

WebastoCharge App Admin & User Help Guide



Rev 01/22/24

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INTRODUCTION

The WebastoCharge App enables you to connect one or more electric vehicles to one or more Webasto chargers, as well as one or more users who can then prepay to charge their electric vehicles.

WHO CAN USE THE WEBASTOCHARGE APP?

After downloading the app, you can sign up as either an **Admin** or a **User**.

- **The individual who signs up as an Admin owns or manages the charger.**
- **The individual who signs up as a User simply wants to charge his or her electric vehicle, and can use a credit card to pay for a charging session.**

DOWNLOADING THE APP

To download and install the app, go the Apple Store or the Google Play Store on your phone and search for the WebastoCharge App, then follow the prompts for installation.

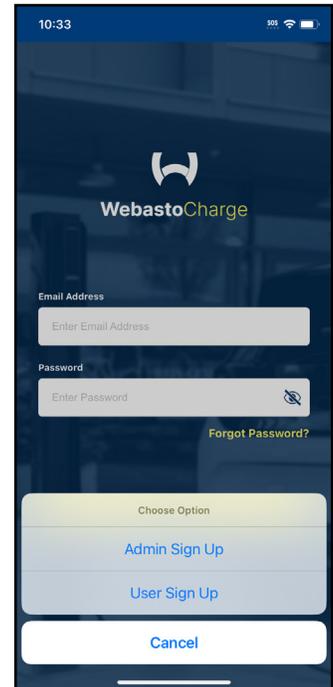
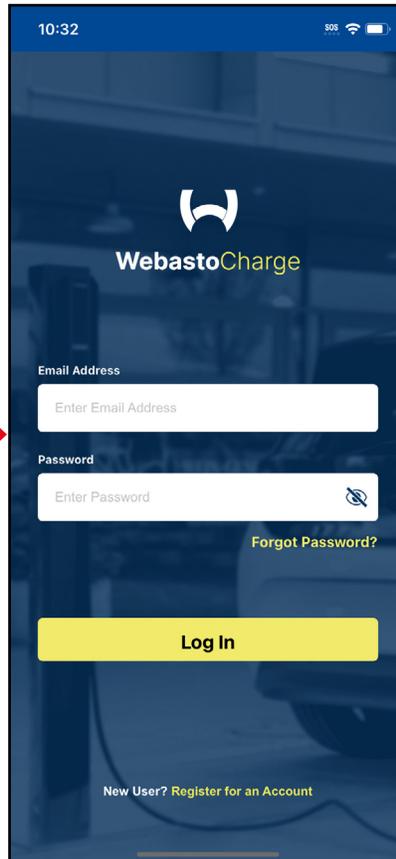
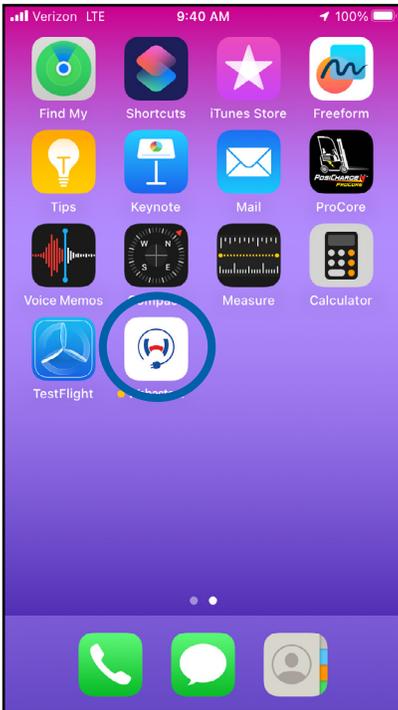
You can also use your phone camera to begin the download and installation process by scanning the QR code listed here.



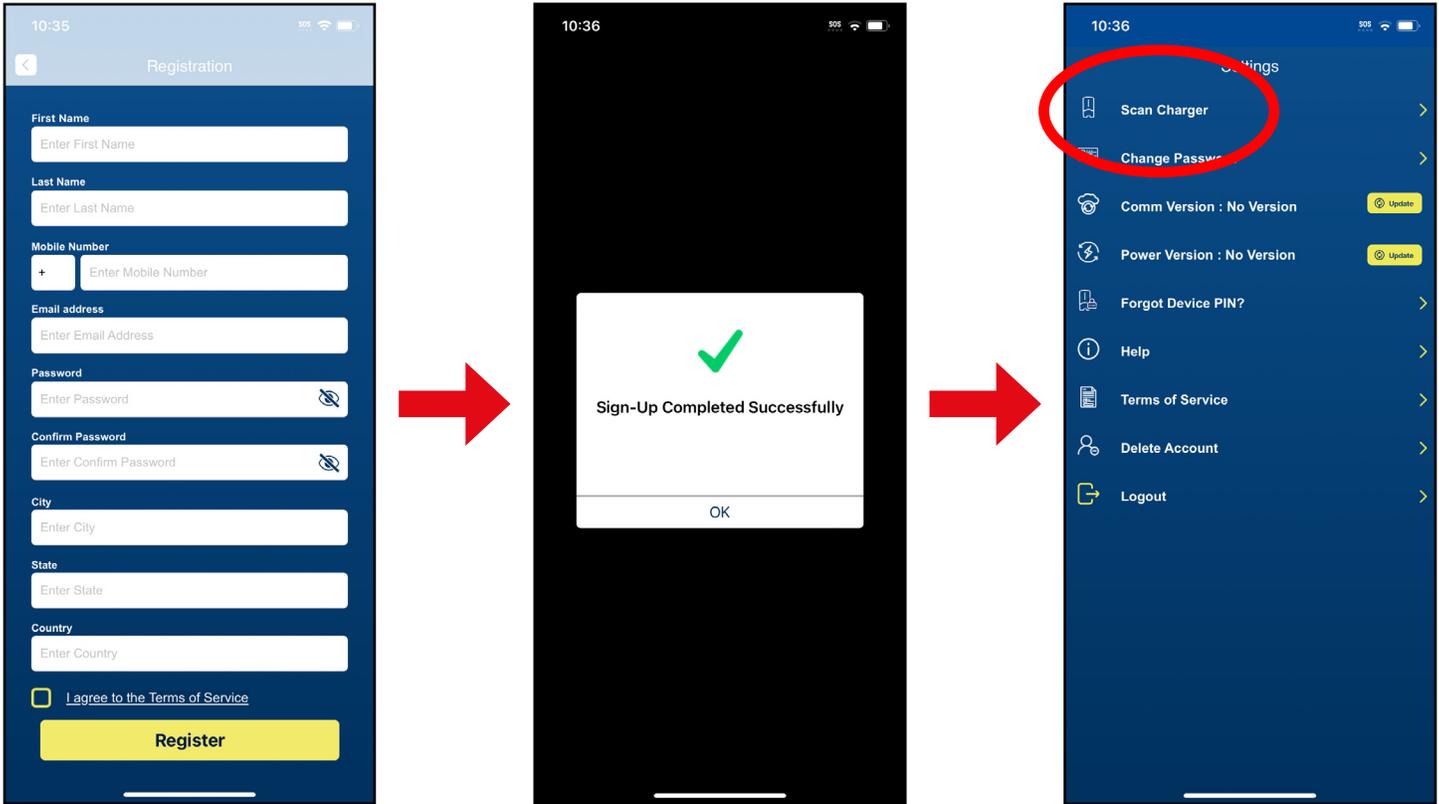
Apple Store / Google Play Store
WebastoCharge App

SIGN UP AS AN ADMIN (For the charger owner or manager)

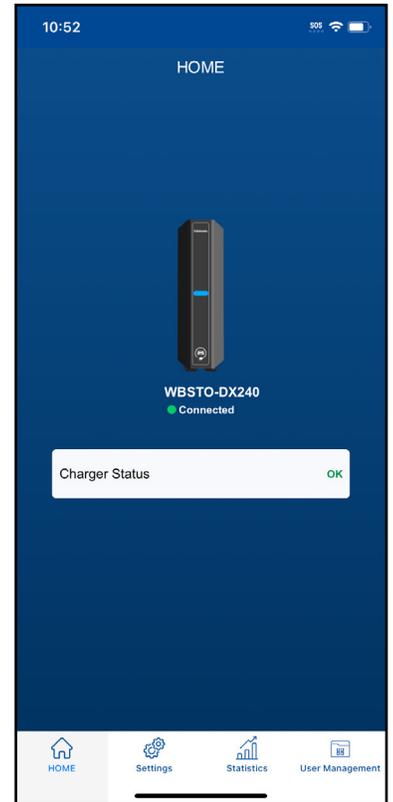
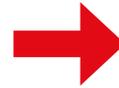
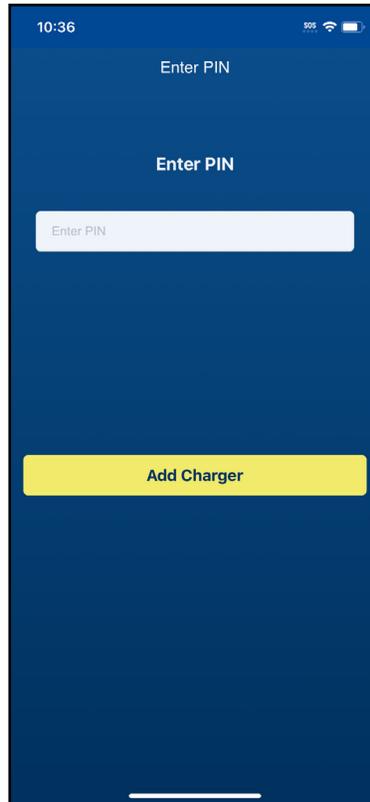
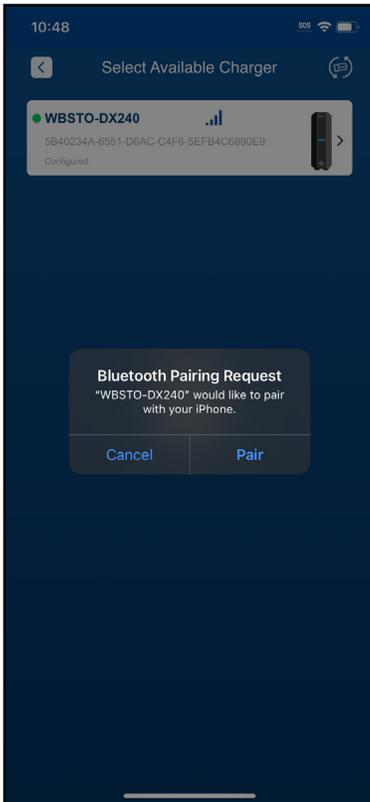
1. Open the app on your phone.
2. Select **Register for an Account** at the bottom of the screen.
3. When the page refreshes, select **Admin Sign Up**.



- When the screen refreshes, fill in all of the boxes.
- Scroll down to the bottom of the screen and select **Terms of Service** to read the contents, then check the box that says, "I agree to the Terms of Service." Then select **Register**.
- The Settings screen will open automatically – select **Scan Charger** to locate nearby Webasto chargers.



7. When the app locates a nearby charger, it will prompt you to pair to the app to the charger – select **Pair**.
8. When the screen refreshes, enter the PIN that came with your charger in the box.
9. When the screen refreshes, the charger that is connected to app is displayed.

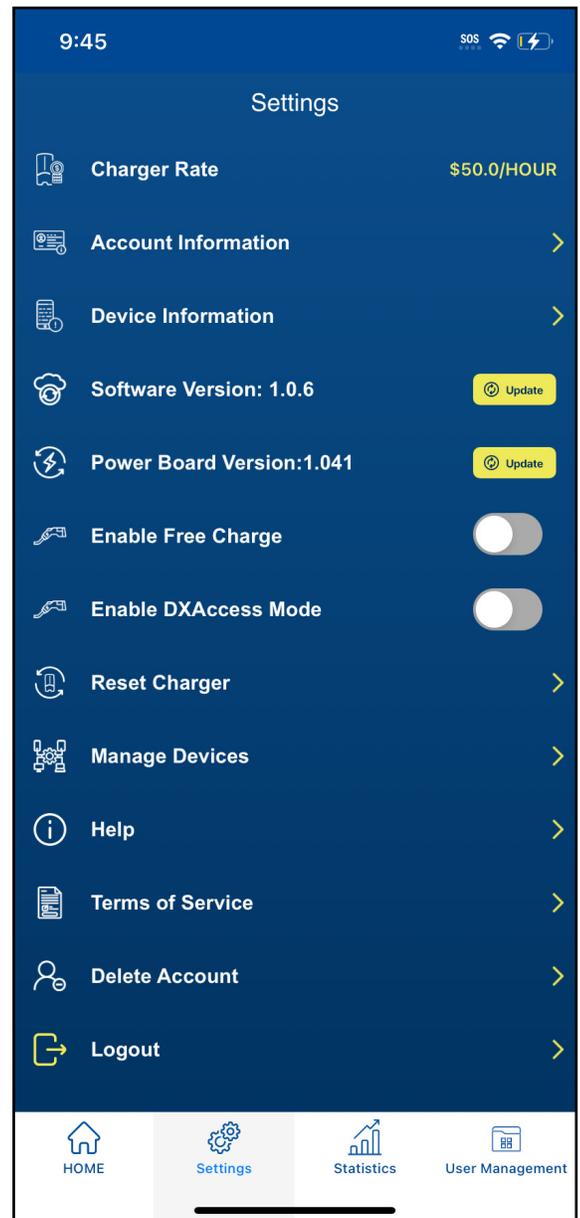


USING THE ADMIN SETTINGS SCREEN

At the bottom of the screen you'll see icons for Settings, Statistics and Home.

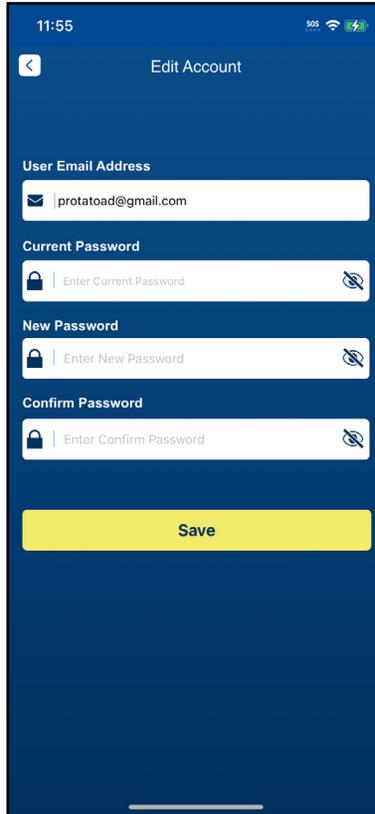
The Settings Screen enables you to access the following information:

Charger Rate	Enables you to view the current charge rate.
Account Information	Enables you to edit your password.
Device Information	Displays the wallbox name (the charger), the firmware version, model number and serial number. You can also change the name of the Wallbox by selecting Edit on the right side of the screen. NOTE: Please access this screen when calling Webasto Customer Support – you will need to provide the customer support technician with this information.
Software Version	Displays the software version currently installed on the app – select Update to update the software.
Power Board Version	Displays the power board version currently installed on the charger – select Update to update the power board version.
Enable Free Charge	Swiping the button to the right enables a user to charge their electrical vehicle on a paired Webasto charger free of charge. The user's credit card will <u>not</u> be debited.
Enable DXAccess Mode	Swiping the button to the right enables a bluetooth-only use to obtaining charging. Only Users listed in the User Management tab (an Admin function) can connect to charger using Enable DXAccess Mode.
Reset Charger	Resets the charger if the charger seems to be malfunctioning or working slowly. Similar to rebooting a phone or a personal computer.
Manage Devices	Enables you to pair the app to an additional charger or a different charger. Also displays the charger that was previously connected to the app.
Help	Opens the webpage for the WebastoCharge Help Guide.
Terms of Service	Opens the terms of service for using WebastoCharge.
Delete Account	Deletes your account.
Logout	Logs you out of the app.
Home	Select home to exit the Settings screen.



Account Information

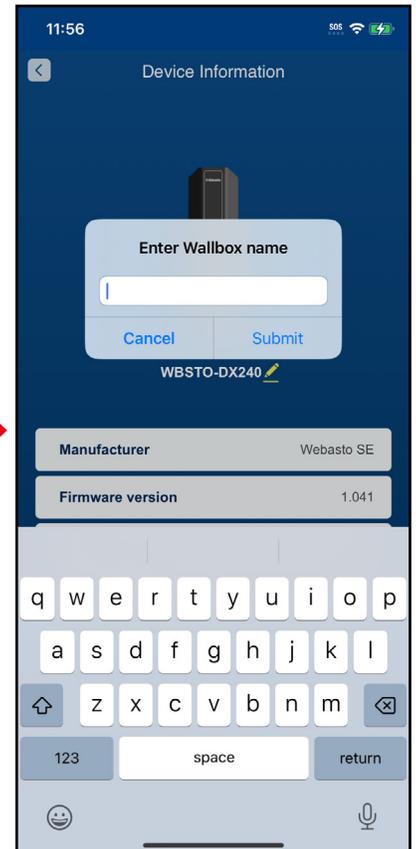
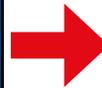
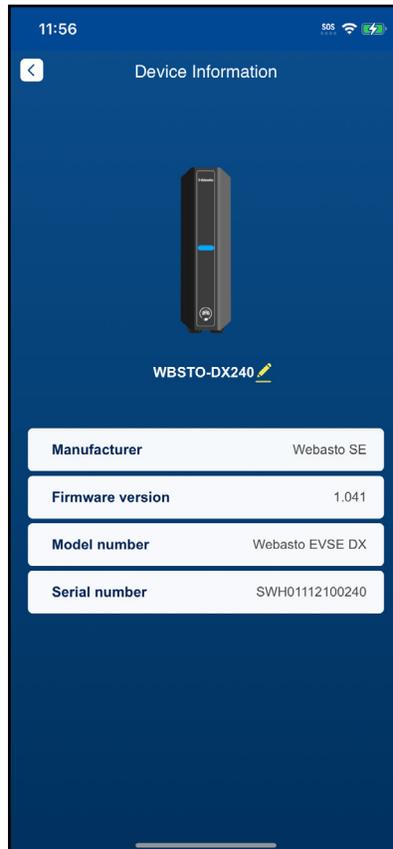
Selecting **Account Information** Opens the Edit Account screen, which enables you to edit your password.



Device Information

Selecting Device Information enables you to rename a Webasto charger on your app. It also displays the firmware version, model number and serial number.

If you need to contact Webasto Customer Support, please have this model number and serial number information on hand.

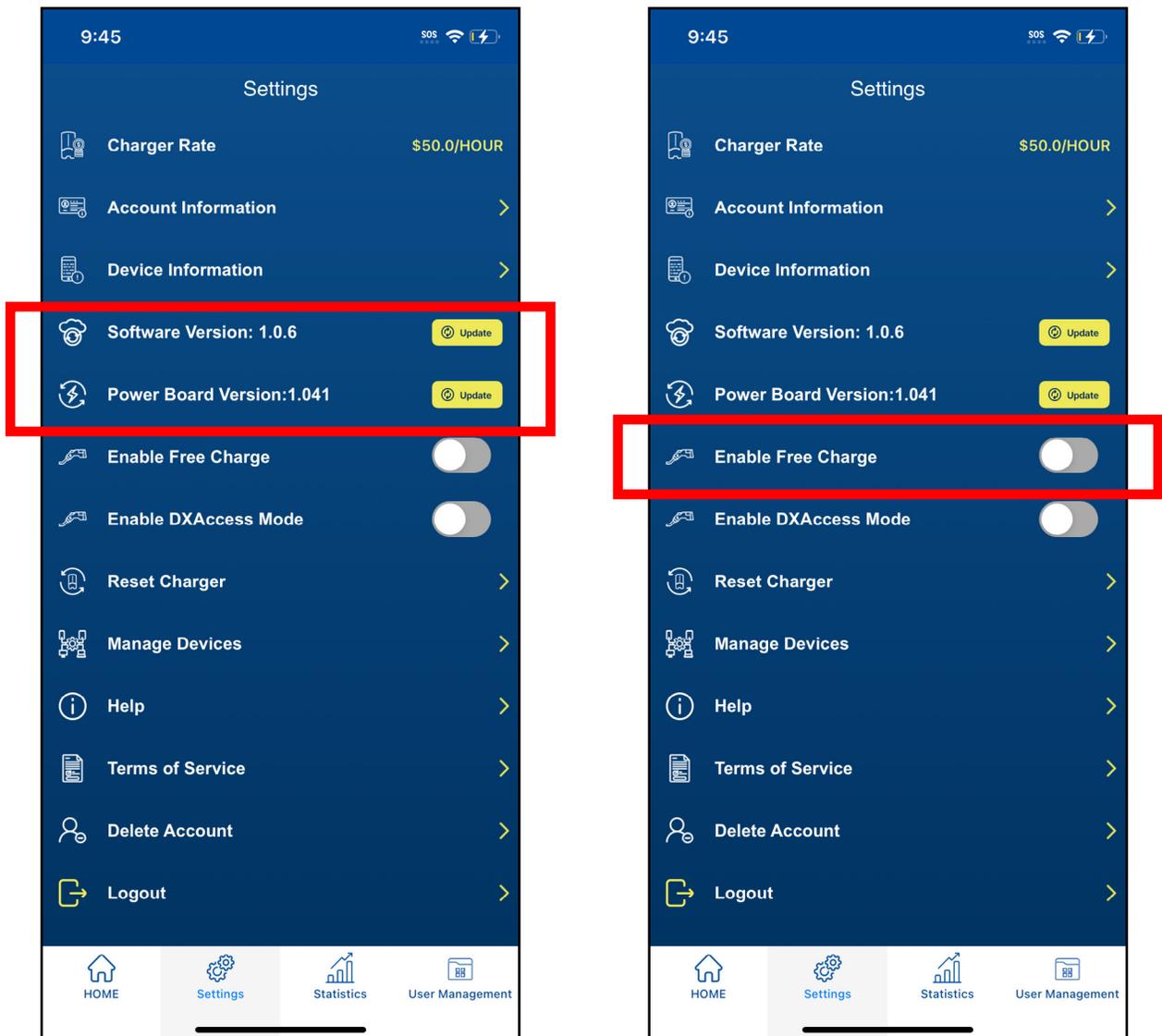


Software Version, Power Board Version

- Selecting **Update** to the right of the Software Version updates the communication board software.
- Selecting **Update** to the right of Power Board Version updates the power board software.

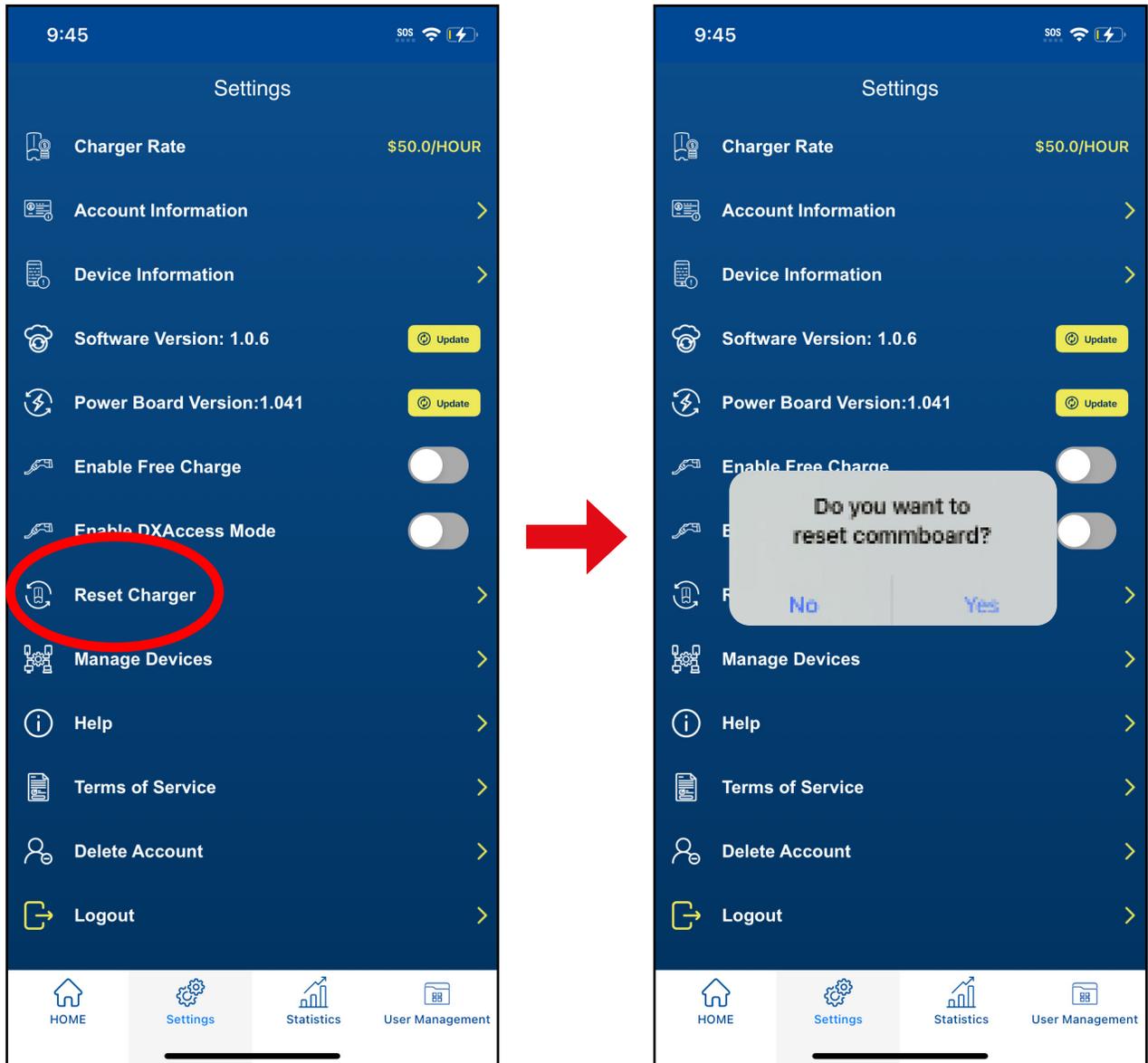
Enable Free Charge

Swiping the **Enable Free Charge** button to the right enables a user to charge his or her electric vehicle on your Webasto charger free of charge – they will not need to prepay using a credit card.



Reset Charger

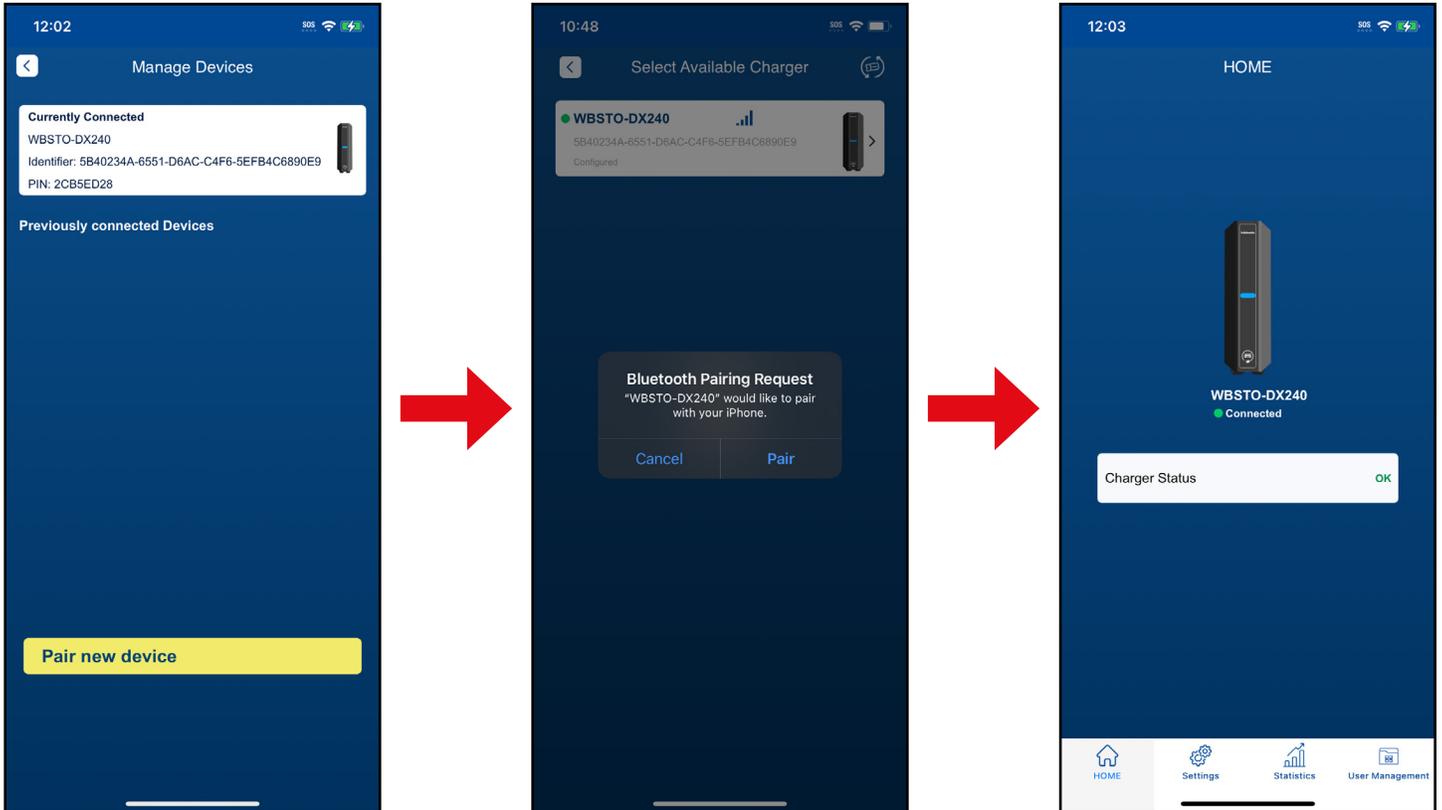
If your Webasto charger seems to be running slowly or it doesn't seem to be working correctly, you can select **Reset Charger**. This is similar to rebooting your phone or your personal computer.



Manage Devices

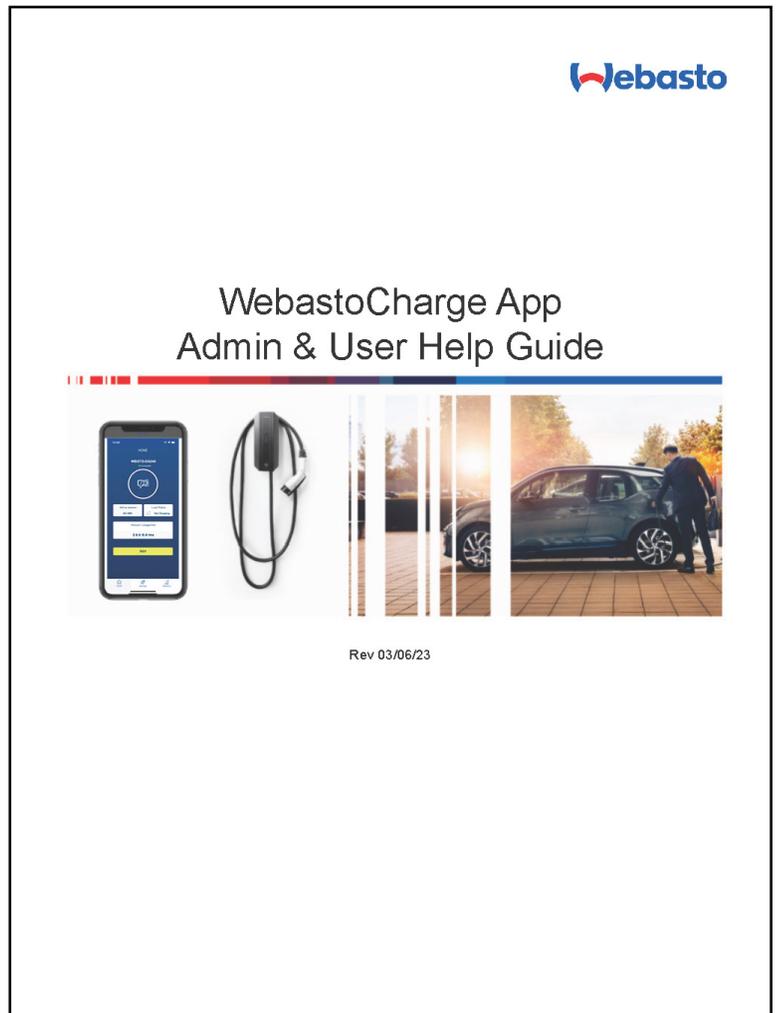
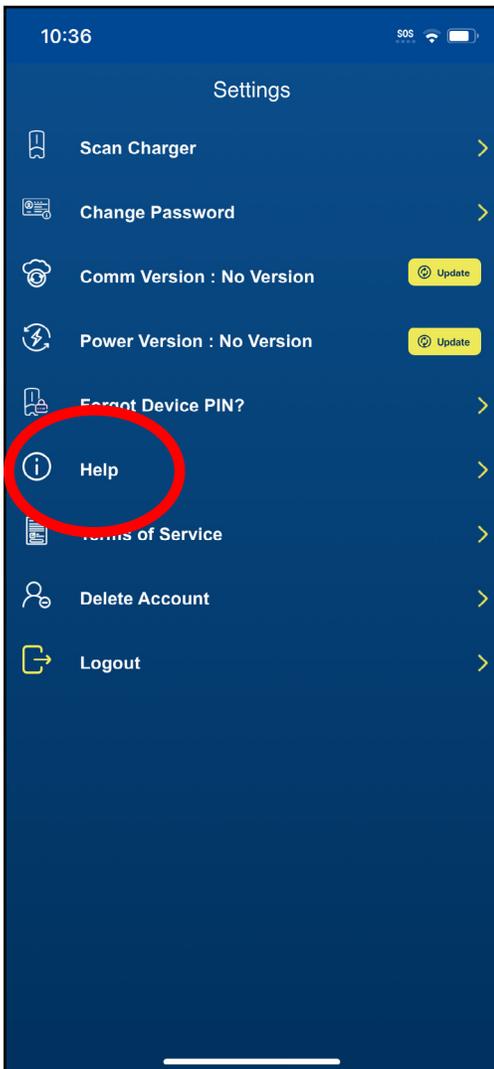
Selecting **Managing Devices** displays the Webasto chargers connected to your WebastoCharge app.

