that groups chargers together. This allows you to manage and monitor multiple charging points and members from a single platform.
We have 2 solutions to fit your needs:





a. Ideal for home

Take advantage of our features that automate your charging experience, allowing you to sit back while we handle everything. Here are the main key features:

Charging Car

- **Charge Now or Schedule:** Use Boost Charge for immediate charging or schedule charges based on time, cost, or energy amount.
- **Smart Charge:** Automatically schedules charging during off-peak hours to save money, with custom options for agile tariffs

User Management

Share access with friends and family by providing the zone's invite code. Manage user access in the Zone Profile under the Users category.

History & Insights

Track session durations, costs, and energy consumption. Customise date ranges and export data as CSV files.

Solar Integration

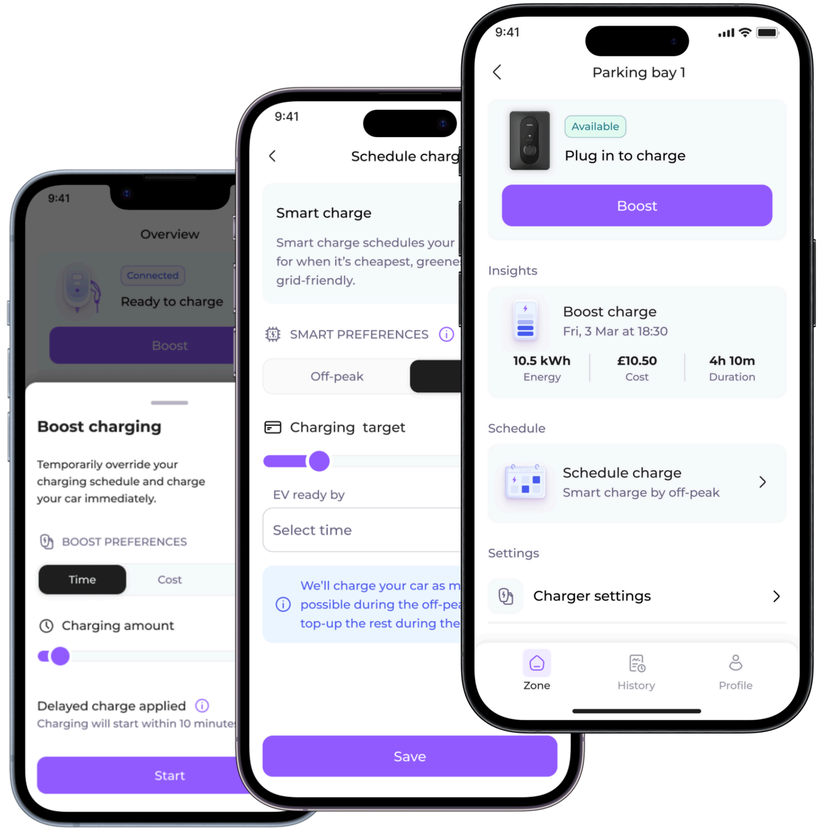
Easily enable solar charging through 'Solar Preferences', choosing between Mix Energy and Clean Energy modes. Note that Smart Charge cannot be used simultaneously with solar charging.

Plug & Charge

Automatically starts charging when your car is plugged in. Access charging insights and update settings through the app.

RFID Integration

Pair your RFID card with the app for easy charging by tapping the card on the charger.



b. Best for business

Benefit from features designed to fit professional environments, providing seamless management for multiple chargers and users with enhanced security and convenience:

Charging Your Car

Electric Miles offers continuous charging which is convenient for the users. Select the charger from the Home screen to start and stop charging easily.

User Management

Share access with employees, customers, or guests using the zone's invite code. Manage users in the Zone Profile, assigning roles as admins or regular users for appropriate access control and delegation of responsibilities.

History & Insights

Track session durations, costs, and energy consumption. Customise date ranges and export data as CSV files for expense reconciliation. View history independently for each charger or user, ensuring detailed and precise tracking for your business needs.

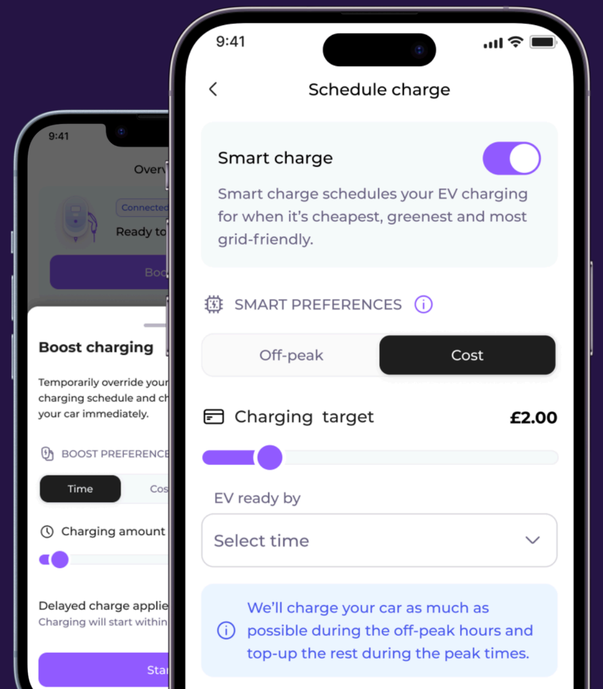
Step 3 : Connecting your chargers

You can connect as many chargers as you need, making it adaptable to your specific requirements. To connect your charger, ensure it is connected to the network via Wi-Fi or LAN cable. Then, follow these steps to add the charger to your account:

From the Home Screen:

If you don't have any chargers connected to the zone, simply tap 'Add Charger' on the main screen.

hat Smart Charge cannot be used simultaneously with solar charging.

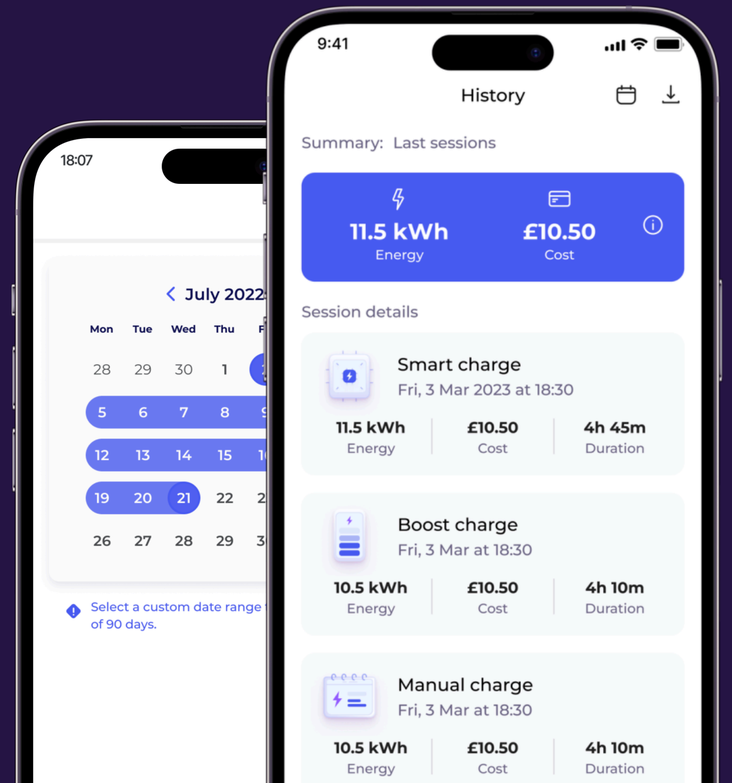


From the Zone Profile:

Navigate to the Zone Profile and select 'Chargers.'

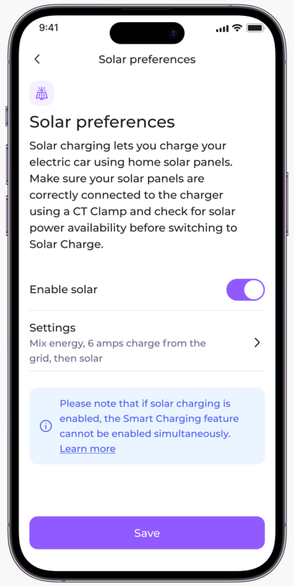
1. Tap 'Add Charger,' then select the make and model of your charger.
2. Enter the charger's serial number.

If the charger is online, it will be automatically added. If it appears offline, double-check the serial number and follow the in-app instructions to connect the charger.



3. Charger configuration

To access charger configuration, head to the Zone Profile in the app and select 'Chargers.' Tap on the specific charger you want to configure. This will allow you to adjust various settings, enabling you to customise your charging experience to suit your needs.



Solar Preferences

Enable through 'Solar Preferences'. Choose between Mix Energy and Clean Energy modes.

Plug & Charge

Accessible through the Charging mode, Plug & Charge commences charging immediately after you plug in your car without using the app to set schedules. As long as the charger remains connected online, you can still use the app to access charging insights and make updates to any charger-related settings.

Charging cable lock

Found in the Cable lock, when Cable Lock is enabled (ON), your cable will stay securely locked, even when your EV is not actively charging. If you choose to disable Cable Lock (OFF), the cable will only lock during a charging session. As soon as the charger completes a charging session, the cable will automatically release.

Charging restrictions

In 2021, the government introduced charging regulations aimed at reducing peak-hour energy demand and relieving pressure on the grid.

1. **Restricted hours:** When installed, the charger comes with restrictions to prevent charging during specific timeframes: 8am - 11am and 4pm - 10pm (from Monday to Friday). You have the flexibility to override these restrictions in the app.
2. **Random delay:** Additionally, the government has mandated a random delay of up to 10 minutes before each charging session starts. You can choose to override this if you need to start charging immediately.

Notifications

Enable notifications for updates on your charging sessions. Access all notifications in the "Notification Centre".

Charger connectivity

If you need to update your Wi-Fi network due to a new network password or internet service provider, you can do this through our Installer Miles app. Simply download Installer Miles from the Google or Apple App Store and follow the instructions for EV drivers.

4. Need some help?

Access our FAQ section in the app under the ‘Profile’ tab or scan the QR code.

Ask our Support team

For setup or charging queries, email us at support@electricmiles.co.uk. Our team can call you back as needed.

SMART ENERGY MANAGEMENT

Connect with us: