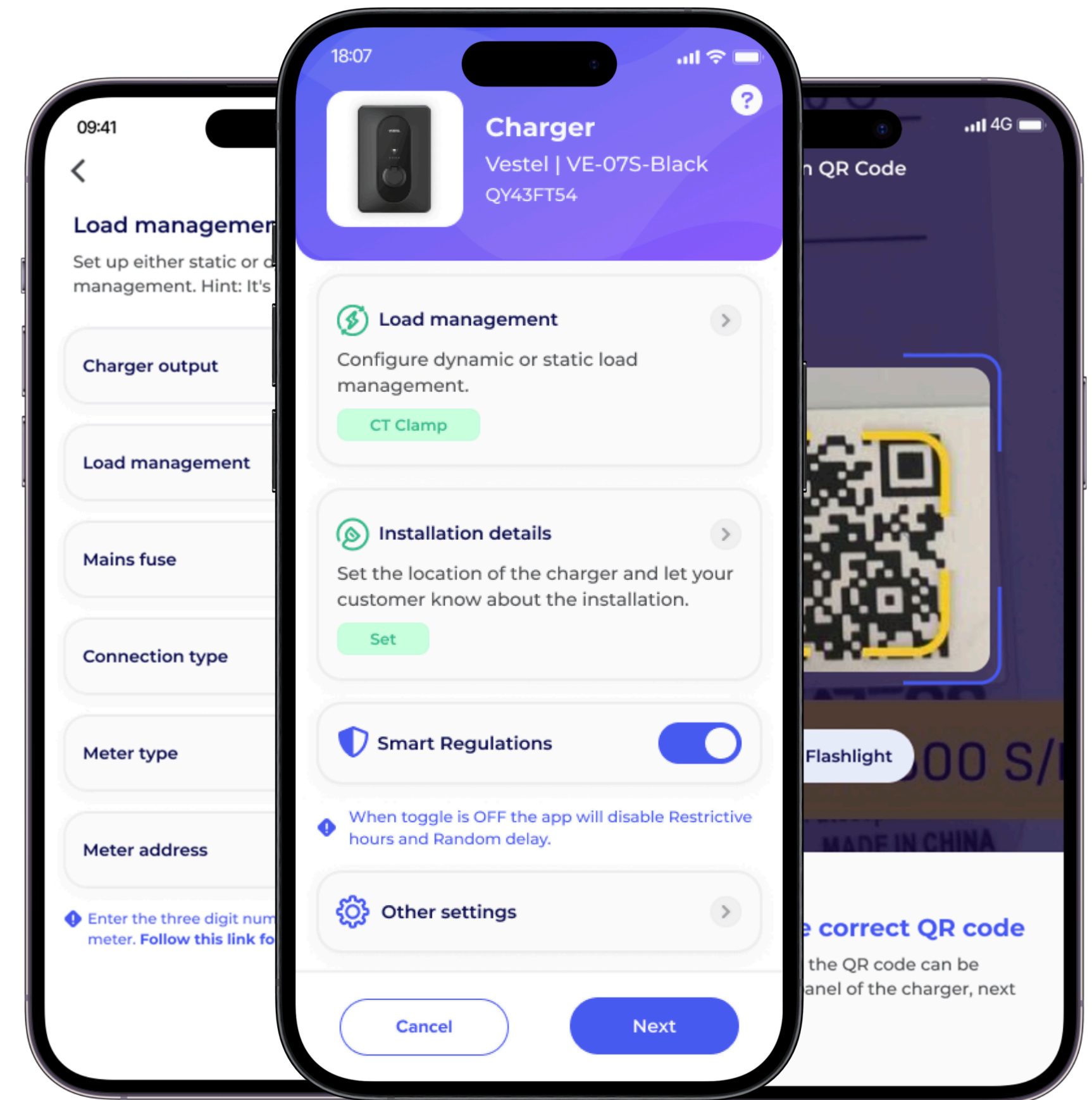


Installer Miles Installation & Commissioning App User Manual



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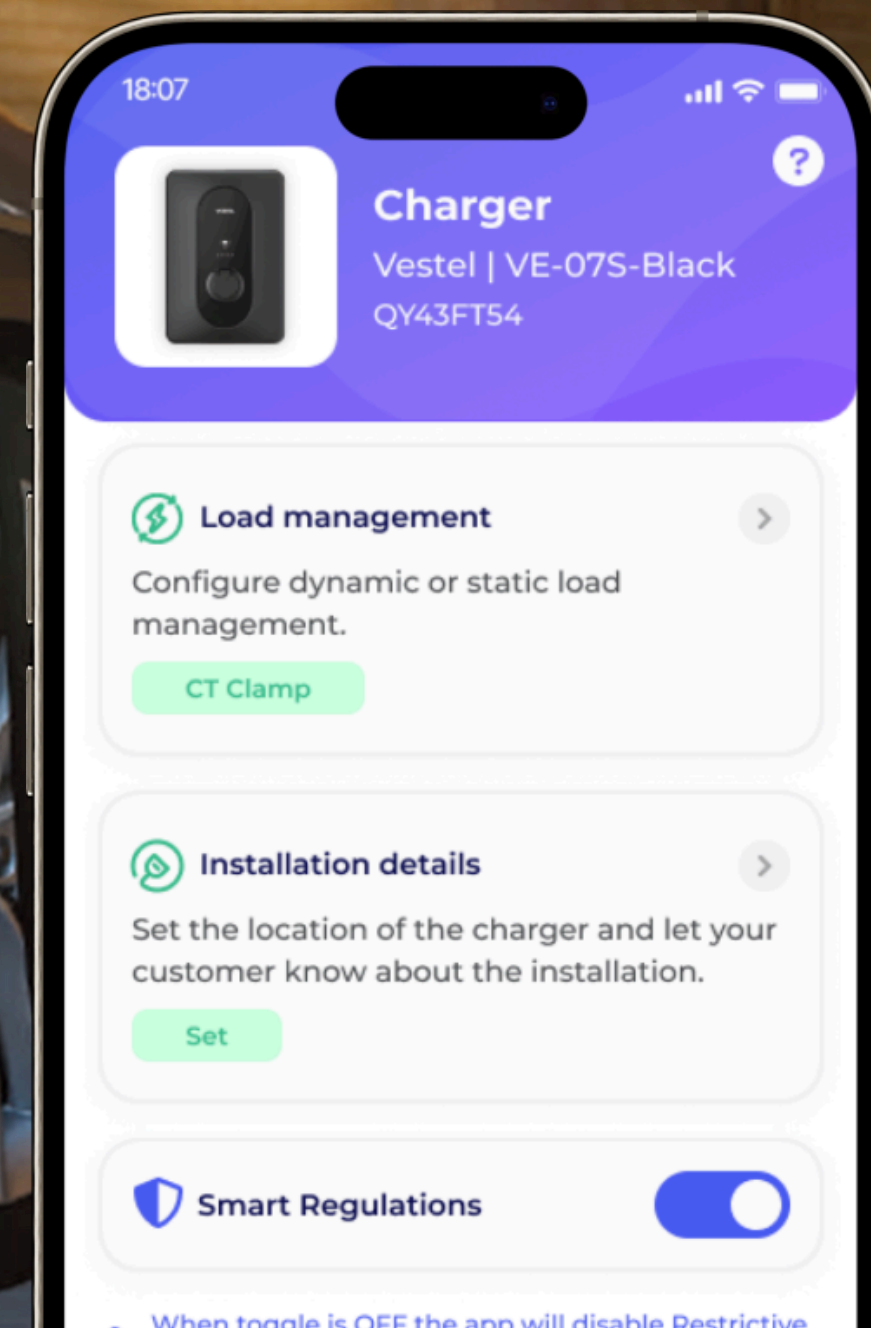
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01. Welcome to Installer Miles

Experience seamless charger setup with the Installer Miles app, which requires minimal effort and offers an intuitive interface. This application ensures a dependable process for commissioning a charger, guaranteeing efficient and smooth installation.

Download the app from here:



02. Getting started

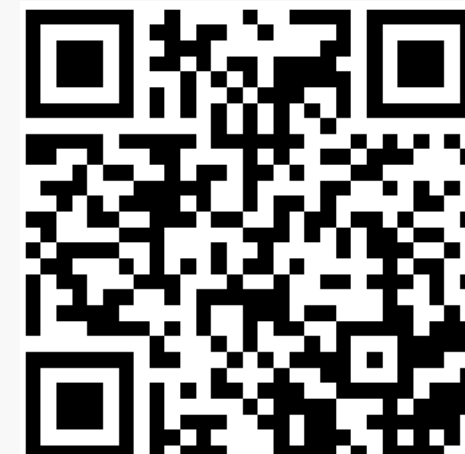
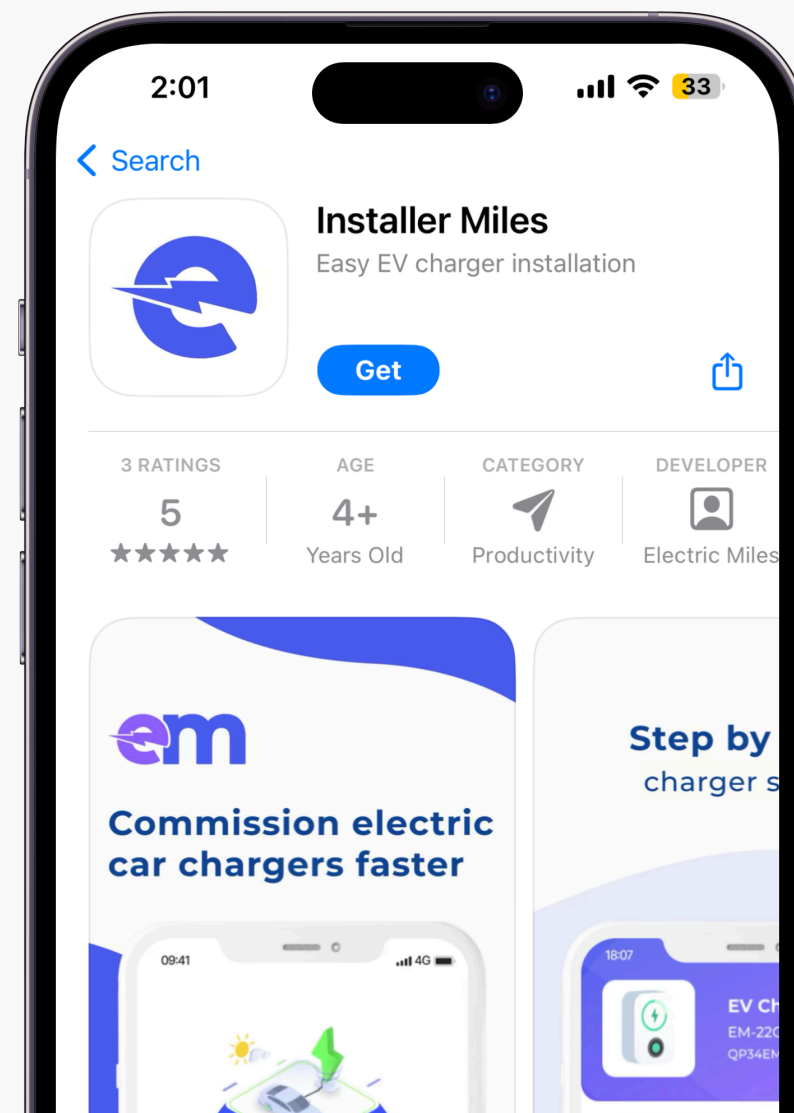
Download the app

To download the app, simply visit either the Google Play Store or the Apple App Store and search for 'Installer Miles.' You can create an account by signing up with your email address.

Watch our Getting Started video
Scan the QR code:



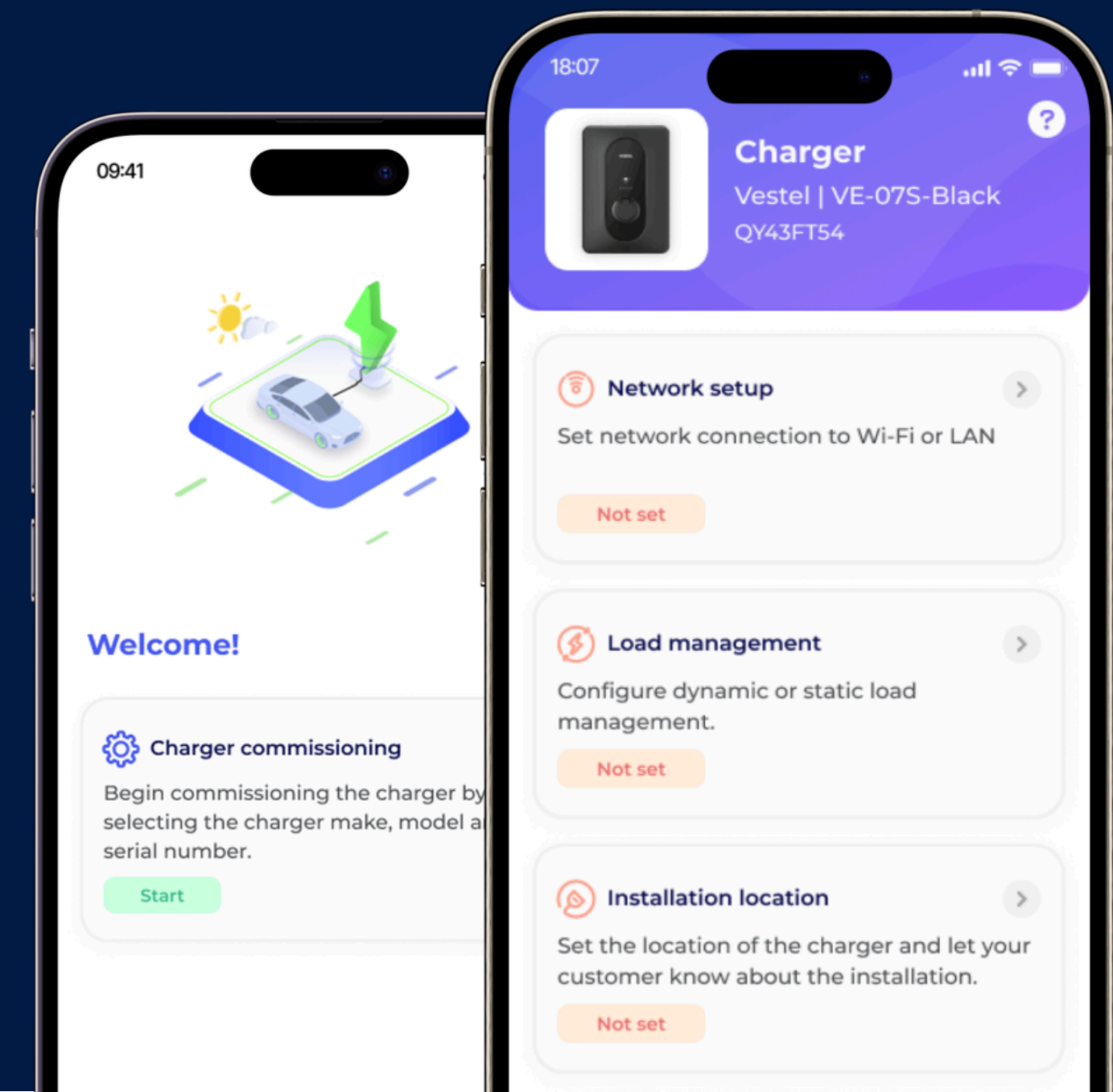
Ideal for
Android users



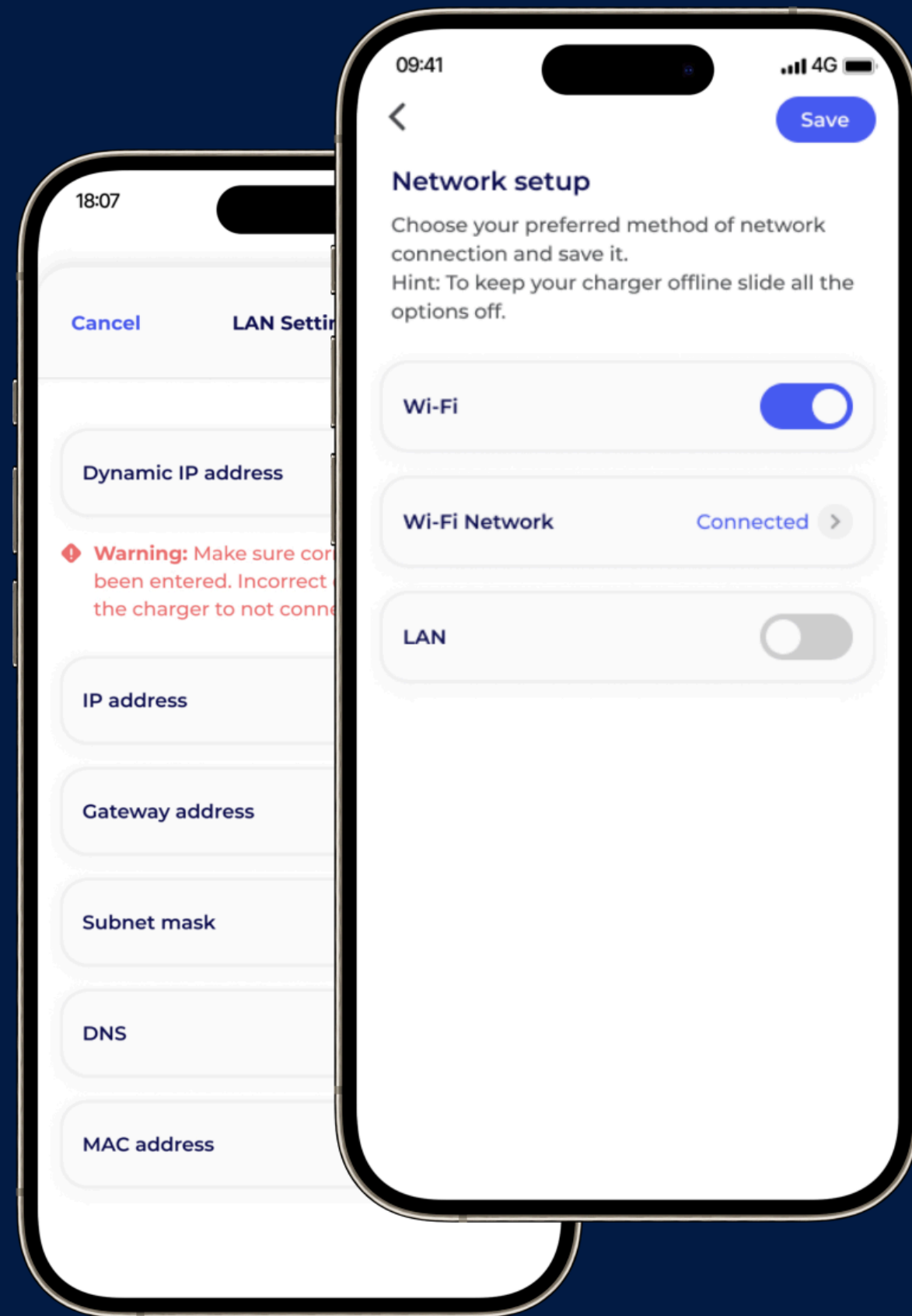
Ideal for
iOS users

03. Charger configuration

Firstly, you'll need to select the charger's make and model, and input its serial number. Following that, the app will intuitively guide you through Network setup, Load management and other required details for a seamless setup experience.



Network setup



Wi-Fi setup

To connect the charger via Wi-Fi, enable the Wi-Fi option in the app. Android users can choose from the list of available connections, while iOS users manually enter the network name and password.

LAN

For online setup through a LAN cable, enable the LAN option in the app. The app defaults to dynamic LAN settings, requiring no additional steps. Alternatively, you can opt for a static LAN configuration by modifying values according to their preferences. Please do not connect the charger to the cable during configuration, wait until the installation is complete.

No online connection required

You can deactivate all network options and save the settings. This keeps the charger offline and disconnected from the network. Note: The owner won't have app control over the charger in offline mode.

Note:

Ensure you grant location permission to the app when prompted. Refusing permission hinders the configuration of the charger network, as the app lacks the necessary permissions to store Wi-Fi credentials.

