User Manual

iEnergyCharge App

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About This Manual

Target Group

This manual is intended forthe retailers/installers, owners, and O&M personnel of chargingpools.

Symbols in the Manual

> ℹ **NOTE** indicates supplementary information, emphasis onspecific points, or tips that might help to solve your problems orsave your time.

Main Content

This manual gives instructionsmainly on how to install, configure, and use the iEnergyCharge App.

> ℹ User interfaces presented in this manual come from V2.1.0.20260310 iEnergyCharge App. Icons and data in the pictures are for reference only and may be different on the App you actually use.
> User interfaces may vary by account type and permission.In such cases, the actual App you use should take precedence.

Contents

1 Common Operations

1.1 Install iEnergyCharge App

Prerequisite

This section introduces how to download and install the iEnergyCharge App.

Requirements

- Mobile OS: Android 6.0 or later, iOS 13.0 or later;
- The phone can connect to WLAN or 2G/3G/4G/5G network;
- The phone has sufficient storage space to install the App;
- The phone has sufficient battery power.

Steps

Step 1 Search for **iEnergyCharge** in Google Play Store or , or scan the QR code below with a mobile phone, and download the App following the onscreen instructions.

iEnergyCharge

Step 2 Tap the downloaded installation package and follow the onscreen instructions to complete the installation.

--End

1.2 Create Account

Prerequisite

This section introduces how to create an iEnergyCharge account.

The following account types are available: retailer/installer, owner, and charge point operator (CPO).

- Retailer/installer: Users who provide services to the owners. Using the iEnergyCharge App, installers can access wizard-style commissioning and plant creation features, monitor the overall operating status of charging pools and devices, and perform O&M and troubleshooting in the event of a device fault. Retailer/installer accounts do not have permission to start or stop the charging process.
- Owner: Users who already own or are about to own a power plant. Owners can charge electric vehicles (EVs), manage charging cards, configure chargers, and more through the iEnergyCharge App.
- CPO: Operators of the charging pools.
- The user interface may vary depending on the user roles and device types.

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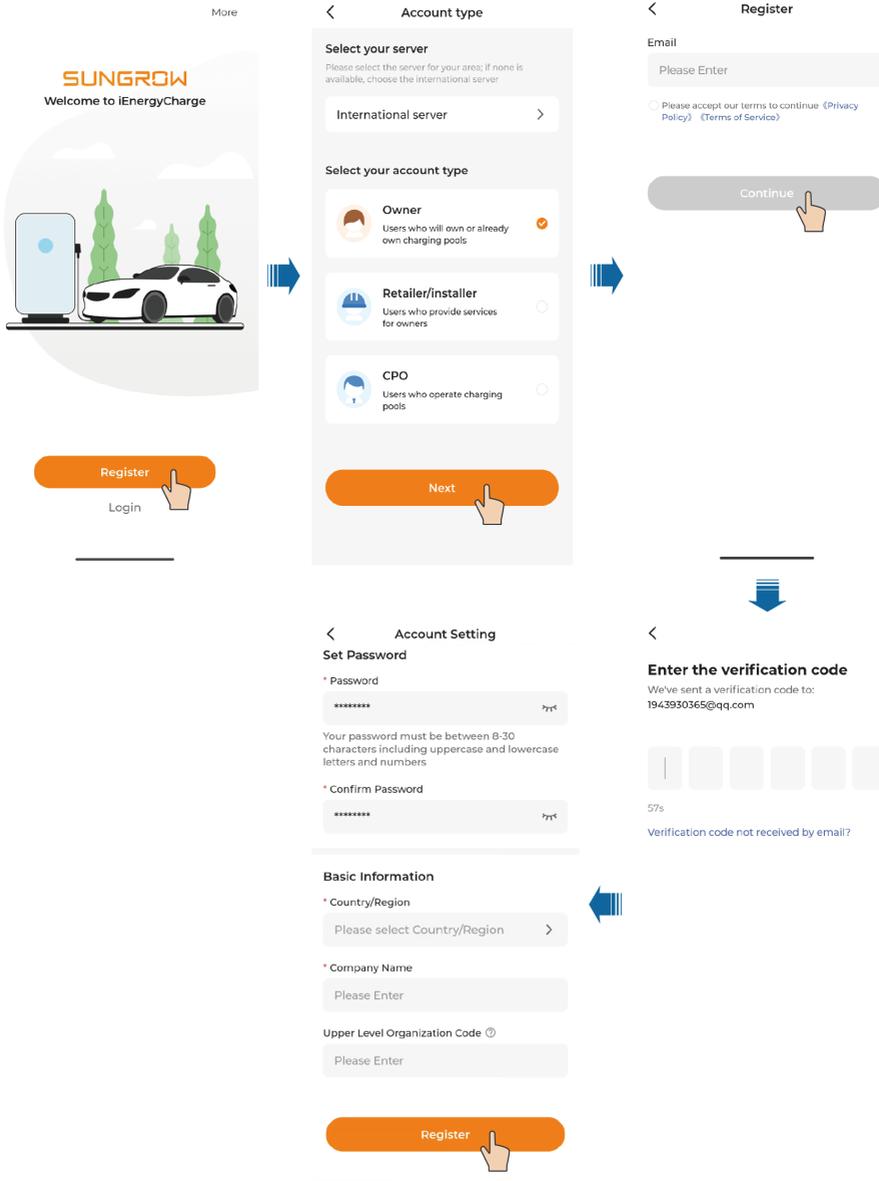
Step 1 Tap **Register**.

Step 2 Select a **Server**, and choose an **Owner**, **Retailer/installer**, or **CPO** account type according to the actual needs.

Step 3 Enter an email address, tick the checkbox for **Privacy policy and Terms of service**, and tap **Continue**.

Step 4 Enter the verification code you have received through email.

> ℹ️
> • Users in Europe may choose the **European server**, and those in Australia may choose the **Australian server**. Users in other countries/regions may choose the **International server**.
> • You can contact your upper-level retailer/installer for the code of the upper-level retailer/installer. Filling in this code indicates that your organization is subordinate to an upper-level retailer/installer. If there is no upper-level retailer/installer, you can skip this.

Step 5 Enter a password, which should be 8–30characters long and contain uppercase letters, lowercase letters, and numbers. Then, select the country/region, and tap **Register**. An account is created.

--End

1.3 Log in to an Account

Prerequisite

This section introduces how to log in to an iEnergyChargeaccount.

Requirements

• You have installed the iEnergyCharge App;
• You have created an iEnergyCharge account, or obtained an account and password from the retailer/installer or SUNGROW.
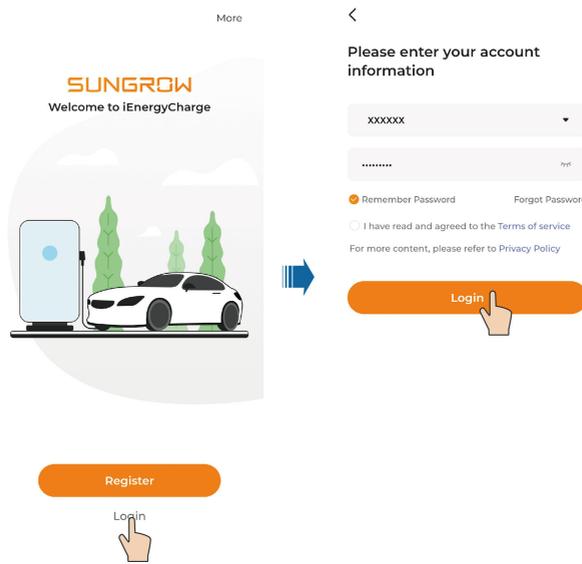
Step 1 Open the iEnergyCharge App, and tap **Login** .

Step 2 Enter your account name and password on the login screen,and tap **Login** . You will then go to the **Home** screen of the App.

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--End

1.4 Reset Password
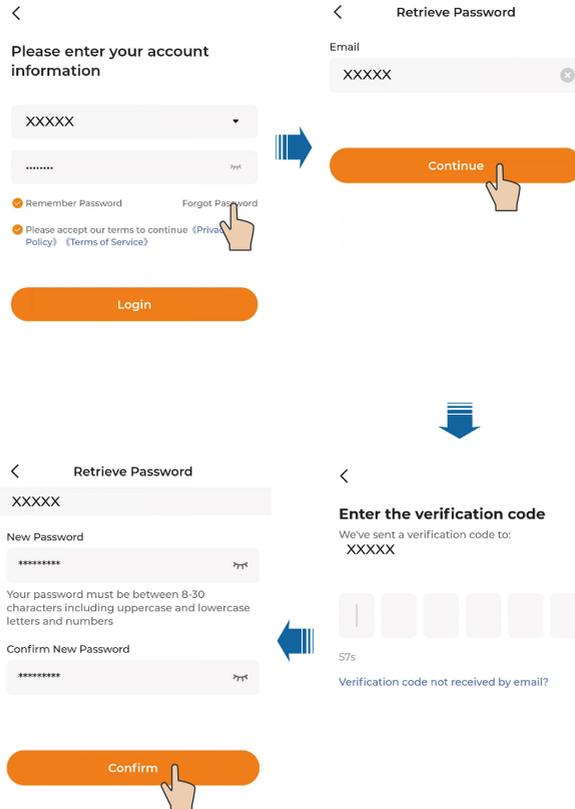
Step 1 Tap **Forgot Password** on the loginscreen.

Step 2 Enter your account name.

Step 3 Enter the email address linked to the account, and tap **Continue** to send a verification code to this email address.Then, enter the verification code you have received in the input box.

Step 4 Set a new password. The password should be 8–32 characterslong and contain uppercase letters, lowercase letters, and numbers.Then, tap **Confirm** .

Step 5 After changing the password, go back to the login screen.You can now log in with your new password.

--End

2   I'm an Installer

2.1 Home

When logging into the iEnergyCharge App as an installer, the user is directed to the home page by default, as shown below. This dashboard displays all charging pool data associated with the account, including device status, fault information, and energy delivered.

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No.	Description
1	Displays the status of all chargers. Tap a status type to view the corresponding charger list.
2	Displays the status of all connectors. Tap a status type to view the corresponding connector list.
3	Displays all types and counts of faults and alarms. Tap a fault type or an alarm type to view the corresponding list.
4	Shows the total amount of energy delivered by all the chargers today and this year. Select **Day** , **Week** , **Month** , or **Year** , and tap ❮ or ❯ to switch between different time ranges. A bar chart will display the corresponding charging volume for each selected period.

2.2 Charging Pool Management

2.2.1 Create a Charging Pool

This section gives instructions on how to create a charging poolon the iEnergyCharge App.

1. After logging into the iEnergyCharge App, tap **Pool** tab at the bottom.
2. If no charging pool is available in the account, tap **Create Charging Pool** to create one.

   If there is already a charging pool, tap ⊕ to add a new one.

   > ℹ An Installer is required to choose whom the charging pool is created for: CPO (Charge Point Operator) or owner.

CPO	Owner

Table 2-1 Information Required for Creating a Charging Pool

Role	Parameter	Description
CPO/Owner	*Charging Pool Name	Name the charging pool.
	*Detailed Address	The location of the charging pool, which can be set in the following two ways: • Manual setting: Enter the location of the charging pool in the input box. • Auto-fill: Allow the system to get the location of the charging pool automatically.
	*Country/Region	The country/region where the charging pool is located.
	*City	The city where the charging pool is located.
	*Time Zone	This field will be completed automatically according to the country/region you have selected.
	Postal Code	The postal code of the place where the charging pool is located.

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Role	Parameter	Description
	Charging Pool Image	Tap ➕ to upload a picture of the charging pool.
CPO	CPO name	Enter the CPO name.
Owner	Owner's Email Address	Enter the owner's email address.

> ℹ️
> - * indicates required fields.
> - After opening the form to create a charging pool, the system can automatically fill in the charging pool's location information.

3. After completing the settings, tap **Submit**.

2.2.2 View Charging Pool Locations

This section explains how to view charging pool distribution on the map and navigate to a pool.

Switch to Map View
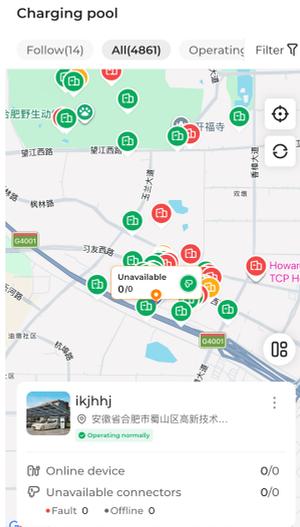
1. After logging into the iEnergyCharge App, tap **Pool** tab at the bottom to access the charging pool list by default.

2. In the pool list, tap the icon 🗺️ in the lower right corner to switch to map view, displaying all pools geographically.

> ℹ️ Zoom in or tap the icon 🔌 to view charing pool details, including the number of currently available connectors.

3. Tap the list icon ⊟ to switch back to list view.

Navigate to a Charging Pool
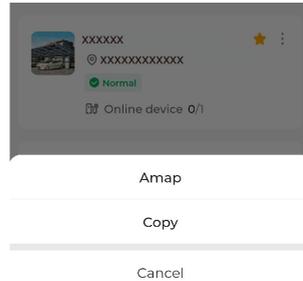
1. On the charing pool list page, tap the navigation icon ⊙ below the charging pool name.
2. In the bottom sheet, select your preferred navigation App to start navigation to the charging pool. You can also select **Copy** to copy the charging pool's location information.

2.2.3 Charging Pool Details

This section introduces how to view the basic information about the charging pools and their devices.

1. On the **Charging pool** screen, tap the icon ⋮ on the right of a specific charging pool. Choose **Details** for more charging pool Information.
2. In the pop-up screen, tap the icon ✎ in the upper right corner of the screen to edit the information.
3. On the **Charging pool** screen, tap a name to view its devices and choose a device for more details.

2.2.4 Follow a Charging Pool

Tap ⋮ to the right of a charging pool and choose **Follow** to follow it. An icon ⭐ will then appear to the right of the charging pool name. You may check the charging pools you have followed in the **Following** list.

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2.2.5 Delete a Charging Pool

1. Tap ⋮ to the right of a charging pool and choose **Delete Charging Pool** to delete it.

   You can also tap thecharging pool to go to its device list, and choose ≡ → **Delete Charging Pool** in the upper right cornerto delete the pool.

2. Tap **Delete** in the confirmation dialog.

> ℹ️ • Before deleting a charging pool, delete all the devices init first, otherwise, the deletion will fail.

2.2.6 Load Management

After enabling load management, the power of the charging pools within the group will be dynamically adjusted by the platform to ensure that the total power of the devices within the group does not exceed the quota.
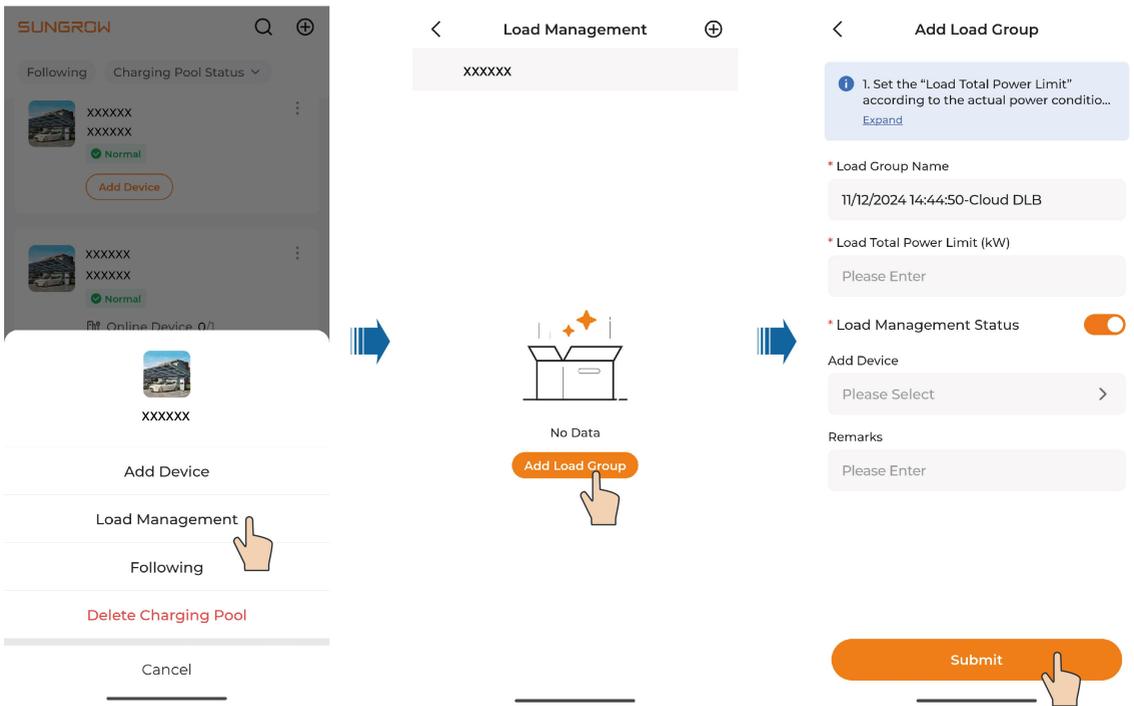
1. Tap ⋮ to the right of the charging pool and select **Load Management** 。
2. Tap **Add Load Group** and set the following parameters:

   Table 2-2 Load Management Parameter Description

口口口口	口口
*Load Group	-

􀀀􀀀􀀀􀀀	􀀀􀀀
*Load Total Power Limit (kW)	Set the "Load Total Power Limit" according to the actual power conditions of the project.
*Load Management Status	"Load Management Status" is enabled by default. When it is manually turned off, the platform will not manage the load power of devices within the group.
Add Device	Select a group of devices for load management.
Remarks	-

> ℹ️ * indicates required fields.

3. After completing the above parameter settings, tap **Submit** .

2.2.7 Charging pool inspection

After charging pools are put into service, regular inspections must be conducted to identify potential risks and promptly detect issues.
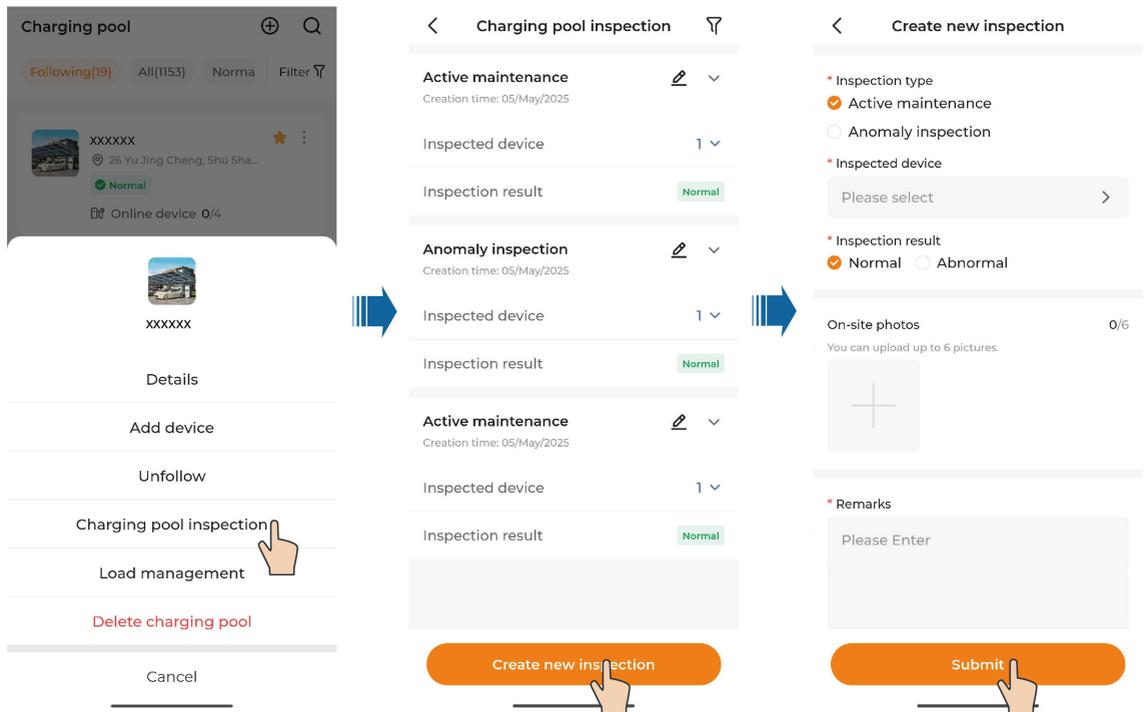
1. Tap the icon ⋮ next to the charing pool and select **Charging pool inspection** .
2. Tap **Create new inspection** , and fill in the inspection record as prompted.

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> 🛈   Fields marked with * are mandatory.

3. Tap **Submit** to save. Once saved, the system will automatically return to the **Charging pool inspection** page, where you can view or edit inspection records.

2.3 Device Management

2.3.1 Add a Device

This section introduces how to add a device to the charging pool.
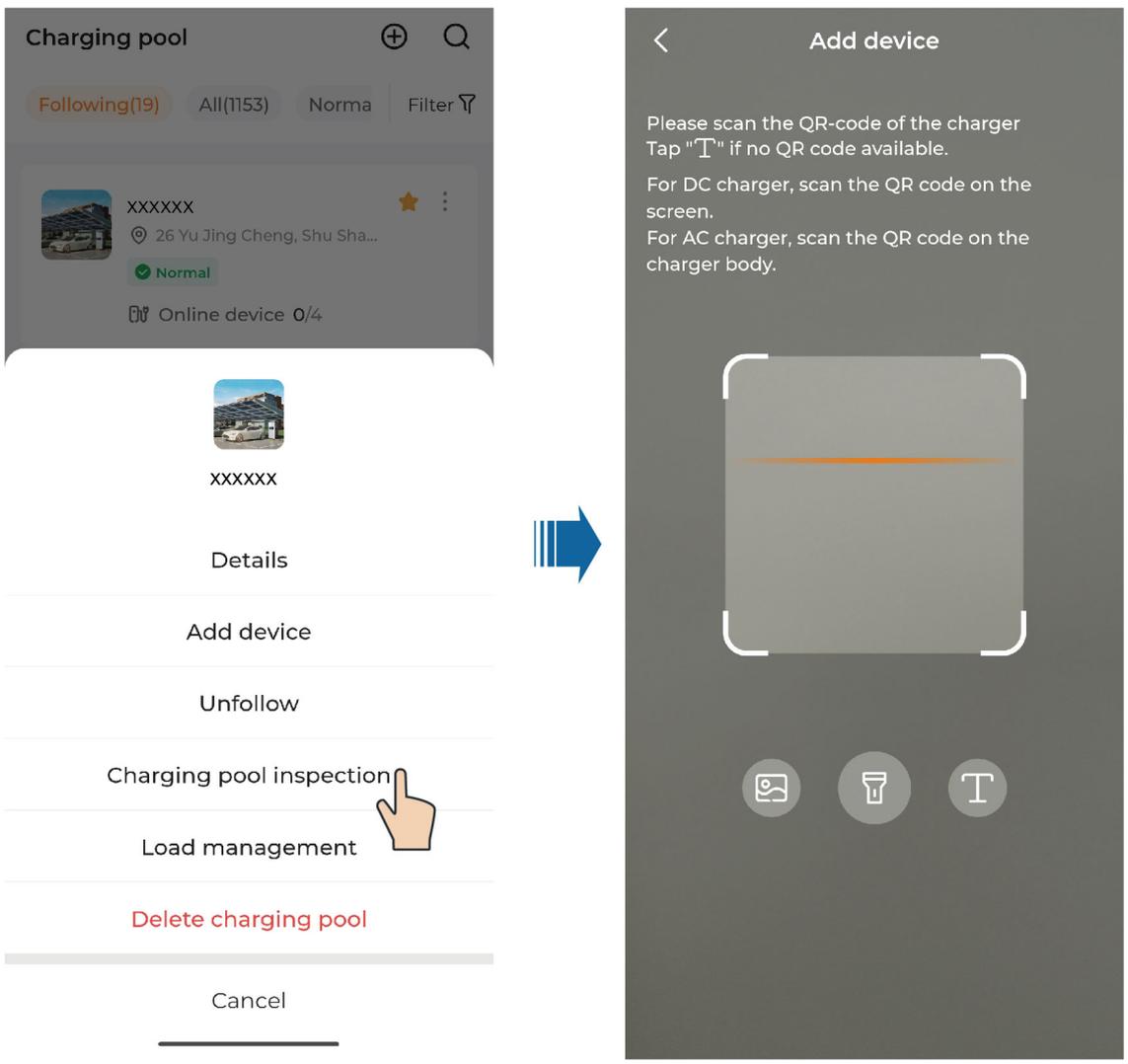
1. In the charging pool list, tap ⋮ to the right of a charging pool, and choose **Add Device** .

2. You can add a device by scanning its QR code or entering itsS/N manually.

    •   Scan the QR code on the charger, or tap 🖼 to upload a picture of the QR code.
        Check that the information retrieved from the QR code by the App is correct, and tap
        Confirm. The device is then added to the charging pool.

        > ℹ️ For DC charger, scan the QR code on the screen. For AC charger, scan the
        > QR code on the charger body.

    •   Tap ⊤ , enter the device S/N, and tap **Confirm** . The device is then added to the
        charging pool.

        > ℹ️ After adding the device is complete, if the device is not online, you need to
        > complete its network settings. For AC charger, please refer to 2.3.2 Connect
        > Devices to Network . For DC charger, please connect the device to the network
        > through the charger screen.

2.3.2 Connect Devices to Network

This section introduces how to connect newly added devices to the network for the first
time.

Procedures

Connect via Charger Hotspot
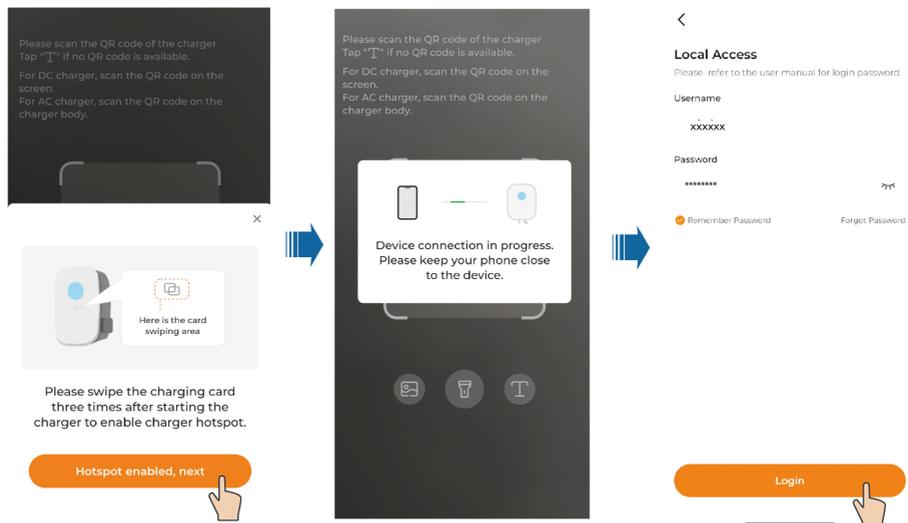
1. After the device is added, follow the screen prompts to enable the charger hotspot.
2. Tap **Hotspot enabled, next** to connect the device to the charger Wi-Fi.

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> ℹ️ If the hotspot is not detectable, follow the procedures below:
>
> **a.** Ensure that the charger is started.
>
> **b.** Ensure that the hotspot is not connected to other mobile phones.
>
> **c.** Ensure that the mobile phone you want to connect is close to the charger.
>
> If the hotspot is still not detectable, please restart the charger after a 1-minute power-off and swipe the charging card 3 times to enable the hotspot.

> ℹ️ • For the models and passwords of the charger hotspot, see the table Table 2-3 Charger Models and Passwords.
>
> • To ensure the data security of your account, please modify the password after first-time login.

Table 2-3 Charger Models and Passwords

Model	Firmware Version	WLAN Password	Local Login Password	EMS Password
AC007E-01	v1.2.xxx	admin123	Charger PIN code (on the back of the charging card)	Charger PIN code (on the back of the charging card)
	v1.3.xxx	N/A	SGC666	
AC011E-01	v1.2.xxx	admin123	Charger PIN code (on the back of the charging card)	Charger PIN code (on the back of the charging card)
	v1.3.xxx	N/A	SGC666	
AC11E-01	All versions	N/A	Account name: admin Password: pw8888	N/A
AC22E-01				
AC22E-G2				
AC007UK-01	All versions	8-digit random password (on the back of the charging card)	4-digit random password (on the back of the charging card)	Charger PIN code (on the back of the charging card)
IDC180E	v2.11.0	Automatically filled in	Please contact SUNGROW	N/A

Model	Firmware Version	WLAN Password	Local Login Password	EMS Password
		after scanning the QR code		

Connect via Wi-Fi
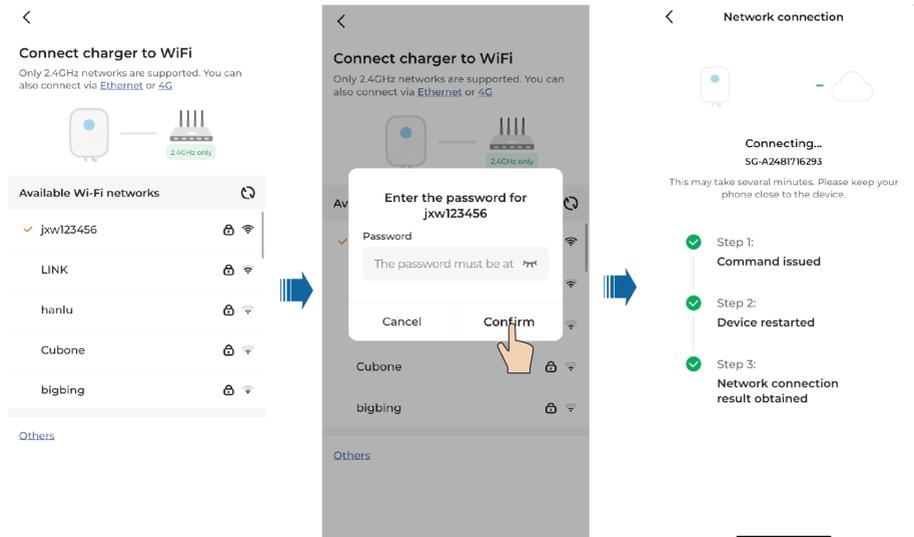
1. After logging into the device, the **Wi-Fi connection** screen is displayed.

   > ⓘ
   > • For AC chargers, the **Wi-Fi connection** screen is displayed automatically. You can choose Ethernet connection or Connect via 4G Network based on actual conditions.
   > • If the available Wi-Fi network does not include the one you need to connect to, tap **Others** and manually input the Wi-Fi name.

2. Connect the charger to the home network, enter the Wi-Fi password, and tap **Confirm**.

   > ⓘ
   > • Only a 2.4GHz wireless network is supported. If your network does not cover this frequency band, please consider choosing Connect via 4G Network or Ethernet connection.
   > • For DC chargers, manually input the Wi-Fi name to connect to the home network.

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Connect via 4G Network

> For DC chargers, after your login, the **4G connection** screen is displayed
> automatically. You can choose Ethernet connection or Connect via Wi-Fi based
> on actual conditions.
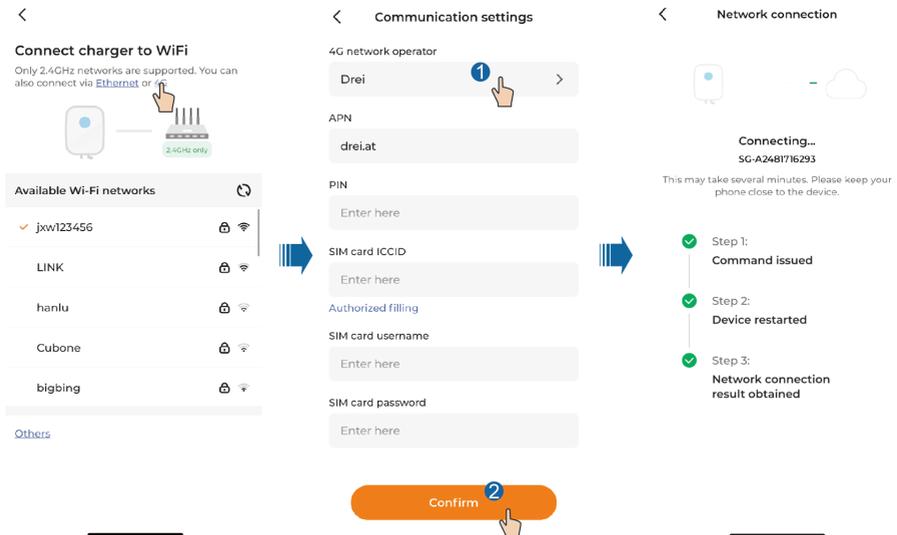
1. Ensure that the SIM card has been properly installed. Then, select **4G** in **Networking mode**, and tap **Continue**.

2. Tap **4G operator**. A list of available 4G operators and access point name (APN) will be shown. According to actual conditions, select the 4G operator, APN, personal identification number (PIN), integrated circuit card identifier (ICCID) of the SIM card, and the username and password of your SIM card, and tap **Confirm**.

> If you do not know the ICCID number, tap **Authorized filling** to allow the App to automatically obtain and fill the ICCID number for you.

3. Go back to the **4G connection** screen and tap **Complete**.

Connect via Ethernet
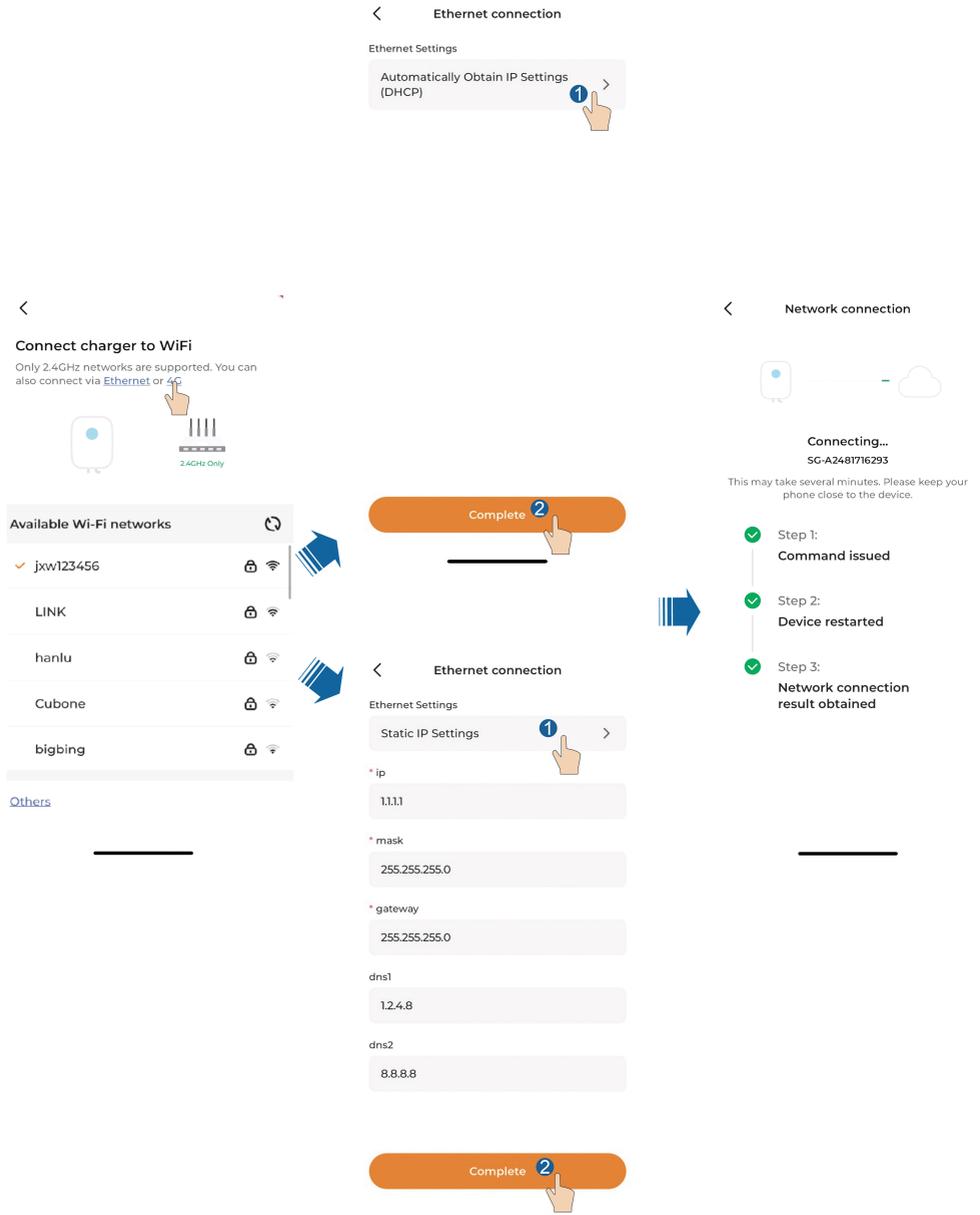
1. Ensure that Ethernet is connected. Then, select **Ethernet** in **Networking mode** and tap **Continue**.
2. Select **Auto IP assignment** or **Static IP settings** as needed.
   - Auto IP assignment: Select this option and tap **Complete**.
   - Static IP settings: Select this option, enter the IP address, and tap **Complete**.

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2.3.3 Device Details

On the **Device** tab, tap a device for details, where you can view charger information, charging records, and fault history.

View Charger Details
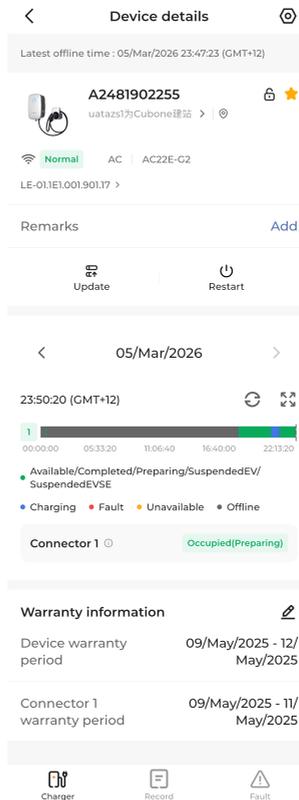
1. On the **Device** tab, tap a device to go to the details screen by default,
2. where you can view basic charger information, firmware version, and data about the charging pool in the upper part. You can also follow the charger, update firmware, and restart the charger.
3. The middle part displays the statuses of the chargers and connectors, and allows you to check the statuses for a specific time period.
4. You can view or edit the warranty information in the lower part.

View Charging Records
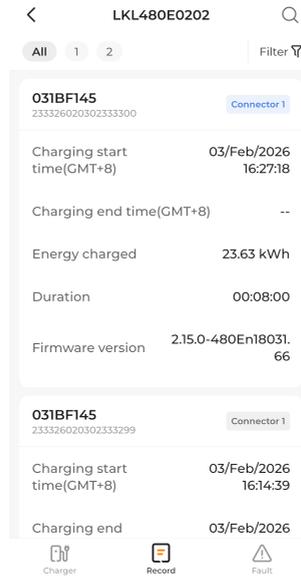
1. On the device details screen, tap the **Record** tab.
2. The charging records are listed.

View Fault Information
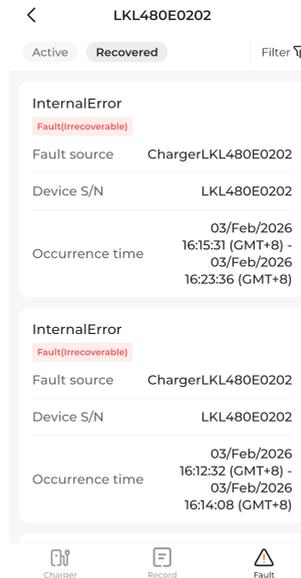
1. On the device details screen, tap the **Fault** tab.
2. The device faults are shown.

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2.3.4 Follow a Device

1. Select a charger, tap ⋮ to the right of a charger and choose **Following** to follow it.

2. An icon ⭐ will then appear to the right of the charger. You may check the charging pools you have followed in the **Following** list.

2.3.5 Configuration

On the **Device management** screen, choose a specific charger, tap the icon ⋮ on the right, and choose **Device settings** to go to the **Configuration** screen, where you can set up local and remote configuration.

Installers can set up the following:

Role	Remote Configuration	Local Configuration
Installer	2.3.5.1.1 Device update	5.1.5 Device Connection
	2.3.5.1.2 Load Balancing	5.2.4 Device Commissioning
	5.2.3 Authentication Code	5.1.4 Network Configuration

2.3.5.1 Remote end confihuration

2.3.5.1.1 Device update

Firmware update

Current information

Firmware version   LE-01.1E1.001.003.03

Update information

Firmware version

LE-01.1E1.001.101.34   >

Release notes: 2.14.7-OCPPOnly
Firmware package size: 87.39 MB

Firmware version

Q Search

LE-01.1E1.001.101.34   ✓

LE-01.1E1.001.101.18

Firmware update

Current information

Firmware version   LE-01.1E1.001.003.03

Update information

Firmware version

LE-01.1E1.001.101.34   >

Release notes: 2.14.7-OCPPOnly
Firmware package size: 87.39 MB

Update

Firmware Installation

Confirm

⊗

✓

Update successful

Current version:AC7000-
AB-45_V1.4.678

Update

Firmware update

⬆ Upgrade to

This may take a few minutes. You can exit and the upgrade process will not be interrupted.

10%   Downloading firmware

Firmware installation will begin after downloading.

○   Install

Complete

1. Go to the configuration page and tap **Device Update** .

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2. You can view the current firmware version and available updates on the firmware update page. Tap the dropdown menu to the right of **Firmware version** , select the desired version, and tap **Confirm** .

3. Tap **Update** to download and install the firmware. Once completed, tap **Complete** .

2.3.5.1.2 Load Balancing

Prerequisites

• The charger is online and not in use.

• The charger has been connected to a power control device.

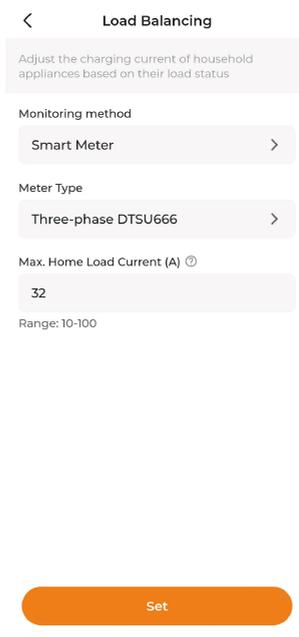1. Tap **Load balancing** on the **Configuration** screen for details.

2. Select the monitoring method as follows.

Method	Description
Smart meter	Monitor with a smart meter.
CT	Monitor with CT.
Dynamic load balancing	Instead of using external meters, the charger allows for a manual preset of the total current limit. The system then dynamically adjusts the power output of each individual charger based on this value, ensuring that the real-time total current never exceeds the set threshold. This method is applied at the charging pool level.
Dynamic load management	The charger utilized an external meter to monitor the total household current. By establishing a maximum current threshold, the system calculates the dynamic available power

Method	Description
	based on existing loads. The master unit then regulates the slave units' output via current adjustment, ensuring that the real-time total current never exceeds the set threshold. This method is applied at the charging pool level.
Adaptive load management	The charger utilizes an external meter to monitor the total household current. By establishing a maximum current threshold, the system adjusts the charging power based on the power consumption of other loads, employing a "slow rise, fast fall" control strategy. This method is applied to a single household charger.
Closed	The load balancing function is disabled.

> ℹ️ The monitoring methods of different charger models may vary, as shown below:
> • The charger AC007E-01 supports the methods smart meter and CT.
> • The charger AC011E-01 supports the smart meter method.
> • The chargers AC11E-01, AC22E-01, and AC22E-G2 support the monitoring methods dynamic load balancing, dynamic load management, and adaptive load management.

3. Based on the selected monitoring method above, set up the following.

Parameter	Description
Smart meter	
Meter type	Options include **Single-phase DDSU666** or **Three-phase DTSU666**.
Max. home load current (A)	Input range 1–100
CT	
CT transformatio n ratio	The default value is 3:100.
Max. home load current (A)	Input range 1–100
Dynamic load balancing	

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Parameter	Description
Master-slave chargers	• **Host**: When you choose the host charger, further set up **Total DLB slaves** (input range 1–19) and **Max. allowable current of charging pool (A)**. • **Client**: When you choose the client charger, further set up **Slave communication address** (input range 10–28).
Dynamic load management	
Master-slave chargers	• **Host**: When you choose the host charger, further set up **Total DLM slaves** (input range 1–19) and **Max. allowable current of charging pool (A)**. • **Client**: When you choose the client charger, further set up **Slave communication address** (input range 10–28).
Adaptive load management	
Meter type	Options include **Single-phase DDSU666** or **Three-phase DTSU666**.
Max. home load current (A)	Input range 1–100

4. Tap **Set**. Upon completion, the screen reads **Set successfully**.

2.3.5.1.3 Authentication Code

For details, see 5.2.3 Authentication Code .

2.3.5.2 Near end confihuration

2.3.5.2.1 Device Connection

For details, see 5.1.5 Device Connection .

2.3.5.2.2 Device Commissioning

For details, see 5.2.4 Device Commissioning.

2.3.5.2.3 Network Configuration

For details, see 5.1.4 Network Configuration

2.3.5.3 More operations

Restart the Device

Go to the configuration page and tap **Device Restart** to initiate a software or hardware restart, or check the restart history.
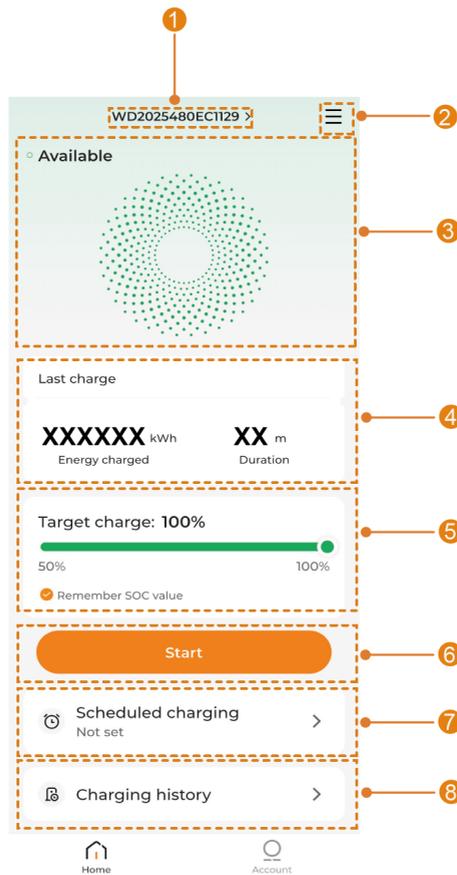
View EMS Password

Go to the configuration page and tap **Password** to view the EMS password. Tap the icon

⧉ next to the password to copy it.

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3 I'm an Owner

3.1 Home

After logging into the iEnergyCharge App as an owner, you are directed to the home page by default, as shown below.


No.	Description
1	Tap to access the **Device management** page.
2	Tap the icon for operations, including viewing, configuring, and sharing the charger.
3	Displays the current status of the charger.
4	Shows the most recent charging record.

No.	Description
5	Swipe left or right to set the target state of charge (SOC).
6	Tap the button to start charging.
7	Tap to schedule a charging session.
8	Tap to view the charging history.

3.2 Charging Pool Management

3.2.1 Create Charging Pools
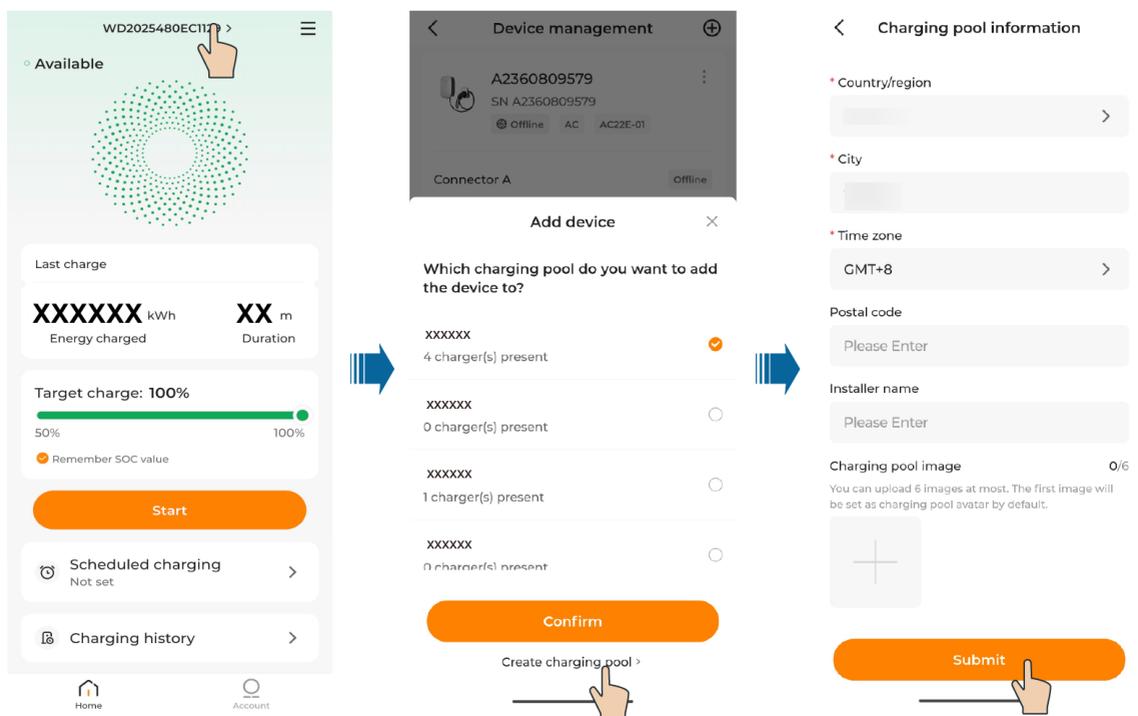
1. After logging into the iEnergyCharge App as an owner, you are landed on the home page by default. Tap the charger name on the top of the home page to go to the **Device management** screen.

2. Tap the icon ⊕ in the upper right corner of the screen and select **Create charging pool** in the pop-up dialog box.

3. Fill in the required information as prompted and tap **Submit**. For details, see the 2.2.1 Create a Charging Pool chapter on how installers create charging pools for owners.
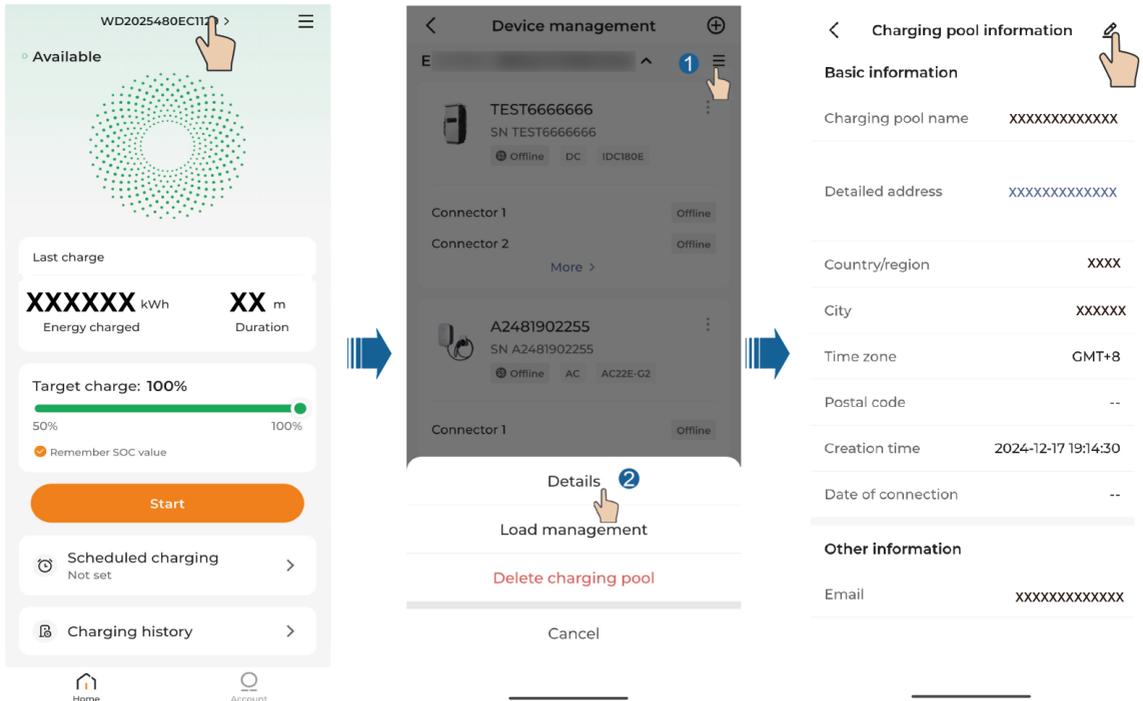
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3.2.2 Charging Pool Details

1. After logging into the iEnergyCharge App as an owner, you are landed on the home page by default. Tap the charger name on the top of the home page to go to the **Device management** screen.

2. Tap the icon ☰ in the upper right corner of the screen and choose **Details** in the pop-up dialog box for more information about the charging pool.

3. Tap the icon ✎ in the upper right corner of the **Details** screen to edit the information.

3.2.3 Delete a Charging Pool

1. After the owner logs into the iEnergyCharge App and enters the home page, tap the top section of the screen to enter the device management page.

2. Tap the charging pool name, then select **Delete Charging Pool** from the bottom sheet.

> ⓘ • Before deleting a charging pool, delete all the devices in it first, otherwise, the deletion will fail.

3.2.4 Load Management

For details, see 2.2.6 Load Management .

3.3 Device Management

3.3.1 Add a Device

For details, see 2.3.1 Add a Device.

3.3.2 Connect Device to Network

For details, see 2.3.2 Connect Devices to Network.

3.3.3 Charging Management

You can start a charging session, schedule charging, or view charging history on the home page.

Start charging

Requirements

- The charging connector has been plugged into the EV.
- The charger has been connected to a network and is online. If it is not connected to any network, complete the settings by referring to 2.3.2 Connect Devices to Network .
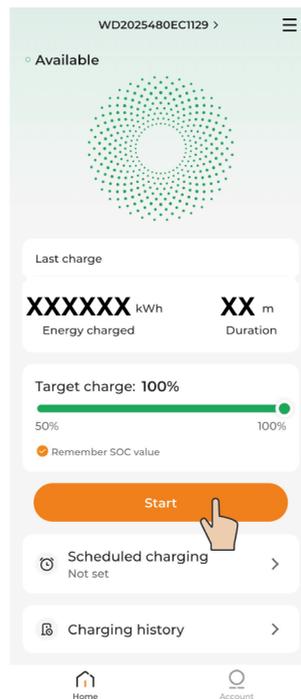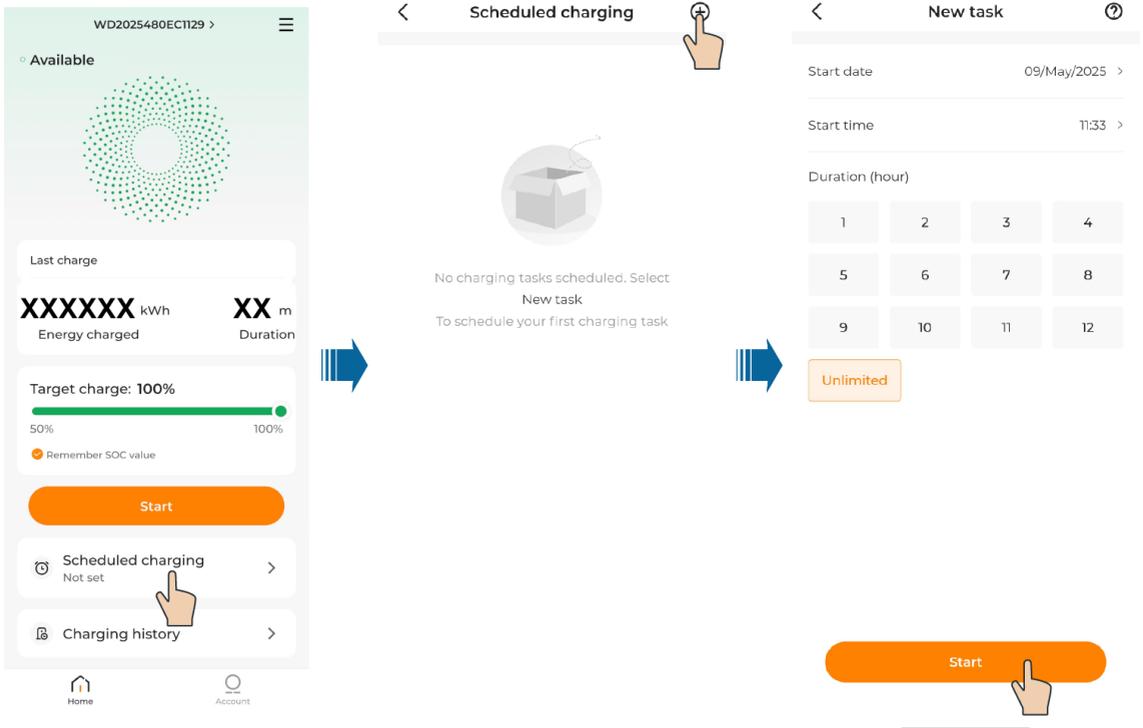

After the owner logs into the iEnergyCharge App, tap **Start** on the home page to start charging.

Scheduled charging

Requirements

- The charging connector has been plugged into the EV.

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- The charger has been connected to a network and is online.
- Make sure the EV will not switch to sleep mode during a scheduled charging task.

1. After the owner logs into the iEnergyCharge App, tap **Scheduled charging** on the home page.

2. Tap ⊕ , set the start date, start time, and duration (hour), and tap **Start** .

> ⓘ
> - You can only select a date up to one week in the future as the start date.
> - If you start charging via RFID charge cards or thr QR code before the scheduled task starts, the task may turn invalid.

View Charging History
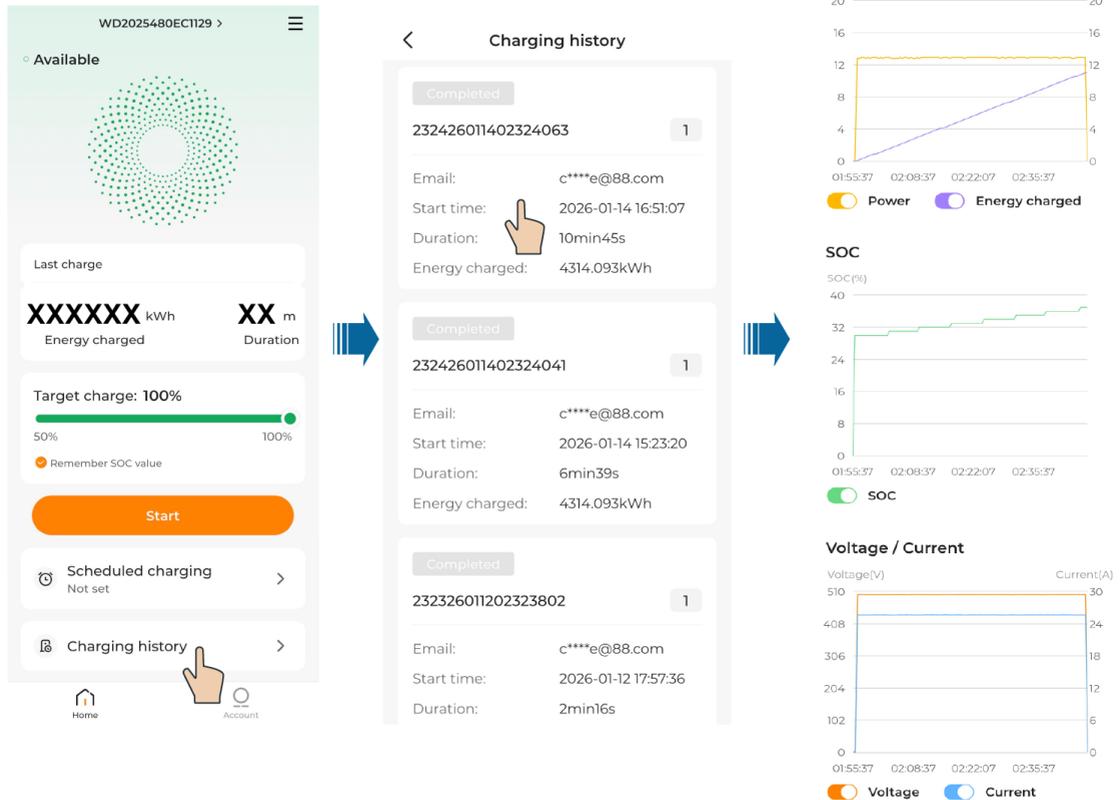
1. After the owner logs into the iEnergyCharge App, tap **Charging history** on the home page to view past charging sessions of the charger.
2. Tap any historical task to view its charging curve.

3.3.4 Share a Device

Device Sharing allows you to share a chargerwith other people so that they can also use it.

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- Only the first user account to which the charger is added haspermission to share the charger
- The sharer (who initiates the sharing) can check and controlthe charging order status. Users with whom the charger is shared cancheck the charger status but cannot close someone else's order.
- The sharer can stop sharing by removing other users from thesharing list. After that, the relevant charger information in thedevice list on these users' accounts will be deleted accordingly.
- Users with whom the charger is shared can quit sharing by deletingthe charger. After that, their information will be removed from theuser list on the sharer's account.
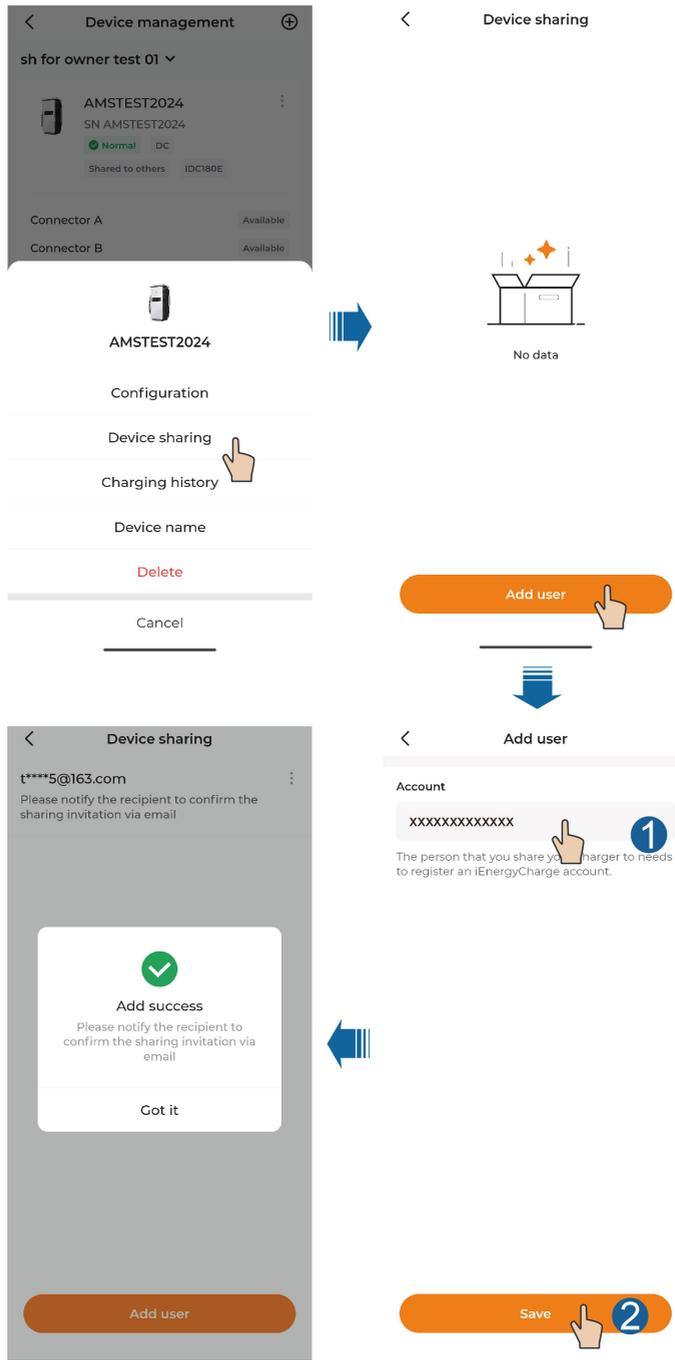
1. After the owner logs into the iEnergyCharge App and enters the home page, click on the top of the page to enter the device management page.

2. Find the charger to be shared, tap ⋮ on its right, and choose **Device Sharing** .

3. Tap **Add User** at the bottom of the page.

4. In **Email**, enter the email address of the user with whom you want to share the charger. The user will then receive an invitation through email.

> ⓘ   • The user with whom the charger is shared should have an iEnergyCharge account.

5. After receiving the email, the user can tap the link to accept the invitation and start using the charger.

3.3.5 Change Device Name

Here you can change the charger's name.

1. After the owner logs into the iEnergyCharge App and enters the home page, click on the top of the page to enter the device management page.

2. Select a charger, tap ⋮ on its right, and choose **Device Name** .

3. Enter a new name in the **Device Name** inputbox, and tap **Confirm** .

3.3.6 Configuration

On the **Device management** screen, choose a specific charger, tap the icon ⋮ on the right, and choose **Device settings** to go to the **Configuration** screen, where you can set up local and remote configuration.

Installers can set up the following:

Role	Remote Configuration	Local Configuration
Installer	3.3.6.1.1 Firmware Update	5.1.5 Device Connection
	3.3.6.1.2 Offline Charging	5.1.4 Network Configuration
	3.3.6.1.3 Basic Settings	-
	3.3.6.1.4 Charging Current	-
	3.3.6.1.5 Staggered Charging	-

3.3.6.1 Remote end confihuration

3.3.6.1.1 Firmware Update

**1.** Go to "Configuration" and tap **Firmware Update** .

2. Select the downloaded update package, then tap **Update** to upload and install the firmware. After the installation is completed, tap **Complete** .

3.3.6.1.2 Offline Charging

When offline charging is enabled, you can start charging usingan RFID charging card even if the charger is offline.

Requirements

• Your mobile device and the charger have connected to the network.

• The charger functions properly and is currently available.

• At least one RFID charging card has been added.
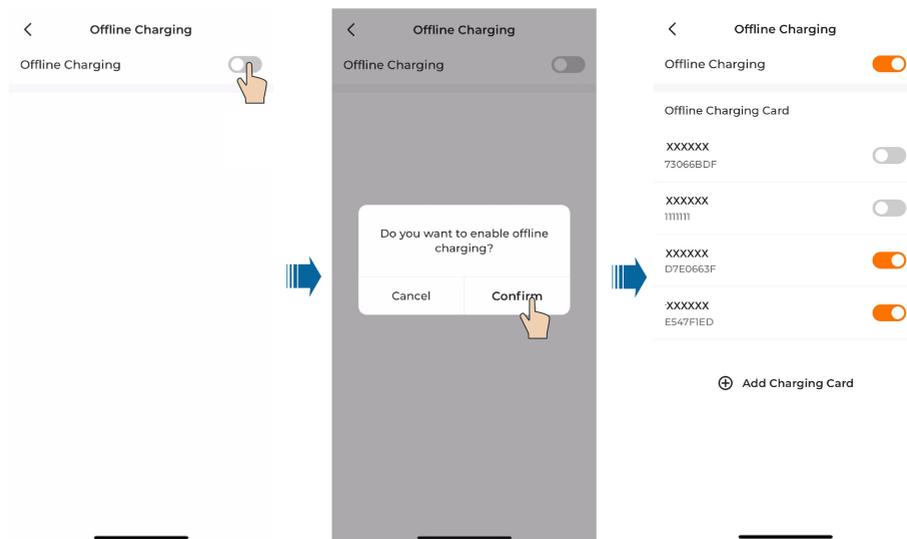
1. Tap **Offline Charging** on the "Configuration"screen.

2. Turn on 🔘 next to "Offline Charging", then tap **Confirm** in the pop-up dialog box.

3. Select one (or multiple) RFID charging card, and turn on 🔘 to the right of the card to assign it to thischarger. Then, you can use this card to start charging.

> • If you have not added a charging card, or you need to add anew card, tap **Add card** . For details, see 5.3.4 Charging Card Management
> .
> • If you turn off offline charging, the charging cards associatedwith the charger will be removed. The next time you turn on offlinecharging, you need to assign a card to the charger again.

3.3.6.1.3 Basic Settings

You can enable the Plug & Play function in "Basic Settings".

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1. Choose **Basic Settings** in "Configuration".

> ℹ️ The Plug & Play function is available for AC11E-01, AC22E-01, and AC22E-G2 chargers.

2. Turn on **Plug & Play** to enable the ⬭ function. If this function is enabled, charging will start automaticallyonce you plug the charging connector into the EV.

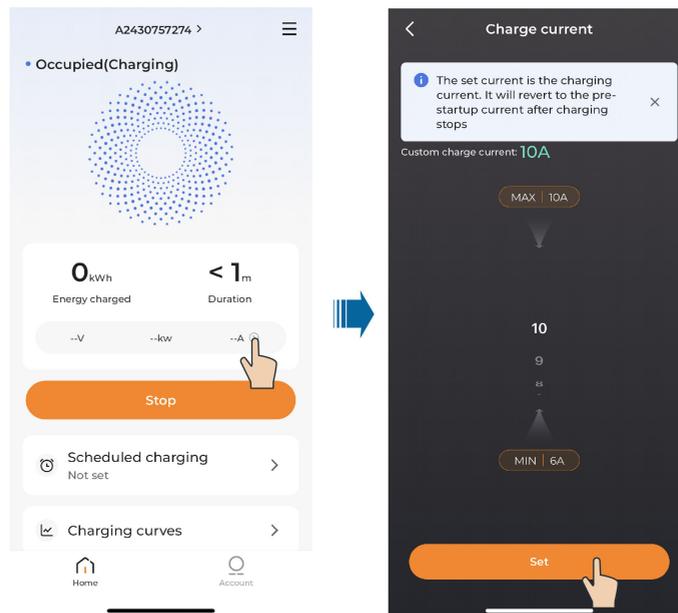### 3.3.6.1.4 Charging Current
Via the configuration page

1. Choose **Charge Current** in "Configuration".
2. Set a current value within the allowable range, and tap **Set** .

> ℹ️ Once adjusted, the charger will use the specified current by default for subsequent charging sessions.

During active charging

1. If the charger is currently in use, go to the charging page and tap the icon ⊘ next to the charging data to access adjustment.

2. Set a current value within the allowable range, and tap **Set** .

> ℹ The set current is the charging current. It will revert to the pre-startup current after charging stops.

3.3.6.1.5 Staggered Charging

Deferred charging and on-peak charging functions are availablefor the chargers intended for the UK market, as required by the 303645regulation.

> ℹ The description of and setting instructions forthese functions are applicable for the AC007UK-01 charger only.

Deferred Charging

1. When you go to the charger details screen to start charging,a pop-up dialog about deferred charging will show on the screen.

2. You can tap **Confirm** to defer the charging session. The system will then apply a delay to the charging session, with a countdown shown on the screen. Charging will begin after the end of the countdown.

3. You can tap **Charge Now** to cancel delayand start the charging session immediately, or tap **Cancel** to cancel the charging task.

On-Peak Charging

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The function **Allow charging in peak hours** is turned off by default. This means a confirmation dialog will show up every time you want to start charging during peak hours. If this function is turned on, starting charging during peak hours will not require double confirmation.

1. Tap **Peak Hours** in "Configuration".
2. You can turn on **Allow charging in peak hours** . Then, confirmation dialog will not pop up if you want to startcharging during peak hours.
3. You can also specify a time period during which charging is not allowed as needed.

3.3.6.2 Near end confihuration

3.3.6.2.1 Device Connection
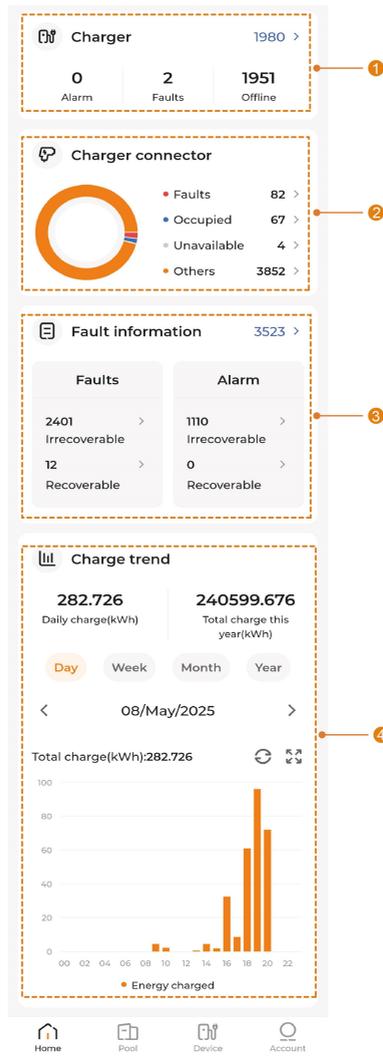
For details, see 5.1.5 Device Connection .

3.3.6.2.2 Network Configuration

For details, see 5.1.4 Network Configuration

4 I'm a CPO

4.1 Home

After logging into the iEnergyCharge App as a CPO, you are directed to the home page by default, as shown below. You can view device information, faults, and charge trend in the charging pool.

No.	Description
1	Displays the status of all chargers. Tap a status type to view the corresponding charger list.

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No.	Description
2	Displays the status of all connectors. Tap a status type to view the corresponding connector list.
3	Displays all types and counts of faults and alarms. Tap a fault type or an alarm type to view the corresponding list.
4	Shows the total amount of energy delivered by all the chargers today and this year. Select **Day** , **Week** , **Month** , or **Year** , and tap $\langle$ or $\rangle$ to switch between different time ranges. A bar chart will display the corresponding charging volume for each selected period.

4.2 Charging Pool Management

You can perform the following operations:

- Create a charging pool: For details, see the 2.2.1 Create a Charging Pool chapter on how to create a charging pool as a CPO.
- View charging pool locations: For details, see 2.2.2 View Charging Pool Locations.
- View charging pool details: For details, see 2.2.3 Charging Pool Details.
- Follow a charging pool: For details, see 2.2.4 Follow a Charging Pool.
- Delete a charging pool: For details, see 2.2.5 Delete a Charging Pool.
- Manage load: For details, see 2.2.6 Load Management.
- Inspect a charging pool: For details, see 2.2.7 Charging pool inspection.

4.3 Device Management

You can perform the following operations:

- Add a device: For details, see 2.3.1 Add a Device.
- Connect a device to the network: For details, see 2.3.2 Connect Devices to Network.
- View device details: For details, see 2.3.3 Device Details.
- Follow a device: For details, see 2.3.4 Follow a Device.
- Complete configuration: Includes **Remote configuration**, **Local configuration**, and **More operations**. For details, see 2.3.5 Configuration.
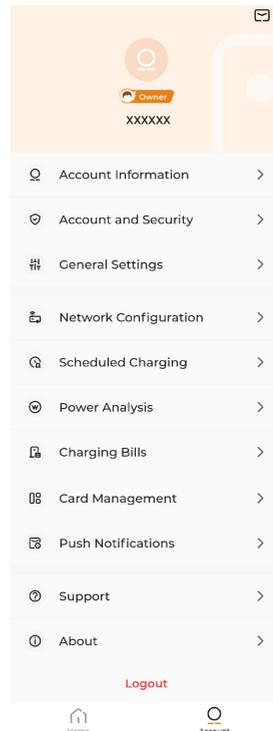
5 Account

Log in to the iEnergyCharge App and choose **Account** . Here you can change the account information, security, and othergeneral settings, delete the account, switch to another version, andview some relevant information.

The user interface may slightly differ by account type and permission.In such cases, the actual App you use should take precedence.
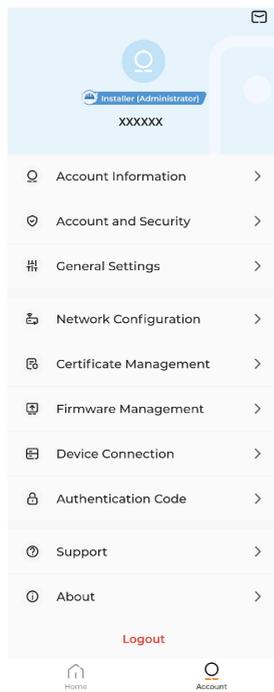
Installer

Owner

5.1 Common Functions

5.1.1 Account Information

Choose **Account Information** on the **Account** screen to check the information about the account, such as the **Country/Region**, **Organization Information**, and **Upper Level Organization Information**. Users can change the setting of **Country/Region** as needed.

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> Only Retailer/Installers can view the organization information and the upper-level organization information.

5.1.2 Account and Security

Choose **Account and Security** on the **Account** screen. Here you can change the email addresslinked to the account or the account password, delete the account,or enable comprehensive verification.
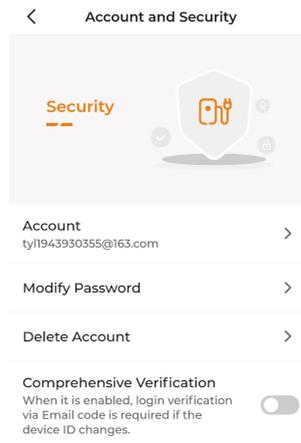
- **Change the email address linked to the account:** Choose **Account > Change**. A verification code will then be sent to your email address. Enter the verification code you have received. Then, enter a new email address in **Email**, and tap **Continue** to change the email address linked to your account.
- **Change the account password:** Tap **Modify Password**. Enter your **Old Password**, set a **New Password**, and **Confirm New Password**. Then, tap **Confirm** to change your account password.
- **Delete the account:** Tap **Delete Account**. Then, tap **Delete** in the confirmation dialog to delete the account.

> Deleting the account will remove all the account data permanently and the data cannot be recovered. Please proceed with caution.

- **Comprehensive verification:** You can turn on or off **Comprehensive Verification** here. If this function is turned on, in case the device ID changes, you need to verify your identity via email verification code when logging in.

5.1.3 General Settings

1. Tap **General Settings** on the **Account** screen. Here, you can set the Default Language. Owner users can also set the Currency Unit.
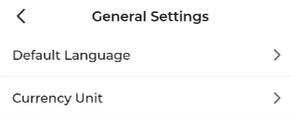
2. **Set Default Language**
    Tap **Set Default Language**, select a preferred language. Tap **Confirm**, and double-confirm in the confirmation dialog. The system will then refresh and switch to the selected language.
3. **Set Currency Unit**
    Tap **Currency Unit** , select a preferred currency unit and tap **Confirm** .

5.1.4 Network Configuration

Tap **Network Configuration** on the **Account** screen to go to charger network settings. For more information, see 2.3.2 Connect Devices to Network.

5.1.5 Device Connection

After connecting the device, you can perform local configurations on the charger.

1. Tap **Device Connection** in "Configuration" to connect to the charger's WLAN. For details, see Connect via Charger Hotspot .
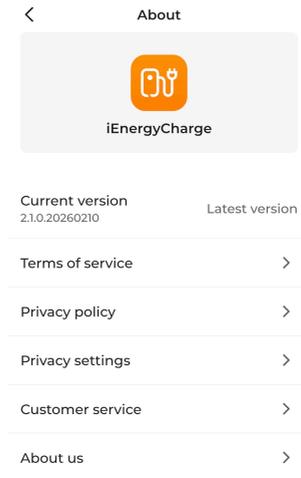
5.1.6 Support

Tap **Support** on the **Account** screen.

Here you can view the user manual and charger manual to ensure that you receive timely and effective assistance when using the App.

*   Upload logs
    Tap **Upload logs** , select logs from the recent 3 or 7 days or the recent month, and tap **Upload** to upload the logs. This helps us better locate and solve your problem.
*   User Muanal
    Tap **User Muana** , here you can view the user manual for the App.
*   Charger Manual
    Tap **Charger Manual** , here you can select the charger model to view the corresponding charger manual.

5.1.7 About

1. Tap **About** on the **Account** tab.

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About

iEnergyCharge

Current version 2.1.0.20260210	Latest version
Terms of service	>
Privacy policy	>
Privacy settings	>
Customer service	>
About us	>

2. Here you can check the App version, terms of service, privacy policy, and contact information.

5.1.8 Messages

Tap **Account** to on the ✉ screen go to the message list. You can view messages, mark a message as read, or delete a message here.

5.1.9 Push Notifications

1. On the **Account** tab, choose **Push notifications** for details.
2. Switch on the buttons for the notifications you want to receive based on your needs. You can decide whether you receive the following notifications:
   - Firmware update
   - Log retrieval
   - Restart
   - Parameter issuance
   - Low current
   - Device online notification
   - Schedule parameter application task
   - Charger offline
   - Charging abnormal
   - Offline notification
   - Alarm
   - Alarm cleared
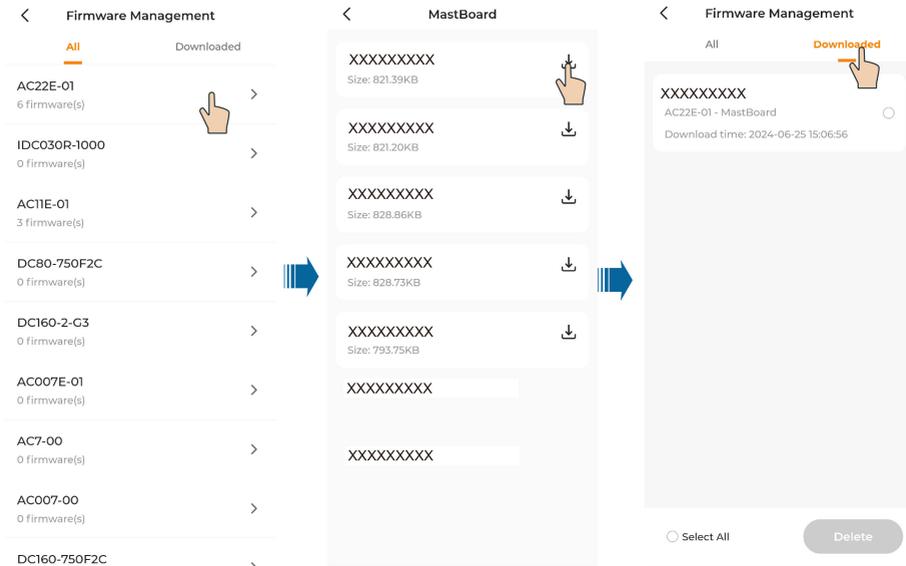   - Scheduled task canceled

5.2 Installer Account

5.2.1 Certificate Management
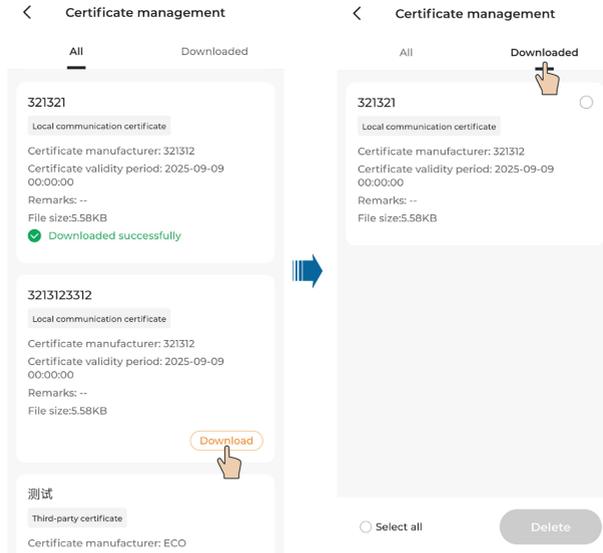
1. Tap **Certificate Management** on the **Account** screen.

2. Tap **Download** in the bottom right corner of the certificate to download it.

3. Tap **Downloaded** to check the downloaded certificate.

5.2.2 Firmware Management

1. Tap **Firmware Management** on the **Account** screen to go to the firmware list.

2. Tap a device, and select the target module to go to the firmware package list.

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3. Select an update package from the list, and tap ⬇ on its right to download the package.

4. Go back to "Firmware Management" and choose **Downloaded** to check the downloaded update package.

5.2.3 Authentication Code

The device verification code can be used to log in to the IDC30E and IDC180E chargers.

1. Go to "Configuration" and tap **Authentication Code**.

2. Enter the device S/N to get a 6-digit authentication code. The authentication code updates every 5 minutes automatically.

3. Enter the authentication code in the input box on the charger touch screen to log in.

5.2.4 Device Commissioning

Device commissioning allows you to perform operations such as firmware updates, parameter configuration, and restarting the charger.
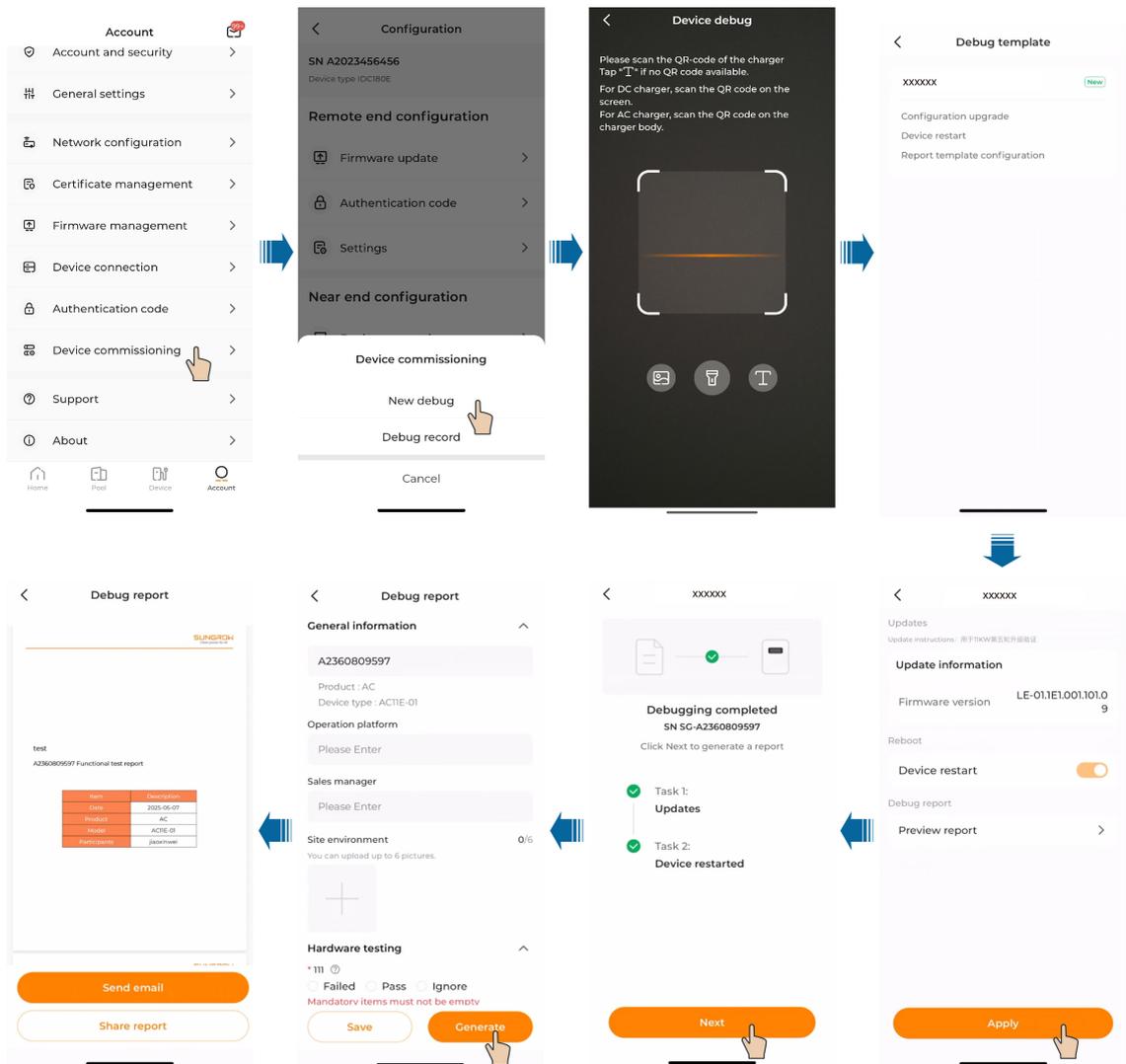
1. On the **Account** tab, tap **Device commissioning**.
2. Tap **New debug** in the pop-up dialog.
3. Scan the charger's QR code and connect to the its hotspot. For detailed steps, please refer to □□□□□□□.

   > ⓘ For DC charger, scan the QR code on the screen. For AC charger, scan the QR code on the charger body.

4. After configuring the debug template in the iEnergyCharge backend, you will be redirected to the **Debug template** page.
5. Select the appropriate template and tap **Apply**.
6. Once the page displays **Debugging completed**, tap **Next** to go to the **Debug report** page.

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> ℹ️ If debugging fails, tap **Try Again** to retry.

7. Fill in the required information as prompted, then tap **Generate**.

8. Once the debug report is generated, you can choose to **Send email** or **Share report** to send it to a specified email or download it locally.

5.3 Owner Account

5.3.1 Scheduled Charging

1. Tap **Scheduled Charging** on the **Account** screen.

2. Tap **New Task** , select a charger thathas been connected, and tap **Add** to create ascheduled charging task.

3. For details, see Scheduled Charging .

5.3.2 Power Analysis

1. Tap **Power Analysis** on the **Account** screen.

2. You can select a time period and a charger to view the total energy delivered (kWh), maximum hourly energy delivery (kWh), and average hourly energy delivery (kWh) of the charger in the specified time period.

5.3.3 Charging Bills

1. Tap **Charging Bills** on the **Account** screen to go to the bill list.

2. Tap **Filter** , select the date of bill,device, and charging card ID, and tap **Complete** to display the bills that meet the criteria.

3. Tap ⌷⊙ , select one or more billsas needed, and tap **Selected** to go to the **Preview** of the bill.

4. Tap 📝 . Then, enter the recipient name, company name,email address, and electricity price, and tap **Confirm** .

5. Tap **Export** . The charging bill will besent to the recipient through email.

5.3.4 Charging Card Management

1. Tap **Card Management** on the **Account** screen to go to the charging card list.

2. Tap **Add Card** . Then, enter the card nameand ID. You can add a charging card in either of the following ways.

   • Enter the card ID manually.

   • Tap 📷 to scan the QR code on the charging card, ortap 🖼 to upload a picture of QR code, to read thecard ID.

3. Tap **Confirm** . The charging card is nowadded to your account. You can swipe left on a charging card to deleteit.

5.4 CPO User

5.4.1 Firmware Management

For details, see 5.2.2 Firmware Management.

5.4.2 Authentication Code

For details, see 5.2.3 Authentication Code.

5.4.3 Device Commissioning

For details, see 5.2.4 Device Commissioning.

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6 Appendix

6.1 Manual Description

The information contained in this document is the property of Sungrow Power Supply Co., Ltd. (referred to as **SUNGROW** hereinafter). Publishing its content, either partially or in full, requires the written permission of SUNGROW. Copying of the document for the purposes of evaluating the product or its correct implementation by internal staff of the company is allowed and does not require permission.

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6.2 Contact Information

In case of questions about this product, please contact us. We need the following information to provide you the best assistance:

- Model of the device
- Serial number of the device
- Fault code/name
- Brief description of the problem

For detailed contact information, please visit: **https://www.sungrowpower.com/en/about-us/contact-us**

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