Selecting **Pair New Device** enables you to pair an additional charger to the app.



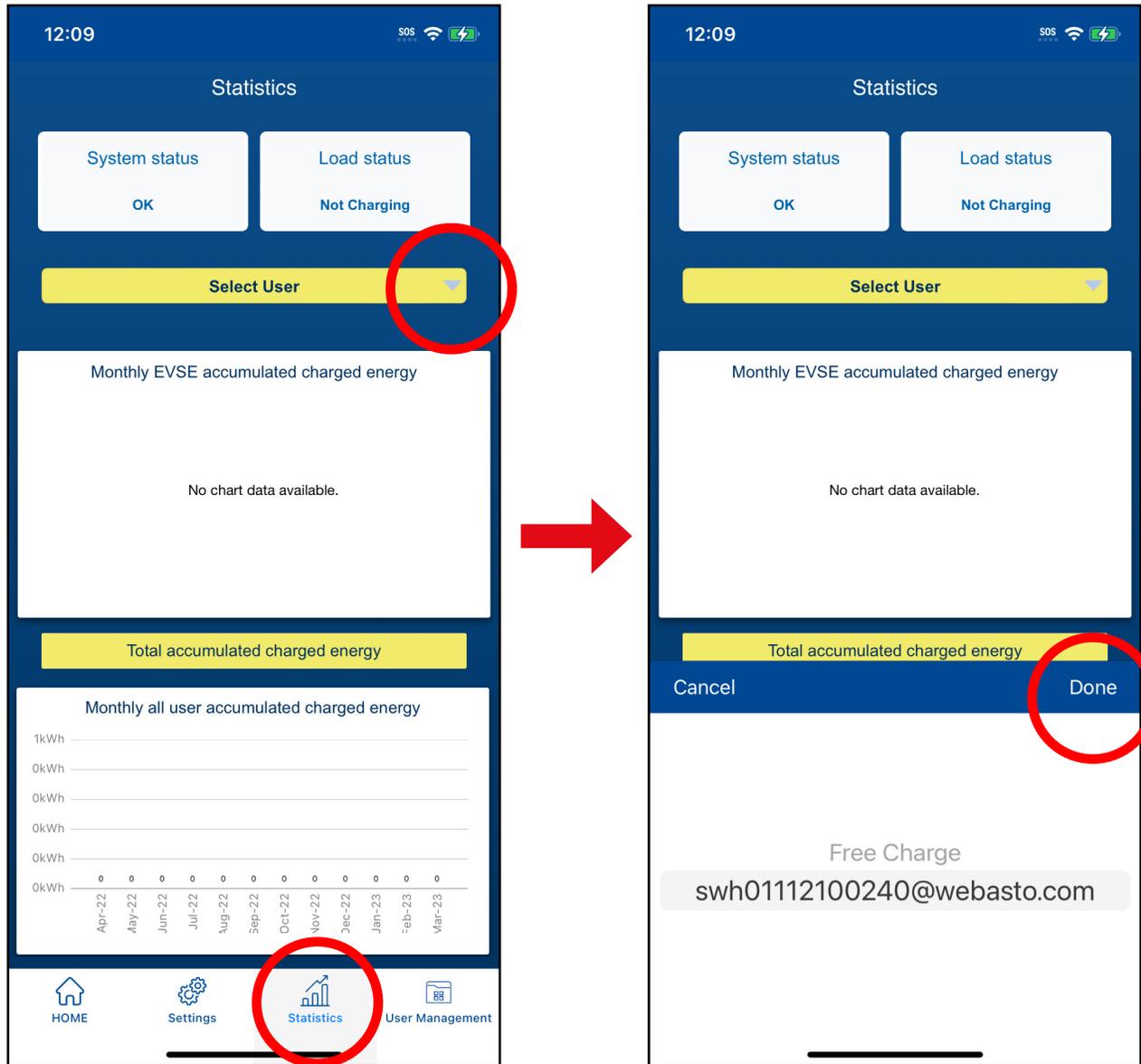
Help

Selecting **Help** opens the WebastoCharge App User Guide on the Internet.



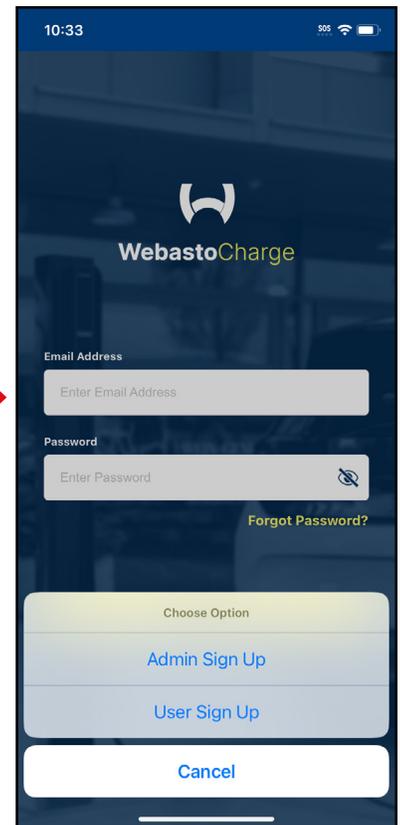
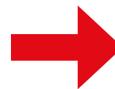
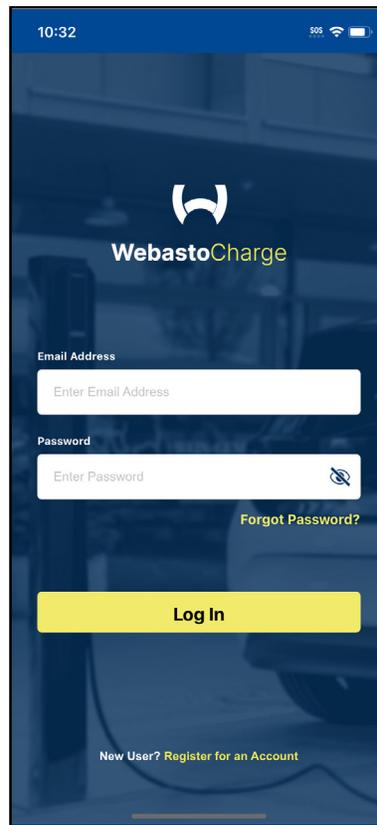
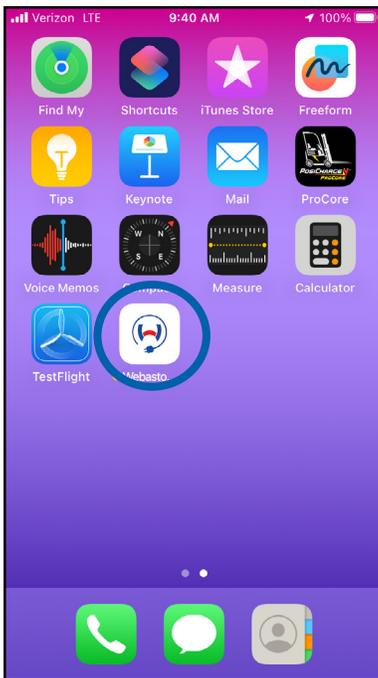
USING THE STATISTICS SCREEN

1. Selecting **Statistics** at the bottom of the screen displays the drop-down menu of users.
2. Select the drop-down arrow on the right side to select a user.
3. When the screen refreshes, select **Done** to view the charging usage for that user.



SIGN UP AS A USER (For those who want to charge a vehicle)

1. Open the WebastoCharge App on your phone.
2. Select **Register for an Account** at the bottom of the screen.
3. When the page refreshes, select **User Sign Up**.



4. When the User Registration screen opens, fill in all the boxes, then select **Register**.

9:32 SOS

User Registration

Sign UP

First Name
Enter First Name

Last Name
Enter Last Name

Mobile Number
+ Enter Mobile Number

Email Address
Enter Email Address

Password
Enter Password

Confirm Password
Enter Confirm Password

[I agree to the Terms of Service](#)

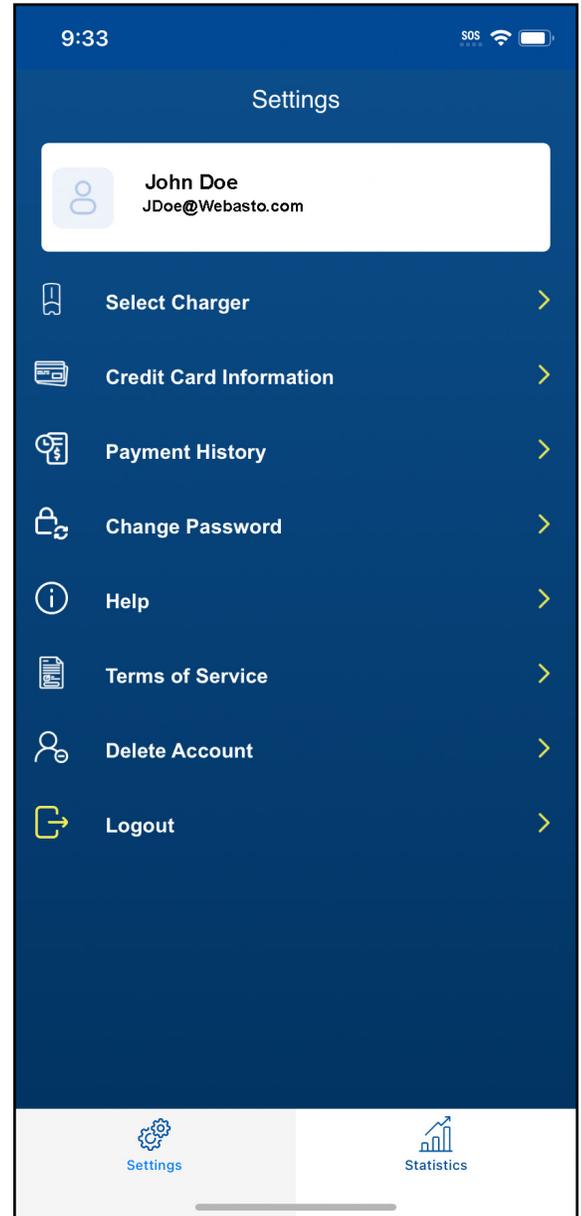
Register

USING THE USER SETTINGS SCREEN

At the bottom of the screen you'll see icons for Settings, Statistics and Home.

The Settings Screen enables you to access the following information:

Select Charger	Enables you to select the charger you want to use to charge your electric vehicle.
Credit Card Information	Displays credit cards you have saved to your user account.
Payment History	Displays your payment history.
Change Password	Enables you to change your user email and password.
Help	Opens the WebastoCharge App Help Guide on the Internet.
Terms of Service	Opens the terms of service for using WebastoCharge.
Delete Account	Deletes your user account information.
Logout	Logs you out of the WebastoCharge app.
Settings	Displays the settings screen and options. NOTE: The Settings screen also serves as the home screen for the User account.
Statistics	Displays your monthly accumulated charging history.



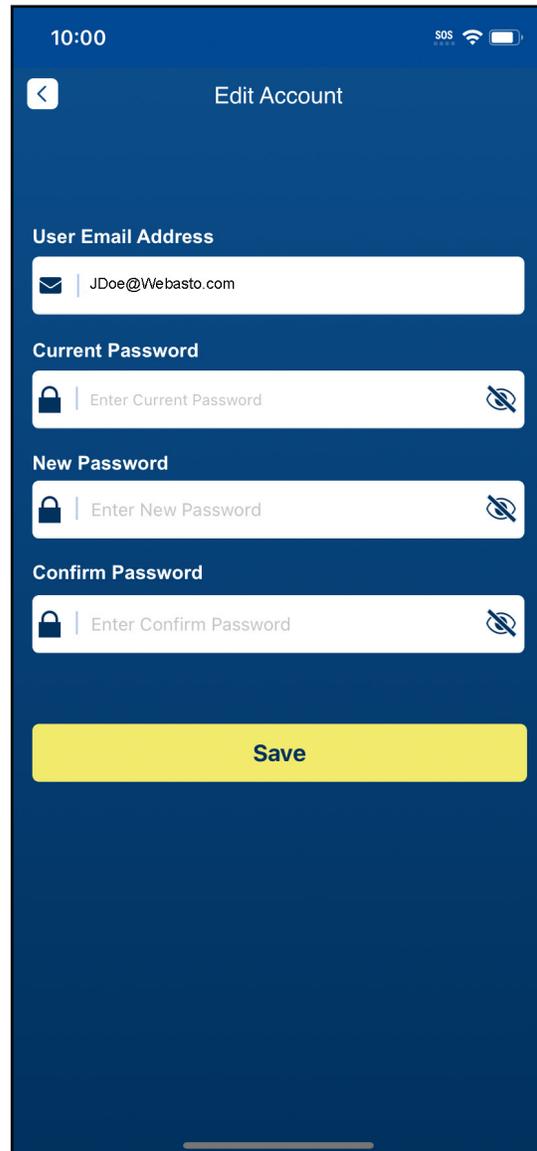
Select Charger

Select Charger enables you to select the charger you want to use for charging your electric vehicle. If more than one charger is paired to your phone, select the charger you want to use.

In this example, only one charger is listed.

Change Password

Change Password opens the Edit Account screen and enables you to change your user email address and password.

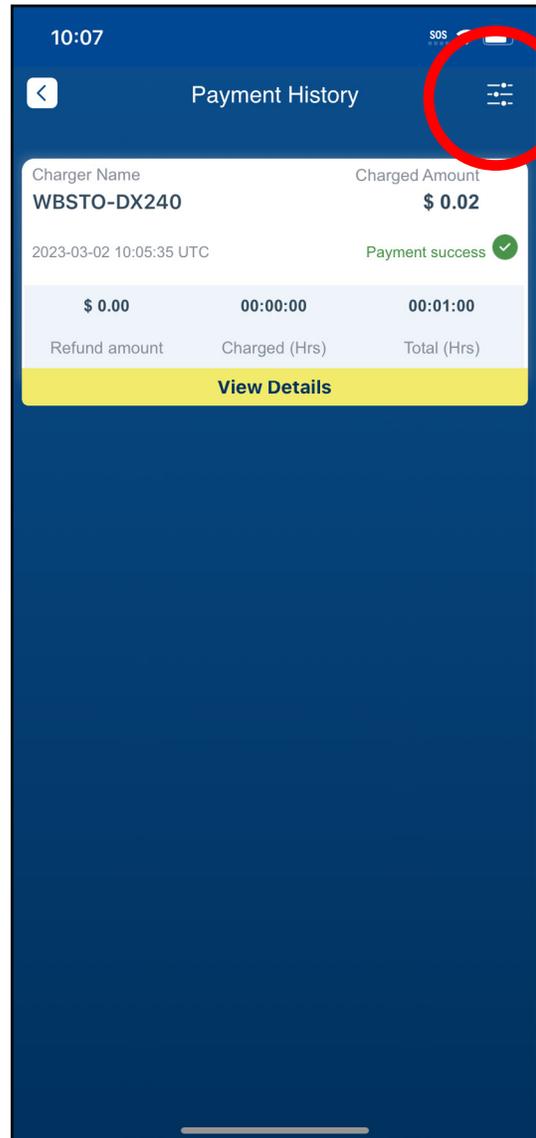
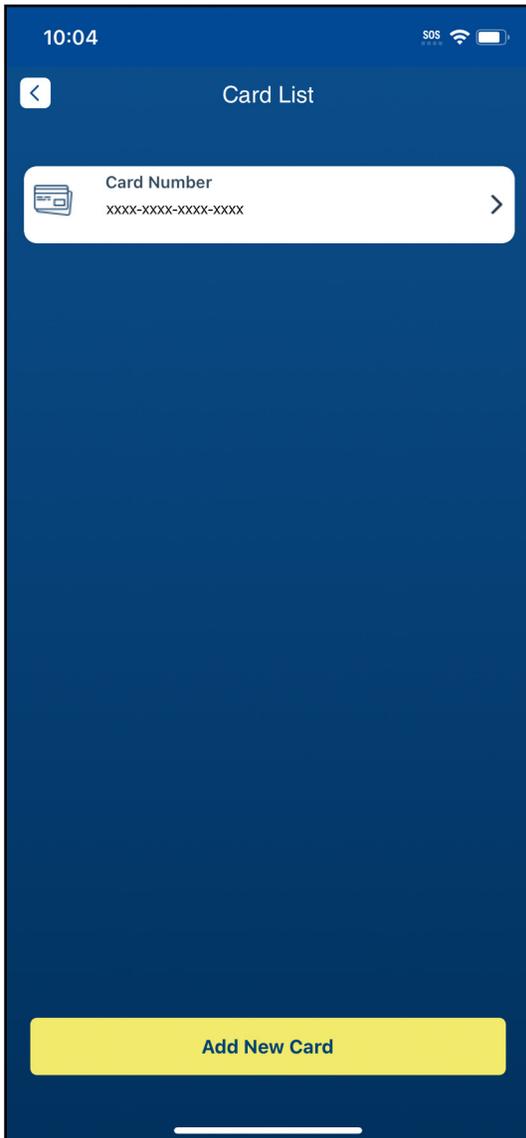


Cards List

Cards List opens the Saved Cards screen and enables you to view which credit card numbers are stored on your user account, and to add a new credit card number.

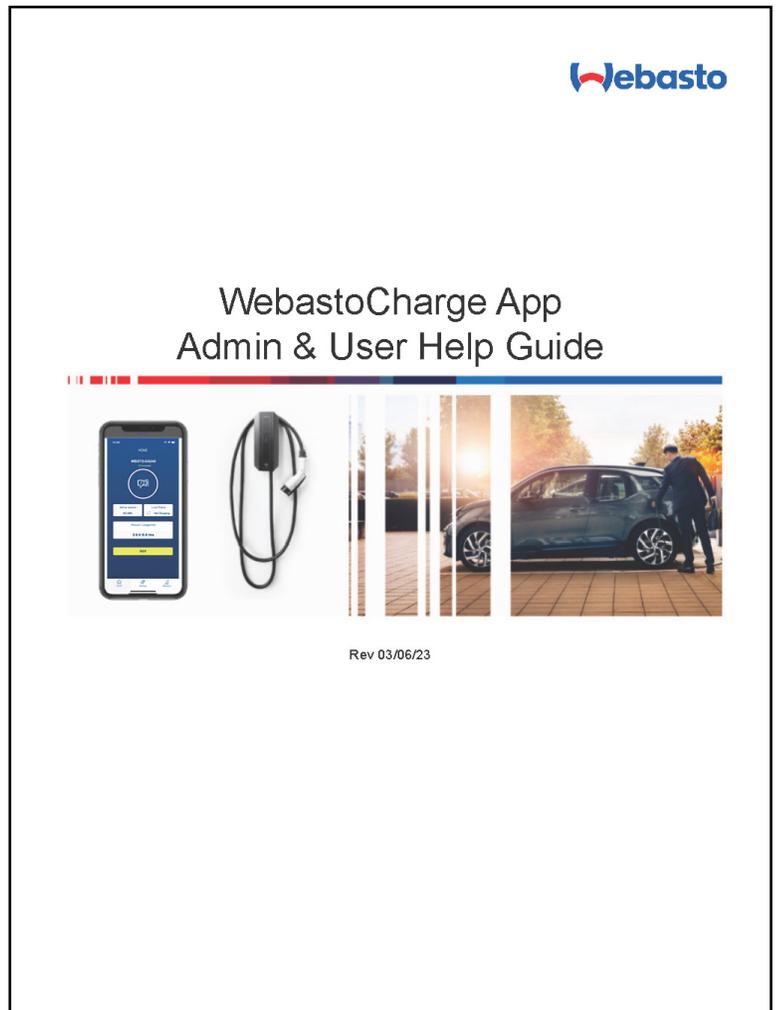
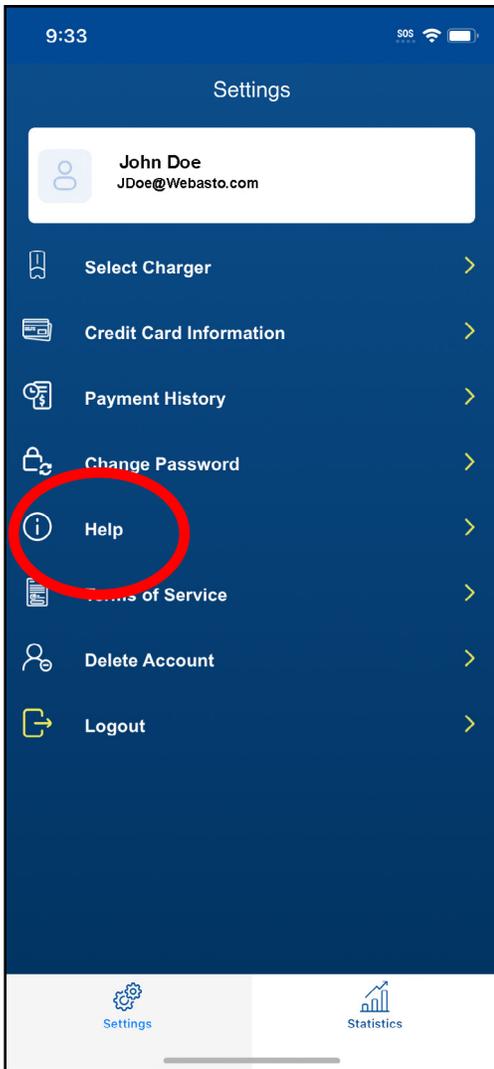
Payment History

Payment History displays your payment history – selecting the three lines on the upper right corner enables you sort your payment history by date.



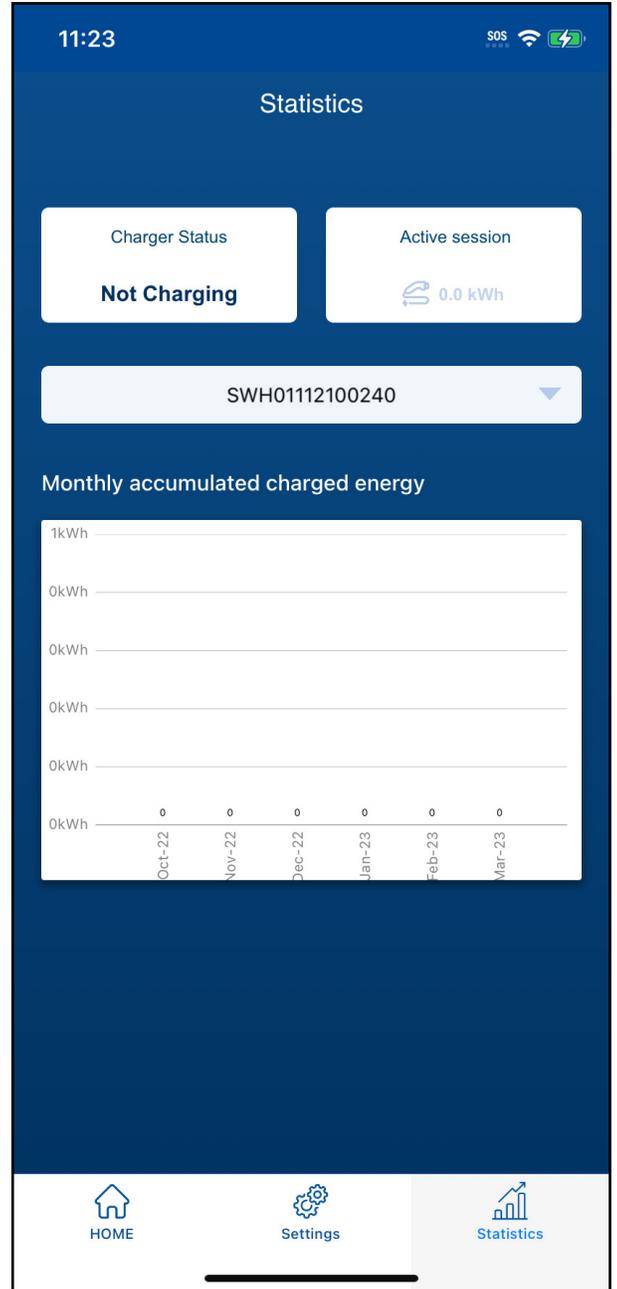
Help

Help opens the WebastoCharge App User Guide on the Internet.



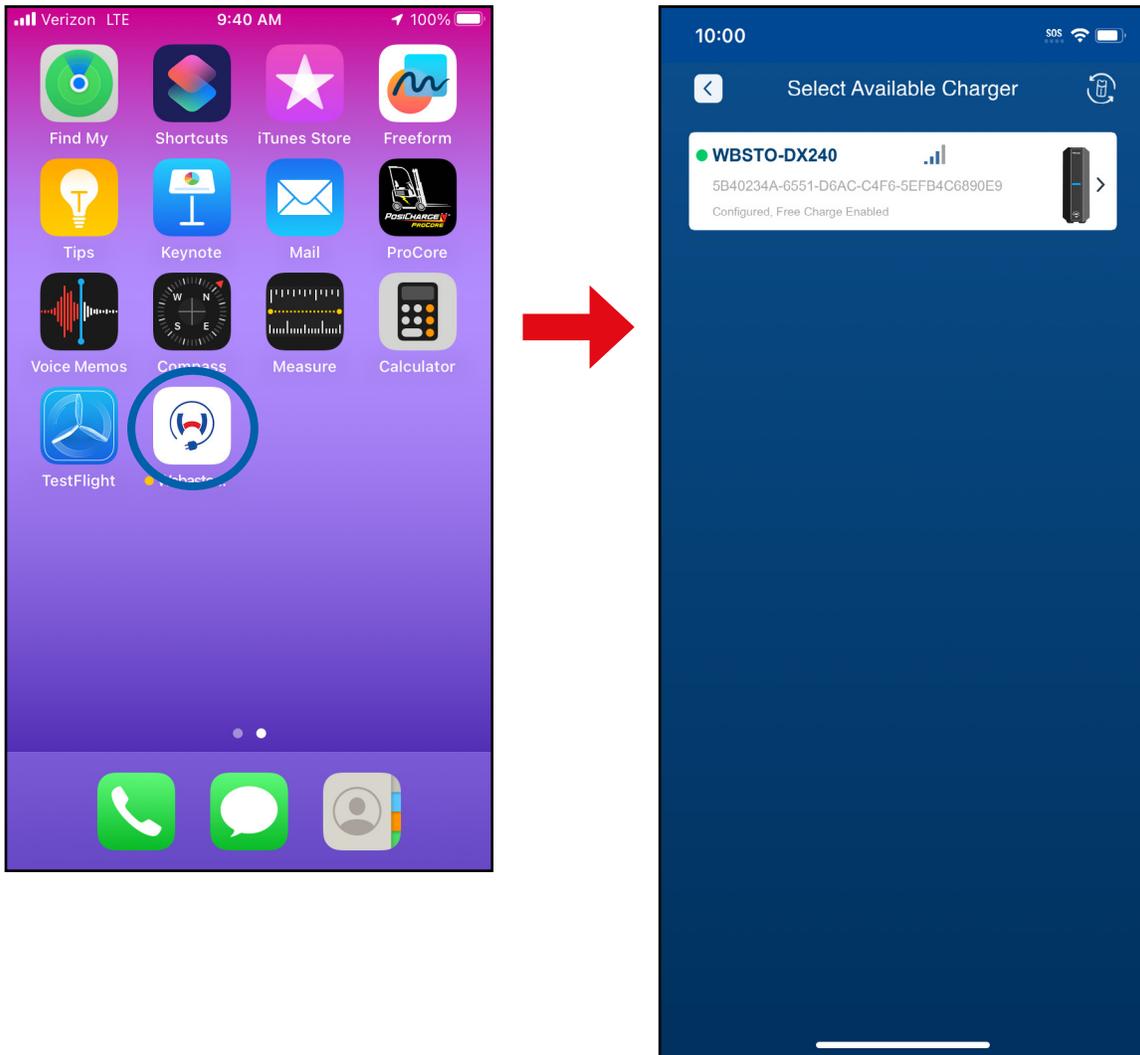
USING THE USER STATISTICS SCREEN

Statistics at the bottom of the app displays your monthly accumulated charging sessions.

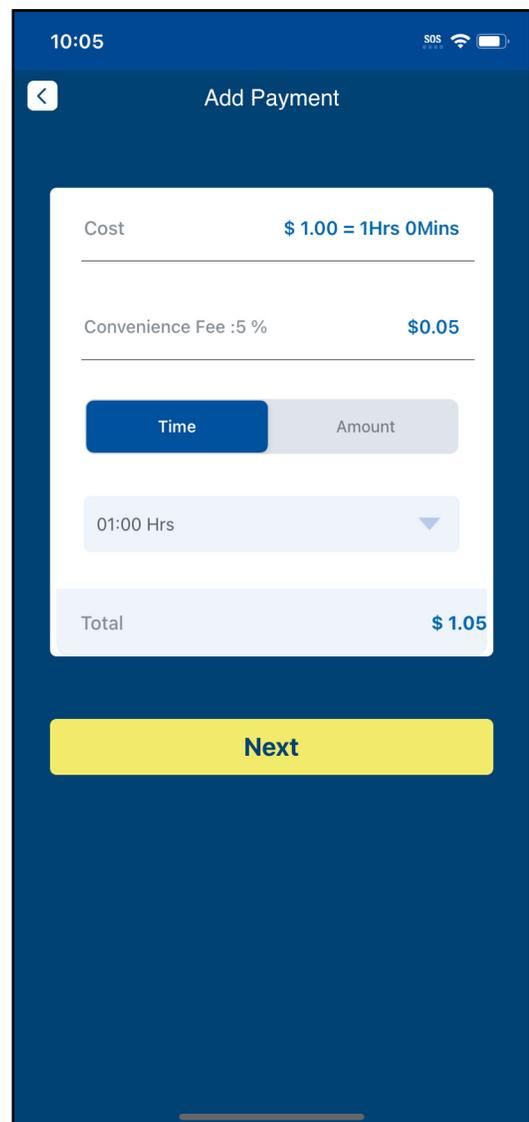
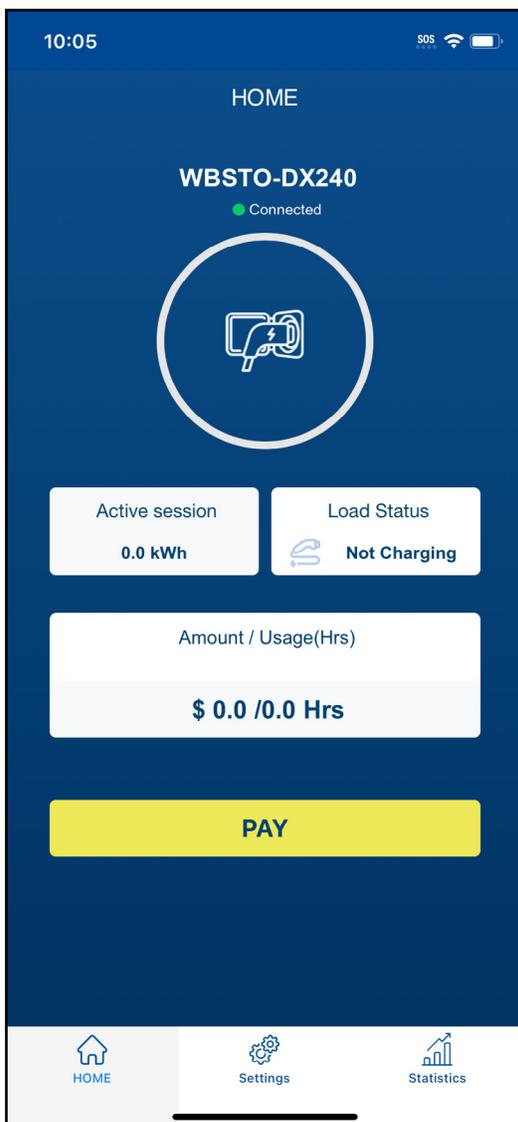


USING THE APP TO CHARGE A VEHICLE

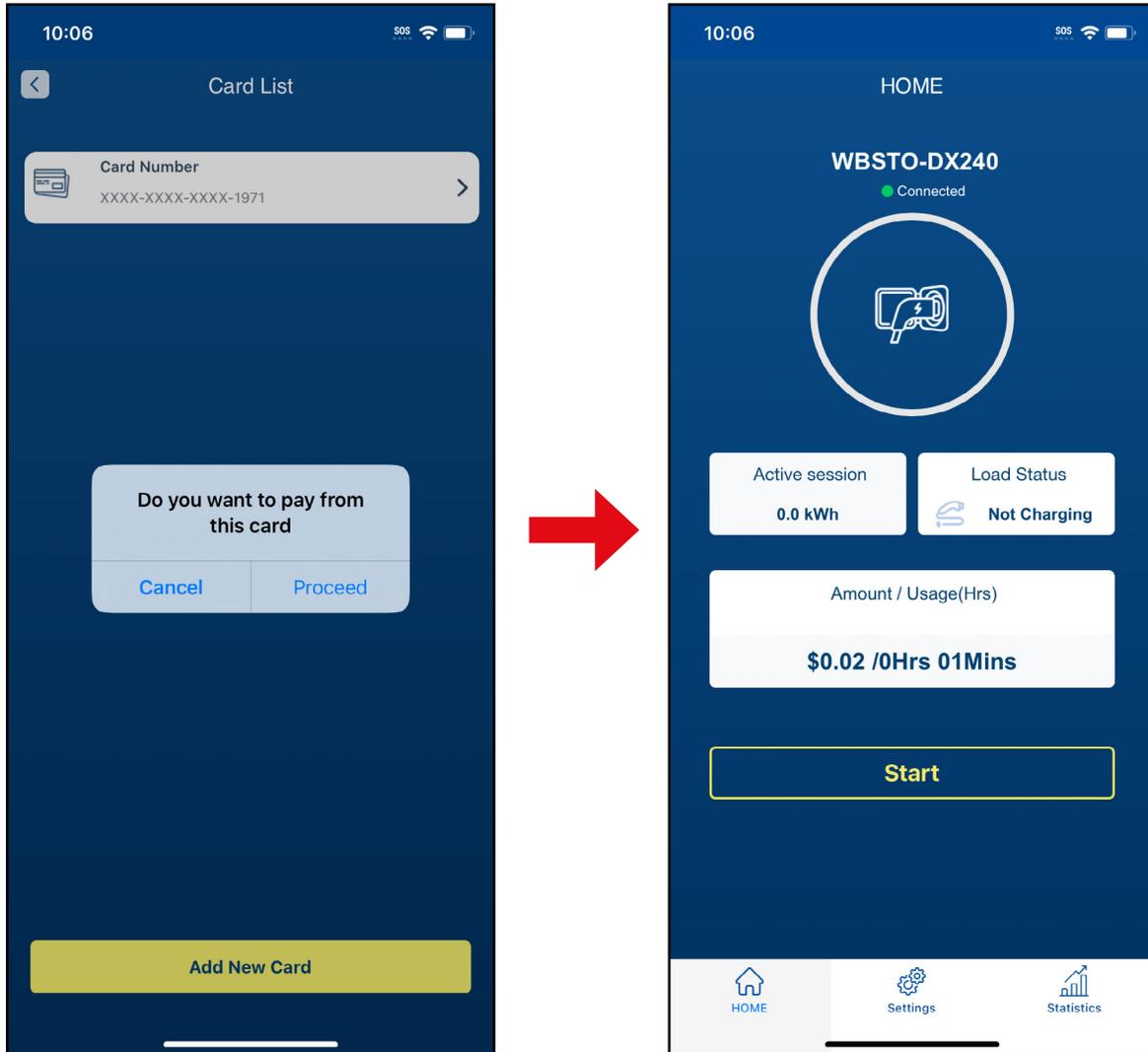
1. Connect the Webasto charger to your vehicle.
2. Open the WebastoCharge app on your phone and log in.
3. When the screen refreshes, you'll see Select Available Charger – make your selection from the list.



4. When the screen refreshes, the following information is displayed:
 - Whether or not the charger you've select is connected
 - The Active Session (the total amount of charge for the last charging session)
 - Load Status (whether or not the charger is currently charging or not)
 - The dollar amount or time to use on your account
5. To begin charging, select **Pay**.
6. When the screen refreshes, select the Time or Amount buttons, then type in the time or amount in the box below, and select **Done**. Then select **Next**.

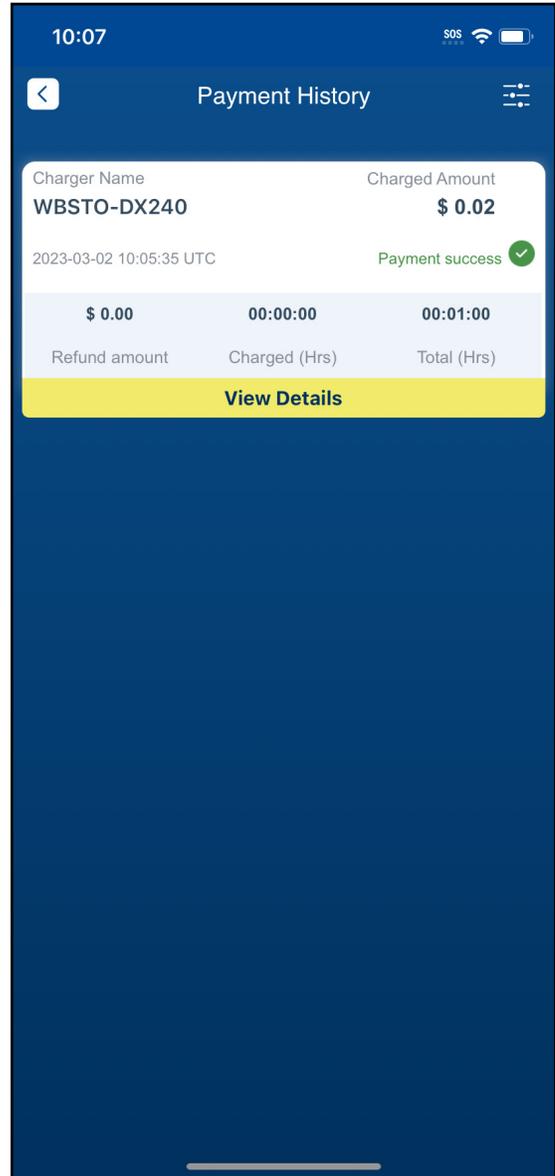
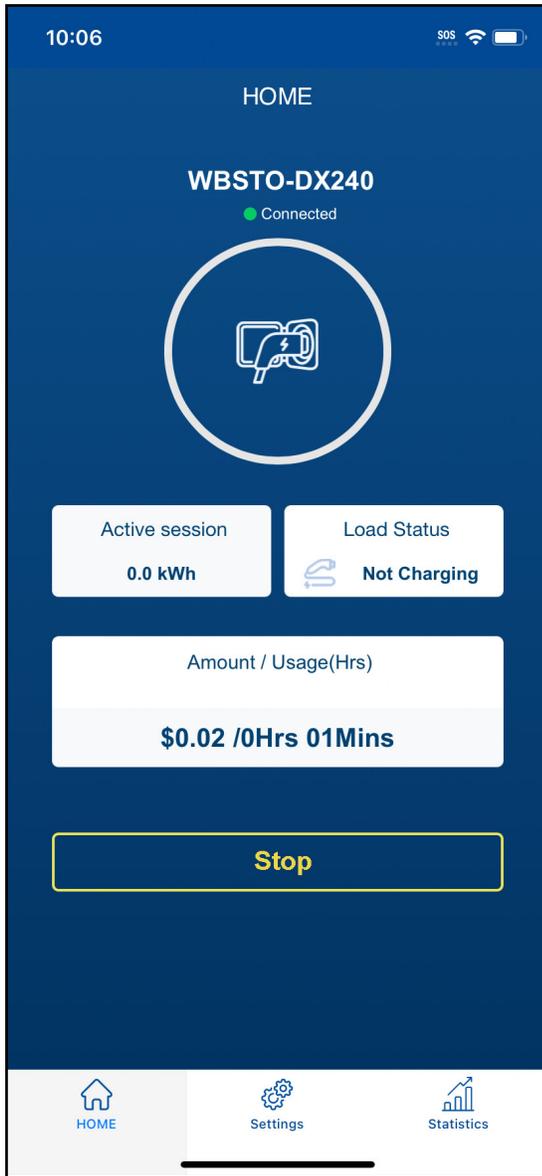


7. The Card Number screen will open – select the credit card you want to use.
8. You will be asked to Cancel or Proceed – select **Proceed**.
9. When the screen refreshes, select **Start**.



10. When you're ready to stop the charge, select **Stop**.

11. The app will automatically add the total amount charged in the payment history.

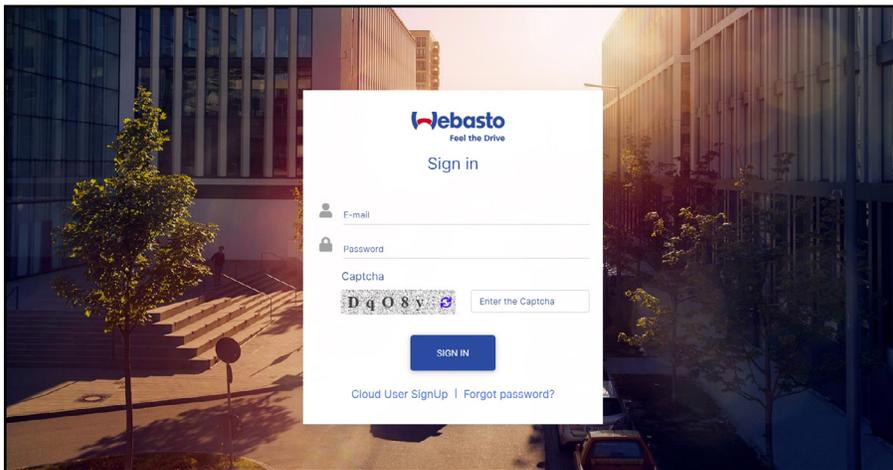


WEBASTOCHARGE WEBSITE ACCESS FOR ADMINS

In addition to the WebastoCharge app, the Admin can access user information and data on the WebastoCharge website. To access the website and its features:

1. Open your browser and go to <https://webastocharge.com/wallboxList>.
2. Enter your email address and password, which are the same as the email address and password you've entered on your phone app.

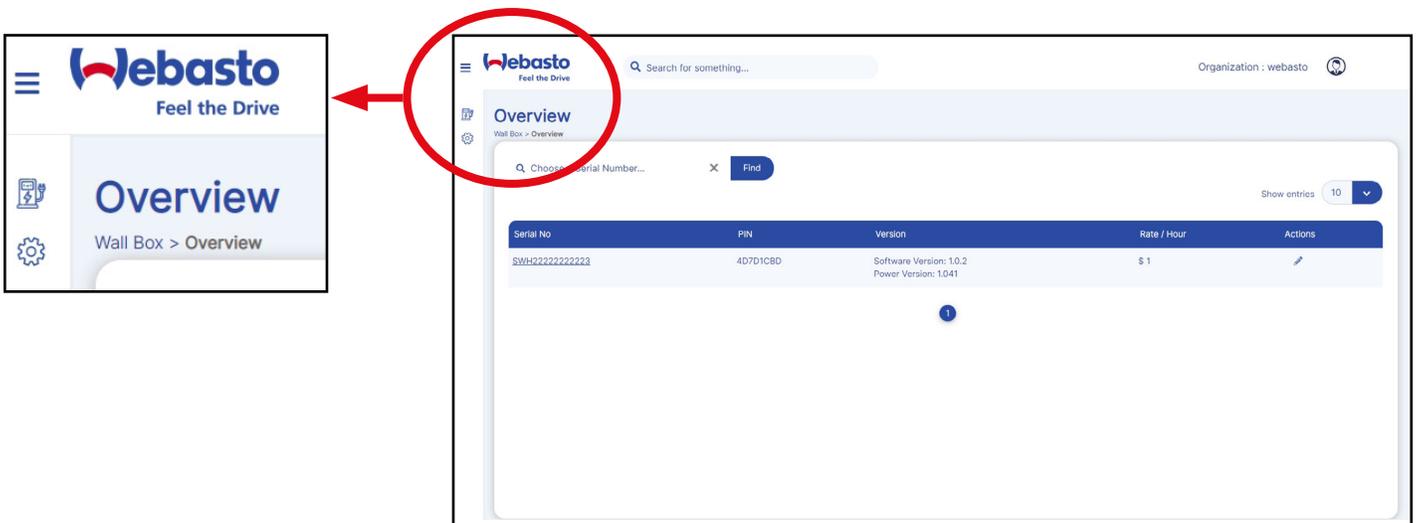
You also need to type in the code for the Captcha.



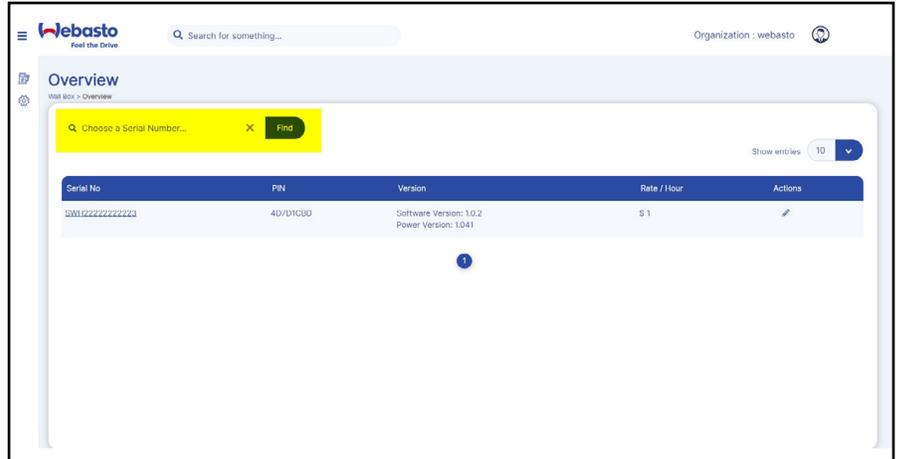
Once you're logged into the website, multiple options are available to you.

On the upper left side of the page, you can select the hamburger (three horizontal lines) by the Webasto logo – this opens the submenu for wallboxes (chargers) on your app, as well as the settings.

You can also select the charging icon and the settings icon (gear) to open the same submenu.



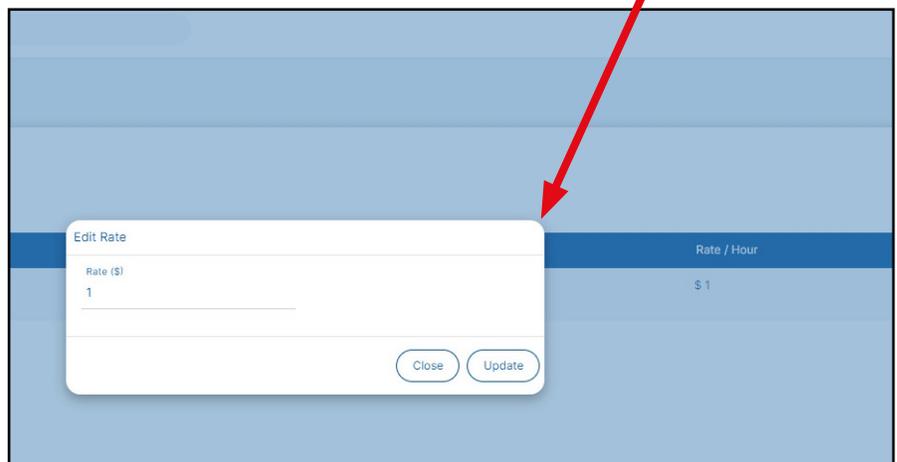
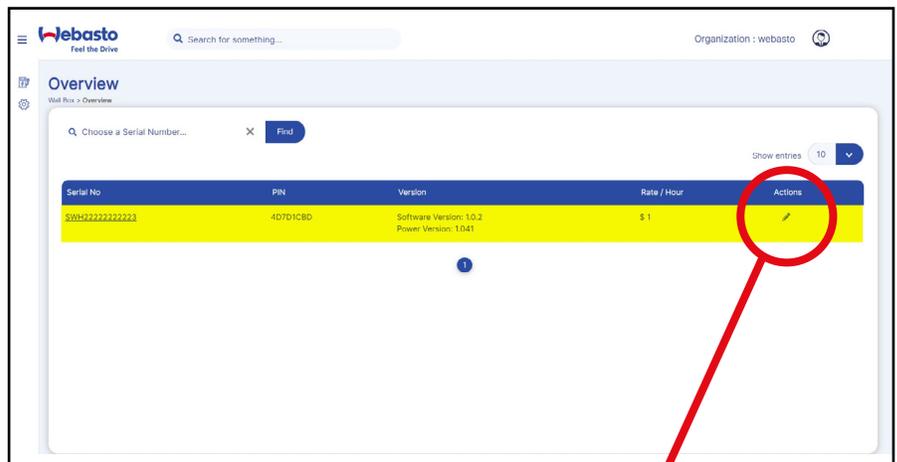
If you have multiple chargers connected to your WebastoCharge app, you can search for any of them by clicking inside the upper left search box, typing in the charger serial number, and selecting **Find**.



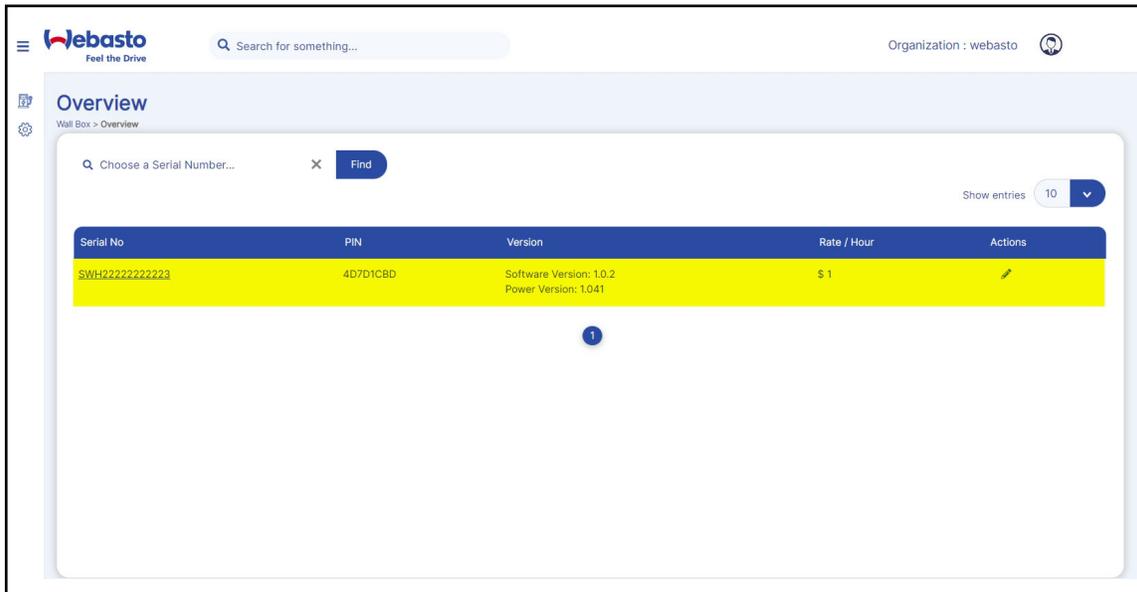
You can also select from any of the chargers that are listed farther below on the page.

Each charger listed displays the PIN, the software version and power version, and rate and hour.

Selecting the pencil icon enables you to change the charger rate.



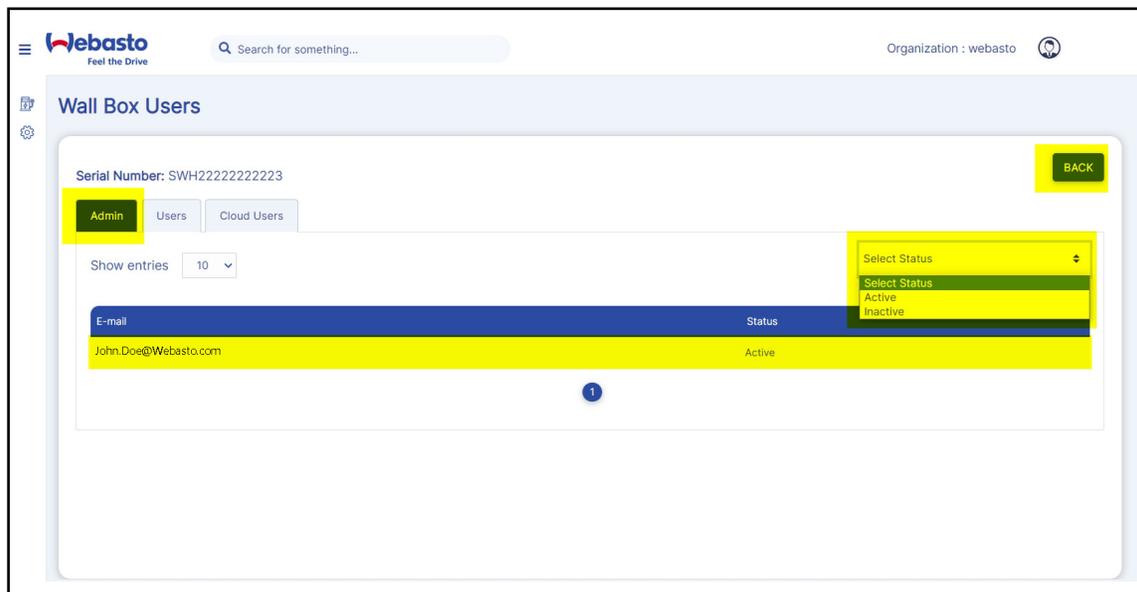
By selecting the charger serial number on the left side of the page, you can view the Users who are currently registered on your WebastoCharge app.



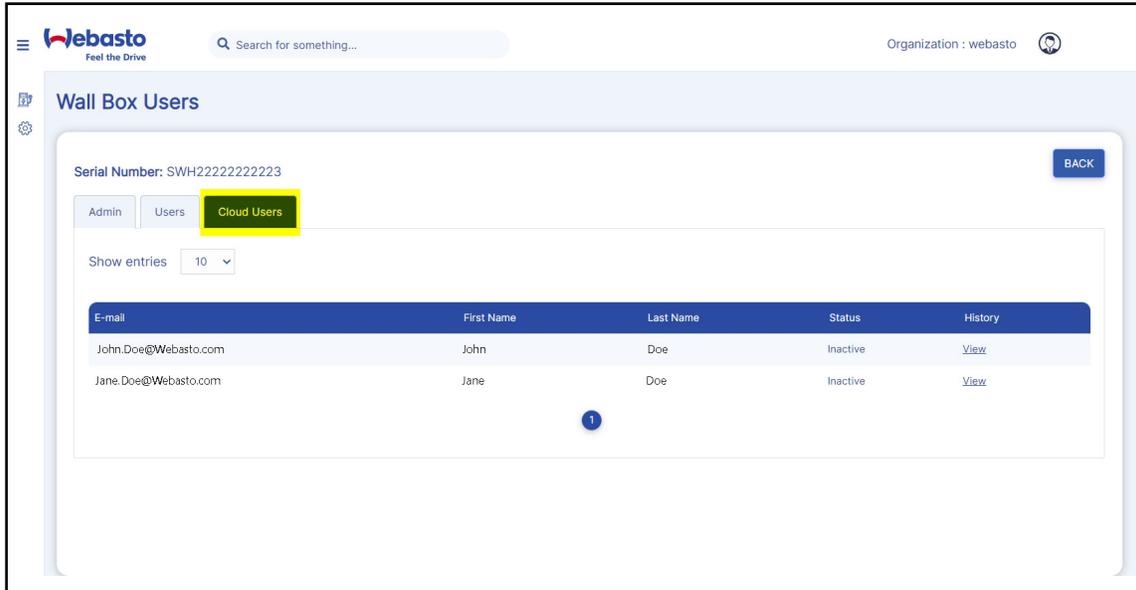
Selecting the **Admin** tab displays your email address and status.

Selecting **Back** on the right side of the page returns to the home page.

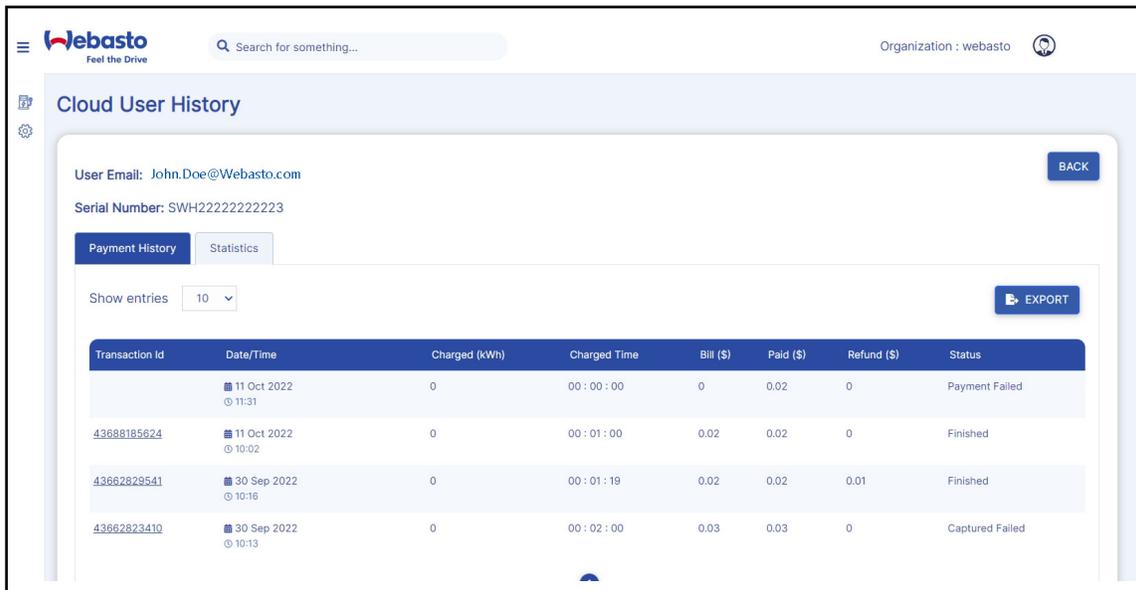
You can also sort the list of **Admins** on the account by **Active** and **Inactive** status by using the drop-down menu on the right side of the page.



Selecting the **Cloud Users** tab displays the information for Users who have registered on your WebastoCharge account.



Selecting **View** to the right of each Cloud User displays the user's Payment History and Statistics.



By selecting **Export**, each user's payment history can be exported to a **.csv** file.

The screenshot shows the 'Cloud User History' page for user John.Doe@Webasto.com. The page displays a table of payment transactions with columns for Transaction Id, Date/Time, Charged (kWh), Charged Time, Bill (\$), Paid (\$), Refund (\$), and Status. An 'EXPORT' button is highlighted in yellow. A red arrow points from this button to a Microsoft Excel spreadsheet below, which contains the data from the table.

Transaction Id	Date/Time	Charged (kWh)	Charged Time	Bill (\$)	Paid (\$)	Refund (\$)	Status
	11 Oct 2022 11:31	0	00:00:00	0	0.02	0	Payment Failed
43688185624	11 Oct 2022 10:02	0	00:01:00	0.02	0.02	0	Finished
43662829541	30 Sep 2022 10:16	0	00:01:19	0.02	0.02	0.01	Finished
43662823410	30 Sep 2022 10:13	0	00:02:00	0.03	0.03	0	Captured Failed

Serial Number	Date	Charged KWh	Rate(S)	Bill Amount	Paid Amount	Refund Amount	Status
SWH22222222223	Tue Oct 11 11:31:53 UTC 2022	0	1	0	0.02	0	Payment Failed
SWH22222222223	Tue Oct 11 10:02:28 UTC 2022	0	1	0.02	0.02	0	Finished
SWH22222222223	Fri Sep 30 10:16:34 UTC 2022	0	1	0.02	0.02	0.01	Finished
SWH22222222223	Fri Sep 30 10:13:13 UTC 2022	0	1	0.03	0.03	0	Captured Failed

When the Payment History is displayed, you can also select a specific transaction ID to view details such as:

- Payment Date
- Total Charged
- Total Charging Time
- The Bill Amount
- The Fees (if any)

The screenshot shows the 'Cloud User History' interface for user John.Doe@Webasto.com. It features a table with columns: Transaction Id, Date/Time, Charged (kWh), Charged Time, Bill (\$), Paid (\$), Refund (\$), and Status. The transaction ID 43688185624 is highlighted in yellow, and a red arrow points to it from the details view below.

Transaction Id	Date/Time	Charged (kWh)	Charged Time	Bill (\$)	Paid (\$)	Refund (\$)	Status
	11 Oct 2022 @ 11:31	0	00 : 00 : 00	0	0.02	0	Payment Failed
43688185624	11 Oct 2022 @ 10:02	0	00 : 01 : 00	0.02	0.02	0	Finished
43662828541	30 Sep 2022 @ 10:16	0	00 : 01 : 19	0.02	0.02	0.01	Finished
43662823410	30 Sep 2022 @ 10:13	0	00 : 02 : 00	0.03	0.03	0	Captured Failed

The screenshot shows the details for transaction ID 43688185624. It includes fields for Payment Date (2022-10-11 10:02:28), Serial No (SWH2222222223), Total Charged (kWh) (0), Charged (kWh) (0), Status (Finished), Transaction Id (43688185624), Rate (1), Total Time (60), and Charged Time (60). A 'Bill Details' section shows Bill Amount (0.02), CC Fee (0), Refund Amount (0), and Total Amount (0.02).

Selecting the **Statistics** tab displays the User's monthly report and yearly report.

The screenshot shows the 'Statistics' tab for the user. It features a 'User Monthly Report' section with a line chart showing 'kWh of Charged energy usage' from Nov 21 to Oct 22. The y-axis is labeled 'kWh/h' and ranges from 0 to 10. To the right is a table showing yearly data.

Year	Month	Count	Value (kWh)
2022	October	4	0
2022	September	0	0
2022	August	0	0
2022	July	0	0
2022	June	0	0
2022	May	0	0
2022	April	0	0
2022	March	0	0
2022	February	0	0
2022	January	0	0

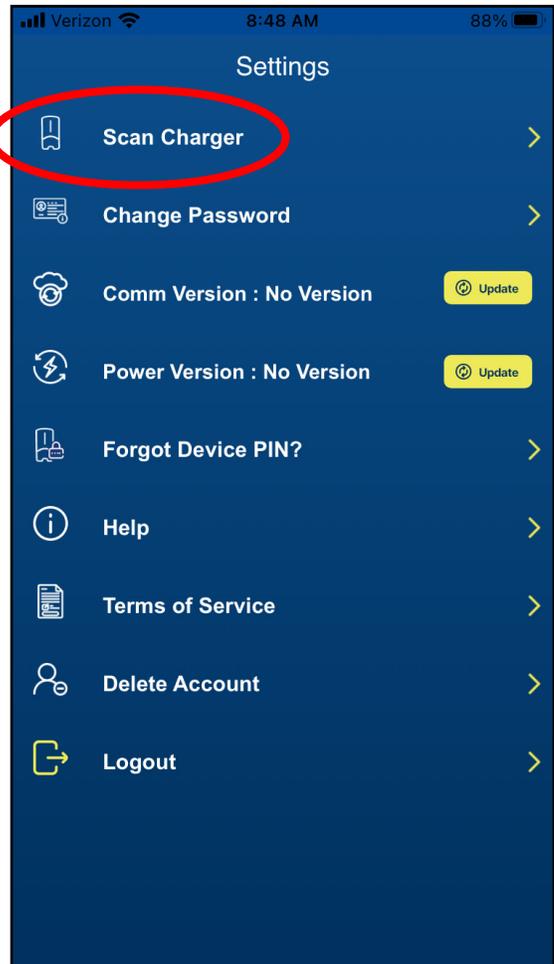
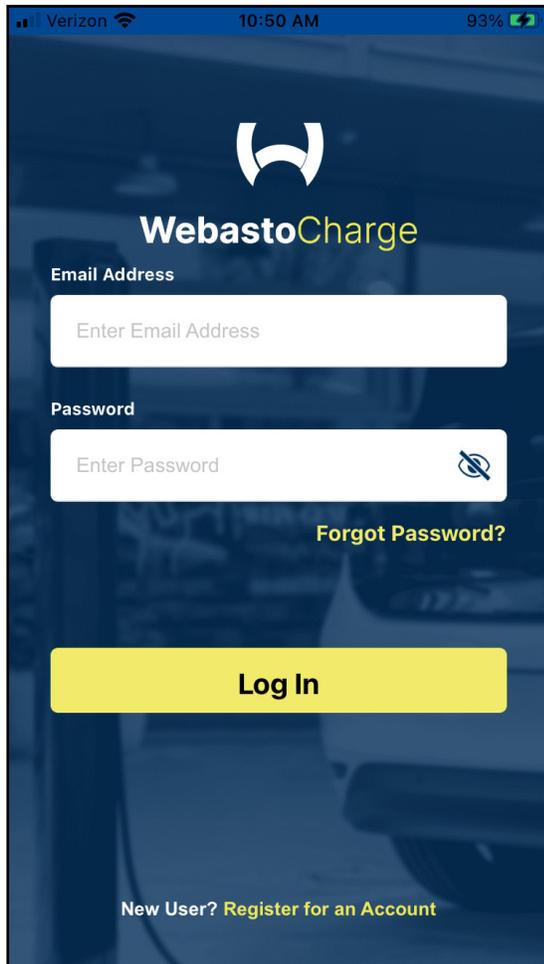
ADDING A NEW USER WITH ONLY BLUETOOTH ACCESS (Internet access not required)

On occasion, the admin may want to add a user for a specific charger using only Bluetooth access, and without any cost to the user.

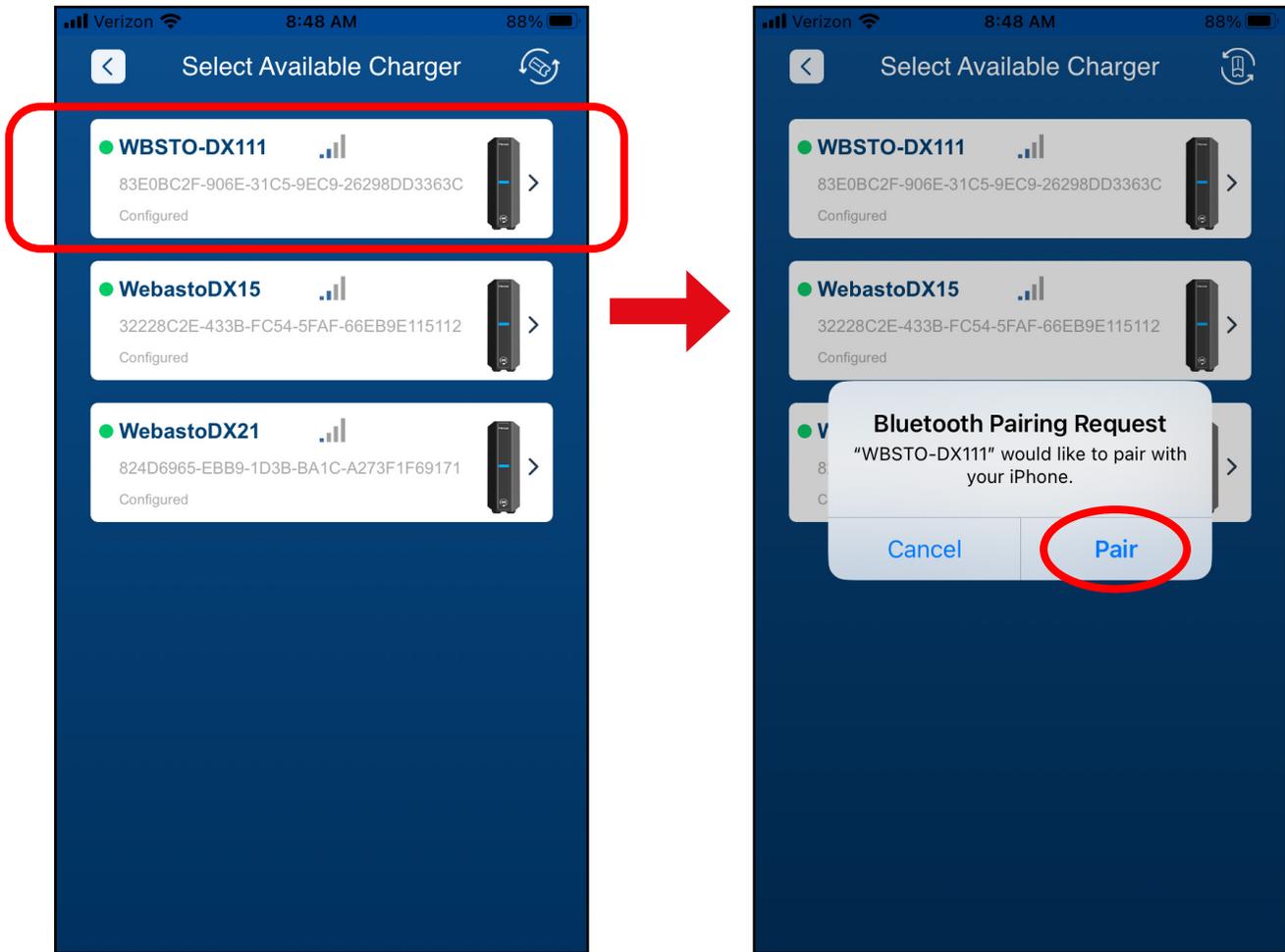
In this case, the new user does not need to register on the app via Internet access – he or she will only be registered as a user on the designated charger itself.

Register a New User on a Specific Charger

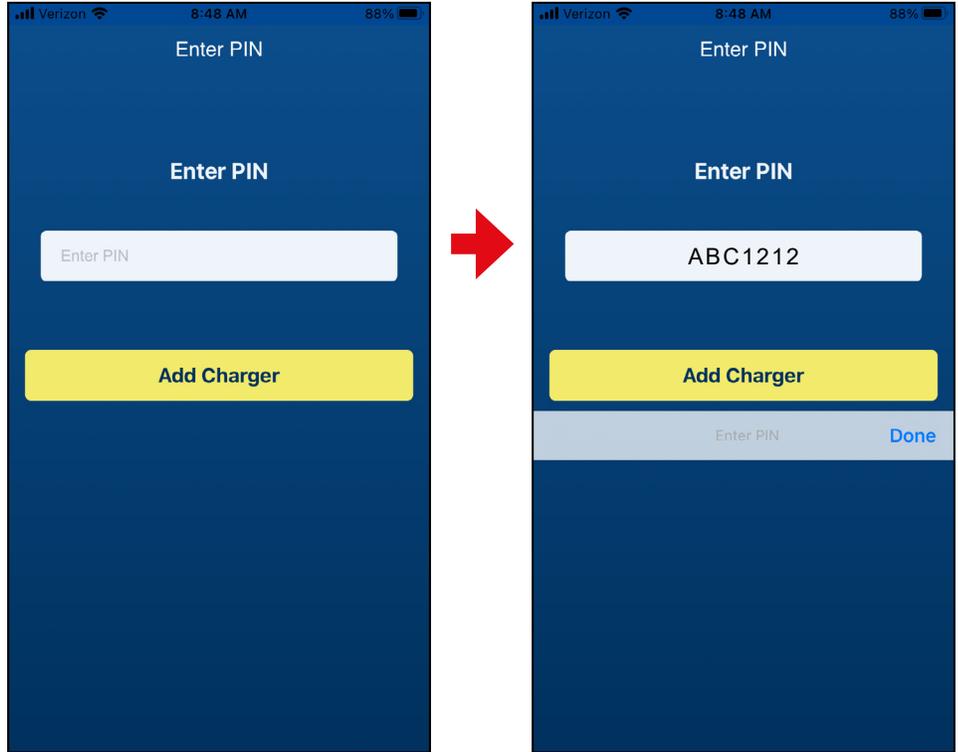
1. Open the WebastoCharge application on your phone, and log in to your admin account.
2. Select **Scan Charger**.



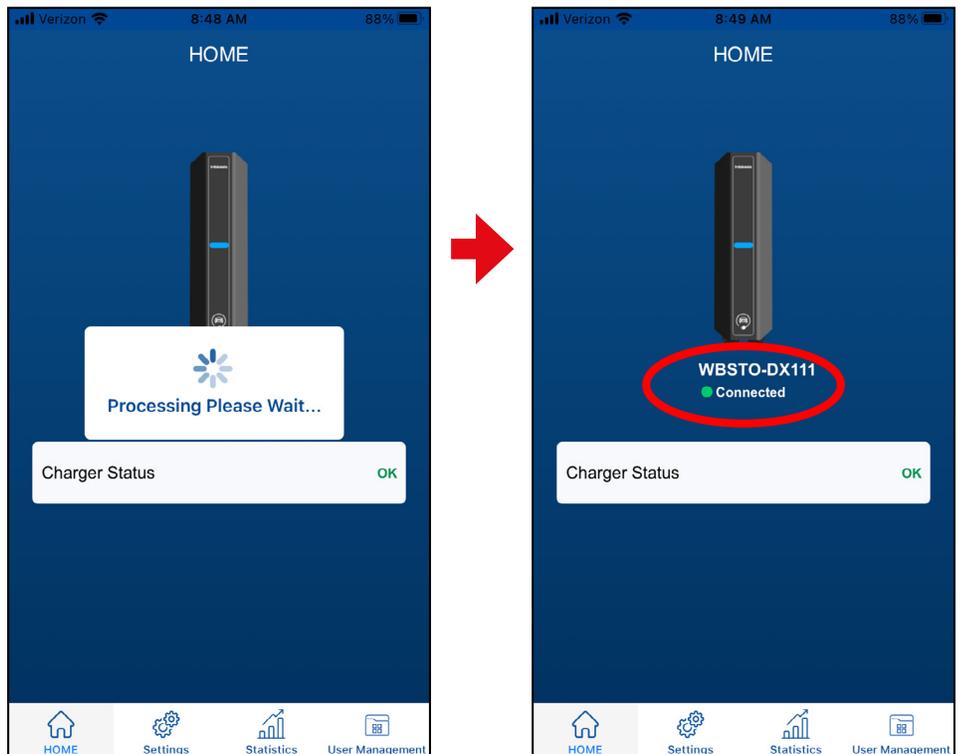
3. When the screen refreshes, select the charger you want to use for the new user.
4. A pop-up will open asking if you want to pair the charger with your phone – select **Pair**.



- 5. When the screen refreshes, enter the PIN that came with the charger in the box, then select **Add Charger**.



- 6. Within a few seconds, the screen will refresh to show that the charger is now connected to the app.

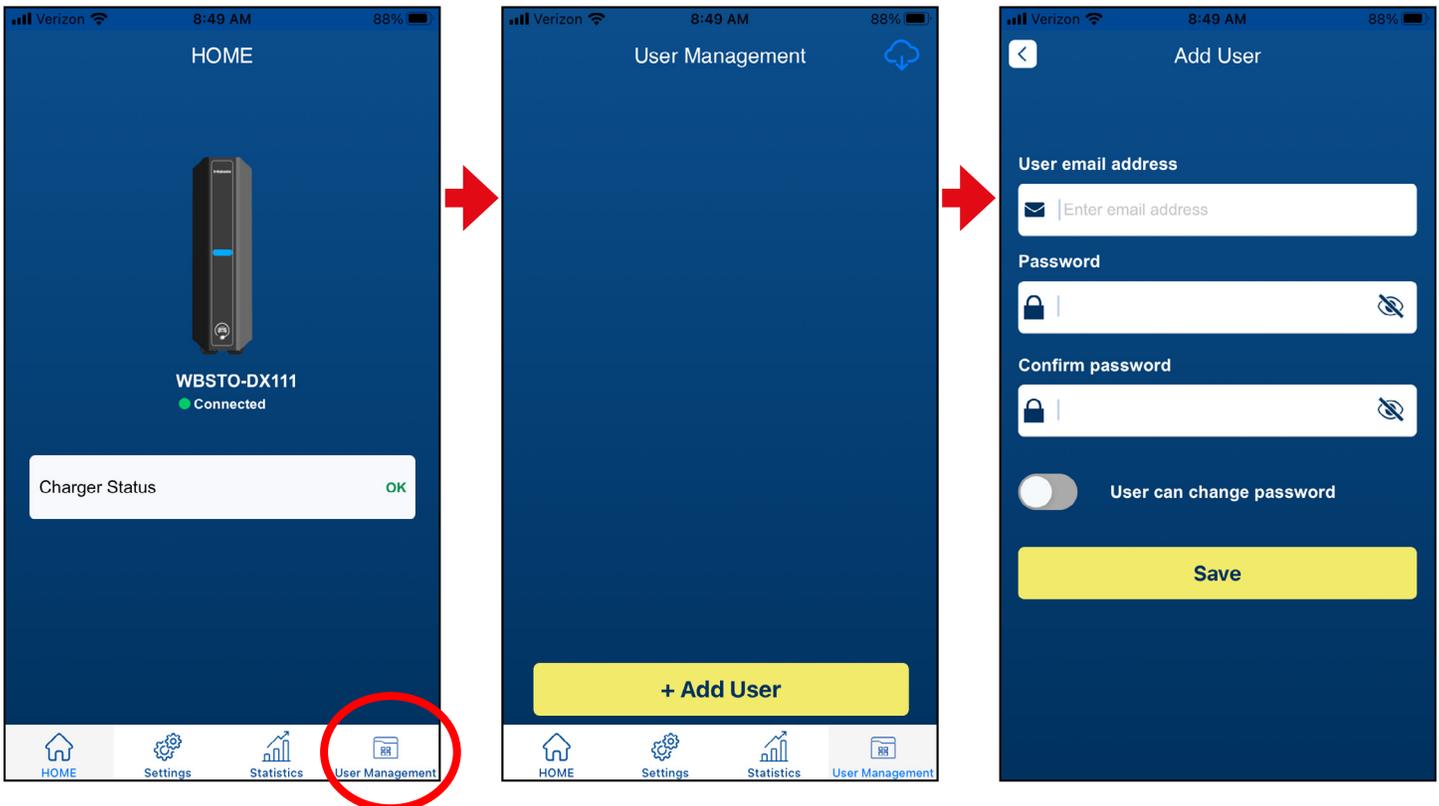


7. At the bottom right side of the screen, select **User Management**.
8. When the screen refreshes, select **+Add User**.

NOTE:

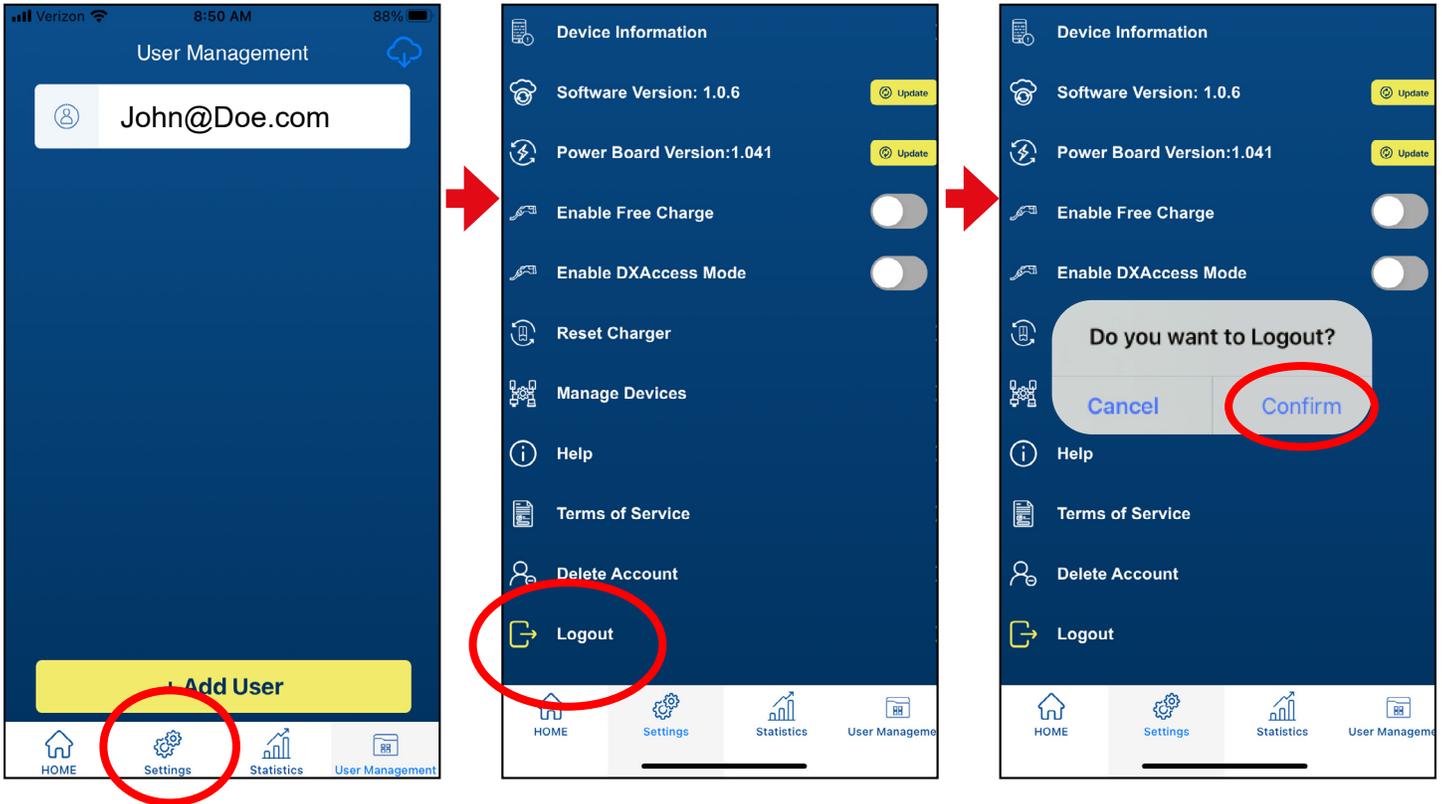
Only the admin can create a new user account – the end user cannot create his or her own account to use this feature of WebastoCharge.

9. When the screen refreshes, add an email address and password for the new user, then select **Save**.



10. When the screen refreshes, the new user's name will be displayed at the top of the screen.

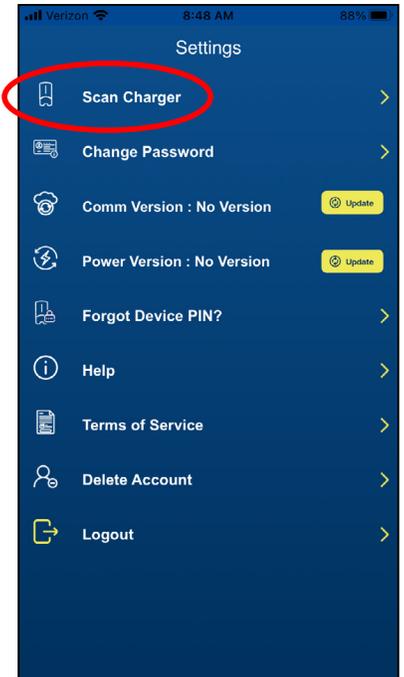
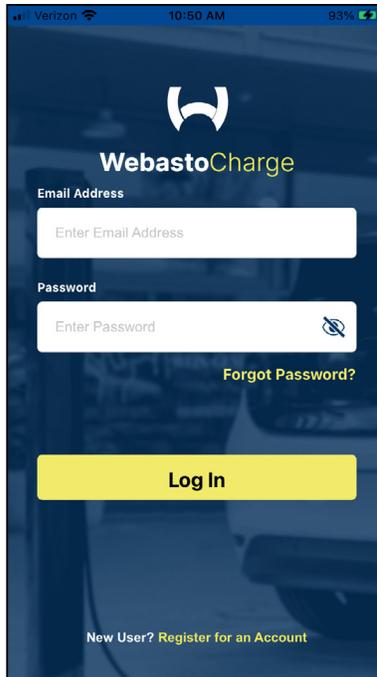
11. To close the app, select **Settings** at the bottom right of the screen, then select **Logout**, followed by **Confirm**.