Load management

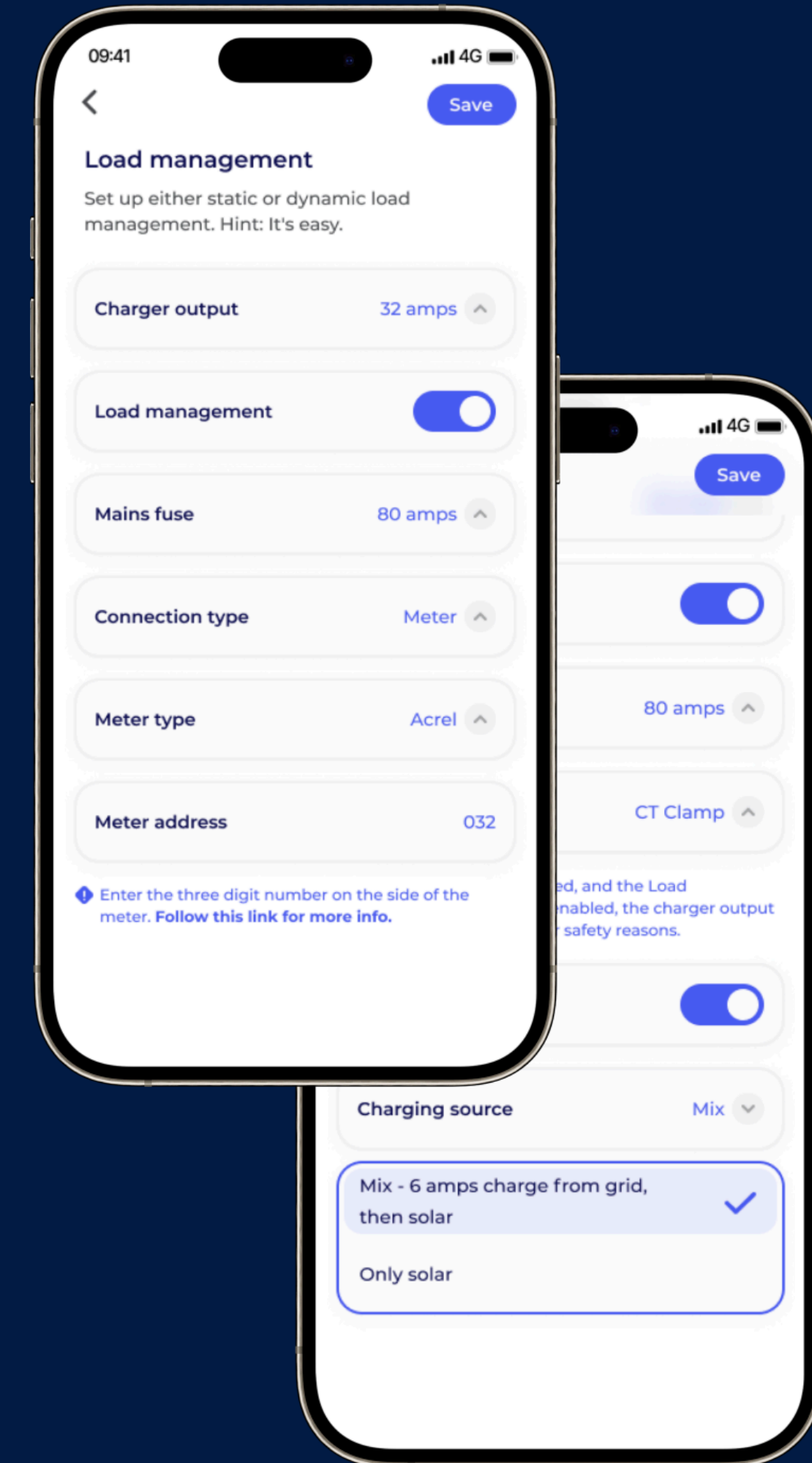
To activate Dynamic Load Management, enable the Load management option. You can change the pre-set default information such as the charger's output, mains fuse, and connection type. If the connection type of the installed charger is Meter, you will be prompted to select the meter type and provide its address.

Solar

If the solar panels are appropriately connected with a CT Clamp, you can enable the solar feature. The default setting is “Mixed energy” which draws 6 amps from the grid and utilises excess solar power. Opting for "Solar only" ensures that the charger exclusively charges from the surplus solar power.

Note:

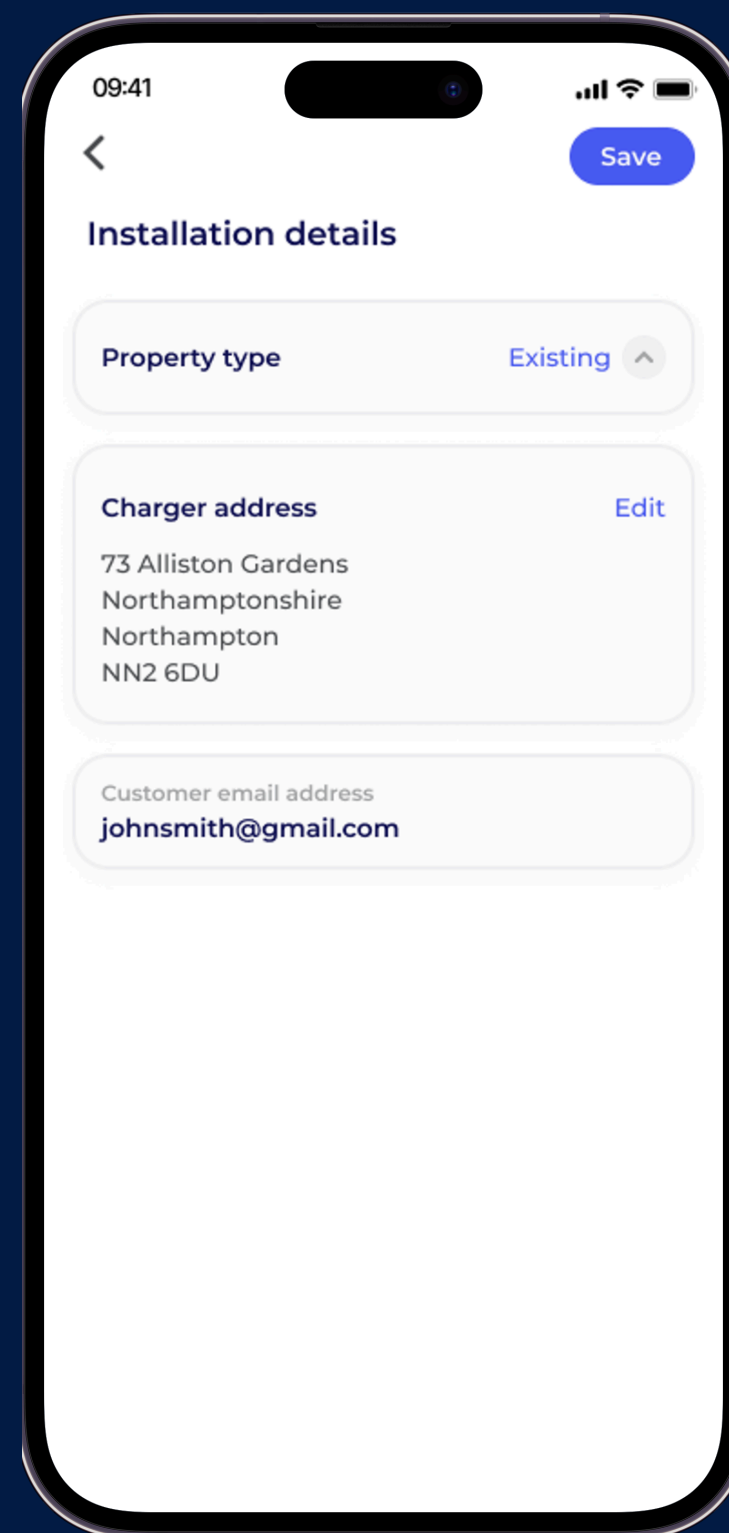
Please note that if you enable Dynamic load management without a properly installed CT Clamp, the charger's charging current will be automatically set to 6 amps as a safety precaution. It's essential to ensure the correct installation of the CT Clamp during the initial setup, as the charger owner won't have the option to update this setting at a later stage for safety reasons.



Installation location

This section is designed to collect essential details about the property where the charger has been installed. It's crucial to provide the accurate address of the property and indicate whether the installation is being done on an existing building or a new construction.

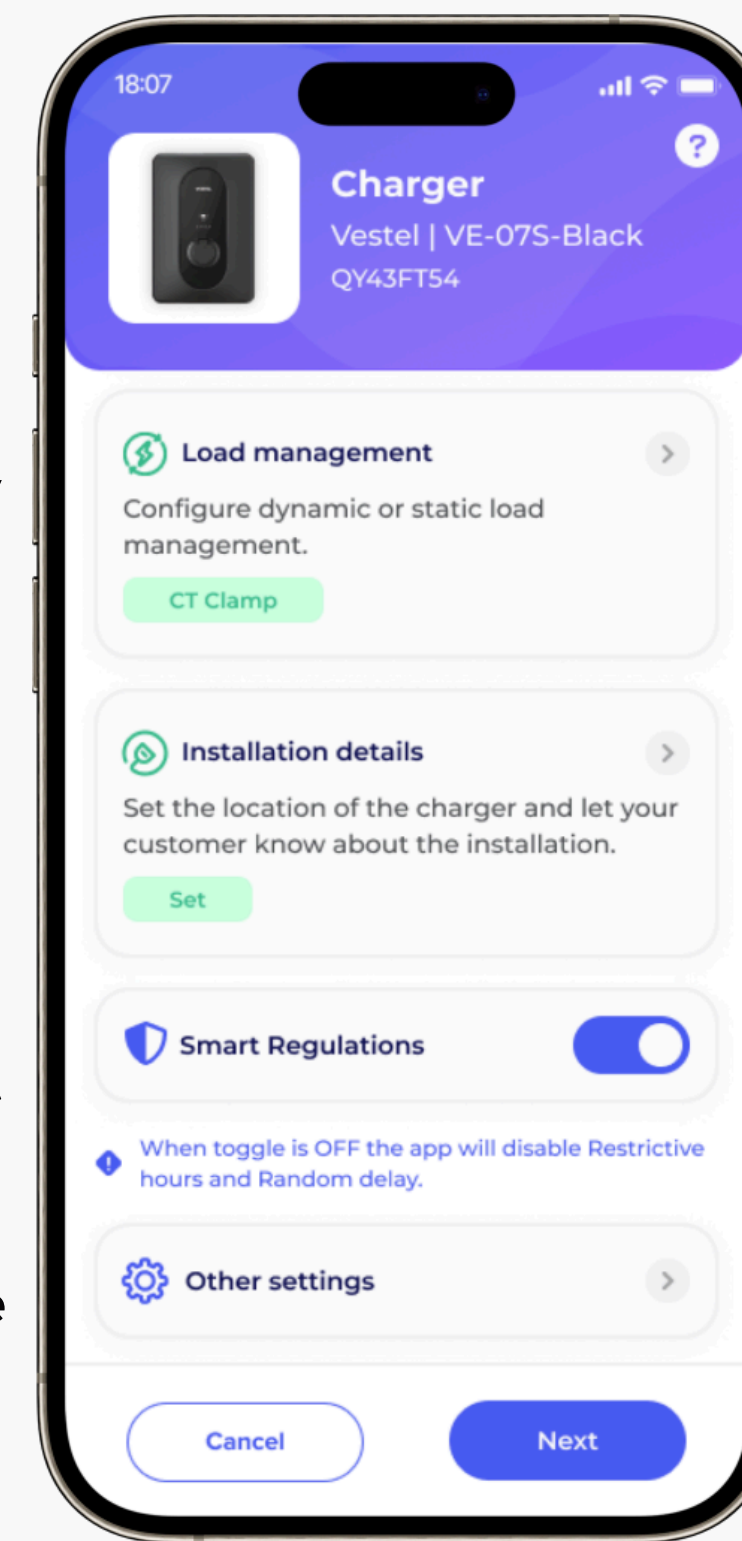
This information is necessary for our support team to better assist you and your customer. Additionally, kindly provide the email address of the charger owner to ensure they receive a confirmation email once the installation is completed. This helps us provide efficient support and ensures a smooth process for all parties involved.

A smartphone screen displaying the 'Installation details' form. The form has three sections: 'Property type' with a dropdown menu set to 'Existing', 'Charger address' with a text input field containing '73 Alliston Gardens, Northamptonshire, Northampton, NN2 6DU', and 'Customer email address' with a text input field containing 'johnsmith@gmail.com'. A 'Save' button is at the top right.

Override the Smart Regulations

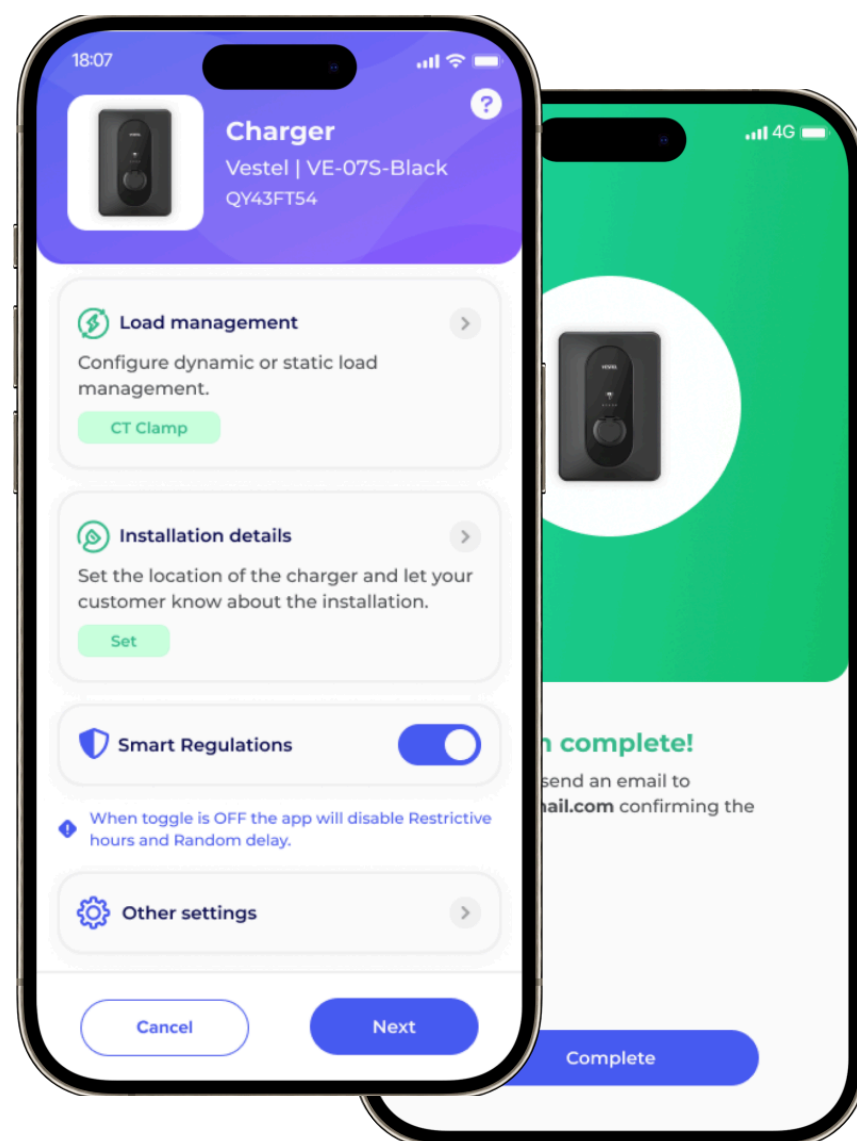
For testing purposes, you have the flexibility to temporarily override smart regulations, enabling you to safely test the charger during default peak charging hours (between 8 - 11 am and 4 - 10 pm on weekdays).

To disable Charger restrictions, simply deactivate the "Smart regulations" option. However, please note that random delay will still be applied to the charger due to regulatory obligations. If you wish to revert the charger to follow restricted hours, you'll need to undergo the commissioning process again without disabling "Smart Regulations." Alternatively, you can inform the customer that they can manage these settings within the Electric Miles app once downloaded and linked to the charger.

A smartphone screen displaying the 'Charger' settings page. The page has a purple header with a charger icon and the text 'Charger Vestel | VE-07S-Black QY43FT54'. Below the header are four sections: 'Load management' with a 'CT Clamp' button, 'Installation details' with a 'Set' button, 'Smart Regulations' with a toggle switch turned on, and 'Other settings' with a gear icon. A note below the toggle switch says 'When toggle is OFF the app will disable Restrictive hours and Random delay.' At the bottom are 'Cancel' and 'Next' buttons.

04. Charger commissioning

After configuring all settings, proceed to initiate the commissioning process. Before tapping the "Next" button on the Configuration screen, confirm that the charger is actively emitting the hotspot. Refer to the Activated the hotspot paragraph for detailed instructions on how to set the charger to the hotspot.



Connecting to the charger

Activate the hotspot

To reset the charger and initiate pairing mode for the hotspot, begin by turning off the electricity mains fuse. Allow a brief pause before switching the fuse back on. This action will prompt the charger to restart. Once the restart is complete, the charger should automatically enter pairing mode, emitting a hotspot signal. Once that is done, tap the "Next" button on the Configuration screen. A popup will prompt you to join the charger's Wi-Fi network; accept this prompt, and the app will proceed to establish a connection with the charger.

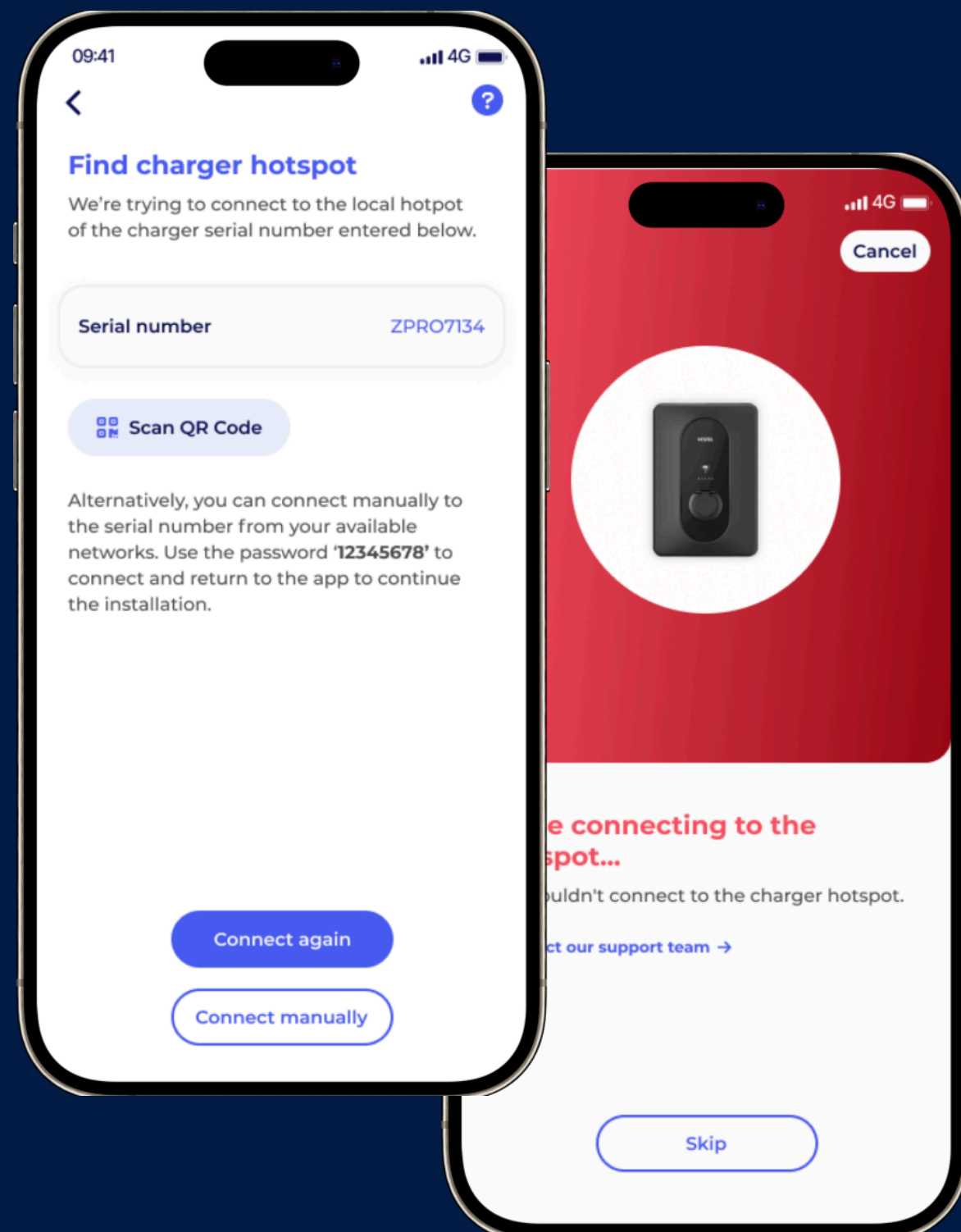
Configurations sent

Upon successful connection, the app will transmit the charger configuration details entered in the previous steps. If you have disabled Smart Regulations, this information will also be sent to the charger. This process may take some time, and you will promptly receive confirmation that all necessary configuration details have been successfully sent to the charger.

Completion

Upon receiving the success message, you can now consider the installation process complete.

Troubleshooting related to hotspot connection



If you encounter a red screen indicating an issue when you're trying to connect to the hotspot, please follow these steps:

Check the charger serial number is correct

Tap the "I need help" button and ensure the serial number is correct. If needed, modify it and then tap "Connect again." The app will correct the serial number and establish a connection to the charger.

Check the charger is emitting a hotspot

Tap the "Connect manually" button. If the charger is emitting the hotspot, its serial number will appear in the list of Wi-Fi networks. Manually connect by tapping the serial number, then return to the app and tap "Connect again." The charger should already be connected to the hotspot at this point and will start sending configuration details.

Still not working?

Return to the red screen and long-press on the charger image. The logs of the charger will open. Copy the logs and send them to our Support team. We'll gladly assist you in resolving this issue.



05. Need some help?

Find help yourself

We have a comprehensive Frequently Asked Questions section which is available through our app if you go on the 'Profile' tab. Or scan the QR code to be taken to the FAQ's on our website.



Ask our Support team

Please don't hesitate to reach out to our Support team at support@electricmiles.co.uk, whilst we don't have an incoming phone line, we can call you back as required during standard business hours.



Connect with us:

