

Support for Compleo eBOX smart, professional & touch

Compleo Charging Technologies GmbH | Dortmund 2022

Overview



This guideline is intended for direct handling in different cases of disorders with the Compleo eBOX smart, professional und touch of Generation 3.0.

If you do not have any of the listed malfunctions that are described in this guideline, please contact the Compleo Charging Technologies Service at:

→ servicedesk@compleo-cs.com

Notice:

- All underlined words are links to the corresponding slides.

Problem cases



- 1 I am having trouble with the setup
- 2 My charging data is not displayed in the app
- 3 My eBOX is not responding and i cannot charge – private charging
- 4 My eBOX is not responding and i cannot charge – using the Compleo eOPERATE portal

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p. 31 - 35

1 I am having trouble with the setup

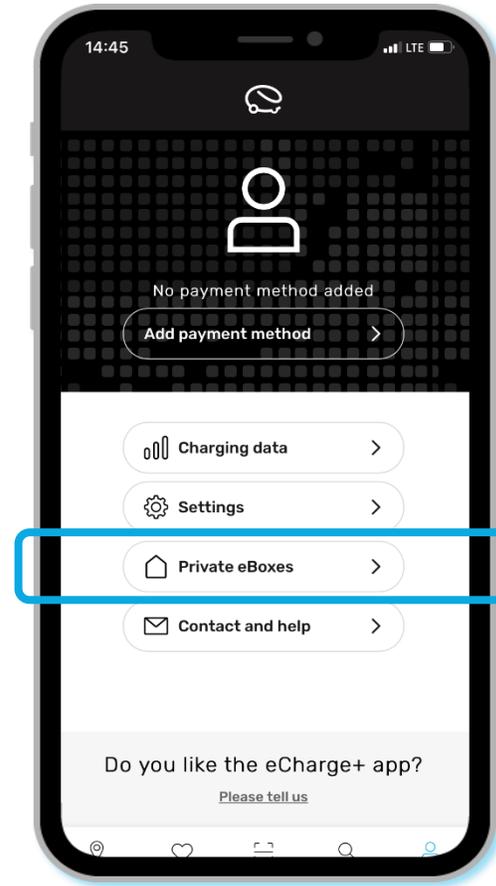
App view



eCONFIG App



eCHARGE+ App





1 I am having trouble with the setup

- a My eBOX has no connection to the backend
- b Bluetooth connection cannot be established
- c Configure RFID card with new eBOX
- d Add RFID card
- e Setup Compleo eCONFIG aborted
- f Setup for home charging aborted

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S. 22

a My eBOX has no connection to the backend



Possible

1. The firewall in the router blocks the network port 443.
2. eBOX eBOX has once logged into the backend and wants to log in again.
3. Reset after initial setup with the eCONFIG app zurückgesetzt, , but the eBOX remains in the backend.

What to do?

1. Port release in the router for port 443.
2. Reset eBOX completely and set it up.
3. eBOX must be deleted from Compleo backend. Always delete the eBOX with the eCHARGE+ app.

What to do? – Port release



1. Determination of the model

Find out the model name of your router.

2. Instructions for port sharing

Use a search engine to find a port sharing guide for your model.

3. Port release

Open port 443 through the interface in the browser from your router.

4. Port 443

Make sure port 443 is enabled in your firewall.

5. Switch off the eBOX

Switch off the eBOX for one minute, then the eBOX restarts.

6. Activate Bluetooth

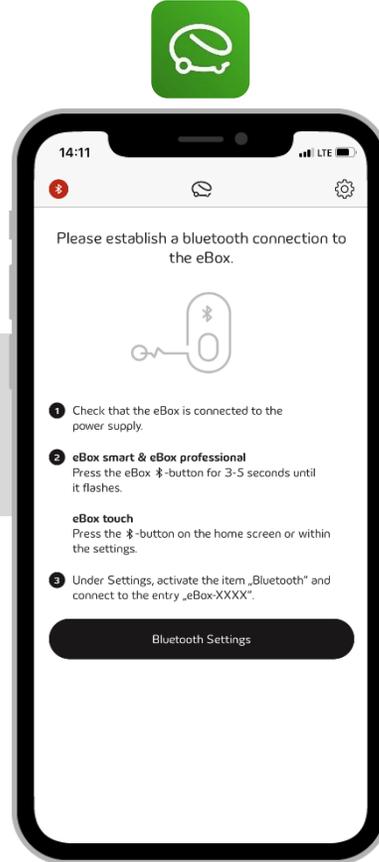
As soon as the user interface lights up on the eBOX, press the Bluetooth button for 3-5 seconds so that the Bluetooth sign will light up in blue.

What to do? – Set up the eBOX (new)

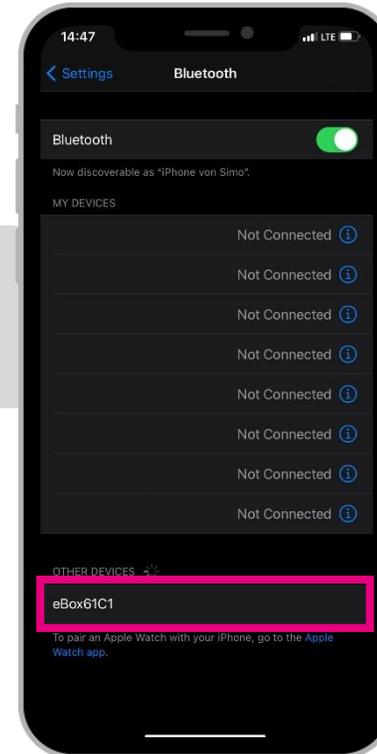


1. Open the eCONFIG app, turn on Bluetooth and turn off WLAN and mobile data.

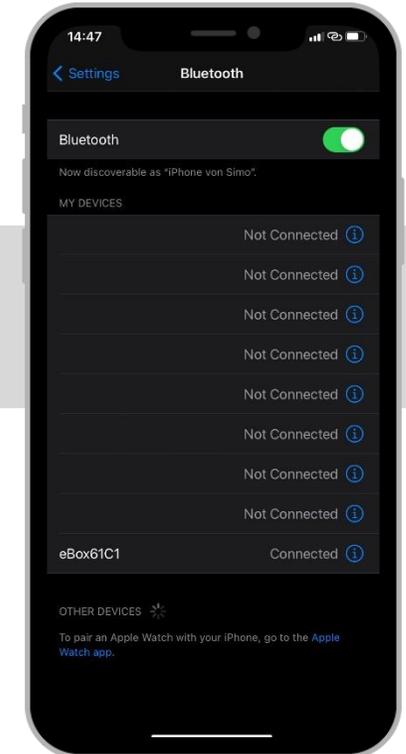
2. Now click on „Next“.



3. Turn on Bluetooth on your eBOX as described above in the app.

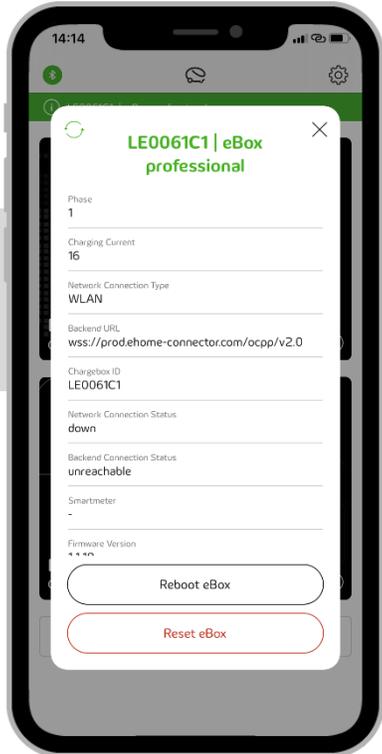


4. Select your eBOX and connect.

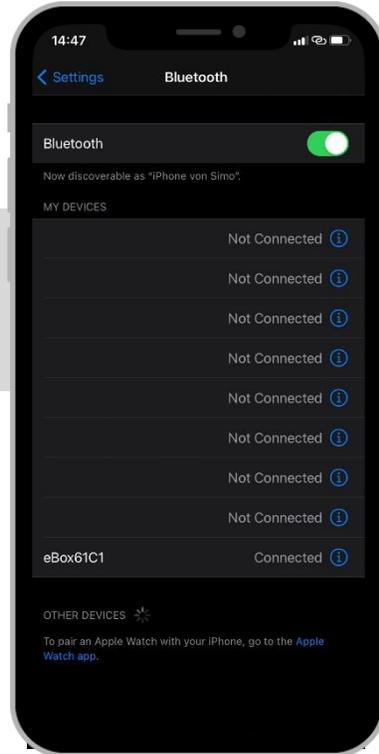


5. The eBOX is displayed as a connected device.

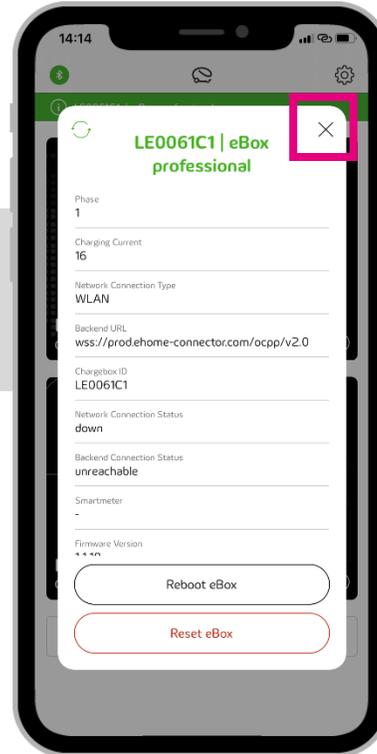
What to do? – Set up the eBOX (new)



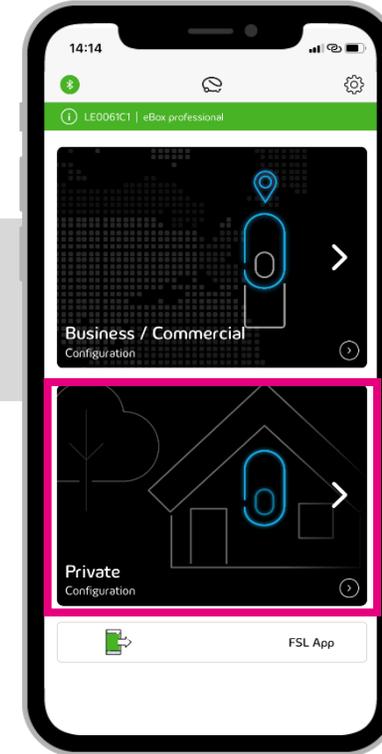
6. Click on „Reset eBOX“. Now the eBOX restarts.



7. Remove the Bluetooth pairing or remove the eBOX from the device list.



8. Repeat steps 1–5 and click „X“ as shown above to close the window.

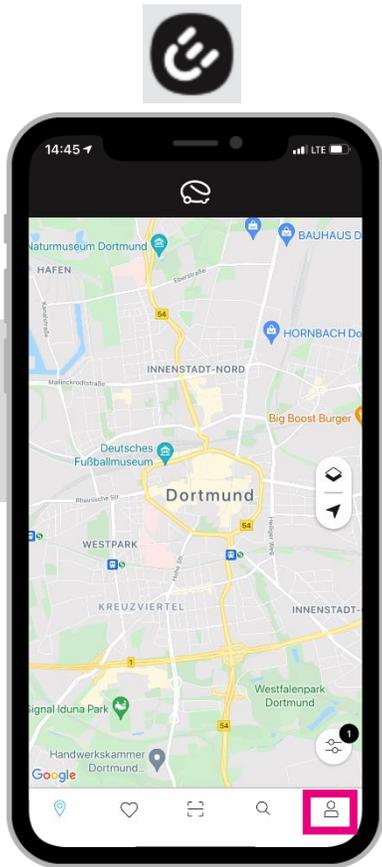


9. Now select „Private“.

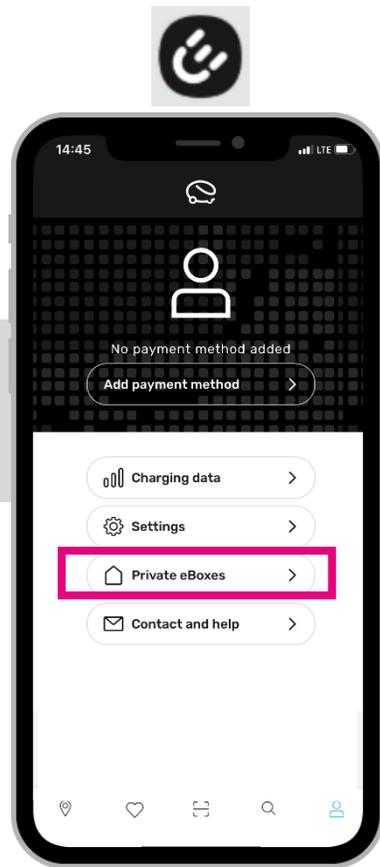


10. Now your eBOX restarts. Click on „Finish“ and open the eCHARGE+ app.

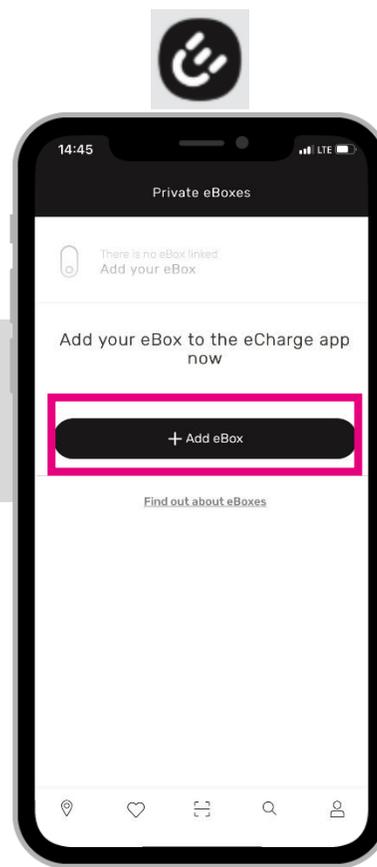
What to do? – Set up the eBOX (new)



11. Click on the „Profile“ icon button in the bottom right corner.



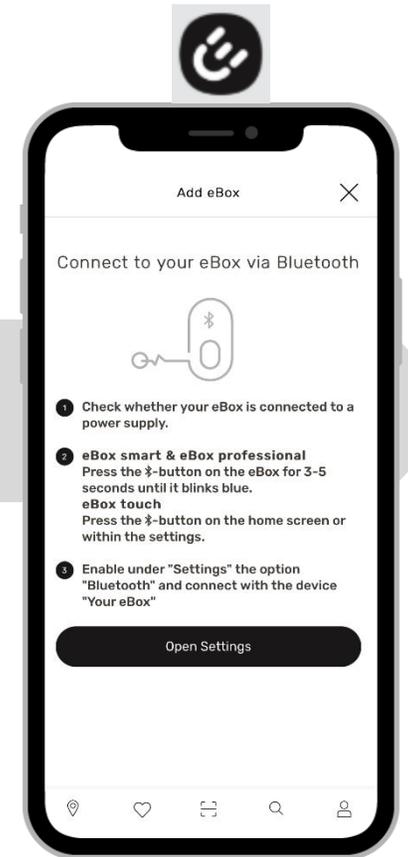
12. Click on „Private eBOXes“.



13. Add an eBOX.

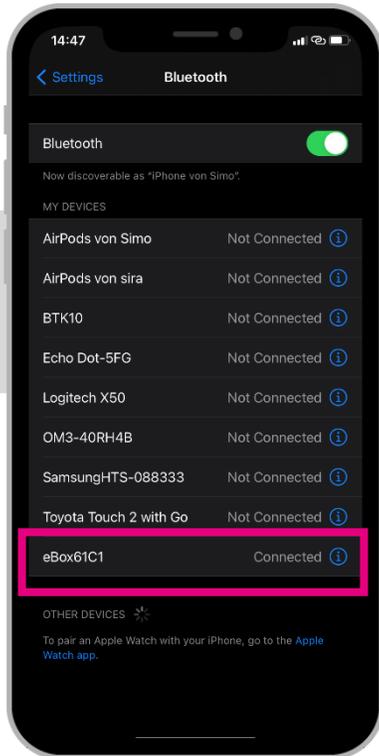


14. Turn on Bluetooth again – and turn off WLAN and mobile data.

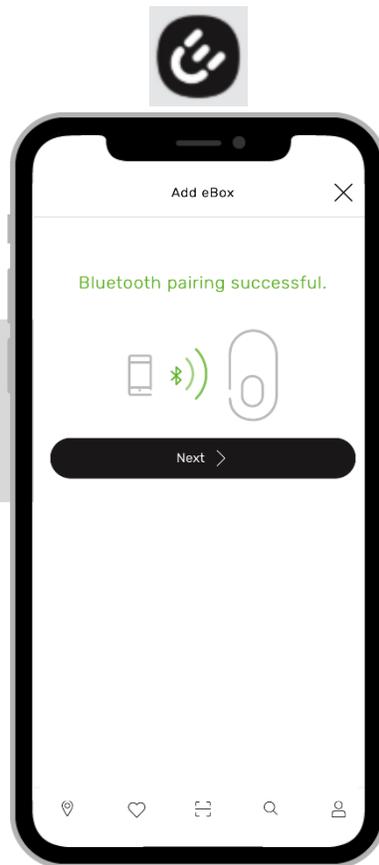


15. Turn on Bluetooth on your eBOX as described above in the app.

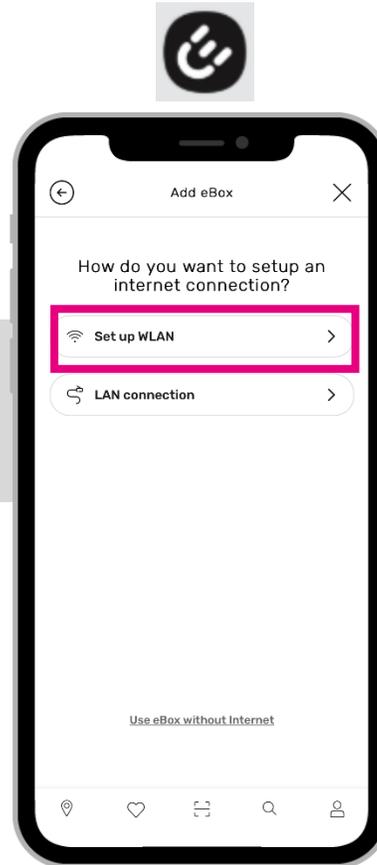
What to do? – Set up the eBOX (new)



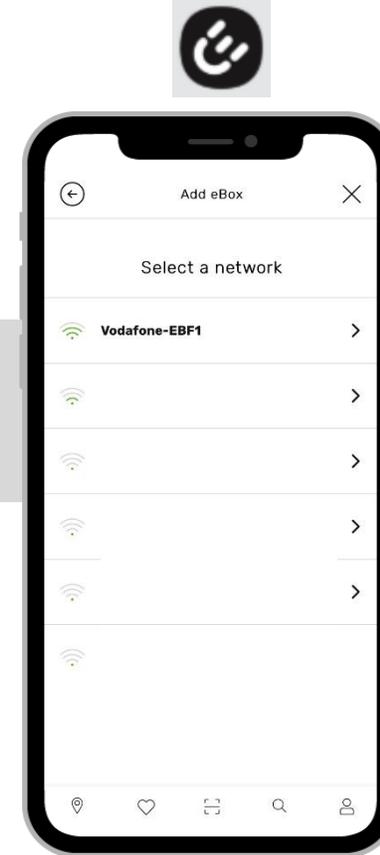
16. Connect to your eBOX.



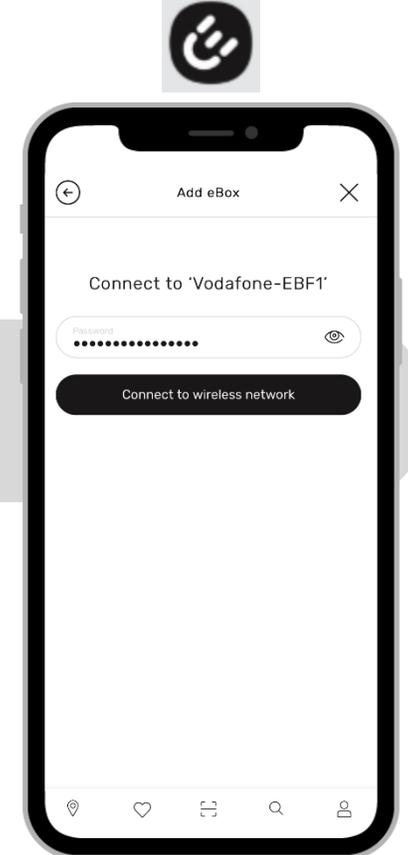
17. Click on „Next“.



18. Click on „Set up WLAN“.

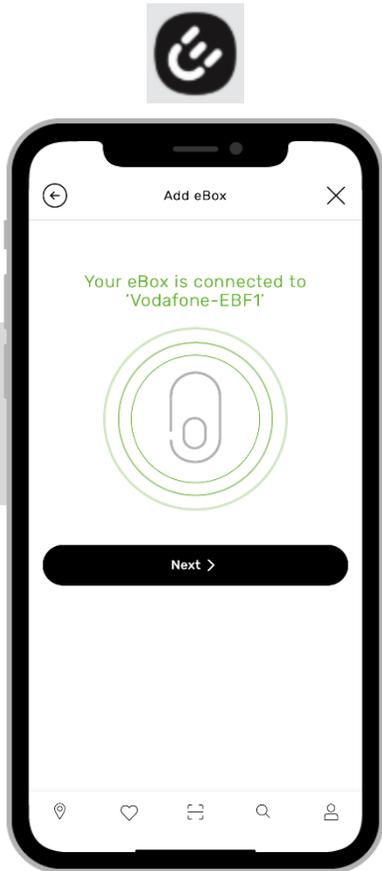


19. Select your private WLAN network.

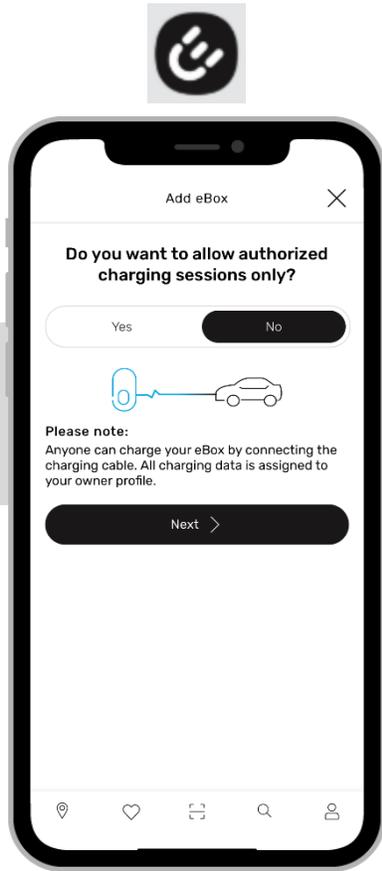


20. Log in using access data of your WLAN network.

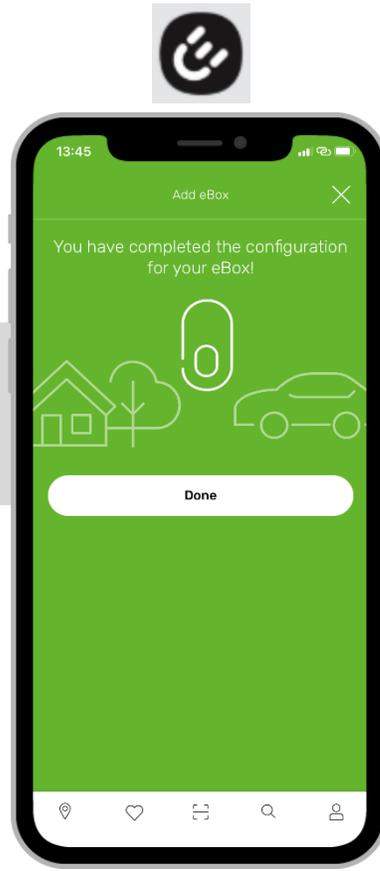
What to do? – Set up the eBOX (new)



21. Click on „Next“.



22. Select „No“ and proceed without authorization.



23. Confirm the completion of the setup by clicking the "Done" button.

Troubleshooting:

If the app indicates that the eBOX is not responding, do not close the setup. Wait another minute and click „Next“ again.

If your eBOX is still not working, please contact the service to remove your eBOX from the system and repeat all steps.

You can reach the Compleo Charging Technologies Service at:

00800 / 46 66 49 73

or servicedesk@compleo-cs.com

If you want to set up an authorization with or without an RFID card (eBOX professional & touch only):

Click [HERE](#).

b Bluetooth connection cannot be established



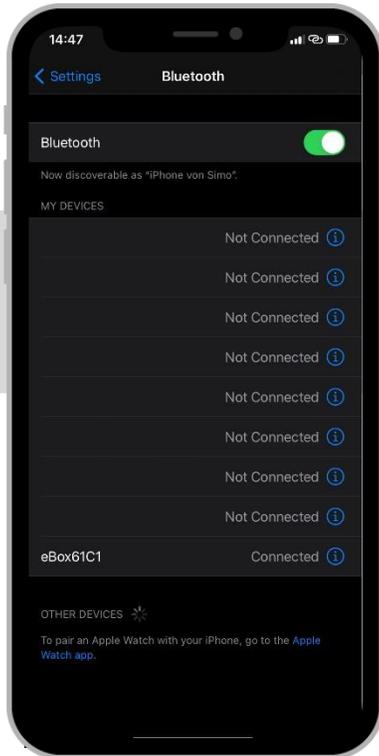
Possible cause

1. Entered PUK is incorrect.
2. eBOX is reset and still connected to your smartphone.
3. Configured PUK does not match the one in the manual.

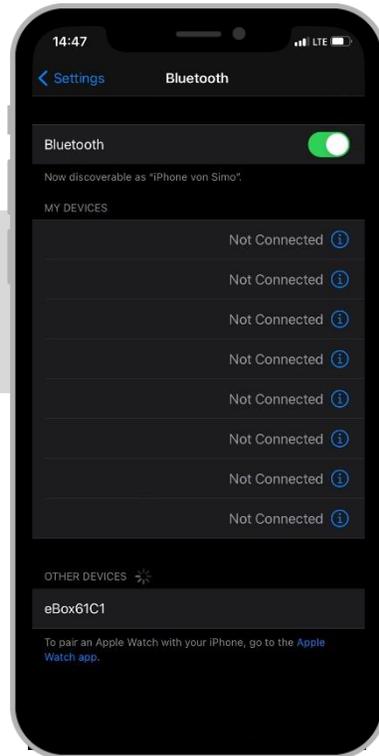
What to do?

1. Ensure the correct input.
2. Remove the connection after resetting the eBOX, because every eBOX is creating a new Bluetooth ID.
3. Contact service at servicedesk@compleo-cs.com

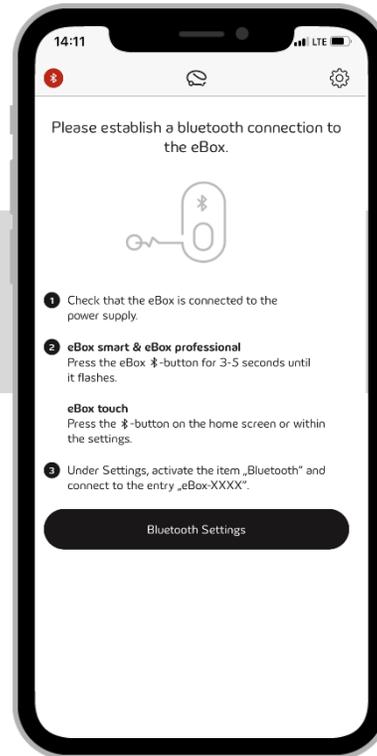
What to do? – Delete connection and reconnect



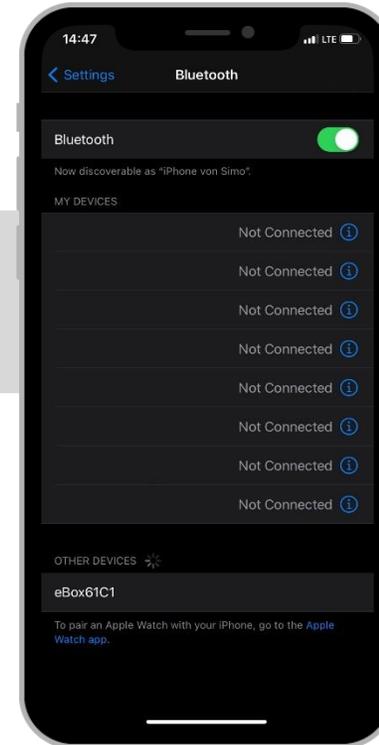
1. Delete the Bluetooth connection of the eBOX.



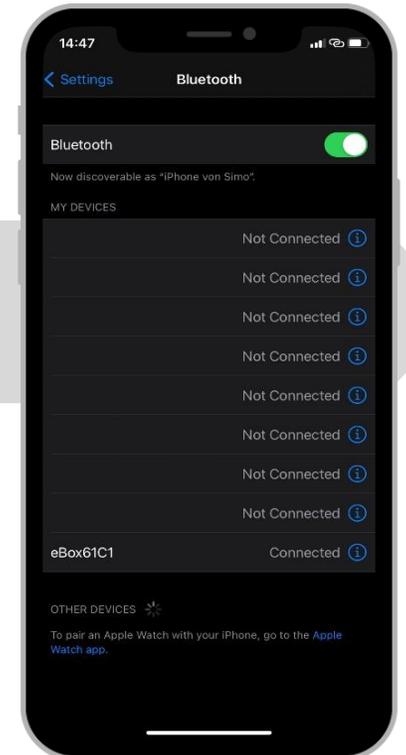
2. Make sure you are no longer connected.



3. Turn on the Bluetooth on your eBOX (in the eCONFIG or eCHARGE+ app) as described above in the app.

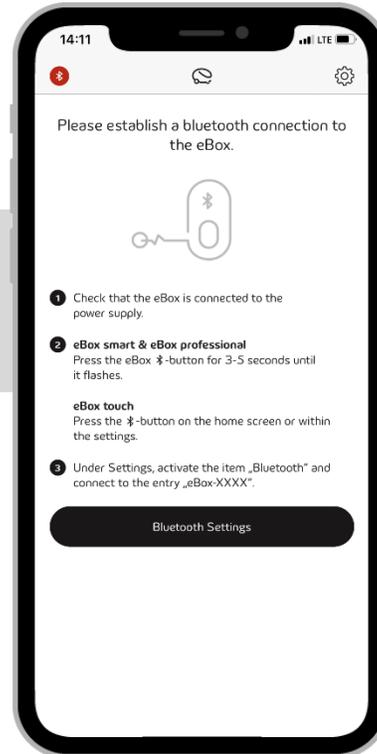


4. Select the eBOX and connect.

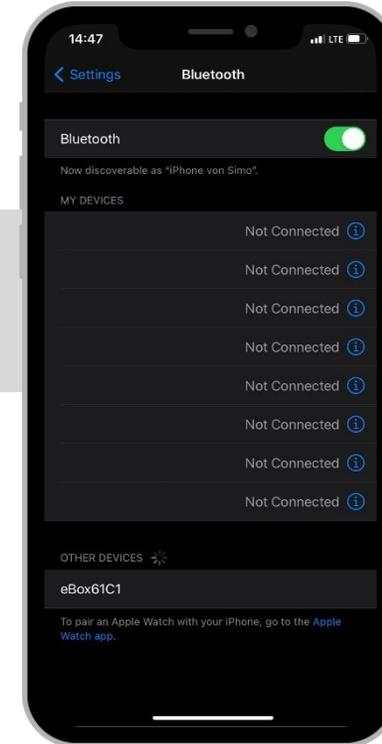


5. The eBOX is connected via Bluetooth.

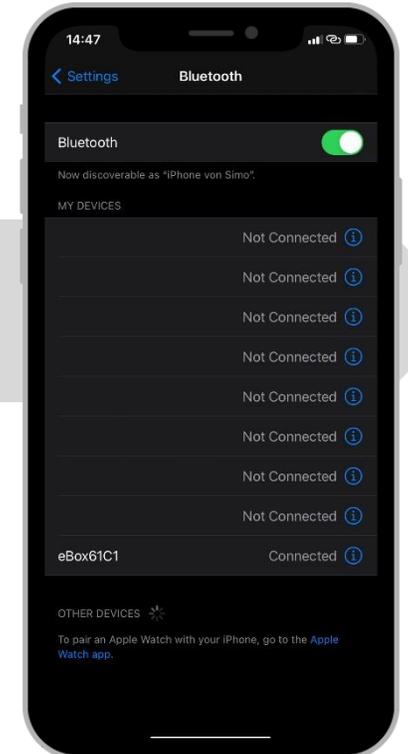
c Configure RFID card with new eBOX



3. Turn on Bluetooth on your eBOX as described above in the app.



4. Select the eBOX and connect.

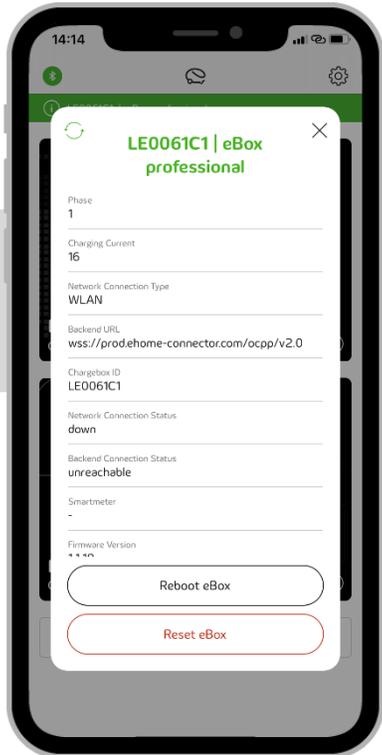


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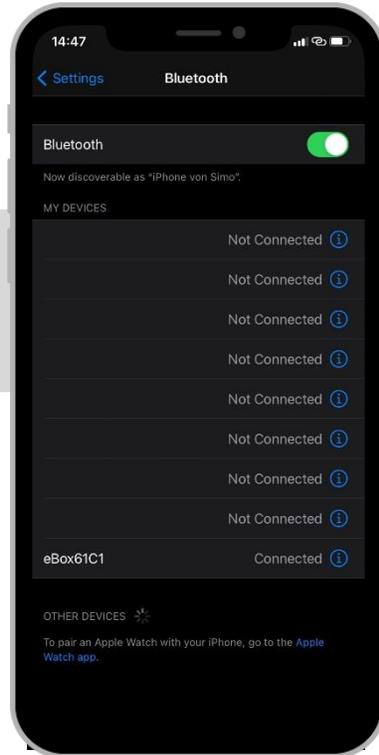
1. Open the eCONFIG app, turn on Bluetooth and turn off WLAN and mobile data.

2. Now click on „Next“.

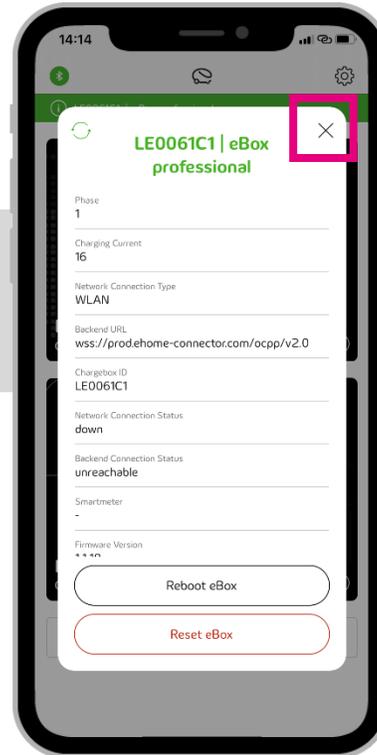
c Configure RFID card with new eBOX



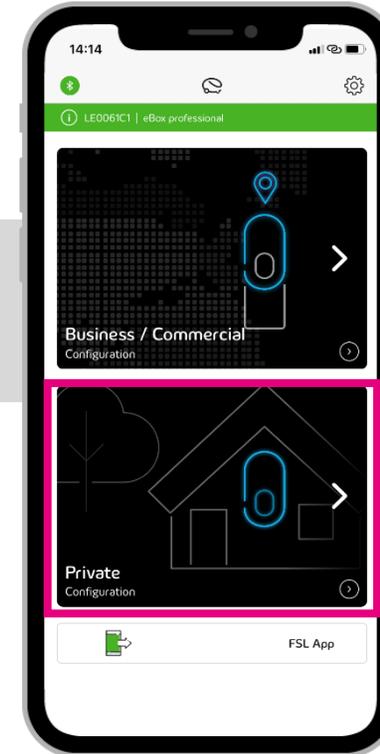
6. Click on „Reset eBOX“. Now the eBOX restarts.



7. Remove the Bluetooth pairing or remove the eBOX from the device list.



8. Repeat steps 1–5 and click „X“ as shown above to close the window.

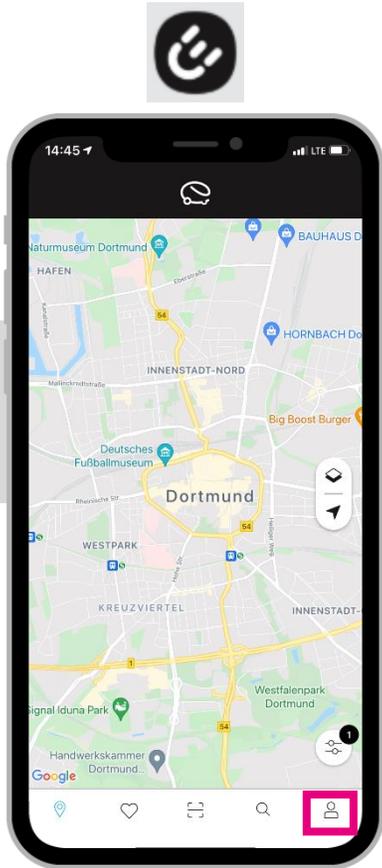


9. Now select „Private“.

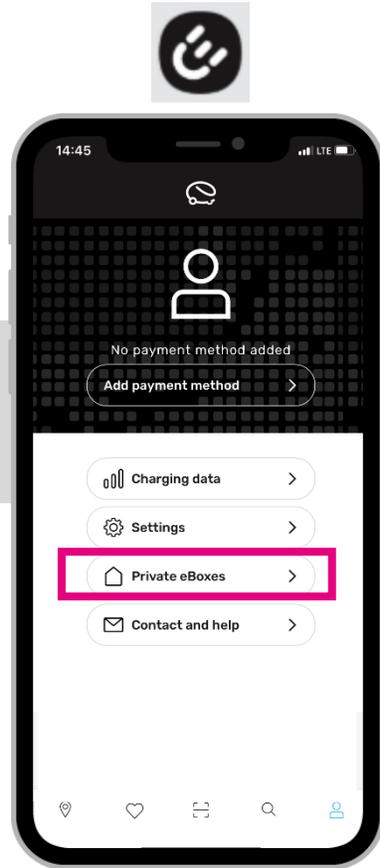


10. Now your eBOX restarts. Click on „Finish“ and open the eCHARGE+ app.

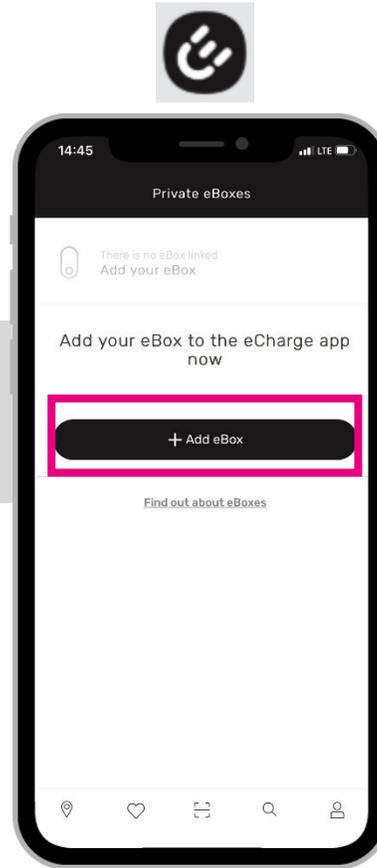
c Configure RFID card with new eBOX



11. Click on the „Profile“ icon button in the bottom right corner.



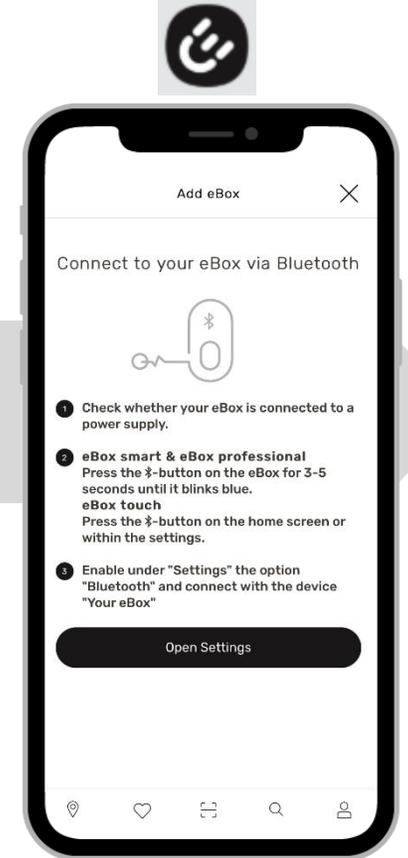
12. Click on „Private eBOXes“.



13. Add an eBOX.

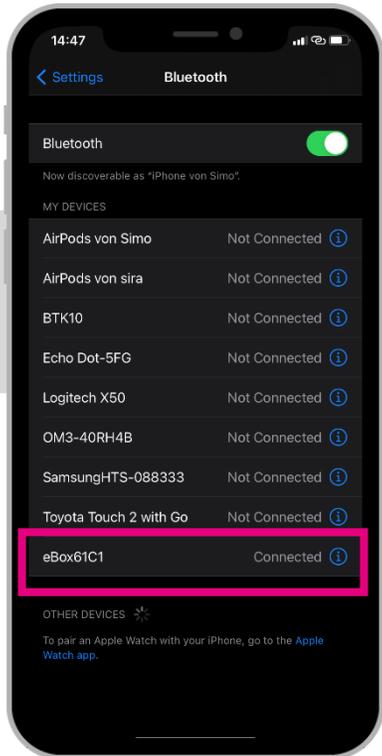


14. Turn on Bluetooth again – and turn off WLAN and mobile data.

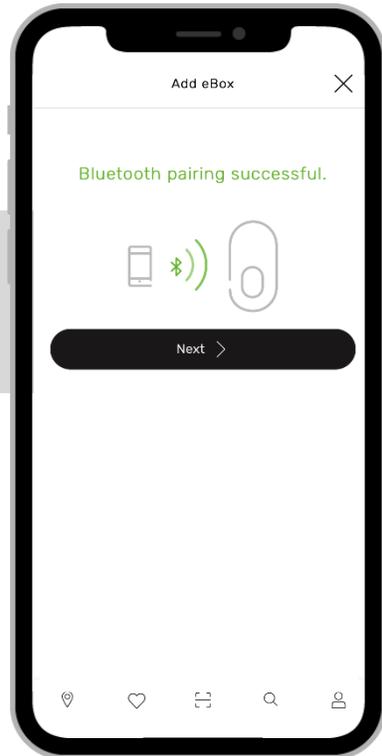


15. Turn on Bluetooth on your eBOX as described above in the app.

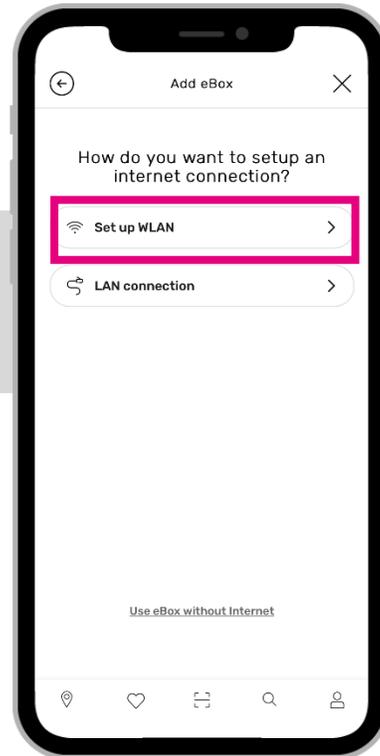
What to do? – Set up the eBOX (new)



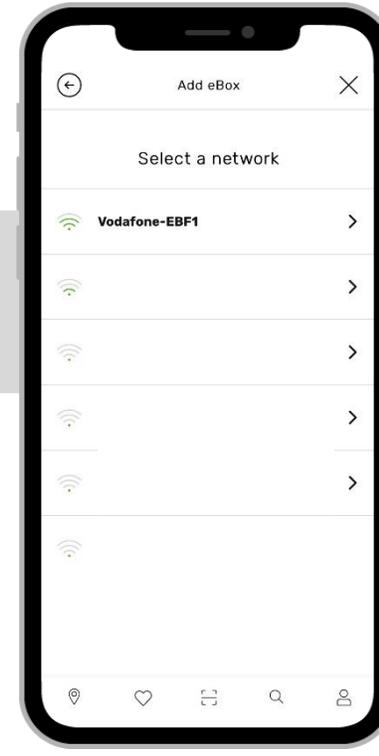
16. Connect to your eBOX.



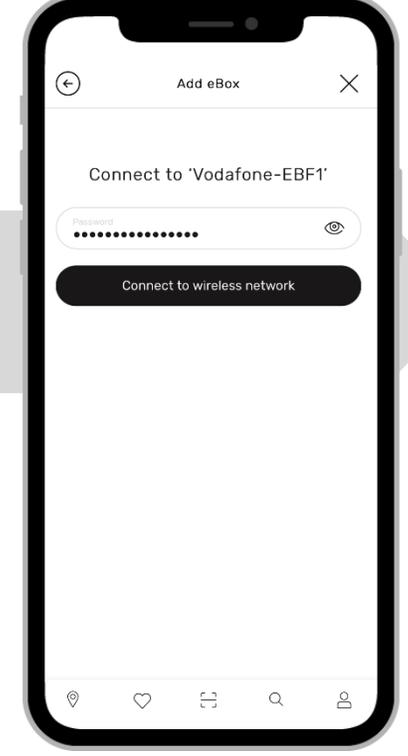
17. Click on „Next“.



18. Click on „Set up WLAN“.

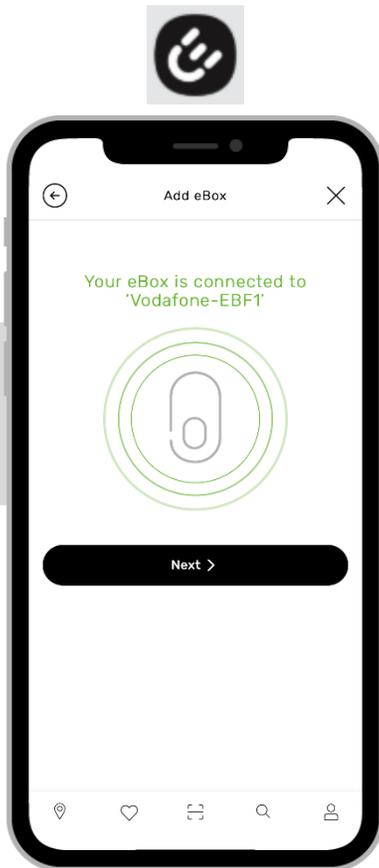


19. Select your private WLAN network.

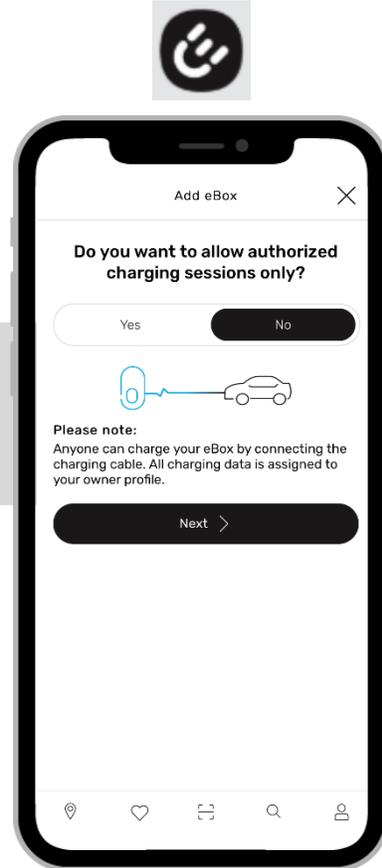


20. Log in using access data of your WLAN network.

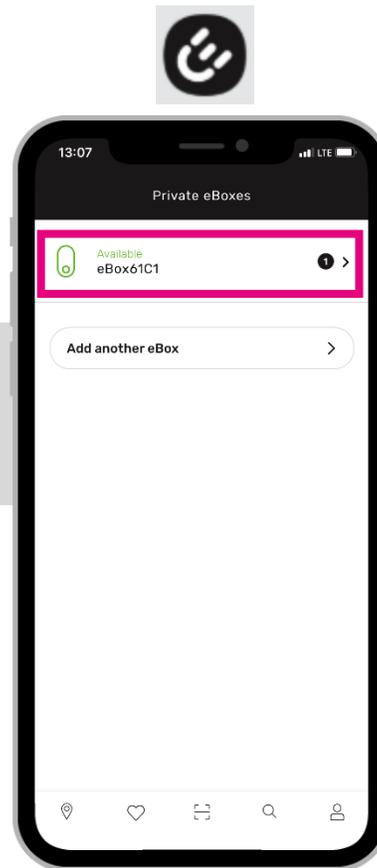
d Add RFID card



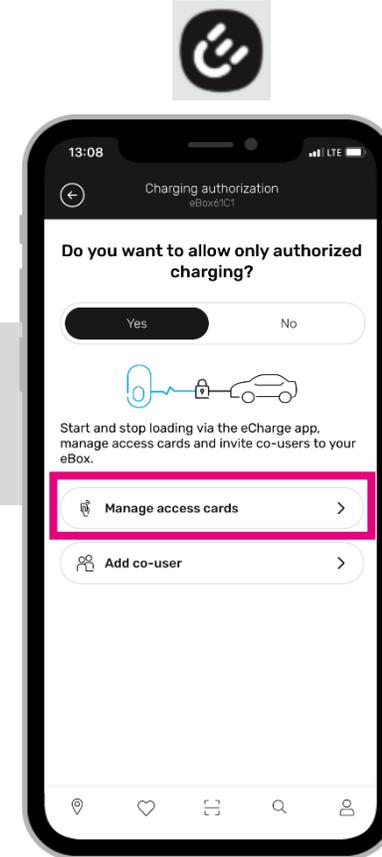
21. Click on „Next“.



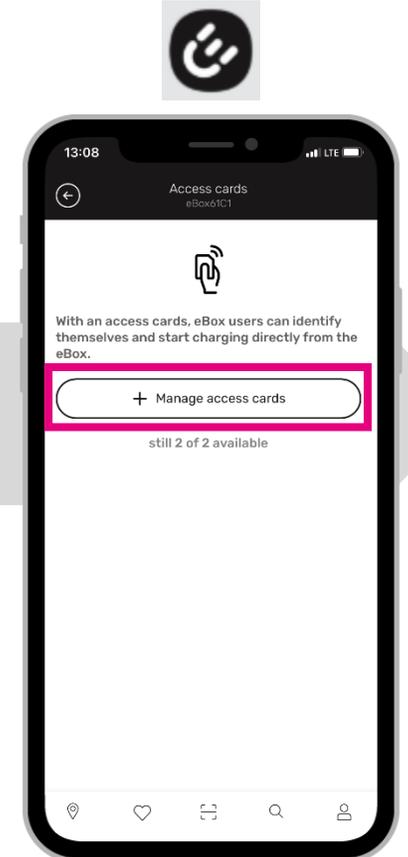
22. At the query „allow authorized charging“ select at first „No“. Then confirm the completion of the setup by clicking “Next“.



23. In the menu section “Private eBOXes“ select your eBOX.

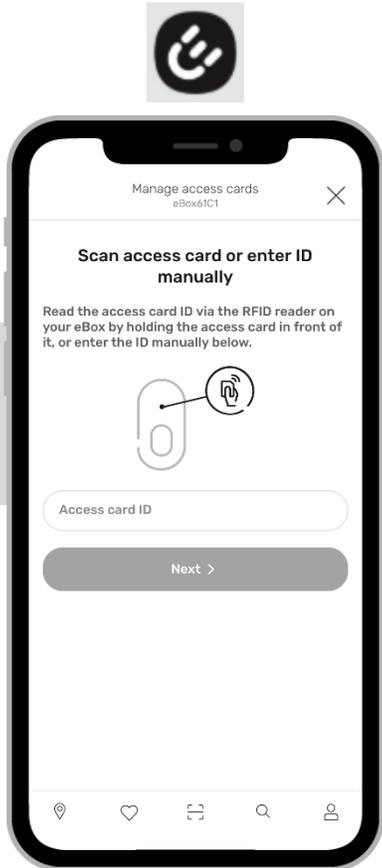


24. In the menu section “Charging authorization“ select “Yes” and click on “Manage access cards”.



25. Click on "Manage access cards".

d Add RFID card



26. Hold your RFID card in front of the illuminated field on the eBOX.



27. Assign a name for your access card.



28. Now click in the name field to enter the name of the access card - if desired.



29. Select your account and click on "Save access card".



30. Click on "Close".

e Setup Compleo eCONFIG aborted



Possible cause

1. Error in connection between smartphone and eBOX.
2. Old and incompatible firmware is installed on the eBOX.
3. Android: Mobile data or WLAN activated.

What to do?

1. Delete connection and reconnect
2. Contact the service at servicedesk@compleo-cs.com
3. Do not activate any of the services during the process.

f Setup for home charging aborted



Possible cause

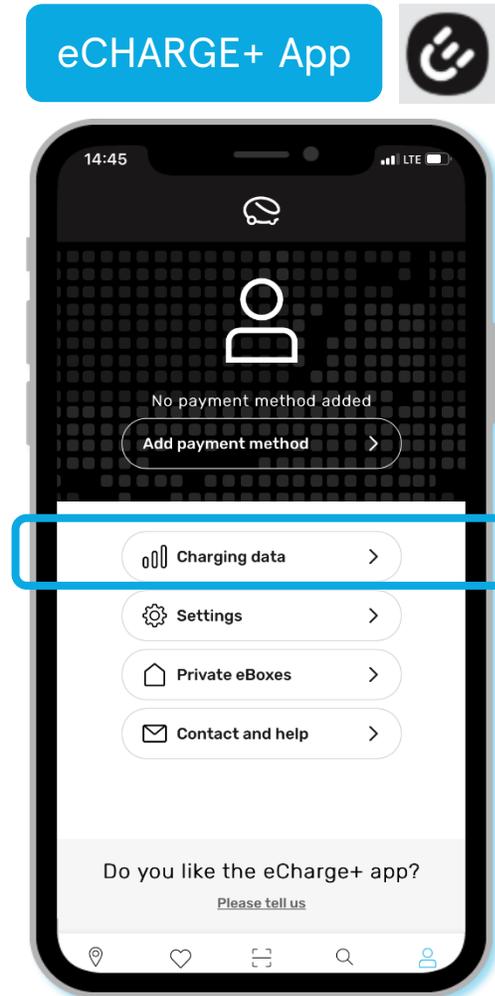
1. Error in connection between smartphone and eBOX.
2. Old and incompatible firmware is installed on the eBOX.
3. Android: Mobile data or WLAN activated.

What to do?

1. Delete connection and reconnect
2. Contact the service at servicedesk@compleo-cs.com
3. Do not activate any of the services during the process.

2 My charging data is not displayed in the app

App view



2 My charging data is not displayed in the app

App view



Possible cause

1. It is an eBOX professional with the serial number "LE007xxx" and the firmware "1.2.x" and older, where no eSMARTMETER is installed.
 - eBOXes of this batch may not be able to access the internal meter without an update.

What to do?

1. Check the firmware version and update the firmware if necessary.

3 My eBOX is not responding and i cannot charge – private charging

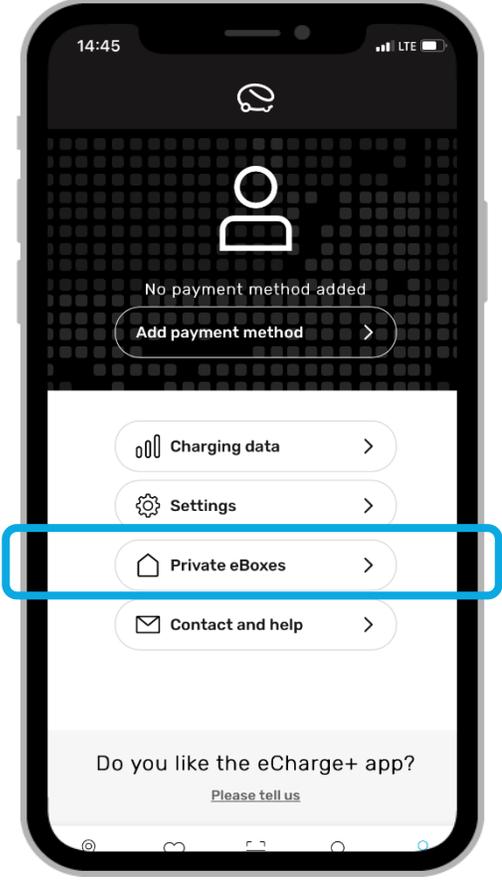


App view

eCONFIG App



eCHARGE+ App



3 My eBOX is not responding and i cannot charge – private charging



Possible cause

1. The power supply of the eBOX is not switched on/given.
2. The eBOX is inserted in the eCLICK (metal latch) incorrectly.
3. The eBOX is inserted in the eCLICK (plastic latch) incorrectly.
4. No restart performed after reconfiguration in eCONFIG/eCHARGE+ app.

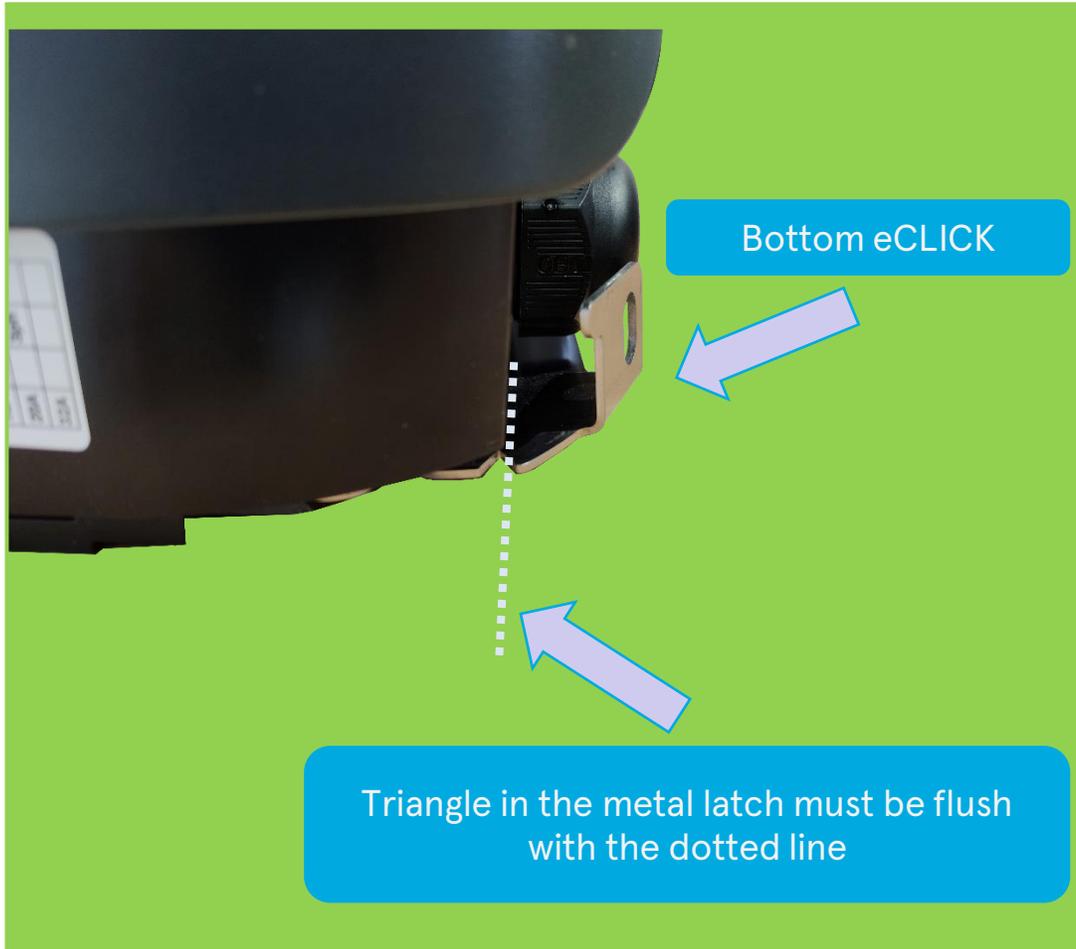
What to do?

1. Check that all upstream fuses of all eBOX phases are switched on.
2. Check and connect the eBOX to the eClick (metal latch) correctly.
3. Check and connect the eBOX to the eClick (plastic latch) correctly.
4. If you change the configuration, restart the eBOX, otherwise, the data will not be processed.

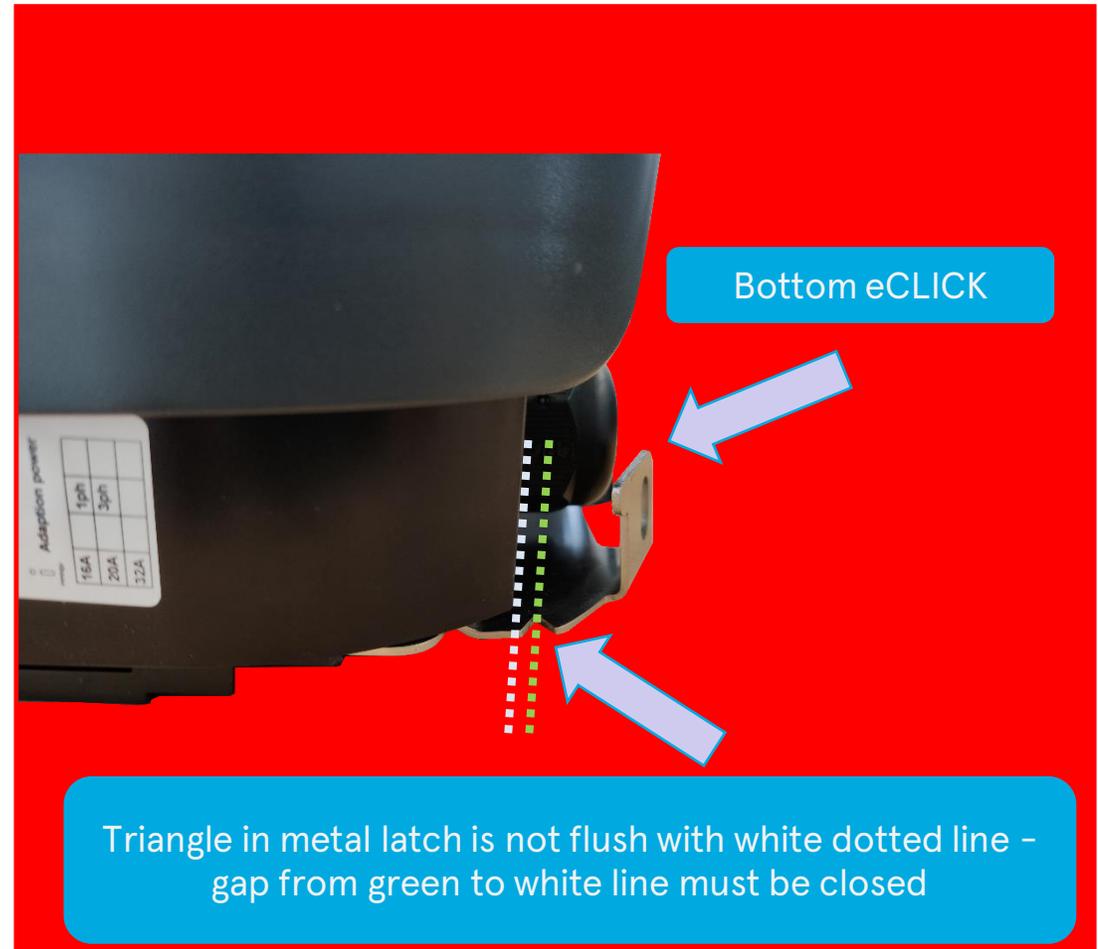
What to do? – Compleo eCLICK (metal latch)



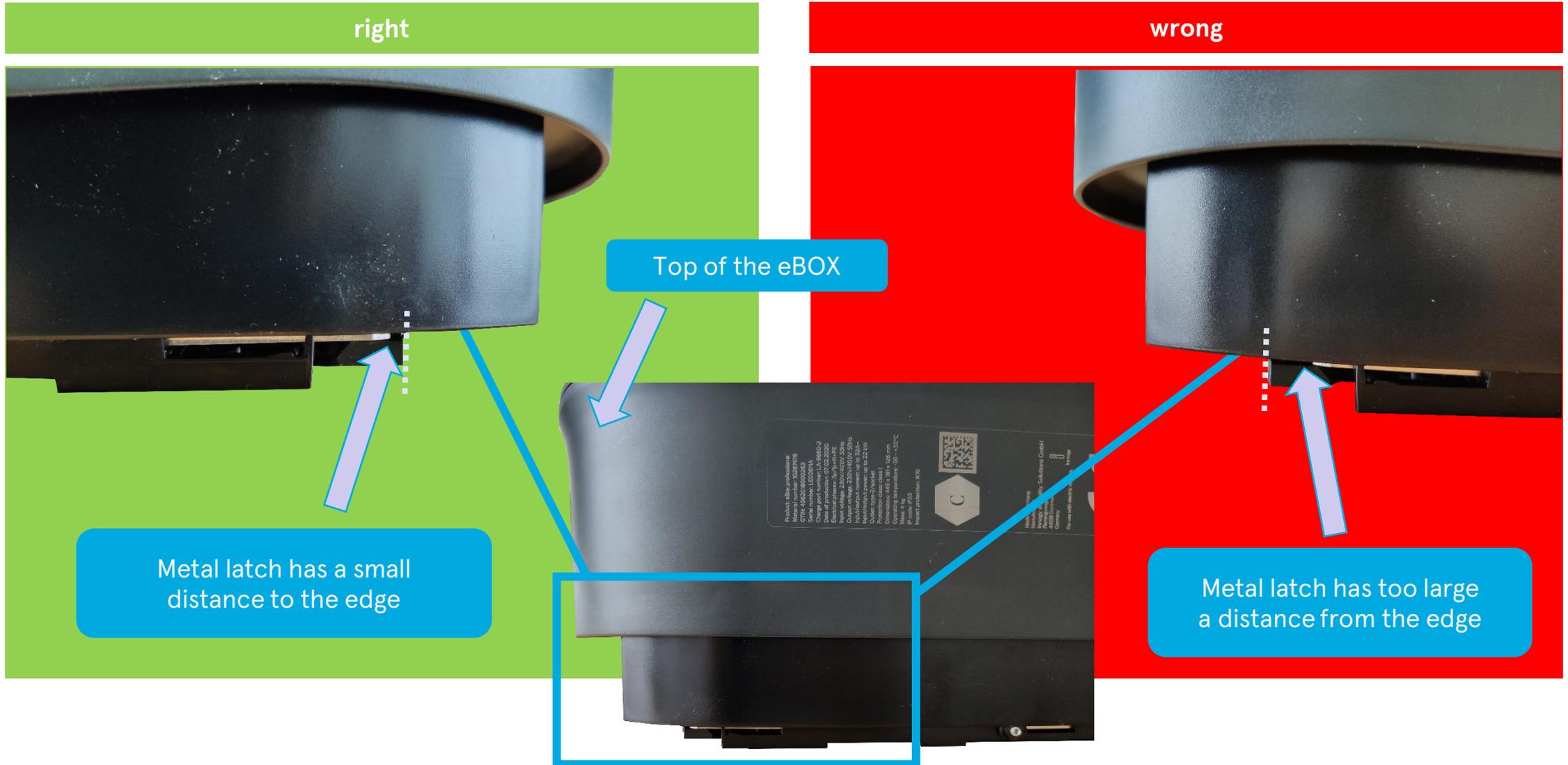
right



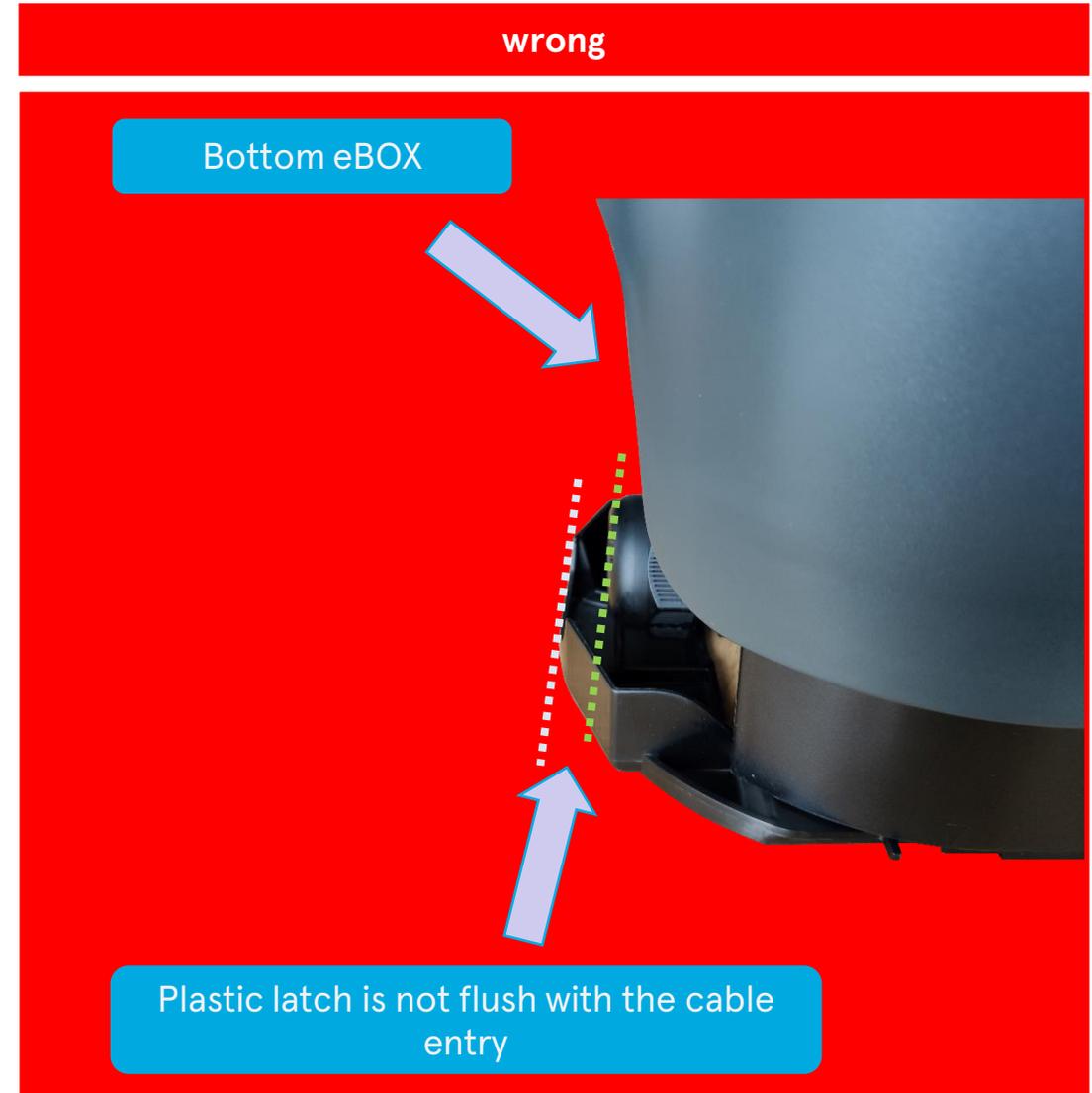
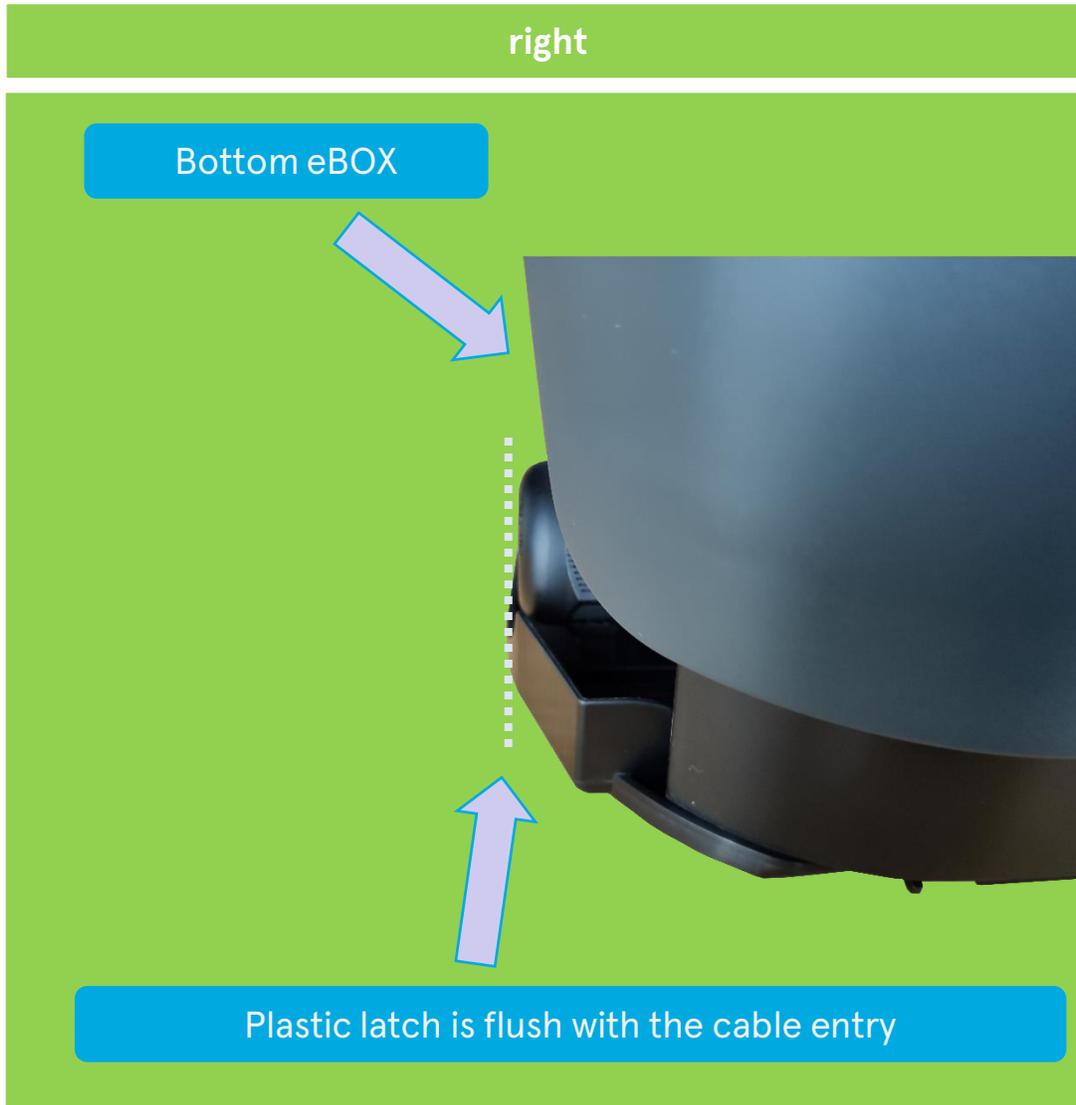
wrong



What to do? – Compleo eCLICK (metal latch)



What to do? – Compleo eCLICK (plastic latch)



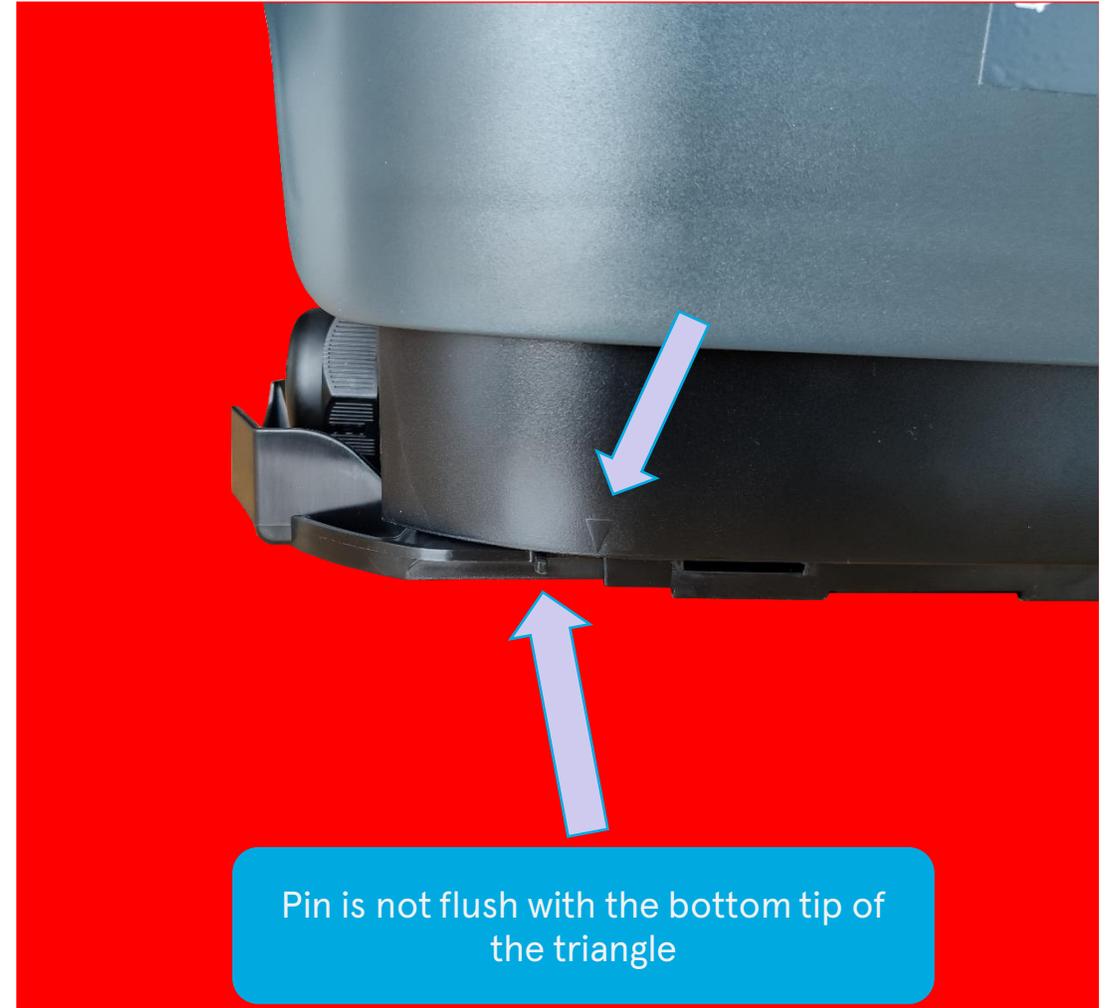
What to do? – Compleo eCLICK (plastic latch)



right

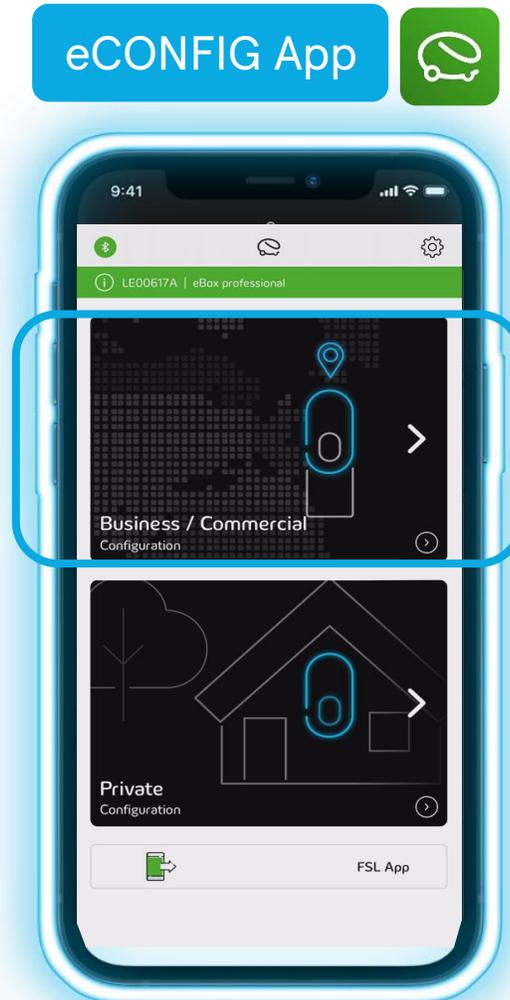


wrong



4 My eBOX is not responding and i cannot charge – using the Compleo eOPERATE portal

App view



4 My eBOX is not responding and I cannot charge – using the Compleo eOPERATE portal



Possible cause

1. The power supply of the eBOX is not switched on/given.
2. The eBOX is inserted in the eCLICK (metal latch) incorrectly.
3. The eBOX is inserted in the eCLICK (plastic latch) incorrectly.
4. Difficulties with SIM activation.
5. No restart performed after reconfiguration in eCONFIG/eCHARGE+ app.

What to do?

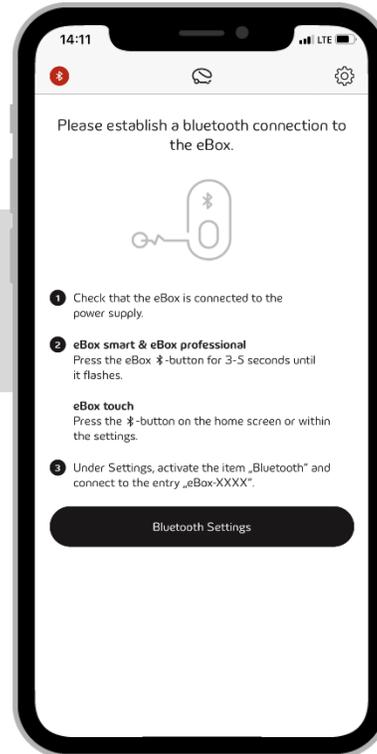
1. Check that all upstream fuses of all eBOX phases are switched on.
2. Check whether the eBOX is connected to the eCLICK (metal latch) correctly.
3. Check whether the eBOX is connected to the eClick (plastic latch) correctly.
4. Set up SIM activation.
5. If you change the configuration, restart the eBOX, otherwise, the data will not be processed.

What to do? – Set up SIM activation

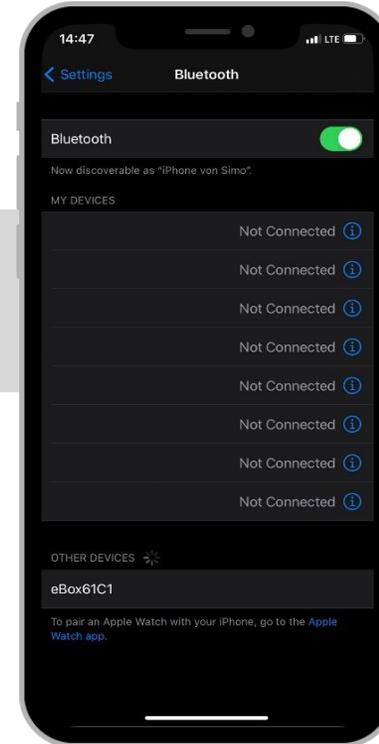


1. Open the eCONFIG app, turn on Bluetooth and turn off WLAN and mobile data..

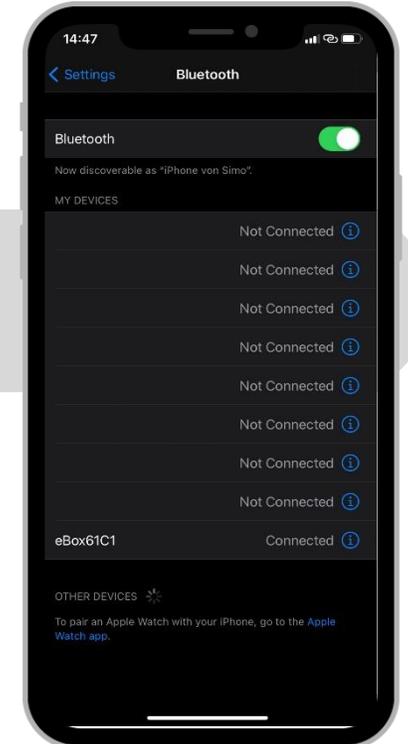
2. Now click on „Next“.



3. Turn on Bluetooth on your eBOX as described above in the app.

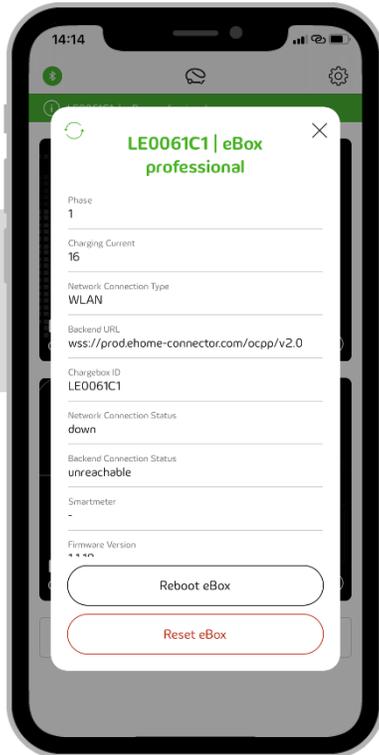


4. Select the eBOX and connect.

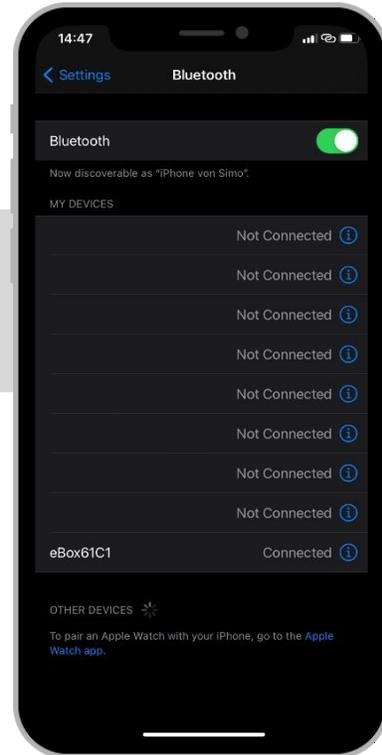


5. The eBOX is connected via Bluetooth.

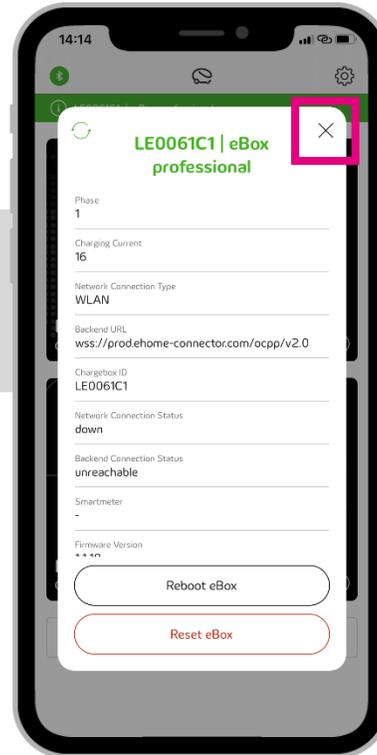
What to do? – Set up SIM activation



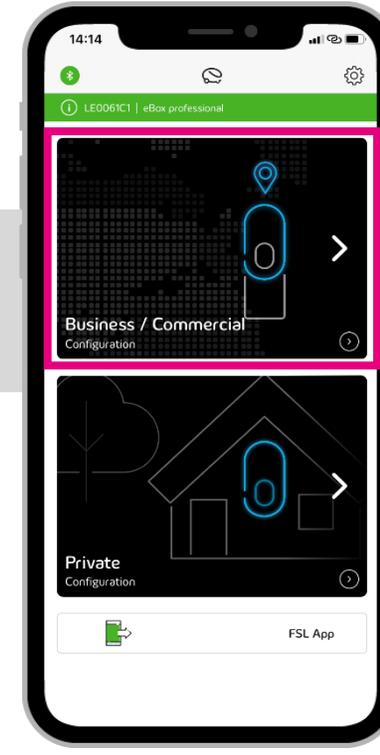
6. Click on "Reset eBOX". The eBOX will restart.



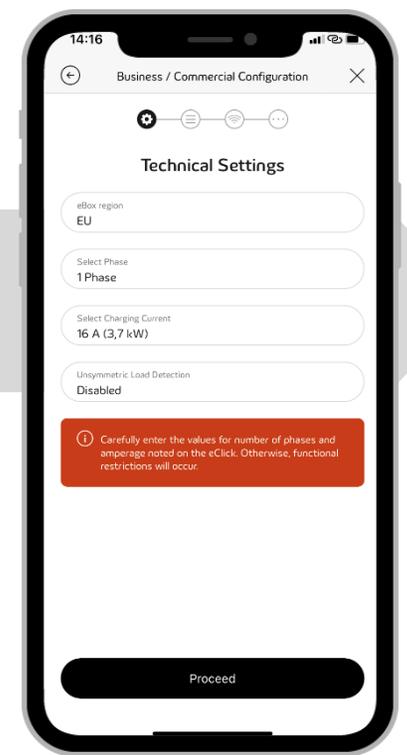
7. Remove the Bluetooth pairing or remove the eBOX from the device list.



8. Repeat steps 1-5 and click on the "X" as displayed above.

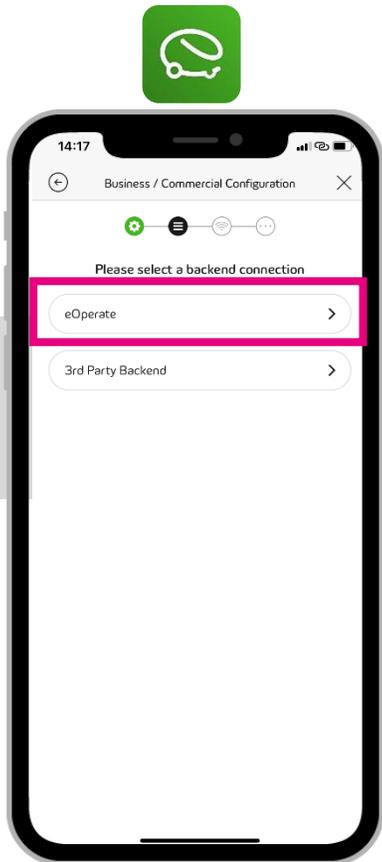


9. Now select "Business / Commercial".

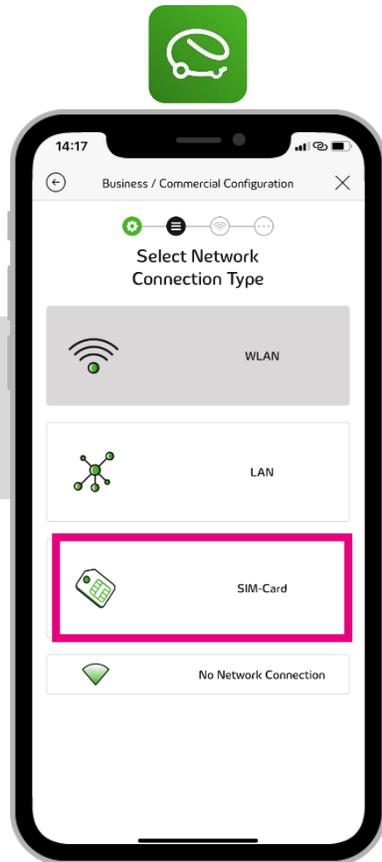


10. Configure your eBOX and click on „Proceed“.

What to do? – Set up SIM activation



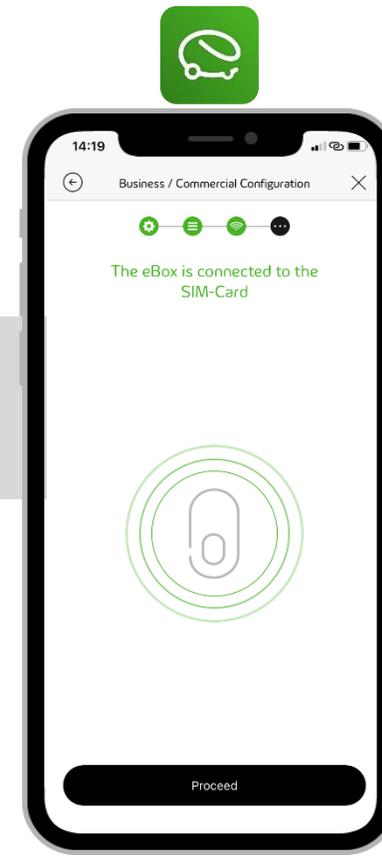
11. Click on „eOPERATE“.



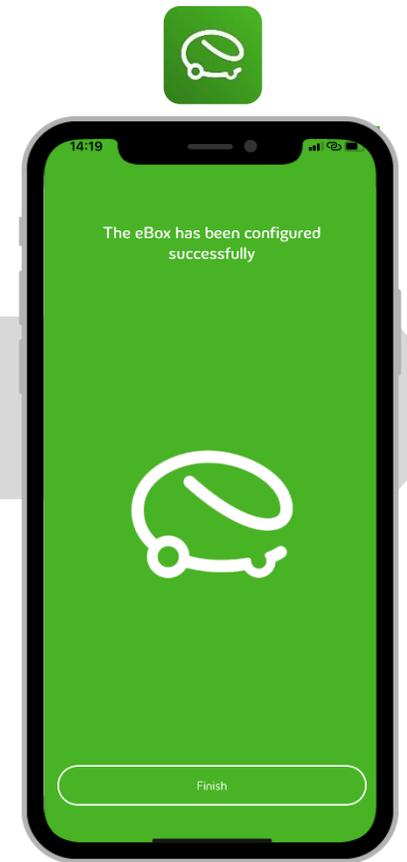
12. Wait a moment and click on "SIM-Card".



13. . Click on "Activate SIM-Card".



14. Wait a few seconds and only then click on "Proceed".



15. Now the configuration is finished and after a short time the eBOX is available in the eOPERATE portal.

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