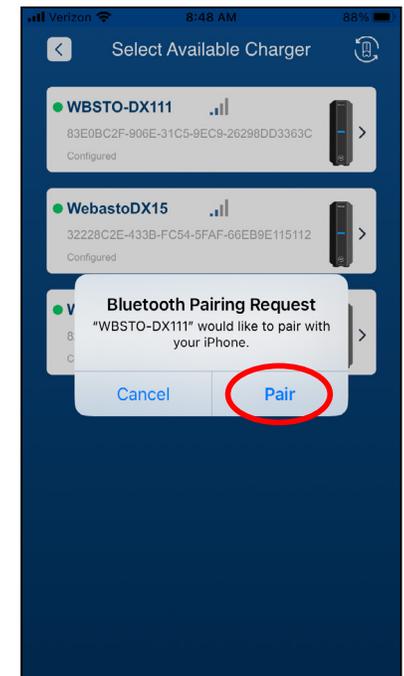
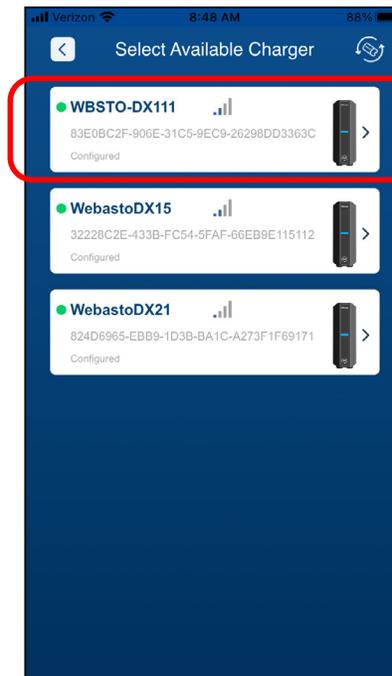
Resetting a User Password

If a user has forgotten his or her password, the admin must sign into the WebastoCharge App and reset the password for that individual.

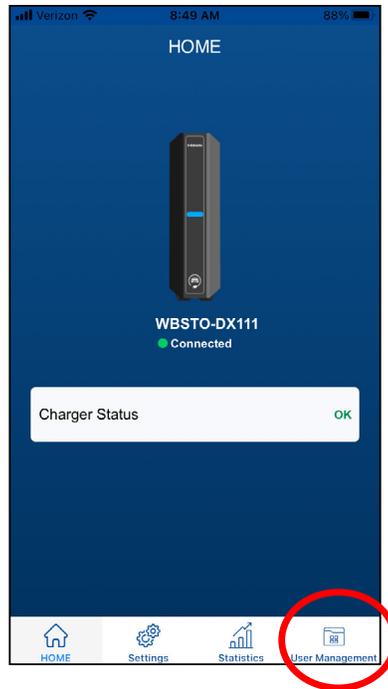
1. Open the WebastoCharge app and **log in**.
2. Select **Scan Charger** to select the charger to which the user has been assigned.



3. Select the charger assigned to the user, then pair with the charger.

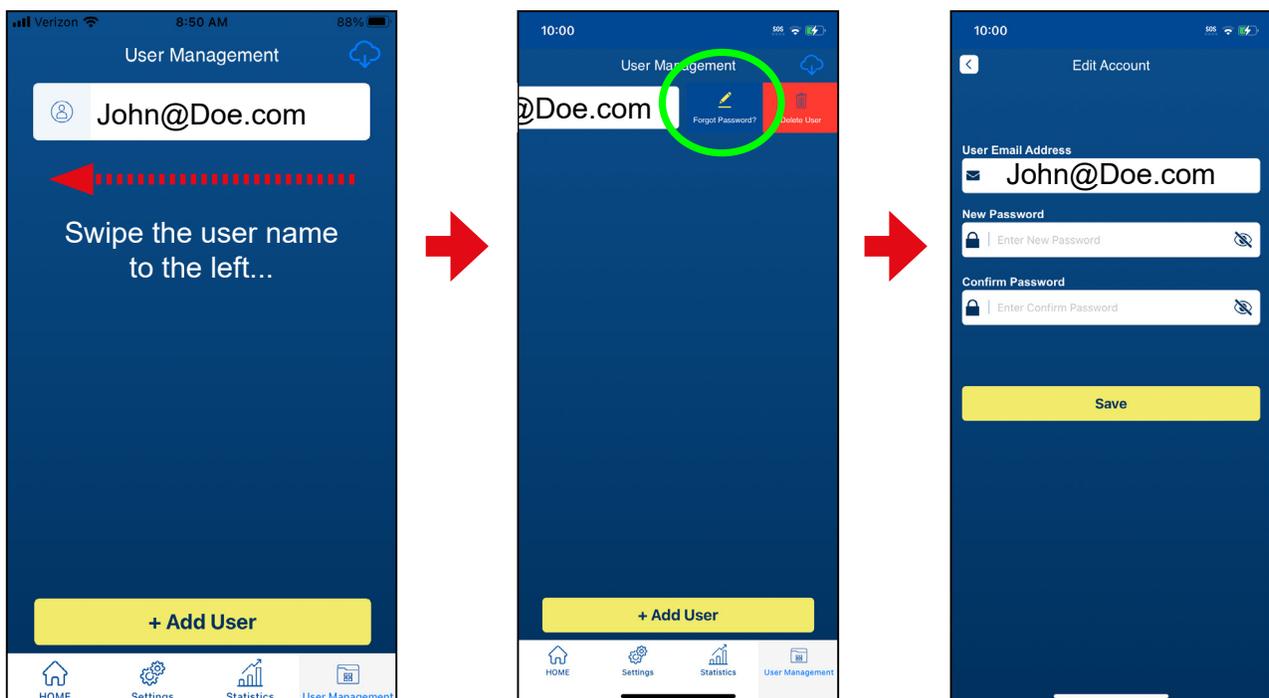


- When the charger is paired to the app, select **User Management** at the bottom right corner of the screen.



- When the screen refreshes, select the user name for the individual who has forgotten his or her password and swipe it with your finger toward the left side of the phone. Then select **Forgot Password**.
- When the Edit Account screen opens, type in a New Password for the user, confirm the new password, and select **Save**.

NOTE: Provide the new password to the user, and remind him or her that the new password only applies to the charger to which he or she has been assigned.

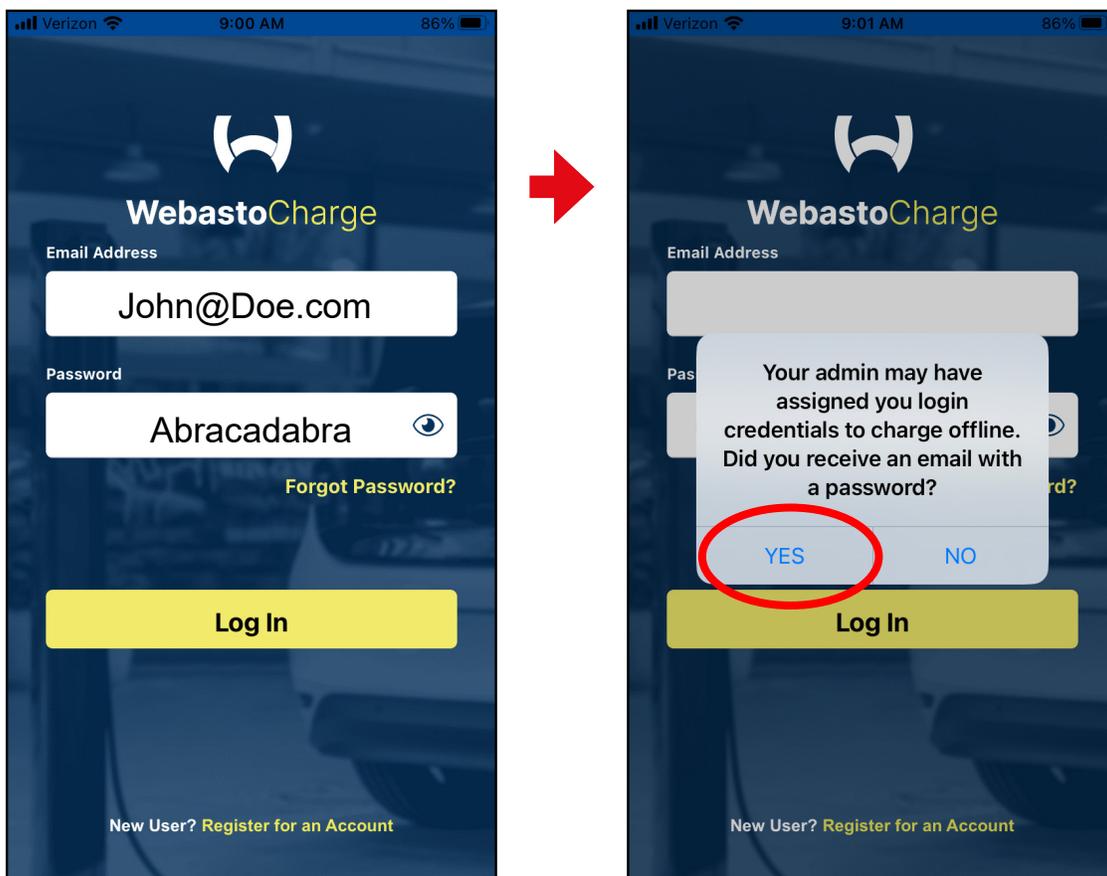


USING THE WEBASTOCHARGE APPLICATION AS A BLUETOOTH-ONLY USER

After the admin has registered a user as a Bluetooth-only user for a specific charger, the user can utilize the WebastoCharge app to begin charging an electric vehicle.

Charge a Vehicle as a Bluetooth-Only User

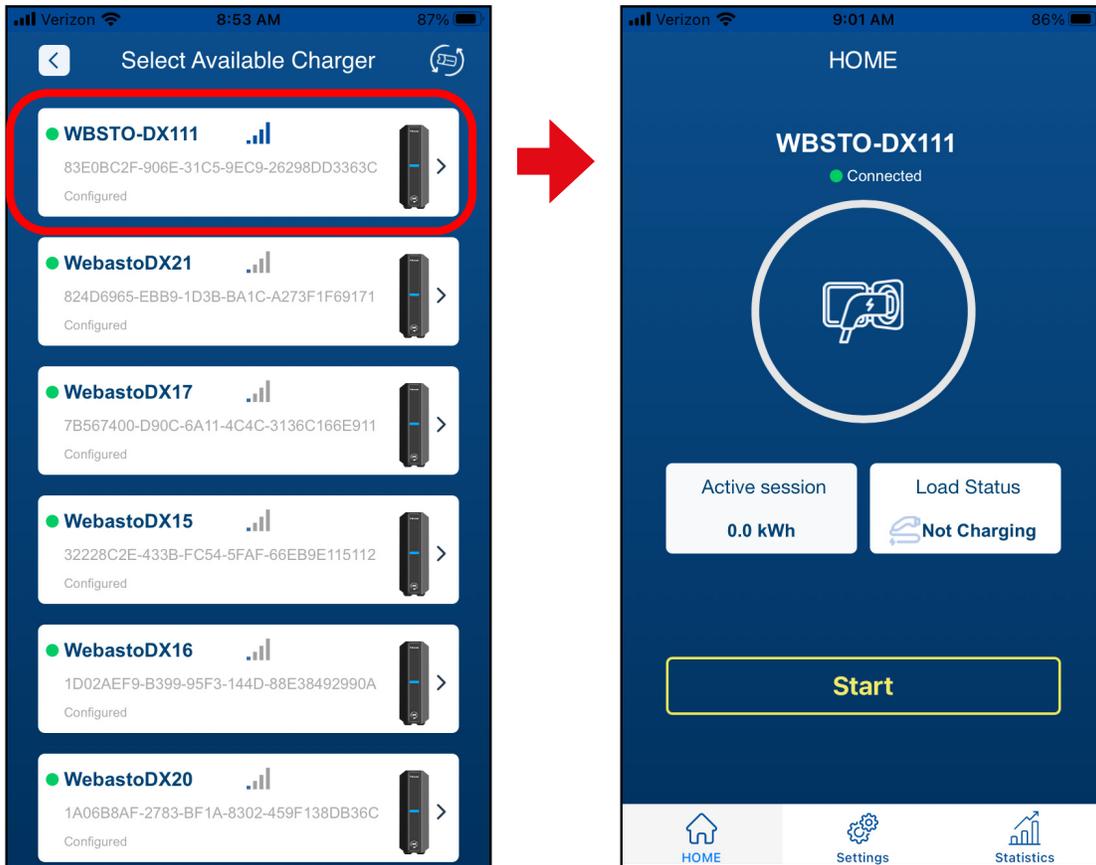
1. Connect the charger coupler to the electric vehicle to be charged.
2. Open the WebastoCharge app on the phone, type in the email address and password that was assigned by the admin, and select **Log In**.
3. A pop-up will ask the user to confirm if he or she received an email with a password – select **YES**.



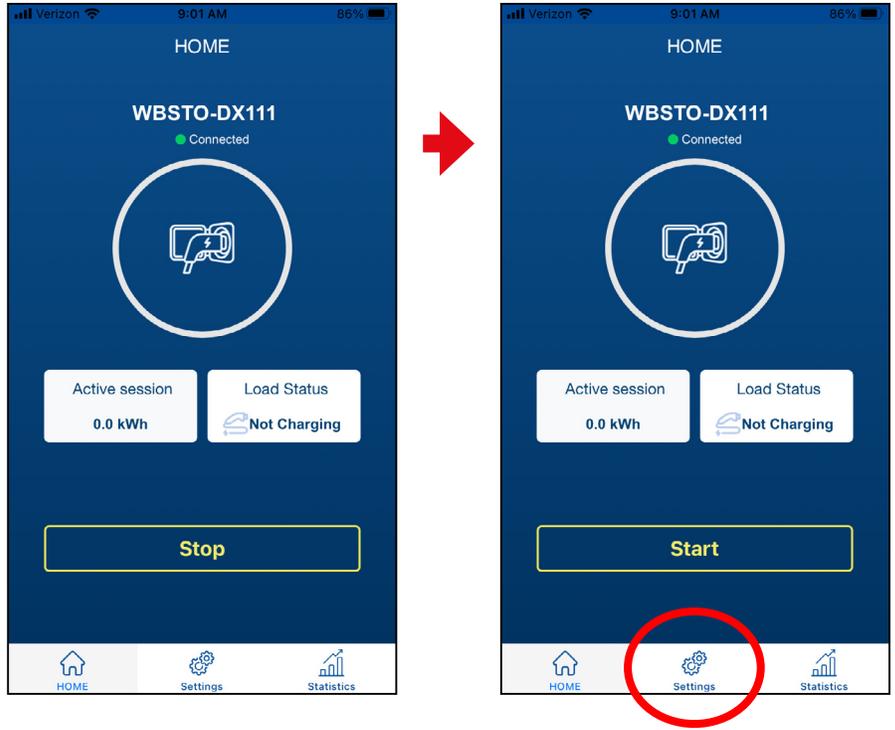
- 4. When the screen refreshes, select the charger to which the Bluetooth-only account has been set up.

In this example, the user needs to select **WBSTO-DX111** – that is the charger the admin has set up for this user – the user will not be able to connect to the other chargers listed on the screen.

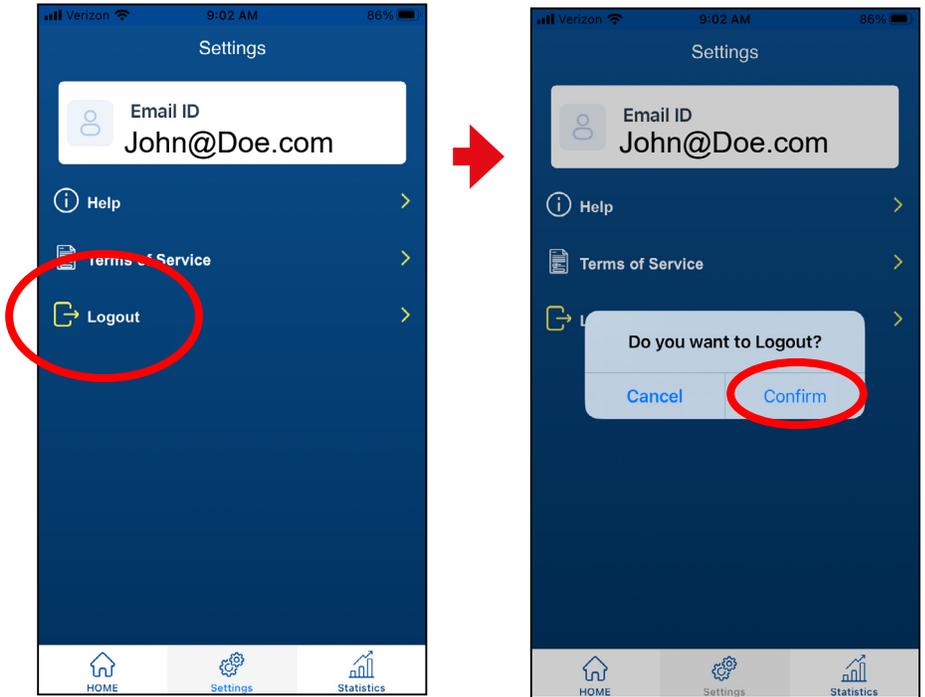
- 5. When the screen refreshes, the charger name will be displayed at the top and show the status as “Connected” – select **Start** to begin the charging process.



- 6. To stop the charging process, select **Stop**.
- 7. To log out of the app, select the **Settings** button at the bottom of the screen.



- 8. When the screen refreshes, select **Logout**.
- 9. A pop-up will ask the user to confirm if he or she wants to logout – select **Confirm**.



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